IBM InfoPrint 20
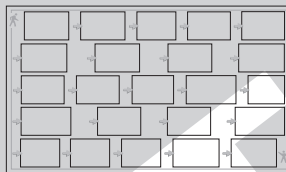# Quick Reference Card

IBM

① **Install your printer and turn it on.**

See the ***Quick Setup Poster*** ☞
*that came with your printer
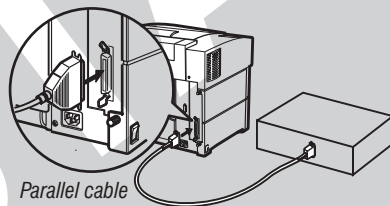for instructions.*

② **Print a configuration page.**

See the ***Operator Panel*** *section of this* ***Quick Reference Card*** *for instructions.*

③ **Install any options, such as duplex unit, extra paper tray, 2000-sheet input drawer, network card, or SIMM.**

See the instructions that accompany each option for installation instructions.

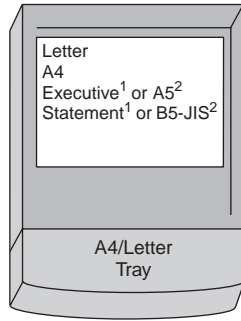④ **Connect the printer to a parallel cable or network.**

*Parallel cable
connection*

*See the documentation that comes with the IBM Network Card
for instructions on connecting your printer to a network.*

⑤ **Install the printer drivers for your operating system.**

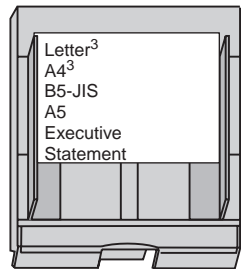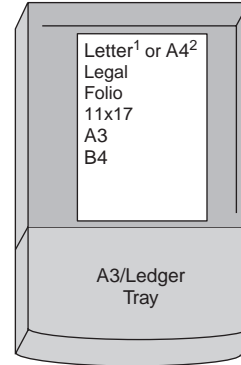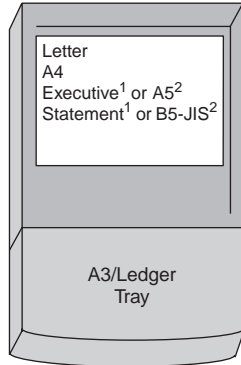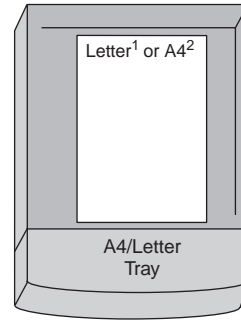*Follow the instructions on the CD-ROM.*

Loading Paper

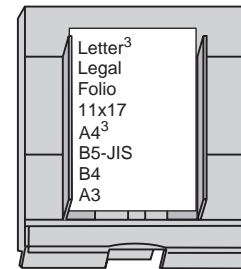LEF (Long-edge feed) SEF (Short-edge feed)

Letter
A4
Executive[1] or A5[2]
Statement[1] or B5-JIS[2]

A4/Letter
Tray

Letter[1] or A4[2]

A4/Letter
Tray

Letter
A4
Executive[1] or A5[2]
Statement[1] or B5-JIS[2]

A3/Ledger
Tray

Letter[1] or A4[2]
Legal
Folio
11x17
A3
B4

A3/Ledger
Tray

Letter[3]
A4[3]
B5-JIS
A5
Executive
Statement

Auxiliary Tray

Letter[3]
Legal
Folio
11x17
A4[3]
B5-JIS
B4
A3

Auxiliary Tray

Notes:
1. LTR group only (U.S./Canada default).
2. A4 group only (Europe/Asia default).
3. You can also use the auxiliary tray to print Letter- or A4-size laser-compatible transparencies or label sheets.

Universal-Size Paper and Envelopes

Maximum and Minimum Universal Sizes

303mm
12.0 in.

88mm
3.5 in.

148mm
6.0 in.

508 mm
20.0 in.

Universal Paper

303mm
12.0 in.

88mm
3.5 in.

148mm
6.0 in.

508 mm
20.0 in.
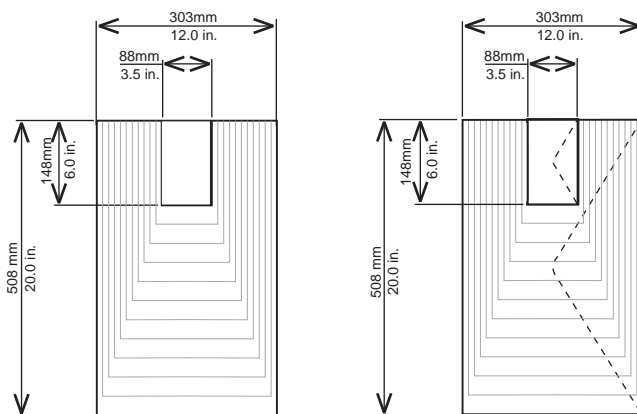
Universal Envelope

To use variable size paper or envelopes:

1. Load media into the auxiliary tray short edge first.
2. Set the AUXSIZE item in the Paper Menu to UNIV or UNI-ENV.
3. Make sure your print application formats the data for the paper or envelope size you use.

Loading Letterhead and Prepunched Paper
in the paper trays or in the auxiliary tray

Simplex
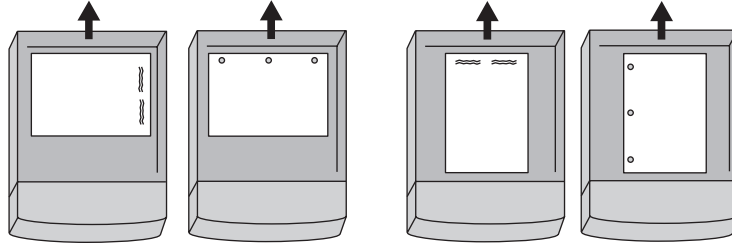
Duplex
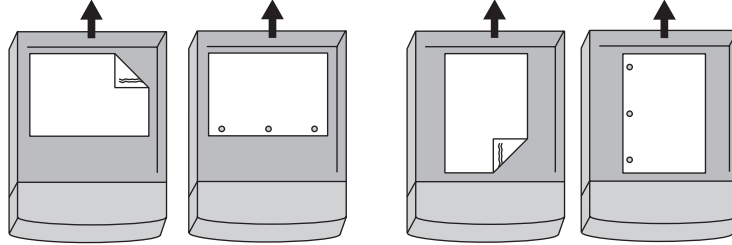
Loading Envelopes and Postcards
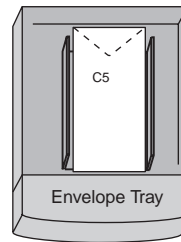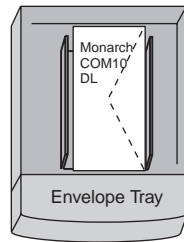
Monarch
COM10
DL

Envelope Tray

C5

Envelope Tray

SEF (Short-edge feed)

COM10
DL
Monarch

Auxiliary Tray

SEF (Short-edge feed)

C5

Auxiliary Tray

SEF (Short-edge feed)

Japanese
Official
Postcard
(Hagaki)
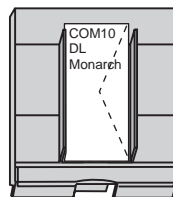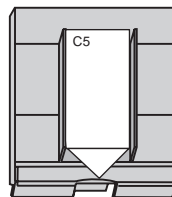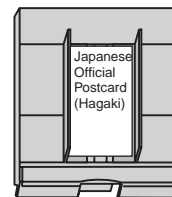
Auxiliary Tray

Location of Printer Parts
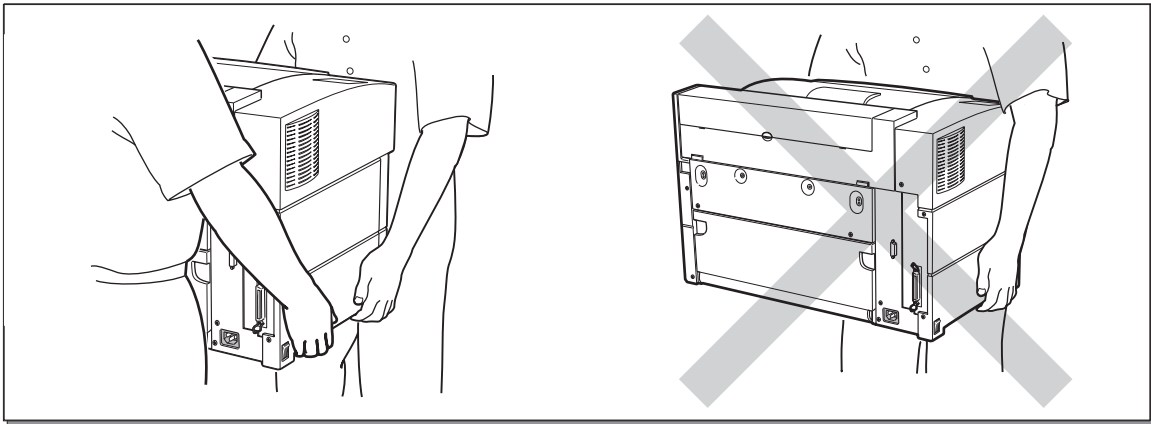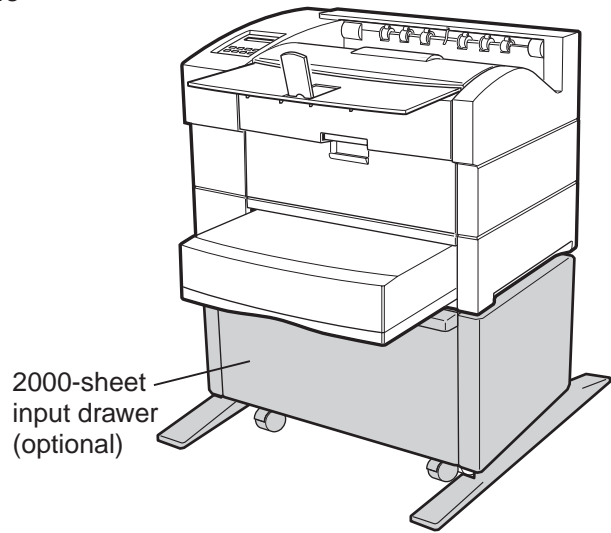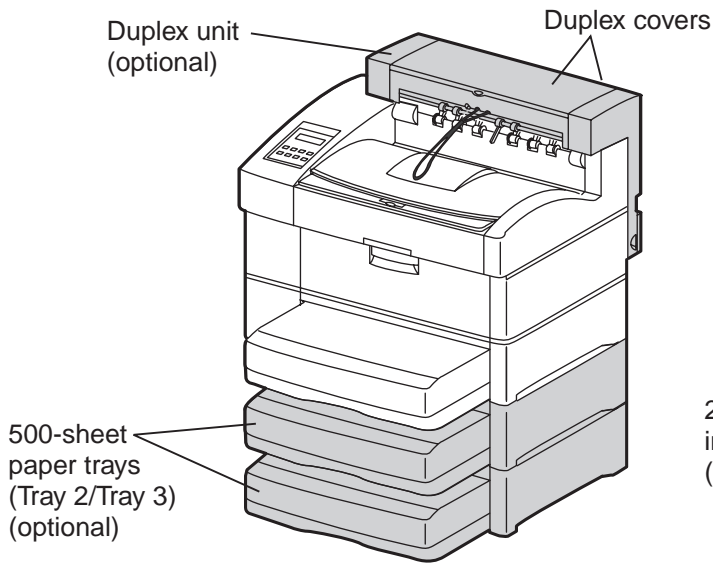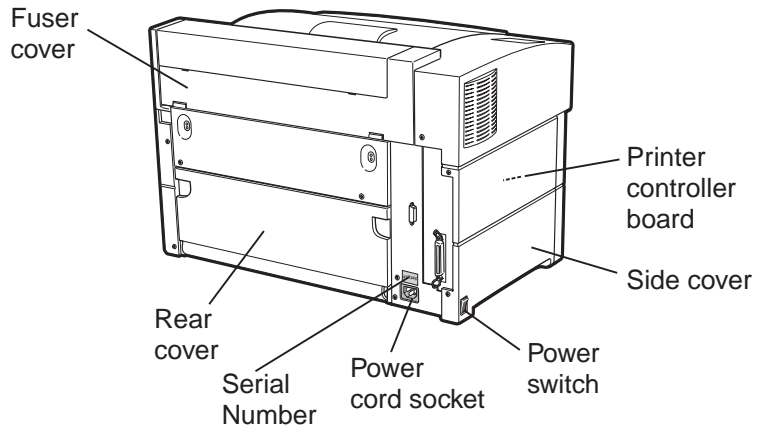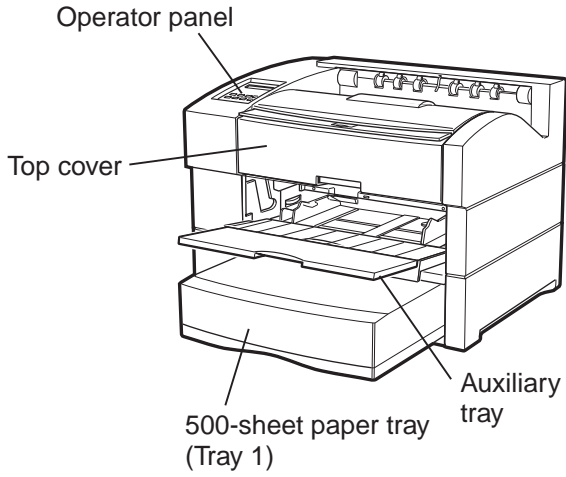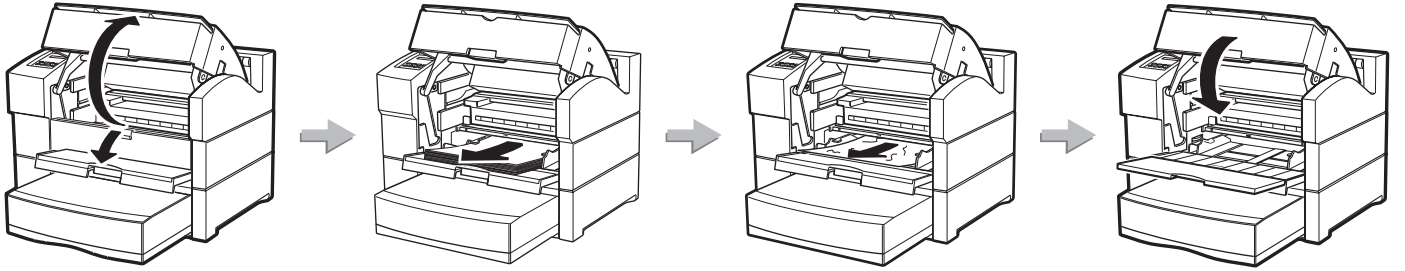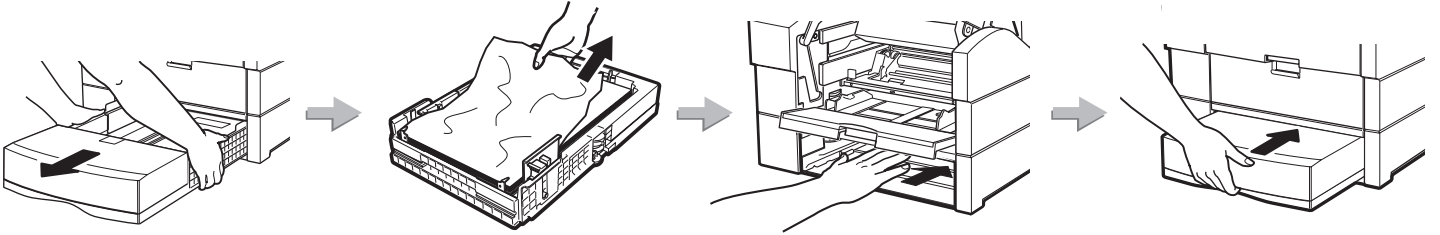
Operator panel

Top cover

500-sheet paper tray (Tray 1)

Auxiliary tray

Fuser cover

Printer controller board

Side cover

Rear cover

Serial Number

Power cord socket

Power switch

Duplex unit (optional)

Duplex covers

500-sheet paper trays (Tray 2/Tray 3) (optional)

2000-sheet input drawer (optional)

Clearing Paper Jams

Operator Panel

READY

Message display area

Buffer Attention

Indicator lights

Online Continue Enter Cancel Print

Menu▼ Item▼ Value +

▲ ▲ Shift —

Keys - cancel printing, navigate menus, place printer offline or online

Shift Key - use with Menu, Item or Value keys to reverse order
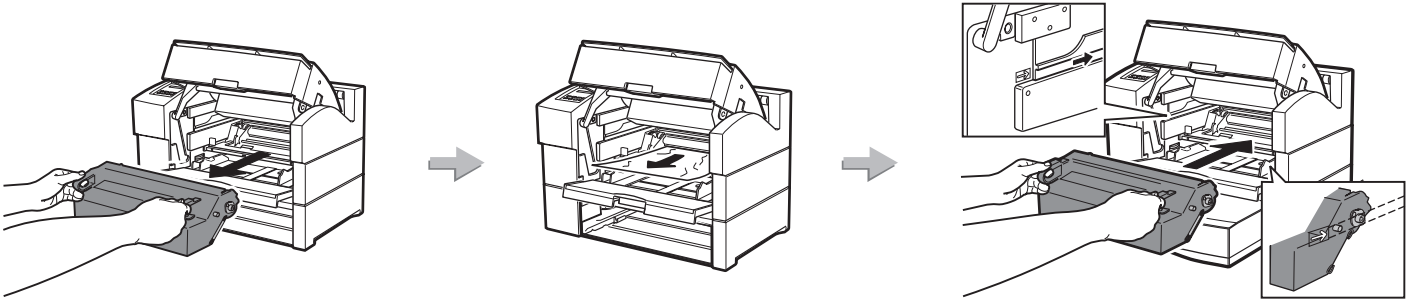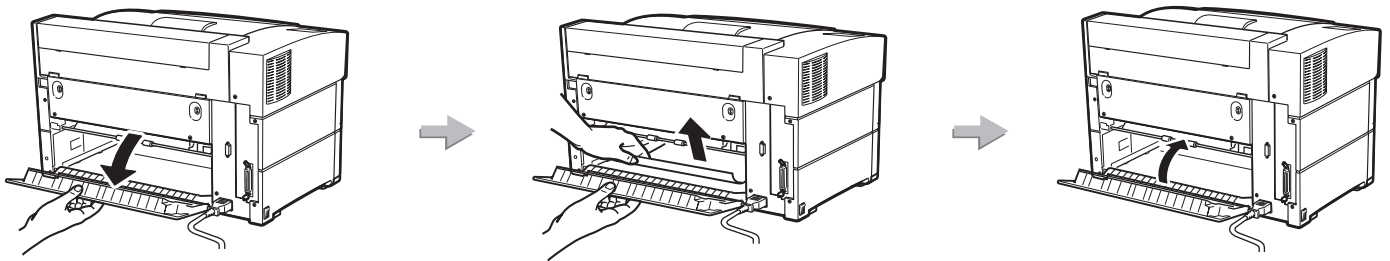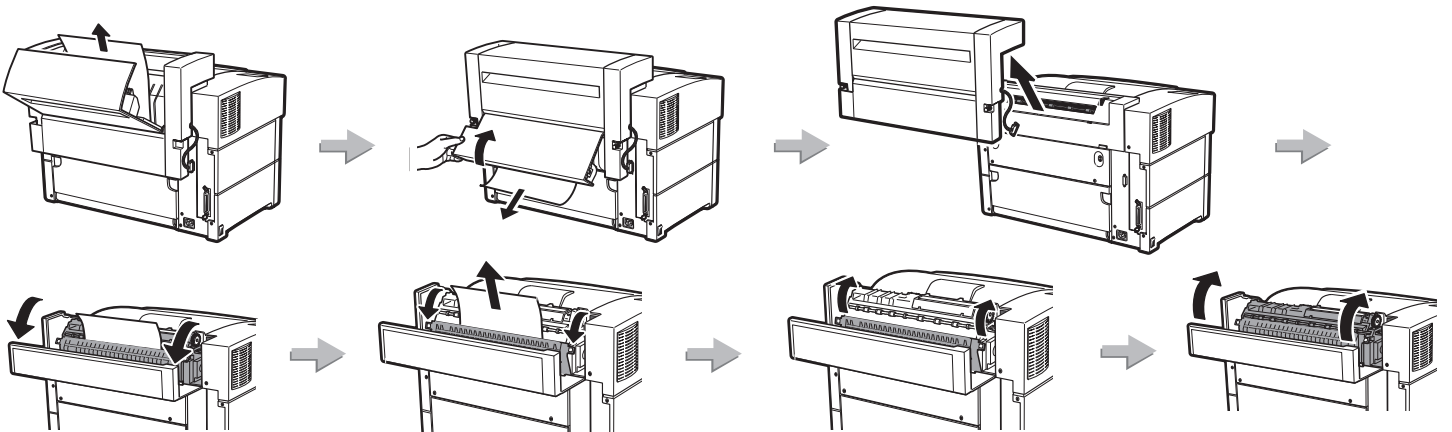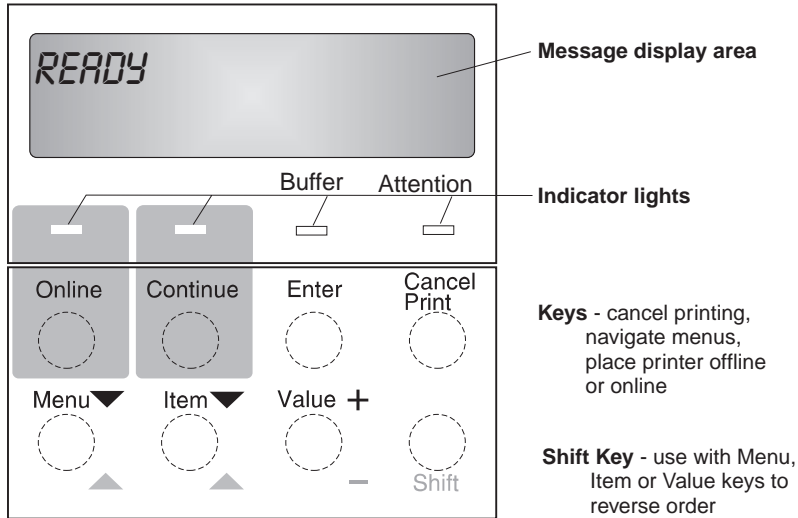
Indicator Lights

━ = On

☀━☀ = Blinking

▭ = Off

Printer online and idle	Press **Continue** or **Cancel**	Page in memory	Printer requires attention
Printer receiving data	Printer operating normally	No pages in memory	Printer operating normally
Printer offline			

Buffer Attention
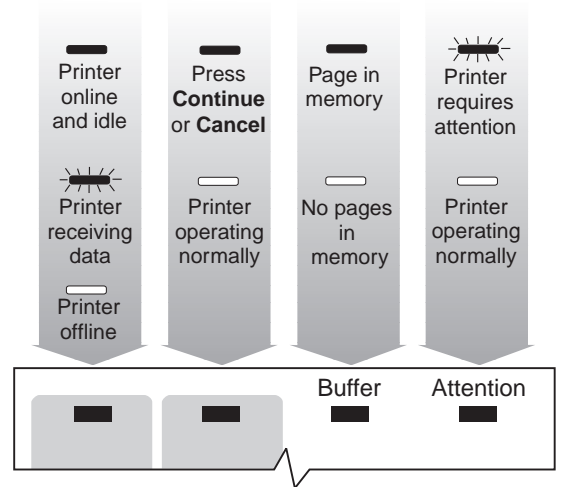
Common Messages

Message	Action
READY	None required, the printer is ready.
WARMING UP...	Wait for READY message.
I/O INITIALIZING	Wait for READY message.
OFFLINE	Update menus or press **Online** to make printer ready.
KEY NOT VALID	Some keys require the printer to be offline. Press **Online** to make printer ready.
MENU LOCKED	You can view menu settings, but you cannot change them.
POWER SAVER ON	The printer is asleep. It will wake up when it receives a job.
WAIT FOR IDLE	Wait for READY message.
02 TONER LOW	Replace toner cartridge.
<nn> **COVER OPEN**	Close the specified cover.
11 LOAD *<paper size>* **IN** *<tray>*	Load paper of the specified size in the specified tray.
12 MANUALLY LOAD *<paper size>* **IN AUX**	Load paper in the auxiliary tray and press **Continue**.
2*<n>* **PAPER JAM**	Clear the jam. Then open and close the top cover to clear the jam message. See *Clearing Paper Jams* on this Quick Reference Card.
29 OUTPUT FULL	Remove prints from output bin.
<nn> **ERROR** **CALL FOR SERVICE**	Power off, then power on the printer. If error persists, call for service.

Printing a Configuration Page

1. On the operator panel, press the **Online** key once. OFFLINE appears in the message display area.

OFFLINE
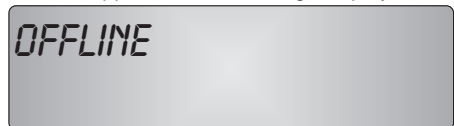
2. Press the **Menu** key. TEST MENU appears in the message display area.

TEST MENU

3. Press the **Item** key. CONFIG PAGE appears.

TEST MENU
CONFIG PAGE

4. Press the **Enter** key to print the configuration page. (It takes a moment or two.)
5. Press the **Online** key again to restore the printer to the READY status.

READY

Operator Panel Menus

Note: Items in *italics* indicate menu items that appear only if the affected option is installed.

TEST MENU
CONFIG PAGE
PRINT PS FONTS
PRINT PCL FONTS
PRINT PS DEMO
PRINT PCL DEMO
CONTINUOUS TEST
PRINT TR CONFIG
PRINT EN CONFIG
PRINT IPDS FONTS
PRINT SCS CHARS
FORMAT DISK
ONLINE HEX PRT
CANCEL HEX PRT
CX HEX PRT
CANCEL CX PRT
TX HEX PRT
CANCEL TX PRT

RESET MENU
RESET PRINTER
FACTORY DEFAULT

PAPER MENU
SOURCE
DUPLEX
BINDING
TRAY SWITCH
BLANK PG
TRAY RENUM
MANUAL
PCL ORIENT
AUXSIZE
TRAY1 PROT
TRAY2 PROT
TRAY3 PROT
AUXTRAYPROT

CUSTOM FORMS
FORM1UNITS
FORM1LEN
FORM1WIDTH
FORM2UNITS
FORM2LEN
FORM2WIDTH
FORM3UNITS
FORM3LEN
FORM3WIDTH
FORM4UNITS
FORM4LEN
FORM4WIDTH
FORM5UNITS
FORM5LEN
FORM5WIDTH

CONFIG MENU
JAMRECOVERY
AUTOCONTINU
DENSITY
PWRSAV
QUALITY
TONER LOW

MEMCONFIG MENU
PCL SAVE
PS SAVE

PARALLEL MENU
PERSONALTY
BI-DI
PORT TMEOUT

PCL MENU
PAGEPROT
COPIES
PAGESIZE
EDGE-EDGE
FORM
FNTSRC
FONTNUM
PT.SIZE (with proportional font)
PITCH (with fixed font)
SYMSET
AUTO RESET

PS MENU
PAGEPROT
COPIES
PRINT ERRS
EDGE-EDGE

IPDS MENU
PAGEPROT
DEF CD PAG
EMULATION
DEF FGID
CPI
VPA CHK
X-OFFSET
Y-OFFSET
PAGE
EDGE-EDGE
FONT SUB
EARLY COMPL
IPDS PORT
CUSTOM FORM

TOKEN RING MENU
PERSONALTY
PORT TMEOUT
TCP/IP
IP ADDRESS*
SUBNET MASK*
GATEWAY ADDRESS*
BOOTP*
DHCP*
NETWARE
NW FRAME**
NETBIOS
APPLETALK
MAC ADDRESS

          *Only if TCP/IP is ON.
          **Only if NETWARE is ON.

ETHERNET MENU
PERSONALTY
PORT TMEOUT
TCP/IP
IP ADDRESS*
SUBNET MASK*
GATEWAY ADDRESS*
BOOTP*
DHCP*
NETWARE
NW FRAME**
NETBIOS
APPLETALK

          *Only if TCP/IP is ON.
          **Only if NETWARE is ON.

COAX SCS MENU
TRAY 1
TRAY 2
TRAY 3
AUX
APO
LPI
LINE SPACING
CPI
CASE
MPL
MPP
CODE PAGE
TBM
LBM
PA1
PA2

TWINAX SCS MENU
TRAY 1
TRAY 2
TRAY 3
AUX
LPI
CPI
CODE PAGE
APO

COAX SETUP
PORT TMEOUT
IRQ TMEOUT
HLD TMEOUT
BUSY TMEOUT
EDGE-EDGE
EAB
BUFFERSIZE
EARLY COMPL

TWINAX SETUP MENU
SCS ADDR
IPDS ADDR
EDGE-EDGE
BUFFERSIZE
PORT TMEOUT

COAX DSC/DSE MENU
PRINT IMAGE
CR AT MPP+1
NL AT MPP+1
FF DATA
FF LAST
FF VALID
AUTO FUNCT

MACHINE INFO
PAGE COUNT
ERROR LOG
TONER CTR
FUSER CTR

LANGUAGE MENU
LANG

IBM

Technical Support 📞

If your printer does not print properly:

1. Try turning the printer off for ten seconds and turning it back on.

2. Print a configuration page (see *Printing a Configuration Page* on the *Operator Panel* page of this Quick Reference Card). If it prints, the problem is likely to be in the network or cabling leading to the printer. If it does not print, the problem may be in the printer.

3. Use the troubleshooting checklist in your *User's Guide*.

4. Call your service representative or IBM customer technical support (1-800-358-6661 in the USA and Canada). Be sure to have your serial number (located on the back of the printer) ready.

Note: If you need IBM operating system support (for example, AIX, OS/2, OS/400 and MVS), contact IBM software support (1-800-237-5511 in the USA, 1-800-465-2222 in Canada) .

Ordering Supplies 📞

Printing supplies can be ordered through your IBM authorized printer or printer supplies reseller.

In the USA or Canada, call 1-888-IBM-PRINT (1-800-426-7746) to ask for an authorized dealer or to order from IBM Printer Supplies.

In other countries, contact your point of purchase for information about where to order supplies.

In Europe, call IBM Supplies Fulfillment Operations:
            31-43-350 2756
or one of the following numbers:
- **Denmark**: 80015534
- **Finland:** 08001-13110
- **France:** 05-905871
- **Germany:** 0130 818005
- **Italy:** 1-678 78349
- **Norway:** 800-11389
- **Sweden:** 020-794270
- **United Kingdom:** 0800-968679

For More Information...

Contents of the CD-ROM 💿

The CD-ROM that ships with the printer includes:

Documents related to your printer

- *IBM InfoPrint 20 Quick Setup Poster*
- *IBM InfoPrint 20 Quick Reference Card*
- *IBM InfoPrint 20 User's Guide*
- *IBM InfoPrint 20 Safety and Warranty Information*
- *IBM Ethernet/Token Ring Configuration Guide*
- *IBM Twinax/Coax Configuration Guide*
- *IBM IPDS/SCS Technical Reference*
- *IBM PCL/PostScript Technical Reference*

PCL5e and PostScript drivers for numerous operating systems

See the CD-ROM for details.

- **Network Tools and Utilities**

- *Network Print Manager (NPM) is a configuration tool for network administrators.*
- *Network Printer Resource Utility (NPRU) is a utility for downloading fonts and overlays to printer memory.*
- *Network Port Monitor is a utility for reporting printer and job status to Windows NT 4.0 users and clients of Windows NT servers on other Windows platforms.*

See the *Readme* file on the CD-ROM for more information.

IBM Printing Systems Company Home Page

To obtain the latest versions of the InfoPrint 20 documentation, printer drivers, utilities, and programs:
1. Access the IBM Printing Systems Company home page:
   http://www.printers.ibm.com
2. Navigate to the document, printer driver, utility, or program you need and follow the instructions to download it.