

Pocket Printer A6

user's guide



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Important Safeguards

- Please read these instructions, and save them for later use.
- Follow all warnings and instructions marked on the product.
- When replacement parts are required, make sure that service technicians have used replacement parts that conform to at least the same safety standards with regard to fire, electric shock, or other hazards.
- Avoid using this product in a wet or moist environment.
- Use only the type of power source indicated on the product label.
- Do not attempt to service this product yourself as opening or removing the product casing may expose you to dangerous voltage or other hazards.

CAUTION

Replace only with the AA size, 1.5V, alkaline or Ni-Cd rechargeable batteries. Replace only with new batteries of the same brand. Check with local codes for possible special disposal instructions.

WARNING: Do not place recharged non-rechargeable alkaline batteries in the unit.

Welcome!

Thank you for purchasing your SiPix Pocket Printer A6.

We think that you will find the printer to be an exceptional value, as it offers a broad range of connectivity options and functions. Because of its light weight and modest power requirements, it's likely that you will find that the Pocket Printer A6 will become an important part of your everyday work life, whether you are a mobile professional, student, or are simply interested in reclaiming valuable desktop real estate.

The Pocket Printer A6 can be connected to either a Windows-based PC, or to a Palm-based PDA. Users interested in printing from a Windows CE environment should review the information regarding third-party solutions.

Generally, the Pocket Printer A6 is an easy to use, easy to install product. But we've created extensive technical resources for users who experience performance problems, or require additional information regarding the installation or use of the printer. We encourage users to read this guide, and to save it for future reference.

Further, the SiPix web site is an excellent resource for in-depth review of even more technical information, as well as late-breaking news, updates, and recently released drivers and software. Please visit the SiPix web resources at your leisure.

We encourage you to register your Pocket Printer A6 online, as it will ensure that you receive service and support during the one-year warranty period. You can also elect (optionally) to receive product news and updates, and information regarding special offers on printer paper and accessories.

Again, thank you for choosing SiPix!

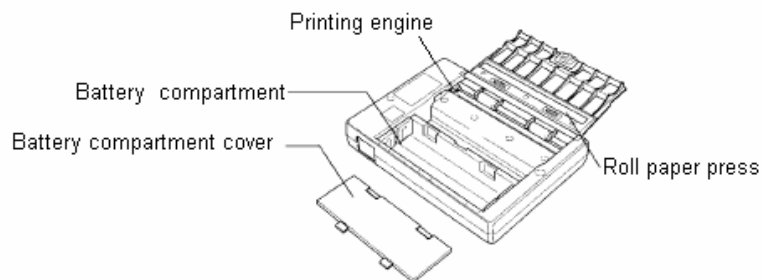
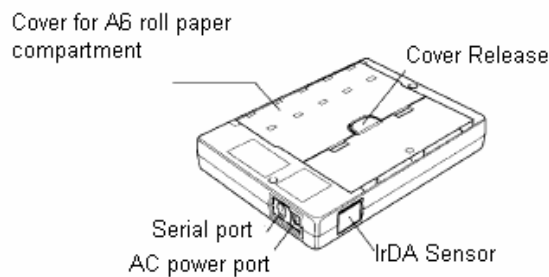
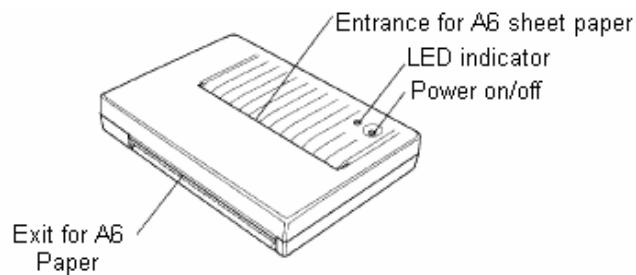
Getting Started

Pocket Printer A6 Package Contents

When unpacking your Pocket Printer A6, make sure you've received all the components:

- 4 x AA Alkaline battery
- AC Adapter
- Printer Cable (PC end: D-sub 9 pin, Printer end: Mini Din 8 pin)
- One roll of A6 paper
- Owner's Manual
- Driver CD-ROM (includes Windows and Palm OS drivers)
- Protective Pouch

The Pocket Printer A6: Front, Back, & Inside



Setting Up the Pocket Printer A6

Selecting a Power Source

Select the power source for your needs. Batteries allow portability, while the AC adapter allows reliable long-term use.

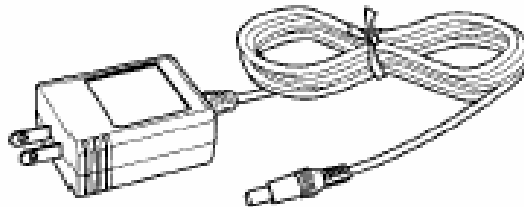
Using batteries

Load the 4 AA batteries into the compartment as indicated by the instruction sticker located next to the battery compartment.

Note: A blinking light is an indication that the battery power is running low. You should replace the batteries or use the AC adapter.

Using the AC power adapter

Remove the 4 AA alkaline batteries from the printer. Plug the AC adapter into a power outlet. Insert the other end of the adapter into the Pocket Printer A6. Removing the batteries and using the AC adapter will extend the battery life and should be used whenever possible.



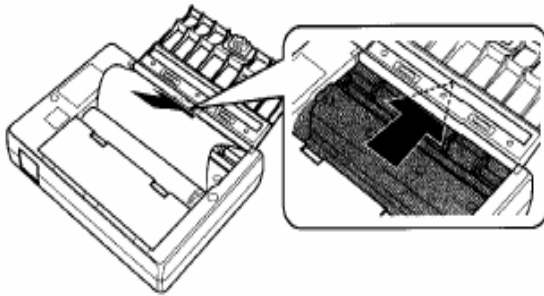
Turning the Printer On and Off

Push and release the power button once to turn the printer on. The green power indicator will illuminate, indicating that the printer is ready to use. While the Pocket Printer A6 is on, push and release the power button once to turn the printer off. To conserve power, the Pocket Printer A6 will automatically turn off after 3 minutes (batteries) or 1 hour (AC) of inactivity.

Loading Paper in the Pocket Printer A6

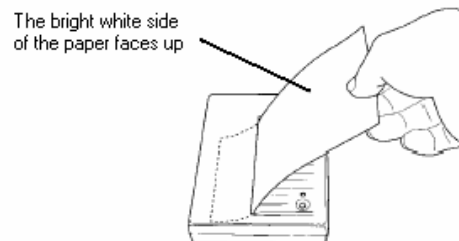
Loading the A6 roll paper

1. Ensure that the printer is off.
2. Open the A6 roll paper compartment.
3. Remove the roll paper from the protective plastic bag.
4. Remove the tape that secures the roll paper.
5. Place the roll paper into the compartment.
6. Note the correct direction and position as the illustration indicates, darker side facing up and white side down.
7. Pull about 1/2" (10mm) of A6 roll paper out of the exit.
8. Close the cover of the A6 roll paper compartment.
9. Pull the paper upward and tear it off from the edge of the exit.



Loading the A6 sheet paper

1. Ensure that the printer is on and that the roll paper has been removed.
2. Load the sheet paper from the entrance located on the top of the printer as the illustration below indicates.



3. The bright white side of the sheet paper should be face-up while loading the paper.
4. A beep will chime indicating the paper has loaded successfully

Note: Do not use sheet paper and roll paper simultaneously

Installing the Driver Software for the Pocket Printer A6 on a PC

Windows 98/98SE/ME

1. Insert the driver CD into your CD-ROM drive.
2. Go to START → SETTINGS → PRINTERS.
3. Double click on ADD PRINTER.
4. Click NEXT on the Add Printer Wizard.
5. Place the dot next to LOCAL PRINTER, and click NEXT.
6. Click the HAVE DISK button.
7. The copy files Window will say A:\ change this to D:\windows ("D" is assumed to be your CD ROM drive letter, if this is not correct substitute your CD ROM drive letter for "D") then click OK.
8. This will find the Pocket Printer A6 on the next screen, make sure this is highlighted, then click NEXT.
9. Choose COM 1 and click NEXT.
10. Click NEXT again.
11. The system will start installing the driver, and at this point you may be prompted to put in your Windows 98 CD. If your computer did not come with a Windows 98 CD then the cab files should be on your computer and you most likely will not be prompted for these files.
12. At this point the driver is installed. The COM port should be configured to allow for the printer to communicate correctly.

Windows 2000

1. Insert the Driver CD into the CD-ROM Drive of your computer.
2. Double-Click on the MY COMPUTER icon, followed by your CD ROM drive, followed by the Windows 2000 folder.
3. Double-Click on SETUP.EXE.
4. Click NEXT when prompted (by the Wizard).
5. Select TYPE, leave DEFAULT as the setting, and click NEXT.
6. Click NEXT on the ADD PRINTER WIZARD.
7. Select LOCAL, and click NEXT.
8. Click NEXT at The Printer will not be Detected.
9. Highlight COM1 on the Select Printer Port screen, and click NEXT.
10. Select HAVE DISK.
11. Type D:\win2000 (where D is the letter indicating your CD Drive).
12. Select the Pocket Printer A6 when it's displayed, and click NEXT.
13. Select NO when prompted to print a TEST PAGE.
14. Click NEXT.
15. Click FINISH.

Selecting and configuring a COM port

1. Go to START → SETTINGS → PRINTERS.
2. Right-click on the Pocket Printer A6, and select PROPERTIES.
3. Click on the DETAILS tab.
4. Select the COM port that the Pocket Printer A6 is connected to. (Most commonly COM 1 or COM 2 for cable connections, and COM 4 for infrared serial connections.)
5. Click on the PORT SETTINGS button.
6. Set the port to the following configuration:

Bits per second: 115200

Data bits: 8

Parity: None

Stop bits: 1 or 2

Flow Control: Hardware

7. Click OK on the COM port Properties window.
8. Click OK on the Pocket Printer A6 Properties window.

Installing the Driver Software for the Pocket Printer A6 on a PDA

Installing the Pocket Printer A6 driver on Palm OS

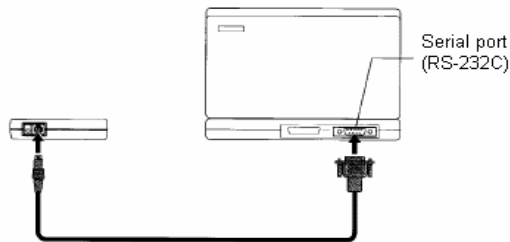
1. Insert the driver CD into your CD-ROM drive.
2. Double click on MY COMPUTER → CD-ROM DRIVE → IrPrintA6.prc.
3. This will bring up your Palm Desktop Install Tool.
4. Choose the correct User and click DONE.
5. Place your PDA in the HotSync cradle (or attach the HotSync cable) and HotSync your PDA.

Using the Pocket Printer A6 on a PC

Connecting the Pocket Printer A6 to the PC

Using the RS-232 (Serial) Printer Cable

After the Pocket Printer A6 driver is installed, connect the printer RS-232 cable as shown in the diagram below.



Using the infrared port

Ensure that your PC has built-in infrared port (IrDA1.0), and that it is setup and active. Position the printer such that the parallel distance between the printer's infrared port and PC's infrared port is no more than 12" (30cm), and the angle between the computer and printer is no more than 15 degrees.

Using the USB cable (optional)

SiPix now offers an optional USB-To-Serial Adapter Cable, allowing users to easily connect the Pocket Printer A6 to the USB port of a PC. Please visit the [SiPixShop](http://www.sipix.com/sipixshop) (www.sipix.com/sipixshop), our online parts & accessories store, for additional information.

For information on the installation and use of the USB-To-Serial Adapter Cable, please refer to the [setup guide](#) (included with the adapter or available online.)

Printing with the Pocket Printer A6

The Pocket Printer A6 functions as a Windows printer, and is available in all applications that allow printing. After the drivers have been installed, connect the printer and turn it on. Then, simply select the Pocket Printer A6 when you print from an application.

Paper Settings

The Pocket Printer A6 is capable of automatically resizing documents from A4 or Letter size to A6. This feature allows you to leave your applications set for Letter size paper, which is convenient if you use other full-size printers. To configure the printer to automatically resize to A6 paper, do the following:

1. Click on START, select SETTINGS, and click on PRINTERS.
2. Right click on the Pocket Printer A6 icon and select PROPERTIES.
3. Click on the PAPER tab. Select A4.
4. Click on the DEVICE OPTIONS tab. Set IMAGE CONTROL to 50%.

Note: The Pocket Printer A6 uses A6 size paper (4 1/8" x 5 3/4"). When it is enlarged 200% on a copy machine, it will produce approximately Letter or A4 size (8.5 x 11.7).

If you prefer to change the page setup or layout manually using your application, then do the following to configure the printer:

5. Click on START, select SETTINGS, and click on PRINTERS.
6. Right click on the Pocket Printer A6 icon and select PROPERTIES.
 1. Click on the PAPER tab. Select A6 or A6 ROLL.
 2. Click on the DEVICE OPTIONS tab. Set IMAGE CONTROL to 100%.

Using the Pocket Printer A6 on a PDA

The Pocket Printer A6 is capable of printing from a handheld personal digital assistant (PDA) that operates on the Palm™ OS.

Connecting the Pocket Printer A6

The connection is completely wireless via the infrared ports built into both the PDA and the printer. To establish the connection, align the infrared ports such that the parallel distance between the printer's infrared port and PDA's infrared port is no more than 12" (30cm), and the angle between the handheld and printer is no more than 15 degrees.

Introduction to IrPrint

To print from your PDA using the Pocket Printer A6, you must first open the IrPrint application. To open this application, first tap the "Home" icon until "all" shows in the upper right corner. Then, scroll down until you see the SiPix logo. This is the A6 IrPrint application. Tap the icon and a screen should open that resembles figure 1.



Figure 1

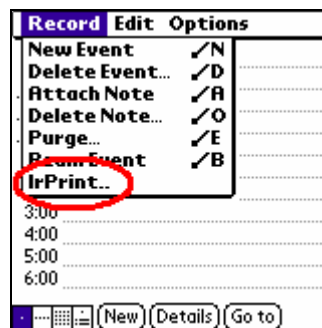


Figure 2



Figure 3

The custom version of IS/Complete's IrPrint application that is included with the Pocket Printer A6 allows you to print from several of the standard applications that are built into your Palm™ powered device. Below you will find a basic description of the applications you can print from, and the options available.

Date Book

By tapping on this icon, you can use IrPrint to print a single day of date book appointments.

Address Book

By tapping on this icon, you can use IrPrint to print an entry in your address book. After you have chosen a record to print, you will have the following Style options (See Figure 3):

1. Full Record- Prints all information contained within the record.
2. Brief Record- Prints contact information, but does not include any custom information or notes.
3. Business card- Prints business contact information
4. Mailing label- Prints name and address information, which can be cut out and affixed to an envelope for mailing.

To Do List

By tapping on this icon, you can use IrPrint to print your To Do List. You have three options for printing your To Do List. You may select to print items due today, tomorrow, or all categories.

Memo Pad

By tapping on this icon, you can use IrPrint to print your notes. Simply open the document by selecting the name, and print.

Mail

By tapping on this icon, you can use IrPrint to print your mail. Simply open the file by selecting the name, and print.

IrDiscover

Tap this icon and simply point your PDA at the Pocket Printer A6 and it will display information on the type of device, name of the device, and communication protocol. Use this feature to verify communication between the PDA and the printer.

About

By tapping on this icon, you can obtain information about the IrPrint application version.

Advanced

This feature is disabled within the custom version of IrPrint that is designed for use exclusively with the Pocket Printer A6. Normally it would allow you to select whether your printer uses a cable or infrared connection. Either setting will not affect the performance of your Pocket Printer A6.

Show Print Setup

Placing a checkmark next to "Show Print Setup" notifies the specific application that you wish to view the Print Setup dialog before printing.

Basic Instructions for Printing: IrPrint

Follow the steps below to print using the IrPrint application:

1. Open the IrPrint application.
2. Select an application from the main menu (See Figure 1).
3. Select the category, view, or file you wish to print (depending on the application).
4. Tap the MENU icon.
5. Tap IrPrint... (See Figure 2).
6. If the Show Print Setup box was checked on the IrPrint main screen (See Figure 1), then the IrPrint setup screen will appear (See Figure 3). Follow steps 7 to 10 to customize your print options.
7. Tap the DOWN ARROW after COPIES to select number of copies (1 to 10).
8. Tap the DOWN ARROW after PAPER SIZE to select either A6 sheet paper or A6 roll paper.
9. Tap the DOWN ARROW after STYLE and select a printing style (for Address Book Only).
10. Tap OK to begin printing.

Driver Updates

To ensure compatibility with the latest versions of Palm OS, please download the most up-to-date driver. It is available from both the SiPix and IS/Complete websites.

Please visit www.iscomplete.com/sipix or www.sipix.com/support/drivers.

Pocket PC Compatibility Solutions

The Pocket Printer A6 does not include drivers for PDAs running the Pocket PC Operating System, however drivers for this platform are available from third party vendors. For information about Pocket PC drivers, please contact our partner, Field Software. You can find general information about their products through the PARTNERS section of our web site (www.sipix.com/partners). For more detailed information and support for those products, please visit www.fieldsoftware.com.

Troubleshooting: Serial Port Communications

If you are unable to print to the Pocket Printer A6 when using the Serial Cable, which was included, you should follow the recommendations below in resolving the communication problem.

Please confirm that you have the correct COM port settings:

Click START, and select SETTINGS.

Click on PRINTERS, then Right Click on POCKET PRINTER A6.

Select PROPERTIES, and then click the DETAILS tab.

Ensure that the PRINT TO THE FOLLOWING PORT option is set to the correct port.

Click the PORT SETTINGS button, and ensure that the following details are entered:

Bits per second: 115200

Data bits: 8

Parity: None

Stop bits: 1 or 2

Flow Control: Hardware

After making these changes, please attempt printing. If you are still unable to print, you should begin to check for conflicts that are present as a result of installing or using third-party applications, products or utilities.

Following is a list of third-party solutions that could potentially interfere with the use of the Pocket Printer A6.

HotSync Manager: allows the system to synchronize with PDA devices. Users are able to turn off the HotSync Manager, which generally runs in the background. For additional information please see: [Disabling the HotSync Manager on a PC](#) on the next page.

Writing / Graphics Tablets: older tablets use serial ports in order to communicate. They can occasionally interfere with the communication of other serial devices (such as digital cameras or printers) because they "poll" the computer's serial ports. Disabling such devices is not always as simple as detaching the hardware (tablet.) In some cases, for example, the device's driver must be uninstalled, as well. Please contact the vendor for additional information on uninstalling or disabling Serial Port Graphics Tablets.

UPS Devices: uninterruptible power supplies are generally connected to the Serial Port of a PC in order to allow the computer to properly shut down in the event of a power outage. Removing the UPS may not be a good solution, as related software drivers and utilities would continue to interfere with the operation of digital cameras and printers, even after the UPS hardware has been removed. Please contact the vendor for additional information.

Serial Mouse: computers with a single Serial Port don't allow multiple Serial devices to be attached. A serial mouse, for example, would prevent the user from connecting other Serial devices. Generally, users should consider switching to a PS2 or USB mouse in resolving the matter. Please contact the vendor for additional information.

External Modem: modems that use external Serial ports prevent other Serial devices from being attached (if the computer has only one Serial Port.) Users should generally consider using a USB or an Internal modem in resolving the matter. Please contact the vendor of the computer for additional connectivity information or options.

Disabling HotSync Manager on a PC: PalmPilot or Handspring Visor PDA devices use the Palm Desktop and HotSync Manager software in synchronizing data between the PDA and the computer. When the HotSync Manager software is running, it will prevent other software from accessing or utilizing the Serial Port. When the Pocket Printer A6 attempts to print, the HotSync Manager software will effectively block any communication.

In order to resolve this, you should temporarily close the HotSync Manager software. When you would like to sync the PDA, you can easily restart the HotSync Manager software. To close the HotSync Manager, please RIGHT CLICK the HotSync Manager ICON—it's a red and blue circle—in your System Tray, located next to the Clock. Select EXIT.

Further, you can prevent the HotSync Manager software from automatically starting when you boot your computer. Typically, you would simply start the software when it was needed. Please contact the vendor of the PDA for additional information on this matter.

Troubleshooting: Infrared Port Communications

There are a number of factors that affect IR communication; we've listed them below. But it's important to remember that not all computers are identical when it comes to the configuration and setup, especially where the BIOS is concerned. For that reason, we encourage you to contact the manufacturer with questions specific to the system you are using. Bottom line: make sure that you are using updated, accurate information relative to your hardware /software configuration.

System BIOS/IR Port is not enabled: Refer to the documentation that was provided with your system to access the system BIOS. Find the Infrared Data Port, and ensure that this port is not disabled. If you are given a choice for the COM port, you should select COM 4; if you are given a choice for Infrared Mode, you should select FAST IR. Save any changes that you have made, and restart your system.

Infrared communication function is not enabled: Your computer's IR port may not be enabled. Ensure that the Infrared communication function is enabled. The Control Panel should have an Icon for Infrared; double click the Icon. Looking under the OPTIONS tab, ensure that the Enable Infrared Communications option is checked. Select the APPLY button, if you've made any changes.

Infrared Port is not visible in the Device Manager: Check to ensure that the Infrared Port is visible in the Device Manager, and that there are no exclamation points (!) or Xs (x) next to the name. To access the Device Manager, right-click on MY COMPUTER, select PROPERTIES, and select the Device Manager Tab.

IR Discovery: Printer is not listed: Check to ensure that the Printer is recognized as being within range. The Control Panel should have an Icon for Infrared. Double click that Icon, and find the Status Tab. If the printer is turned on and located within IR Range, it will be listed as "Compact Printer v2.14" under Available Devices within range.

Palm OS-Based Printing: Setup, Tips and Answers

Instructions for printing when using a Palm-Based PDA:

1. Tap the HOME icon until ALL shows in the upper right corner.
2. Select the SiPix Pocket Printer A6 icon. This will bring you to the menu.
3. Select the application that you would like to print from.
4. Select the category, view, or document you would like to print (depending on the application).
5. Tap the Menu icon.
6. Tap IrPrint icon.
7. If the IrPrint setup screen appears, follow steps 8 to 11 to customize your printing (Show Print Setup needs to be checked for this menu to appear).
8. Tap the DOWN ARROW icon to select the number of copies (1 to 10).
9. Tap the DOWN ARROW icon to select the paper size (A6 sheet paper or A6 roll paper).
10. Select Style (for Address Book Only).
11. Tap OK.

Do I need to install the Pocket Printer A6 on my PC if I only want to use it on my PDA?

No. However, you will need to use your computer to install the Pocket Printer A6 driver onto your PDA. To do this, locate and double click on the **IrPrintA6.prc** file located in the root directory of the **Pocket Printer A6 Driver CD**. Your **HotSync Manager Install Tool** should open, informing you that the next time you HotSync your PDA, the driver will be installed. Click the **Done** button on the Install Tool window. Next, **HotSync** your PDA, and the driver will install. Next, tap the **Home** button until **all** shows in the upper right corner. Scroll down, and you will see an icon for the **A6 IrPrint** on your PDA (if the driver is properly installed.)

If you are having difficulty printing with your A6 from your Palm:

Turn off the power to the printer.

Click HOME on your PDA until you have ALL in the upper right corner of your PDA screen.

Turn PDA off, and then back on.

Turn the printer back on and wait for the ready light to illuminate solid. If the ready light does not illuminate solid, change the batteries or use the power supply.

Find and Click on the SiPix IrPrint icon.

Click on IrDiscover and ensure that your PDA's IR port is 5"-9" from the printers IR port facing in the correct direction; this is the optimal range for communication.

If IrDiscover is successful, it should list the following:

Printer

Compact Printer

IrLPT

Click OK then try printing following the printing instructions.

NOTE: We recommend using only high-quality alkaline batteries with your PDA. Rechargeable batteries do not supply sufficient voltage and may not trigger low battery warnings properly.

OS 3.0 thru 3.5: Please make sure you are using the most recent version of Palm OS available for your PDA. Some of the earlier version of OS 3.0 and 3.5 had performance issues with IR support.

Attention Palm VII owners: You may encounter performance problems when using the SiPix Pocket Printer A6 and a Palm VII running OS 3.5.0 or 3.5.1. The "IrPrint" driver will fail to locate the printer. This is not a problem with the printer hardware. The printer relies on two-way communication. This issue relates to receiving data on a Palm VII under Palm OS 3.5.0 and 3.5.1. If you upgrade your OS to 3.5.3 from Palm's website this will resolve this performance issue. This is a free download from Palm.

OS 4.0: I am getting an error message: "Unable to open IrDA library" when I try to print from my PDA. Why is this happening?
This will happen if you are using Palm OS 4.0 on your PDA (Palm M500, M505, or others). To resolve this issue, please download the latest driver for the Pocket Printer A6 from our [driver download page](#). Then, **delete** the old driver from your PDA and turn it off. Double click the new **.prc** file, and **HotSync** your PDA. Now you should be able to print.

Troubleshooting Matrix and Solutions Guide

Issue:	Solution:
The document does not print in a single page or is printed out of proportion:	<p>Click "Properties" and then properties of the printer will be shown. Choose the "Paper" tab. Make sure this is not set to "User Defined", or "Custom". A4 is the most common setting.</p> <p>Click "Properties" to set the printer settings and click "Device Options" tab to choose 100%, or 50% reduction (set 50% for printing data that is formatted for A4 or 8.5x11 size).</p>
The printer doesn't print when using the serial cable	<p>Check "Port Settings" and confirm the transmission speed is 115200 bps and that the "flow control" is set to "Hardware".</p> <p>Check and confirm that COM 1 is the chosen printer port.</p>
The printer doesn't print when using IrDA	<p>Check if COM 4 is chosen. The port listed as "infrared serial port" should be selected (usually COM 4).</p> <p>Contact the Computer hardware vendor to ensure that the computer's IrDA port is activated and set-up correctly.</p>
No printout when the indicator blinks	The battery power is too low. Please replace the batteries or use the AC adaptor.
The paper feeds through but nothing prints out	The print area of A6 paper is up side down. Ensure the bright white side is up.
White lines appear in diagrams printed	When white lines appear in a horizontal direction, it is the normal phenomena of a serial-port printing device.
A6 sheet paper is stuck and will not move out from the printer automatically	Please turn off the power and on again. Then hold down the power button, the paper should advance until the button is released.
The Power turns off suddenly	<p>To save battery power the printer turns off after 3 minutes of inactivity (batteries), or 1 hour of inactivity (AC power). Press the power button to turn the printer on.</p> <p>The batteries have run low. Replace the batteries or use the AC adapter.</p>

Specifications

Item	Product Specification
Printer method	Serial Thermal Transfer Method
Resolution	400 x 400dpi
Total printing dot	1500 dot/line
Printing speed	About 2 pages/min. (Not including data received time)
Font	None
Print Media	Roll Paper (wide 105mm x 2.5 M) Sheet A6 Paper (wide 105mm x 148mm)
Interface	Infrared communication: Conforming to IrDA 1.0 (for secondary only) Transfer rate (2400; 9600; 19.2K; 38.4K; 57.6K; 115.2K) bps Directivity: Approximately ±15° Serial interface RS-232C Standard Transfer Condition: 115.2K bps (Application only) Data length: 8 bit Stop bit: 1 or 2 bit Parity: None Flow Control: Hardware
Input Power	Battery: 4 AA Alkaline Battery AC Adapter: DC 9V 1.5A
Built-in Charger	Using AC Adapter and 4 AA Ni-Cd batteries (not included) Charge time: 7-8 hours
Power Consumption	15 W
Battery Life	Approximately 50 sheets using AA alkaline batteries
Printer Weight	250g (8.75 ounces) without batteries or paper
Printer Dimensions	5.85" (L) x 4.25" (H) x .875" (D) 150mm(L) x 109mm (H) x 22mm (D)
Paper	A6 Roll Paper: 4.13" x 98.4" (105mm x 2.5m) A6 Sheet Paper: 100 Sheets: 4.13" x 5.83" (105mm x 148mm)
Environment Condition	Operating Temp : 41°- 95°F (5°-35°C) Storage Temp : 32°-122° (0-50°C) Operating Humidity : 30~60%RH Storage Humidity : 30~60%RH (Operating with paper) Storage Humidity : 30~80%RH (Non-Operating, W/O paper)

Additional Resources and Information

This manual and troubleshooting guide contain complete and accurate information regarding the setup and use of your SiPix Pocket Printer A6. SiPix also provides additional, web-based resources that offer up-to-date information, drivers, troubleshooting tips and frequently asked questions. We encourage users to visit the SiPix website for these resources, and for news & updates.

<http://www.sipix.com/support/ppa6index.shtml>

Please take a moment to register your SiPix products. The registration process is simple, and is available online. During the registration, you will be given the option of receiving email updates that often contain useful and pertinent information regarding your SiPix products. Please visit the link below.

<http://www.sipix.com/registration/index.shtml>

Warranty Information

ONE YEAR LIMITED WARRANTY

SiPix, Inc. warrants this hardware product against defects in material and workmanship for a period of one year from the original date of purchase as identified on the proof of purchase (your receipt). It is the end-user's responsibility to make certain this product is in working condition with the intended computer system within the one-year warranty period.

These are the sole remedies and SiPix's sole liabilities for performance or failure to perform of the product. SiPix reserves the right to change its warranty policy at any time for all products distributed after the date of such change in warranty. Except as set forth above, all other warranties whether express or implied, including but not limited to, the implied warranties of merchantability and fitness for a particular purpose are hereby excluded.

SiPix shall not be liable for incidental, special or consequential damages arising out of or related to the use or performance of the product, including, without limitation, loss of data or use of data processing facilities or equipment, regardless of whether SiPix may have been advised about the possibility of such damages arising out of use of the product shall be limited to the amounts paid by purchaser for such product.

This warranty is only valid within the boundaries and territories of the USA and Canada. SiPix is not responsible for costs incurred due to shipping, insurance, customs, or duties. SiPix is not responsible for non-traceable packages or packages shipped without a valid RMA number on the outside of the package.

This warranty does not apply if the product has been damaged by an accident, electrical fault, through misuse or abuse. If the product has been altered without written authorization from SiPix, the warranty will be void.

This warranty applies only to hardware products manufactured by or for SiPix. Warranted products must bear the "SiPix" brand name, trade name, or logo. The aforementioned warranty and remedies are exclusive, and in lieu of all others, whether oral, written, expressed or implied. SiPix specifically disclaims any and all implied warranties of merchantability and fitness for a particular purpose.

SiPix is not responsible for incidental or consequential damages resulting from any breach of warranty. SiPix is not responsible under any other legal theory, including, but not limited to lost profits, and any cost of recovering reprogramming or reproducing any program or data stored in or used with SiPix products.

RMA Information & Warranty Services

If your SiPix product needs to be returned for repair, you must contact SiPix technical support prior to shipment for an RMA number before sending in the product. **The RMA number is a Return Merchandise Authorization number. SiPix will refuse all shipments without a proper RMA number.** The RMA number **MUST** be printed on the outside of the original shipping carton in large print written in black ink next to the shipping label. Failure to properly pack shipment could cause serious damage to the product and void the warranty. Should any defect(s) be discovered, the product may be returned to SiPix with a valid RMA number. If you are returning product for repair, please be sure to do the following:

- 1) Call SiPix Customer Support Mon-Fri during regular business hours toll free at 866-888-1678 and obtain an RMA (Return Merchandise Authorization) number.
- 2) Print your RMA number on the **OUTSIDE** of the original shipping carton in large print written in black ink next to the shipping label.
- 3) Include a copy of the bill of sale with the returned product.
- 4) Unless otherwise instructed, do not return any manuals or software when returning items for repair.
- 5) Ship to SiPix via a traceable shipping method and retain the tracking number.

Note: This product is intended for use only within the boundaries and territories of the United States and Canada. If you purchased this product in Mexico or South America and need assistance or repair, you must contact your originating reseller for service and support. SiPix Imaging, Milpitas CA, will not accept any shipments from outside the boundaries and territories of the USA and Canada. SiPix often bundles many different third party software options with its products. If any of these options were ordered with your SiPix product and they appear to be missing or incorrect, contact your reseller immediately.



Technical Support Information

SiPix provides technical support at no cost during the one-year warranty period. Users with questions or concerns of a technical nature should first refer to the product manual, as usage and troubleshooting information is provided in detail. For additional information or assistance, users should visit the SiPix Web-site, as tutorials, updated drivers, frequently asked questions and news updates are available. www.sipix.com/support

Should you require further assistance, you may contact SiPix technical support representatives by calling:

Technical Support within one-year (in warranty) call toll free:
866-888-1678

Technical Support after one-year (out of warranty) call:
408-719-5076

SiPix Technical Support is available from 8 AM to 6 PM PST, Monday through Friday, and from 9 AM to 5 PM Saturday, excluding holidays.