

# SII Thermal Printer Support Form Software



Seiko Instruments GmbH

## Contact Information

First Name:   
Last Name:   
Tel.:   
E-Mail:

Company:   
Country:   
Customer ID:   
(if available)

## Hardware Information

Model:   
Serial No.:   
Firmware-Ver.:   
Date of purchase:

## Problem Information

Operating System:

Windows  Linux  Android  iOS  Other

Operating System Version:

Printer Driver Version:

Connection Method:

USB  Serial  Parallel  LAN  WLAN  Bluetooth  IrDA

Problem Description:

(Please provide a **detailed** description)

What did you expect to happen?

What steps did you take to fix the problem?

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Please send a test print (settings print) along with this document. Scan the printout or make a photo and provide it to your Support Agent.

To create a test print, press and hold the **FEED** button and turn on the printer.

**You can also provide further data for deeper analysis like Wireshark dumps, hexdumps, printfiles etc.**