

MemoryKick Si

Frequently Asked Questions

Overview.....	4
What is the MemoryKick Si?.....	4
Where can I buy the MemoryKick Si?	4
Is the MemoryKick Si sold outside the United States?.....	4
What Languages are available on the Si?	4
What is included in the MemoryKick Si box when I buy it?.....	4
Specifications.....	5
How big is the Screen on the Si?	5
What Capacity Hard Disk Drive (“HDD”) are Available?.....	5
What Type of HDD’s are in the Si?.....	5
Is the HDD removable?	5
Working with the MemoryKick Si	5
How do I turn on the MemoryKick Si?	5
My MemoryKick Si is not charging?.....	5
How long does a full battery charge last on the MemoryKick Si?	5
Is the battery in the MemoryKick Si removable?	5
Does the MemoryKick charge through the USB cable?.....	6
My MemoryKick Si keeps shutting down?	6
My MemoryKick Si Screen Goes Black?.....	6
How do I connect the Si to my Computer?.....	6
Can the MemoryKick Si be used as a Portable Backup Solution?	6
Can the MemoryKick Si be used as the Card Reader?	6
How do I reset the MemoryKick Si?	6
What is the Warranty for the MemoryKick Si?	6
How do I obtain Warranty Support?.....	7
Navigating the MemoryKick Si.....	7
How do I use the Navigation Buttons on the Si?.....	7
How do I navigate once the Main Menu has been displayed?.....	7
What is the File Explorer on the Main Menu when the Si boots up?	7
What are the Photo/Video/Music Icons on the Main Menu?.....	7
Using the MemoryKick Si to Transfer Files	8
What type of memory cards does the MemoryKick Si support?	8
How do I insert a CF memory card?.....	8
How do I insert a SD memory card?.....	8
How do I insert a xD memory card?.....	8
How do I insert a Memory Stick memory card?.....	8
How many Memory Cards can be inserted at the same time?	8
Can I copy from Memory Card to Memory Card with the Si?.....	9
Can I copy from the Si back to any Memory Card or USB devices?	9

Does the MemoryKick Si transfer only Photo, Video, and Music Files?.....	9
How do I backup everything on a Memory Card or USB Device?	9
How fast can the MemoryKick Si transfer?.....	9
My Memory Cards are not Transferring at 2.22GB per Minute?.....	9
Can the MemoryKick Si conduct an Incremental Backup?.....	9
How do I copy and paste certain files or folder from a Memory Card to the MemoryKick Si?.....	10
What is the Append Backup method?.....	10
Can I Remove Multiple Memory Cards at the same time?.....	10
Does the MemoryKick Si automatically delete files on a Memory Card or USB after transfer?.....	10
When I insert my memory card the Si will not boot?	10
Will the MemoryKick Si transfer from a small capacity memory card?	10
Does the MemoryKick Si support the new 600x SanDisk, Lexar, Transcend, etc memory cards?.....	10
I transferred files from a Memory Card or USB device but cannot find them?	11
Photos, Videos, and Music.....	11
How do I view a photo or video; or play music once the file transferred?.....	11
What Galleries can I create with the MemoryKick Si?	11
Can I just see Photos, Videos, or Music files in a folder?	11
How do I create a new folder?	11
How do I Copy a file to Paste elsewhere?	11
How do I Paste the files or Folders I Copied?	11
How do I “Rename” a File or Folder?	12
How do I view a Photo?.....	12
How do I add a Photo(s) to the Photo Gallery or add to the Playlist?	12
Can the MemoryKick display RAW format photos?.....	12
Does the MemoryKick Si show just Thumbnails?	12
Can I create a Slide Show of Photos?	12
How do I zoom in on a Photo?.....	12
Why do my Photos Rotate when I move the MemoryKick Si?.....	12
Does the MemoryKick display EXIF information about a photo?	13
What type of Video files will the MemoryKick Si play?	13
How do I play a Video?	13
Will the MemoryKick Si play HD video?	13
My Video pauses or will not play?	13
I receive an error when playing a Video, now what?	13
How do I increase or decrease the volume while watching a video?	13
How do I move a video to the Video Gallery or add to the Video Playlist?	13
How do I play music on the MemoryKick Si?	13
I cannot stop the Music from playing, what do I do?	14
How do I increase or decrease the volume while listening to music?	14
How do I move a song(s) to the Music Gallery or add to the Playlist?	14
MemoryKick Si Preferences.....	14
How do I set the Time & Date?	14
How do I connect the MemoryKick Si to a Television?.....	14

Will the A/V Out feature show on PAL Systems?	14
Can I reset the boot image when the Si starts?	14
How do I tell how full my MemoryKick Si is?	14
How can I tell what Software Version I have on my MemoryKick Si?	14
Technical Support & Firmware Updates.....	15
Will any additional Firmware Updates be issued?	15
Where can I find the MemoryKick Instruction Manual?.....	15
What if I need any further help or cannot find my question?	15

Overview

What is the MemoryKick Si?

The MemoryKick Si is the most advanced Photo Backup, Photo Viewer, Video Player, MP3 Player, Card Reader, and complete Portable Data Backup Solution available, all in one compact, stylish device. The MemoryKick Si offers the fastest transfer speeds on the market. It can transfer any type of files (photos, videos, music, data, etc.) at blazing fast speeds up to 40MB/s, enabling it to transfer as much as 2.22 gigabytes per minute utilizing MemoryKick's propriety Direct Access File Management System (DA-FMS). Transfer easily both to & from the MemoryKick Si and any of the 14 memory cards supported as well as USB flash drives. You can also transfer directly from memory card to memory card, USB device, or computer hard drive — no additional equipment necessary! The MemoryKick Si's 3.5" QVGA LCD color screen is ideal for vivid, detailed viewing of photos and videos. The built-in G-sensor automatically orients images for horizontal and vertical viewing. With its ability to zoom in and out, create and display slideshows, and view RAW photos and EXIF information, the MemoryKick Si is every photographer's indispensable digital assistant.

Where can I buy the MemoryKick Si?

The Si is sold by fine electronic, photographic, and scuba diving retailers across the United States. Please view the list of retailers on the "Where to Buy" section on the website.

Is the MemoryKick Si sold outside the United States?

Yes. The Si is also available in Korea, Australia, Germany, Switzerland, Italy, and a number of other countries around the world. Please view the "Where to Buy" section on the website.

What Languages are available on the Si?

The Si user interface of the Si can be switched between the following languages: Korean, English (US), German, Italian, Spanish, and French. Future Firmware Updates will include other languages. To change the Si language for the user interface go to <Preferences><Language Setting> from the Main Menu.

What is included in the MemoryKick Si box when I buy it?

The Contents include One MemoryKick Si; One USB Cable; One A/C Power Adaptor; One Electrical Plug (Region Specific, i.e. North America, European Union, Australia, etc.); One headphone.

Specifications

How big is the Screen on the Si?

The MemoryKick Si has a 3.5 inch QVGA TFT-LCD color screen with 16.9 million colors and a maximum resolution of 640 by 480.

What Capacity Hard Disk Drive (“HDD”) are Available?

Currently the Si has SATA HDD capacity of 120/160/250/320/500GB.

What Type of HDD’s are in the Si?

The Si uses the next generation Samsung Mobile SATA M7 series Spinpoint HDD’s providing the highest reliability, durability, and performance.

Is the HDD removable?

No. The Si is built to provide highly reliable and durability and providing a removable HDD would compromise both. Also, the Si user software is tested and was developed to be compatible with the Samsung’s next generation HDD’s. Opening the Si and changing out the HDD voids the warranty and could result in a complete loss of data on the Si and could corrupt any and all memory cards or USB devices connected to the Si.

Working with the MemoryKick Si

How do I turn on the MemoryKick Si?

Slide down and hold the power button for approximately two seconds until the MemoryKick logo appears.

My MemoryKick Si is not charging?

When the unit is charging an LED light will appear red on the front of the Si and will change to green when the unit is properly charged. Please refer the Instruction Manual for the proper place to plug the A/C Power into the Si. Often, problem is because the A/C adaptor is plugged into the “headphone” slot and not the slot next to the “Power On” button.

How long does a full battery charge last on the MemoryKick Si?

The Si can transfer up to 250GB on one full charge or the Si using the most optimal power settings will provide up to 5 hours of use on one full charge.

Is the battery in the MemoryKick Si removable?

No. The Si only weighs 9.87 ounces and providing a removable battery would increase both the size and the weight of the Si. There are many Lithium Ion chargers available for those who need extended power where a power source is unavailable.

Does the MemoryKick charge through the USB cable?

Yes, when plugged into a USB2.0 port.

My MemoryKick Si keeps shutting down?

To conserve power, the MemoryKick Si will automatically shut down when the Si has not been used for a designated time period. To change the time period before the Si shuts down, select <Preferences><Timers><Power>. If the Si has initiated the automatic shutdown procedure, the Si must be restarted.

My MemoryKick Si Screen Goes Black?

To conserve power, the MemoryKick Si will automatically shut off the LCD screen when the Si has not been used for a designated time period. To change the time period before the Si shuts down, select <Preferences><Timers><Screen>. If the screen has turned black, touch any button to bring back the Si page last visited.

How do I connect the Si to my Computer?

While the MemoryKick Si is turned on, connect the supplied USB cable to the upper left side of the unit labeled PC. After connecting the USB cable to the Si, connect the USB cable into a computer. After connecting to a computer follow the instructions of the manufacturer of the computer. The Operating Systems ("O/S") Supported include but are not limited to: Windows 98 SE/ME/2000/XP/Vista; Mac OS 9.2, 10.1.5, 10.2 or Later. The USB Host and PC connection supports USB 2.0 and is backward compatible to USB 1.1 and forward compatible to USB 3.0.

Can the MemoryKick Si be used as a Portable Backup Solution?

The Si can be used as a portable backup solution to store and transfer any file any time, any where.

Can the MemoryKick Si be used as the Card Reader?

Yes. The Si can be used as a Card Reader for any of the supported Memory Cards. The Si has been tested to transfer to a computer faster than most card readers on the market today. With the Si the purchase and carrying a card reader to transfer data from a memory card to a computer is not needed. As a card reader, the Si reads up to UDMA speeds.

How do I reset the MemoryKick Si?

During firmware updates or for any other reason, place an object smaller than the hole on the upper right of the Si labeled "RESET" (paper clip, pin, etc.) into the small opening and press until a click is heard.

What is the Warranty for the MemoryKick Si?

The Si has a limited warranty in most countries covering manufacture defects or part failure. The Limited Warranty offers 12-month coverage from the date of purchase. The warranty applies equally within all countries covered by the terms of the warranty. Some countries and/or regions are covered under different

warranty terms and conditions as required by law such as within the Europe Union where the Limited Warranty is 24-months from the date of purchase.

How do I obtain Warranty Support?

In order to get the repair or service covered by the Limited Warranty, bring the product together with the original proof of purchase to a MemoryKick Authorized Service Center within the time period stated in the warranty. You can find MemoryKick Authorized Service Center contact information on the www.memorykickusa.com website.

Navigating the MemoryKick Si

How do I use the Navigation Buttons on the Si?

The MemoryKick Si uses the wheel for rotational navigations and for selecting right, left, up, and down navigation. Pushing the center of the wheel allows for the execution of the desired navigation. Above and below the navigation wheel is a “Red” symbol that allows for selected navigation. The upper, or right, function key is referred to as F1 in the user manual and the lower or left function button is referred in the user manual as F2. To initiate the “Long Key” navigation keys, press and hold the red keys for approximately two seconds. Please refer to the diagrams in the Instruction Manual.

How do I navigate once the Main Menu has been displayed?

Upon the booting the Si, the Main Menu will be displayed with the following icons below. To select the associate icon, please either use the wheel to rotate (or push the down or up on the navigation wheel) until the icon desired is seen in the middle of the screen. After finding the desired icon, click the middle of the navigation wheel “Execute”.

What is the File Explorer on the Main Menu when the Si boots up?

The File Explorer contains directory structure of the Hard Disk Drive (“HDD”) with the associated folders: “Transferred Folder”, “My Photos”, “My Videos”, “My Music”, “Support” and any user generated Folders. All backup’s and transfers to the Si are ONLY located in either the transferred folder or the user specified folder in the “File Explorer.”

What are the Photo/Video/Music Icons on the Main Menu?

These are user generated galleries and playlist. No transfers or backup’s can be found in these Icon Galleries on the main menu unless the “Go Show My Folders” is selected in the Preferences. If “Go Show My Folder” is selected then the files and folders will be displayed in the “My Photo” folder.

Using the MemoryKick Si to Transfer Files

What type of memory cards does the MemoryKick Si support?

The Si supports the following Memory Cards: CF Type I/II/III/IV, (UDMA Cards Supported), SD, SDHC, MMC, MMC Plus, MS, MS MagicGate, MS Select, MS PRO, MS PRO MagicGate, MS Pro-HG, MD, xD, xD Type M/H without adapters and support Micro and Mini secure digital with adapters. The Si has been tested to support memory cards up to 64gibabyte ("GB") in size. Please refer to the latest User Manual for where to insert each type of memory card.

How do I insert a CF memory card?

On the upper part of the left side of the Si contains the slot for the CF type memory cards (See Image Above). Place the CF card right side up flush with the left part of the Si and insert until a click is heard and the Si starts mounting the CF card. After the memory card is mounted, a pop-up screen will appear with the desired backup functions. The Si supports UDMA type CF cards.

How do I insert a SD memory card?

On the bottom of the left side (below the CF slot on the left side) contains the slot for the SD Type cards (See Image Above). Turn the SD type cards upside down and insert in the SD card slot until a click is heard and the Si starts mounting the SD card. After the memory card is mounted, a pop-up screen will appear with the desired backup functions.

How do I insert a xD memory card?

On the bottom of the left side (below the CF slot on the left side) contains the slot for the xD Type cards (See Image Above). Turn the xD type cards upside down and insert in the xD card slot until a click is heard and the Si starts mounting the xD card. After the memory card is mounted, a pop-up screen will appear with the desired backup functions.

How do I insert a Memory Stick memory card?

On the bottom left part of the Si (See Image Above). Insert the MS card facing up into the slot until a click is heard and the Si starts mounting the MS card. After the memory card is mounted, a pop-up screen will appear with the desired backup functions.

How many Memory Cards can be inserted at the same time?

The MemoryKick Si allows for the insertion of three cards simultaneously and a USB drive. The "File Explorer" will display all the memory cards and USB device that is inserted.

Can I copy from Memory Card to Memory Card with the Si?

Yes. Insert both memory cards and USB devices. Select <File Explorer> and select the memory card with the files to be copied. After selecting the files or folders to copy select <F2 Long><Copy to> and select the type of memory card or USB devices where the files or folders are to be transferred. The files and folders selected will be transferred.

Can I copy from the Si back to any Memory Card or USB devices?

Yes. Insert the memory card or USB device. Select <File Explorer> and select the HDD. Select the files or folders to copy and then the <F2 Long><Copy to> and select the type of memory card or USB devices where the files or folders are to be transferred. The files and folders selected will be transferred.

Does the MemoryKick Si transfer only Photo, Video, and Music Files?

No. The Si will transfer any electronic file from most memory cards and USB devices. Currently, only the compatible photo, video, and music files are viewable on the LCD screen. However we intend to offer up grades to view PDF's and Hi Def video. The Si can be used as a portable backup solution to store and transfer any file any where, any time, and any where.

How do I backup everything on a Memory Card or USB Device?

The Full Backup "One Touch" function copies all files and folder on a memory card to the hard drive in the Transferred Folder under the File Explorer. The transfer maintains the directory structure of the memory card or USB Thumbdrive. To conduct a Full Backup, insert the memory card or USB Thumbdrive into the Si. After the memory card or thumbdrive is mounted, the pop-screen will show. Select <Backup to HDD>.

How fast can the MemoryKick Si transfer?

The full backup "One Touch" method uses MemoryKick's proprietary technology DA-FMS Technology for Ultra Fast Transfer that can transfer up to 40MB/s (2.22GB per minute).

My Memory Cards are not Transferring at 2.22GB per Minute?

While the Si can transfer up to 2.22GB per minute, the Si can only transfer at a speed rating associated with the memory card used.

Can the MemoryKick Si conduct an Incremental Backup?

Yes. Insert a memory card that was last transferred. After the memory card has been mounted, select <Browse><F1 Long><Copy to><HDD Incremental Append Mode>. After the transfer, the folders and files can be found in the Transferred Folder as discussed above.

How do I copy and paste certain files or folder from a Memory Card to the MemoryKick Si?

After the memory card has been mounted, select <Browse>. Use <F1 Short> to check the folders and/or files, then select <F1 Long><Files><Copy>. After the files and folders have been selected, locate the desired folder to transfer the files and folders or create a new folder. Once within the desired folder, select <F1><Files><Paste>.

What is the Append Backup method?

To transfer another memory card to the last folder the Si created in the Transferred Folder, Insert the memory card, select <browse><F1 Long><Copy to><HDD Append Model>.

Can I Remove Multiple Memory Cards at the same time?

No. While the Si is dismounting the memory card, do not press any of the navigation function. Also, do not dismount any other memory card or thumb drive while another memory card is being dismounted. Dismounting two cards at the same time could result in the memory cards inserted being corrupted and a loss of data could occur.

Does the MemoryKick Si automatically delete files on a Memory Card or USB after transfer?

The Si does not automatically alter or delete any files or folders on a memory card or USB thumbdrive. By using the <F2 Long><Files><Delete> you can manually delete files or folders in the memory card or USB devices when browsing the memory card or USB device.

When I insert my memory card the Si will not boot?

If the memory card has capacity greater than 256MG, the most likely cause is that the memory card is defective or corrupt. Please try inserting the same memory card into a computer. If the computer will not read the memory card then the card is damaged; if the computer will access the card please contact our technical support for troubleshooting.

Will the MemoryKick Si transfer from a small capacity memory card?

The Si's default backup mode is "fast" and any card being transferred less than 256MB must be transferred using the "normal" mode. Select <Preferences><Advanced Mode><Transfer Speed><Normal> to change the transfer speed mode for use when transferring cards with capacity lower than 256MB

Does the MemoryKick Si support the new 600x SanDisk, Lexar, Transcend, etc memory cards?

Yes up to 64GB capacity.

I transferred files from a Memory Card or USB device but cannot find them?

To view the data transferred go to <Filer Explorer> <Transferred Folder>. Within the <Transferred Folder> will be the list of all the Full Backups. The folders will be listed by time/date of transfer and the type of memory card used. Select the Folder created from the transfer to view the files transferred.

Photos, Videos, and Music

How do I view a photo or video; or play music once the file transferred?

Select the folder and the contents of the folder will be displayed. To view a photo or video, or listen to music, select the file with <F1> and execute.

What Galleries can I create with the MemoryKick Si?

The MemoryKick Si provides three user created lists that can be accessed. While viewing a list of photos, videos, or music files, use <F1> to select the file or files, then <F1 Long><Send to><Gallery/Playlist/Favorite> to transfer any photo, video, or music file(s) to the Gallery view accessed from the Main Menu; to the Playlist within the Galleries; or to the Favorites. These same instructions can be used to create a playlist of photos, videos, or songs. The same method can also be used to transfer photos, videos, or music to the "Favorite Gallery."

Can I just see Photos, Videos, or Music files in a folder?

When viewing the contents of a folder, <F1 Long><Filter> to select the specific type of file to only show. After this is selected, the other type of files will not be displayed until the setting has been changed back to "All."

How do I create a new folder?

Within the File Explorer icon, select the location to create a new folder. Select <F1 Long><File><New Folder>. The keyboard will be displayed to name the file. After naming the file, select <F2> and the new folder will be created.

How do I Copy a file to Paste elsewhere?

Within the File Explorer icon, select the files or folders to be copied using the <F1> button. After selecting all the files and folders to copy select <F1 Long><File><Copy>.

How do I Paste the files or Folders I Copied?

After selecting files and folders to Copy, select the desired folder to paste the contents and select <F1 Long><File><Paste>.

How do I “Rename” a File or Folder?

Select <F1 Long><File><Rename> to change the name of a file or folder. The keyboard will be displayed to change the name of the file or folder. While renaming the file or folder, select <F1> to toggle between upper case, lower case, and numbers and symbols. After naming the file, press <F2>. You will be prompted to save and exit. Press the center of the navigation wheel to complete the renaming process.

How do I view a Photo?

When viewing the file list of Photo files, select the photos to view using the <F1>. The Si will display JPEG, RAW (from most cameras), and TIFFS. If the photo has a high resolution the MemoryKick Si could take several seconds to show the full image.

How do I add a Photo(s) to the Photo Gallery or add to the Playlist?

After selecting a photo or different photos using F1, select <F1 Long><Send to> to send a photo or photos to the Photo Gallery, Playlist, or Favorite.

Can the MemoryKick display RAW format photos?

Yes. The Si supports most RAW formats. Please refer to the website for a listing of all the RAW formats and cameras supported.

Does the MemoryKick Si show just Thumbnails?

Yes. While viewing the full image, select execute on the navigation wheel to see the thumbnail view of the images in the folder selected. To view the full image in the Thumbnail view, select execute again on the navigation wheel. Use <F1 Long><Thumbnail Size> to view the other thumbnail size.

Can I create a Slide Show of Photos?

Yes. Use <F1> to select the photos to show in a slide show then use <F1 Long><Slide Show> to start the slide show. The slide show can also be started while view the full image by selected <F1 Long><Slide Show>.

How do I zoom in on a Photo?

While viewing the full image, then use <F1 Long><Zoom In> to start the zoom in using the navigation wheel.

Why do my Photos Rotate when I move the MemoryKick Si?

The MemoryKick Si has a next generation g-sensor where the image will automatically rotate when turning and tilting the Si. For vertical image, click and hold either the right or left button of the navigation wheel to rotate the images clockwise or counter-clockwise. The rotate feature can also be accessed using <F1 Long> when viewing a photo.

Does the MemoryKick display EXIF information about a photo?

Yes. When viewing any compatible photo, to display the EXIF information select the right part of the navigation wheel twice.

What type of Video files will the MemoryKick Si play?

The Si has a video player that supports MOV, AVI, WMV, MP4, Xvid, and Motion JPEG formats up to a resolution of 640 x 480.

How do I play a Video?

To view a video, click the execute button on a supported video file. The video will start to play on the LCD screen.

Will the MemoryKick Si play HD video?

The Si will store any video file but will not play the video file on the LCD screen because.

My Video pauses or will not play?

The Si will only support certain video file formats and will not support video files over 640 x 480 resolution. The most likely cause of a video pausing or stopping while playing is that the file format does not match the specifications for the MemoryKick Si.

I receive an error when playing a Video, now what?

Most likely the format is not supported by the Si and if an error is displayed please reset the device.

How do I increase or decrease the volume while watching a video?

While watching a video, rotate the navigation wheel to increase or decrease the volume.

I just finished watching a Video, how do I see the next video?

While viewing a video, select the down or up button on the navigation wheel. You can also see the next or previous video by selecting <F1 Long><Playback> <Previous or Next>.

How do I move a video to the Video Gallery or add to the Video Playlist?

After selecting a video or different videos using F1, Select <F1 Long><Send to> to send the video to the Video Gallery, Playlist, or Favorite.

How do I play music on the MemoryKick Si?

The Si has a music player that supports playing of Non-DRM protected MP3, WMA, AAC, Audio CD, audio formats. To listen to music, click the execute button on a supported audio file. The music will start playing and can be heard with either the supplied earphone or through the built in speaker on the Si.

I cannot stop the Music from playing, what do I do?

Use the <F1 Long><Stop Music> to stop the playing music in other sections of the MemoryKick Si software.

How do I increase or decrease the volume while listening to music?

While listening to a song rotate the navigation wheel to increase or decrease the volume.

How do I move a song(s) to the Music Gallery or add to the Playlist?

After selecting a song or different songs using F1, select <F1 Long><Send to> to send a song or songs to the Music Gallery, Playlist, or Favorite.

MemoryKick Si Preferences**How do I set the Time & Date?**

Select <Preferences><Basic Features><Current Time>. When complete, select F2.

How do I connect the MemoryKick Si to a Television?

Insert the MemoryKick A/V cable into the slot where the headphones are inserted. After inserted the A/V cable select <Preferences><Basic Features><Screen Out> to initiate the audio and video out functionality. The A/V cable has to be inserted into the appropriate slot before the preference can be changed to "LCD. If the A/V cable is disconnected, the preferences must be changed again.

Will the A/V Out feature show on PAL Systems?

Yes. The Si allows for the selection of the type of television: NTSC & PAL System. To change select <Preferences><Basic Features><TV Out>.

Can I reset the boot image when the Si starts?

Yes. The boot image can be changed on the pop-up menu to a user specified image when an image is shown full screen and then select <F1 Long ><Set as Boot Image>. The photo can only be set as the boot image when a photo is being viewed within the "File Explorer" icon.

How do I tell how full my MemoryKick Si is?

Please select <Preferences><Device Information>. The capacity available will be listed next to the "HDD Usage" line.

How can I tell what Software Version I have on my MemoryKick Si?

Please select <Preferences><Device Information>. The Software Version is listed as "S/W Version."

Technical Support & Firmware Updates

Will any additional Firmware Updates be issued?

Yes. We issue free firmware updates regularly that provide additional functionality to the Si. Please register on our website so we can notify you when new updates are available.

Where can I find the MemoryKick Instruction Manual?

The Instruction Manual can be found in the “Support” folder on the Si. The Instruction Manual is not able to be viewed on the Si but can be viewed on any computer using any Adobe Reader Version 7.0 or higher. The latest instruction manual can also be found and downloaded on the website.

What if I need any further help or cannot find my question?

Please email our technical support at tech@memorykickusa.com.
We will be happy to answer any of your questions.