2560 Print System Options

1800533-001B

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1

Introduction

In This Chapter . . .

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- “Purchase Information” on page 1-3
- “About This Manual” on page 1-3

Available Options

The following options are available for your printer:

- **Duplex Unit**—The duplex unit attaches to the right side of the printer and provides double-sided printing.
- **500-Sheet Tray**—This tray sits below the printer. Each tray provides an additional 500 sheets of paper up to 11" x 17"/A3. Up to 3 trays may be added.
- **2,500 LCT (Large-Capacity Tray)**—The LCT sits below the printer and provides two additional 1,250-sheet trays for paper up to 8.5" x 11"/A4.
- **5-Bin Mailbox**—This mailbox sits on top of the printer and holds up to 500 sheets of the printed output:
  - One 250-sheet mailbin with job offset
  - Three 50-sheet mailbins
  - One 100-sheet mailbin
- **10-Bin Mailbox**—This mailbox sits beside the printer and holds up to 2,000 sheets of printed output:
  - One 200-sheet mailbin with job offset
  - Nine 200-sheet mailbins

» **Note:** *The 10-bin mailbox requires three optional 500-sheet trays and casters, one optional 500-sheet tray with a 2,500-sheet LCT, or one optional 500-sheet tray with a cabinet.*

- **Cabinet**—A cabinet provides storage space for supplies. It may also be used to provide the necessary height if installing a 10-bin mailbox, stacker/stapler/hole punch, or mailbox/stapler/hole punch.
- **Casters**—Casters provide a support frame and wheels for additional 500-sheet trays.
- **Stacker/Stapler/Hole Punch**—This option sits beside the printer and holds up to 2,500 sheets of printed output:
  - One 500-sheet bin with job offset and hole punch
  - One 2,000-sheet bin with job offset, stapling, and hole punch

» **Note:** *The stacker/stapler/hole punch requires three optional 500-sheet trays and casters; one optional 500-sheet tray with a 2,500-sheet LCT; or one optional 500-sheet tray with a cabinet.*

- **Mailbox/Stapler/Hole Punch**—This option sits beside the printer and holds up to 2,500 sheets of printed output:
  - One 500-sheet bin with job offset and hole punch
  - One 1,000-sheet bin with job offset, stapling and hole punch
  - Five 200-sheet mailbins with hole punch

» **Note:** *The mailbox/stapler/hole punch requires three optional 500-sheet trays and casters, one optional 500-sheet tray with a 2,500-sheet LCT, or one optional 500-sheet tray with a cabinet.*

- **RAM SIMM**—Additional RAM allows for printing of 1200 dpi on larger page sizes and additional space for downloading temporary fonts.
- **Flash SIMM**—A Flash SIMM provides additional space for downloading permanent fonts.
- **Kanji SIMM**—Kanjii font SIMM provides Kanji fonts for the 2560 Print System.
- **Internal IDE Hard Disk**—An Internal IDE hard disk drive provides additional space for downloading permanent fonts and also enables enhanced document collation.

Purchase Information

Contact your printer vendor to purchase optional equipment for your printer. Refer to appendix A, “QMS Customer Support,” for sales and support locations and telephone numbers. You can also visit us at http://www.qms.com to find the QMS vendor nearest you.

About This Manual

This manual guides you through the various installation processes for optional hardware and software components for your printer. It contains detailed, illustrated instructions. You should already have the printer unpacked and set up before using any of the information in this manual.

This manual is divided into the following sections:

1	**Introduction**	Provides general information about the options available for the printer, as well as purchasing information.
2	**Installing Hardware Options**	Instructs you on installing mailboxes and other optional hardware.
3	**Installing Controller Options**	Instructs you on installing additional controller components, including SIMMs and hard disks.
A	**QMS Customer Support**	Provides product sales, support, and service contact information.

Manuals on the CD-ROM

The manuals on the *2560 Print System Utilities and Documentation* CD-ROM, including this manual, are in Adobe Acrobat PDF format. We've also provided the Acrobat Reader and QuickTime programs on the CD-ROM. The CD-ROM insert provides instructions on installing them.

About Adobe Acrobat Reader

Adobe Acrobat PDF-formatted manuals give you more flexibility and convenience than do hardcopy manuals when you have to access information. Here are some of the advantages PDF-formatted manuals provide:

- You can store the PDF manuals in a central location for access by anyone on the network.
- You can view and print the manuals on Windows, Macintosh, and UNIX platforms.
- You can view the manuals on web browsers using the Acrobat plug-in.
- You can view the manuals on-screen in different formats (side-by-side or two-up, one page at a time, scrolling two-up, article flow, and zooming capability up to 800%).
- You can conduct full-text searches through all of the manuals.
- You can print only the manual pages that you need.

- The PDF-formatted manuals have been enhanced for on-screen viewing and navigation. Throughout each manual are numerous hotlinks to cross-reference points. The table of contents and the index are fully hotlinked to their respective page references, and all World Wide Web addresses are linked to their respective home pages.

We hope you enjoy using the Acrobat software to access the information in your manuals. They'll never become dog-eared and yellowed or collect dust on some forgotten shelf with quick on-line access. Your PDF-formatted manuals will empower you to take full advantage of all the capabilities of your printer.

Using Adobe Acrobat Reader

When you use Acrobat to view your manuals, keep the following tips in mind for using some of the navigation features built into Acrobat and your manuals.

- You may view the document in three different styles: page only, with bookmarks, or with thumbnails. Try each to see which you like best. Viewing with bookmarks will enable you to use a quick table of contents to move around the document.
- The toolbar also gives you quick access to page navigation features. For example, you may click a button to advance (>) or reverse (<) one page, go to the start (|<) or end (>|) of the document, or use the history button (<<) to go to the previous pages you viewed. There are other buttons in the toolbar to change view or magnification of the document.
- As you browse through the document the open hand tool will sometimes turn into a pointing hand. You have discovered an embedded link in the manual. You will find these links in the table of contents, index, www addresses, and cross references. Click on the link to jump to a new location.
- You may discover a movie camera icon. On Windows and Macintosh platforms, click the icon to play a QuickTime video clip of the procedure described in the text.

- Use the Acrobat Reader Online Help for a more complete explanation of these features.

A Note on Media

All manuals are also available in hard copy. Refer to appendix A, "QMS Customer Support," for purchase information.

In addition, many applications, utilities, and printer drivers on the *2560 Print System Utilities and Documentation* CD-ROM are available on alternate media. Contact your printer vendor for media availability and purchase information. Refer to appendix A,

"QMS Customer Support," for sales and support locations and telephone numbers. You can also download many of these files from our World Wide Web Server at http://www.qms.com or our ftp resource at ftp.qms.com.

Typographic Conventions

The following typographic conventions are used in this manual:

`Mixed-Case Courier`	Text you type, and messages and information displayed on the screen, and information displayed in the printer message window.
`Mixed-Case Italic Courier`	Variable text you type; replace the italicized word(s) with information specific to your printer or computer
lowercase bold	DOS commands
lowercase italic	Variable information in text
UPPERCASE	File and utility names
↵	Press the Enter key (PC) or Return key (Macintosh)
^	Press and hold down the Ctrl key (PC)
	In Adobe Acrobat PDF versions of the manual, click to play a QuickTime video clip of the procedure described in the text.

» **Note:** *Notes contain tips, extra information, or important information that deserves emphasis or reiteration.*

◆ **Caution**: *Cautions present information that you need to know to avoid equipment damage or process failure.*

WARNING! *Warnings indicate the possibility of personal injury if a specific procedure is not performed exactly as described in the manual.*

ACHTUNG! *Bitte halten Sie sich exakt an die im Handbuch beschriebene Vorgehensweise, da sonst Verletzungsgefahr bestehen könnte.*

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2

Installing Hardware Options

In This Chapter . . .

- “Introduction,” on page 2-2
- “Installing a Duplex Unit,” on page 2-2
- “Installing a 500-sheet Paper Tray,” on page 2-5
- “Installing a 2500-Sheet Large- Capacity Tray (LCT),” on page 2-10
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Introduction

This chapter describes the following optional hardware:

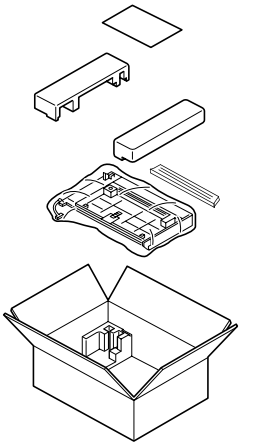
- Duplex unit
- 500-sheet paper feed unit
- 2500-sheet large-capacity tray (LCT)
- 5-bin mailbox
- 10-bin mailbox
- Cabinet
- Casters
- Stacker/stapler/hole punch
- Mailbox/stapler/hole punch

Installing a Duplex Unit

With the duplex unit installed, your printer can be configured to print double-sided documents.

1 Remove all of the pieces from the carton.

2 Remove all of the protective shipping foam, plastic coverings, and tape from the pieces.



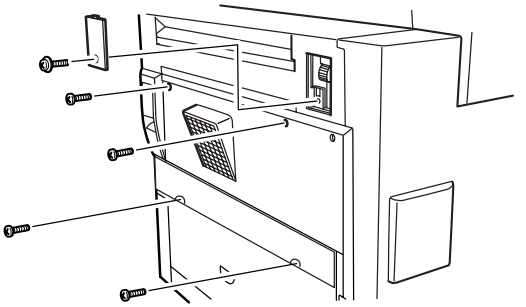
1 **Turn off and unplug the printer, and then disconnect all interface cables.**

» **Note:** *It's very important to turn off the printer before continuing with this installation.*

3 **On the right side of the printer, remove the cover in the upper-right corner.**

4 **Remove the two screws from the middle cover, but leave the cover attached.**

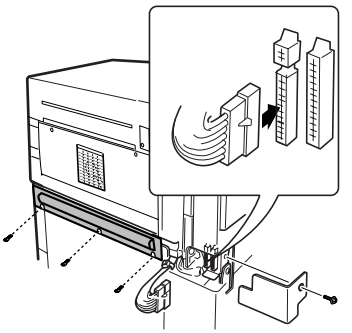
5 **Remove the two screws from the lower cover, and then remove the cover.**



6 **Remove the cover of the socket compartment on the right corner of the printer.**

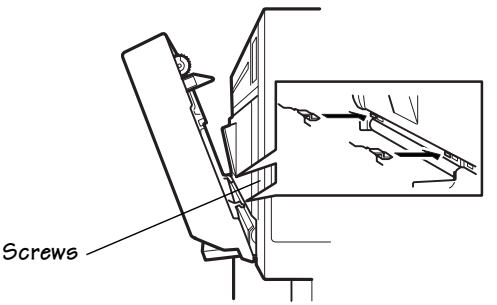
7 **With three screws, attach the duplex guide unit to the printer.**

8 **Plug the duplex guide unit cable into the lower-left connector inside the socket compartment.**

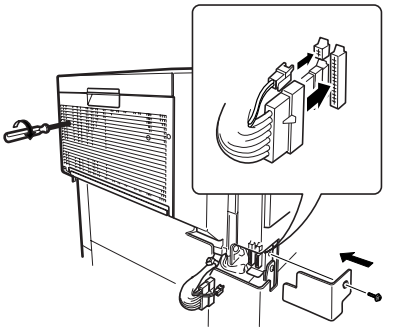


9 **Set the duplex unit onto the duplex guide unit.**

10 **With your hand against the duplex unit to hold it into place, tighten both of the recessed screws of the duplex unit so that it is secured to the printer.**



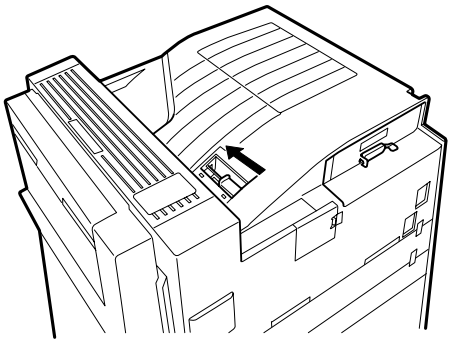
11 **Insert the duplex unit cables into the remaining two connectors inside the socket compartment.**



12 **Using the screw you removed earlier, reattach the cover of the socket compartment to the printer.**

» **Note:** *Make sure that the connector cords are completely enclosed inside of the socket compartment before tightening the*

13 **Remove the small cover located on top of the printer.**



14 **Pull back the green tension device in the direction of the arrow.**

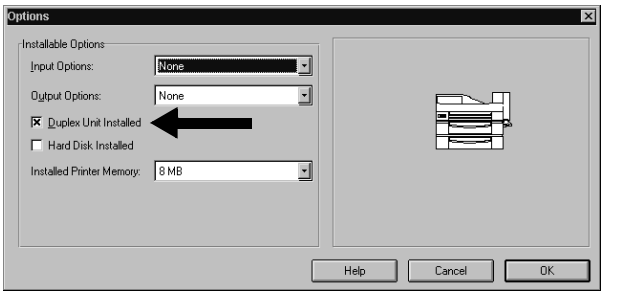
» **Note:** *The tension wire supports the weight of the duplex unit when it's open. Be sure to return the wire to its original position if you remove the duplex unit from the printer.*

15 **Reconnect the interface cables.**

16 **Plug the printer back in, and turn it on.**

17 **Print a startup page and make sure that "Duplex" is identified as an installed option.**

18 **On the Options tab of the QMS printer driver select "Duplex Unit Installed."**

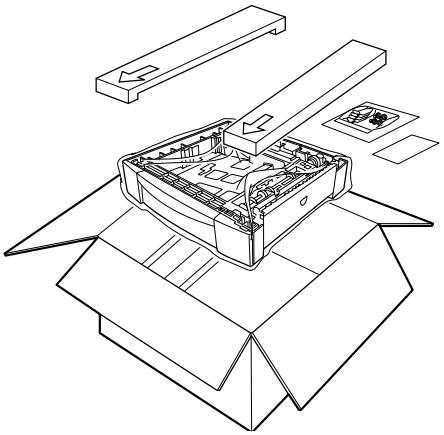


Installing a 500-sheet Paper Tray

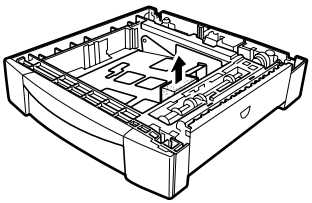
These trays can be used to expand the paper capacity of the printer for convenient, high-volume printing. The additional trays can also be used to assign media sources to multiple media sizes or types.

» **Note:** *Without a large-capacity tray (LCT), it is possible to install up to three additional 500-sheet trays. With a large-capacity tray, it is possible to install only one additional 500-sheet tray.*

1 Remove the tray from its carton ,and remove its protective plastic covering.

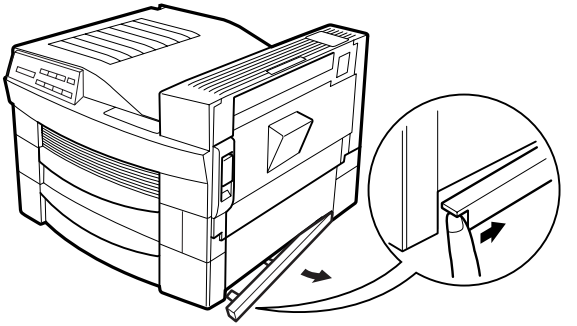


2 Remove the protective foam cushion from inside the tray.



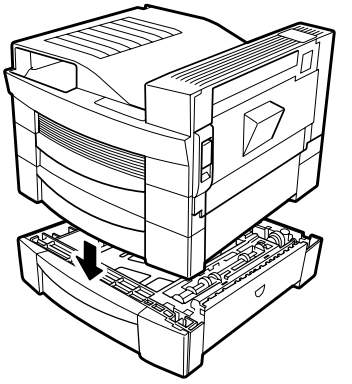
3 Turn the printer off, and disconnect the power cord and interface cable(s).

4 Use the tab to detach the bottom frame bar of the printer.



5 Place the tray on a level surface with its blue handles facing toward you.

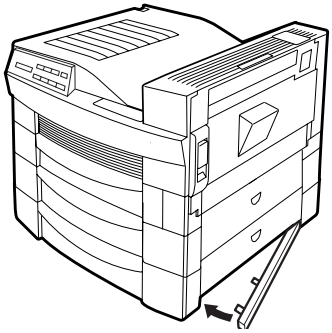
6 Place the printer on top of the tray, making sure to align the four corners of both units with each other.



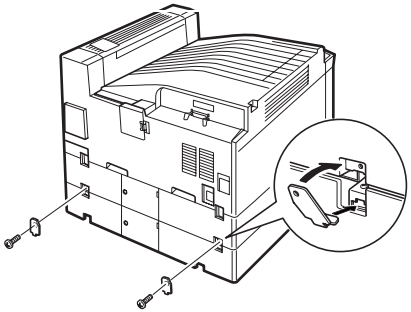
WARNING! *The printer weighs approximately 66 lbs (30 kg). Two people are required to lift it safely.*

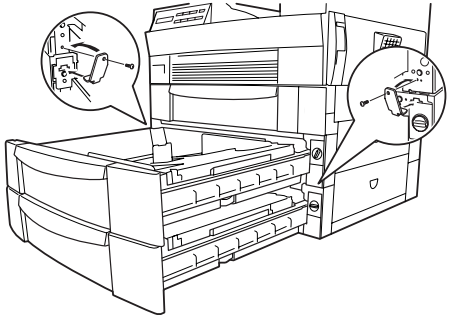
ACHTUNG! *Der Drucker wiegt ca. 30 kg. Sie benötigen zwei Personen, um den Drucker sicher anzuheben.*

7 Attach the frame bar that was removed during step 4 to the bottom of the paper feed unit.

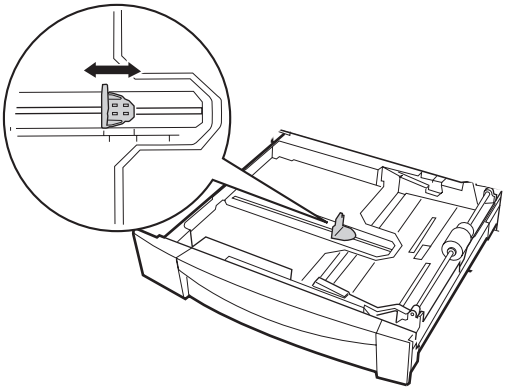


8 Using a Phillips screwdriver, screw on the metal fastening brackets included with the unit (two in back and two in front on either side of the media tray) to secure the printer and the 500-sheet paper tray together.

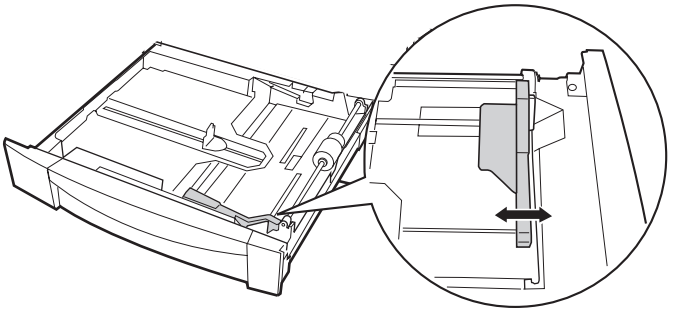




9 **If necessary, adjust the green clip to the appropriate media size by squeezing its sides and sliding it through the runner at the bottom of the tray.**

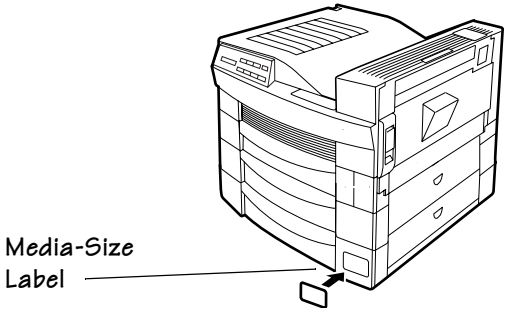


10 **Press the green button located near the outer edge of the tray to adjust the media guides.**



11 **Load up to 500 sheets of paper in the tray, and then close the tray.**

12 **Attach the media-size label that indicates the size of the media you just loaded.**



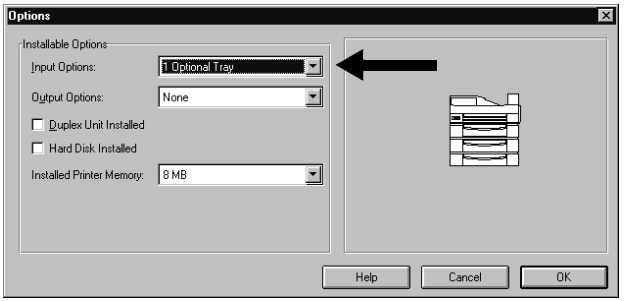
13 **Reconnect the power cord and interface cable(s).**

14 **Turn the printer on and print a startup page.**

15 **Make sure that "Tray X" (1, 2, or 3) is identified on the startup page as an installed option.**

16 **Repeat steps 1-15 if you're installing additional 500-sheet paper trays.**

17 **On the Options tab of the QMS printer driver select the appropriate Input Option.**



Installing a 2500-Sheet Large-Capacity Tray (LCT)

The 2500-sheet LCT can be used to expand the media capacity of the printer for convenient, high-volume printing.

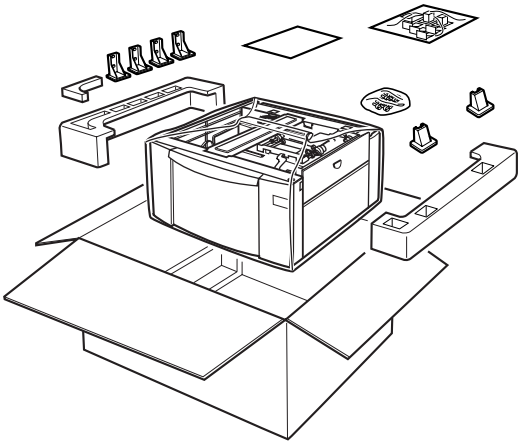
» **Note:** *Without a large-capacity tray (LCT), it is possible to install up to three 500-sheet trays. With a large-capacity tray, it is possible to install only one 500-sheet tray. If you have an additional 500-sheet tray, install it before installing the LCT.*

Space Requirements

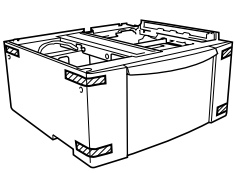
The LCT adds an additional 11.25" (284 mm) to the height of the printer.

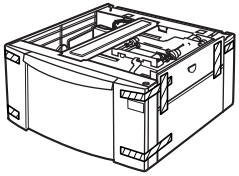
Unpacking the 2500-Sheet LCT

1 Remove the 2500-sheet large-capacity tray (LCT) from its carton, and remove the protective plastic covering.



2 Remove all of the protective shipping foam and tape from the 2500-sheet LCT, including the two foam cushions inside of the tray.





3 Shut the tray.

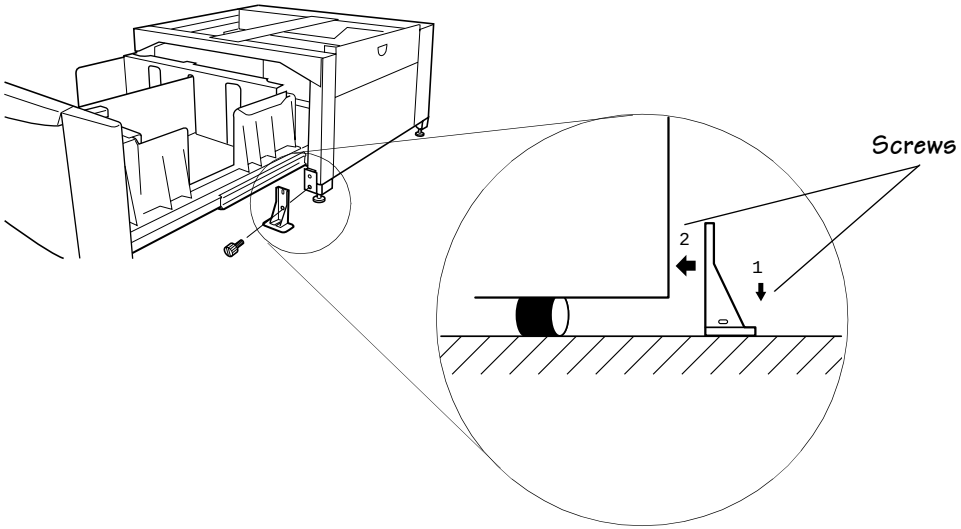
Attaching the Stoppers to the 2500-Sheet LCT

Attach the stoppers to the 2500-sheet LCT in order to secure the unit in place.

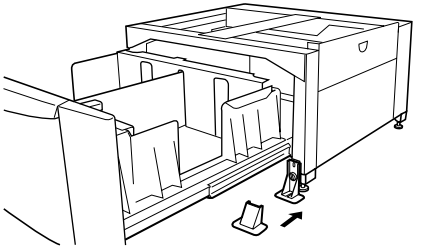
1 Take the stopper accessories from the plastic bag.

2 Pull out the tray.

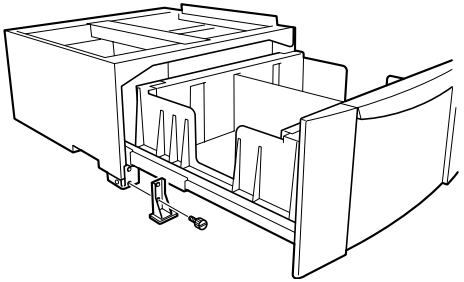
3 Attach one of the stoppers to the bottom of the front side of the 2500-sheet LCT with the short screws provided.



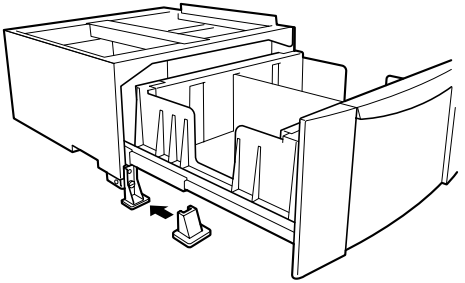
4 Attach one of the stopper covers onto the stopper.



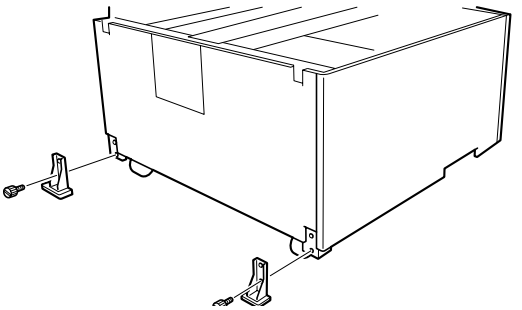
5 Using a short screw, attach a stopper on the same side but directly opposite the stopper installed in step 4.



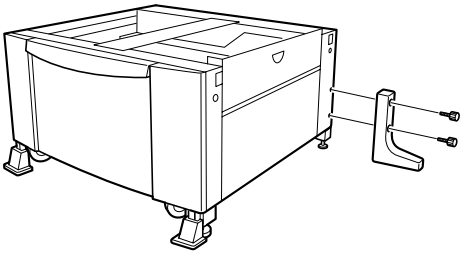
6 Attach the stopper cover onto the stopper.



7 **Attach the remaining stoppers to the lower backside of the 2500-sheet LCT using the two short screws provided.**

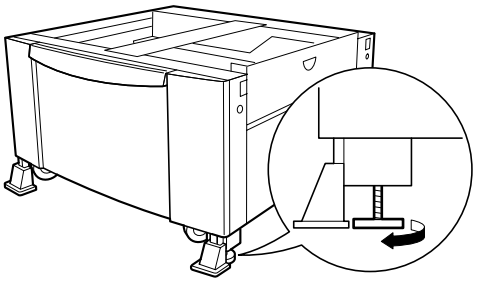


8 **Attach the L-shaped bracket to the right side of the 2500-sheet LCT using the two long screws provided.**



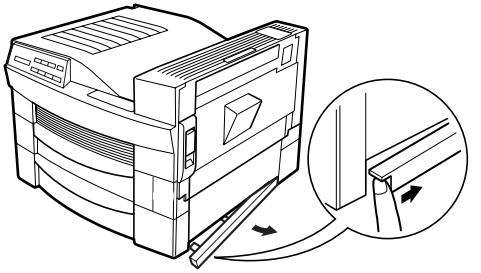
9 **Position the LCT in the place that you have selected for it.**

10 **Turn the adjusters on the lower-right side of the 2500-sheet LCT clockwise to secure the unit into place.**



Setting the Printer on the 2500-Sheet LCT

1. **Turn the printer off, and disconnect the power cord and interface cable(s).**
2. **Use the tab to detach the bottom frame bar of the printer or the paper feed unit.**

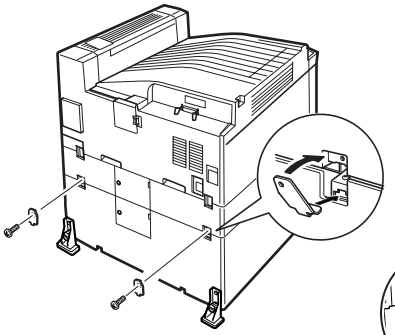


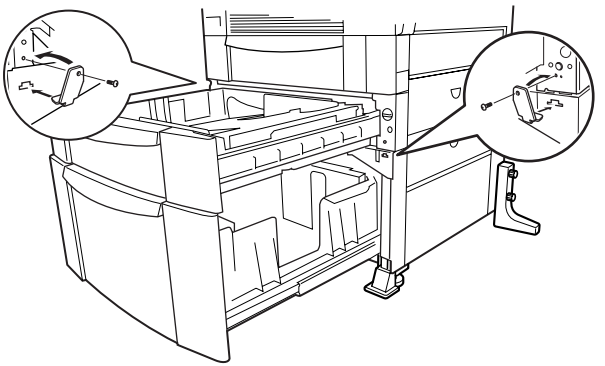
3. **Place the printer unit on top of the LCT, making sure to align the four corners of both units with each other.**

WARNING! *The printer weighs approximately 66 lbs (30 kg). Two people are required to lift it safely.*

ACHTUNG! *Der Drucker wiegt ca. 32 kg. Sie benötigen zwei Personen, um den Drucker sicher anzuheben.*

4 Using a Phillips screwdriver, screw on the metal fastening brackets included with the unit (two in back, and two in front on either side of the media tray) to secure the printer and the LCT together.



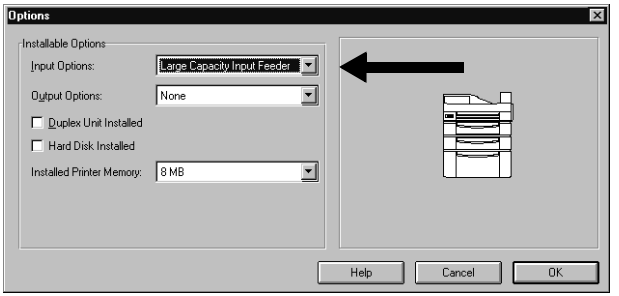


Completing the Installation

1 After installing the 2500-sheet LCT, print a startup page and make sure that "High Capacity" is identified as an installed option.

2 Load up to 2500 sheets of media in the tray.

3 Select the appropriate media input source on the Options tab of the QMS printer driver.



Installing a 5-bin Mailbox

The 5-bin mailbox provides five additional bins for sorting printed documents.

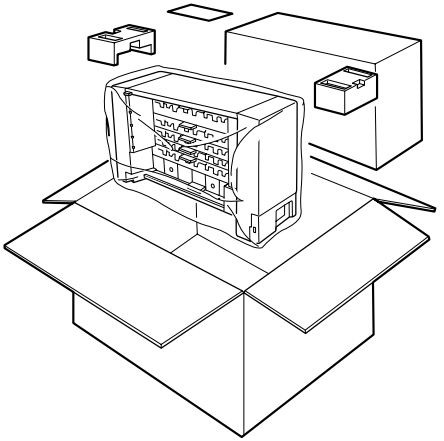
» **Note:** *If you also have additional input trays, install them before installing the 5-bin mailbox.*

Space Requirements

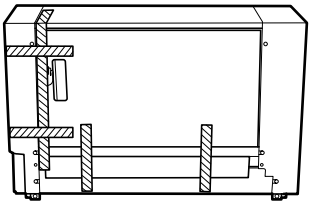
The 5-bin mailbox adds an additional 14.5" (368 mm) to the height of the printer.

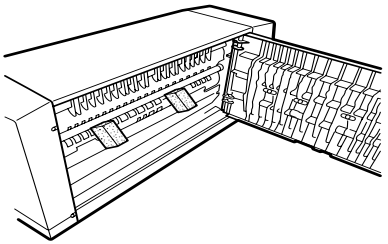
Installation

1 Remove the 5-bin mailbox from its carton, and remove its protective plastic covering.

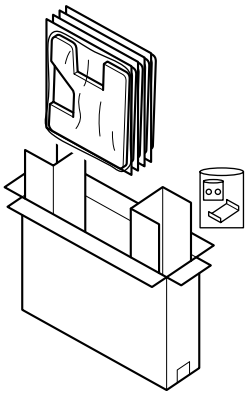


2 Remove all of the protective shipping foam and tape from the unit, including the plastic covering that protects the connector cord.



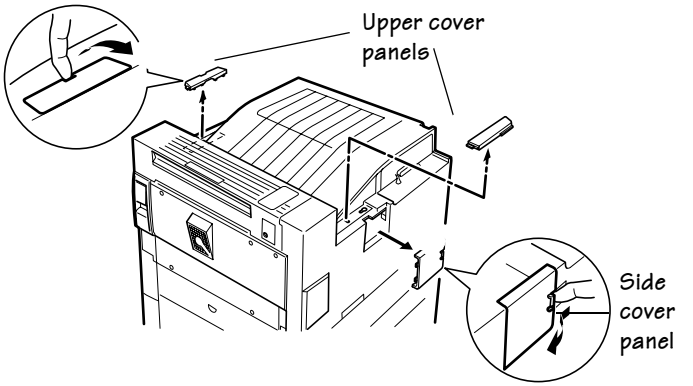


3 Remove the five shelves and the separate cover from the carton, and remove their plastic covering.



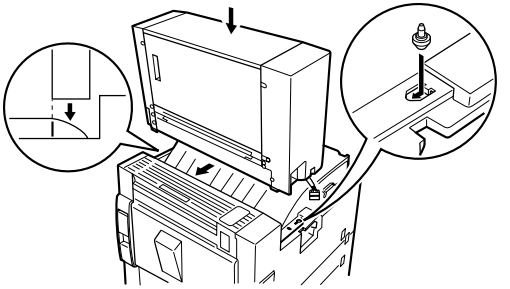
4 Turn the printer off, and disconnect the power cord and interface cable(s).

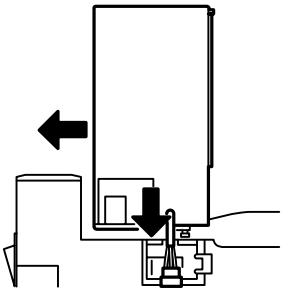
5 Remove the two upper cover panels as well as the single side cover panel from the printer.



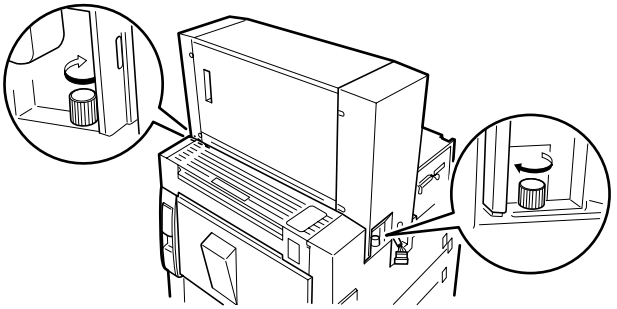
6 Using the guide arrow on the edge of the front of the printer, align the edge of the units.

7 When the 5-bin mailbox is in place, slide the guide pins forward into the holes.





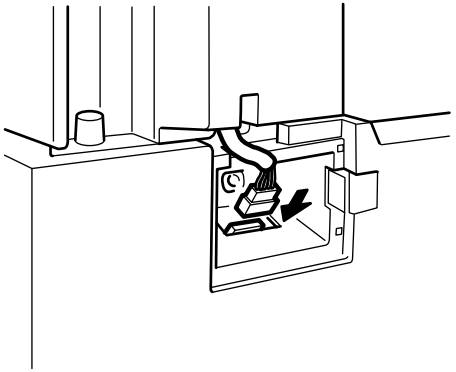
8 To secure the 5-bin mailbox to the printer, tighten the thumbscrew on the right and left sides.



WARNING! *Removing any screws other than those specified in this manual may result in hazardous radiation exposure.*

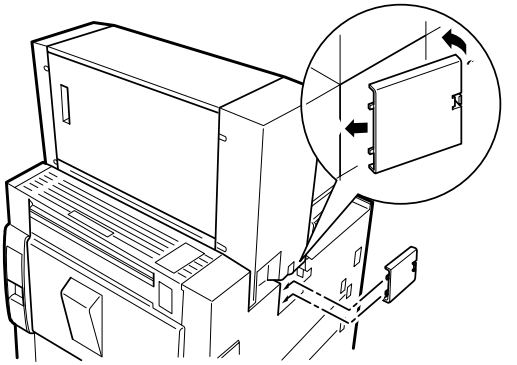
ACHTUNG! *Das Entfernen von Schrauben, die nicht in diesem Handbuchspezifiziert sind, kann dazu führen, daß gefährliche Strahlung freigesetzt wird.*

9 Plug the 5-bin mailbox's connector into the printer.



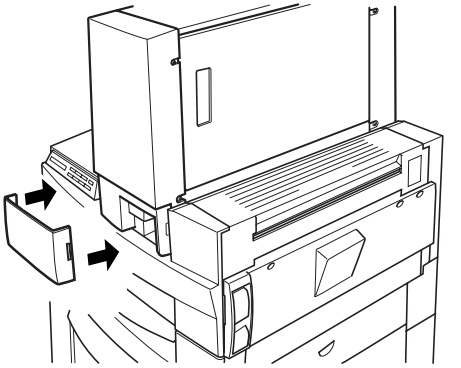
Caution: *Make sure that the power to the printer has been turned OFF before plugging in or removing the connector.*

10 Attach the cover that protects the connector panel.

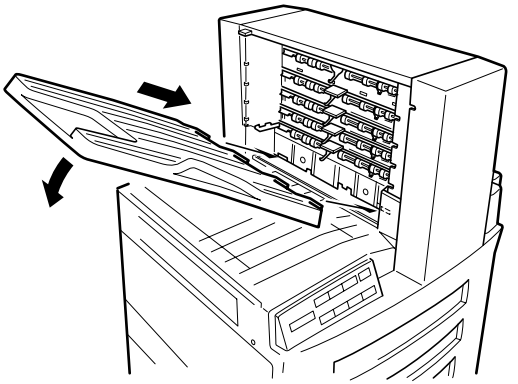


» **Note:** *Before unplugging the connector from the printer, be sure to release the locking tab on the connector.*

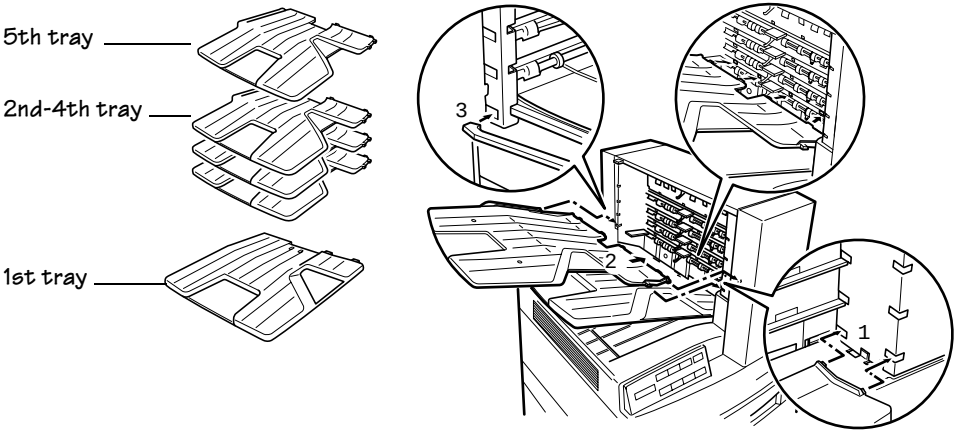
11 Attach the separate cover that is shipped with the mailbox.



12 Hold the first tray at an upward angle as shown. Insert the tabs at the bottom of the tray into the holes and lower the tray into position.



13 Insert the other four trays in order from the bottom up, into the mailbox.

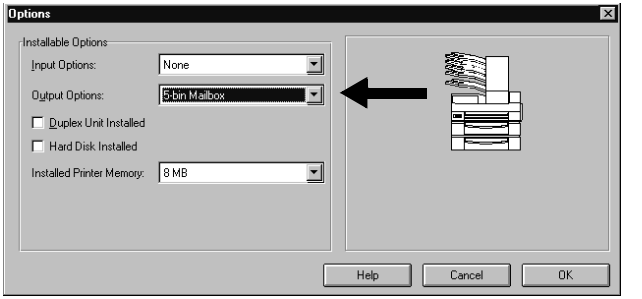


14 Reconnect the interface cable(s).

15 Plug the printer back in and turn it on.

16 After installing the 5-bin mailbox, print a startup page and make sure that "5-Bin Mailbox" is identified as the installed output option.

17 On the Options tab of the QMS printer driver select "5-bin Mailbox" as the Output Option.



Specifying the Mailbox Settings

After installing a 5-bin mailbox, use the following procedure to specify the mailbox settings:

1 At the printer control panel press Online/Offline to take the printer offline.

2 Press Menu until Output Options displays, and press Select to enter the Output Options menu.

3 Press Next until Default Bin displays.

4 Specify the default bin to be used for printed output.

a Press Select to enter the Default Bin menu.

b Press Next until the correct bin displays.

c Press Select to choose the bin.

d Press Menu to return to the Default Bin menu.

5 If you selected Bin 1 as the Default Bin, you may also enable offset stacking in the Output Options/Offset Stack menu.

a Press Next until Offset Stack displays.

b Press select to enter the Offset Stack menu.

c Press Next to display On.

d Press Select to choose On.

e Press Menu to return to the Offset Stack menu.

6 Press Menu to return to the Output Options menu.

7 **Press Online/Offline to put the printer back online.**

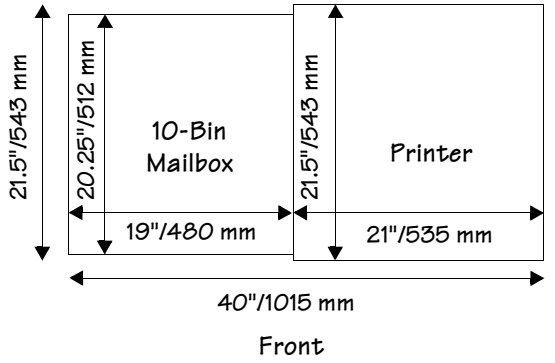
» **Note:** *Selections you make in the printer driver override those you make in the configuration menu.*

Installing a 10-bin Mailbox

A 10-bin mailbox provides up to ten additional bins for sorting printed documents.

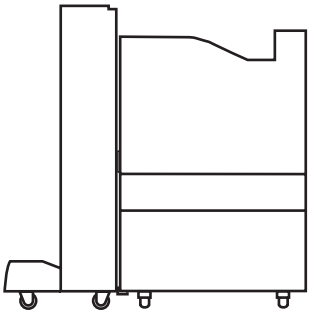
Space Requirements

Be sure to provide space around the printer and 10-bin mailbox to ensure easy printer operation, paper and toner replacement, and maintenance. The illustration below shows the size of the printer with 10-bin mailbox attached. Use this illustration in conjunction with the one in the *Getting Started* manual that shows the required space surrounding the printer.

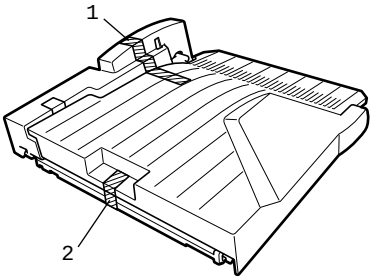


Installation

- **Caution:** *The mailbox must align exactly with the printer. The printer must be configured either with three optional 500-sheet trays and casters, one optional 500-sheet tray plus an optional LCT, or one optional 500-sheet tray plus an optional cabinet.*

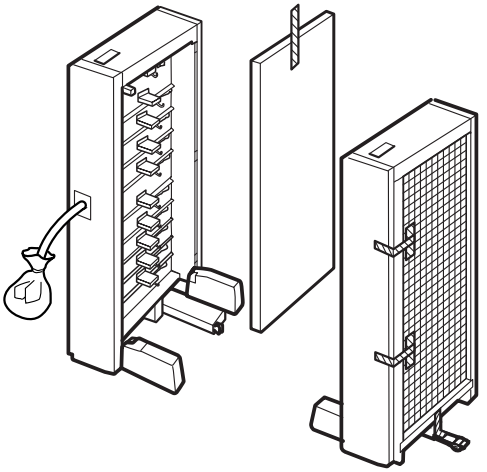


1. **Turn the printer off, and disconnect the power cord and interface cable(s) from the printer.**
2. **Remove the horizontal transport unit from the carton.**
3. **Remove the shipping tape (1 and 2) from the horizontal transport unit.**

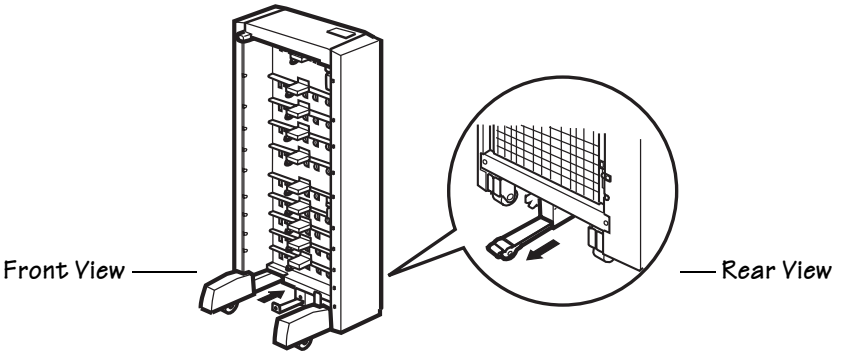


4. **Remove the 10-bin mailbox from the carton.**

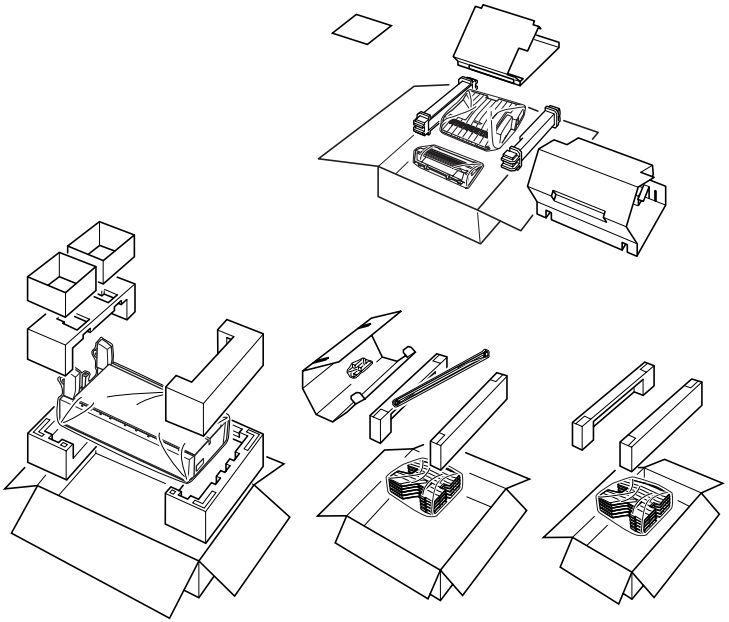
5 Remove all of the protective shipping foam and tape from the 10-bin mailbox.



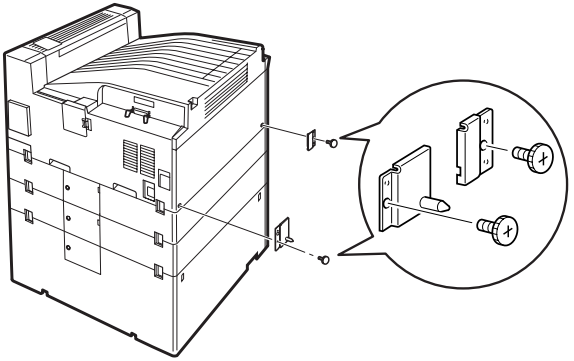
6 Slide the stabilizing bar in the direction indicated by the arrow and secure it with a screw.



7 Remove the tray, rail guide, and other accessories from the carton.

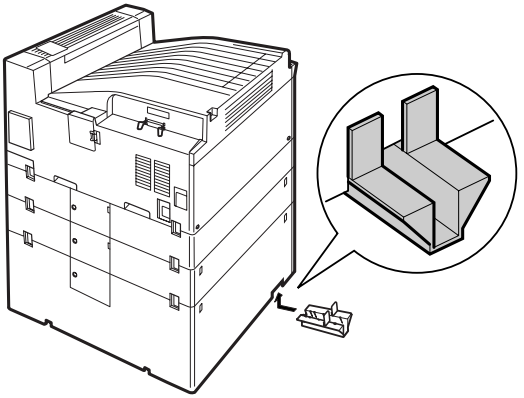


8 Secure the two fastening brackets onto the printer.

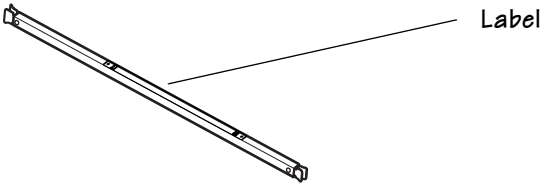


9 Attach the black guide rail molding to the bottom of the printer.

The tabs of the guide rail molding will be flush against the side of the printer when it is installed properly.

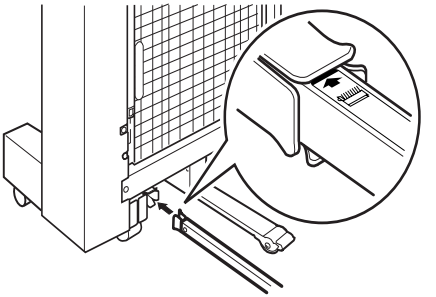


10 Make sure that the label on the rail guide is facing up.

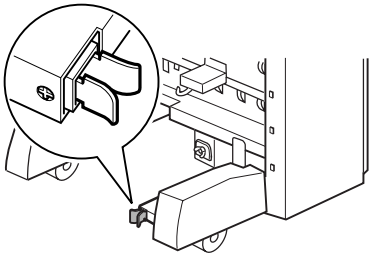


11 Slide the rail guide into the 10-bin mailbox.

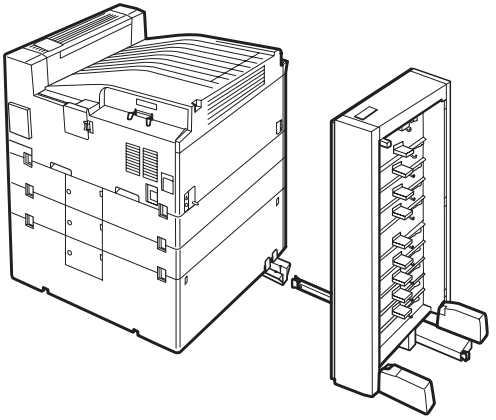
Slide the rail guide in up to the mark on its label. The rail guide will click into place when it's completely inserted into the mailbox. It should not slide out of place, even when pulled.



12 Make sure that the green tabs of the rail guide appear on the opposite side of the 10-bin mailbox.



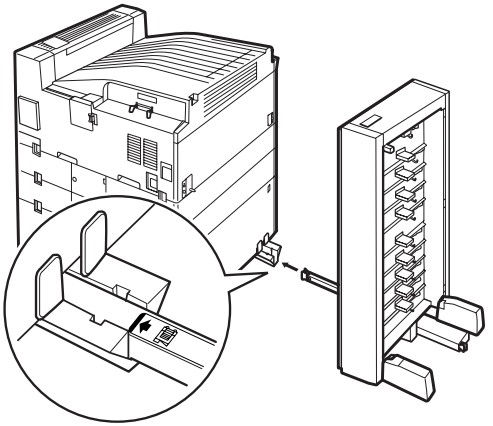
13 Align the 10-bin mailbox and the printer so that they face each other.



14 Insert the rail guide into the rail guide molding attached to the bottom of the printer.

15 Slide the rail guide into the rail guide molding at the bottom of the printer.

Slide the rail guide in up to the mark on its label. The rail guide will click into place when it's completely inserted into the printer. It should not slide out of place, even when you attempt to pull the 10-bin mailbox away from the printer. Do not allow the printer and the mailbox to come together completely.

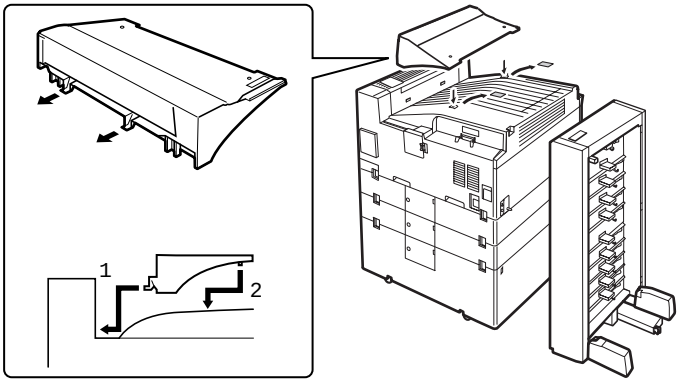


16 Install the feeder attachment.

a Remove the two seals that are affixed to the top of the printer.

b Insert the guide pins of the feeder attachment into the two holes located on the top of the printer.

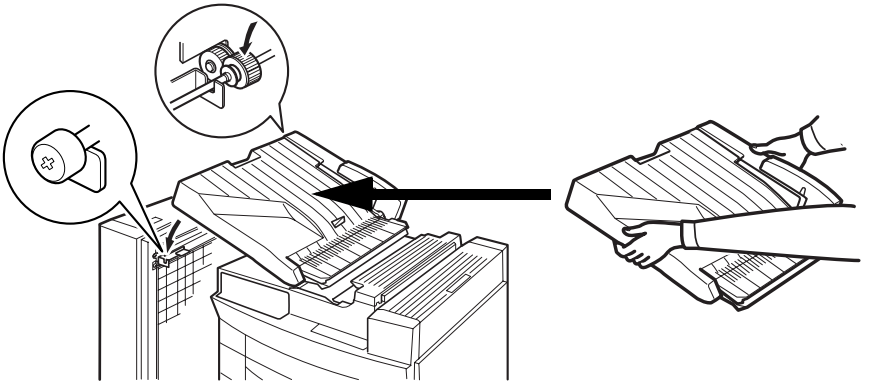
c Make sure that the two tabs located on the side of the feeder attachment fit into the two positioning holes in the printer.



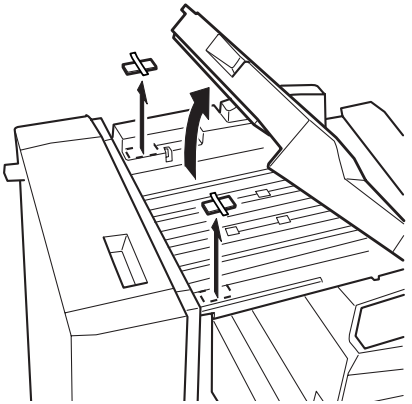
17 Position the horizontal transport on top of the printer.

Make sure that the gear fixture of the horizontal transport is placed inside of the catch on the 10-bin mailbox.

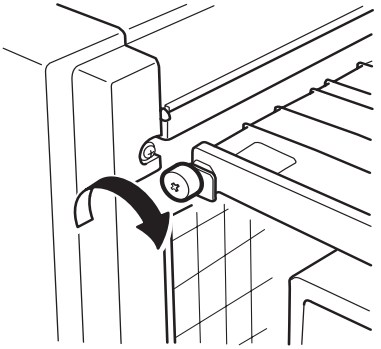
» **Note:** *Use both hands when positioning the horizontal transport unit.*



18 Open the cover of the horizontal transport, and remove the shipping tape from the magnet fittings.

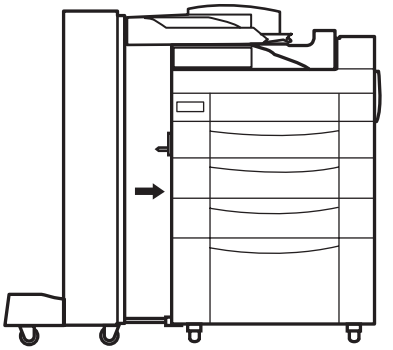


19 Secure the horizontal transport with the screw.

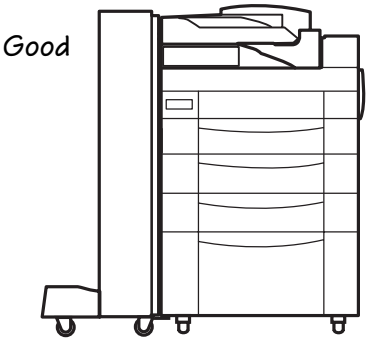


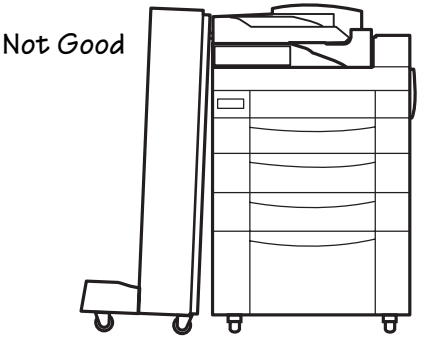
» **Note:** *Make sure that the gear (located on the opposite side of the unit) is also secure.*

20 Push the printer and the 10-bin mailbox together.



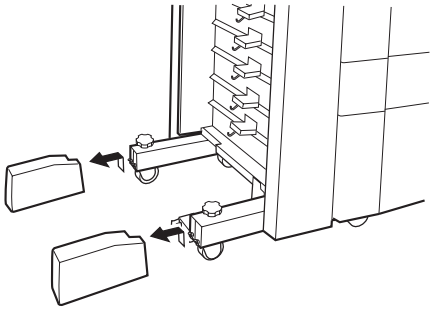
21 Make sure that the mailbox does not lean to either side or away from the printer.



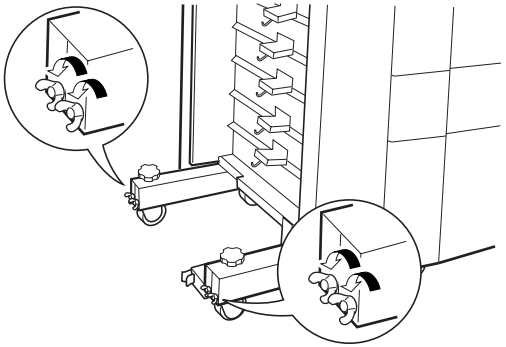


If the 10-bin mailbox appears to be leaning, use the following procedure to adjust its standing position:

a Remove the covers from both legs of the 10-bin mailbox.

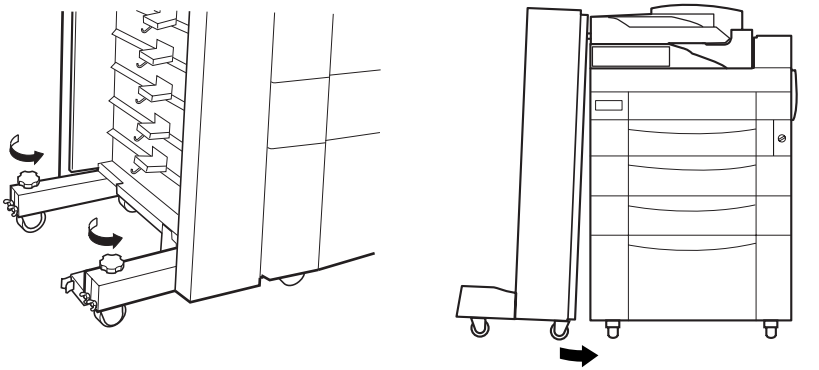


b Loosen the front and back wing bolts.



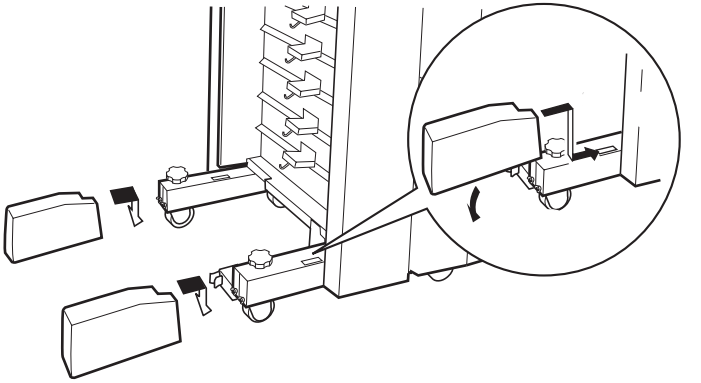
c Turn the adjust bolts attached to the legs of the 10-bin mailbox to adjust its standing position.

When the adjust bolts are turned counterclockwise, the position of the 10-bin mailbox is adjusted in the direction indicated by the arrows in the illustration.



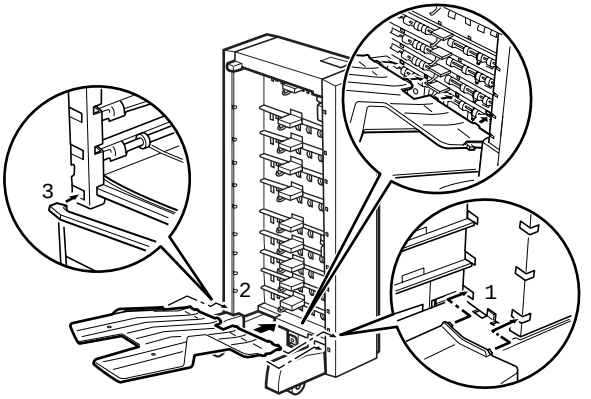
d After the standing position of the 10-bin mailbox has been adjusted, tighten the wing bolts.

e Replace the covers onto the legs of the 10-bin mailbox.

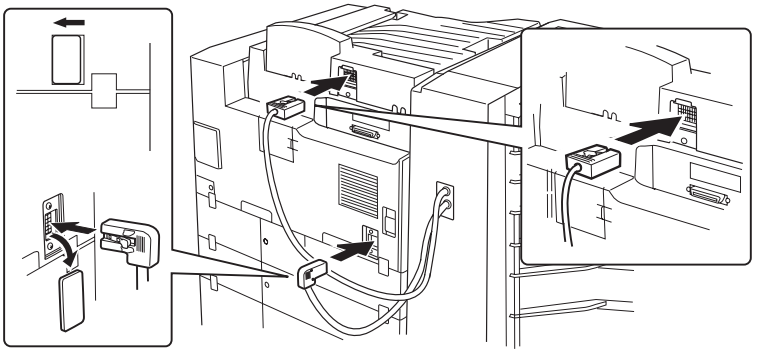


22 Insert the shelves, from the bottom to the top, into the 10-bin mailbox.

Make sure that the tabs on the right side of the shelves latch onto the tabs on the same side of the unit. When the tabs on the left side of the shelves are inserted into their positioning holes, the shelves should be held firmly in place.



23 Remove the protective cover on the printer, and plug the two connectors into their sockets as shown in the illustration.



» **Note:** *If the protective cover is difficult to remove from the printer, gently push it to the left as indicated by the arrows in the illustration.*

24 After installing the 10-bin mailbox, print a startup page and make sure that "10-Bin Mailbox" is identified as the installed output option.

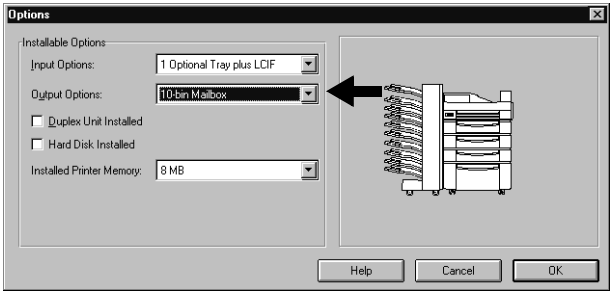
Specifying the Mailbox Settings

After installing a 10-bin mailbox, use the following procedure to specify the mailbox settings:

1. **At the printer control panel press Online/Offline to take the printer offline.**
2. **Press Menu until Output Options displays, and press Select to enter the Output Options menu.**
3. **Press Next until Default Bin displays.**
4. **Specify the default bin to be used for printed output.**
   a. Press Select to enter the Default Bin menu.
   b. Press Next until the correct bin displays.
   c. Press Select to choose the bin.
   d. Press Menu to return to the Default Bin menu.
5. **If you chose Bin 1 as the Default Bin, you may also enable offset stacking in the Output Options/Offset Stack menu.**
   a. Press Next until Offset Stack displays.
   b. Press Select to enter the Offset Stack menu.
   c. Press Next to display On.
   d. Press Select to choose On.
   e. Press Menu to return to the Offset Stack menu.
6. **Press Menu to return to the Output Options menu.**
7. **Press Online/offline to put the printer back online.**

8 On the Options tab of the QMS printer driver select "10-bin Mailbox" as the installed Output Option.

» **Note:** *Selections you make in the printer driver override those you make in the configuration menu.*



Installing a Cabinet

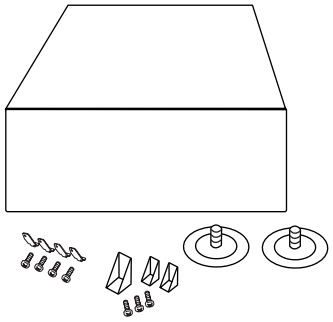
A cabinet and one optional 500-sheet media trayare required to provide the necessary height for the printer so it will align with a 10-bin mailbox, stacker/stapler/hole punch, or mailbox/stapler/hole punch. The cabinet is also useful for storing printer supplies.

Installation

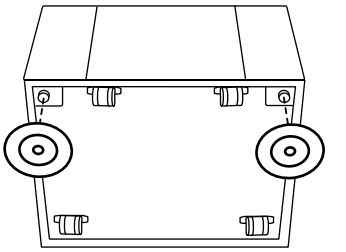
1 Remove the cabinet from its carton, and remove its protective covering.

2 Check that the following items are contained in the shipment carton:

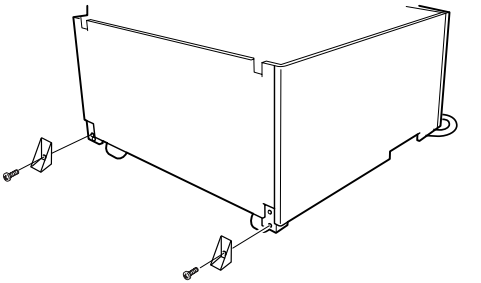
- Cabinet
- Level adjusters (2)
- Rear stoppers (2)
- L-shaped bracket
- Metal fastening brackets (4)
- Screws (7)



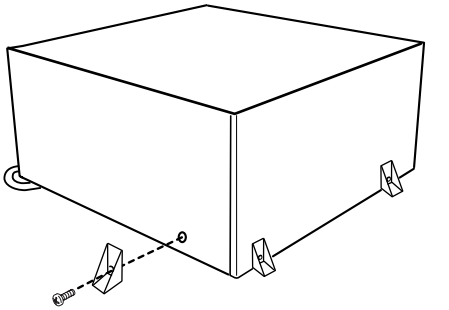
3 Install the two level adjusters on the front of the cabinet.



4 Attach the two rear stoppers with the screws provided.



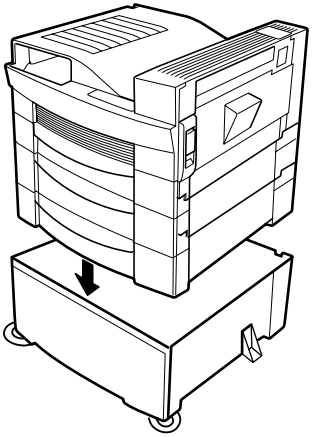
5 Attach the L-shaped bracket to the right side of the cabinet.



6 Place the cabinet in the appropriate location.

7 Turn the printer off and disconnect the power cord and the interface cable(s).

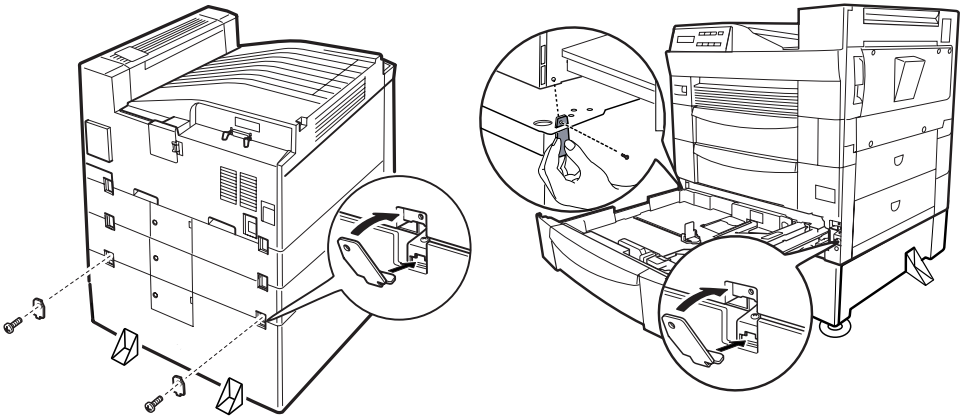
8 Place the printer on top of the cabinet, making sure to align the four corners of both units.



WARNING! *The printer weighs approximately 66 lbs (30 kg). Two people are required to lift it safely.*

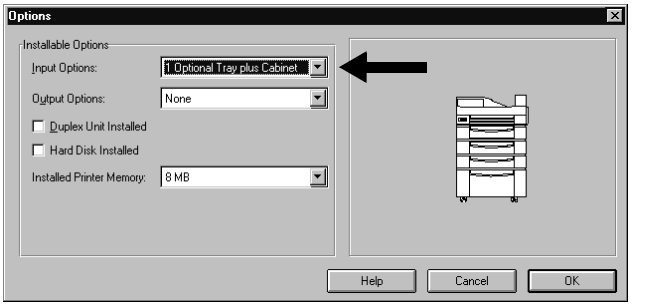
ACHTUNG! *Der Drucker wiegt ca. 30 kg. Sie benötigen zwei Personen, um den Drucker sicher anzuheben.*

9 Secure the printer to the cabinet with the four metal securing brackets.



10 **Reconnect the interface cable(s), and then plug in and turn on the printer.**

11 **On the Options tab of the QMS printer drive select "1 Optional Tray plus Cabinet" as the installed Input Option.**



Installing Casters

Casters provide support frames and wheels for 500-sheet paper trays. They also supply the proper printer height when you're installing a 10-bin mailbox, a stacker/stapler/hole punch, or a mailbox/stapler/hole punch.

Installation

1 **Unpack the 4 casters and 16 screws.**

2 **If necessary, remove the printer from the paper tray.**

3 **Turn the paper tray on its side.**

4 **Using a Phillips screwdriver, screw the casters into the bottom four corners of the paper tray.**

5 **Turn the paper tray right side up.**

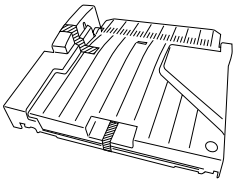
6 **If necessary, install the printer on the paper tray again.**

Installing a Stacker/Stapler/Hole Punch

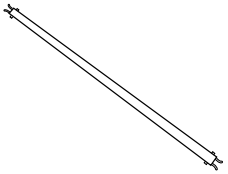
A stacker/stapler/hole punch allows you to three-hole-punch and staple printed documents.

» **Note:** *The stacker/stapler/hole punch requires three optional 500-sheet trays and casters; or one optional 500-sheet tray with a 2500-sheet LCT; or one optional 500-sheet tray with a cabinet.*

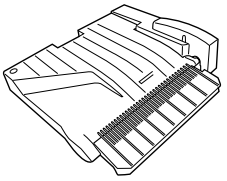
Shipment Contents



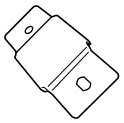
Horizontal Transport Unit



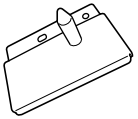
Stabilizer Bar



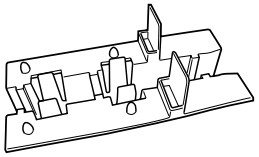
Feeder Attachment



Magnetic Bracket

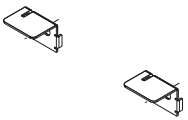


Guide Pin



Black Guide-Rail Molding for Horizontal Transport Unit

Labels



Support Brackets (2)

Thumbscrews

Installation

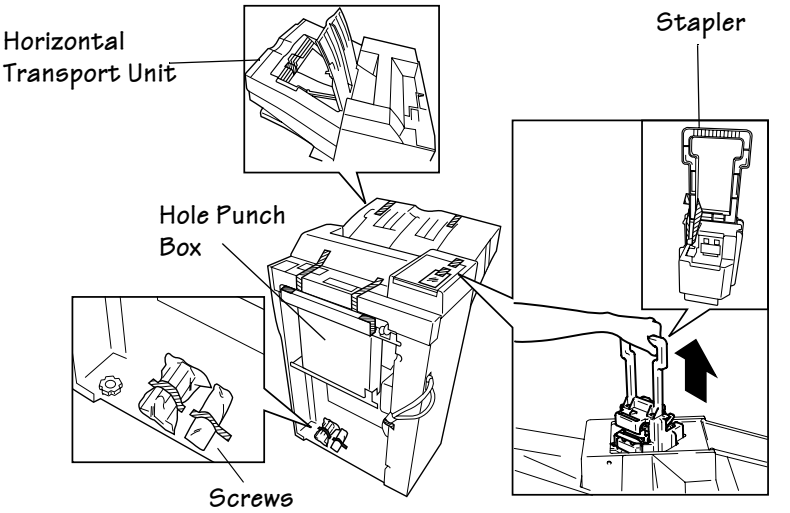
Installing the stacker/stapler/hole punch is broken down into the following steps:

- Installing the stabilizer bar
- Installing the horizontal transport unit
- Adjusting the height of the stacker/stapler/hole punch
- Specifying the stacker/stapler/hole punch setting

Installing the Stabilizer Bar

1 Remove all parts from the box.

2 Remove all plastic wrappings, tape, and packing materials, except for the tape that secures the screws and the magnetic accessories to the horizontal transport unit.



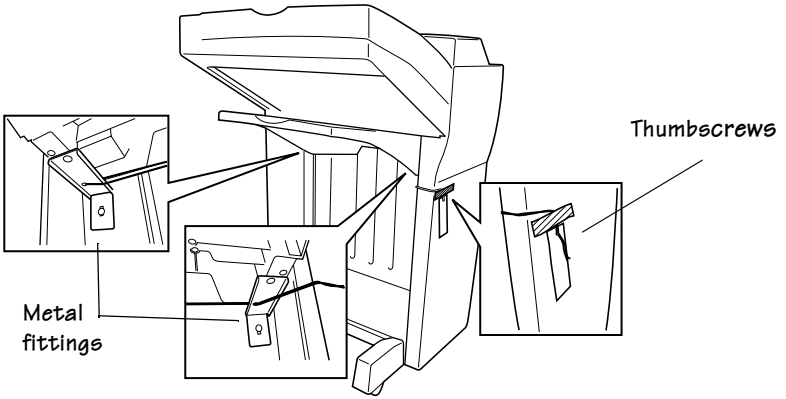
» **Note:** *Do not discard the cardboard box with the Velcro strip on the bottom. It is used to collect the punched paper holes.*

3 Turn the printer off, and disconnect the power cord and interface cable(s).

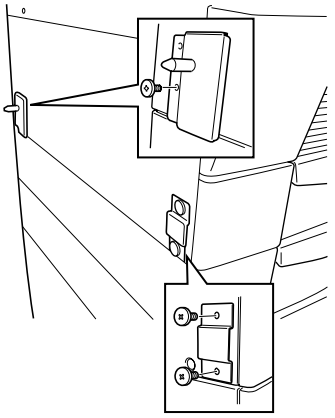
4 Slide the hole punch box into the slot provided in the back of the stacker/ stapler/hole punch.

The Velcro on the bottom of the box holds it in place.

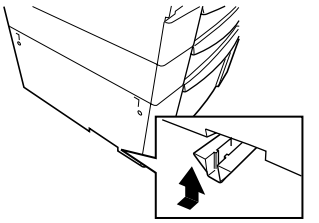
5 From the left side of the stacker/stapler/hole punch, remove the 2 metal fittings and 2 thumbscrews that secure the horizontal transport unit.



6 Use the thumbscrews to attach the stacker/stapler/hole punch guide pin and the magnetic bracket to the left side of the printer.

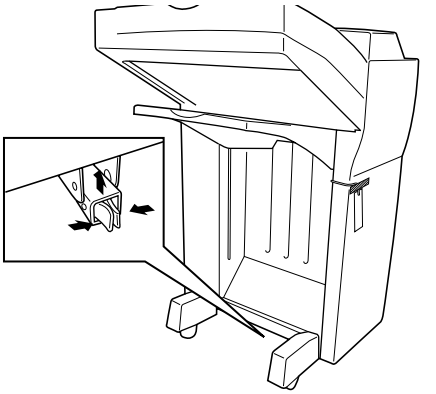


7 Attach the black guide-rail molding to the printer.

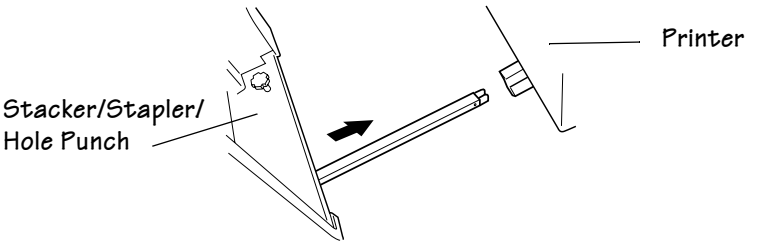


8 Insert one end of the bar into the insertion guide on the left side of the stacker/stapler/hole punch.

The bar clicks into place when properly inserted.



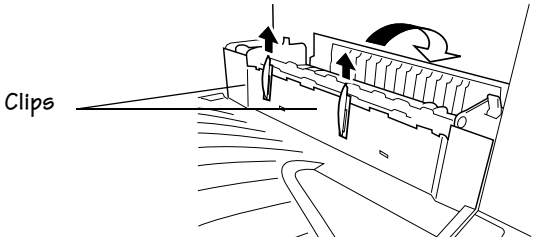
9 Attach the stacker/stapler/hole punch to the printer by inserting one end of the bar that was used in step 8 into the side of the printer where the media trays are installed.



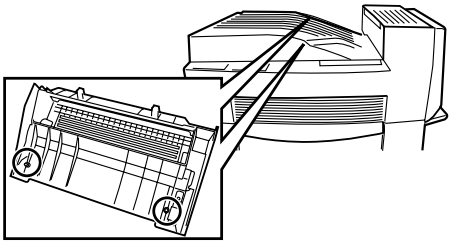
Installing the Horizontal Transport Unit

1 **Remove the two labels from the plastic bag affixed to the top of the printer, and set them aside.**

2 **Open the upper-right door of the printer, and remove the two clips from the output transfer unit.**

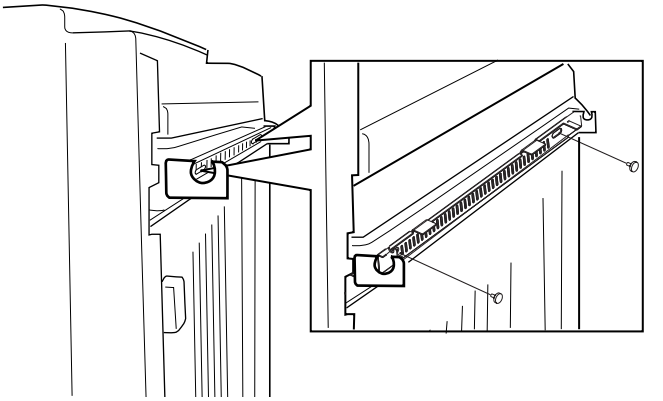


3 **Install the feeder attachment of the horizontal transport unit onto the printer.**

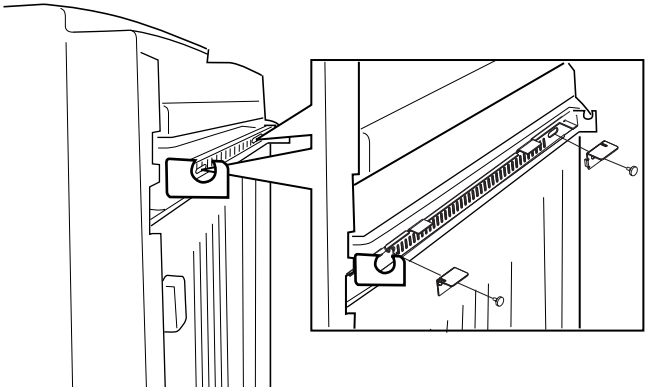


» **Note:** *Be sure to align the two pins on the bottom of the feeder attachment with the two holes of the main unit.*

4 **Remove the two screws from the metal bracket on the stacker/stapler/hole punch.**

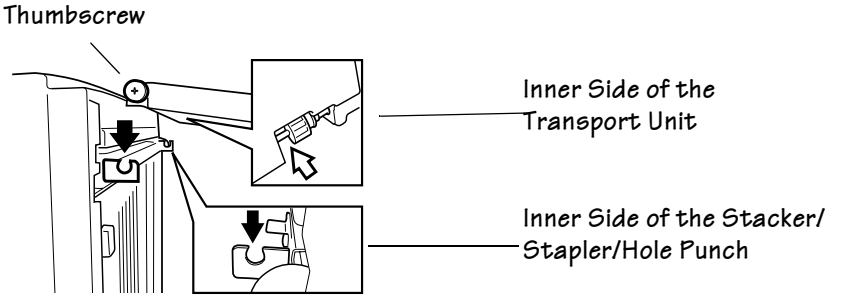


5 **Attach the two support brackets to the metal bracket with the two screws you just removed.**

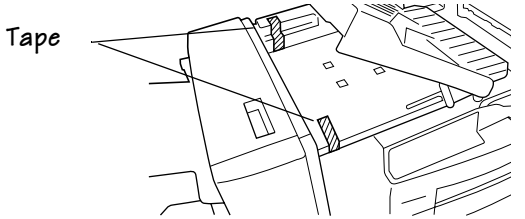


6 **Place the horizontal transport unit on top of the paper exit section of the printer.**

7 Insert the front thumbscrew and the inner shaft of the horizontal transport unit into the metal fixtures located at the paper tray section of the stacker/ stapler/hole punch.

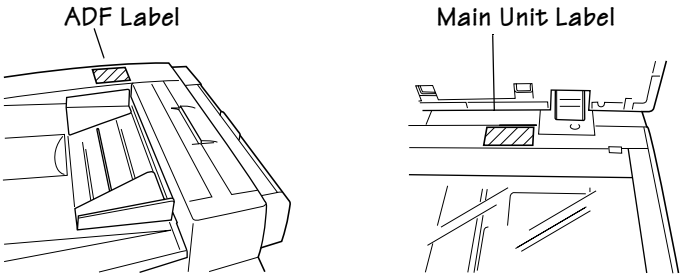


8 Open the horizontal transport unit, and remove the tape that secures the thumbscrew and magnetic bracket.



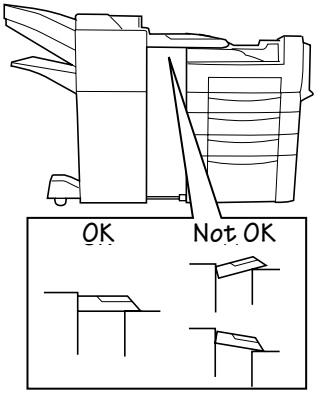
9 Tighten the thumbscrew.

10 Remove two small stickers from the locations indicated, and attach the labels you set aside in step 1.



Adjusting the Height of the Stacker/Stapler/Hole Punch

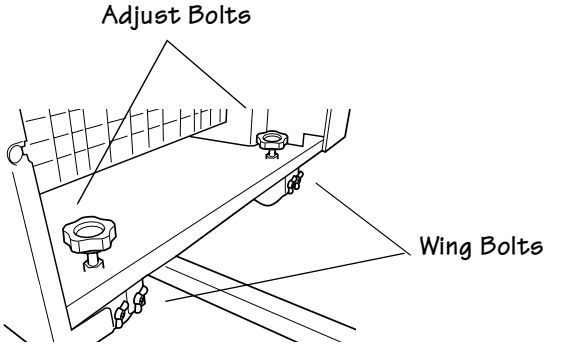
1 Check to see if the horizontal transport unit is leaning.



2 If the horizontal transport unit appears to be leaning, adjust the stacker/stapler/hole punch. Otherwise, skip to step 3.

a Slide the stacker/stapler/hole punch away from the printer.

b Loosen the front and back wing bolts (2) located on the right side of the stacker/stapler/hole punch and use the adjust bolts to adjust the height.



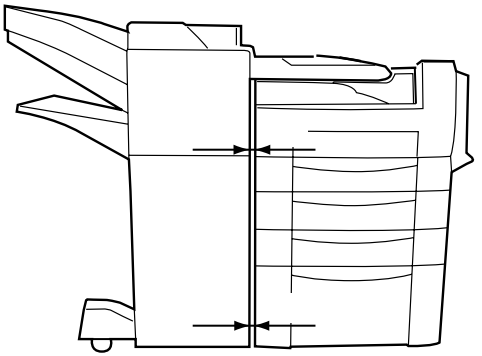
c If the horizontal transport unit appears lower near the stacker/stapler/hole punch, turn the adjust bolts clockwise.

d If the horizontal transport unit appears lower near the printer, turn the adjust bolts counterclockwise.

e After the height has been adjusted, tighten the front and back wing bolts and set the adjust bolts.

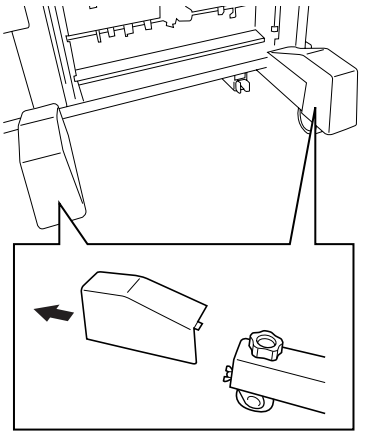
f Slide the stacker/stapler/hole punch and the printer together again.

3 Check to see if the space between the stacker/stapler/hole punch and printer is consistent at all points.

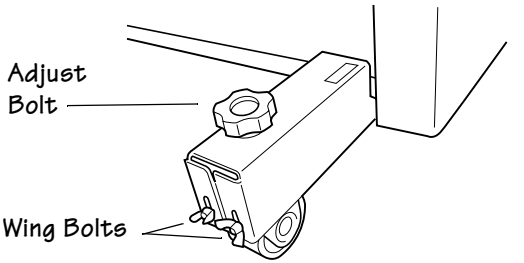


4 If the space appears to be inconsistent, adjust the stacker/stapler/hole punch.

a Remove the covers from the both legs of the stacker/stapler/hole punch.



b Loosen the front and back wing bolts, and use the adjust bolts to adjust the space between the stacker/stapler/hole punch and the printer.



c Tighten the front and back wing bolts, and set the adjust bolts.

d Replace the covers on the casters.

Completing the Installation

1 Reconnect the interface cable(s).

2 Plug the printer in and turn it back on.

3 After installing the stacker/stapler/hole punch, print a startup page and make sure that the stacker/stapler/hole punch is identified as the installed output option.

Specifying the Stacker/Stapler/Hole Punch Settings

1 At the printer control panel, press Online/Offline to take the printer offline.

2 Press Menu until Output Options displays, and then press Select to enter the Output Options menu.

3 Press Next until Default Bin displays.

4 Specify the default bin to be used for printed output.

a Press Select to enter the Default Bin menu.

b Press Next until the correct bin displays.

c Press Select to choose the bin.

d Press Menu to return to the Default Bin menu.

5 If you chose either Top Bin or Finisher Bin as the Default Bin, you may also enable offset stacking in the Output Options/Offset Stack menu.

a Press Next until Offset Stack displays.

b Press Select to enter the Offset Stack menu.

c Press Next to display On.

d Press Select to choose On.

e Press menu to return to the Offset Stack menu.

6 If you chose Finisher Bin as the Default Bin, you may also enable stapling in the Output Options/Staple menu.

a Press Next until Staple displays.

b Press Select to enter the menu the Staple menu.

c Press Next to display On.

d Press Select to choose On.

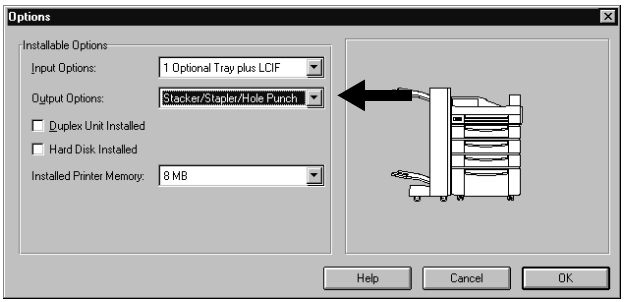
e Press Menu to return to the Staple menu.

7 Press Menu to return to the Output Options menu.

8 Press Online/Offline to put the printer back online.

9 On the Output tab of the QMS printer driver select "Stacker/Stapler/Hole Punch" as the installed Output Option.

» **Note:** *Selections you make in the printer driver override those you make in the configuration menu.*

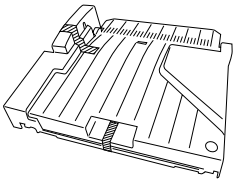


Installing a Mailbox/Stapler/Hole Punch

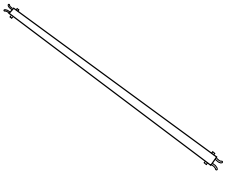
A mailbox/stapler/hole punch allows you to three-hole-punch and staple printed documents.

» **Note:** *The mailbox/stapler/hole punch requires three optional 500-sheet trays and casters; or one optional 500-sheet tray with the 2500-sheet LCT; or one optional 500-sheet tray with a cabinet.*

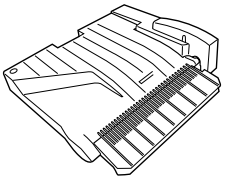
Shipment Contents



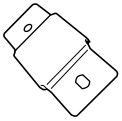
Horizontal Transport Unit



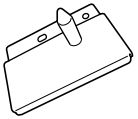
Stabilizer Bar



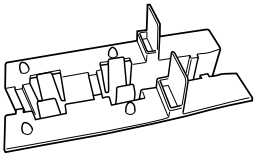
Feeder Attachment



Magnetic Bracket

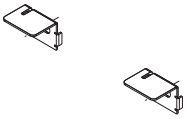


Guide Pin

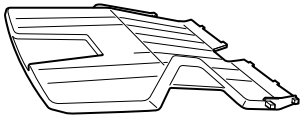


Black Guide-Rail Molding for Horizontal Transport Unit

Labels



Support Brackets (2)



Mailbins

Thumbscrews

Installation

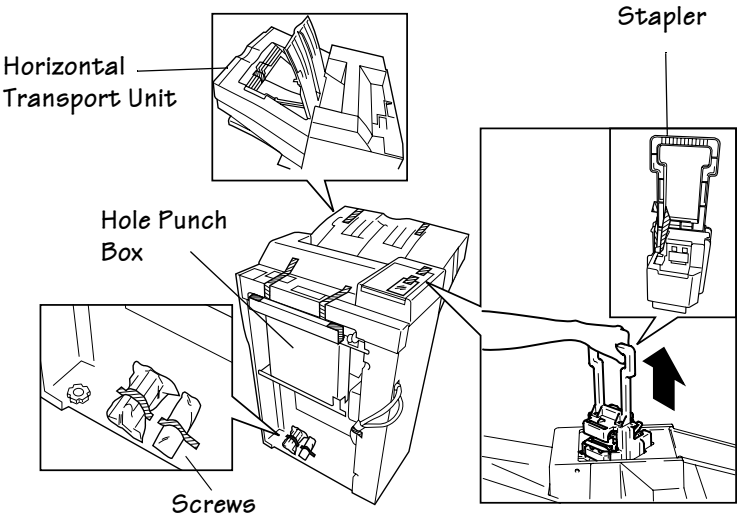
Installing the mailbox/stapler/hole punch is broken down into the following steps:

- Installing the stabilizer bar
- Installing the horizontal transport unit
- Adjusting the height of the stacker/stapler/hole punch
- Specifying the setting

Installing the Stabilizer Bar

1 Remove all parts from the box.

2 Remove all plastic wrappings, tape and packing materials, except for the tape that secures the screws, and the magnetic accessories to the transport unit.



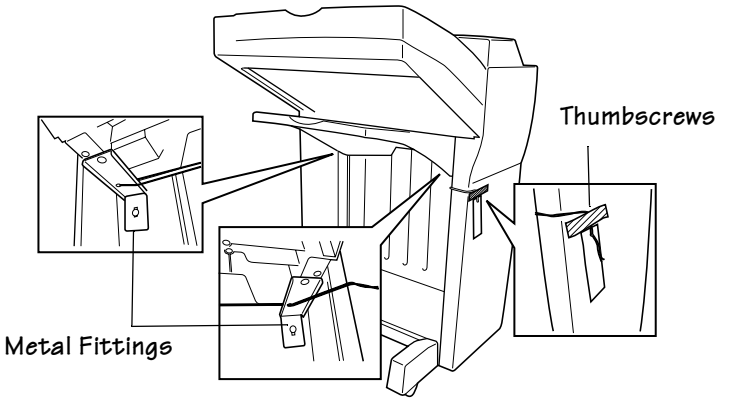
» **Note:** *Do not discard the cardboard box with the Velcro strip on the bottom. It is used to collect punched paper holes.*

3 Turn the printer off, and disconnect the power cord and interface cable(s).

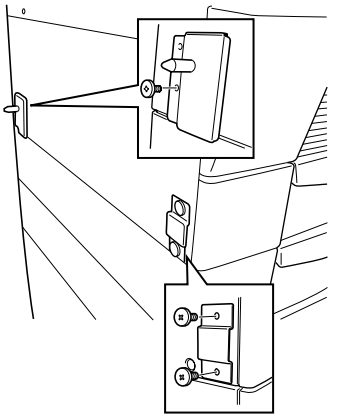
4 Slide the hole punch box into the slot provided in the back of the stacker/ stapler/hole punch.

The Velcro on the bottom of the box holds it in place.

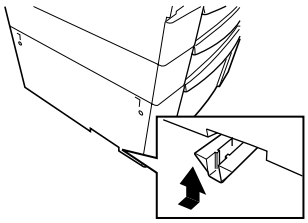
5 From the left side of the mailbox/stapler/hole punch, remove the 2 metal fittings and 2 thumbscrews that secure the transport unit.



6 Use the thumbscrews to attach the mailbox/stapler/hole punch guide pin and the magnetic bracket to the left side of the printer.

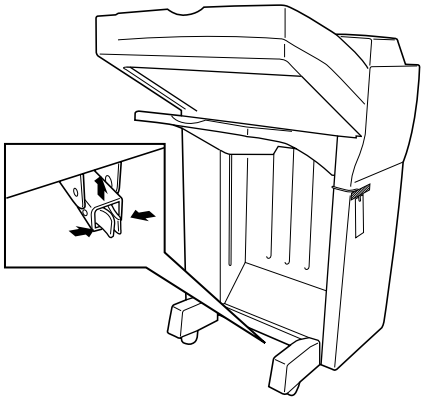


7 Attach the black guide-rail molding to the printer.

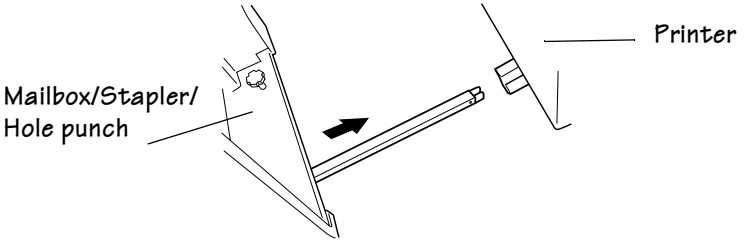


8 Insert one end of the bar into the insertion guide on the left side of the mailbox/stapler/hole punch.

The bar clicks into place when properly inserted.



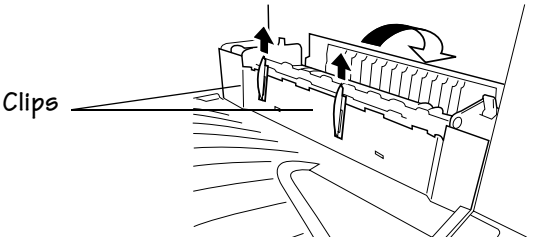
9 Attach the mailbox/stapler/hole punch to the printer by inserting one end of the bar that was used in step 8 into the side of the printer where the media trays are installed.



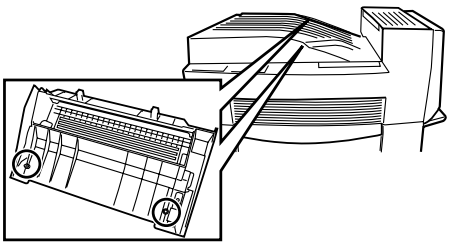
Installing the Horizontal Transport Unit

1 Remove the two labels from the plastic bag affixed to the top of the printer and set them aside.

2 Open the upper-right door of the printer, and remove the two clips from the output transfer unit.

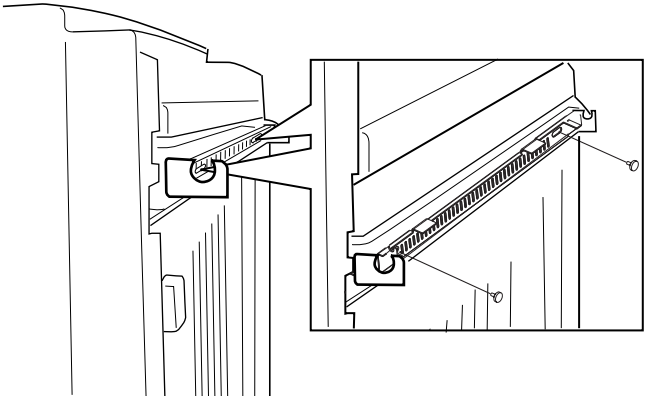


3 Install the feeder attachment of the transport unit onto the printer.

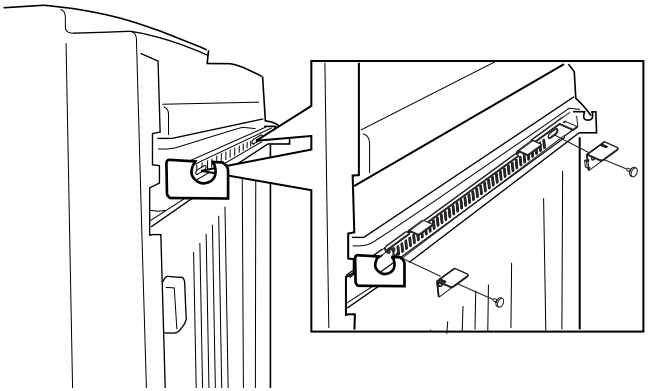


» **Note:** *Be sure to align the two pins on the bottom of the feeder attachment with the two holes of the mailbox/stapler/hole punch.*

4 **Remove the two screws from the metal bracket on the mailbox/stapler/hole punch.**

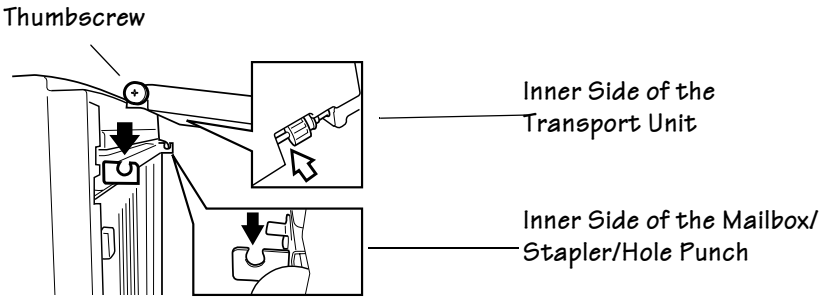


5 **Attach the two support brackets to the metal bracket with the two screws you just removed.**

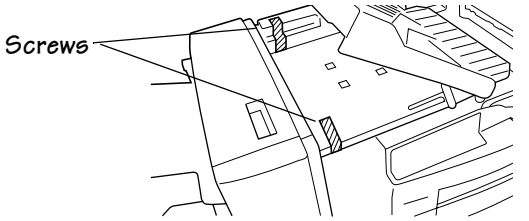


6 **Place the horizontal transport unit on top of the paper exit section of the printer.**

7 Insert the front thumbscrew and the inner shaft of the horizontal transport unit into the metal fixtures located at the paper tray section of the mailbox/ stapler/hole punch.

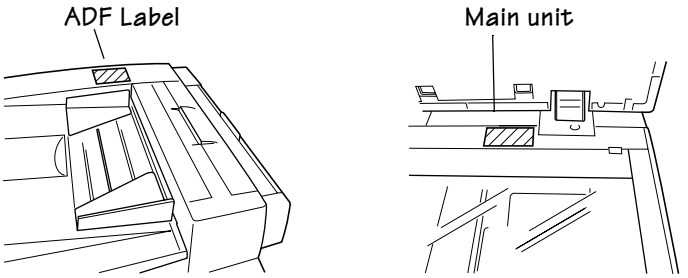


8 Open the transport unit and remove the tape that secures the thumbscrew and magnetic bracket.



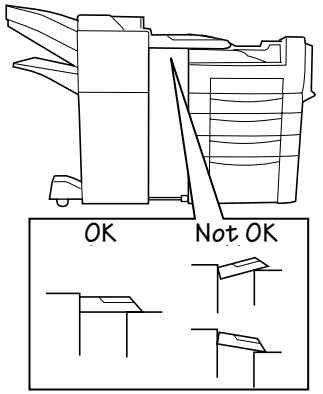
9 Tighten the thumbscrew.

10 Attach the labels you set aside in step 1.



Adjusting the Height of the Mailbox/Stapler/Hole Punch

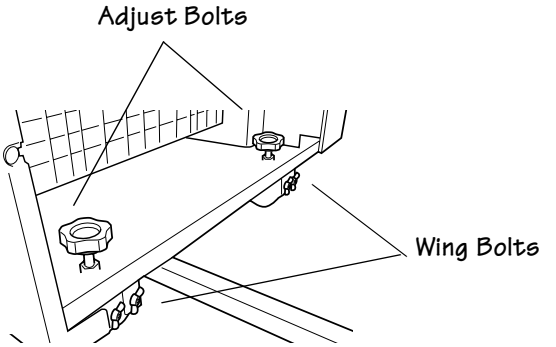
1 Check to see if the horizontal transport unit is leaning.



2 If the horizontal transport unit appears to be leaning, adjust the mailbox/stapler/hole punch. Otherwise, skip to step 3.

a Slide the mailbox/stapler/hole punch away from the printer.

b Loosen the front and back wing bolts (2) located on the right side of the mailbox/stapler/hole punch and use the adjust bolts to adjust the height.



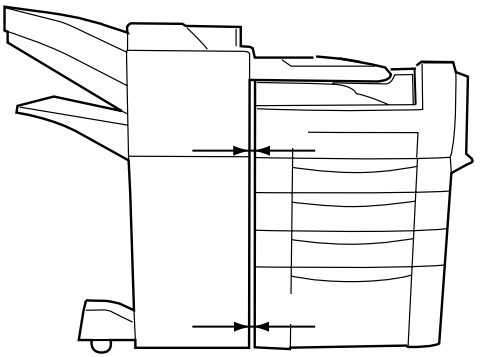
c If the horizontal transport unit appears lower near the mailbox/stapler/hole punch, turn the adjust bolts clockwise.

d If the horizontal transport unit appears lower near the printer, turn the adjust bolts counterclockwise.

e After the height has been adjusted, tighten the front and back wing bolts and set the adjust bolts.

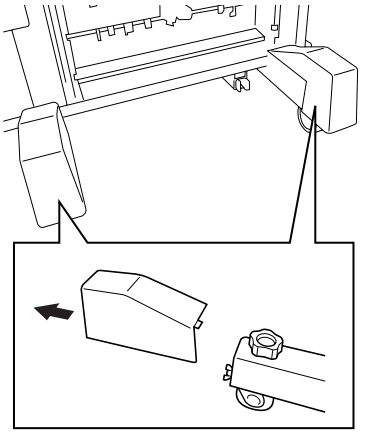
f Slide the mailbox/stapler/hole punch and the printer together again.

3 Check to see if the space between the mailbox/stapler/hole punch and printer is consistent at all points.

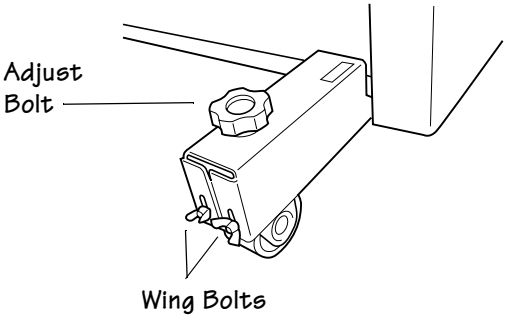


4 If the space appears to be inconsistent, adjust the mailbox/stapler/hole punch. Otherwise, skip to step 5.

a Remove the covers from the casters.



b Loosen the front and back wing bolts, and use the adjust bolts to adjust the space between the mailbox/stapler/hole punch and the printer.



c Tighten the front and back wing bolts, and set the adjust bolts.

d Replace the covers on the casters.

5 Install the mailbins.

Hold each tray at an upward angle, and then insert the tabs at the bottom of the tray into the holes and lower the tray into position.

Completing the Installation

1. **Reconnect the interface cable(s).**
2. **Plug the printer in and turn it back on.**
3. **Print a startup page and make sure that the mailbox/stapler/hole punch is identified as the installed output option.**

Specifying the Mailbox/Stapler/Hole Punch Settings

1. **At the printer control panel press Online/Offline to take the printer offline.**
2. **Press Menu until Output Options displays, and press Select to enter the Output Options menu.**
3. **Press Next until Default Bin displays.**
4. **Specify the default bin to be used for printed output.**
   a. Press Select to enter the Default Bin menu.
   b. Press Next until the correct bin displays.
   c. Press Select to choose the bin.
   d. Press Menu to return to the Default Bin menu.
5. **If you chose either Top Bin or Finisher Bin as the Default Bin, you may also enable offset stacking in the Output Options/Offset Stack menu.**
   a. Press Next until Offset Stack displays.
   b. Press Select to enter the Offset Stack menu.
   c. Press Next to display On.
   d. Press Select to choose On.
   e. Press Menu to return to the Offset Stack menu.
6. **If you chose Finisher Bin as the Default Bin, you may also enable stapling in the Output Options/Staple menu.**
   a. Press Next until Staple displays.

b Press Select to enter the Staple menu.

c Press Next to display On.

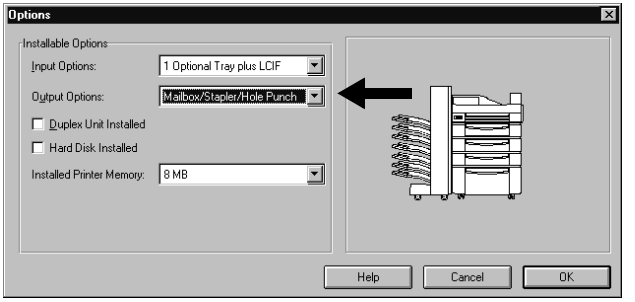
d Press Select to choose On.

e Press Menu to return to the Staple menu.

7 Press Menu to return to the Output Options menu.

8 Press Online/Offline to put the printer back online.

9 On the Options tab of the QMS printer driver choose "Mailbox/Stapler/ Hole Punch" as the installed Output Option.



» **Note:** *Selections you make in the printer driver override those you make in the configuration menu.*

❖

3

Installing Controller Options

In This Chapter . . .

- “Introduction” on page 3-2
- “RAM SIMM” on page 3-3
- “Flash SIMM” on page 3-6
- “Internal IDE Hard Disk” on page 3-9
- “Downloadable Fonts” on page 3-14

Introduction

This chapter describes the controller options that are available for this printer and provides illustrated installation instructions. The following options are covered in this chapter:

- RAM SIMM
- Flash SIMM
- Internal IDE hard disk
- Downloadable fonts

Antistatic Protection

◆ **Caution:** *It's very important to protect the printer controller board and any associated daughterboard or module from electrostatic damage while performing any task involving the controller board.*

***If an antistatic wrist strap is provided** in your printer option kit, attach one end of it to your wrist and the other end to any convenient electrical ground (for example, the bare metal chassis of equipment, as on the back of a computer, that is plugged in but **turned off**). Never attach the wrist strap to any piece of equipment with an electrical current present. Turn off all power switches first. Plastic, rubber, wood, painted metal surfaces, and telephones are not acceptable grounding points. The printer isn't an acceptable grounding point because it must be unplugged before you perform this task.*

***If you don't have an antistatic wrist strap**, discharge your body's static electric charge by touching a grounded surface before you handle any printer boards or components and before removing the controller board. Also, avoid walking around after grounding yourself.*

RAM SIMM

SIMMs (single in-line memory modules) are compact circuit boards with surface-mount memory chips. Your 2560 Print System comes with either 8 or 32 MB of printer memory, depending on which model you purchased. However, you can upgrade to 192 MB of RAM through the installation of SIMMs.

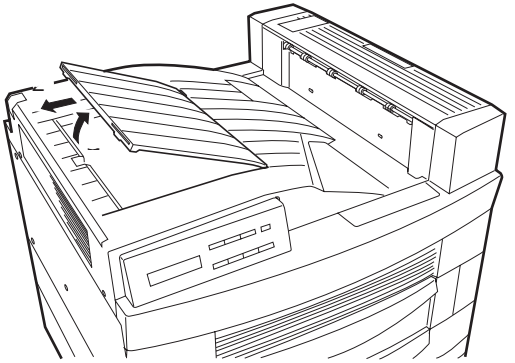
Refer to the QMS Answer Base for a list of approved SIMMs, their manufacturers, and their part numbers. You can access the Answer Base through the Internet at http://www.qms.com/support and then click on Answer Base.

WARNING! *Electric shock hazard! Do not remove any cover of the printer that is not directly specified for removal.*

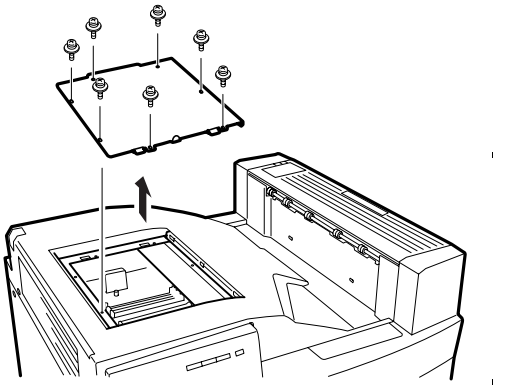
ACHTUNG! *Stromschlaggefahr! Entfernen Sie keine Abdeckung des Druckers, die nicht direkt in der Druckerdokumentation zum Entfernen freigegeben wurde.*

1 **Turn off the printer, and unplug the power cord and interface cable(s).**

2 **Remove the printer's top cover.**



3 **With a Phillips screwdriver, remove the seven screws that hold the metal cover of the printer in place and remove the metal cover.**

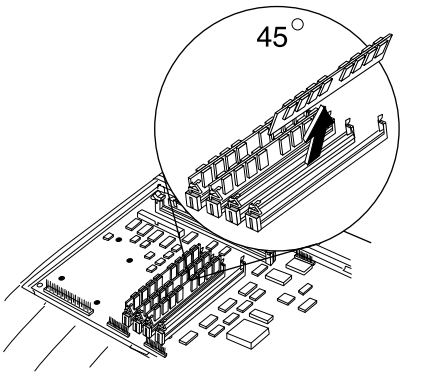


WARNING! *Do not touch any part of the main circuit inside the printer with your hands.*

ACHTUNG! *Berühren Sie nie einen Teil des Hauptstromkreises im Drucker.*

4 **If you need to remove a SIMM from the controller board before installing a new one, press down on the metal taps on each side of the slot to release the SIMM and slide it out.**

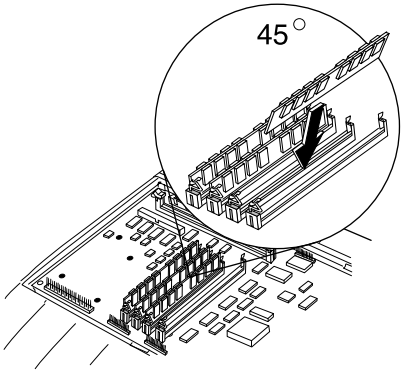
5 **Remove the new SIMM from the anti-static bag.**



6 **Insert the SIMM into the SIMM connector.**

Hold the SIMM at a 45° angle to the controller board, with the notch on the right side and the bottom edge in the connector.

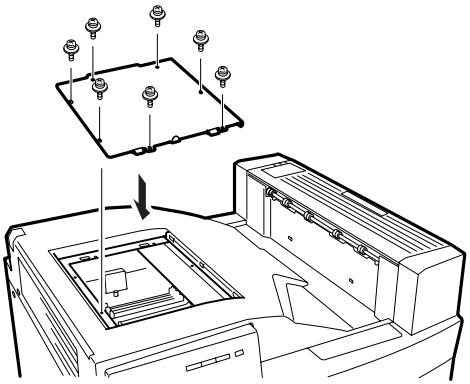
» **Note:** *You can insert a SIMM in any SIMM connector as long as DRAM0 and the SIMM connector before the one you're installing are occupied.*



7 Tilt the SIMM up to a 90° angle until you feel it snap into place.

When seated, the SIMM stands upright, firmly in place. If you cannot snap the SIMM into place, do not force it. Reposition it, making sure that the bottom of the SIMM is seated completely in the connector.

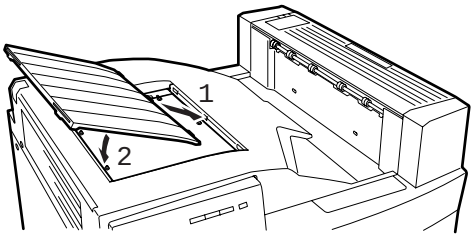
8 Replace the metal cover using the seven screws provided to secure it in place.



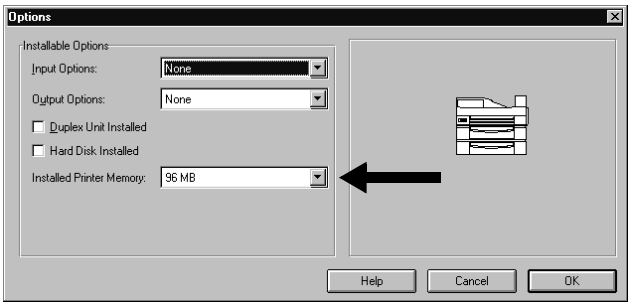
9 Replace the printer's top cover.

10 Print a configuration page and confirm that "Installed RAM" under Printer Identification correctly shows the increased amount of memory.

If it doesn't, repeat the above steps, making sure that the SIMM is installed correctly.



11 On the Options tab of the QMS printer driver select the increased amount of "Installed Printer Memory."



Flash SIMM

A Flash SIMM provides additional space for downloading permanent fonts. Once a Flash SIMM is installed on your 2560 Print System, downloaded fonts are available for use just as if they were resident in the printer.

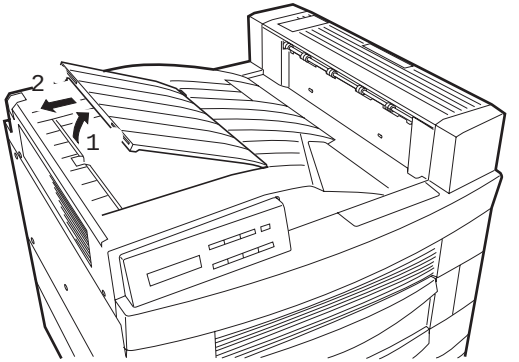
Installing a Flash SIMM

WARNING! *Electric shock hazard! Do not remove any cover of the printer that is not directly specified for removal.*

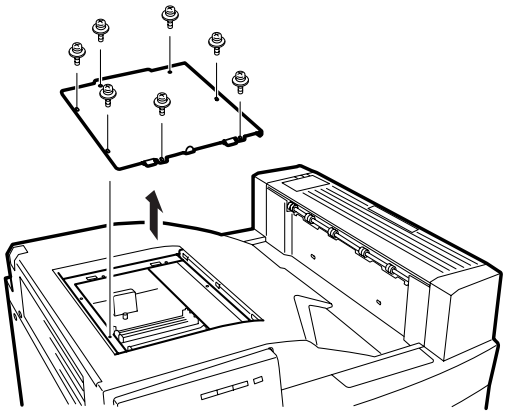
ACHTUNG! *Stromschlaggefahr! Entfernen Sie keine Abdeckung des Druckers, die nicht direkt in der Druckerdokumentation zum Entfernen freigegeben wurde.*

1 **Turn off the printer, and unplug the power cord and interface cable(s).**

2 **Remove the printer's top cover.**



3 **With a Phillips screwdriver, remove the seven screws that hold the metal cover of the printer in place and remove the metal cover.**



WARNING! *Don't touch any part of the main circuit inside the printer with your hands.*

ACHTUNG! *Berühren Sie nie einen Teil des Hauptstromkreises im Drucker.*

4 **Remove the SIMM from the anti-static bag.**

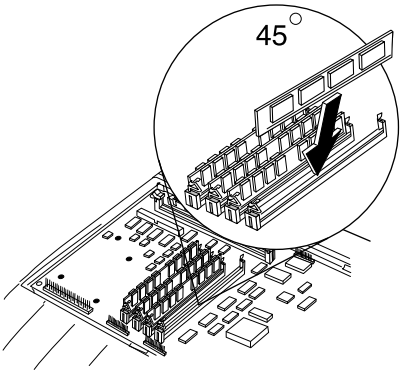
5 **Insert the SIMM into the SIMM connector.**

6 **Hold the SIMM at a 45° angle facing the bottom of the controller board.**

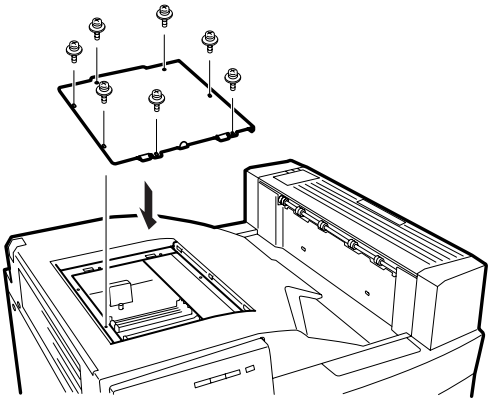
7 **Slide the SIMM into the Flash SIMM connector, and then push gently on it to seat it securely in the connector.**

8 **Snap the SIMM into place.**

When seated, the SIMM stands upright, firmly in place. If you cannot snap the SIMM into place, do not force it. Reposition it, making sure that the bottom of the SIMM is seated completely in the connector.



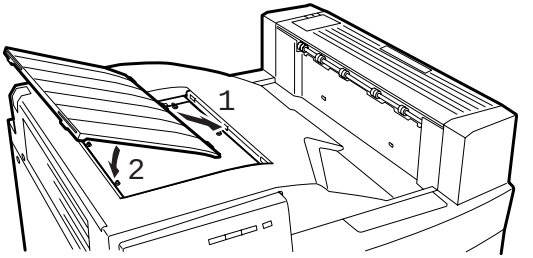
12 **Replace the metal cover using the seven screws provided to secure it in place.**



13 **Replace the printer's top cover.**

14 **Print a configuration page to confirm that "Flash Memory Installed" under Printer Identification correctly shows the increased amount of memory.**

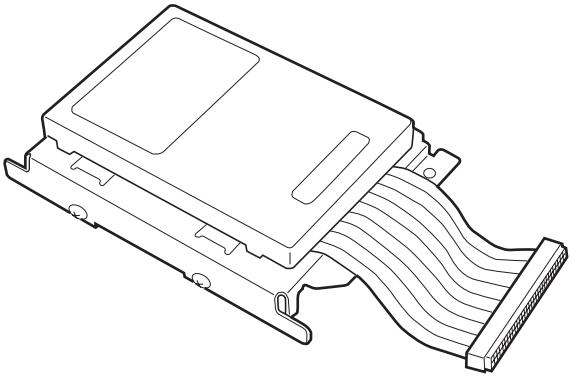
If it doesn't, repeat the above steps, making sure that the SIMM is installed correctly.



15 **On the Options tab of the QMS printer driver select Flash SIMM.**

Internal IDE Hard Disk

An internal hard disk allows you to download additional fonts and combine the printer's high-quality printing abilities with the convenience of a high-speed copier.



The IDE hard disk assembly kit includes the following:

- IDE hard disk with ribbon cable attached
- IDE hard disk bracket
- 3 screws

Refer to the QMS Answer Base for a list of QMS-approved hard disks, their manufacturers, and their part numbers. You can access the Answer Base through the Internet at http://www.qms.com/support and then click on Answer Base.

Antistatic Protection

◆ **Caution:** *It's very important to protect the printer controller board and any associated daughterboard or module from electrostatic damage while performing any task involving the controller board.*

If an antistatic wrist strap is provided *in your printer option kit, attach one end of it to your wrist and the other end to any convenient electrical ground (for example, the bare metal chassis of equipment, as on the back of a computer, that is plugged in but* ***turned off)****. Never attach the wrist strap to any piece of equipment with an electrical current present. Turn off all power switches first. Plastic, rubber, wood, painted metal surfaces, and telephones are not acceptable grounding points. The printer isn't an acceptable grounding point because it must be unplugged before you perform this task.*

If you don't have an antistatic wrist strap*, discharge your body's static electric charge by touching a grounded surface before you handle any printer boards or components and before removing the controller board. Also, avoid walking around after grounding yourself.*

Installing an Internal IDE Hard Disk

Only one internal IDE hard disk is supported.

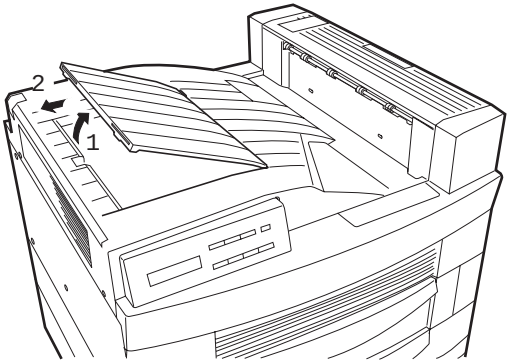
» **Note:** *A Phillips screwdriver is needed for this procedure.*

Warning! *Turn off the printer and unplug the power cord.*

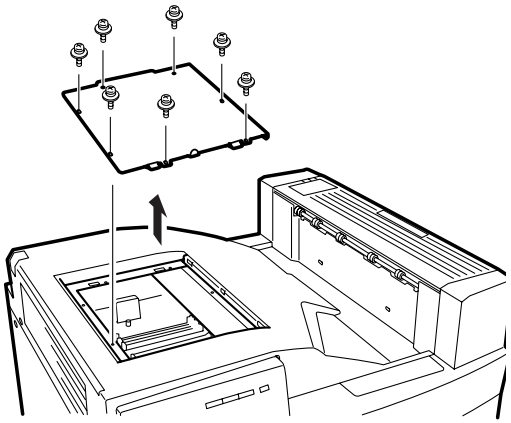
ACHTUNG! *Bitte schalten Sie den Drucker aus und ziehen Sie den. Netzstecker heraus.*

1 Turn the printer off, and then disconnect the power cord and interface cable(s).

2 **Remove the printer's top cover.**

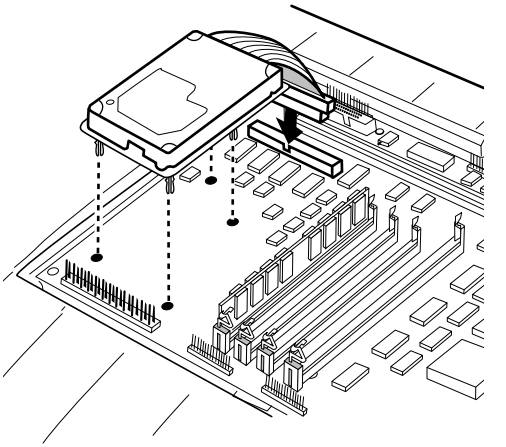


3 **With a Phillips screwdriver, remove the seven screws that hold the metal cover of the printer in place and remove the metal cover.**

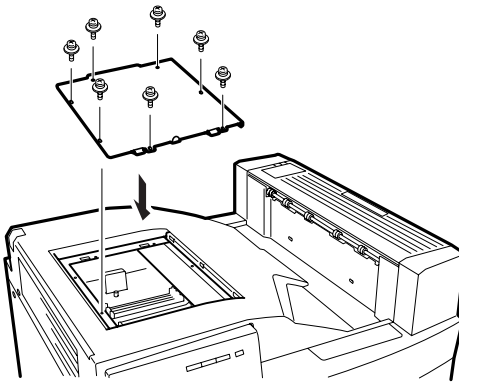


4 **Connect the hard disk cable, and then attach the hard disk to the controller board.**

» **Note:** *If you purchased a separate hard disk that wasn't already attached to a bracket, refer to "Attaching a Hard Disk to a Hard Disk Bracket" on page 3-13.*



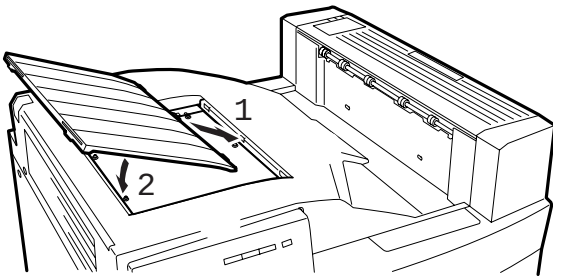
5 **Close the metal cover and tighten the seven screws.**



6 **Close the printer's top cover.**

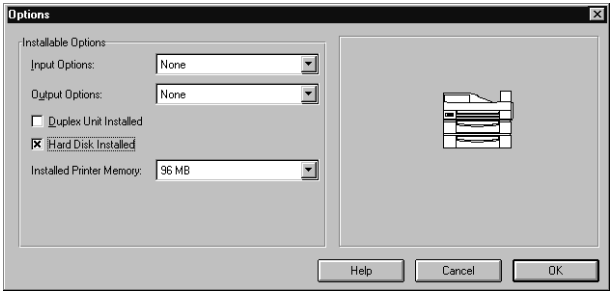
7 **Reconnect all of the interface cables, plug the printer back in, and turn it on.**

8 **Print a configuration page, and make sure that "Hard Disk" is listed as an installed option.**



9 On the Options tab of the QMS printer driver select "Hard Disk Installed."

10 In the Collation/Disk Mopy menu choose Enhanced.



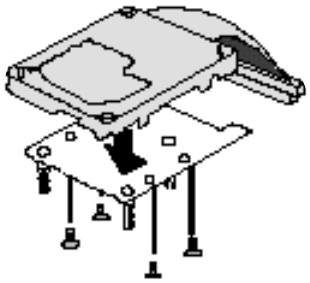
Attaching a Hard Disk to a Hard Disk Bracket

If you purchased a separate hard disk that wasn't already attached to a bracket, use the following procedure to attach it to a bracket before installing it on the controller board.

1 Attach the IDE hard disk to the bracket with the grooved-end of the bracket facing the ribbon cable.

The screw holes in the bottom of the hard disk should match up with the holes on the hard disk bracket.

2 Fasten the hard disk to the bracket with the three screws provided in the kit.



Downloadable Fonts

If a font downloading utility came with your fonts, use that utility. However, if you don't have a downloading utility, you can use one of the following procedures.

PostScript Fonts

To download PostScript fonts to the printer's hard disk or Flash SIMM, you need to "wrap" the PostScript font in a PostScript program. The following procedure explains how to create this program and download the font to the printer.

1 Determine the name of the font you want to download.

a Open the font in a text editor.

» **Note:** *Do **not** use Microsoft Word.*

b Search for the PostScript **definefont** command.

The command line will look something like this:

```
/Fontname $Fontname definefont pop
```

c Record the font name *exactly* to use in step 2 .

It's very important to record the name *exactly*. PostScript is case sensitive.

d Close the font without saving it.

2 Create a PostScript downloading program.

a Create a text file with the following PostScript commands (replacing *Fontname* with the name of the font you recorded in step 1c).

» **Note:** *If you're reading this section of the manual in Acrobat PDF format rather than in hard copy, you may want to cut and paste the following lines to save time.*

◆ **Caution**: *Do **not** use Microsoft Word.*

```
%!
%%IncludeFeature: emulation (postscript)
%%BeginProcSet: DownloadFile 1.0
%%EndComments
/bd {bind def} def
/es {exch store} bd
/ef { status { pop pop pop pop true } { false  } ifelse  } bd
/df { /dest es dest ef not { /buf 512 string def /sourcef (%stdin) (r) file def
/destf dest (w) file def { sourcef buf readstring { destf exch writestring }
{ dup length 0 gt {destf exch writestring} {pop} ifelse sourcef
closefile destf
closefile exit } ifelse } loop } if } bd
%%EndProcSet:
(%disk6%) devstatus
{ 8 { pop } repeat (%disk6%fonts/Fontname) } { (%disk7%fonts/Fontname)}
ifelse
df
```

b Copy the complete contents of this file to the Clipboard.

c Close and save the file.

3 Add the PostScript download program you just created to the font.

a Open the font again in a text editor.

» **Note:** *Do **not** use Microsoft Word.*

b At the **top** of this file paste the PostScript text you copied in step 2b.

c Save the font file with a new name (for example, *newname*.ps).

» **Note:** *You don't want to overwrite (and therefore lose) the original font file.*

d Close the new font file.

You can download this new font to any PostScript printer with a hard disk installed.

4 Download the new PostScript font to the printer's hard disk.

Use this procedure to download fonts from a PC to the printer via the printer's parallel or serial port.

a Connect the PC to the printer's parallel or serial port.

b Make sure the printer is idle.

c Send the fonts to the printer's hard disk:

- **If your PC and printer are connected through the parallel port**, in a DOS window type

  `copy /b Fontname.ps lpt# ↵`

  where *Fontname*.ps is the name of the new font you created in step 3 and # is the parallel port number (1 to 3). /b refers to binary files.

- **If your PC and printer are connected through the serial port**, in a DOS window type

  `copy /b Fontname.ps com# ↵`

  where *Fontname*.ps is the name of the new font you created in step 3 and # is the serial port number (1 to 4). /b refers to binary files.

d When the downloading is complete, reboot the printer.

PCL Fonts

The following procedure explains how to create the font and then download it to the printer.

1 Create the font.

Use the HP Forms and Font Manager to create a font to be downloaded to the printer's hard disk or RAM.

2 Download the font to the printer's hard disk or RAM.

Use this procedure to download fonts from a PC to the printer via the printer's parallel or serial port.

a Connect the PC to the printer's parallel or serial port.

b Make sure the printer is idle.

c Send the fonts to the printer's hard disk:

- **If your PC and printer are connected through the parallel port**, in a DOS window type

  `copy /b dl_`*`fontname`*`_tt.pcl.all lpt# ↵`

  where *fontname* is the name of the new font you created in step 1 and # is the parallel port number (1 to 3). /b refers to binary files.

- **If your PC and printer are connected through the serial port**, in a DOS window type

  `copy /b dl_`*`fontname`*`_tt.pcl.all com# ↵`

  where *fontname* is the name of the new font you created in step 1 and # is the serial port number (1 to 4). /b refers to binary files.

d When the downloading is complete, reboot the printer.

3 Create a test file to call new font.:

```
?^[%-12345X@PJL
@PJL RDYMSG DISPLAY = "NVM Open"
^[%-12345X@PJL
^[%-12345X?E
```

`^[·(s#V·`	Replace # with the point size (for example, ^[(s24V sets the font size to 24).
`^[*p40x500Y·`	Determines the starting point of the text.
`^[*c#D·`	Replace # with the ID number chosen in the HP Forms and Font Manager .all file (for example, ^[*c302D identifies the font ID number as 302).
`^[&n#W[01]`*`fontname`*`·`	Replace # with number of characters in the font name +1. Replace *fontname* with the name of font in the .all file created by the HP Forms and Font Manager (for example, ^[&n16W·^ADeVinne_Txt.302 shows that the font name has 15 characters (+1 = 16) and that the font name is DeVinne_Txt.302).
`^[(#X`*`text`*	Replace # with the ID number chosen in the HP Forms and Font Manager .all file. Replace *text* with the text to print (for example, ^[(302XHere is the printed text. identifies the font ID number as 302 and the text to be printed as "Here is the printed text.").

```
^M^[E
```

❖

A

QMS Customer Support

In This Appendix . . .

- “Sources of Support” on page C-2
- “QMS World-wide Offices” on page C-4

Sources of Support

Several sources of help and information are available, depending on the type of help you need.

Your Vendor

Your local vendor (the one from whom you bought the printer) may be best equipped to help you. Your vendor has specially trained service technicians available to answer questions, and the equipment to analyze your printer problems.

Your Application Vendor

Often, “printing” problems have more to do with the application being used than with the printer. In this case, the application manufacturer is the best source of help.

Internet

Corporate Web Page

You can view the QMS home page at http://www.qms.com. The QMS server provides access to technical reports, new product announcements, a trade show schedule, and other general information about QMS. The QMS ftp resource is ftp.qms.com.

2560 Print System Answer Base

The QMS Answer Base is a free interactive online technical support system for the 2560 Print System. It answers common questions and provides diagnostic advice—24 hours a day, 7 days a week. To access the Answer Base, go to http://www.qms.com/support, and then select Answer Base.

The Answer Base helps you locate the information you need by asking you questions. In fact, it can provide results even when you don’t quite know what to ask for or how to find it.

Use the Answer Base before contacting technical support—you will likely find the answer to your question. However, if the answer is not available, you will be provided with specific contact information to help solve your problem.

Technical Support

You obtain technical support in four different ways:

- **Telephone**—Call toll-free (877) 778-2687 (US) Monday–Friday, 7:00 am–7:00 pm, Central Time.

» **Note:** *Please have the following information ready when you call so our technicians can help you more quickly:*

  - ☑ The printer model and serial number
  - ☑ Your phone number, fax number, email address, and shipping address
  - ☑ A description of the problem
  - ☑ The type of host computer you're using
  - ☑ The type and version of operating system you're using
  - ☑ The interface you're using, and, if serial, the protocol (for example, XON/XOFF)
  - ☑ The application and version you're using
  - ☑ The emulation of the file you're trying to print (listed on both the status and startup pages)
  - ☑ An advanced status page or startup page, if you can print one

- **Email**—Email questions to support@qms.com.
- **Fax**—Fax questions to (303) 939–2398 (Attendtion: QMS Support). Provide the same information as listed above, and indicate whether you would like a faxed or a phoned reply.
- **Internet**—Access the Support area of the QMS web site at http://www.qms.com/support and then select Answer Base (the dancing sun icon) to access the interactive online technical support system or select SupportMail to send a question directly.

QMS World-wide Offices

QMS United States and Latin America

General Contact

Telephone	1 (334) 633–4300
Answer Base	http://www.qms.com/support, then click on Answer Base
Fax	1 (334) 633–4866
Email	info@qms.com
Internet	http://www.qms.com/usa.html
Product Registration	http://www.qms.com/support/prodreg

Information on QMS products, supplies, and accessories, and on the authorized QMS remarketer or service provider nearest you
1 (800) 523-2696

Font & Form Center 1 (334) 634–4FONT

Latin America

Fax	1 (334) 639-3347
Internet	http://www.qms.com/Spanish/Latin_America.htm

Service

Service Information, Installation, and Maintenance Pricing
1 (800) 858–1597 24 hrs. (closed on national holidays)
On-Site Service and Depot Repair
1 (800) 858–1597 24 hrs. (closed on national holidays)
Spare Parts Ordering and Information
1 (334) 633-4300 x2530 8:00 am–5:00 pm Central Time

Email	service@qms.com
Internet	http://www.qms.com/service, then click on Place A Call http://www.qms.com/service, then click on Custom Service Quote

Technical Support

Telephone	1 (877) 778–2687 (toll-free) 7:00 am–7:00 pm Central Time
Email	support@qms.com
Fax	1 (303) 939–2398 (Attention: QMS Support)
Internet	http://www.qms.com/support, then click on SupportMail

QMS Canada

General Contact

Telephone	1 (905) 206-0848
Fax	1 (905) 206-0903
Internet	http://www.qms.com/usa.html

Service

Service Information, Installation, and Maintenance Pricing		
	1 (800) 858–1597	24 hrs. (closed on national holidays)
On-Site Service and Depot Repair		
	1 (800) 858–1597	24 hrs. (closed on national holidays)
Spare Parts Ordering and Information		
	1 (334) 633-4300 x2530	8:00 am–5:00 pm Central Time
Email	service@qms.com	
Internet	http://www.qms.com/service, then click on Place A Call	
	http://www.qms.com/service, then click on Custom Service Quote	

Technical Support

Fax	1 (303) 939-2398 (Attention: QMS Support)

QMS Japan

General Contact

Telephone	(+81)-3 3779-9600	
Fax	(+81)-3 3779-9650	
Internet	http://www.qmsj.co.jp	
Technical Support	(+81)-3 3444-9865	10:00 am–noon,1:00 pm–5:00 pm

QMS EMEA

QMS Australia

Anitech
Sydney Business & Tech. Centre
52/2 Railway Parade
2141 Lidcombe NSW
Australia

Telephone	(+61) 2–9901 3235
Fax	(+61) 2–9901 3273
Helpdesk	
Email	helpdesk@qms.nl
Internet	http://www.qmsaus.com.au

QMS Benelux **Belgium, Netherlands, and all unlisted countries**	Planetenbaan 60 'Corner Plaza' 3606 AK Maarssen The Netherlands Telephone (+31) 346–551333 Fax, Benelux (+31) 346–550170 Fax, EMEA +31 30 241 2517 **Helpdesk** Email helpdesk@qms.nl Internet http://www.qms.nl/q_info Telephone, Belgium 0800 76 77 87 76 Telephone, The Netherlands 0800 022 65 50 Internet http://www.qms.nl
QMS France	Vélizy Plus 1 Bis, Rue du Petit Clamart 78142 Vélizy Cedex France Telephone (+33) 1–410 79 393 Email info@qms.fr Fax, EMEA +31 30 241 2517 Fax, France (+33) 1–408 30 110 **Helpdesk** Email helpdesk@qms.nl Internet http://www.qms.nl/q_info http://www.qms.fr, then click on F.A.Q. Telephone 800 76 77 87 76 Internet http://www.qms.fr
QMS GmbH **Germany and Austria**	Gustav Heinemann Ring 212 D-81739 Munich Germany Telephone (+49) 89 63 02 67 0 Fax, EMEA +31 30 241 2517 Fax, GmbH (+49) 89 63 02 67 67 **Helpdesk** Email helpdesk@qms.nl Internet http://www.qms.nl/q_info Telephone, Austria 0800 292 289 Telephone, Germany 0800 182 94 13 Internet http://www.qms.nl

QMS Italy	Via della Repubblica 56 43100 Parma Italy	
	Telephone	(+39) 52–1231 998
	Fax, EMEA	+31 30 241 2517
	Fax, Italy	(+39) 52–1232 902
	Helpdesk	
	Email	helpdesk@qms.nl
	Internet	http://www.qms.nl/q_info
	Telephone	052 2934 189
	Internet	http://www.qms.nl
QMS Nordic **Sweden, Finland, Norway, and Denmark**	Arenavägen 41, 6th floor 121 77 Johanneshov Sweden	
	Telephone	(+46) 8–600 01 30
	Fax, EMEA	+31 30 241 2517
	Fax, Nordic	(+46) 8–600 01 33
	Helpdesk	
	Email	helpdesk@qms.nl
	Internet	http://www.qms.nl/q_info
	Internet	http://www.qms.nl
QMS South Africa	Saskay House Unit 24 Sunninghill Business Park Peltier Road, Sunninghill, Johannesburg Republic of South Africa	
	Telephone	(+27) 11–807 6957
	Fax, EMEA	+31 30 241 2517
	Fax, South Africa	(+27) 11–807 6960
	Helpdesk	
	Email	helpdesk@qms.nl
	Internet	http://www.qms.nl/q_info
	Internet	http://www.qms.nl

QMS UK **United Kingdom and Ireland**	Old Bridge House, The Hythe Staines, Middlesex TW18 3JF United Kingdom	
	Telephone	(+44) 1784–442255
	Fax, EMEA	+31 30 241 2517
	Fax, UK	(+44) 1784–461641
	Helpdesk	
	Email	helpdesk@qms.nl
	Internet	http://www.qms.nl/q_info
	Telephone, Ireland	1800 55 31 11
	Telephone, UK	0800 96 40 92
	Internet	http://www.qms.nl

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