

Printer Driver

Installation Guide

This guide describes installation of the Printer Driver for Windows 10, Windows 8, Windows 7, Windows Vista, and Windows XP.

Before Using this Software

Before using the printer driver, be sure to read the "Readme" file.

UP-D711MD



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Operation Environment Requirements

(suspended), or hibernation mode. Otherwise correct operation is not assured.

To use the printer driver, your computer must be running one of the following operating systems.

- Computer that can run on Microsoft Windows 10
- Computer that can run on Microsoft Windows 8
- Computer that can run on Microsoft Windows 7
- Computer that can run on Microsoft Windows Vista
- Computer that can run on Microsoft Windows XP Professional/Home Edition

For information on the operating systems compatible with your printer, refer to Compatible OS chart on the Sony website.

http://www.sony.net/Products/DP-driver/os/win_mp.html

About USB 2.0

- The printer conforms to USB 2.0 specifications.
- USB 2.0 is fully backward compatible with USB 1.1.
- USB 2.0 supports conventional Full (low) speed and Hi-Speed operation.
- In a USB 1.1 environment, connection and operation at Full speed is possible. For Hi-Speed operation, the following requirements must be met.
 - Computer
Computer supporting Hi-Speed USB (USB 2.0 compliant)*
 - Operating system
Windows 10, Windows 8, Windows 7, Windows Vista, or Windows XP Professional/Home Edition
 - USB 2.0 driver
USB 2.0 device driver produced by Microsoft Corporation (Operation with other USB 2.0 drivers is not guaranteed.)
 - Certified USB 2.0 cable

* Compatibility with all USB 2.0 devices, USB 2.0 expansion boards, or expansion cards cannot be guaranteed.

Work in the following screen settings.

- Display resolution SVGA (800×600) or more
- Default character size
 - Windows 10: 100% (Recommended)
 - Windows 8 or Windows 7: Smaller - 100% (default)
 - Windows Vista: Default scale (96 DPI) - fit more information
 - Windows XP: Normal size (96 DPI)

Note

When the printer is connected and turned on, ensure that the computer does not go into sleep, standby

About This Document

The explanation of Control Panel operations in this document assumes Windows XP or Windows Vista in Classic View. To switch to Classic View, click [Start], select [Control Panel], and click [Switch to Classic View] in the Control Panel Properties shown on the left side of the screen.

The screen messages shown in this guide assume that a UP-D711MD printer is connected. If you are using a printer of a different model, replace any occurrence of “UP-D711MD” with the model name of your printer while reading the screen messages in this guide.

This guide explains how to install and uninstall the printer driver in computers running on the following operating systems: Microsoft Windows 10, Windows 8, Windows 7, Windows Vista, and Windows XP. Follow the instructions for your operating system.

Check the instructions for use of your printer and read the installation guide of the appropriate printer. For any matters not covered in this guide, refer to the instructions for use of your printer, then perform installation.

Installing the Printer Driver in Windows 10

Before Installation

Note

Do not connect the printer to your computer before installing the printer driver. If the printer is connected beforehand, it may not be recognized by the computer.

About version upgrades

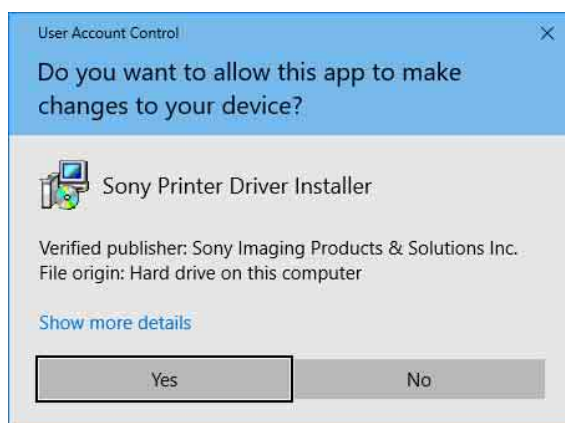
If you are upgrading a printer driver, remove the previous printer driver before beginning the installation. For details on the procedure to remove the printer driver, refer to the section “Uninstalling the Printer Driver in Windows 10” in this guide.

If the installation fails or is cancelled, restart your computer before attempting the installation again.

Installation in Windows 10

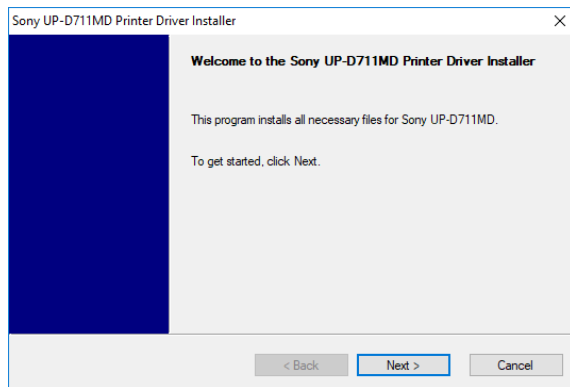
- 1 Turn on the computer, and log on as the system administrator or a member of the Administrators group.
- 2 Run “Setup.exe” which can be found in the “PrinterDriver\Win10” folder on the supplied CD-ROM (or downloaded from the Sony website).

The [User Account Control] dialog box appears.



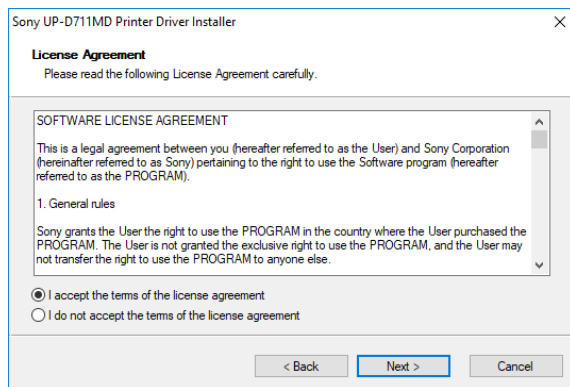
3 Click [Yes].

The following dialog box appears.



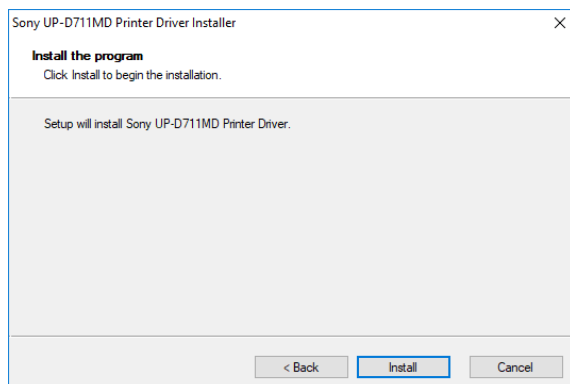
4 Click [Next].

The end user license agreement appears.



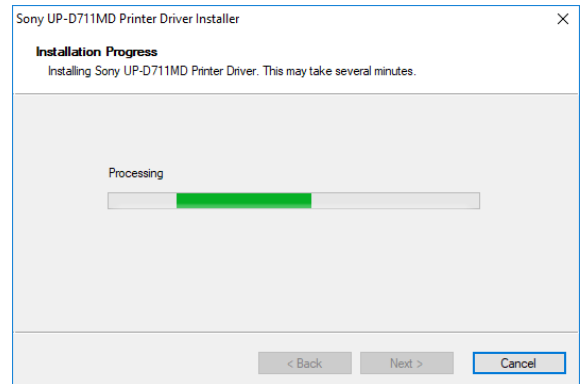
5 Select [I accept the terms of the license agreement], and then click [Next].

The following dialog box appears.

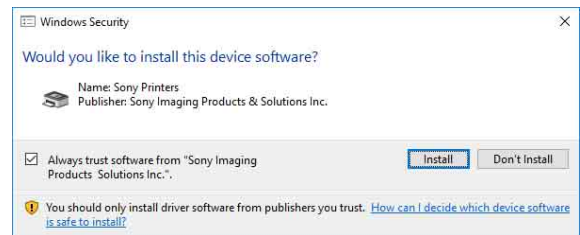


6 Click [Install].

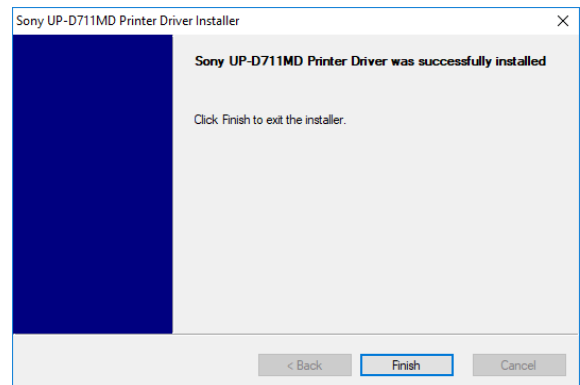
Installation starts. The status of installation appears in the dialog box while installation is in progress.



If the following dialog box appears while installation is in progress, click [Install].



When installation finishes, the following dialog box appears.

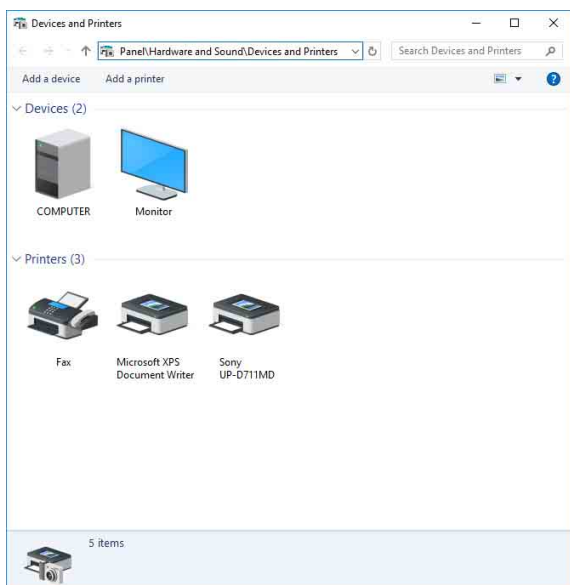


7 Click [Finish].

8 Connect the printer to the computer.

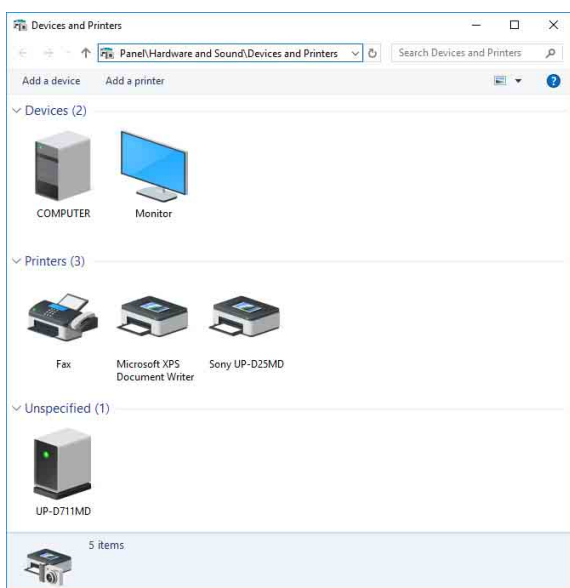
This completes installation of the printer driver.

You can select [Control Panel] under [Windows System] from the list of applications on the [Start] screen, and then select [View devices and printers] to confirm whether the printer is recognized by the computer. If the printer is recognized by the computer, a printer icon should appear under [Printers] as follows.



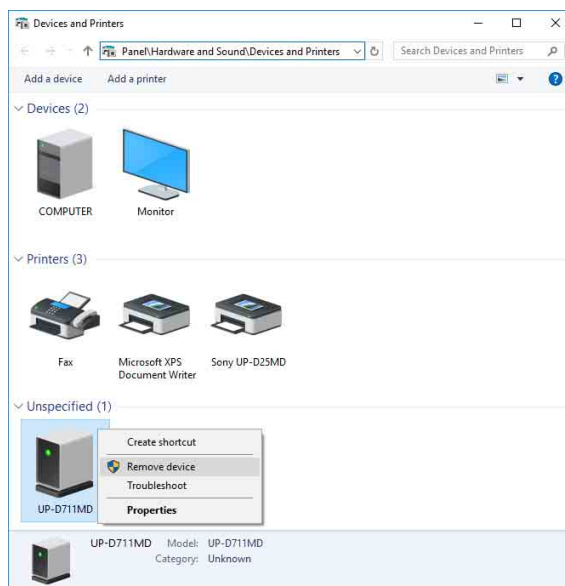
If your computer does not recognize the printer

If you connected the printer to the computer before installing the printer driver, the printer may appear under [Unspecified] instead of under [Printers]. If this occurs, the printer is not recognized by the computer and cannot be used.

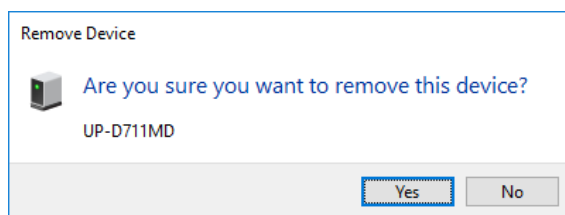


In such cases, update the printer driver as follows.

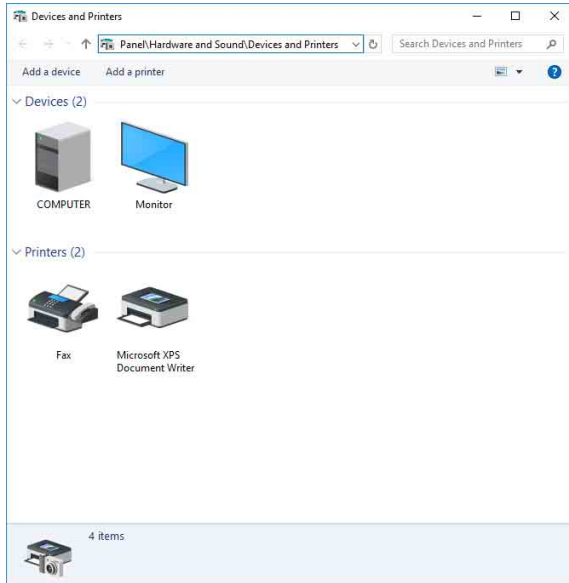
- 1 Confirm that the printer for which the printer driver is to be installed is turned on and connected to the computer. (Any other USB printers or previously installed printers should not be connected at this time.)
- 2 Select [Control Panel] under [Windows System] from the list of applications on the [Start] screen, then select [View devices and printers].
- 3 Right-click the printer icon under [Unspecified], and then select [Remove device].



- 4 When the following dialog box appears, click [Yes].



- 5 The printer under [Unspecified] in [View devices and printers] is removed.



- 6 Disconnect the cable connecting the printer to the computer.
- 7 If you did not install the printer driver, perform the steps in “Installation in Windows 10” to install the printer driver.
- 8 Connect the printer to the computer.

This completes update of the printer driver.

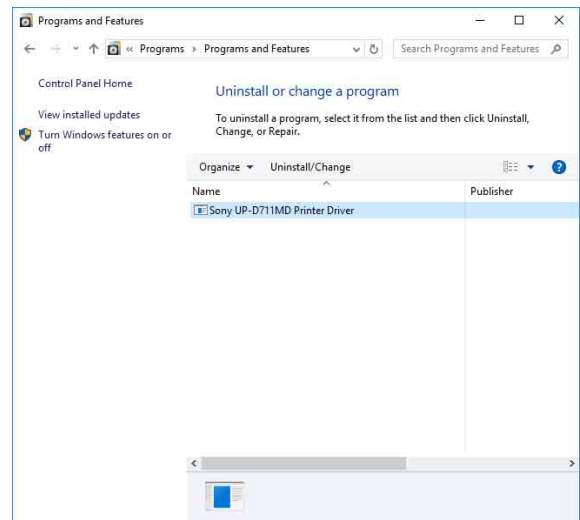
Uninstalling the Printer Driver in Windows 10

Note

Be sure to disconnect the printer from the computer and turn off the computer before starting the uninstall procedure. If the [Found New Hardware] dialog box appears, disconnect the cable connecting the printer to the computer, click [Cancel], and close the dialog box. Afterward, restart the uninstall procedure.

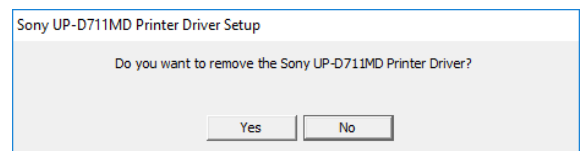
- 1 Turn off the printer and disconnect the cable connecting it to the computer.
- 2 Turn on the computer, and log on as the system administrator or a member of the Administrators group.

- 3 Select [Control Panel] under [Windows System] from the list of applications on the [Start] screen, then select [Uninstall a program].



- 4 Select the printer driver from the [Uninstall or change a program] list, and then click [Uninstall/Change].

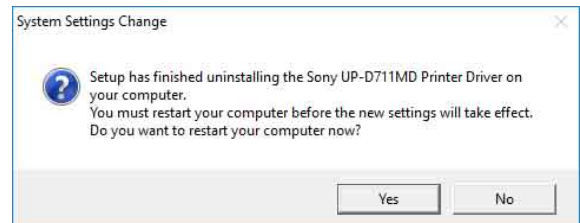
The following dialog box appears.



- 5 Click [Yes].

Uninstallation starts.

When uninstallation finishes, the following dialog box appears.



- 6 Click [Yes].

The computer restarts.

This completes uninstallation of the printer driver.

Installing the Printer Driver in Windows 8

Before Installation

Note

Do not connect the printer to your computer before installing the printer driver. If the printer is connected beforehand, it may not be recognized by the computer.

About version upgrades

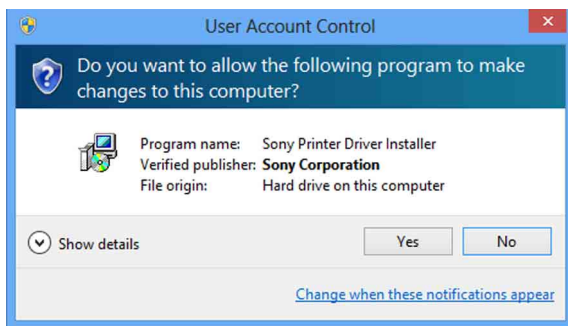
If you are upgrading a printer driver, remove the previous printer driver before beginning the installation. For details on the procedure to remove the printer driver, refer to the section “Uninstalling the Printer Driver in Windows 8” in this guide.

If the installation fails or is cancelled, restart your computer before attempting the installation again.

Installation in Windows 8

- 1 Turn on the computer, and log on as the system administrator or a member of the Administrators group.
- 2 Run “Setup.exe” which can be found in the “PrinterDriver\Win8” folder on the supplied CD-ROM (or downloaded from the Sony website).

The [User Account Control] dialog box appears.



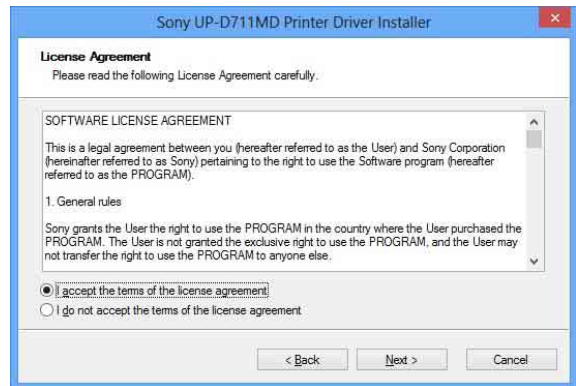
- 3 Click [Yes].

The following dialog box appears.



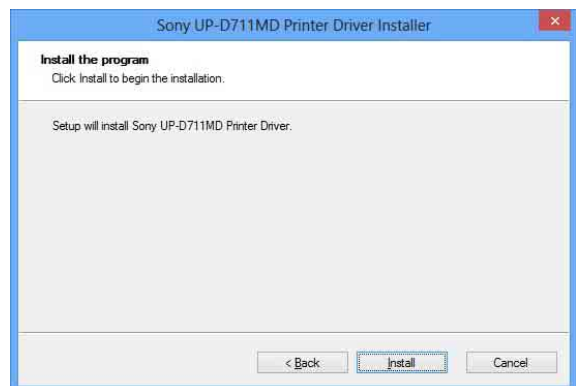
- 4 Click [Next].

The end user license agreement appears.



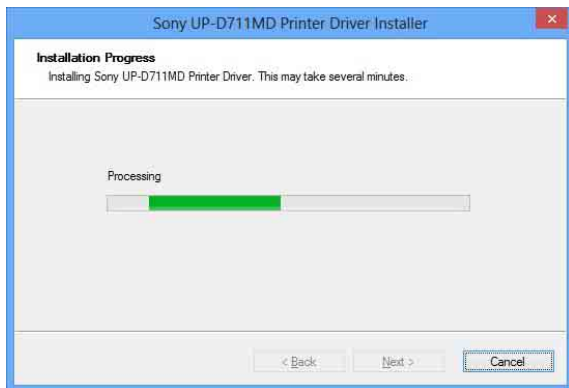
- 5 Select [I accept the terms of the license agreement], and then click [Next].

The following dialog box appears.



6 Click [Install].

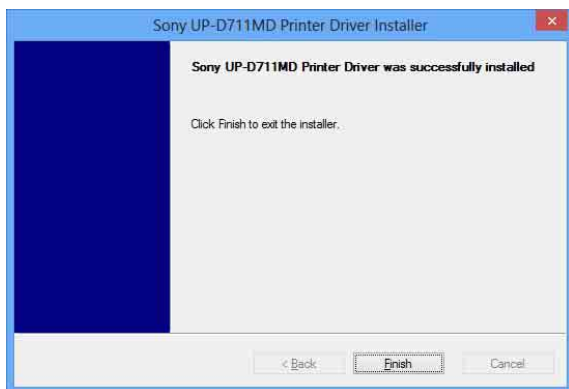
Installation starts. The status of installation appears in the dialog box while installation is in progress.



If the following dialog box appears while installation is in progress, click [Install].



When installation finishes, the following dialog box appears.



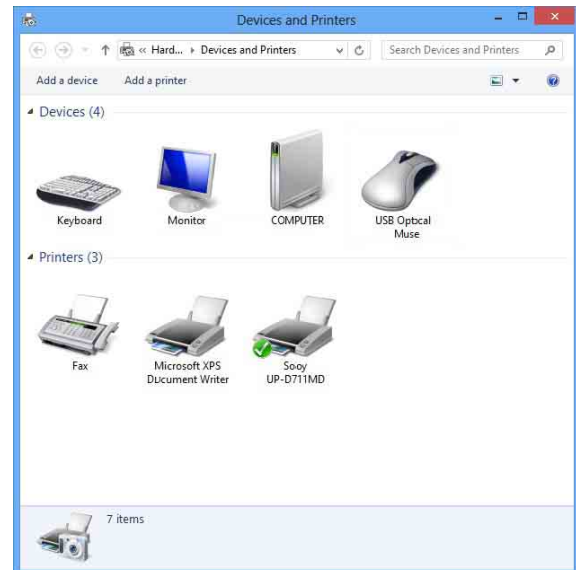
7 Click [Finish].

8 Connect the printer to the computer.

This completes installation of the printer driver.

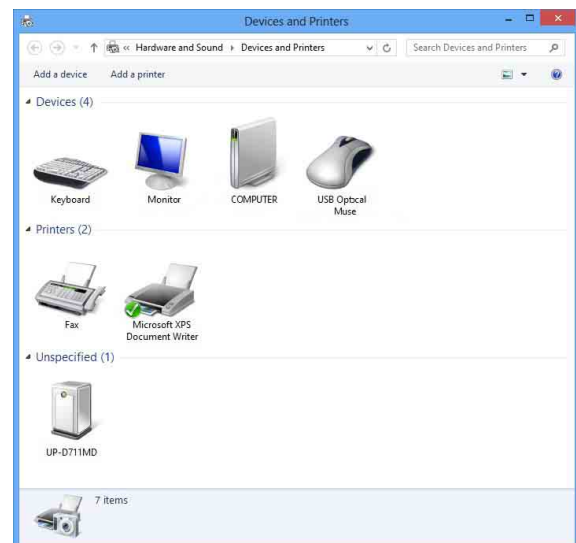
You can click [Settings], select [Control Panel], and then select [View devices and printers] to confirm whether the printer is recognized by the computer.

If the printer is recognized by the computer, a printer icon should appear under [Printers] as follows.



If your computer does not recognize the printer

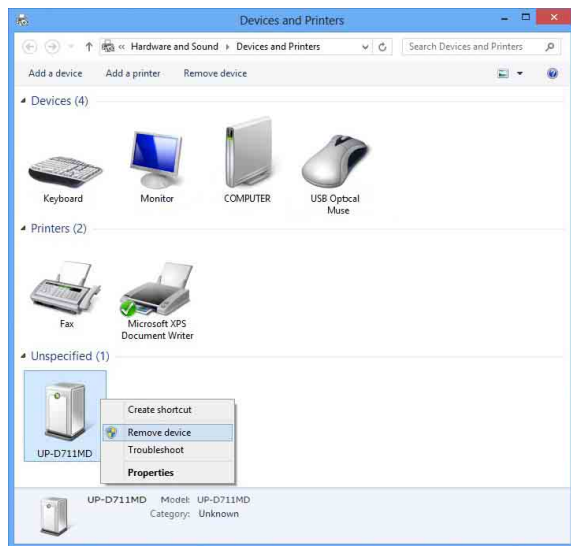
If you connected the printer to the computer before installing the printer driver, the printer may appear under [Unspecified] instead of under [Printers]. If this occurs, the printer is not recognized by the computer and cannot be used.



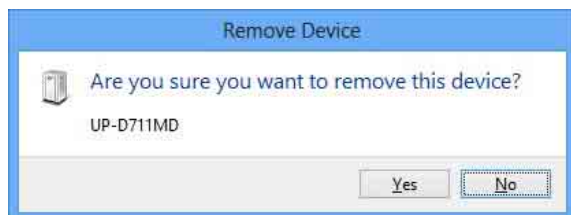
In such cases, update the printer driver as follows.

- 1** Confirm that the printer for which the printer driver is to be installed is turned on and connected to the computer. (Any other USB printers or previously installed printers should not be connected at this time.)

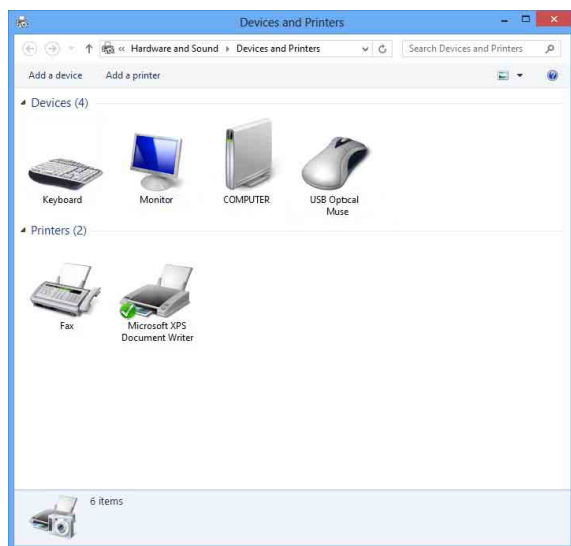
- 2 Click [Settings], select [Control Panel], and then select [View devices and printers].
- 3 Right-click the printer icon under [Unspecified], and then select [Remove device].



- 4 When the following dialog box appears, click [Yes].



- 5 The printer under [Unspecified] in [View devices and printers] is removed.



- 6 Disconnect the cable connecting the printer to the computer.
- 7 If you did not install the printer driver, perform the steps in “Installation in Windows 8” to install the printer driver.
- 8 Connect the printer to the computer.

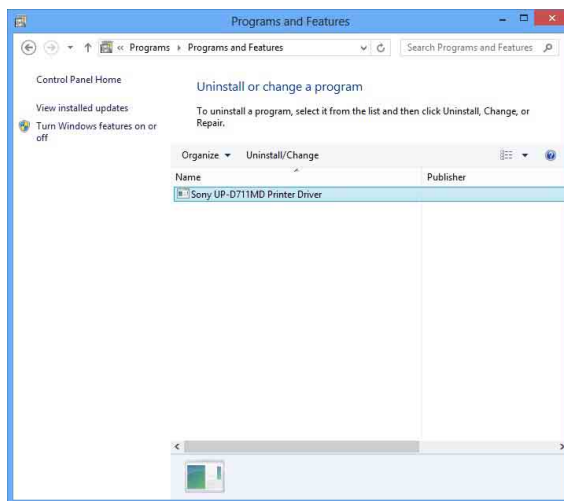
This completes update of the printer driver.

Uninstalling the Printer Driver in Windows 8

Note

Be sure to disconnect the printer from the computer and turn off the computer before starting the uninstall procedure. If the [Found New Hardware] dialog box appears, disconnect the cable connecting the printer to the computer, click [Cancel], and close the dialog box. Afterward, restart the uninstall procedure.

- 1 Turn off the printer and disconnect the cable connecting it to the computer.
- 2 Turn on the computer, and log on as the system administrator or a member of the Administrators group.
- 3 Click [Settings], select [Control Panel], and then select [Uninstall a program].



- 4 Select the printer driver from the [Uninstall or change a program] list, and then click [Uninstall/Change].

The following dialog box appears.



- 5 Click [Yes].

Uninstallation starts.

When uninstallation finishes, the following dialog box appears.



- 6 Click [Yes].

The computer restarts.

This completes uninstallation of the printer driver.

Installing the Printer Driver in Windows 7

Before Installation

Note

Do not connect the printer to your computer before installing the printer driver. If the printer is connected beforehand, it may not be recognized by the computer.

About version upgrades

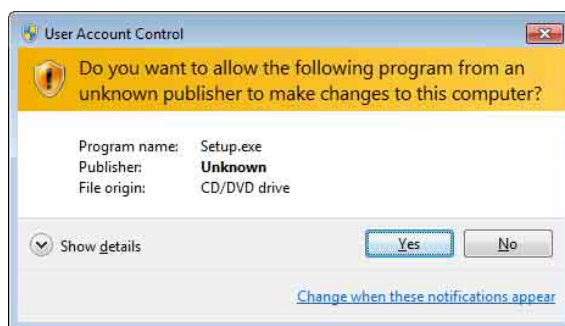
If you are upgrading a printer driver, remove the previous printer driver before beginning the installation. For details on the procedure to remove the printer driver, refer to the section “Uninstalling the Printer Driver in Windows 7” in this guide.

If the installation fails or is canceled, restart your computer before attempting the installation again.

Installation in Windows 7

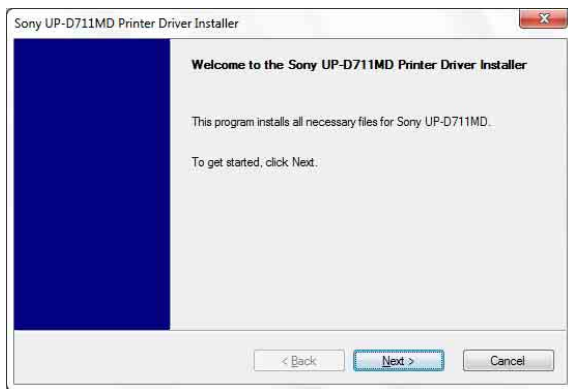
- 1 Turn on the computer, and log on as the system administrator or a member of the Administrators group.
- 2 Run “Setup.exe” which can be found in the “PrinterDriver\Win7” folder on the supplied CD-ROM (or downloaded from the Sony website).

The [User Account Control] dialog box appears.



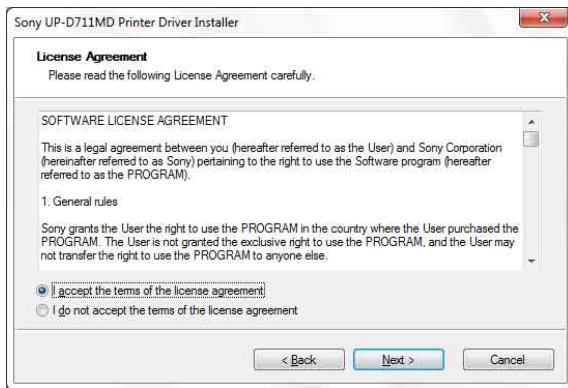
3 Click [Yes].

The following dialog box appears.



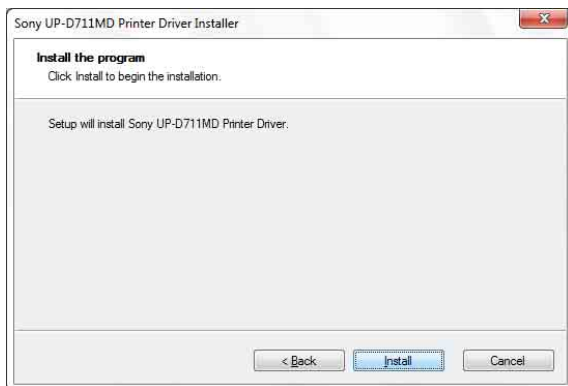
4 Click [Next].

The end user license agreement appears.



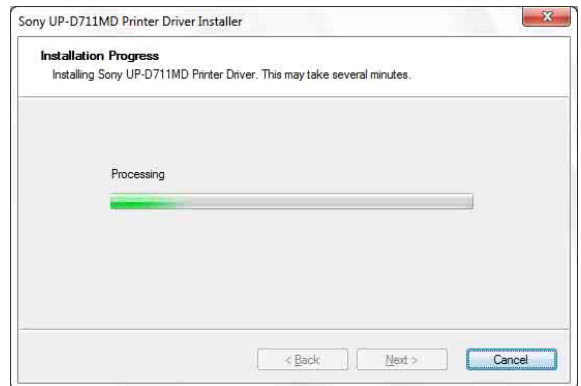
5 Select [I accept the terms of the license agreement], and then click [Next].

The following dialog box appears.



6 Click [Install].

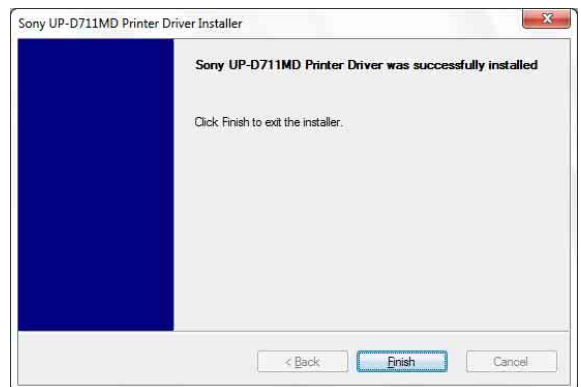
Installation starts. The status of installation appears in the dialog box while installation is in progress.



If the following dialog box appears while installation is in progress, click [Install this driver software anyway].



When installation finishes, the following dialog box appears.



7 Click [Finish].

8 Connect the printer to the computer.

This completes installation of the printer driver.

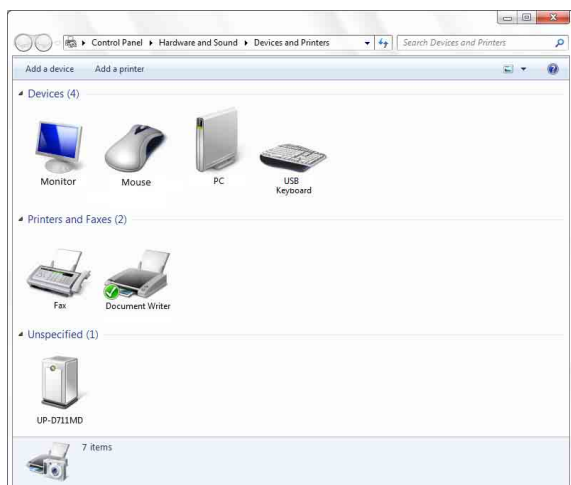
You can click [Start], select [Control Panel], and then select [View devices and printers] to confirm whether the printer is recognized by the computer.

If the printer is recognized by the computer, a printer icon should appear under [Printers and Faxes] as follows.



If your computer does not recognize the printer

If you connected the printer to the computer before installing the printer driver, the printer may appear under [Unspecified] instead of under [Printers and Faxes]. If this occurs, the printer is not recognized by the computer and cannot be used.

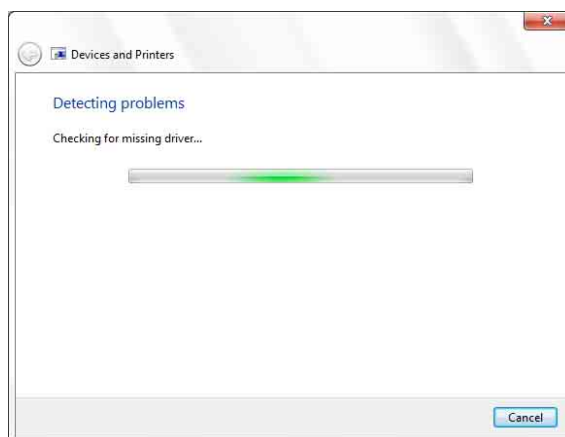


In such cases, update the printer driver as follows.

- 1 Disconnect the cable connecting the printer to the computer.
- 2 If you did not install the printer driver, perform the steps in “Installation in Windows 7” to install it now.
- 3 Connect the printer to the computer.
- 4 Click [Start], select [Control Panel], and then select [View devices and printers].

- 5 Right-click the UP-D711MD under [Unspecified], and then select [Troubleshoot].

The following dialog box appears.

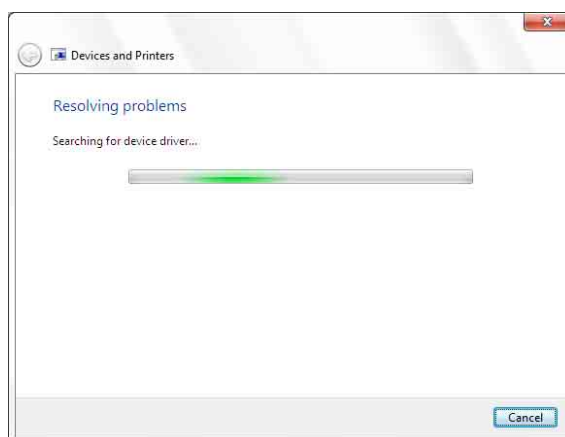


The screen changes as follows after a few moments.

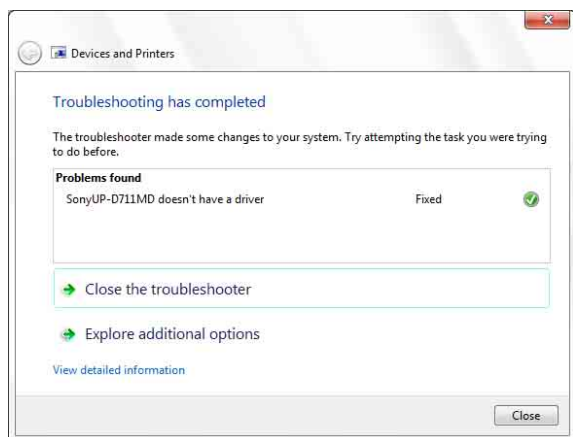


- 6 Click [Apply this fix].

The following dialog box appears.



The screen changes as follows after a few moments.



- 7 Click [Close].

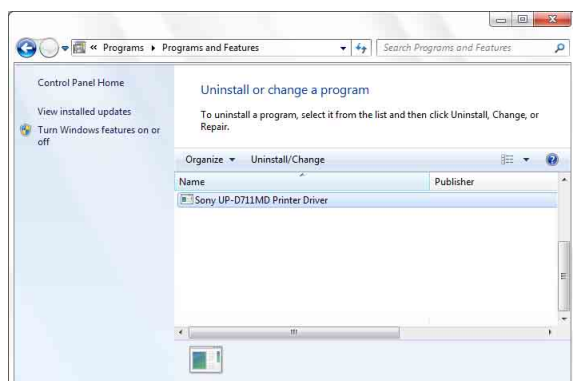
This completes update of the printer driver.

Uninstalling the Printer Driver in Windows 7

Note

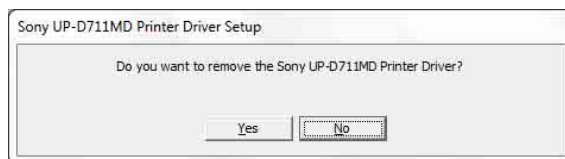
Before starting the uninstallation procedure, the printer should not be connected to the computer, and the computer should be turned off. If the [Found New Hardware] dialog box appears, disconnect the cable connecting the printer to the computer, click [Cancel], and close the dialog box. Afterward, restart the uninstall procedure.

- 1 Turn off the printer and disconnect the cable connecting it to the computer.
- 2 Turn on the computer, and log on as the system administrator or a member of the Administrators group.
- 3 Click [Start], select [Control Panel], and then select [Uninstall a program].



- 4 Select the printer driver from the [Uninstall or change a program] list, and then click [Uninstall/Change].

The following dialog box appears.



- 5 Click [Yes].

Uninstallation starts.

When uninstallation finishes, the following dialog box appears.



- 6 Click [Yes].

The computer restarts.

This completes uninstallation of the printer driver.

Installing the Printer Driver in Windows Vista

Before Installation

About version upgrades

If you are upgrading a printer driver, remove the previous printer driver before beginning the installation. For details on the procedure to remove the printer driver, refer to the section “Uninstalling the Printer Driver in Windows Vista” in this guide.

If the installation fails or is cancelled, restart your computer before attempting the installation again.

Installation in Windows Vista

- 1 Connect the printer (only one) for which you want to install the driver to the computer.
- 2 Turn on the connected printer.
- 3 Turn on the computer, and log on as the system administrator or a member of the Administrators group.

The [Found New Hardware] dialog box appears.

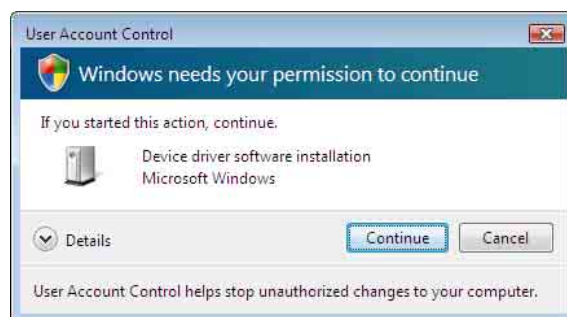


If the “Device driver software was not successfully installed” message appears and the [Found New Hardware] dialog box does not appear, try disconnecting and connecting the USB cable again. If the [Found New Hardware] dialog box still does not appear, perform the steps described below, with the printer for which the printer driver is to be installed turned on and connected to the computer. (Any other USB printers or previously installed printers should not be connected at this time.)

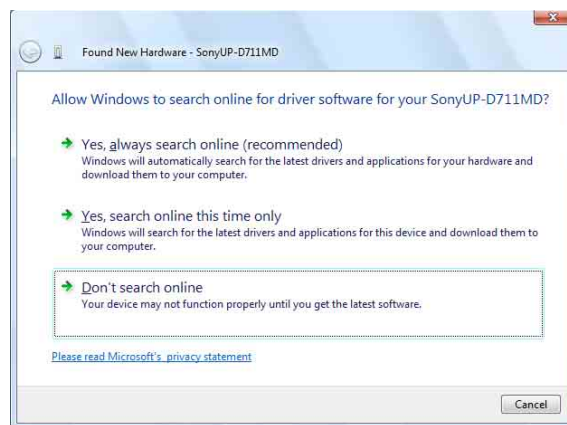
- ① Click [Start] and select [Control Panel].
- ② Double-click [System].
- ③ Click [Device Manager].
The [User Account Control] dialog box appears.
- ④ Click [Continue].
The [Device Manager] window appears.
- ⑤ Click [+] at the left of [Universal Serial Bus controllers].
- ⑥ Select [USB Printing support], and then select [Uninstall] from the [Action] menu.
- ⑦ Restart the computer.
The [Found New Hardware] dialog box appears.

- 4 Click [Locate and install driver software (recommended)].

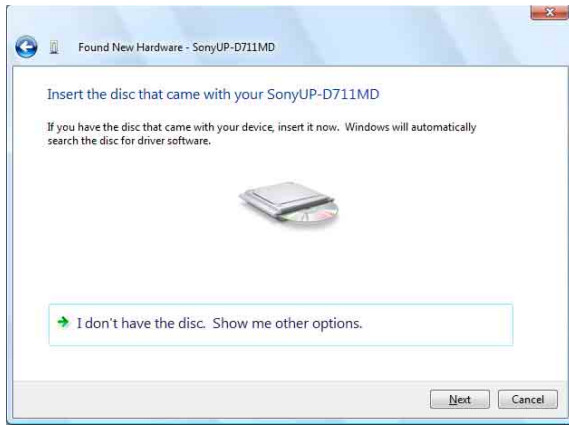
The following dialog box appears.



- 5 Click [Continue].
- 6 Click [Don't search online] if the following dialog box appears.



The screen changes as follows.

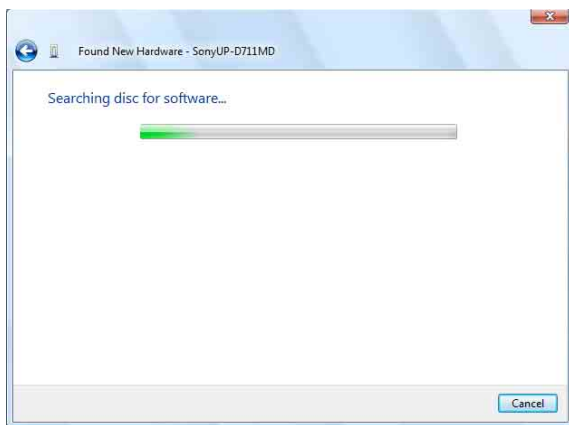


From here, the procedure differs depending on whether you use the supplied CD-ROM or not (if you downloaded the driver online).

Procedure with the supplied CD-ROM

- 7 Insert the supplied CD-ROM into the CD-ROM drive.

The screen changes as follows.

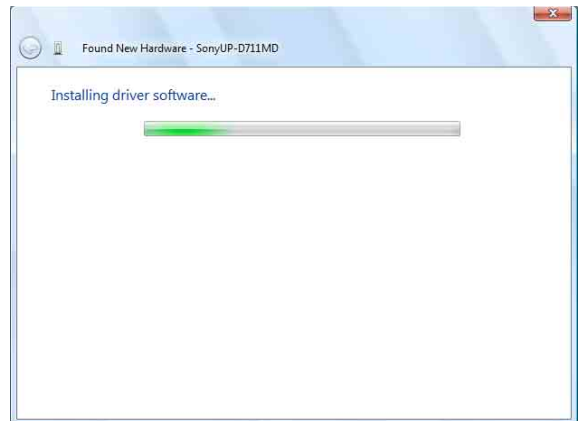


After the search for software is finished, the following dialog box appears.

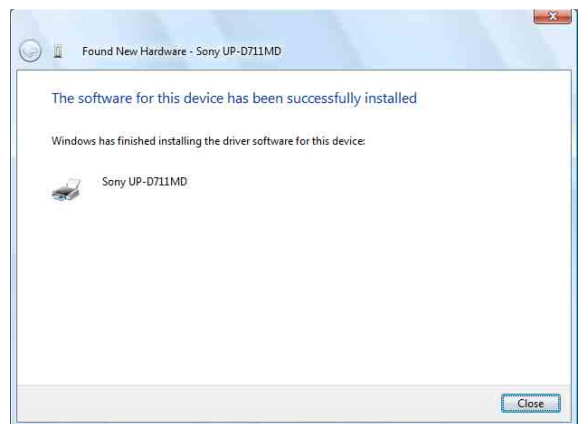


- 8 Click [Install this driver software anyway].

The dialog box closes, and the [Found New Hardware] dialog box reappears.



After the files are copied, the screen changes as follows.



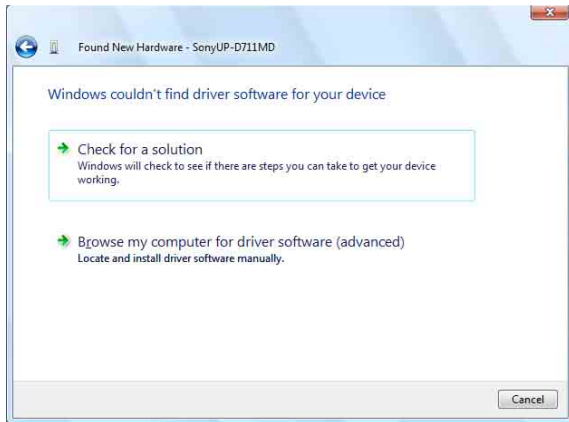
- 9 Click [Close].

This completes installation of the printer driver.

Procedure without the supplied CD-ROM

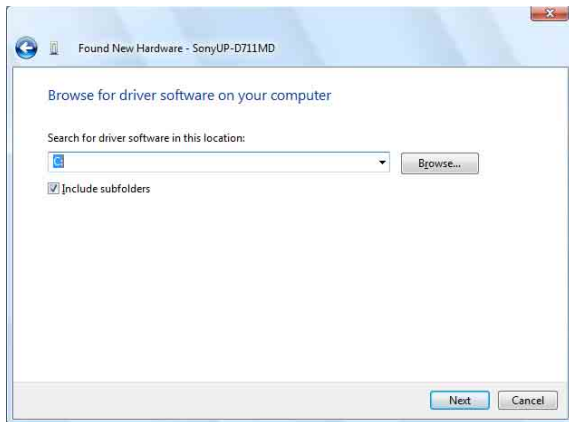
- 7 Click [I don't have the disc. Show me other options].

The screen changes as follows.



- 8 Click [Browse my computer for driver software (advanced)].

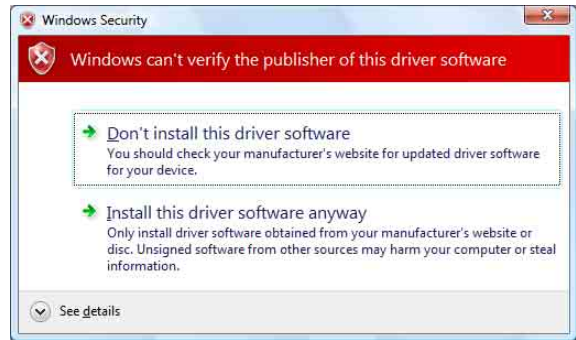
The screen changes as follows.



- 9 Click [Browse] to open the [Browse For Folder] dialog box. Specify the folder in which the installation file you downloaded was extracted, and then click [OK] to close the [Browse For Folder] dialog box.

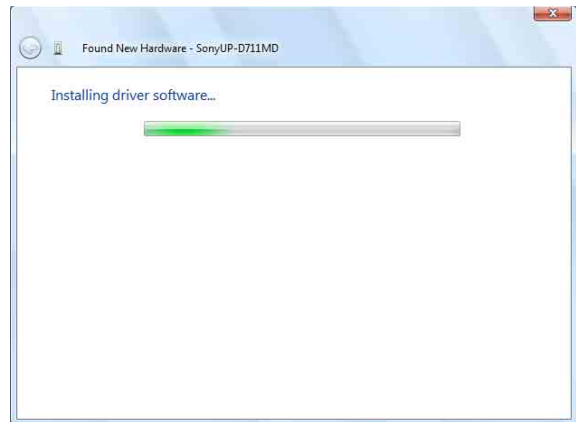
- 10 Click [Next].

The following dialog box appears.



- 11 Click [Install this driver software anyway].

The dialog box closes, and the [Found New Hardware] dialog box reappears.



After the files are copied, the screen changes as follows.



- 12 Click [Close].

This completes installation of the printer driver.

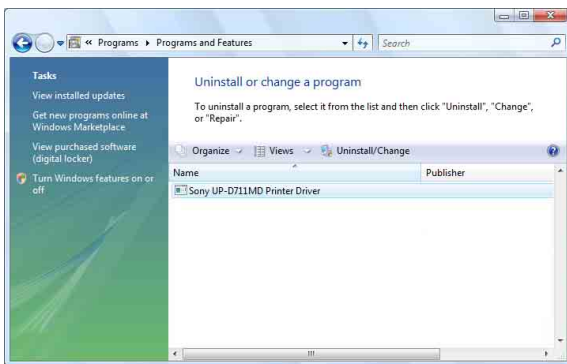
Uninstalling the Printer Driver in Windows Vista

This section describes how to remove the printer driver.

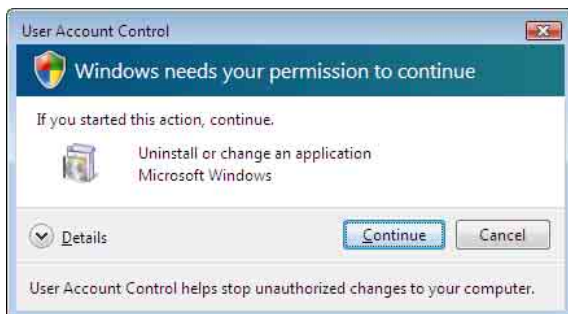
Note

Before starting the uninstallation procedure, the printer should not be connected to the computer, and the computer should be turned off. If the [Found New Hardware] dialog box appears, disconnect the cable between the computer and printer, click [Cancel] on all screens to close the dialog box, and then start the uninstallation procedure once more.

- 1 Turn off the printer, and disconnect the cable between the computer and printer.
- 2 Turn on the computer, and log on as the system administrator or a member of the Administrators group.
- 3 Click [Start], select [Control Panel], and then select [Programs and Features].



- 4 Select the printer driver from the [Uninstall or change a program] list, and then click [Uninstall/Change].

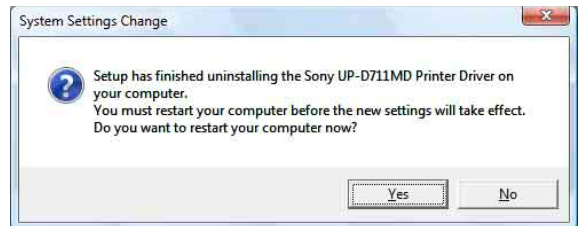


- 5 Click [Continue].



- 6 Click [Yes].

When the printer driver has been uninstalled, the following dialog box appears.



- 7 Click [Yes].

The computer restarts.

This completes uninstallation of the printer driver.

Installing the Printer Driver in Windows XP

Before Installation

About Version Upgrades

If you are upgrading a printer driver, remove the previous printer driver before beginning the installation. For details on the procedure to remove the printer driver, refer to the section “Uninstalling the Printer Driver in Windows XP” in this guide.

If the installation fails or is canceled, restart your computer before attempting the installation again.

Note

Be sure to restart your computer after installing or uninstalling the printer driver. Unless you reboot, unstable operation may result.

About Driver Signing Options

The present printer driver has not passed Windows Logo testing, therefore when you install the driver an error message may appear, preventing you from installing the driver.

In the [Driver Signing Options] dialog box, select [Ignore] or [Warn] in the [What action do you want Windows to take?] group box. If you select [Block], you cannot install the printer driver.



Open the [Driver Signing Options] dialog box as follows:

- ① On the [Start] menu, click [Control Panel].
- ② Double-click [System].
The [System Properties] dialog box opens.
- ③ Click the [Hardware] tab.
- ④ Click the [Driver Signing] button.

All the explanations in this guide assume that the setting in this dialog box is [Warn].

Installation in Windows XP

- 1 Connect the printer (only one) for which you want to install the driver to the computer.
- 2 Turn on the connected printer.
- 3 Turn on the computer, and then log on as the system administrator or a member of the Administrators group.

The [Found New Hardware Wizard] dialog box opens.



- If the same [Found New Hardware Wizard] dialog box as in step 3 appears, proceed to step 4.
- If a [Found New Hardware Wizard] dialog box other than the one in step 3 appears, proceed to step 5.
- If the [Found New Hardware Wizard] dialog box does not appear, perform the following operations while the printer to be installed is still turned on and connected to the computer. (Any other USB printers or printers previously installed should not be connected at this time.)
 - ① On the [Start] menu, click [Control Panel].
 - ② Double-click [System].
The [System Properties] dialog box opens.
 - ③ Click the [Hardware] tab.
 - ④ Click the [Device Manager] button.
The [Device Manager] window opens.

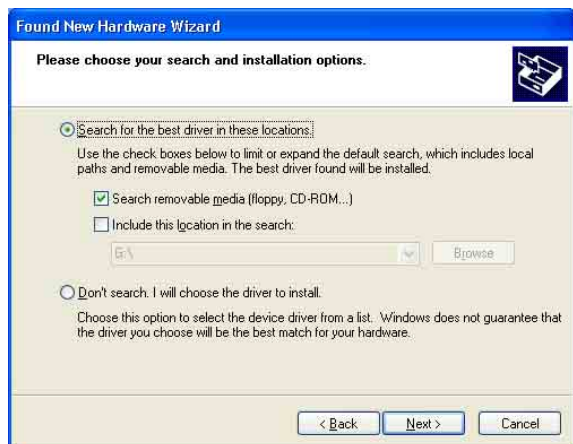
- ⑤ Click [+] at the left of [Universal Serial Bus controllers].
- ⑥ Right-click [USB Printing support], and open [Properties]. Confirm that the model name of the printer currently connected is selected for [Location], and then select [Uninstall] from the [Action] menu.
- ⑦ Restart the computer.
After Windows XP starts, the [Found New Hardware Wizard] dialog box opens.

4 Click [No, not this time] and click [Next].



5 Select [Install from a list or specific location (Advanced)], and then click the [Next] button.

The following screen opens.



6 Specify the location of the printer driver installation file.
The procedure differs depending on whether you use the supplied CD-ROM or not (if you downloaded the driver online).

Procedure with the supplied CD-ROM

Select [Search for the best driver in these locations] and [Search removable media (floppy, CD-ROM...)], and then insert the supplied CD-ROM into the CD-ROM drive.

Procedure without the supplied CD-ROM

Select [Search for the best driver in these locations] and [Include this location in the search], and then click [Browse] to open the [Browse For Folder] dialog box. Specify the folder in which the installation file you downloaded was extracted, and then click [OK] to close the [Browse For Folder] dialog box.

7 Click the [Next] button.

The following dialog box opens.



8 Click the [Continue Anyway] button.

After the files are copied, the following screen opens.



9 Click the [Finish] button.

This completes the installation of the printer driver with Windows XP.

10 Restart the computer.

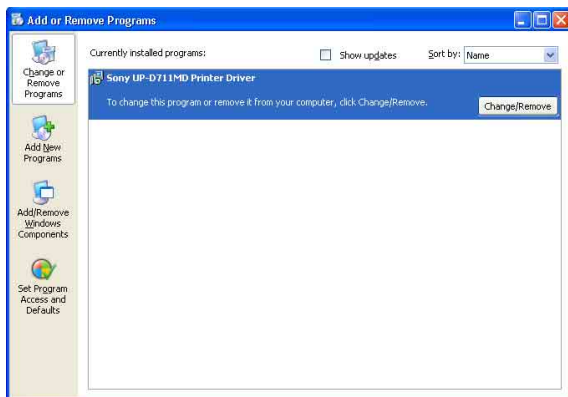
Uninstalling the Printer Driver in Windows XP

This section describes how to remove the printer driver.

Note

Before starting the uninstallation procedure, the printer should not be connected to the computer, and the computer should be turned off. If the [Found New Hardware Wizard] dialog box appears, disconnect the cable between the computer and printer, click [Cancel] on all screens to close the dialog box, and then start the uninstallation procedure once more.

- 1 Turn off the printer, and disconnect the cable between the computer and printer.
- 2 Turn on the computer, and log on as the system administrator or a member of the Administrators group.
- 3 Click [Start], select [Control Panel], and then select [Add or Remove Programs].



- 4 Select the printer driver from the [Currently installed programs] list, and then click [Change/Remove].

The following screen opens.



5 Click [Yes].

When the printer driver has been uninstalled, the following dialog box appears.



6 Click [Yes].

The computer restarts.

This completes uninstallation of the printer driver.



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