
QMS® 2001

**Knowledge System
Setup Guide**

1800324-001C

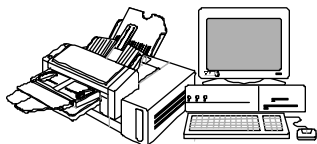
Introduction

This document explains how to set up the QMS 2001 Knowledge System, an integrated information management system for Windows environments. The 2001 incorporates scanning, copying, faxing, data transmission, and laser printing.

Note: *If you have any difficulty installing the QMS 2001 Knowledge System, contact QMS Customer Technical Assurance (CTA) for assistance. See "Getting Help" on page 22 for more information. Also, as with any device, if you're attaching the 2001 to a network, you should have your system administrator help you. Improper configuration could result in software or hardware conflicts.*

Products Covered by this Setup Guide

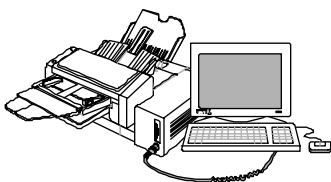
The setup information in this guide covers two versions of the QMS 2001 Knowledge System:



QMS 2001 Knowledge System
peripheral unit

The QMS 2001 Knowledge System peripheral unit is designed to be attached to an existing computer. This model ships with scanning, copying, faxing, and printing capabilities. (It can be upgraded to an integrated 486 computer system, like the Knowledge System PC,

described below.) See "If you're installing a Knowledge System peripheral unit..." on page 2 for peripheral-unit installation steps.



QMS 2001 Knowledge System PC

The QMS 2001 Knowledge System PC integrates all the capabilities of the peripheral unit with a built-in 486 computer. The video monitor, the keyboard, and the mouse all connect directly to the 2001. You can purchase a pre-assembled unit, or you can also

create your own by purchasing the peripheral unit (described above), the expanded function kit, and your own computer components. (Your QMS vendor has details.) See "If you're installing a Knowledge System PC unit..." on page 2 for installation steps.

Installation Procedures

If you're installing a Knowledge System peripheral unit...

Follow the instructions in this guide to...

- Make sure your other hardware and software meet the minimum recommended requirements (see page 3).
- Unpack the system and check shipment contents (see page 3).
- Find a good location to set up the system (see page 4).
- Install the PCU (see page 5).
- Install the toner cartridge (see page 7).
- Install the media trays (see page 8).
- Install the fax modem in your computer (see page 9).
- Connect the 2001 to your computer, a phone line, and a power source (see page 12).
- Install the QMS Manager software (see page 13).
- Register and test the system (see page 17).

If you're installing a Knowledge System PC unit...

Follow the instructions in this guide to...

- Unpack the system and check shipment contents (see page 3).
- Find a good location to set up the system (see page 4).
- Install the PCU (see page 5).
- Install the toner cartridge (see page 7).
- Install the media trays (see page 8).
- Connect the 2001 to a phone line and a power source (see page 12).
- Register and test the system (see page 17).

If you're building your own Knowledge System PC unit...

- Unpack the system and check shipment contents (see page 3).
 - Follow the instructions in the manual titled *QMS 2001 Knowledge System PC Functional Expansion Instructions*, included with the expanded function kit (available from your QMS vendor). The *Functional Expansion Instructions* manual will refer to this *Setup Guide* at times.
-

Minimum System Requirements for the 2001 Peripheral Unit


You'll need at least the following levels of hardware and software installed to use the Knowledge System peripheral unit (the Knowledge System **PC** comes with all necessary hardware and software):

- A 386 or higher computer with one free 16-bit slot, and a parallel port that supports bi-directional communication
- 4 MB RAM
- A hard disk with at least 7 MB of free space
- DOS 5.0 or higher
- Microsoft Windows 3.1 or higher
- A 3.5" floppy disk drive
- VGA monitor or better
- Mouse
- Analog telephone line

(This means use a standard phone line, not a digital line.)

Unpacking the 2001

Save the packing materials in case you ever need to ship or move the 2001.

 **WARNING!** *The 2001 engine weighs 48 lbs/21 kg. Do not attempt to lift it by yourself.*

ACHTUNG! *Das Gerät hat ein Gewicht von 21 kg. Bitte versuchen Sie niemals, das Geräte alleine anzuheben oder zu transportieren.*

- 1 **Open the main shipping carton and remove the accessories tray.**



Caution: *Do not lift the 2001 from the front (the end where the control panel is), as this could damage the manual-feed tray or the toner-cartridge access door. Lift it from the sides only.*

- 2 **Remove the 2001 from the carton, and place it on a sturdy, level surface.**
 - 3 **Remove the packing materials, the protective bag, and any tape from the 2001.**
-

What's Included in the Shipment

If you're missing anything, report it to your QMS vendor.

All Knowledge Systems come with...

- QMS 2001 Knowledge System engine
- Photoconductor unit (PCU)
- Toner cartridge
- Media cassette (letter or A4 size)
- Output tray
- Fax modem board with telephone cable and documentation (included only in units sold in the US, and only if ordered)
- Bi-directional parallel cable (included, but not needed for the QMS 2001 Knowledge System **PC**)
- Power cord
- QMS Manager software disks
- *QMS 2001 Knowledge System Quick Reference* manual
- *QMS 2001 Knowledge System Setup Guide* (this document)

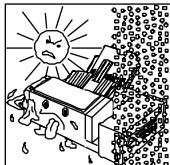
Knowledge System PCs also come with...

If you purchased a Knowledge System **PC**, you should have the items listed above, plus the following:

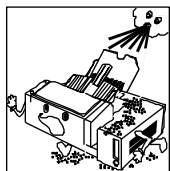
- Keyboard
 - Mouse
 - DOS disks and documentation
 - Windows disks and documentation
 - Manufacturers' documentation for the monitor and the single-board computer
 - Monitor with a power cord and interface cable (shipped in a second box).
-

Location Requirements

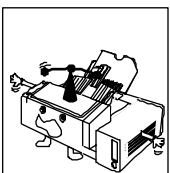
The QMS 2001 Knowledge System should be located...



Away from cooling sources, heating sources, extreme temperature changes, and direct sunlight...



Away from excessive dust, corrosive chemicals or vapors, any strong electromagnetic field (such as that created by an air conditioner), and excessive vibration...



On a level surface (within .08"/2 mm from front to rear and left to right) capable of supporting 48 lb/21 kg...

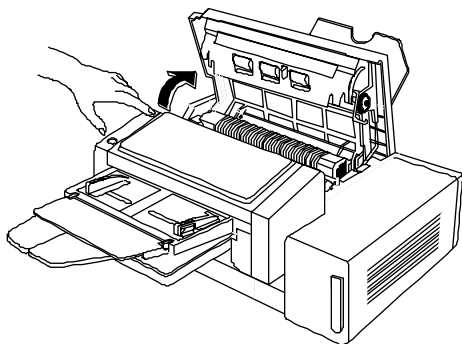
So there is enough space for users to access all sides of the system. (The 2001 measures 27.6"/702 mm wide by 26.9"/684 mm deep.)

Installing the Photoconductor Unit

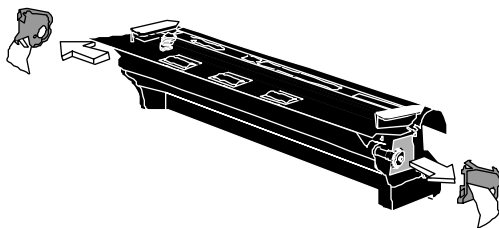


Caution: *The belt inside the PCU is sensitive to bright light and scratches. Don't remove the PCU from its protective bag until you are ready to install it, and then hold it only by the handles as shown in step 3.*

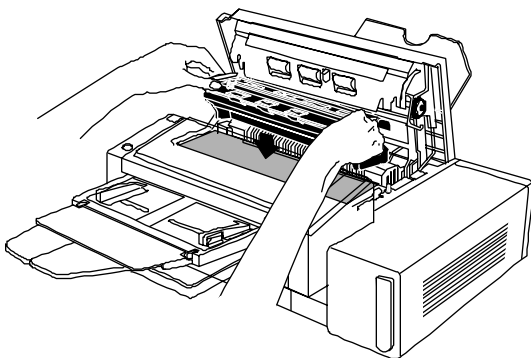
- 1 Open the printer cover.



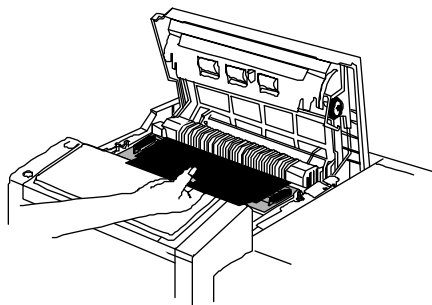
- 2 Remove the PCU from its packaging and remove the red tab (and attached piece of polystyrene) at each end of the PCU.



- 3 Holding the PCU by its two handles (one on each end), slide it into the system. An arrow on each handle identifies which side goes in first.



- 4 Grasp the green dot on the black light-shield paper, and pull it out of the unit.



- 5 Close the printer cover, making sure both sides are securely shut.

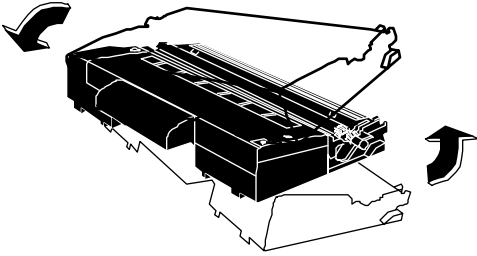
Installing the Toner Cartridge

- 1 Remove the toner cartridge from its packaging.



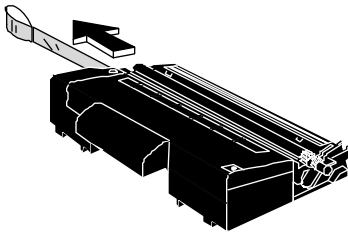
Caution: *Don't touch the roller inside the toner cartridge.*

- 2 Holding the cartridge by the ends, gently shake it a few times to distribute the toner.

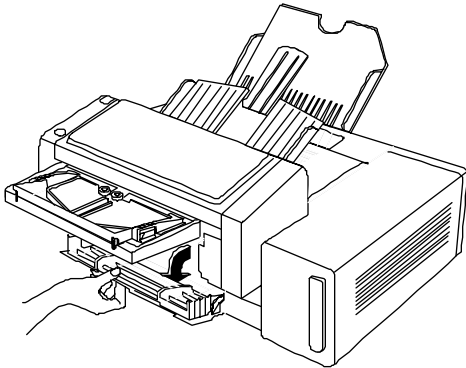


- 3 Pull out the toner seal at one end of the cartridge, and discard the seal.

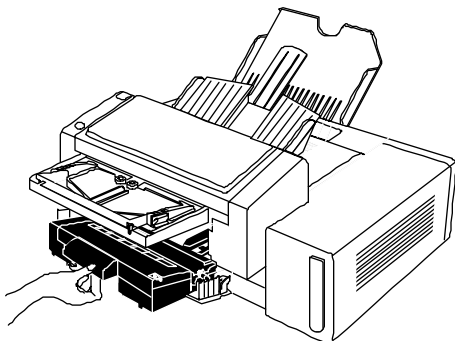
To avoid spilling toner, keep the toner cartridge upright (as shown) after removing the toner seal.



- 4 Open the toner-cartridge access door.



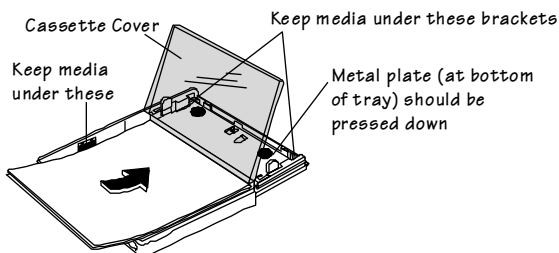
- 5 Push the toner cartridge firmly in place.



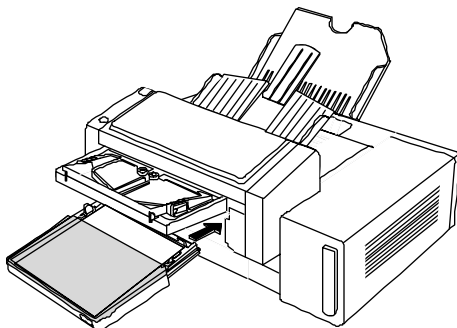
- 6 Close the toner-cartridge access door.

Installing the Media Trays

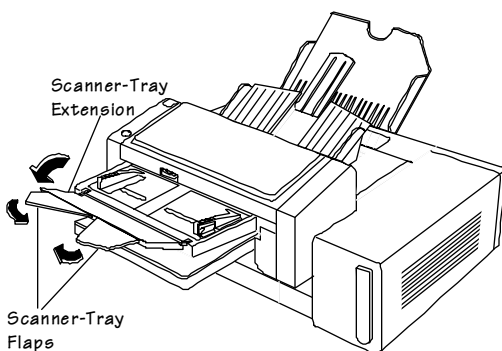
- 1 Remove any tape or packing materials from the media cassette.
- 2 Open the cassette cover and place media in the cassette printing-side down, with the top edge of the media going into the 2001 first.



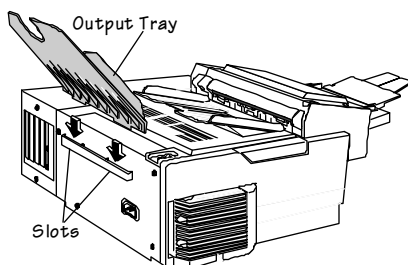
- 3 Close the cassette cover, and then slide the cassette firmly into the system.



- 4 **Unfold the scanner-tray extension and slide the scanner-tray flaps (under the tray) together.**



- 5 **Install the output tray: set the two tabs on the bottom of the tray into their slots as shown below.**



- 6 **If you have a Knowledge System peripheral unit, continue with "Installing the Fax Modem in the Computer" below. If you have a Knowledge System PC, skip to "Connecting the Knowledge System PC" on page 18. If you are connecting a Knowledge System to a computer that already has a fax modem installed, skip to "Connecting the Knowledge System Peripheral Unit" on page 12.**

Installing the Fax Modem in the Computer

This procedure requires you to install a circuit board in your computer and possibly to change some computer settings, so you'll need to refer to your computer's documentation for some information. If you feel uncomfortable about performing these procedures, you might want to get an experienced person to help you.

- 1 **Use Microsoft Diagnostics (MSD) to find out which COM settings are in use on your computer: Exit Windows (if necessary) and at the DOS C:\ prompt, type `msd`, press Enter, and then choose the COM Ports button in the screen that appears.**
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- 2 In the COM Ports screen, see which COM settings are in use (unused ports are labeled N/A). In the table below, circle the cell in the left-most column that lists *all* the COM settings in use in your computer.
- 3 Check the fax modem's documentation (included with the fax modem) to find out what its default COM port setting is. In the table below, circle this setting in the top row.
- 4 Find the cell located where the row and the column you marked intersect. This cell tells you what COM setting to configure the fax modem to use. (See the fax modem documentation for instructions on changing the COM setting if necessary.)

If this setting is already in use...	And the fax modem is set to...			
	COM 1	COM 2	COM 3	COM 4
COM 1 only	Reset the fax modem to 2 or 4.	Leave the fax modem set to 2.	Reset the fax modem to 2 or 4.	Leave the fax modem set to 4.
COM 2 only	Leave the fax modem set to 1.	Reset the fax modem to 1 or 3.	Leave the fax modem set to 3.	Reset the fax modem to 1 or 3.
COM 3 only	Reset the fax modem to 2 or 4.	Leave the fax modem set to 2.	Reset the fax modem to 2 or 4.	Leave the fax modem set to 4.
COM 4 only	Leave the fax modem set to 1.	Reset the fax modem to 1 or 3.	Leave the fax modem set to 3.	Reset the fax modem to 1 or 3.
COM 2 & 4	Leave the fax modem set to 1.	Reset the fax modem to 1 or 3.	Leave the fax modem set to 3.	Reset the fax modem to 1 or 3.
COM 1 & 3	Reset the fax modem to 2 or 4.	Leave the fax modem set to 2.	Reset the fax modem to 2 or 4.	Leave the fax modem set to 4.
COM 1 & 2 or COM 1 & 4 or COM 2 & 3 or COM 3 & 4 or More than two COM settings	<p>You have to do one of the following:</p> <ul style="list-style-type: none"> ■ If one of these COM settings is being used by an external serial port that is not connected to anything (for example, often COM 1 and 2 are used by two serial ports on the back of the computer, and the COM 1 port is used by a mouse or a printer but the COM 2 port isn't connected to anything), you can disable the unconnected port and then use the COM setting that was assigned to it for the fax modem). See your computer documentation for information on disabling ports and reassigning COM settings. ■ If the fax modem and the computer support the use of non-standard IRQs (interrupt requests) for COM settings, you can set up the fax modem to use one of the unused COM ports with a non-standard IRQ. See the fax modem and computer documentation for information on using non-standard IRQs. 			

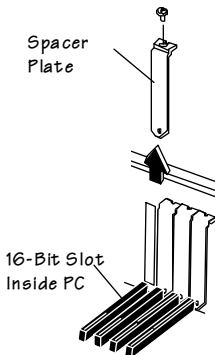
More information about COM settings is provided on page 23. You should also check your fax modem documentation for any instructions specific to your particular fax modem.

- 5 Turn off the computer and disconnect the power cord and any other cables.**



Caution: *As with any procedure involving microcircuitry, you should take steps to eliminate static electricity, which can destroy circuit boards such as the fax modem. It's best to use an anti-static wristband (available from your computer vendor) for this. Otherwise, you can discharge static by touching any unpainted metal surface on a grounded (plugged-in) appliance. In addition, handle circuit boards by their edges only, and avoid walking around, especially on carpet, while working with them.*

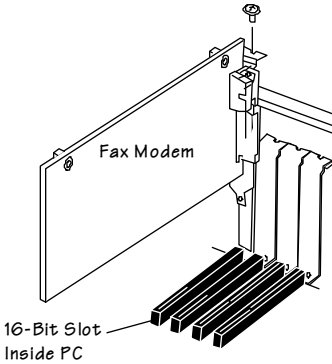
- 6 Remove the cover from the computer and locate an open 16-bit slot (approximately 6" long) on the computer's motherboard. (See your computer documentation for information.)**
- 7 Remove the spacer plate for that slot from the computer's interface panel by removing the screw holding it in place.**



These illustrations are provided as examples: your computer's slots may be oriented differently.

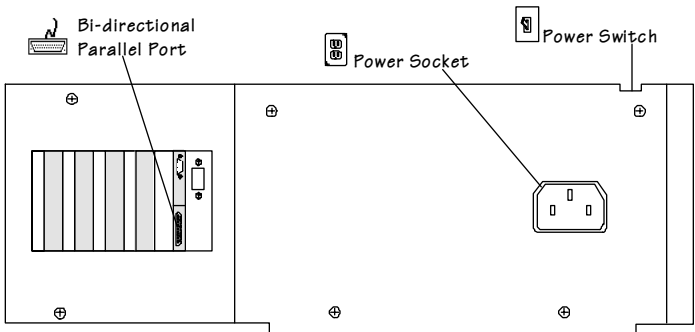
- 8 Remove the fax modem from its anti-static bag. (Save the bag in case you need to ship or store the board.)**

- 9 Fit the fax modem's retaining bracket into the computer's interface panel and press the fax modem firmly into the 16-bit slot.



- 10 Fasten the fax modem's retaining bracket to the computer's interface panel with the screw you removed earlier.
- 11 Make sure none of the computer's components have shifted or loosened during the procedure.
- 12 Replace the system unit cover on the computer and re-attach the power cord and the other cables to the computer.

Connecting the Knowledge System Peripheral Unit



- 1 Using the parallel cable provided, connect the Knowledge System's parallel port to the computer's LPT1 port.



Caution: We strongly recommend using the QMS-provided cable, because it is designed for the high-speed bi-directional parallel communication required by the 2001. Using a different cable could cause communication errors or prevent operation altogether.

- 2 **At the computer, use the telephone cable (included with the fax modem) to connect the jack labeled "Line" on the fax modem to a phone jack in the wall (where you would normally plug in your phone). If the fax modem jacks aren't labeled, see the fax modem documentation to see which one you should connect to the wall jack.**
- 3 **If you want to use the same telephone line to make voice calls when the fax modem is not in use, plug your phone (or another analog device, such as an answering machine) into the second jack on the fax modem.**

The Fax Server is set up to answer the line on the first ring, but if you use the same line for faxing and voice calls, you'll probably want the Fax Server to wait a few more rings before answering. You can change this setting in the *Preferences* dialog box (choose *Preferences* from the *Options* menu in QMS Manager when you start it for the first time). Choose the *Help* button for information on options in that dialog box.

- 4 **Connect the 2001 to a grounded electrical outlet.**

Make sure the electrical outlet you connect the system to is a properly grounded (earth connection) outlet, running 120 VAC, 50-60 Hz (if you have a 110V unit), or 230 \pm 10 VAC, 50 Hz (if you have a 220V unit). The system should be directly connected to an outlet.

- 5 **Turn on the 2001. When the Ready light stops blinking, the system is ready to use.**

Installing the Knowledge System Software



Caution: *We recommend that you make backup copies of all of the disks, store the originals in a safe place, and use the copies to install the software. One way to do this is to open the Windows File Manager and choose Copy Disk from the Disk menu. Choose Help in the dialog box that appears for more information.*

Installing the QMS Manager Software

Note: *You cannot install the software by copying files from the disks. You must run the setup program.*

- 1 **With Windows running, insert Disk 1 of the Knowledge System software in a 3.5" disk drive at the computer.**
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- 2 From the Program Manager File menu choose Run.



- 3 In the Run dialog box, type `a:\setup`.

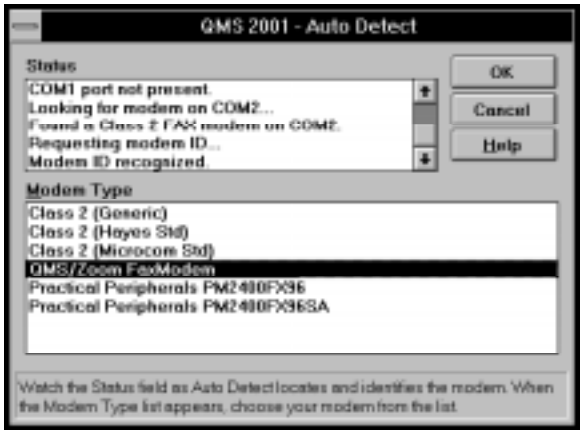
(If the disk is in another drive, substitute the letter of that drive for a, for example, `b:\setup`.)



- 4 Choose OK and follow the instructions that appear on the screen. A few notes on installation:
- For users of the Adobe Type Manager (ATM) program, Setup places several new PostScript fonts in the QMS2001 directory: Akcidents, Clarendon Medium, and Couria. See your ATM documentation for information on installing and using PostScript fonts. (For TrueType font users, TrueType versions of Akcidents and Clarendon are installed also.)
Any ATM or TrueType font can be used with QMS Manager, but these fonts were developed especially for fax legibility.
 - The setup program allows you to choose whether the **Fax Server** (the program which allows you to send and receive faxes) starts automatically when Windows starts. If you choose **Yes**, the Fax Server icon will be placed in the **StartUp** program group. (If you later decide you don't want the Fax Server to start automatically, you can remove it from the Start-Up Group).

Note: If the Fax Server is not running when QMS Manager is started, then QMS Manager startup will be delayed for 15 to 30 seconds while the Fax Server is initialized.

- The product registration information you are asked to provide is saved in a file that you can later fax to QMS to register and test the system. The software version number is on the disk labels.
- 5 **When installation is complete, exit Windows, restart the computer, then restart Windows.**
 - 6 **If, during Setup, you chose to let QMS Manager automatically load the Fax Server when Windows starts, then QMS Manager will look for the fax modem and present the Auto Setup dialog box. In the Modem Type list, select your fax modem (if you purchased a fax modem from QMS, select the QMS/Zoom FaxModem option). Choose OK, then go to step 7.**



If, during Setup, you chose **not** to let **QMS Manager** automatically load the Fax Server, then the first time you use **QMS Manager**, the **Auto Detect** dialog box appears as QMS Manager looks for the modem and determines its type. Select your fax modem from the **Modem Type** list. If you purchased a fax modem from QMS, choose the **QMS/Zoom FaxModem** option. Choose **OK**.

- 7 **In the QMS 2001 Program Group, double-click the What's New icon in the QMS 2001 Knowledge System program group to see any last-minute update information.**

If you ever need to install more options or reinstall the software, double-click the **QMS Manager Setup** icon in the **QMS 2001 Knowledge System** program group and follow the instructions that appear.

If you ever need to uninstall the Knowledge System software, see the "Troubleshooting" section of the *QMS 2001 Quick Reference* for instructions.

Activate the Printer Driver



Control
Panel



Printers

- 1 In Windows, double-click the Control Panel icon (usually in the Main program group).
- 2 In the Control Panel window, double-click the Printers icon.
- 3 Select QMS-2001 in the Installed Printers area.



- 4 Choose the Set As Default Printer button.
The **Print Manager** checkbox can be selected or deselected: the 2001 doesn't use Print Manager.
- 5 Choose the Setup button. In the Setup dialog box, choose the print settings you want. (Choose Help for more information on these options.)

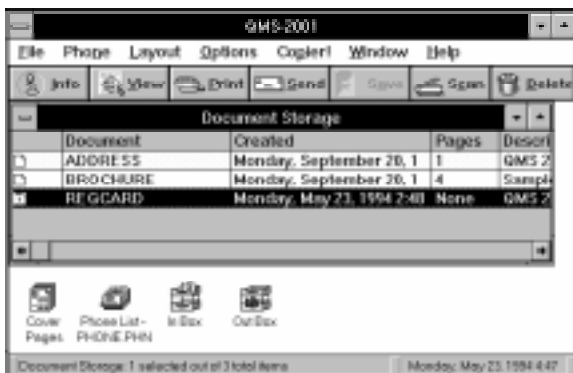


- 6 Choose OK to exit the Setup dialog box, choose Close to exit the Printers dialog box, then close the Control Panel window by double-clicking the control box in the upper-left corner.

Register and Test the System

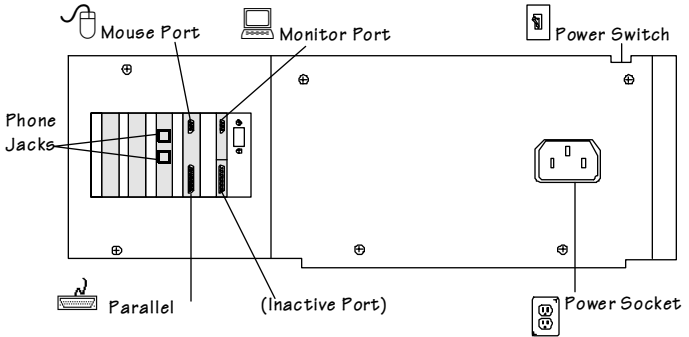
Register your 2001 and try out the system at the same time by faxing the registration document to QMS:

- 1 In **QMS Manager**, from the **Window** menu, choose **Document Storage**.
- 2 In the **Document Storage** window, select **REGCARD**.



- 3 Choose the **Send** button on the button bar.
- 4 In the **Send Document** dialog box, select **QMS Registration Card** in the **Phone List** box.
- 5 Choose the **Add** button to add **QMS Registration Card** to the **Send To** list.
- 6 In the **Dialing Prefix** text box, if necessary, type **9** (or whatever prefix you must normally dial to get an outside line) followed by a comma. The comma makes the modem pause long enough for the outside-line dial tone.
 If you're going to need a dialing prefix (such as 9,) for most of your faxes, you can have QMS Manager add it for you. Choose **Preferences** from the **Options** menu in QMS Manager, then type the prefix in the **Dialing Prefix** text box and select the **Use Dialing Prefix** checkbox. Choose the **Help** button for more information on options in that dialog box.
- 7 Choose **OK** to send the **REGCARD** information to our toll-free number.
- 8 Skip to "Where To Go From Here" on page 20.

Connecting the Knowledge System PC



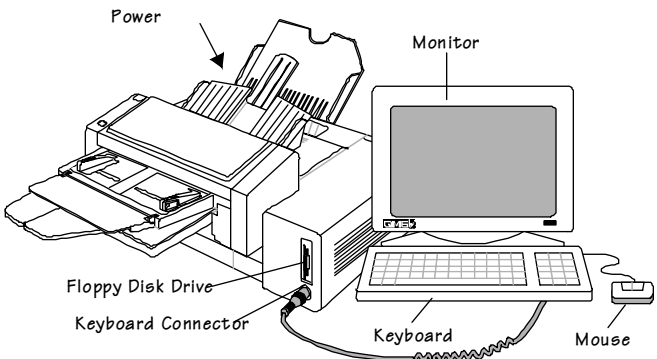
Caution: Before connecting the system, make sure it's off.

- 1 Use the telephone cable included with the fax modem to connect the jack labeled "Line" on the fax modem to a phone jack in the wall (where you would normally plug in your phone). If the fax modem jacks aren't labeled, see the fax modem documentation to see which jack you should connect to the wall jack.

If you want to use the same telephone line to make voice calls when the fax modem is not in use, plug your phone (or another analog device, such as an answering machine) into the second jack on the fax modem.

Note: The Fax Server is set up to answer the line on the first ring, but if you use the same line for faxing and voice calls, you'll probably want the Fax Server to wait a few more rings before answering. You can change this setting in the **Preferences** dialog box (choose **Preferences** from the **Options** menu in **QMS Manager** when you start it for the first time). Choose the **Help** button for information on options in that dialog box.

- 2 Connect the monitor and the mouse at the back of the system.
- 3 Connect the keyboard to the round connector on the front of the 2001 (under the floppy disk drive).



- 4 **Connect the 2001 to a grounded electrical outlet.**

Note: Make sure the electrical outlet you connect the system to is a properly grounded (earth connection) outlet, running 120 VAC, 50-60 Hz (if you have a 110V unit), or 230 ±10 VAC, 50 Hz (if you have a 220V unit). The system should be directly connected to an outlet.

- 5 **Connect the monitor to a grounded electrical outlet and turn it on.**
- 6 **Turn on the 2001. When the Ready light stops blinking, the system is ready to use.**

(When you're ready to shut down the system, turn off the monitor first, then the 2001.)

QMS 2001 Knowledge System PC Electronic Registration



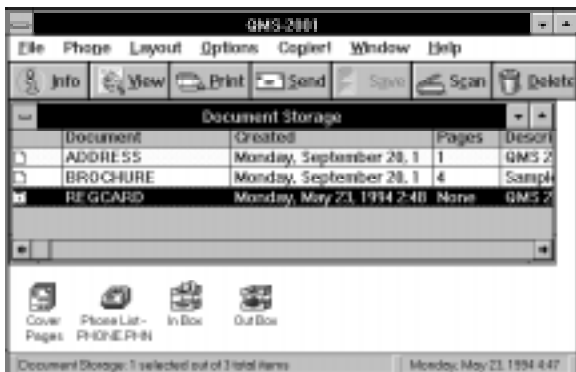
QMS 2001
Knowledge
System

- 1 **With Windows running, in Program Manager double-click the QMS 2001 Knowledge System program group icon to open it (if it's not already open).**
- 2 **In the QMS 2001 Knowledge System program group, double-click the Registration icon to open the Registration dialog box.**
- 3 **Enter the information requested in the Registration dialog box. The software version number is on the disks shipped with your system.**



QMS Fax
Server

- 4 **If the QMS 2001 Fax Server icon appears anywhere on your Windows desktop, close it by clicking on it once and then selecting Close from the menu that appears.**
- 5 **In the QMS 2001 Knowledge System program group, double-click the QMS Manager icon to start QMS Manager (if it's not already started).**
- 6 **In QMS Manager, choose Document Storage from the Window menu.**



- 7 **In the Document Storage list, select REGCARD.**

If **REGCARD** does not appear in the **Document Storage** window, make sure you followed the instructions in step 4, above.

- 8 Choose **Send** from the **QMS Manager** button bar to open the **Send Document** dialog box.
- 9 In the **Send Document** dialog box, select **QMS Registration Card** from the **Phone List**.
- 10 Choose the **Add** button to add **QMS Registration Card** to the **Send To** list.
- 11 In the **Dialing Prefix** text box, if necessary, type 9 (or whatever prefix you normally have to dial to get an outside line) followed by a comma. The comma makes the modem pause long enough for the outside-line dial tone.
*Note: If you're going to need a dialing prefix (such as 9 ,) for most of your faxes, you can have QMS Manager add it for you. Choose **Preferences** from the **Options** menu in QMS Manager, then type the prefix in the **Dialing Prefix** text box and select the **Use Dialing Prefix** checkbox. Choose the **Help** button for more information on options in that dialog box.*
- 12 Choose **OK** to send your registration information to our toll-free number.
- 13 In the **QMS 2001 Program Group**, double-click the **What's New** icon in the **QMS 2001 Knowledge System** program group to see any last-minute update information.

If you ever need to reinstall the software, double-click the **QMS Manager Setup** icon in the **QMS 2001 Knowledge System** program group and follow the instructions that appear.

If you ever need to uninstall the Knowledge System software, see the "Troubleshooting" section of the *QMS 2001 Quick Reference* for instructions.

Where To Go From Here

For information on using the QMS 2001 Knowledge System...

QMS 2001 Knowledge System Quick Reference Guide—This manual contains abbreviated instructions for the most commonly used faxing, printing, copying, scanning, and data-transfer procedures.

QMS Manager on-line help—This is the most detailed source of information on the QMS 2001 Knowledge System. Choose an option from the **Help** menu, choose the **Help** button in a dialog box, or double-click the **2001 Help** icon in the **QMS 2001 Knowledge System** program group to access the on-line help. If you've never used **Windows help** before, choose **How to Use Help** from the **Help** menu in the **Help** window.

For information on DOS and Windows...

MS DOS and Microsoft Windows documentation—Using the QMS Manager software is easy, but like any Windows application it requires some basic Windows skills. If you're not familiar with Windows, please take some time to review its documentation before using the QMS Manager software. (Completing the Windows Tutorial is a great way to learn the basics: Choose **Windows Tutorial** from the **Help** menu in **Program Manager**.) If you've never used a computer before, it's also a good idea to review the introductory sections of the DOS documentation.

For information on the fax modem, the monitor, or the 486 board...

See the manufacturer's documentation shipped with the system.

For information on consumables, service, or other products...

In the US, call QMS at (800) 777-7782 for consumables (toner, PCUs, print media), (800) 858-1597 for service, or (800) 631-2692/2696 for information on QMS products. In other countries, see "QMS World-wide Offices" on page 23 for telephone numbers.

If You Have Trouble...

If you have difficulties setting up the 2001, try the following:

- 1 **Make sure interface cables and power cords are secure.**
- 2 **Make sure the other hardware and software meet the minimum requirements listed in "Minimum System Requirements for the 2001 Peripheral Unit" on page 3 of this guide.**
- 3 **Review the setup procedure, making sure you followed all the steps necessary for your version of the product. (See "Products Covered by this Setup Guide" on page 1 for more information.)**

If you still can't resolve the problem, see "Getting Help" to find out how to contact us.

Getting Help

In the US, QMS Customer Technical Assurance (CTA) is available from 7 am to 6 pm, Central Time, at (205) 633-4500*. You can also fax questions to CTA at (205) 633-3716. Please indicate whether you would like a reply by fax or by phone. In other countries, refer to the "QMS World-wide Offices" section for the telephone number of the QMS office closest to you.

If you call for assistance, have the following information ready so our technicians can help you more quickly:

- Your phone number, fax number, and shipping address
- A description of the problem
- The name of your system (QMS 2001 Knowledge System or QMS 2001 Knowledge System *PC*)
- The amount of RAM installed on your 2001 and your computer
- If the 2001 is connected to an external computer, the make and model of the computer
- The versions of QMS Manager, DOS, and Windows you're using
- The make and model of your fax board
- The specific application and version you're having trouble with
- The contents of your CONFIG.SYS file and your AUTOEXEC.BAT file
- The contents of your WIN.INI and SYSTEM.INI files (in the Windows subdirectory)

*The 205 area code changes to 334 on January 15, 1995.

QMS World-wide Offices

- **United States/Latin America**
One Magnum Pass
Mobile, AL 36618
(205) 633-4300*
Fax (205) 633-4866*
Latin America Fax (205) 639-3347*
- **Canada**
Saint-Laurent, Québec
(514) 333-5940 or (800) 361-3392
Fax (514) 333-5949
National Service Fax (905) 673-7676
- **Europe, Middle East, Africa**
Düsseldorf (49) 211/596 1333
London (44) 784 430900
Maarsse (31) 3465 51 333
Paris (33) (1) 4107 9393
Stockholm (46) (8) 725 5680
- **QMS Asia-Pacific**
Auckland 64 (9) 630 7912
Melbourne 61 (3) 899 5777
Sydney 61 (2) 901 3235
Tokyo (81) 3-3437-4030

More Information about COM Settings

Because of the way MS-DOS and computer hardware are designed, any time you attach or install a serial device (like a fax-modem board) you have to figure out which COM setting to configure the new device for. ("COM" is the name MS-DOS uses for serial communication ports.) Each serial device must have a unique COM setting, one that isn't used by anything else in the computer.

But most likely, one or more of the four COM settings MS-DOS provides (COM 1, COM 2, COM 3, and COM 4) was already assigned to something in your computer before it even left the factory. (For example, any serial ports you see on the back of your computer are probably using COM settings, even if they're not connected to anything.)

You also have to remember that, generally, you can only have two COM settings in use at one time. COM 1 and COM 3 usually can't both be in use at the same time, because normally they're both set up to use the same IRQ setting (IRQ 4). The same goes for COM 2 and COM 4, which share IRQ 3. (IRQ stands for Interrupt ReQuest. Every device used by the computer, whether it's a serial device or not, is assigned an IRQ.) It is possible to use both 1 and 3 or both 2 and 4, *if* the new serial device can be configured to use a "non-standard" IRQ (an IRQ other than 3 or 4), and *if* this non-standard IRQ is not assigned to anything else in the computer. (Check the serial device documentation to find out if the device supports IRQs other than 3 and 4. To find out if these non-standard IRQs are available in your computer, you can use Microsoft Diagnos-

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tics (MSD)—described in step 1 in “Installing the Fax Modem in the Computer” on page 9. Unassigned IRQs are labeled “Reserved” in MSD.)

If you currently have no serial devices attached to or installed in your computer (or if you only have one device, like a serial mouse or printer), then deciding which COM to use for the new device is pretty simple: Just find out what the first available COM is and configure the device to use that.

But if you have more than one COM setting in use already, you'll have to either disable one of them or use a third COM setting with a non-standard IRQ.

For example, many PCs have two serial ports on the back, which are assigned to COM 1 and COM 2. If you're not using COM2, you could disable the port assigned to COM 2 and configure the new serial device to use COM 2.

If you want to configure the new serial device to use a third COM setting, you'll have to find out what non-standard IRQs your device supports, then find out which of these IRQs are unused in your computer, then assign the unused, non-standard IRQ to the COM setting you want to use.

See your computer documentation for information on COM settings, IRQ settings, disabling serial ports, and installing serial devices. See your serial device documentation for COM configuration instructions and other installation information.

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