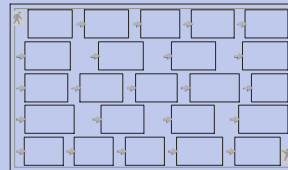# IBM Infoprint 21
Quick Reference Card

Getting started:

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 trays, offset output bin, network card, or memory feature.

See the instructions that accompany each option for installation instructions.
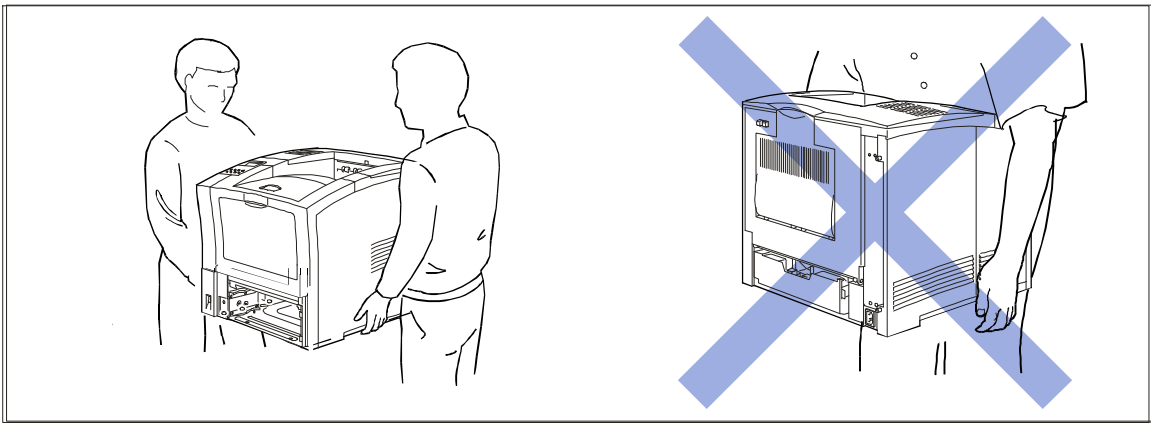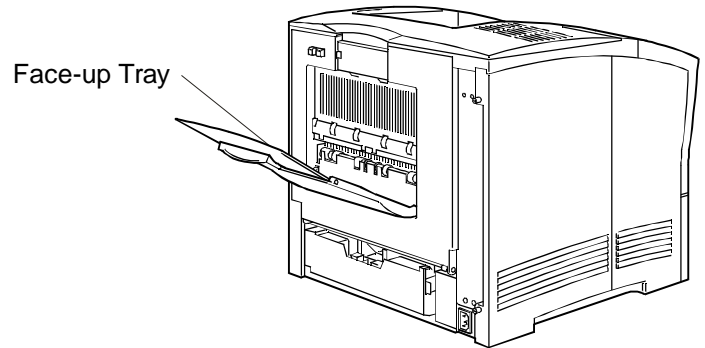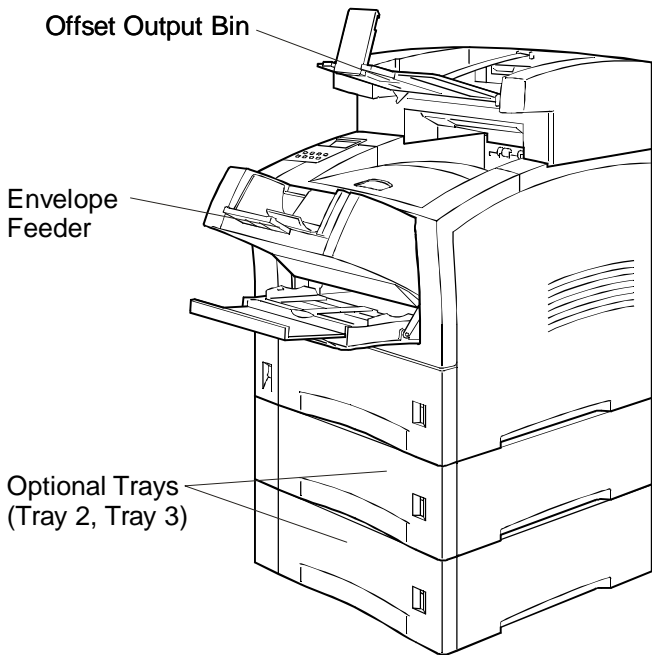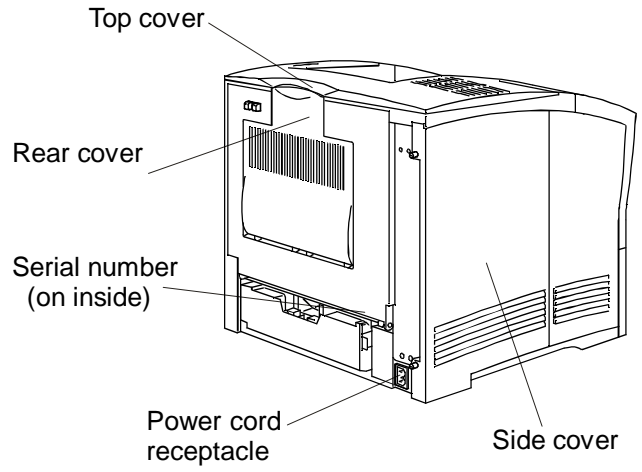
④ Connect the printer to a parallel cable or network.

See the documentation that comes with the IBM Network Card for instructions on connecting your printer to a network. See the User's Guide for information on connecting a parallel cable.

⑤ Install the printer drivers for your operating system.

Follow the instructions on the CD-ROM.

Location of Printer Parts

Paper exit area

Operator panel

Front cover

Auxiliary tray

Power switch

550-sheet tray
(Tray 1)

Paper amount
indicator

Top cover

Rear cover

Serial number
(on inside)

Power cord
receptacle

Side cover

Offset Output Bin

Envelope
Feeder

Optional Trays
(Tray 2, Tray 3)

Face-up Tray
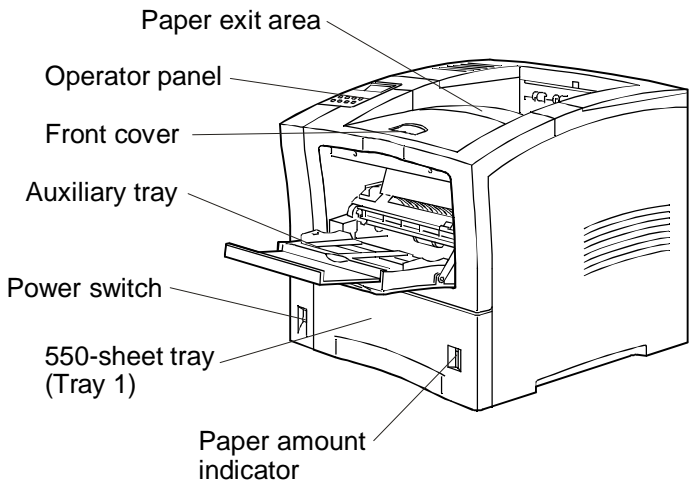
Loading Trays

550-Sheet Trays
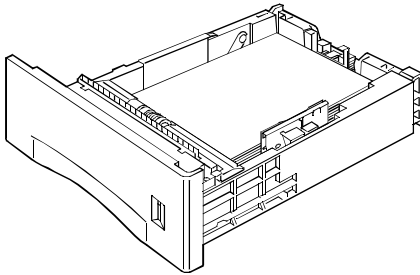
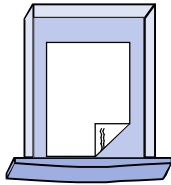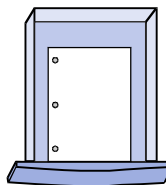**One-sided Letterhead**

One-sided Pre-punched

Supported Sizes

Letter	Monarch
Legal	Hagaki
Folio	COM10
A4	C5
B5-JIS	DL
A5	B5-ISO
EXEC	
Statement	
Custom	

Two-sided Letterhead

Two-sided Pre-punched
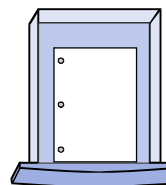
Envelopes (flap up, on left)
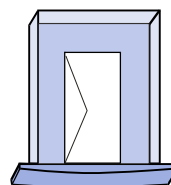
Auxiliary Tray
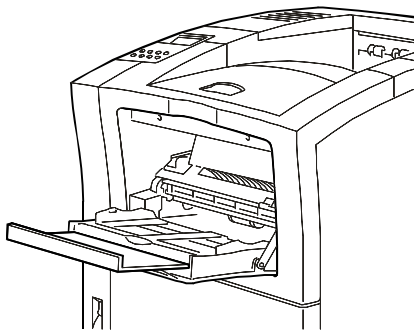
One-sided Letterhead

Two-sided Letterhead

Supported Sizes

Letter	Monarch
Legal	Hagaki
Folio	COM10
A4	C5
B5-JIS	DL
A5	B5-ISO
EXEC	
Statement	
Custom	
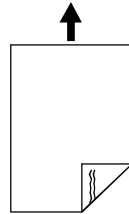
One-sided Pre-punched
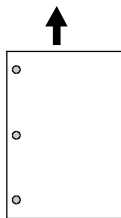
Two-sided Pre-punched
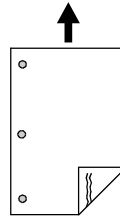
Envelopes (flap down, on left)
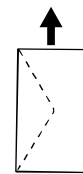
Envelope Feeder
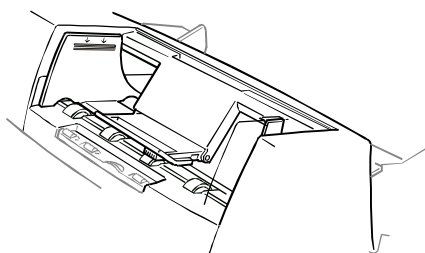
Load with flaps down

Supported Sizes

Monarch
COM10
C5
DL
Custom envelopes
Hagaki (Japan Official Postcard)

Operator Panel

READY

Infoprint 21

Paper   Toner   Attention

Online   Menu ▲   Item ▲   Value +

Enter ✳   ▼   ▼   −

Message display area

Indicator lights

Keys - navigate menus, place printer offline or online
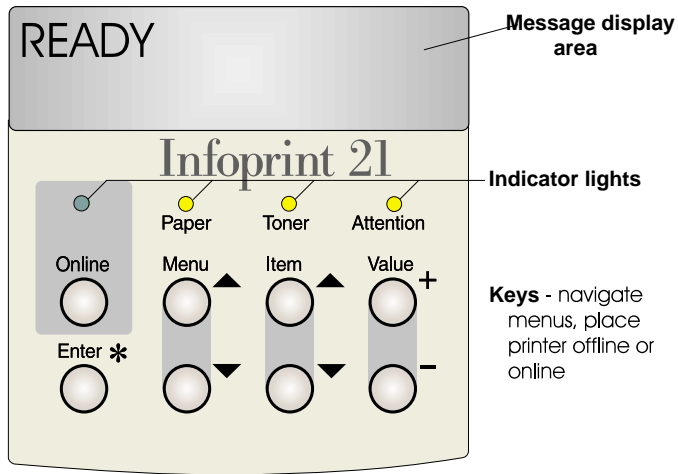
Indicator Lights

or = On

or = Blinking

○ = Off

Printer online and idle	A paper tray is low or empty	Toner is low	Printer requires attention
Printer receiving data	Printer operating normally	Printer operating normally	Printer operating normally
Printer offline			

Online	Paper	Toner	Attention
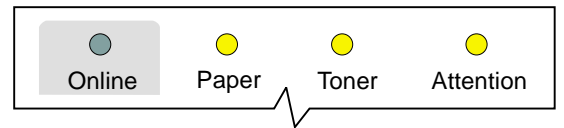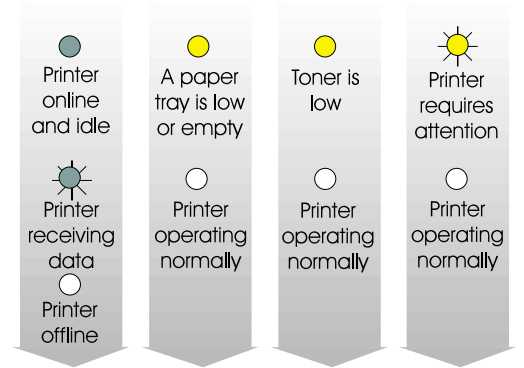
Common Messages

Message	Action
READY	None required, the printer is ready.
WARMING UP...	Wait for READY message.
OFFLINE	Press **Online** to make printer ready.
KEY NOT VALID	Some keys require the printer to be offline. Press **Online** to take printer offline.
LOAD <size><dimensions> <type> **IN** <tray>	Load the correct media in the tray.
MENUS LOCKED	You can view menu settings, but you cannot change them. You can still print pages from the Test Menu.
02 TONER LOW	Replace toner cartridge.
<nn> **COVER OPEN**	Close the specified cover.
11 TRAY <tray> **EMPTY LOAD** <size><type>	Load paper of the specified size in the specified tray.
12 AUX/ENV EMPTY LOAD <size><type>	Load the specified media in the auxiliary tray or envelope feeder.
2<nn> **PAPER JAM**	See Clearing Paper Jams on this Quick Reference Card.
<nn> **ERROR POWER OFF/ON**	Power off, then power on the printer. If error persists, call for service.

Printing a Configuration Page

1. Press the **Menu** key until TEST MENU appears in the message display area.

TEST MENU

2. Press the **Item** key until PRINTER CONFIG appears.

TEST MENU
PRINTER CONFIG

3. Press the **Enter** key to print the configuration page. (It takes a moment or two.)
4. Press the **Online** key again to exit menu mode.

READY

Operator Panel Menus

Note: *Italics* indicate menus and items that appear only when the affected option is installed.

TEST MENU
- PRINTER CONFIG
- *NETWORK CONFIG*
- PRINT PS FONTS
- PRINT PCL FONTS
- PRINT PS FORMS
- PRINT PCL MACROS
- PRINT DEMO
- *PRINT IPDS FONTS*
- *PRINT SCS CHARS*
- ONLINE HEX PRT
- CANCEL HEX PRT
- *CX HEX PRT*
- *CANCEL CX PRT*
- *TX HEX PRT*
- *CANCEL TX PRT*

↓

RESET MENU
- CANCEL PRINT JOB
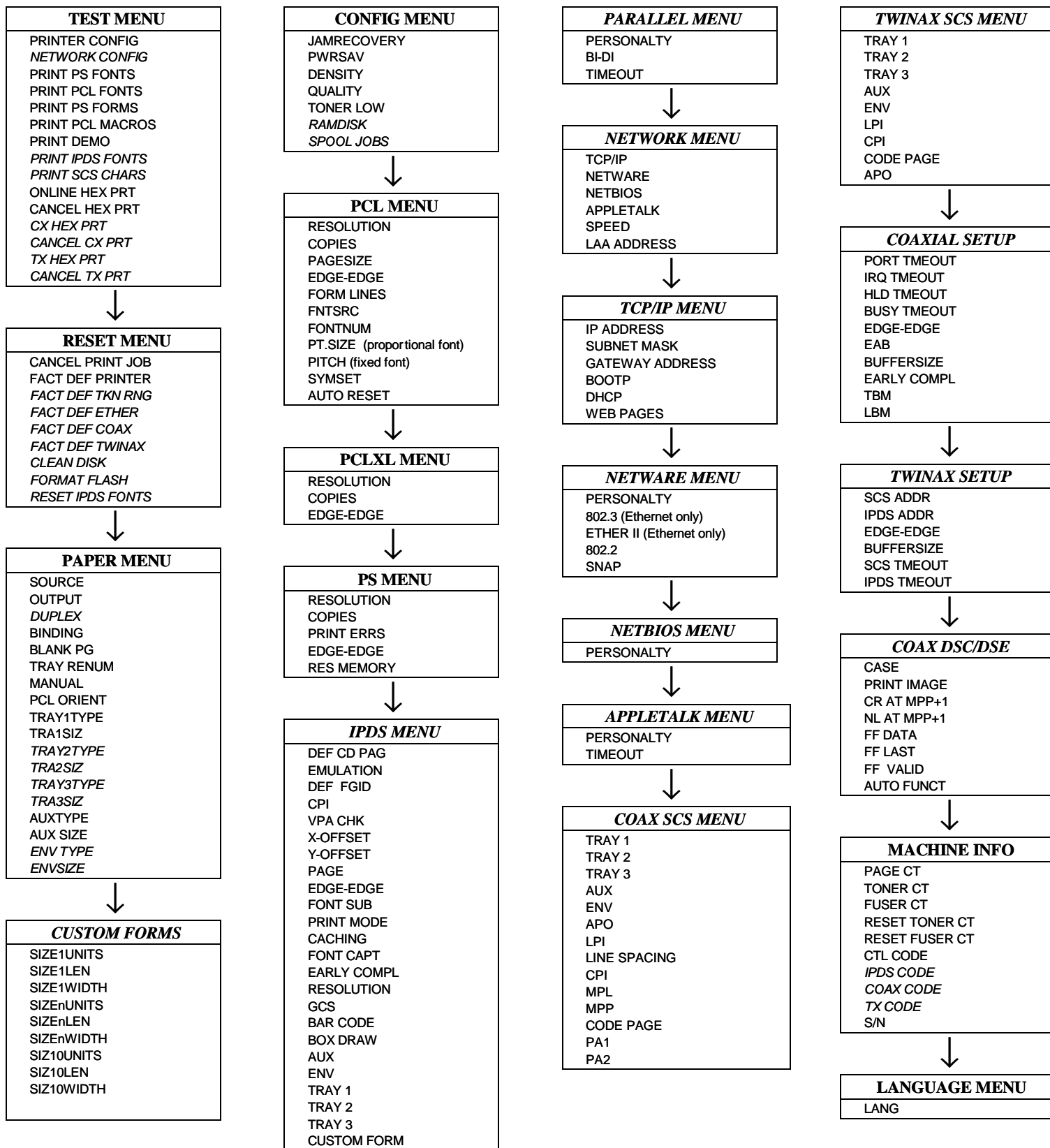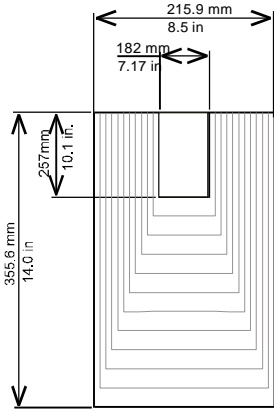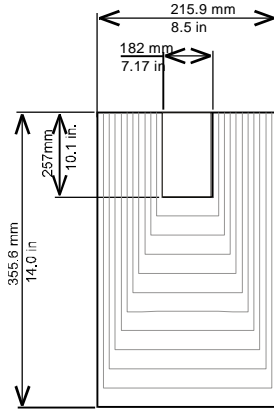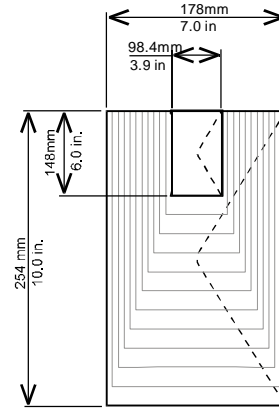- FACT DEF PRINTER
- *FACT DEF TKN RNG*
- *FACT DEF ETHER*
- *FACT DEF COAX*
- *FACT DEF TWINAX*
- *CLEAN DISK*
- *FORMAT FLASH*
- *RESET IPDS FONTS*

↓

PAPER MENU
- SOURCE
- OUTPUT
- *DUPLEX*
- BINDING
- BLANK PG
- TRAY RENUM
- MANUAL
- PCL ORIENT
- TRAY1TYPE
- TRA1SIZ
- *TRAY2TYPE*
- *TRA2SIZ*
- *TRAY3TYPE*
- *TRA3SIZ*
- AUXTYPE
- AUX SIZE
- *ENV TYPE*
- *ENVSIZE*

↓

CUSTOM FORMS
- SIZE1UNITS
- SIZE1LEN
- SIZE1WIDTH
- SIZEnUNITS
- SIZEnLEN
- SIZEnWIDTH
- SIZ10UNITS
- SIZ10LEN
- SIZ10WIDTH

CONFIG MENU
- JAMRECOVERY
- PWRSAV
- DENSITY
- QUALITY
- TONER LOW
- *RAMDISK*
- *SPOOL JOBS*

↓

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

↓

PCLXL MENU
- RESOLUTION
- COPIES
- EDGE-EDGE

↓

PS MENU
- RESOLUTION
- COPIES
- PRINT ERRS
- EDGE-EDGE
- RES MEMORY

↓

IPDS MENU
- DEF CD PAG
- EMULATION
- DEF FGID
- CPI
- VPA CHK
- X-OFFSET
- Y-OFFSET
- PAGE
- EDGE-EDGE
- FONT SUB
- PRINT MODE
- CACHING
- FONT CAPT
- EARLY COMPL
- RESOLUTION
- GCS
- BAR CODE
- BOX DRAW
- AUX
- ENV
- TRAY 1
- TRAY 2
- TRAY 3
- CUSTOM FORM

PARALLEL MENU
- PERSONALTY
- BI-DI
- TIMEOUT

↓

NETWORK MENU
- TCP/IP
- NETWARE
- NETBIOS
- APPLETALK
- SPEED
- LAA ADDRESS

↓

TCP/IP MENU
- IP ADDRESS
- SUBNET MASK
- GATEWAY ADDRESS
- BOOTP
- DHCP
- WEB PAGES

↓

NETWARE MENU
- PERSONALTY
- 802.3 (Ethernet only)
- ETHER II (Ethernet only)
- 802.2
- SNAP

↓

NETBIOS MENU
- PERSONALTY

↓

APPLETALK MENU
- PERSONALTY
- TIMEOUT

↓

COAX SCS MENU
- TRAY 1
- TRAY 2
- TRAY 3
- AUX
- ENV
- APO
- LPI
- LINE SPACING
- CPI
- MPL
- MPP
- CODE PAGE
- PA1
- PA2

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

↓

COAXIAL SETUP
- PORT TMEOUT
- IRQ TMEOUT
- HLD TMEOUT
- BUSY TMEOUT
- EDGE-EDGE
- EAB
- BUFFERSIZE
- EARLY COMPL
- TBM
- LBM

↓

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

↓

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

↓

MACHINE INFO
- PAGE CT
- TONER CT
- FUSER CT
- RESET TONER CT
- RESET FUSER CT
- CTL CODE
- *IPDS CODE*
- *COAX CODE*
- *TX CODE*
- S/N

↓

LANGUAGE MENU
- LANG

Custom Paper and Envelope Sizes

550-Sheet Trays (two-sided)

215.9 mm
8.5 in

182 mm
7.17 in

257mm
10.1 in.

355.6 mm
14.0 in

Auxiliary Tray (two-sided)

215.9 mm
8.5 in

182 mm
7.17 in

257mm
10.1 in.

355.6 mm
14.0 in

Envelope Feeder

178mm
7.0 in

98.4mm
3.9 in

148mm
6.0 in.

254 mm
10.0 in.

550-Sheet Trays (one-sided)

215.9 mm
8.5 in

98.4 mm
3.9 in

148mm
6.0 in.

355.6 mm
14.0 in

Auxiliary Tray (one-sided)

215.9 mm
8.5 in

76.2 mm
3.0 in

148mm
6.0 in.

355.6 mm
14.0 in

To use custom size paper or envelopes:

1. Use Custom Forms Menu to define a form size (SIZE1-SIZ10).
2. Set the TRAnSIZ, AUXSIZE, or ENVSIZE item in the Paper Menu to the new size (SIZE1-SIZ10).
3. Specify the same size form in the driver when you submit the job.

See the *User's Guide* for more details.

Jam Locations

261, 262

232

220, 230

272, 275, 276

250, 253, 254, 255

221
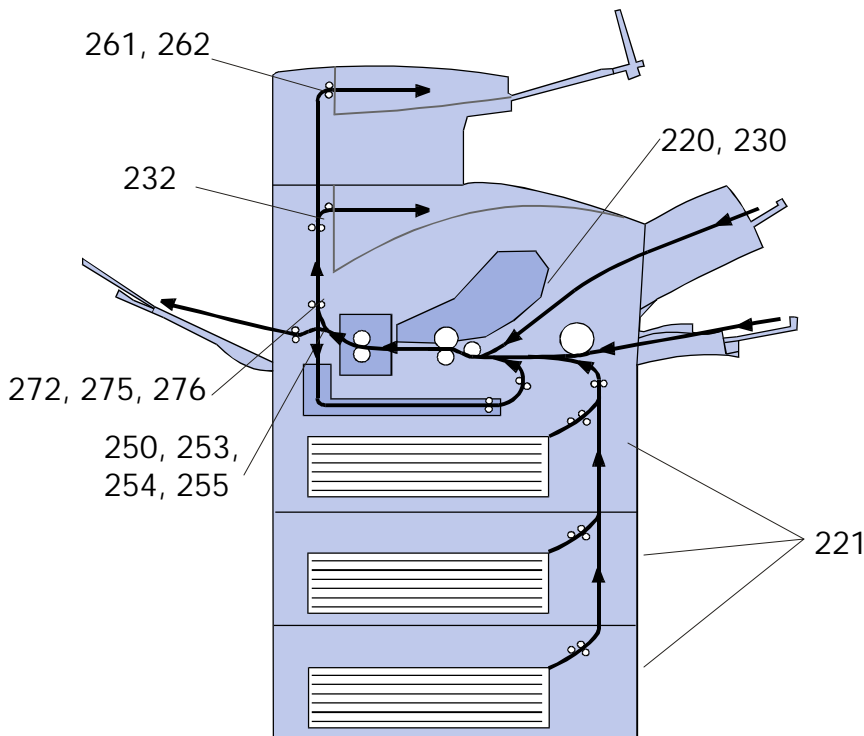
Note: When paper gets jammed in one area of the paper path, it often gets jammed in other areas. Therefore, it is a good idea to check the entire paper path whenever you see a paper jam message.
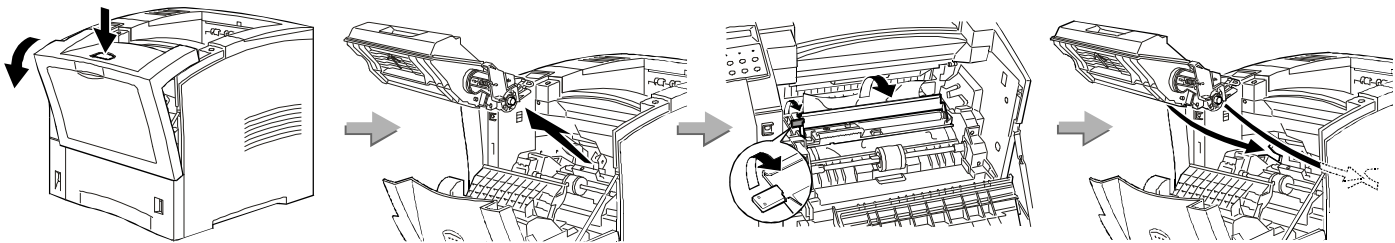
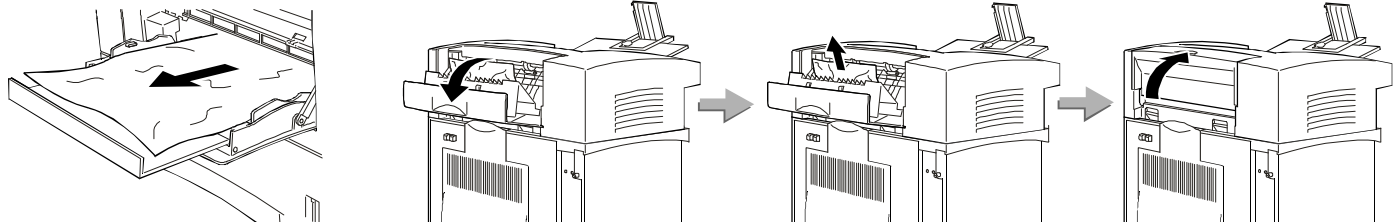| Error Code	Probable Location
220, 230	Toner Cartridge Area
221	550-Sheet Paper Trays
232	Rear Exit Area
250, 253, 254, 255	Duplex Unit
261, 262	Offset Output Bin
272, 275, 276	Fuser Area

Clearing Paper Jams

550-Sheet Trays
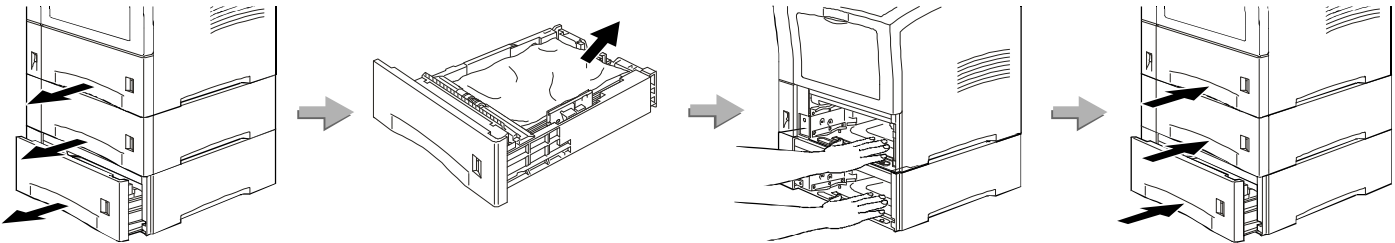
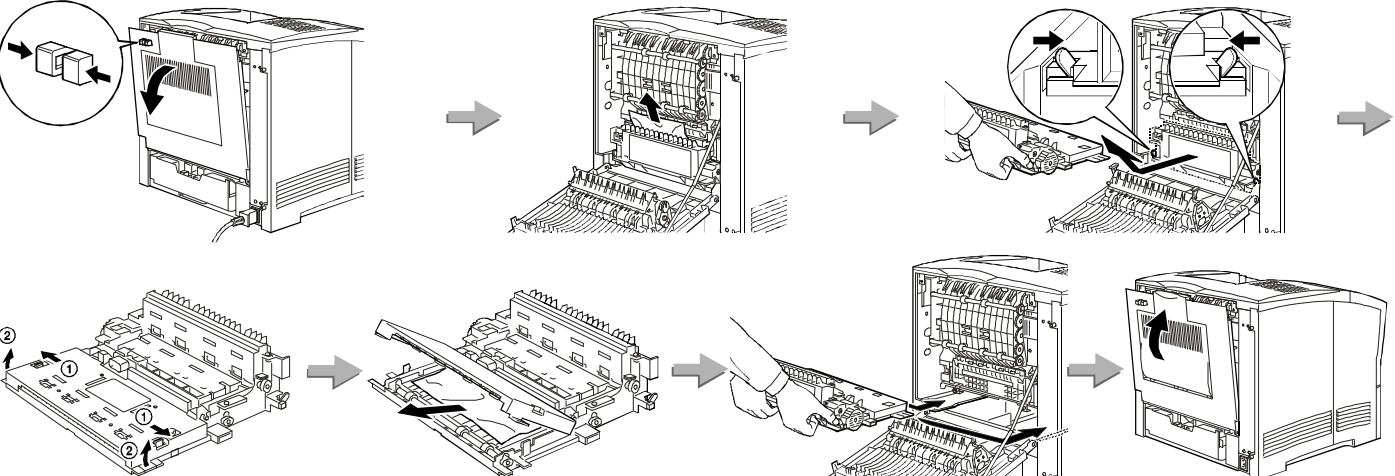## Toner Cartridge Area

Auxiliary Tray   Offset Output Bin
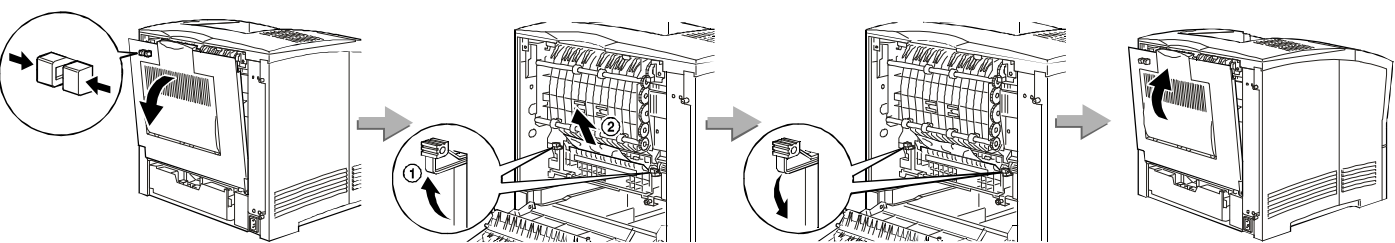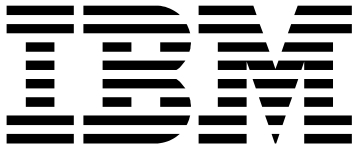
Rear Exit and Duplex Unit

Fuser Area

IBM

Technical Support ☎

If your printer does not print properly:

1. Turn off the printer for ten seconds and then turn 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 ready. It is located on the bottom of the frame inside the rear cover, or on the printer configuration page.

Note: If you need IBM operating system support (for example, AIX, OS/2, OS/400 and MVS), contact IBM software support (1-800-237-

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 Europe, call IBM Supplies Fulfillment Operations:
 31-43-350 2756
or one of the following numbers:
- **Belgium**: 0800 71950
- **Denmark**: 800 15534
- **Finland:** 08001 13110
- **France:** 0800 905 5871
- **Germany:** 0130 818 005
- **Italy:** 1678 78349
- **Norway:** 800 11389
- **Sweden:** 0207 94270
- **United Kingdom:** 08009 68679

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

For More Information...

Contents of the CD-ROM 💿

The CD-ROMs that ship with the printer include:

Documents related to your printer

- IBM Infoprint 21 Quick Setup Poster
- IBM Infoprint 21 Quick Reference Card
- IBM Infoprint 21 User's Guide
- IBM Infoprint 21 Safety and Warranty Information
- IBM Infoprint 21 Ethernet/Token Ring Configuration Guide
- IBM Infoprint 21 Twinax/Coax Configuration Guide
- IBM IPDS/SCS Technical Reference

PCL and PostScript drivers for numerous operating systems

See the Driver and Utility CD-ROM for details.

Network Tools and Utilities

- Network Printer 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.
- TCP/IP 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.

G544-5700-00

IBM Printing Systems Home Page

To obtain the latest versions of Infoprint 21 documents, printer drivers, utilities, or programs:
1. Access the IBM Printing Systems home page:
   `http://www.ibm.com/printers`
2. Navigate to the document, printer driver, utility, or program you need and follow the instructions to download it.

Infoprint 21 Web Pages

You can use your web browser to:
- Access status information about the printer
- Print Postscript, PDF, PCL, and text files directly from the Internet
- Display and print configuration pages
- Manage the printer

To access the printer web pages, go the following location from your web browser:
 http://n.n.n.n
where n.n.n.n is the IP address of the printer.

38L1424

♲ Printed in USA
on recycled paper containing 10%
recovered post-consumer fiber