

HP Sprocket Panorama Printer

Create and print out beautiful, sticky-backed labels with the HP Sprocket Panorama Printer!

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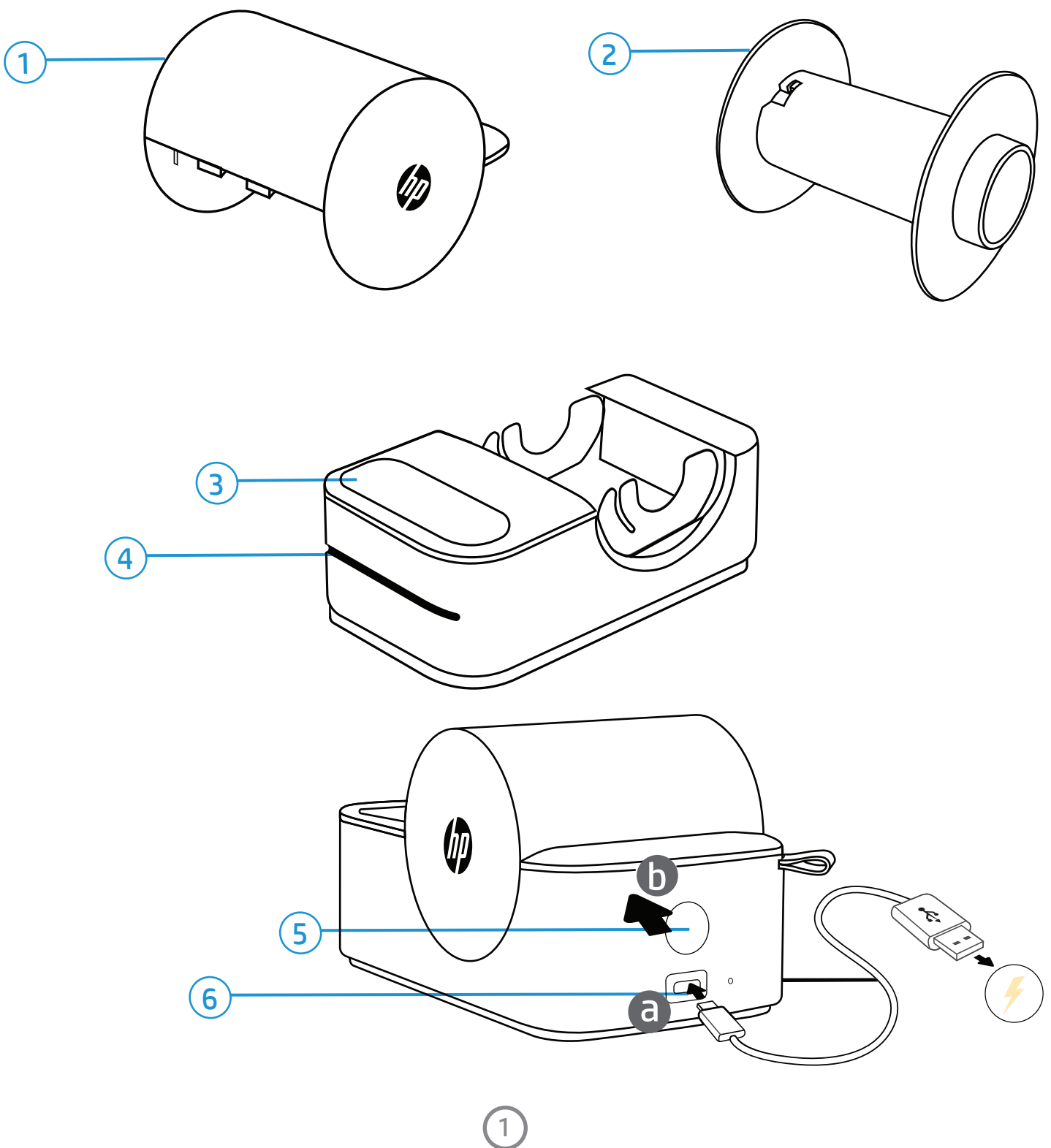
Parts and Controls

Supplied Items

- HP Sprocket Panorama Printer
- USB-C Cable
- Quick Start Guide
- Cleaning Sheet
- HP Sprocket Panorama Starter ZINK Paper Roll

Product Overview

1. Cover
2. Paper Roll Holder
3. Cutter Button with LED Indicator
4. Printing Slot
5. Power Button
6. USB Port

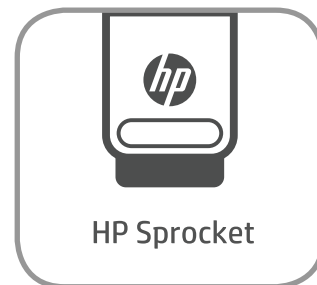


Getting Started

Installing the Mobile App

To use your HP Sprocket Panorama Printer with your mobile device, you must download the companion Panorama app from the App Store® or on Google Play™ (or your local app store). To download the Panorama app, visit hpsprocket.com/start. There, you will be directed to the appropriate app store for your device.

- The Panorama app is supported by Android™ devices using OS v. 5.0.
- Compatible with iPhone XS Max, iPhone XS, iPhone XR, iPhone X, iPhone 8, iPhone 8 Plus, iPhone 7, iPhone 7 Plus, iPhone SE, iPhone 6s, iPhone 6s Plus, iPhone 6, iPhone 6 Plus, iPhone 5s, iPhone 5c, iPhone 5, iPad (6th generation), iPad Pro 12.9-inch (2nd generation), iPad Pro 12.9-inch (3rd generation), iPad Pro 11-inch, iPad Pro 10.5-inch, iPad (5th generation), iPad Pro 9.7-inch, iPad Pro 12.9-inch (1st generation), iPad Air 2, iPad Air, iPad mini 2, iPad mini 3, iPad mini 4, iPad (4th generation), iPod touch (6th generation).
- You must install the companion HP Panorama app to operate the HP Sprocket Panorama Printer with your mobile device.
- If you previously installed the HP Panorama app, you can access setup instructions for HP Sprocket Panorama Printer in the Help & How To menu.



Charging the Printer

1. Charge the printer with the included USB-C cable before use.
2. Once charged, the battery LED will turn green. Press the power button to turn on the printer. The LED light on the cutter button will cycle through colors and then slowly blink blue when the printer is ready to connect to the app.

Power Button

Press and hold the power button for 2-3 seconds to turn on or power off the printer. If the printer is on, the LED light on the cutter button of the printer will be on. Turn off the device by pressing and holding the power button until the LED light on the cutter button goes off.

Pairing your Mobile Device to the Printer via Bluetooth®

Pair quickly and easily with your HP Sprocket Panorama Printer using the in-app setup instructions. The in-app instructions will help you easily pair with your mobile device within the app. You can also access the setup instructions anytime from the Help & How To menu.

For Android™ and iPhone®

1. Download the HP Panorama app from the Apple App Store® or the Google Play® store.
2. Press and hold the power button to turn on the printer. The LED light on the cutter button will light up when fully powered on. When the LED light on the button slowly blinks blue, the printer is ready to connect to the app.
3. Check your smartphone settings to make sure that Bluetooth is turned on.
4. Open the HP Panorama app. Then, sign into your Panorama account or create a new account.
Note: For first-time users, the onboarding process includes connection instructions for pairing the printer with the app. It will prompt users with instructions to begin the pairing process.
5. Select your printer from a list of available printers when the list automatically pops up.
Note: If more than one printer appears on the list, use the MAC ID on the bottom of your printer to identify which printer on the list is yours.
6. Wait a few minutes for the printer to pair to your smartphone.

To pair your mobile device to the printer from app settings:

1. First, make sure Bluetooth is activated on your smartphone. Then, open the HP Panorama app.
2. Next, select the main menu icon in the top corner of the screen.
3. Select Manage Printers. Then, tap Add New Printer.
4. Select your “Panorama” from the list.
5. Wait a few minutes for the printer to pair to your smartphone.

To pair an added printer to your mobile device:

1. First, make sure Bluetooth is activated on your smartphone. Then, open the HP Panorama app.
2. Next, select the main menu icon in the top corner of the screen.
3. Select Manage Printers and make sure the printer is already on the printer list.
4. Turn on the printer and the printer should automatically pair with the app.

Cleaning the Printer

1. Make sure the printer is turned on and the printer is paired with the app.
2. Remove the cover and take out the paper roll holder.
3. Feed the edge of the included cleaning sheet into the slot until it hits the stopper. Make sure the barcode side is facing down and the side of the sheet with instructions is facing up.
4. Place the cover back on the printer until it clicks in place. Then, the cleaning sheet will automatically start to feed. The cleaning sheet is fed through the device to clean the printing slot and prepare the printer for the paper roll.

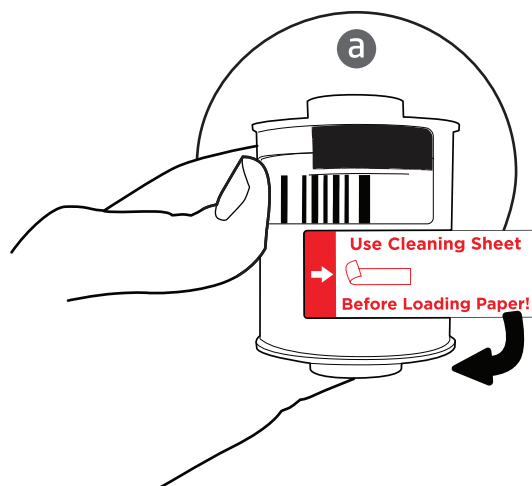
Loading Paper

1. Make sure the printer is turned on and the printer is paired with the app.

Note: Make sure to use the cleaning sheet first before loading the HP Sprocket Panorama ZINK paper roll.

2. Remove the cover and twist the cap off the end of the paper roll holder.
3. Unwrap an HP Sprocket Panorama ZINK paper roll and place it on the paper roll holder. Be careful not to touch the glossy side of the paper.
- Note:** Only insert up to one paper roll into the printer at a time.
4. Place the cap back on the end of the paper roll holder and twist it to secure it in place.
5. Remove the red sticker on the paper roll before loading.
6. Feed the edge of the paper into the slot until it reaches the stopper.
- Note:** If the paper unwinds, roll it back up without touching the glossy side.
7. Place the paper roll holder back inside and make sure it clicks in before placing the cover back on the printer.

Note: The printer will automatically start calibrating. It will read and eject the color calibration barcode sticker on the end of the paper roll.



8. To cut off the color calibration barcode sticker, press the center of the cutter button to ensure label cuts evenly. Use two fingers to apply the appropriate amount of strength.

What paper do I need to buy for my HP Sprocket Panorama Printer?

Make sure to buy HP Sprocket Panorama ZINK paper roll for your HP Sprocket Panorama Printer! The paper is specially designed to work with your Sprocket printer. Only use HP Sprocket Panorama ZINK paper roll with the HP Sprocket Panorama printer. Do not buy other paper for this model. You can purchase additional paper in the Panorama app by tapping “Buy Paper” in the Main Menu or from www.sprocketprinters.com/collections/all. You can purchase genuine supplies from the app or from other retailers.

Caution:

- Do not insert more than one paper roll into the device at a time to avoid paper jams or print errors.
- Only use HP Sprocket Panorama ZINK paper roll with the device to avoid paper jams and malfunctions. You can purchase additional paper within the HP Panorama app by tapping “Buy Paper” in the Main Menu.
- In the case of a paper jam, remove the cover and pull out the paper from the media compartment. Refer to the “Paper Jam Solution” section further in the manual for more information.
- Do not pull the paper out of the device during printing.
- If spills or moisture collect on the paper, wipe it away as soon as possible to prevent color damage.
- Keep photo paper clean and free of bends, dust, or damage for the best print quality.
- Make sure the printing slot in the front of the printer isn't obstructed. Please allow at least 3.9 inches (10 cm) of space in the front of the printer.

Lighting and Troubleshooting

Status LED Indicator Light Chart

Cutter button LED

LED Color	LED Status	Description
No light	Powered off	Device is off. Device is in sleep mode.
White light	Solid	Device is powered on.
Multicolored	Cycle through all colors	Upon device powering on.
Bright blue light	Slow blinking	Device is idle and not connected to the app. Device is printing.
	Fast blinking	Device is first connected to the app. Device receives a print job. Firmware is updating.
Blue light	Solid	Device is idle and connected to the app.
Bright green light	Fast blinking	Device finished a print job.
Red light	Fast blinking	Paper is jammed or device needs to be reset.
	Solid	Device has low battery and needs to be charged.
	Slow blinking	Device is out of paper. Cover isn't properly on the device. Device is overheated.

Battery LED

LED Color	LED Status	Description
No light	Powered off	Device is off.
Green light (when USB-C is not connected)	Solid	Device is powered on. Device is fully charged (90 – 100%).
Green light (when USB-C is connected)		Device is fully charged.
Amber light (when USB-C is not connected)		Device has medium charge (16 – 89%).
Amber light (when USB-C is connected)		Device is charging (16 – 99%).
Red light (when USB-C is not connected)	Blinking	Device has low battery and needs to be charged (4 - 15%).
Red light (when USB-C is connected)		Device has low battery and is charging.

Troubleshooting

The HP Panorama app will alert you to various error conditions through in-app messaging. Follow the app instructions to resolve issues.

For additional help on specific issues with your HP Sprocket Panorama printer, see the Troubleshooting documents and FAQs on the HP Support site (<https://sprocketprinters.com/pages/hp-sprocket-panorama-support>).

How to Reset Your HP Sprocket Panorama Printer

HARDWARE RESET

If the printer isn't responding or won't connect to your mobile device, try performing a hardware reset. To perform a hardware reset, use a pin to press and hold the reset button on the bottom of the printer.

CARING FOR HP SPROCKET PANORAMA PRINTER

- Remove fingerprints, dust, and dirt from the printer using a dry microfiber cloth.
- Keep the cover on the printer when the printer is not in use to prevent dust and debris from entering the paper path slot.
- Update the printer firmware. Make sure your mobile device is connected to the internet and then open the HP Panorama app. Turn on the printer and connect it to the HP Panorama app. If there is a firmware update available, a firmware update screen will display. Follow the on-screen prompts to complete the update. Make sure the printer is plugged in to complete a firmware update.
- Keep your HP Panorama app updated. If you don't have your mobile app set to automatically update, then go to the appropriate app store and make sure the latest version is installed.

Cleaning the Printer

The cleaning sheet cleans the printer to provide the best print quality for printing. The cleaning sheet cleans the paper path rollers when you need to improve print quality. Use the cleaning sheet after every 10 – 15 prints or if streaking appears in the photos to ensure the best print quality. Keep the cleaning sheet for future maintenance.

Paper Jam Solution

- If a paper jam occurs, wait a moment to see if the printer clears the jam automatically.
- If so, you can continue to use the printer as normal.
- If not and it remains in error mode, open the back cover, pick up the media holder, and pull out the paper roll from the printer engine. Afterward, check under the cutter hole to see if there is any obstruction there.
 - If not, then you can continue to use the printer as normal.
 - If yes, clear it with a Q tip or any other thing that fits into it.
- It's best to reset the printer with the reset button after a paper jam. Please press the reset button at the bottom of the printer using a pin.

Specifications

Specification	Description
Product number	HPISPPANP, HPISPPANW
Dimensions and weight	Dimensions (W x H x D): 5.75" 2.5" x 3" Printer weight: 1.54 lbs.
Color	Gray, pink
Connectivity	Bluetooth 5.0
Printer management	HP Panorama app
Power supply	Battery: Lithium 7.4 V 1000 mAh Max power consumption: 22 W
USB port	USB-C
Charging time	150 minutes
Print technology	ZINK ZERO INK technology
Supported paper	HP Sprocket Panorama ZINK paper roll
Supported media size	0.5" – 9" x 2"
Mobile printing capacity	Yes, through the Panorama app
Print quality	313.58 dots per inch (dpi)
Print speed	0.13 ips
Paper output direction	Front
Built-in sensors	Out-of-paper detection Paper jam detection Paper cut status sensor End of roll detection
Mobile connectivity	<ul style="list-style-type: none"> • Supported by Android™ devices using OS v5.0 and above. • Made for iPhone XS Max, iPhone XS, iPhone XR, iPhone X, iPhone 8, iPhone 8 Plus, iPhone 7, iPhone 7 Plus, iPhone SE, iPhone 6s, iPhone 6s Plus, iPhone 6, iPhone 6 Plus, iPhone 5s, iPhone 5c, iPhone 5, iPad (6th generation), iPad Pro 12.9-inch (2nd generation) iPad Pro 12.9-inch (3rd generation), iPad Pro 11-inch, iPad Pro 10.5-inch, iPad (5th generation), iPad Pro 9.7-inch, iPad Pro 12.9-inch (1st generation), iPad Air 2, iPad Air, iPad mini 2, iPad mini 3, iPad mini 4, iPad (4th generation), iPod touch (6th generation).
Control panel	Power button, status LED indicator lights
Environmental parameters	<ul style="list-style-type: none"> • Operating temperature: 59 °F – 89.6 °F (15 °C ~ 32 °C) • Operating humidity: 70% • Storage temperature: 14 °F – 113 °F (-10 °C – 45 °C) • Storage humidity: 5 – 80% • Charging temperature: 32 °F - 113 °F (0 °C ~ 45 °C)
Warranty	One-year limited hardware warranty. Visit sprocketprinters.com for more information.
Regulatory Model Number	For regulatory identification purposes, your product is assigned with a Regulatory Model Number. The regulatory model number should not be confused with the marketing names or product numbers. The Regulatory Model Number for your product is VCVRA-1901.

Technical Information

Regulatory Notices

For regulatory, environmental, and safety notices, refer to the included sheet in your product packaging and the following statements. This printer meets product regulatory requirements from regulatory agencies in your country/region. This section contains the following topics:

- FCC Statement
- Notice to Users in Canada

FCC Statement

The United States Federal Communications Commission (in 47 CFR 15.105) has specified that the following notice be brought to the attention of users of this product, HP Sprocket Panorama Printer.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Modifications (part 15.21).

Any changes or modifications made to this device that are not expressly approved by C&A Marketing may void the user's authority to operate the equipment.

For further information, contact:

C+A Global

114 Tived Lane East, Edison, NJ 08837

Email: info@sprocketprinters.com

Telephone: 1-877-424-9746

Website: www.sprocketprinters.com

Notice to Users in Canada

This device contains license-exempt transmitter(s)/receiver(s) that complies with Innovation, Science and Economic Development Canada's license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause interference. (2) This device must accept any interference, including interference that may cause undesired operation of the device.

The device meets the exemption from the routine evaluation limits in section 2.5 of RSS 102 and compliance with RSS-102 RF exposure, users can obtain Canadian information on RF exposure and compliance.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.

Warranty

LIMITED WARRANTY TO ORIGINAL CONSUMER

This HP Sprocket Panorama Printer (“Product”), including any accessories included in the original packaging, as supplied and distributed new by an authorized retailer is warranted by C&A Marketing, Inc. (the “Company”) to the original consumer purchaser only, against certain defects in material and workmanship (“Warranty”) as follows:

To receive Warranty service, the original consumer purchaser must contact the Company or its authorized service provider for problem determination and service procedures. Proof of purchase in the form of a bill of sale or receipted invoice, evidencing that the Product is within the applicable Warranty period(s), MUST be presented to the Company or its authorized service provider in order to obtain the requested service.

Service options, parts availability, and response times may vary and may change at any time. In accordance with applicable law, the Company may require that you furnish additional documents and/or comply with registration requirements before receiving warranty service. Please contact our customer service for details on obtaining warranty service:

Email: info@sprocketprinters.com

Phone: 1-877-424-9746

Shipping expenses to the Company’s Return Facility are not covered by this warranty, and must be paid by the consumer. The consumer likewise bears all risk of loss or further damage to the Product until delivery to said facility.

EXCLUSIONS AND LIMITATIONS The Company warrants the Product against defects in materials and workmanship under normal use for a period of ONE (1) YEAR from the date of retail purchase by the original end-user purchaser (“Warranty Period”). If a hardware defect arises and a valid claim is received within the Warranty Period, the Company, at its sole option and to the extent permitted by law, will either (1) repair the Product defect at no charge, using new or refurbished replacement parts, (2) exchange the Product with a Product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original device, or (3) refund the purchase price of the Product.

A replacement Product or part thereof shall enjoy the warranty of the original Product for the remainder of the Warranty Period, or ninety (90) days from the date of replacement or repair, whichever provides you longer protection. When a Product or part is exchanged, any replacement item becomes your property, while the replaced item becomes the Company’s property. Refunds can only be given if the original Product is returned.

This Warranty does not apply to:

- (a) Any non-HP Sprocket Panorama Printer product, hardware or software, even if packaged or sold with the Product;
- (b) Damage caused by use with non-HP Sprocket Panorama Printer products;
- (c) Damage caused by accident, abuse, misuse, flood, fire, earthquake, or other external causes;
- (d) Damage caused by operating the Product outside the permitted or intended uses described by the Company;
- (e) Damage caused by third-party services;
- (f) A Product or part that has been modified to alter functionality or capability without the written permission of the Company;
- (g) Consumable parts, such as batteries, fuses, and bulbs;
- (h) Cosmetic damage; or
- (i) If any HP Sprocket Panorama Printer serial number has been removed or defaced

This Warranty is valid only in the country where the consumer purchased the Product, and only applies to Products purchased and serviced in that country.

The Company does not warrant that the operation of the Product will be uninterrupted or error-free. The Company is not responsible for damage arising from your failure to follow instructions relating to its use.

NOTWITHSTANDING ANYTHING TO THE CONTRARY AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE COMPANY PROVIDES THE PRODUCT “AS-IS” AND “AS-AVAILABLE” FOR YOUR CONVENIENCE AND THE COMPANY AND ITS LICENSORS AND SUPPLIERS EXPRESSLY DISCLAIM ALL WARRANTIES AND CONDITIONS, WHETHER EXPRESSED, IMPLIED, OR STATUTORY, INCLUDING THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, QUIET ENJOYMENT, ACCURACY, AND NON-INFRINGEMENT OF THIRD-PARTY RIGHTS. THE COMPANY DOES NOT GUARANTEE ANY SPECIFIC RESULTS FROM THE USE OF THE PRODUCT, OR THAT THE COMPANY WILL CONTINUE TO OFFER OR MAKE AVAILABLE THE PRODUCT FOR ANY PARTICULAR LENGTH OF TIME. THE COMPANY FURTHER DISCLAIMS ALL WARRANTIES AFTER THE EXPRESS WARRANTY PERIOD STATED ABOVE.

YOU USE THE PRODUCT AT YOUR OWN DISCRETION AND RISK. YOU WILL BE SOLELY RESPONSIBLE FOR (AND THE COMPANY DISCLAIMS) ANY AND ALL LOSS, LIABILITY, OR DAMAGES RESULTING FROM YOUR USE OF THE PRODUCT.

NO ADVICE OR INFORMATION, WHETHER ORAL OR WRITTEN, OBTAINED BY YOU FROM THE COMPANY OR THROUGH ITS AUTHORIZED SERVICE PROVIDERS SHALL CREATE ANY WARRANTY.

IN NO EVENT WILL THE COMPANY’S TOTAL CUMULATIVE LIABILITY ARISING FROM OR RELATED TO THE PRODUCT,

WHETHER IN CONTRACT OR TORT OR OTHERWISE EXCEED THE FEES ACTUALLY PAID BY YOU TO THE COMPANY OR ANY OF ITS AUTHORIZED RESELLERS FOR THE PRODUCT AT ISSUE IN THE LAST YEAR FROM YOUR PURCHASE. THIS LIMITATION IS CUMULATIVE AND WILL NOT BE INCREASED BY THE EXISTENCE OF MORE THAN ONE INCIDENT OR CLAIM. THE COMPANY DISCLAIMS ALL LIABILITY OF ANY KIND OF ITS LICENSORS AND SUPPLIERS. IN NO EVENT WILL THE COMPANY OR ITS LICENSORS, MANUFACTURERS, AND SUPPLIERS BE LIABLE FOR ANY INCIDENTAL, DIRECT, INDIRECT, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES (SUCH AS, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROFITS, BUSINESS, SAVINGS, DATA, OR RECORDS) CAUSED BY THE USE, MISUSE, OR INABILITY TO USE THE PRODUCT.

Nothing in these terms shall attempt to exclude liability that cannot be excluded under applicable law. Some countries, states, or provinces do not allow the exclusion or limitation of incidental or consequential damages or allow limitations on warranties, so certain limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may have other rights that vary from state to state or province to province. Contact your authorized retailer to determine if another warranty applies.

Get in Touch:

www.sprocketprinters.com/pages/support

Bluetooth is a trademark of Bluetooth SIG, Inc. USA.

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App Store is a service mark of Apple Inc.

Android and Google Play are trademarks of Google Inc. Google and Google Logo are registered trademarks of Google Inc.

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