

Printer Driver

Installation & Setup Guide

UP-899 Series

This guide describes installation and how to set up the Printer Driver for Windows 11 and Windows 10.

Before Using this Software

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



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Operation Environment Requirements

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

- Microsoft Windows 11
- Microsoft Windows 10

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 USB operation, the following requirements must be met.
 - Computer
Computer supporting Hi-Speed USB (USB 2.0 compliant)¹⁾
 - 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

1) 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 11, Windows 10: 100%
(Recommended)

Note

When the printer is connected and turned on, ensure that the computer does not go into sleep, standby (suspended), or hibernation mode. Otherwise correct operation is not assured.

About This Guide

This guide explains how to install and uninstall the printer driver and various settings on computers running on the following operating systems:

Microsoft Windows 10 and Windows 11.

Follow the instructions for your operating system when installing and uninstalling the driver.

Installing the Printer Driver in Windows 11

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.

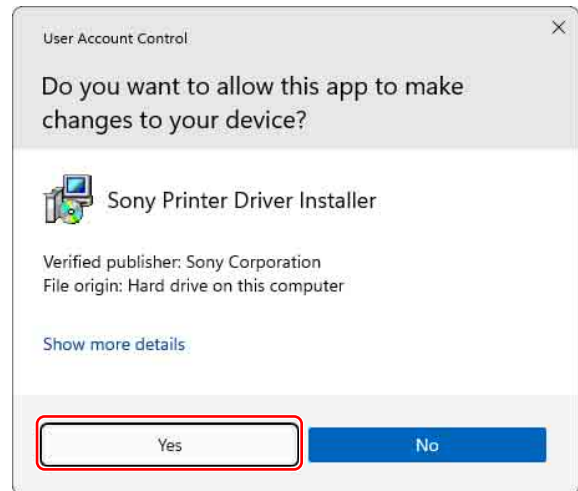
For details on the procedure to remove the printer driver, refer to “Uninstalling the Printer Driver in Windows 11” (page 7).

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

Installation in Windows 11

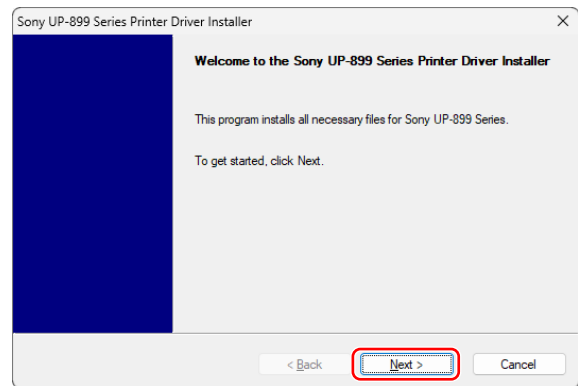
- 1 Turn on the computer, and log on as the system administrator or a member of the Administrators group.
- 2 Run “Setup.exe” which can be found in the “PrinterDriver\Win11” folder on the supplied CD-ROM (or downloaded from the Sony website). The [User Account Control] dialog box appears.

- 3 Click [Yes].



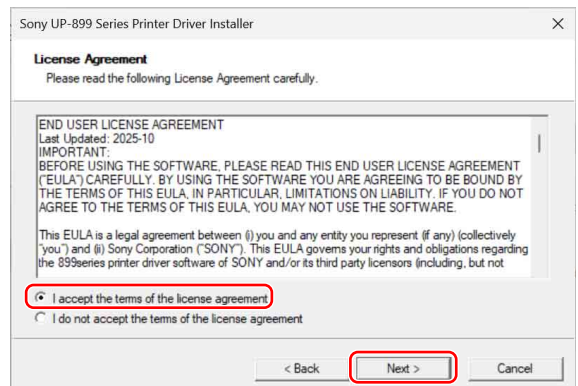
The following dialog box appears.

- 4 Click [Next (N)].



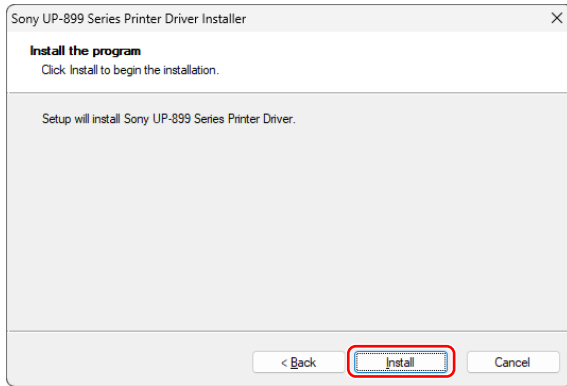
The end user license agreement appears.

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

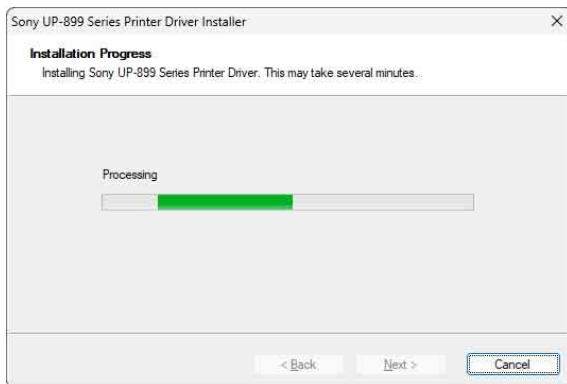


The following dialog box appears.

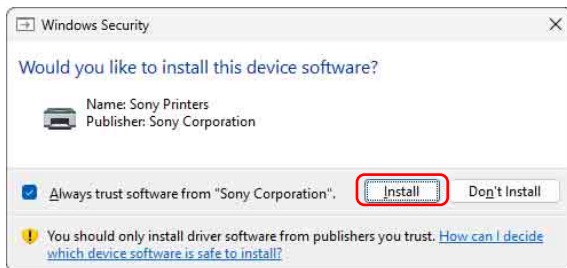
6 Click [Install (I)].



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

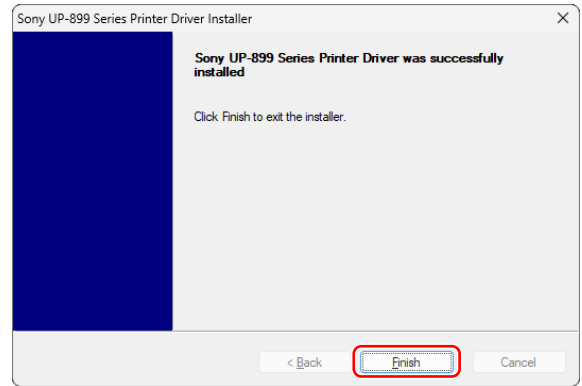


If the following dialog box appears while installation is in progress, click [Install (I)].



When installation finishes, the following dialog box appears.

7 Click [Finish (F)].



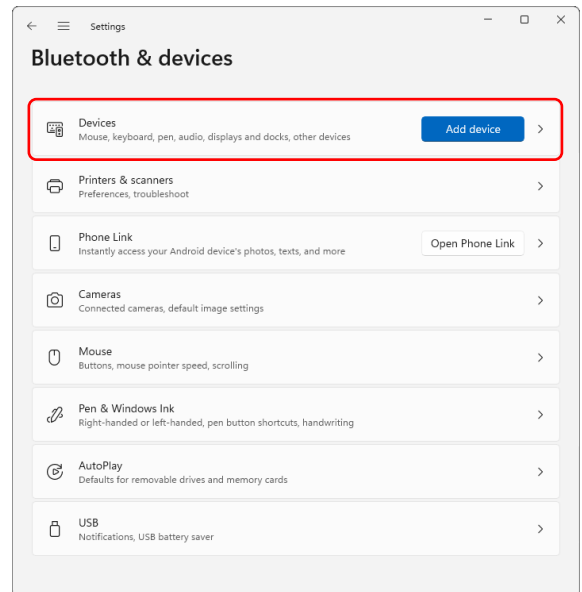
8 Connect the printer to the computer. This completes installation of the printer driver.

Checking if the installation was successful

If the printer driver is successfully installed, the printer is recognized by the computer.

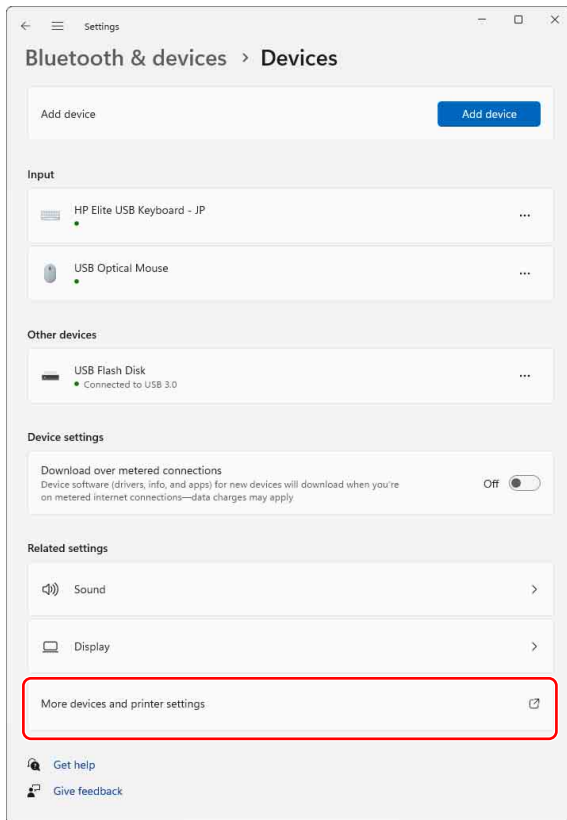
1 Select [Control Panel] under [Windows Tools] from [All apps] on the [Start] screen, then select [View devices and printers]. The [Bluetooth & devices] screen appears.

2 Select [Devices].

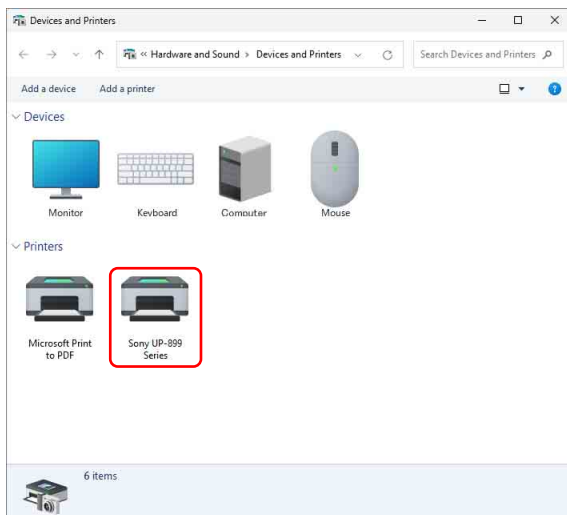


The [Bluetooth & devices > Devices] screen appears.

3 Select [More devices and printer settings].

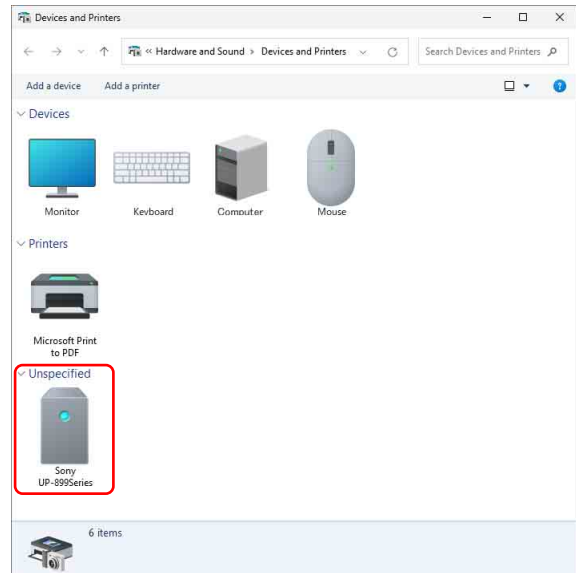


The [Devices and Printers] screen appears, where you can check if the printer is recognized by the computer. If the printer is recognized by the computer, a printer icon should appear under [Printers] as follows.



If your computer does not recognize the printer

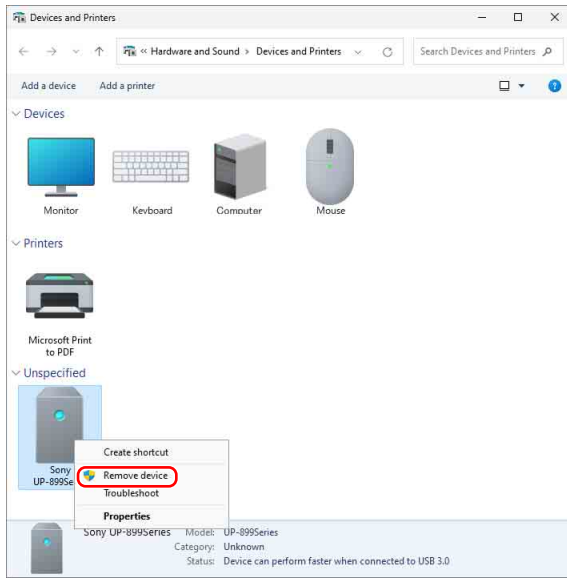
If you connected the printer to the computer before installing the printer driver, the printer may appear under [Unspecified] instead of under [Printers]. If this occurs, the printer is not recognized by the computer and cannot be used.



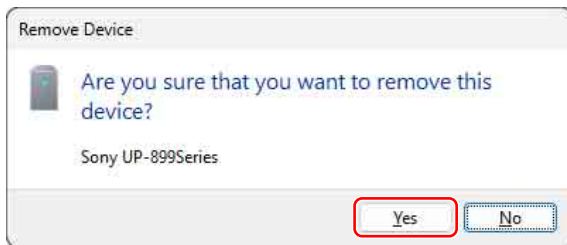
In such cases, update the printer driver as follows.

- 1 Confirm that the printer for which the printer driver is to be installed is turned on and connected to the computer. If other USB-connected printers or other printers that are already installed are connected, remove them, connect only the printer for which the printer driver is to be installed, and perform the following operations.
- 2 Select [Control Panel] under [Windows Tools] from [All apps] on the [Start] screen, then select [View devices and printers]. The [Bluetooth & devices] screen appears.
- 3 Select [Devices]. The [Bluetooth & devices > Devices] screen appears.
- 4 Select [More devices and printer settings]. The [Devices and Printers] screen appears.

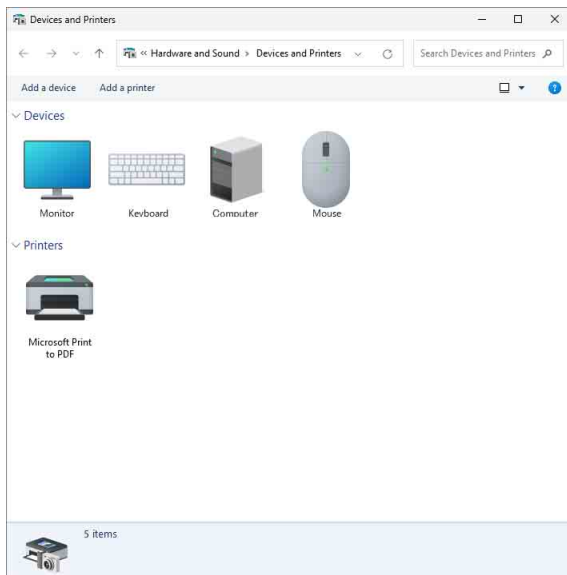
- 5 Right-click the printer icon under [Unspecified], and then select [Remove device (V)].



- 6 When the following dialog box appears, click [Yes (Y)].



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



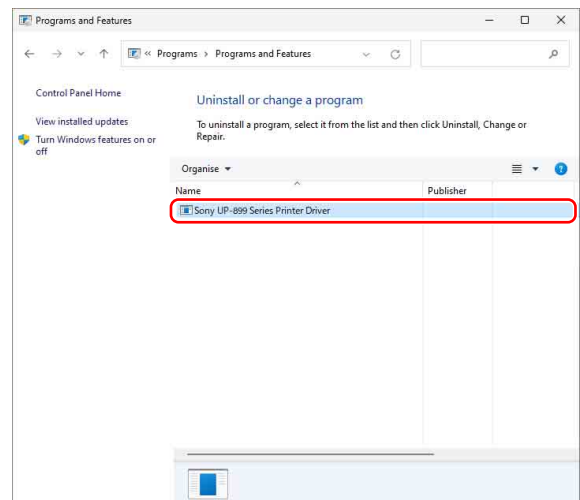
- 7 Disconnect the cable connecting the printer to the computer.

- 8 Restart the computer.
- 9 If you did not install the printer driver, perform the steps in "Installation in Windows 11" (page 4) to install the printer driver.
- 10 Connect the printer to the computer. This completes update of the printer driver.

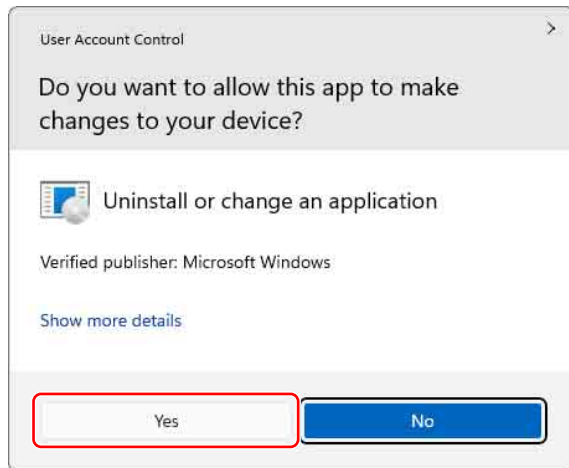
Uninstalling the Printer Driver in Windows 11

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.

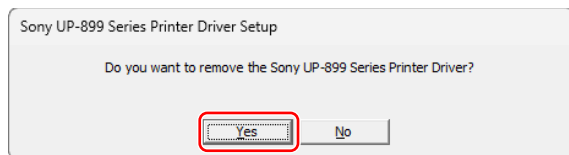
- 1 Turn off the printer and disconnect the cable connecting it to the computer.
- 2 Turn on the computer, and log on as the system administrator or a member of the Administrators group.
- 3 Select [Control Panel] under [Windows Tools] from [All apps] on the [Start] screen, then select [Programs and Features].
- 4 Select the printer driver from the [Uninstall or change a program] list, and then click [Uninstall/Change].



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

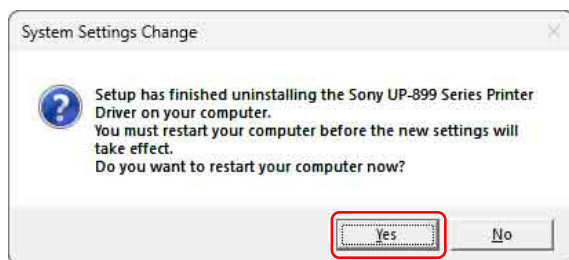


- 6 When the following dialog box appears, click [Yes (Y)].



Uninstallation will start.
When uninstallation finishes, the following dialog box appears.

- 7 Click [Yes (Y)].



The computer restarts.
This completes uninstallation of the printer driver.

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.

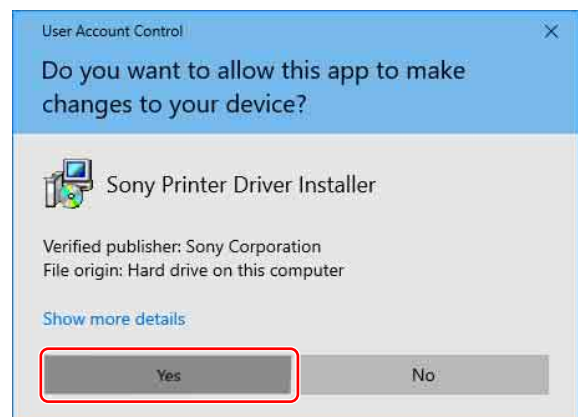
About version upgrades

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 "Uninstalling the Printer Driver in Windows 10" (page 11).

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

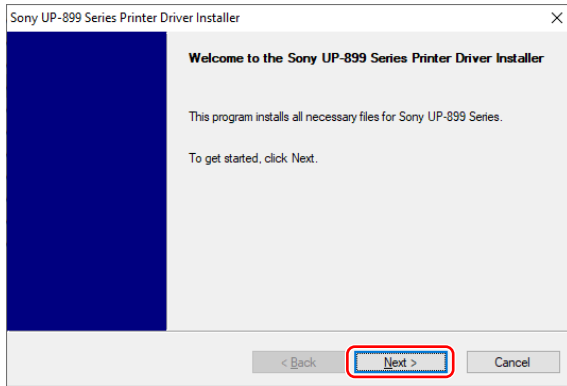
Installation in Windows 10

- 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].



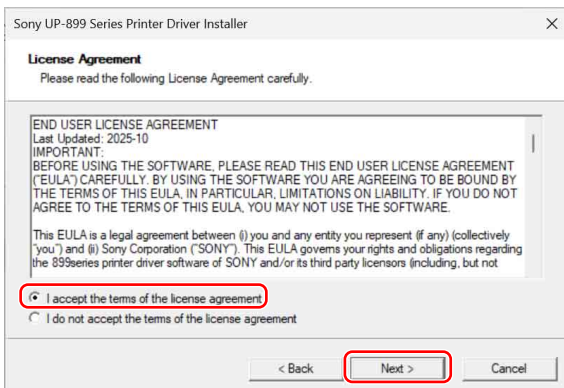
The following dialog box appears.

4 Click [Next (N)].



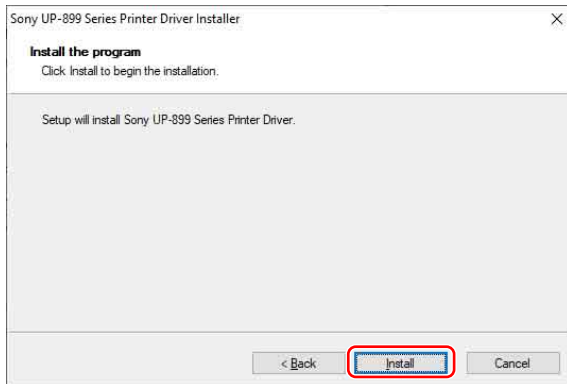
The end user license agreement appears.

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

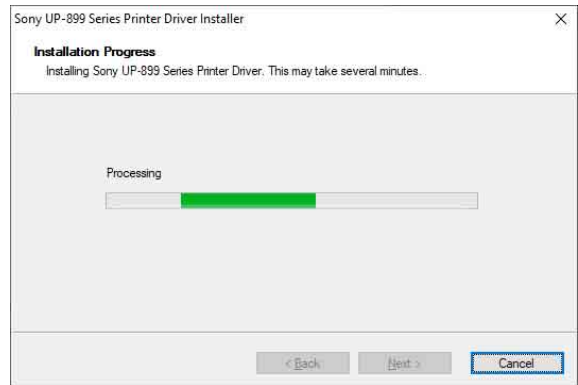


The following dialog box appears.

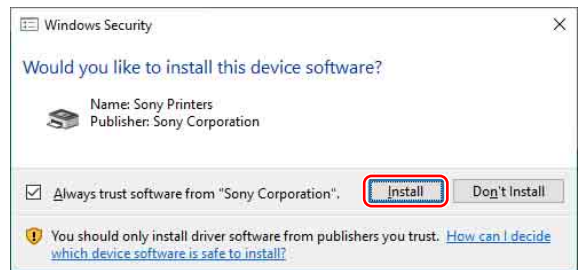
6 Click [Install (I)].



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

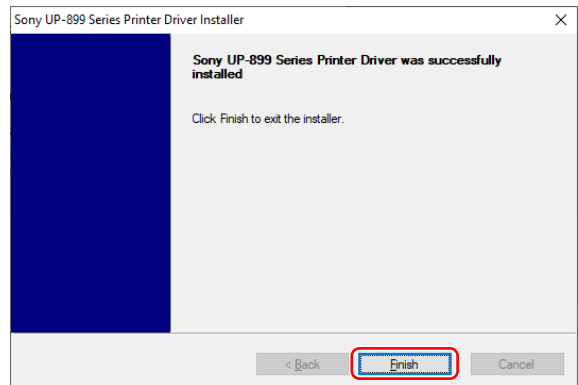


If the following dialog box appears while installation is in progress, click [Install (I)].



When installation finishes, the following dialog box appears.

7 Click [Finish (F)].

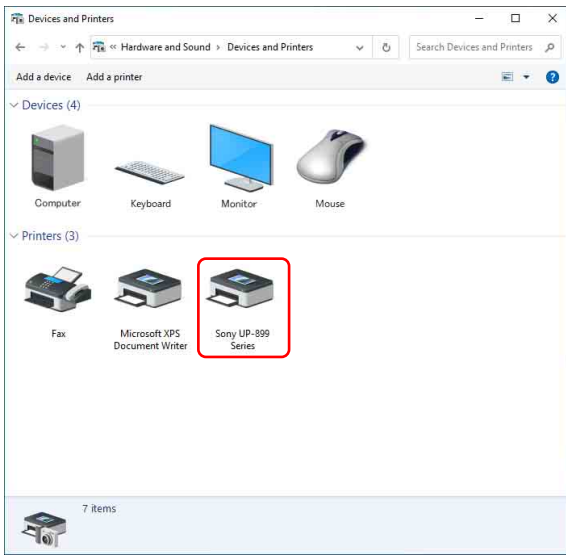


8 Connect the printer to the computer. This completes installation of the printer driver.

Checking if the installation was successful

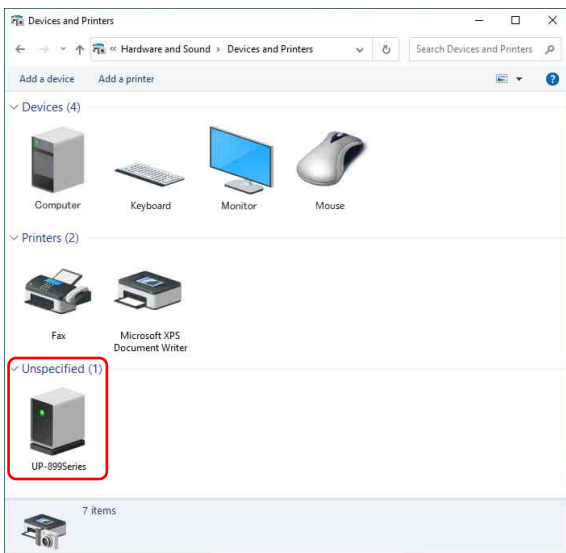
If the printer driver is successfully installed, the printer is recognized by the computer. You can select [Control Panel] under [Windows System] from the list of applications on the [Start] screen, and then select [View devices and

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.

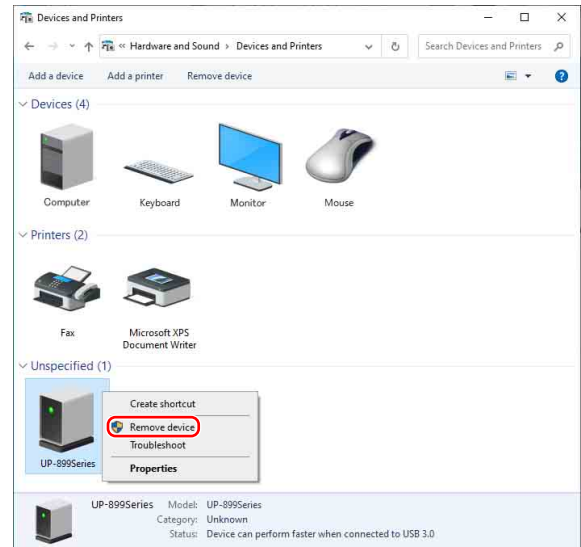


In such cases, update the printer driver as follows.

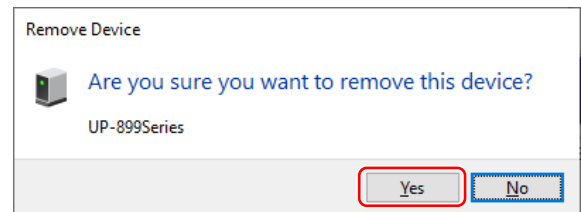
- 1 Confirm that the printer for which the printer driver is to be installed is turned on and connected to the computer.
If other USB-connected printers or other printers that are already installed are

connected, remove them, connect only the printer for which the printer driver is to be installed, and perform the following operations.

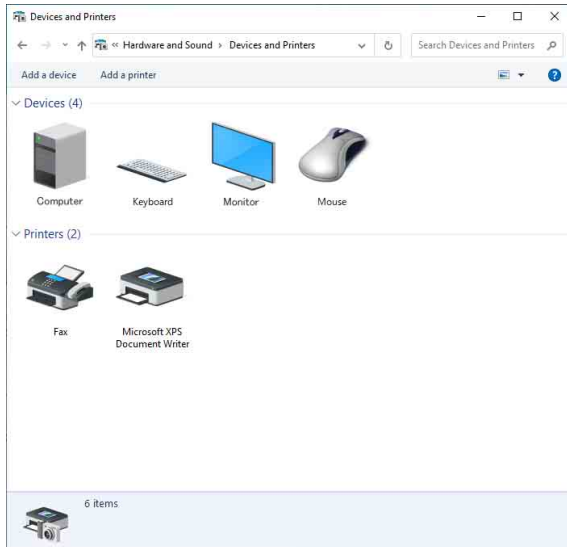
- 2 Select [Control Panel] under [Windows System] from the list of applications on the [Start] screen, then select [View devices and printers].
The [Devices and Printers] screen appears.
- 3 Right-click the printer icon under [Unspecified], and then select [Remove device (V)].



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



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



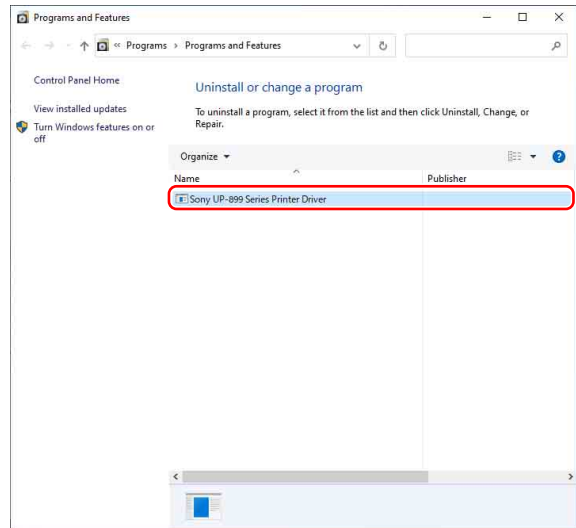
- 5 Disconnect the cable connecting the printer to the computer.
- 6 Restart the computer.
- 7 If you did not install the printer driver, perform the steps in "Installation in Windows 10" (page 8) to install the printer driver.
- 8 Connect the printer to the computer. This completes update of the printer driver.

Uninstalling the Printer Driver in Windows 10

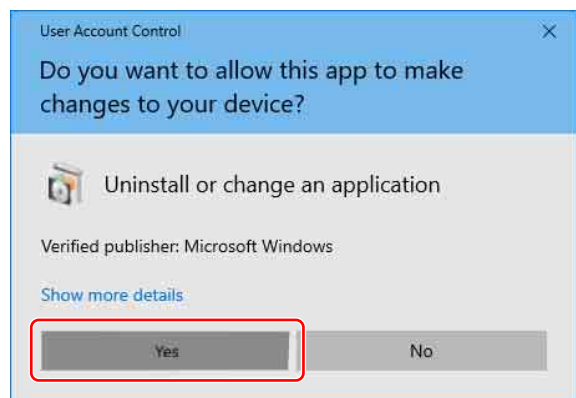
Be sure to disconnect the printer from the computer and turn off the computer before starting the uninstall procedure. If the [Found New Hardware] dialog box appears, disconnect the cable connecting the printer to the computer, click [Cancel], and close the dialog box. Afterward, restart the uninstall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

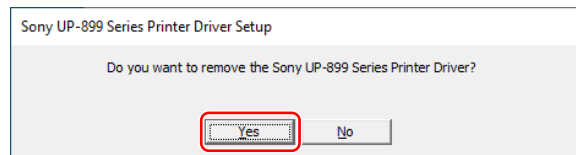
- 4 Select the printer driver from the [Uninstall or change a program] list, and then click [Uninstall/Change].



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

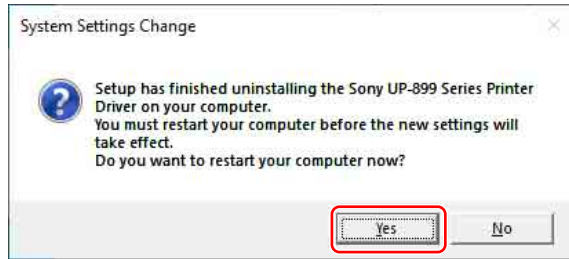


- 6 When the following dialog box appears, click [Yes (Y)].



Uninstallation will start. When uninstallation finishes, the following dialog box appears.

7 Click [Yes (Y)].



The computer restarts.
This completes uninstallation of the printer driver.

Setting the Printer Driver

The screens used to describe setup in this section assume that the UP-899 series is used in a Windows 10 environment. For further details on settings, refer to the instructions for use for UP-899 series in combination with this guide.

You can open the UP-899 series settings screen and configure various settings before you begin printing from applications.

You can open the settings screen using one of the following methods.

- **Using the desktop screen:** The settings that you make here are normally used as the default settings for the UP-899 series. However, the default settings of some application software may take precedence.
 - Windows 11: Click [Start] and select [Control Panel] under [Windows Tools] from [All apps]. Select [View devices and printers], select [Devices] > [More devices and printer settings], then right-click the Sony UP-899 series printer icon and select [Print settings].
 - Windows 10: Click [Start] and select [Control Panel] under [Windows System] from the list of applications. Select [View devices and printers] and then right-click the Sony UP-899 series printer icon and select [Print settings].
- **On the print setting screen of your application:** Click the command used to make printer settings. The settings made this way only remain valid until you close the application.

This guide describes the tabs that appear in the UP-899 series settings screen.

[Main] tab

Adjusts the basic settings related to printing, such as paper size, number of print copies, etc.

[Density Adjust] tab

Adjusts the density of the print images.

[Settings] tab

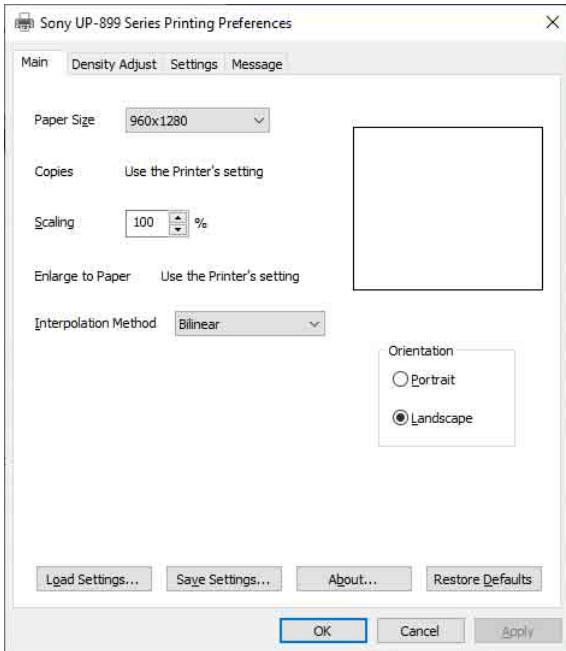
Selects whether to use the printer setting or the printer driver setting.

[Message] tab

Sets the display settings related to message dialog boxes.

[Main] tab Settings

This tab is used to make basic printing settings.



Paper Size (Z)

Select the paper size.

Size (dots)	Size (length)
960 × 1280	75 × 100 mm
1280 × 1280	100 × 100 mm
1920 × 1280	150 × 100 mm
2560 × 1280	200 × 100 mm
1920 × 1280 (fix)	150 × 100 mm

When you select “1920 × 1280 (fix)”, the paper size is fixed (the printable area is fixed at 150 × 100 mm).

If a printing image is smaller than the printable area, margins are added to the top, bottom, left and right of the image.

When you select other sizes, the paper length varies depending on the size of the image you print. If a printing image is smaller than the printable area, margins are added only to the left and right of the image. The top and bottom margins will be cut off.

Note

Depending on the application, the margins may not be cut.

Print results



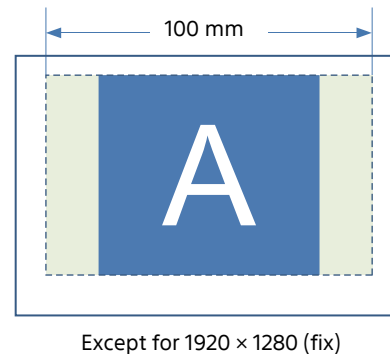
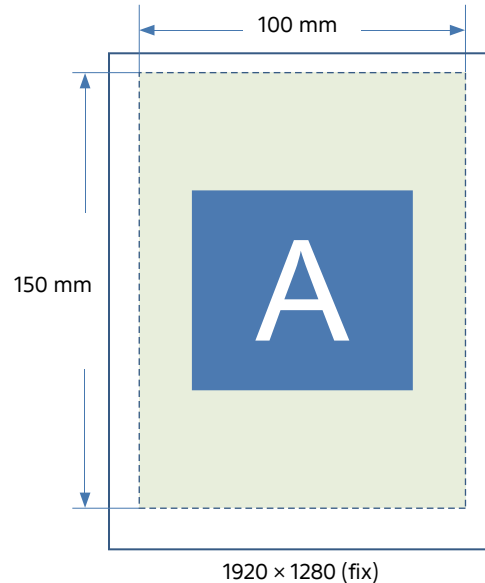
Printable area



Image area



Margin area



Copies (C)

Select the number of copies to print (1 to 10).

Note

When the [Copies (C)] check box in the [Settings] tab is selected, the printer setting is used. To use the printer driver setting, clear the [Copies (C)] check box in the [Settings] tab and make the setting here.

Scaling (S)

Select the rate of enlargement or reduction (25% to 400%).

Enlarge to Paper (E)

Select this check box to automatically enlarge a print to fit the paper size. You can specify the interpolation method used to enlarge the print to fit the paper size with the [Interpolation Method (I)] setting.

Note

When the [Enlarge to Paper (E)] check box in the [Settings] tab is selected, the printer setting is used. To use the printer driver setting, clear the [Enlarge to Paper (E)] check box in the [Settings] tab and make the setting here.

Interpolation Method (I)

Specify the interpolation method used when resizing images. The available settings are [Bilinear] and [Nearest Neighbor].

Orientation

Select [Portrait (P)] or [Landscape (L)] for the print orientation.

Load Settings (O)

Loads stored setting configurations from a file.

Save Settings (V)

Saves all print setting configurations to a file.

About (B)

Displays the version information of this printer driver.

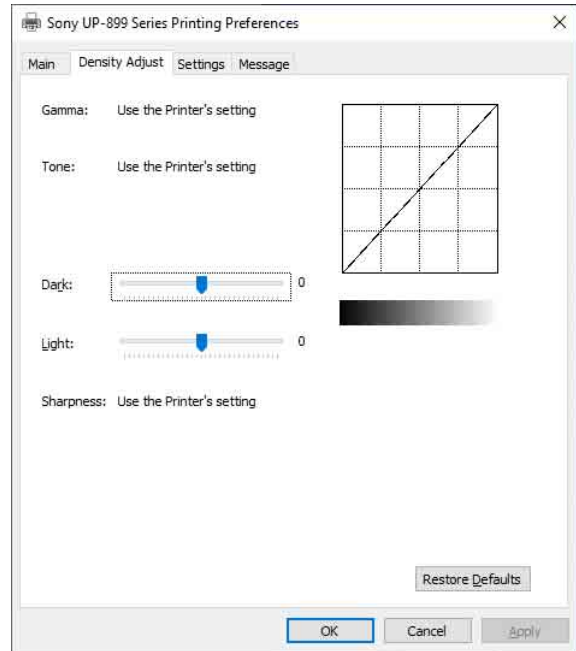
Restore Defaults (D)

Restores all settings in the [Main] tab to their default condition.

[Density Adjust] tab Settings

Adjusts the density of the image. The adjustment is reflected in the density graph and the gradation bar at the upper right of the setting screen. However, the effect of the preset value of [Gamma] and [Sharpness] are not reflected. The vertical axis of the density graph expresses the density of the image actually printed, where the upper limit relates to white density and the lower limit relates to black density. The horizontal axis expresses image data, where the upper limit relates to white data and the lower limit relates to black data. The gradation bar expresses the actual

density instead of the value of the vertical axis of the density graph.



Gamma (G)

Selects the intensity of the halftone gradation. If an image contains a lot of black or white portions, by adjusting this setting, you can obtain clearer detail in those portions.

Item	Explanation
GAMMA1	Soft gradation
GAMMA2	Standard
GAMMA3	Hard gradation
GAMMA4	Hard gradation-2

Note

When the [Gamma (G)] check box in the [Settings] tab is selected, the printer setting is used. To use the printer driver setting, clear the [Gamma (G)] check box in the [Settings] tab and make the setting here.

Tone (T)

Adjusts the density of halftone. The larger the selected value, the darker the gradation. The standard value is 0. The adjustable range is -16 to +16.

Note

When the [Tone (T)] check box in the [Settings] tab is selected, the printer setting is used. To use the printer driver setting, clear the [Tone (T)] check box in the [Settings] tab and make the setting here.

Dark (R)

Drag the slider to adjust the dark parts of the image. The larger the selected value, the darker the dark parts of the image. The standard value is 0. The adjustable range is -64 to +64.

Light (L)

Drag the slider to adjust the light parts of the image. The larger the selected value, the brighter the light parts of the image. The standard value is 0. The adjustable range is -64 to +64.

Sharpness (S)

Drag the slider to adjust the outline of the image. The larger the selected value, the sharper the edges of the image. The standard value is 7. The adjustable range is 0 to 14.

Note

When the [Sharpness (S)] check box in the [Settings] tab is selected, the printer setting is used. To use the printer driver setting, clear the [Sharpness (S)] check box in the [Settings] tab and make the setting here.

Restore Defaults (D)

Restores all settings in the [Density Adjust] tab to their default condition.

[Settings] tab Settings

Select whether to use the printer setting or the printer driver setting for each item.



Copies (C)

Select this check box to use the printer setting. Doing so also disables the [Copies (C)] setting in the [Main] tab. Clear this check box to use the [Copies (C)] setting on the [Main] tab.

Enlarge to Paper (E)

Select this check box to use the printer setting. Doing so also disables the [Enlarge to Paper (E)] setting in the [Main] tab. Clear this check box to use the [Enlarge to Paper (E)] setting on the [Main] tab.

Gamma (G)

Select this check box to use the printer setting. Doing so also disables the [Gamma (G)] setting in the [Density Adjust] tab. Clear this check box to use the [Gamma (G)] setting on the [Density Adjust] tab.

Tone (T)

Select this check box to use the printer setting. Doing so also disables the [Tone (T)] setting in the [Density Adjust] tab. Clear this check box to use the [Tone (T)] setting on the [Density Adjust] tab.

Sharpness (S)

Select this check box to use the printer setting. Doing so also disables the [Sharpness (S)] setting in the [Density Adjust] tab. Clear this check box to use the [Sharpness (S)] setting on the [Density Adjust] tab.

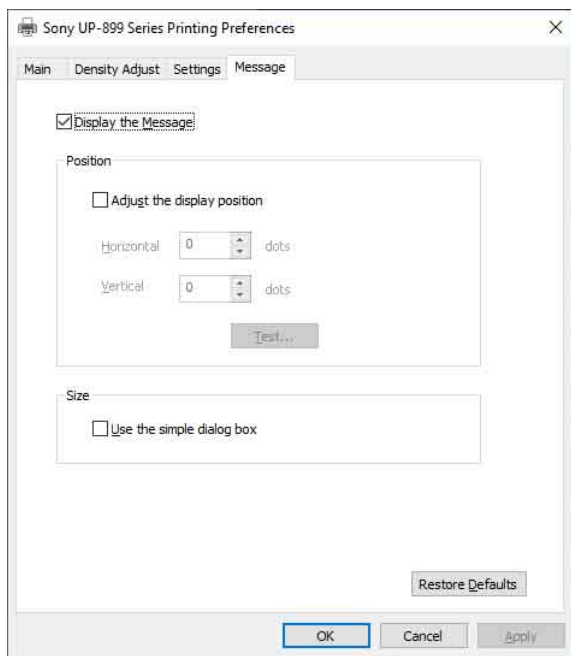
[Message] tab Settings

Sets the display settings related to message dialog boxes.

Message dialog boxes appear when the UP-899 series error occurs, for example.

Message dialog boxes appear in two sizes; standard and small. The standard message dialog box displays the error status of the UP-899 series and instructions for dealing with the error. The small message dialog box displays (one sentence or) brief instructions for dealing with the error.

For details of each message, see “Message list” (page 17).



Use the simple dialog box (U)

Select this check box to display smaller size message dialog box.

Restore Defaults (D)

Restores all settings in the [Message] tab to their default condition.

Display the Message (M)

Select this check box to show the message dialog boxes. If you clear this check box, you cannot set the other settings in the [Message] tab.

Adjust the display position (S)

Select this check box to adjust the display position of message dialog boxes.

The message dialog box appears in the position defined by the values specified in the [Horizontal (H)] and [Vertical (V)] settings.

Default setting: A check is not placed in [Adjust the display position (S)]. (The standard message dialog box appears in the center of the display, and the small message dialog box appears in the top left of the display.)

Horizontal (H), Vertical (V)

These settings are enabled when the [Adjust the display position (S)] check box is selected. Enter the coordinates for the display position (position of the upper-left corner of the message dialog box).

The message dialog box appears in the position defined by the values specified here.

Test (T)

Verify the position in which message dialog boxes appear on the display or screen. A test dialog box will appear in the position defined with the [Horizontal (H)] and [Vertical (V)] settings.

Message list

Displayable messages are as follows. Fix any issues, following the messages below. For further details on fixing issues, refer to the instructions for use for UP-899 series in combination with this guide.

Standard message dialog box	Small message dialog box
No thermal paper. Please set the thermal paper. To continue printing, click "Retry." Windows will automatically retry after 5 seconds.	Set thermal paper.
Now, Feeding. Please wait. To continue printing, click "Retry." Windows will automatically retry after 5 seconds.	Please wait.
Door is open. Please close the door. To continue printing, click "Retry." Windows will automatically retry after 5 seconds.	Close door.
Now printing the video image. Please wait. To continue printing, click "Retry." Windows will automatically retry after 5 seconds.	Please wait.
Now regulating the head temperature of the printer. Please wait. To continue printing, click "Retry." Windows will automatically retry after 5 seconds.	Please wait.
Paper jam. Please remove the jammed paper. To continue printing, click "Retry." Windows will automatically retry after 5 seconds.	Remove jammed paper.
Paper jam. Printing is aborted. Please remove the jammed paper and print again.	Remove jammed paper.
Mechanical error. Printing has been aborted. Please turn off the printer, then turn it back on and print again.	Restart printer.

Standard message dialog box	Small message dialog box
Printer is not ready. Make sure the printer is plugged in to a power source and the printer cable is correctly connected. To continue printing, click "Retry." Windows will automatically retry after 5 seconds.	Check printer.

Cautions for Use

Here describes the cautions for use.

Also, read the "Readme" file in which other cautions are described.

- Printing cannot be guaranteed if connecting the printer with a USB hub.
- Depending on the USB devices which you use at the same time, the unit may not perform correctly.
- Do not turn the unit off or remove the power cable within 2 or 3 seconds after finishing the print. The next print job may not perform normally.
- When [Print Test Page] is performed in the printer properties, overlapped characters may be printed. This is a normal result and not a malfunction.
- Use the printer to cancel a print job that is in progress. Jobs cannot be canceled using the application (printer driver).
- You may set the number of copies to a number greater than the printer's capacity via applications. However, do not set the number of copies to more than 10 copies.
- Operation of the printer cannot be guaranteed if the computer is put to sleep or put into standby while the printer is connected and turned on.



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