

Digital Photo Printer

Operating Instructions

UP-GR700

Owner's Record

The model and serial numbers are located at the rear. Record these number in the space provided below. Refer to these numbers whenever you call upon your Sony dealer regarding this product.

Model No. _____

Serial No. _____

WARNING

To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture.

To avoid electrical shock, do not open the cabinet. Refer servicing to qualified personnel only.

THIS APPARATUS MUST BE EARTHED.

To disconnect the main power, unplug the AC IN connector.

For the customers in the U.S.A.

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense

You are cautioned that any changes or modifications not expressly approved in this manual could void your authority to operate this equipment.

All interface cables used to connect peripherals must be shielded in order to comply with the limits for a digital device pursuant to Subpart B of Part 15 of FCC Rules.

Warning on power connection

1. Use the approved Power Cord (3-core mains lead) / Appliance Connector / Plug with earthing-contacts that conforms to the safety regulations of each country if applicable.
2. Use the Power Cord (3-core mains lead) / Appliance Connector / Plug conforming to the proper ratings (Voltage, Ampere).

If you have questions on the use of the above Power Cord / Appliance Connector / Plug, please consult a qualified service personnel.

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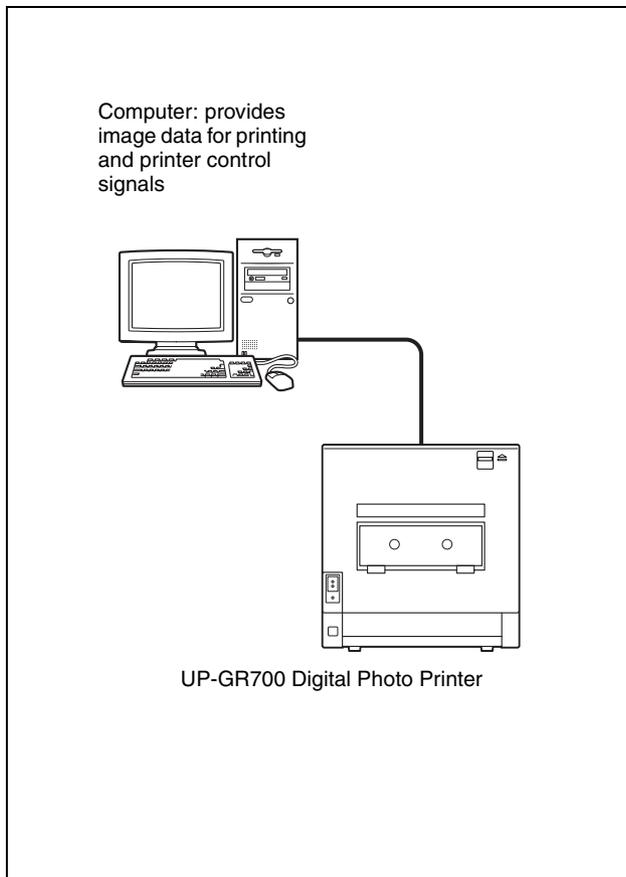
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Introduction

Features

The UP-GR700 Digital Photo Printer is a dye sublimation thermal transfer printer providing high quality, high resolution (300 dpi), and high speed printing of computer image data in full color (256 gradations and 16.7 million colors).

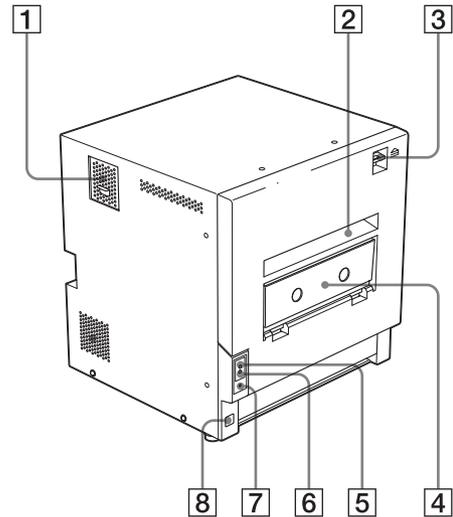
Basic Application Example



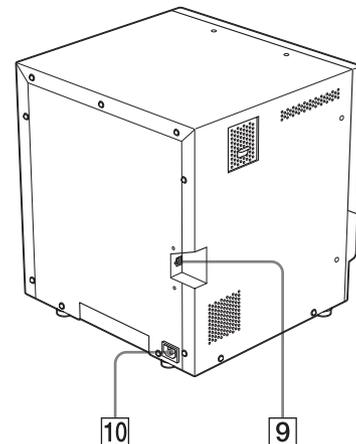
Location and Function of Parts and Controls

For more details, see the reference pages (numbers enclosed in parentheses).

Front panel



Rear panel



- 1 Filter cover (21)**
Provided to prevent the printer from becoming clogged with dust.

- 2 Paper output slot**
Printed pages are output from the printer here.
- 3 Lock lever for the front door**
Used to open the front door when loading or replacing the ink ribbon and paper roll, or cleaning.

Caution

The front door is very heavy. Be careful when opening it.

- 4 Paper scrap tray (17)**
While printing, a margin is left between printouts. The excess portions of these margins are cut and dropped into this paper scrap tray.
- 5 STATUS indicator**
Indicates the status of the printer.
For detailed information on how this indicator light so, and its meaning, see “Relationship Between the STATUS Indicator and the ERROR indicator” on page 5.
- 6 ERROR indicator**
Indicates the error status of the printer.
For detailed information on how this indicator light so, and its meaning, see “Relationship Between the STATUS Indicator and the ERROR indicator” on page 5.
- 7 Cut button (14)**
Press this button using a sharp-pointed object such as a tip of a mechanical pencil, while the STATUS indicator is lit in blue to feed roll paper by about 10 cm (4 inches) and chop off the fed excess paper.
- 8 Power switch**
Press this switch to turn the printer on or off.
- 9 AC IN (power source) connector (8)**
Use the proper power cord for your local power supply (not supplied). Refer to “Warning on power connection” on page 2.
- 10 USB connector (8)**
Connects to a computer equipped with a USB interface (USB 2.0), using a USB cable (not supplied).

Relationship Between the STATUS Indicator and the ERROR indicator

You can confirm the status of the printer according to the lighting status of the STATUS and ERROR indicators located on the front panel.

Indicator status		Printer status
STATUS	ERROR	
 Not lit	 Lit (Red)	Recoverable errors such as “door open,” “replace paper,” and so on. The error message and error number are displayed on the monitor of the computer connected to the printer. Solve the problem, referring to “Recoverable error numbers and error messages” on page 23.
 Not lit	 Blinks (Red)	Errors requiring you to turn the printer off and on. Turn the printer off once, and then on again. The error message and error number are displayed on the monitor of the computer connected to the printer. Solve the problem, referring to “Error numbers and error messages requiring the printer to be turned off and on” on page 22.
 Lit (Blue)	 Lit (Red)	Means “Paper loading is completed” when loading or replacing the paper roll and the ink ribbon.
 Blinks (White)	 Blinks (Red)	Means paper roll or the ink ribbon has been used up. Load a new paper roll and ink ribbon.
 Blinks (White)	 Not lit	Means image data is being transferred.
 Lit (White)	 Not lit	Means the printer is printing.

Indicator status		Printer status
STATUS	ERROR	
STATUS  Blinks (Green)	ERROR  Not lit	Means "Initializing (Starting) Wait for a while."
STATUS  Blinks (Blue)	ERROR  Not lit	Means the print head is cooling or the print head is warming.
STATUS  Lit (Blue)	ERROR  Not lit	Print mode. The printer is ready to print.

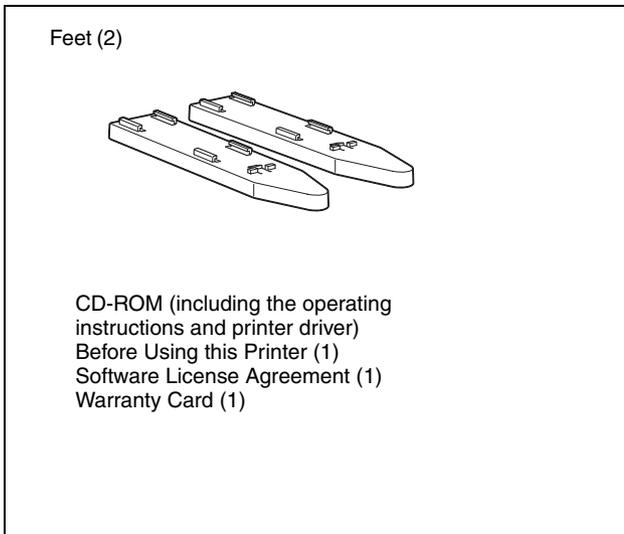
Preparation

Supplied Accessories

Make certain you have received the following accessories.

Caution

The UP-GR700 is very heavy. The printer should be carried by two persons. Be careful when taking the printer out the shipping box.



Note

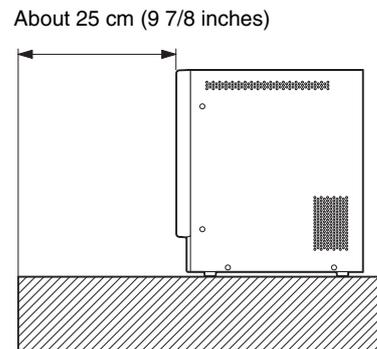
The packaging materials are needed when transporting the printer, so we suggest you keep them.

Installing the Printer

Before setting up the unit and using it, be sure to perform the following installation.

Placing the Printer

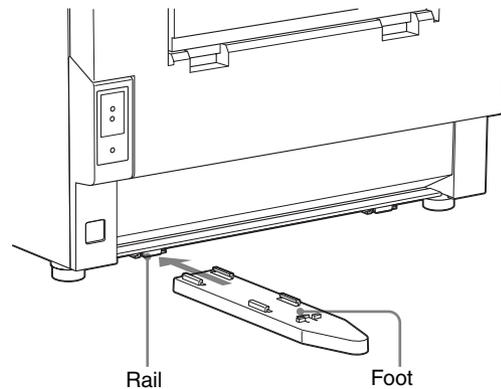
Check the location where the printer is to be installed. A space of about 25 cm (9 7/8 inches) is required as illustrated, so that ejected printouts will not be dropped on the floor.



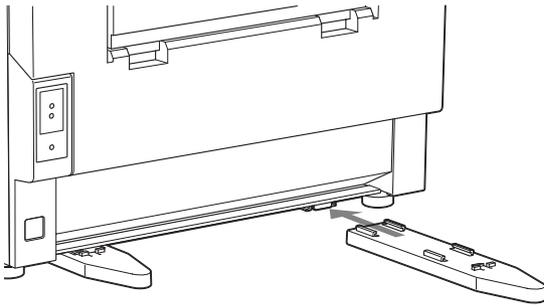
When the printer is unstable

If the printer is unstable when you open the front door, attach the two feet (supplied) to the printer.

- 1 Insert the one foot along the rail located on one side of the bottom of the printer.



- 2** Insert the other foot along the rail located on the other side of the bottom of the printer.



Connections

After connecting a USB connecting cable (not supplied) to the printer and the computer, connect the power cord. For details about connecting the printer, refer to the manuals for the computer or other peripheral devices.

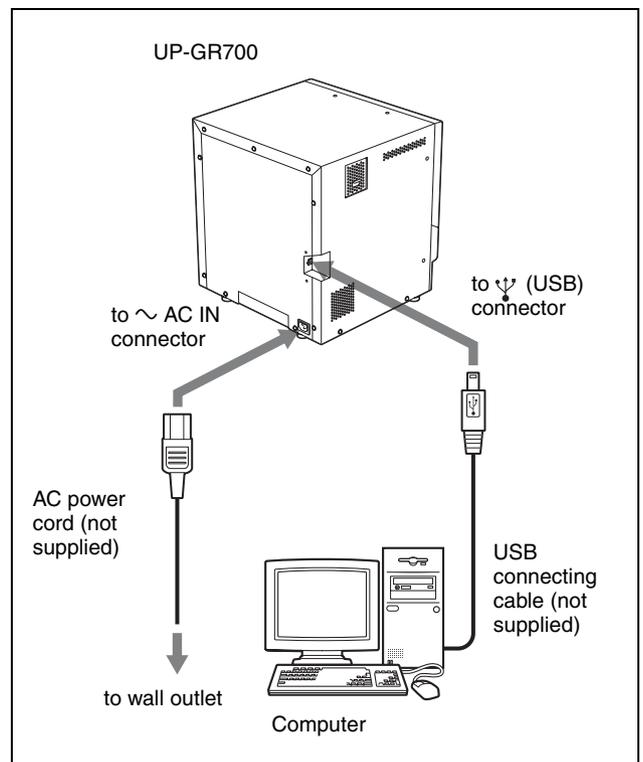
Notes

- Before connecting the printer to the computer, be sure to install the printer driver.
- Follow the connection procedures described in the computer manual.
- Make sure that the interface cable is connected securely at both ends.
- The printer driver software provided with the printer is not suitable for using the printer connected to a network.
- Operation of the printer is not guaranteed for connection via a USB hub.

Installing the Printer Driver

Install the printer driver provided with the printer. For detailed instructions on how to install the printer driver, refer to the Readme.txt file and the installation manual contained on the CD-ROM disc supplied.

USB Port Connection



Loading the Paper Roll and Ink Ribbon

Recommended printing pack

The following printing pack is made especially for the UP-GR700.

Be sure to use the ink ribbon and the paper roll in the carton as a set.

2UPC-R710 Self-Laminating Color Printing Pack

Ink ribbon for printing: 2

Paper roll: 2 rolls

One set of the ink ribbon and paper roll allows you to print about 170 printouts of 203 × 254 mm size (8 × 10 inch size).

You can make printouts of either 203 × 254 or 203 × 305 mm size (8 × 10 or 8 × 12 inch size) using the 2UPC-R710 Self-Laminating Color Printing Pack. 203 × 254 mm size (8 × 10 inch size) is the default setting.

You can select the desired size for your printouts using the printer driver.

For detailed information, refer to the instructions for the printer driver included on the CD-ROM disc supplied.

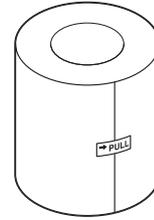
Note

When you make only 203 × 254 mm size (8 × 10 inch size) printouts, one set of the ink ribbon and paper roll allows you to print about 170 printouts. However, if you make printouts of 203 × 305 mm size (8 × 12 inch size) too, using the same roll of ink ribbon, the total number of printouts will decrease. Also, some portion of the ink ribbon may be left over. Do not use this left-over ink ribbon. Replace both the paper roll and ink ribbon at the same time.

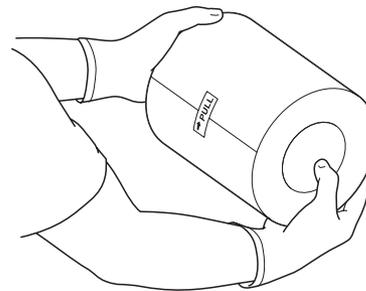
Notes on handling the paper roll and ink ribbon

- One set of the ink ribbon and paper roll allows you to print about 170 printouts of 203 × 254 mm size (8 × 10 inch size). Do not replace the printing pack if it has only been partially used. The number of printouts that can be printed may not be guaranteed if you replace the ink ribbon and paper before they have run out.
- We recommend that you put on gloves when handling the paper roll.

- Stand the paper roll up vertically. If you place the paper roll horizontally, the paper roll may roll around and fall. This may cause an injury.



- Hold the paper roll with both hands so that you do not drop it, because it is heavy. Dropping it may cause an injury.



Hold the paper roll with both hands.

Loading the Paper Roll and Ink Ribbon

When you use the printer for the first time, load the paper roll and ink ribbon.

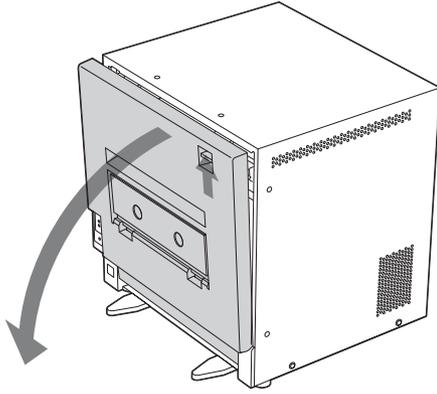
If the paper roll or the ink ribbon runs out while printing is in progress, replace both paper roll and ink ribbon at the same time. When you replace the used up paper roll and ink ribbon with the new ones, you have to remove the old ink ribbon and paper roll first.

For detailed information on how to remove the paper roll and ink ribbon, see “Removing the Ink Ribbon and Paper Roll” on page 14.

When using the printer for the first time

When you use the printer for the first time, be sure to remove packing materials put in the printer before loading the paper roll and ink ribbon.

- 1 Pull the lock lever for the front door up to open the front door.

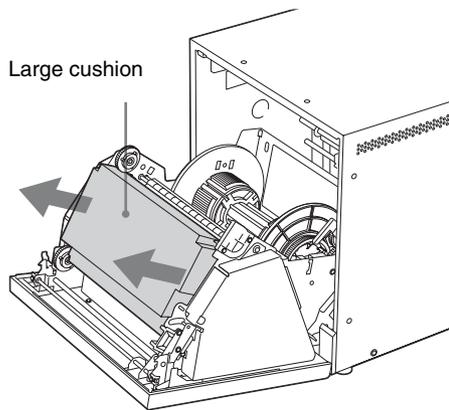


If you release the lever after pulling it up, the front door will come forward and open automatically.

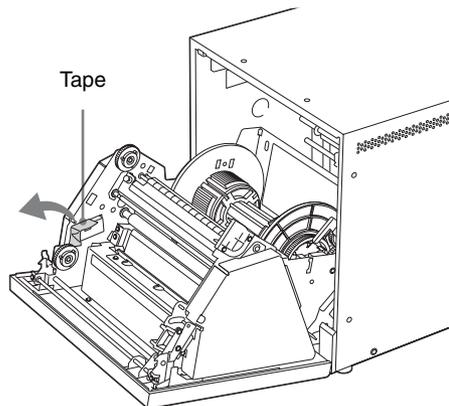
Note

The front door is heavy. Be careful when opening it.

- 2 Remove the large cushion placed on the front door.



- 3 Remove the tape attached at the left side of the ink ribbon base.



Packing material such as the large cushion removed in step 2 is needed when transporting the printer, so we suggest you keep it.

Before loading the paper roll and ink ribbon

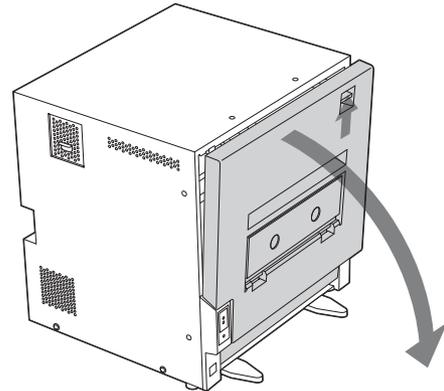
Confirm that the printer is powered on. If not, turn the printer power on. Otherwise, the automatic paper feeding may not be done correctly after loading of the paper roll and ink ribbon is completed.

Loading the paper roll and ink ribbon

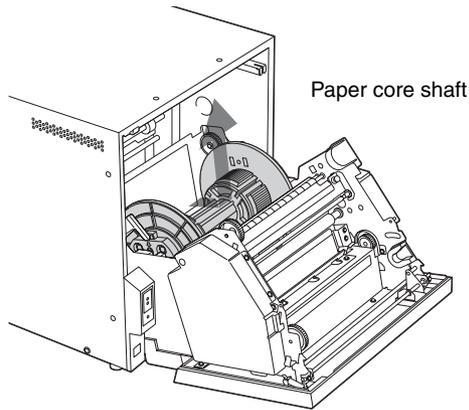
Notes

- We recommend that you put on gloves when handling the paper roll.
- Be careful that your fingers or clothing are not pinched or caught by the front door or the protuberance on the front door.
- Since the thermal head is still very hot just after printing is finished, be careful not to touch the thermal head when loading the paper roll and ink ribbon, and be careful not to damage the thermal head.

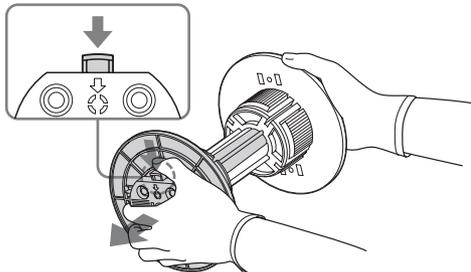
- 1 Turn the printer on.
The ERROR indicator lights in red.
- 2 Pull the lock lever for the front door up to open the front door.
If you release the lever after pulling it up, the front door will come forward and open automatically.



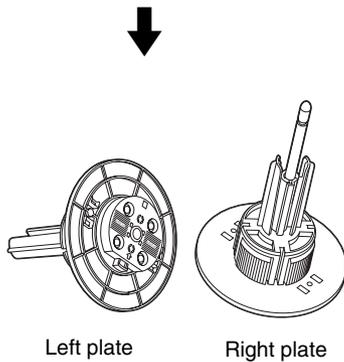
- 3** Take out the paper core shaft stored inside the printer.



- 4** Remove the left plate of the paper core shaft as illustrated.



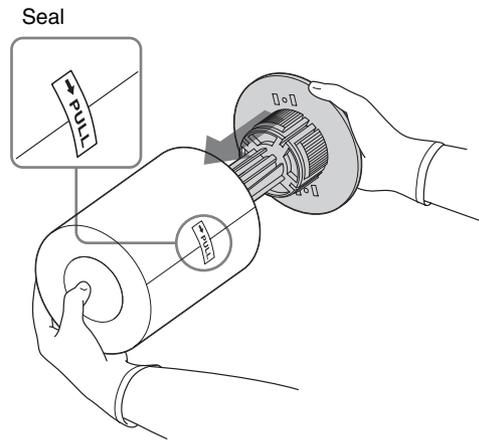
Pushing the lever to the inside in the direction of the arrow, remove the left plate.



- 5** Insert the shaft attached to the right plate of the paper core shaft into the center of the paper roll.

Note

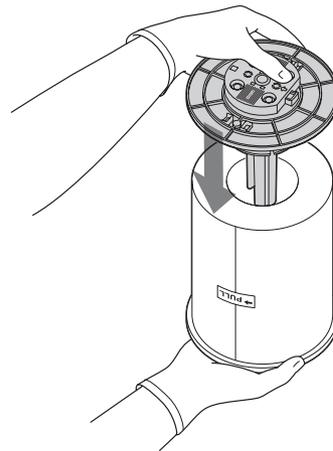
Pay attention to the direction of the seal attached to the paper roll.



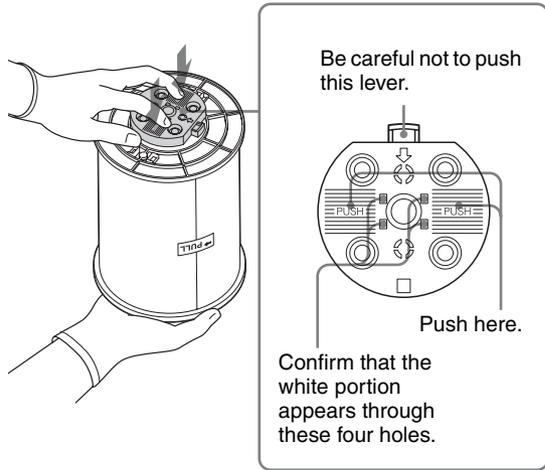
Note

When attaching the paper roll, be sure not to damage the paper roll with the paper core shaft.

- 6** Push the left plate removed in step 4 back onto the shaft firmly.



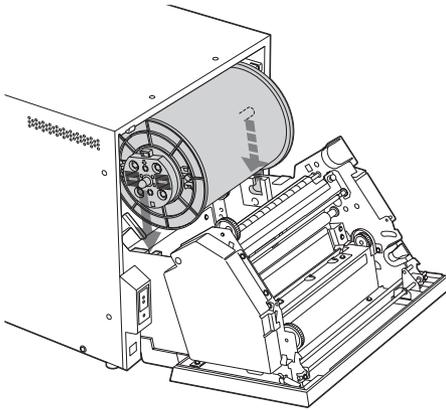
- 7** Push the shaft coming out from the left plate in so as to lock the right plate.



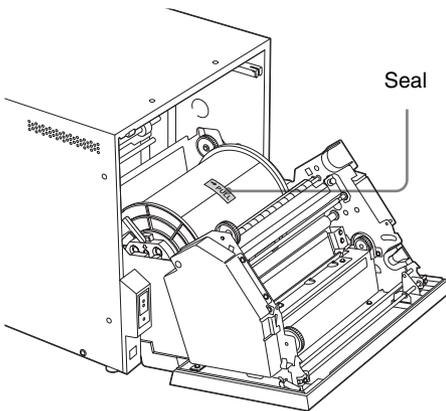
Note

Confirm that the right plate is locked securely.

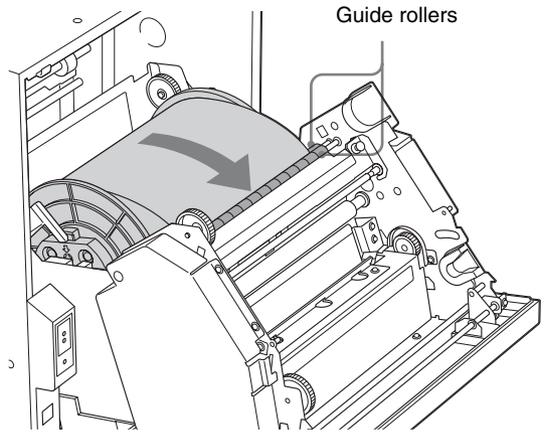
- 8** While holding both ends of the paper core shaft with the paper roll, insert it into the printer.



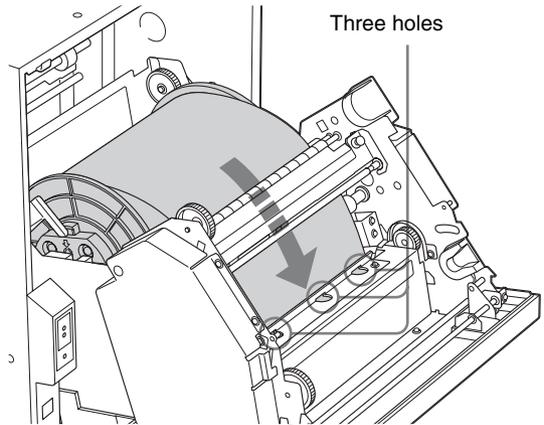
- 9** Remove the seal attached at the end of the paper.



- 10** While holding both ends of the paper from the paper roll, insert the paper between the guide rollers, and feed it in with your hands until the paper end appears on the other side.

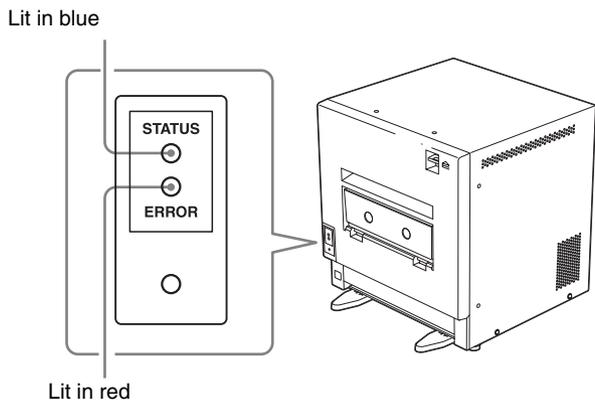


- 11** Insert the paper from the paper roll into the guide plate until you can see the paper through the three holes shown below.

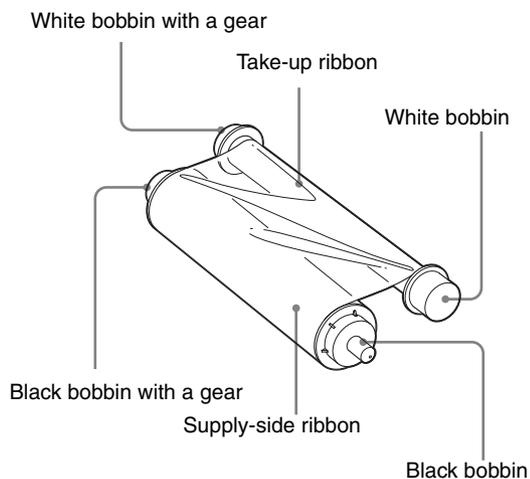


When the paper appears through the three holes, the paper from the paper roll is set at the correct position.

Then, the STATUS indicator on the printer lights in blue while the ERROR indicator is still lit in red.

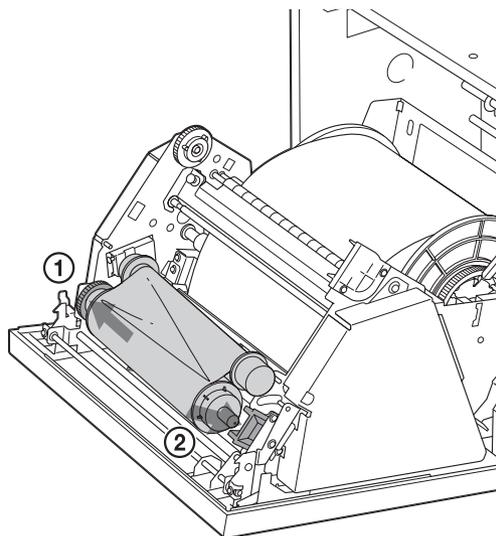


Load the ink ribbon after you finish loading the paper roll.

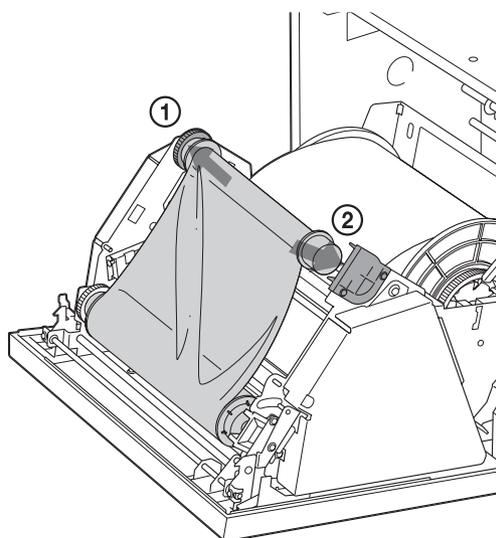


12 Hold both spools with both hands. Push the bobbin with the gear of the supply-side ribbon into the ribbon gear of the supply side, and then push the

black bobbin of the supply-side ribbon into the black bobbin bearing.



13 Push the bobbin with the gear of the take-up ribbon into the ribbon gear of the take-up side, and then insert the white bobbin of the take-up ribbon into the white bobbin bearing.

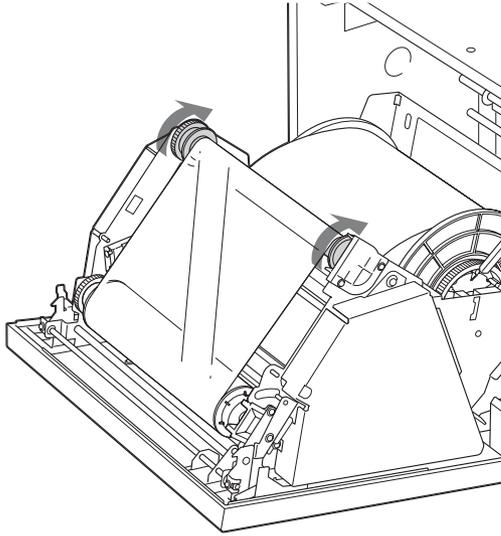


Note

After attaching the take-up ribbon, make sure that the ink ribbon does not loosen or is not wrinkled. If the ink ribbon is wrinkled, smooth it by turning the

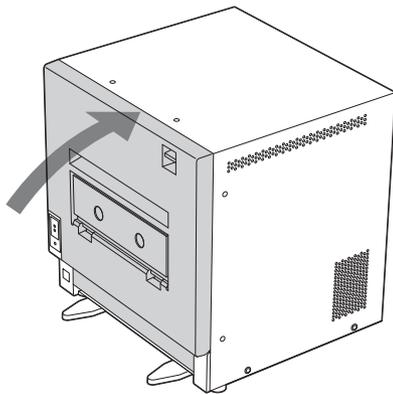


ribbon gear of the take-up ribbon in the direction of the arrow.



Operation

- 14 Close the front door by pushing it in the center of the door.



Note

If you close the front door by pushing it on one side, the front door may not be completely locked.

After the door is closed

The printer performs the initial operation. Then, the printer automatically feeds a certain amount of paper (about 10 cm (4 inches)) and chops the fed part off five times. After the printer performs additional movements to set the paper straight, the STATUS indicator lights in blue, the ERROR indicator goes off, and the printer is ready to print.

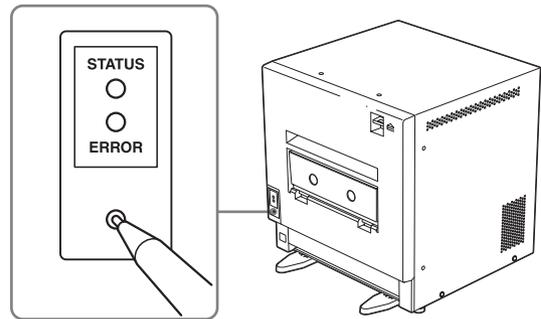
If you loaded the paper roll and ink ribbon without turning the power on

When you turn the printer on for the first time after loading the new paper roll and new ink ribbon, after

performing the initial operation, the STATUS indicator lights in blue, the ERROR indicator goes off, and the printer is ready to print without feeding and chopping the paper.

In this case, it is recommended to feed the paper and cut it five times manually by pressing the cut button.

- 1 Press the cut button once, using a sharp-pointed object such as a the tip of a mechanical pencil.



The paper is fed about 10 cm (4 inches) and chopped off.

- 2 Press the cut button four more times.

Removing the Ink Ribbon and Paper Roll

When the STATUS indicator blinks in white and the ERROR indicator blinks in red, the paper or ink ribbon has been used up.

Also, on the monitor of the computer connected to the printer, the error number “W51” and the error message “Ink ribbon has run out. Please replace the ink ribbon”, or “W55” and the error message “Paper roll is empty. Please replace the paper roll” appears, when the paper or ink ribbon has been used up.

Remove the ink ribbon and paper roll, and then load a new set of ink ribbon and paper roll.

For detailed information on error numbers, see “Recoverable error numbers and error messages” on page 23.

Note

If the paper roll or the ink ribbon runs out while printing is in progress, replace both paper roll and ink ribbon at the same time. Be sure not to turn the power off when replacing them. Otherwise, data will be lost.

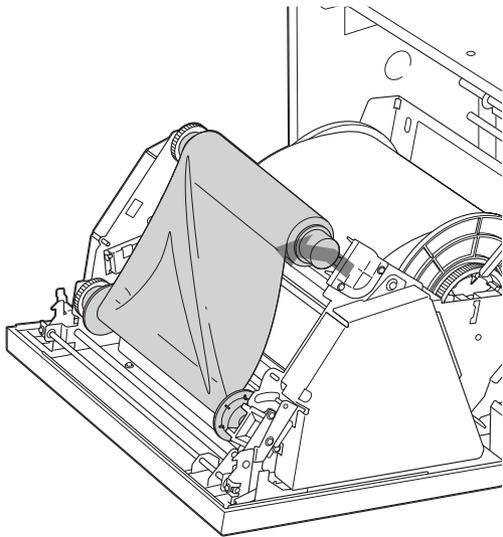
- 1 Open the front door.

Caution

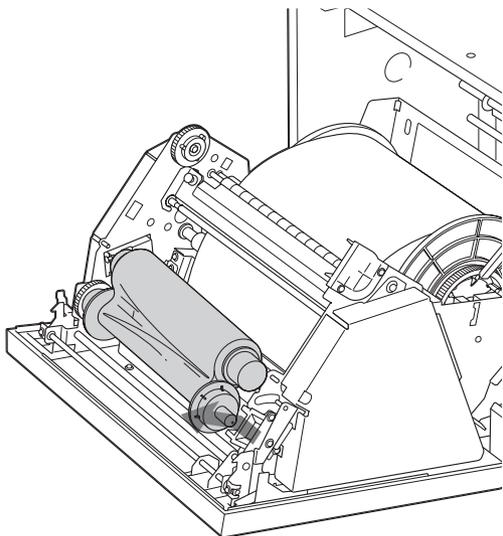
Since the thermal head is still very hot just after printing is finished, be careful not to touch the

thermal head when removing the ink ribbon and the paper roll.

- 2** Push the white bobbin to the left and pull it toward you to remove the take-up side ribbon.

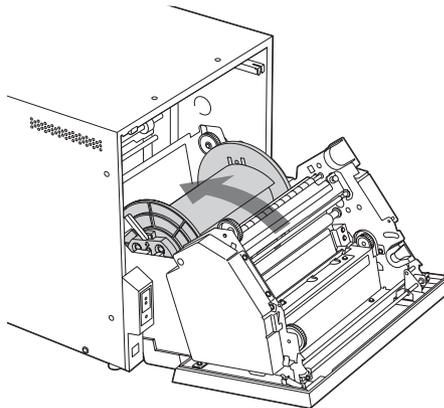


- 3** Push the black bobbin to the left and pull it toward you to remove the supply-side ribbon.

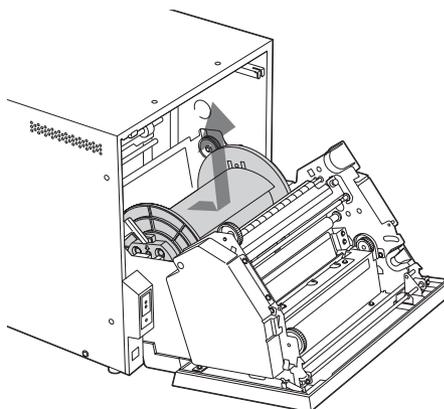


- 4** Remove the paper roll.

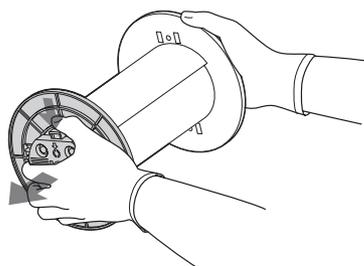
- 1** Turn both side of the paper toward the inside to wind the remaining paper.



- 2** Remove the paper roll.



- 3** Remove the left plate of the paper core shaft as illustrated.



Pushing the levers inside to the direction of the arrows, remove the left plate.

- 5** Load the new paper roll and ink ribbon. For details, see “Loading the Paper Roll and Ink Ribbon” on page 9.

Notes on storage

- Avoid placing the bag in which the paper roll and the ink ribbon are contained where it will be subject to high temperatures, high humidity, dust, or direct sunlight.
- After opening the bag, use the ribbon and the paper roll as soon as possible
- When storing the remaining paper and ink ribbon after partial use, put the ribbon and the paper roll back in their respective bags.

Printing from the Computer

Before starting to print

- Confirm that the printer and computer are connected (page 6).
- Confirm that the paper roll and the ink ribbon are correctly installed (page 11).

To adjust the picture quality of a printout

You can adjust the picture quality of a printout. For detailed information, refer to the instructions for the printer driver included on the CD-ROM disc supplied.

To select the lamination type of printout

The lamination can be selected between glossy and matte type.

Glossy: Glossy surface

Matte: Foggy pattern surface

The default setting of the lamination type is “Glossy.” For detailed information, refer to the instructions for the printer driver included on the CD-ROM disc supplied.

To select the size of printouts

You can make printouts of either 203 × 254 or 203 × 305 mm size (8 × 10 or 8 × 12 inch size) using the 2UPC-R710 Self-Laminating Color Printing Pack. 203 × 254 mm size (8 × 10 inch size) is the default setting.

You can select the desired size for your printouts using the printer driver.

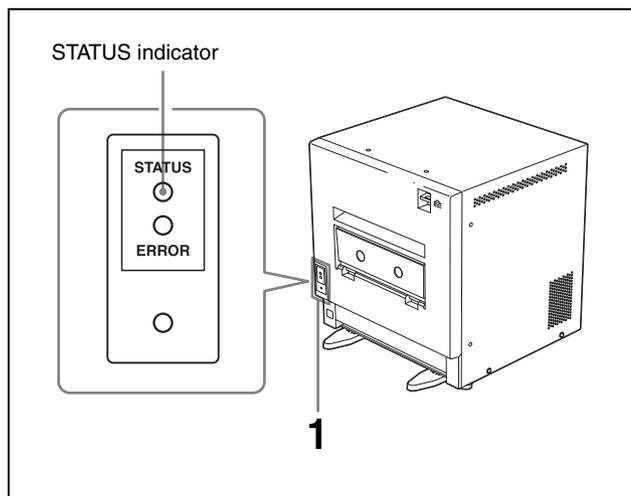
For detailed information, refer to the instructions for the printer driver included on the CD-ROM disc supplied.

Printing

Notes

- Do not look into the paper output slot during printing. The sharp edge of the printout may poke your eye or face. This may cause loss of sight. Also, do not insert a foreign object into the paper output slot. The cutter may be damaged or broken and a piece of the cutter can cut you.
- Make sure that the paper scrap tray is not full with the excess portions of margins. If it is almost full, throw the scraps away. For detailed information, see “When the paper scrap tray is full” on page 17.
- The printout is ejected from the output slot. Be careful to place the printer on a level surface so that the ejected printout will not drop on the floor.

For detailed information on the installation of the printer, see “Placing the Printer” on page 7.



1 Turn on the printer and computer. The STATUS indicator blinks in green and the printer is initializing. After a few seconds, the STATUS indicator lights in blue. When the STATUS indicator is lit in blue, the printer is ready to print.

2 Send the image data from the computer to be printed. The printer starts printing.

- ① While the printer is receiving the image data, STATUS indicator blinks in white.
- ② The printer starts printing the transferred image data as soon as the print command is sent from the computer. While the printer is printing, the STATUS indicator is lit in white.
- ③ After printing is finished, the printed paper is ejected from the output slot.

The printing time depends on the image size. Once printing has been completed, the STATUS indicator turns to blue.

Note

Do not open the front door while printing.

If the printer does not print

When the ERROR indicator is lit or blinks in red, you cannot operate the printer. Also, an error message appears on the monitor of the computer. Take remedies according to the advice given in “List of Messages” on page 22 and “Troubleshooting” on page 23.

If the paper or ink ribbon runs out while printing

If the paper or ink ribbon runs out while printing, the ERROR indicator starts blinking in red and the error message appears on the monitor of the computer. For detailed information on how to replace the ink ribbon and paper roll, see “Removing the Ink Ribbon and Paper Roll” on page 14.

When the paper scrap tray is full

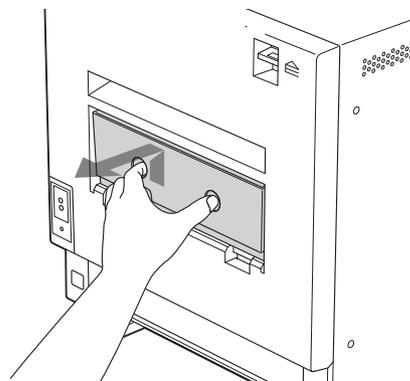
When printing, a margin is left between printouts. The excess portions of these margins are cut and dropped into the paper scrap tray.

Notes

- The capacity of the scrap tray is good for one roll of paper only (for 170 printouts). However, the scrap tray may fill up sooner for some reason. When the paper scrap tray is full, throw the scraps of paper away.
- Be sure to throw the scraps of paper away each time you have used up one roll of the paper.

When it is full, throw these scraps of paper away as follows.

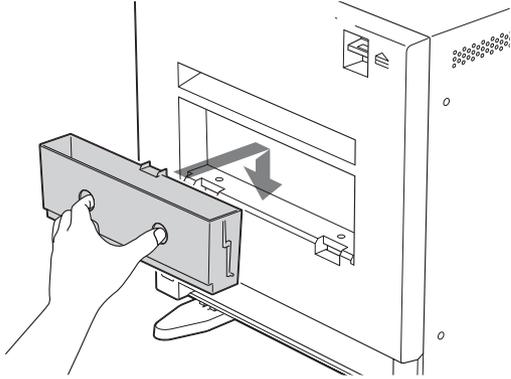
1 Lift up the paper scrap tray first, and then pull it out.



2 Throw the scraps of paper away.

3 Push in the paper scrap tray back in, then insert the protruding portions located at the bottom of the

paper scrap tray into holes on the paper scrap tray receptacle part of the printer.



Operation

Notes on storing your printouts

- Avoid exposure to direct sunlight, or conditions of high temperature and high humidity, which could cause the colors to fade.
- Avoid applying tape to a printout, and avoid contact with plastic objects such as erasers and desk mats.
- Do not allow alcohol or other volatile organic solvents to come into contact with the printouts.

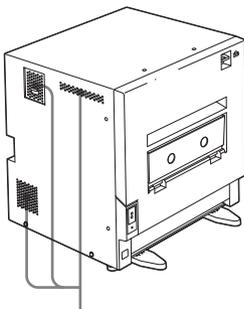
Precautions

Safety

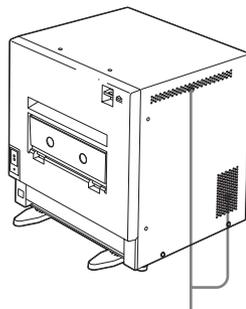
- Operate the printer using the power source specified in “Specifications” (page 22)
- Be careful not to damage the power cord by placing or dropping heavy objects on it; it is dangerous to use the unit with a damaged power cord.
- If you do not intend to use the unit for a long time, disconnect the power cord.
- Unplug the power cord by grasping the plug, not the cable itself.
- Do not disassemble the unit. There is a danger of electric shock from the internal parts.
- Be careful not to spill water or other liquids on the unit, or to allow combustible or metallic material to enter the cabinet. If used with foreign matter in the cabinet, the unit is liable to fail, or present a risk of fire or electric shock.
- If the unit malfunctions or if a foreign body falls into the cabinet, disconnect the power immediately and consult your Sony service facility or your Sony dealer.

Installation

- Avoid placing the unit in a location subject to:
 - mechanical vibration
 - high humidity
 - excessive dust
 - direct or excessive sunlight
 - extremely high or low temperatures
- Ventilation holes are provided to prevent the unit from overheating. Be careful not to obstruct them with other objects or by covering the unit with a cloth etc.



Ventilation holes



Ventilation holes

Note

If you obstruct the ventilation holes, the unit may not offer full performance.

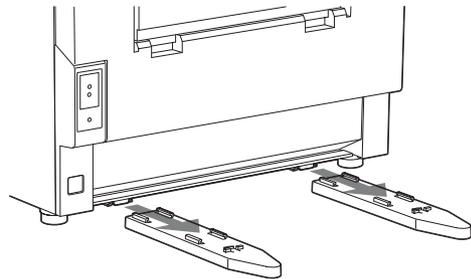
On condensation

- If the printer is subjected to wide and sudden changes in temperature, such as when it is moved from a cold room to a warm room or when it is left in a room with a heater that tends to produce quantities of moisture, condensation may form inside the printer. In such cases the printer may not work properly, and may even develop a fault if you persist in using it. If moisture condensation forms, turn off the power and leave the printer standing for at least one hour.
- If the printing pack is subjected to wide and sudden changes in temperature, condensation may form on the ink ribbon or paper. This will cause the printer to malfunction. Also if the printing pack is used in this state, spots are likely to appear on the printout.
- To store a half-used printing pack, replace it in its original packing and reseal the package. If possible, keep the sealed printing pack in a cool, dark location. To subsequently use the printing pack, place it, in its sealed package, in a warm room for several hours. Doing so prevents condensation from forming when the printing pack is removed from its package.

On Transporting the Printer

Do not transport the printer with the supplied accessories attached. Doing so may cause malfunction.

- 1 Remove the feet, if attached.



- 2 Open the front door.
- 3 Remove the ink ribbon and the paper roll.

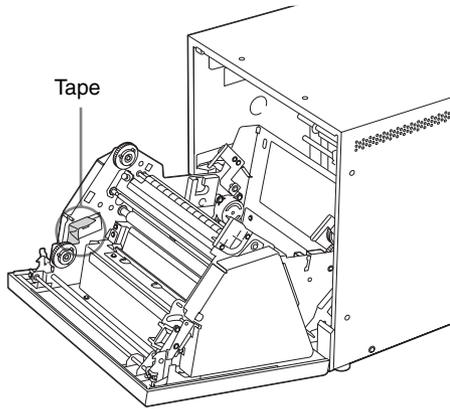
Note

When handling the paper roll, be sure to put gloves on.

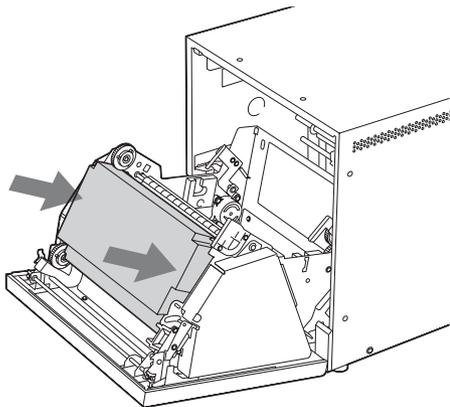
- 4 Remove the paper roll from the paper core shaft.

It is recommended that you store the ink ribbon and paper roll in the package they came in after you remove them.

- 5 Attach the tape next to the left side of the ink ribbon base as illustrated.



- 6 Put the large cushion back in place in the front door.



- 7 Put the paper core shaft, without a paper roll, inside the printer.
- 8 Close the front door.
- 9 Put the printer back in its original packing material.

Cleaning

When the cabinet becomes dirty

Clean the cabinet with a soft dry cloth, or a soft cloth lightly moistened with a mild detergent solution. Do not use any type of solvent, such as alcohol or benzene, or a chemical cloth, which may damage the finish.

Cleaning the thermal head and paper feeding section

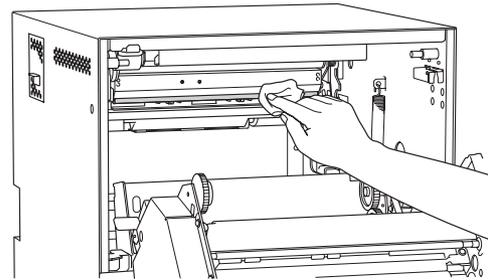
When a vertical white stripe appears on the printout or the color distribution becomes uneven, clean the thermal head and the paper feeding section, such as guide rollers, bottom section and paper tray section.

Also, it is recommended that you clean the thermal head and paper feeding section whenever you replace the ink ribbon and paper roll.

To clean the thermal head

Note

Since the thermal head is still very hot just after printing is finished, be careful not to touch the thermal head when cleaning it. Touching the thermal head may burn you and may cause damage to the thermal head.

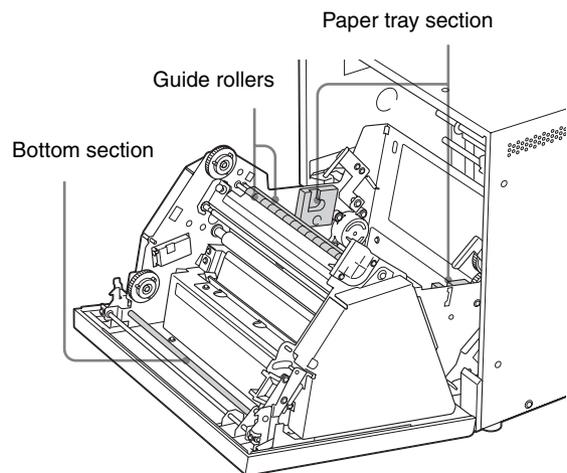


Clean the thermal head with a soft cloth moistened with ethyl alcohol.

Note

Do not use a fuzzy cloth.

To clean the paper feeding section



Clean the guide rollers gently with a soft cloth moistened with water while turning them.

Clean the bottom section and paper tray section gently with a soft cloth moistened with water.

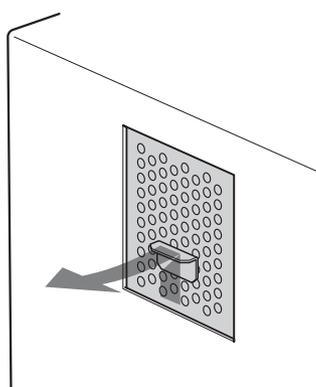
If it is difficult to remove dust such as the dust from the ink ribbon

Clean the dirty parts with a soft cloth moistened with ethyl alcohol.

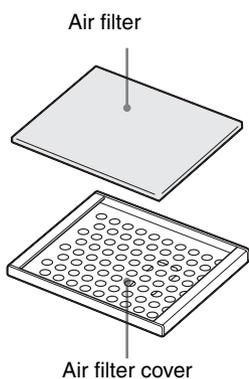
Cleaning the filter

Ventilation holes are provided on the both sides of the printer. Clean the filter on the side panel of the printer. It is recommended that you clean the filter every month. Or if the STATUS indicator blinks in blue frequently (this indicates that the head is in the cooling state), clean the filter. If the filter is dirty, the time required for cooling the thermal head is lengthened and this causes the printing time to become longer.

- 1 Remove the air filter cover.

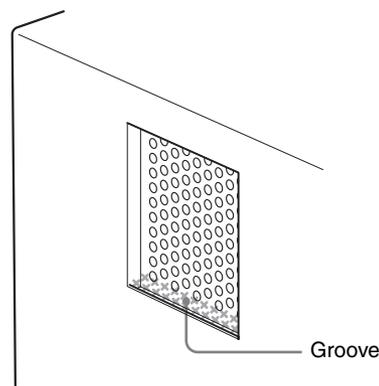


- 2 Remove the air filter, and then shake the air filter gently to remove dust.



- 3 Clean the air filter cover.

- 4 Remove dust from the groove on the printer.



- 5 Reset the filter and the filter cover on the printer as they were.

If the dust can not be removed even by shaking the filter or the filter is very dirty

Replace the filter with a new one.

For detailed information on the replacement air filter, contact your Sony Service Center.

Specifications

Power requirements	100 to 240 V AC, 50/60 Hz
Input current	3 A to 1.3 A max. (while printing)
Operating temperature range	5°C to 35°C (35°F to 95°F)
Operating humidity range	20 % to 80 %
External dimensions	Approx. 370 × 350 × 400 mm (WHD) (14 5/8 × 13 7/8 × 15 3/4 inches) (including the maximum projecting parts)
Mass	Approx. 30 kg (66 lb 2 oz) (printer only)
Printing system	Dye sublimation thermal transfer
Thermal head	11.8 dot/mm, 2560 elements (300 dpi)
Gradations	8 bits each for yellow, magenta and cyan
Picture size	203 × 254 mm (8 × 10 inches) 203 × 305 mm (8 × 12 inches)
Printable pixels	2444 × 3044 dots (for printouts of 203 × 254 mm size (8 × 10 inch size)) 2444 × 3644 dots (for printouts of 203 × 305 mm size (8 × 12 inch size))
Printing time	Glossy laminating type: 203 × 254 mm size (8 × 10 inch size); Approx. 43 sec. 203 × 305 mm size (8 × 12 inch size); Approx. 48 sec. Matt laminating type: 203 × 254 mm size (8 × 10 inch size); Approx. 53 sec. 203 × 305 mm size (8 × 12 inch size); Approx. 58 sec.
Input connector	AC IN (for power)
Interface	Hi-Speed USB (USB2.0)
Accessories supplied	Feet (2) CD-ROM (1) Software License Agreement (1) Before Using this Printer (1) Warranty Card (1)

Optional accessories

Self-Laminating Color Printing Pack	2UPC-R710 series
Air Filter	

Design and specifications are subject to change without notice.

List of Messages

Error numbers and error messages appear on the monitor of the computer connected to the printer. Please take the remedial actions shown next to the message to correct the problem.

Error numbers and error messages requiring the printer to be turned off and on

When the following error numbers and error messages appear on the monitor, you should turn the printer off. Please take the remedial actions shown next to the message to correct the problem. Then turn the printer on again. If the error message and the error number are still displayed, and the problem has not been solved, contact your nearest dealer.

Message	Description and Remedy
E00	USB Communication Error. Please Check USB Communication.
E01	Print head does not work. (up). Please re-start the printer.
E02	Print head does not work. (down). Please re-start the printer.
E03	Please check the position of the ink ribbon and re-start the printer.
E04	Error in head controller. Please re-start the printer.
E05	Paper jam during feeding Please re-start the printer.
E06	Paper jam during rewinding. Please re-start the printer.
E07	Paper cutter is not working. Please re-start the printer.
E08	Internal command error. Please re-start the printer.
E09	Error in writing flash ROM. Please re-start the printer.
E10	Failure in power supply. Please re-start the printer.
E11	Failure in grip roller movement. Please re-start the printer.
E12	Please check the room-temperature thermostat. Please re-start the printer.
E13	Please check the room-temperature thermostat. Please re-start the printer.
E14	Please check the print-head thermostat. Please re-start the printer.
E15	Please check the print-head thermostat. Please re-start the printer.

Recoverable error numbers and error messages

When the following error numbers and error messages appear, take the remedy next to each message.

Message	Description and remedy
W50	Printer not ready.
W51	Ink ribbon has run out. Please replace the ink ribbon.
W52	Please place the proper size of paper and ink ribbon in the printer. Also, check the paper size setting of the printer driver.
W53	Front door is open. Please close the door.
W54	Ink ribbon is not set. Please set an ink ribbon.
W55	Paper roll is empty. Please replace the paper roll.
W56	Paper is not loaded properly. Please re-set the paper roll into the printer.
W57	Please place the proper size of paper and ink ribbon in the printer. Also, check the paper size setting of the printer driver.
W58	Front door is open. Please close the door.
W59	Received an invalid command. Please try printing again.
W60	Received an invalid parameter. Please try printing again.
W61	Printer is initializing. Please wait a minute.
W73	Failed to detect the ribbon mark. Please check the ink ribbon.
W74	USB cable is not connected.
W75	Data transfer failed. Please try printing again.
W78	Ink ribbon is not working. Please try printing again.
W79	Head unit position is abnormal. Please try printing again.

Troubleshooting

Before submitting the product for repair, please recheck the following. If the unit still does not operate properly, contact your supplier or the nearest Sony Service Center.

Problem	Cause and Remedy
Cannot load the paper	<ul style="list-style-type: none"> The paper roll is not load correctly to the paper core shaft. →Load the paper roll to the paper core shaft, paying attention to the direction of the seal attached to the paper roll. (page 11) The paper leading edge of the paper is not fed to the correct position. →Feed the paper leading edge of the paper to the correct position where you can see it through the three holes. (page 9)
The paper is ejected crookedly, or a blank portion that is not printed appears on the printout.	The left plate of the paper core shaft is not inserted firmly. →Insert the left plate until the white portion appears through the four holes of the left plate. (page 12)
The printer did not feed the correct amount of paper automatically when you closed the front door after loading the paper roll and ink ribbon.	<ul style="list-style-type: none"> The printer is not turned on. →Turn the printer on. The front door is not closed. →Close the front door firmly and confirm that the STATUS indicator is lit in blue.
Cannot load the ink ribbon	You may be trying to load the take-up ribbon and supply-side ribbon wrongly. →Load the ink ribbon after matching the colors of the bobbins of the ink ribbon and those of ribbon gears of the printer correctly. (page 13)
Paper is left even though the error number “W55” and the error message “Paper roll is empty. Please replace the paper roll” are displayed.	This is not a malfunction. Extra sheets of paper are provided with each roll of paper. →Remove the current paper roll and load a new ink ribbon and paper roll. (page 9)
Ink ribbon is left even though the error number “W51” and the error message “Ink ribbon has run out. Please replace the ink ribbon.” are displayed.	This is not a malfunction. Extra ink ribbon is provided. →Remove the current ink ribbon and load a new ink ribbon and paper roll. (page 9)
A vertical white stripe appears on the printout.	Dust may have accumulated on the thermal head. →Clean the thermal head elements with a soft cloth moistened with alcohol. (page 20)

If the Ink Ribbon Breaks during Use

The remaining ribbon can be used after repairing it with adhesive tape.

Note

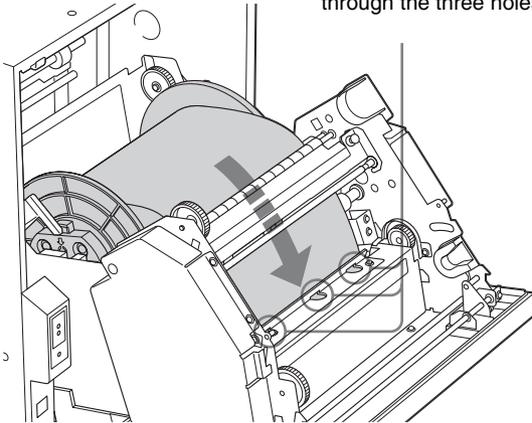
Before starting to repair the broken tape, be sure to turn the printer off. In this case, data will be lost.

- 1 Remove the torn ink ribbon, there may be a portion of the paper half printed.
- 2 Take out the leading edge of the paper and cut off the portion of the half printed paper, as required.
- 3 Set the paper roll back as it was.

Note

Be sure that you can see the leading edge of the paper through the three holes.

Feed the paper until you can see the leading edge of the paper through the three holes.

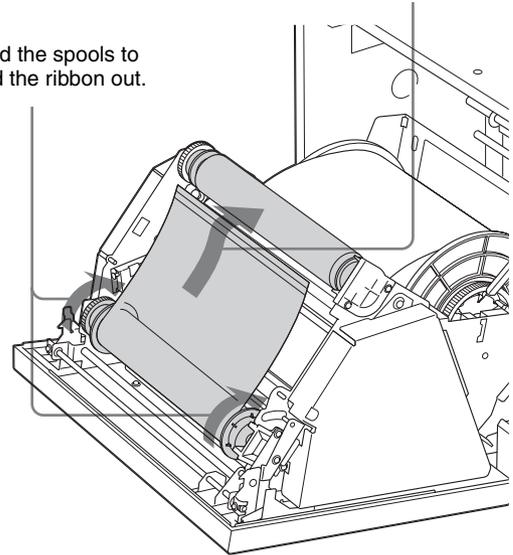


- 4 Pull out the supply-side ribbon, attach one edge of a strip of adhesive tape over the entire end of the

ribbon, then attach the other edge of the adhesive tape on the end of the take-up side ribbon.

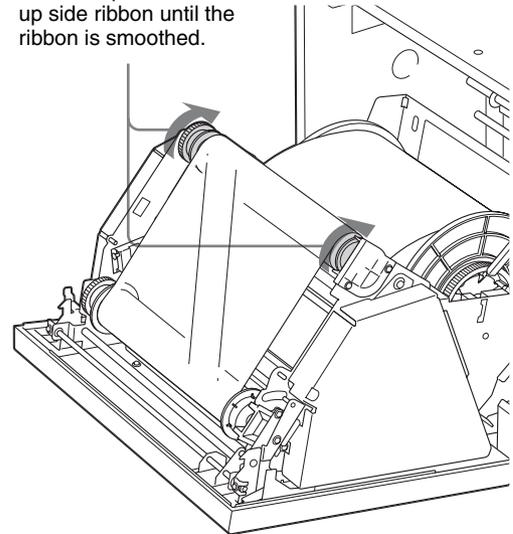
Attach one edge of a strip of adhesive tape over the entire end of the ribbon, then attach the other edge of the adhesive tape on the end of the take-up side ribbon.

Wind the spools to feed the ribbon out.



- 5 Turn the take-up side ink ribbon several times to remove the slack from the ribbon.

Turn the spools of the take-up side ribbon until the ribbon is smoothed.



- 6 Turn the power of the printer on. After confirming that the red ERROR indicator goes off, press the cut button using a sharp-pointed object such as the tip of a mechanical pencil to chop off the leading portion of the paper (about 10 cm (4 inches)).

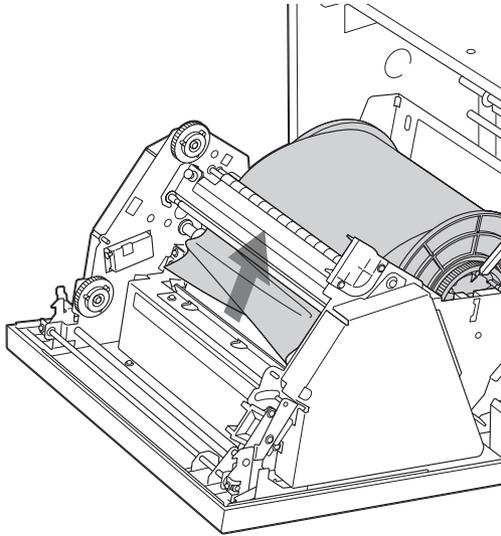
If the Paper Jams

When the ERROR indicator lights in red and on the monitor of the computer connected to the printer, the error number “E05” and the error message “Paper jam during feeding,” are displayed, the paper jam has occurred.

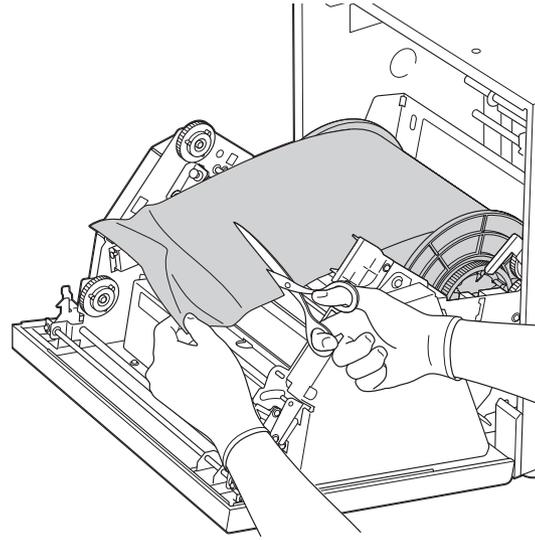
Proceed as follows.

It is recommended that you put on gloves when handling a paper roll.

- 1** Confirm that the printer is turned on. If not, turn the printer on.
- 2** Open the front door.
- 3** Remove the ink ribbon.
- 4** Take out the leading edge of the paper and check whether or not a paper jam has occurred.



- 5** If the leading edge of the paper is bent or folded, cut this portion off in a straight line using a pair of scissors.



- 6** Wind back the leading edge of the paper back onto the paper roll.
- 7** Turn the printer on again.
- 8** Set the roll paper and ink ribbon again.
- 9** After checking that the STATUS indicator is lit in blue, press the cutter button to feed the leading edge of the paper (about 10 cm (4 inches)), and then chop off leading edge of the paper fed by about 10 cm (4 inches).



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