Services

Print

Print lets you select and print a desired image.

Print All Images

Prints all the images on a memory card.

Caution

Before using a memory card, be sure to create a backup copy of its contents. Sony assumes no liability for lost or damaged data.

Supported Data Formats

- JPEG (Exif 2.2.1 Baseline)
- TIFF (RGB uncompressed)
- BMP (24-bit Windows)

Image size: 6,400 x 4,800 pixels max.

Supported Memory Cards

- "Memory Stick" Standard/
- "Memory Stick PRO"/
- "Memory Stick Duo" compatible
- xD-Picture Card
- SD Card/
- MultiMediaCard
- CompactFlash card
- Microdrive
- SmartMedia card

Basic Operation Guide

Quick Print

Printing

1. Touch the screen.
2. Select your language.*
3. Insert your memory card into the slot on the front of the printer.
4. Select “Print.”
5. Touch the image you want to print.
6. Touch [ ] or [ ] to set the number of prints.
7. When you finish setting, touch [ ].
8. After verifying the number of prints and the price, touch [ ].
9. Ask the store clerk to enter the password.*

Printing begins!

Do not remove your memory card until a message appears asking you to do so.

*This may not be necessary in some cases.

Make sure not to forget your prints or memory card.

Supported Services

- Quick Print
  - Displays an enlarged view of the image.
  - Adds a date stamp to all images.

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Replacing the Paper Roll

1. Open the front door.
2. Press the paper holder release button, and remove the paper holder.
3. Open the paper holder completely by pressing the button at the top.
4. Remove the paper roll from the paper holder.
5. Pull the paper core out of the old paper roll.
6. Insert the paper core into the new paper roll.
7. Insert the paper roll into the paper holder with the arrow on the label pointing inward, and then remove the label.
8. Close the paper holder.
9. Insert the paper holder into the printer.
10. Close the front door.

Make sure to fully remove all labels from the paper roll.

Clear out any paper scraps that have built up in the paper holder.

Precautions

- Immediately after printing, the thermal head inside the unit will be hot. When loading a cartridge, do not insert your hand into the ribbon cartridge access opening, to prevent the risk of burns.
- Always use a designated print pack.
- Be sure to replace both the ribbon cartridge and the paper roll as a set.
- Do not touch the printing surface of the paper roll or the ink on the ribbon cartridge. Fingerprints and other pollutants can lead to reduced print quality.

Replacing the Ribbon Cartridge

1. Open the side door.
2. Remove the ribbon cartridge.
3. Insert the new ribbon cartridge.
4. Close the side door.

Replacing the Ribbon Cartridge and Paper Roll

Clear out any paper scraps that have built up in the paper holder.

For Store Clerks

Make sure to fully remove all labels from the paper roll.
## Troubleshooting

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Cause/Remedy</th>
</tr>
</thead>
</table>
| Image data cannot be read.                   | A mounted memory card does not contain any data.  
   → Insert a memory card that contains image data.  
   Data has been recorded on a memory card in a format that the unit does not recognize.  
   → Be sure to store image data in a format that the unit can recognize.  
   The memory card may not be properly inserted.  
   → Make sure that the memory card is fully inserted.  
   The memory card may not be inserted in the correct direction.  
   → Set the memory card in the direction shown on the operation screen. |                                                                                                                                                  |
| Display not on or difficult to see.          | Depending on the display angle, the display may not be visible or may be difficult to see.  
   → The display angle can be adjusted. Adjust the angle of the display to improve the display appearance. |                                                                                                                                                  |
| There is a white margin on the printed image.| The print position may not be correct.  
   → Adjust the print position on the administration screen. |                                                                                                                                                  |
| Paper roll was loaded, but “no paper” message appears. | Paper roll may not have been loaded correctly.  
   → Ensure that paper roll is loaded correctly. |                                                                                                                                                  |
| Ribbon cartridge was loaded, but “no ribbon cartridge” message appears. | Ribbon cartridge may not have been loaded correctly.  
   → Ensure that ribbon cartridge is loaded correctly. |                                                                                                                                                  |
| Out of paper message appears, but there is still paper in the unit. | This is not a defect. Some spare paper will be left over.  
   → Remove the leftover paper and load a new ribbon cartridge and paper roll. |                                                                                                                                                  |
| Power does not switch on.                    | The power cord may not be connected.  
   → Make sure that the power cord is connected.  
   The on/standby button may not have been pressed correctly.  
   → Make sure that the on/standby button has been fully depressed. |                                                                                                                                                  |
| The unit does not switch to standby.         | The unit may still be doing processing.  
   → Wait a few moments for the unit to stop processing.  
   An abnormal condition may have caused the unit to stop responding.  
   → Disconnect the power cord from the power outlet. Then reconnect the power cord, and press the on/standby button. |                                                                                                                                                  |
| Cannot load paper roll.                      | Are you trying to load 2UP-C13, C15 while adaptors are mounted in the paper holder?  
   → Remove the adaptors and then load the paper roll. |                                                                                                                                                  |