SONY® UP-DR80MD Digital Printer

Printer Anatomy

BUTTONS & INDICATORS

1	ON/STANDBY BUTTON	See **PRECAUTIONS**
		On: The Printer is on. **Flashing:** The Printer is entering standby mode. **Off:** The Printer is off
2	PAPER OUTLET	Prints are ejected here
3	PAPER STOP	Prevents paper from falling
4	INDICATORS	Lights up when:
	— CLEANING	Print Head cleaning is in progress
	— RIBBON/PAPER	No Ink Ribbon remaining. The Ink Ribbon is improperly loaded. The Ink Ribbon is not loaded. The Paper Roll has the wrong size indicated
	— ALARM	The Media Tray is open. There is a paper jam. The Paper Outlet is full
	— PRINT	**On:** Printer is printing. **Flashing:** Data transfer. **Slow Flashing:** Warming up
5	STOP BUTTON	Stops current document printing
6	VENT OPENING	Do not block!
7	MEDIA TRAY	See **PRECAUTIONS**

SONY® UP-DR80MD Digital Printer
Printer Troubleshooting

PRECAUTIONS

! Observe proper system shutdown procedure. Prior to shutting off cart using the master power switch, shut down sensitive equipment and ensure the printer is inactive (no indicators lit)

! Do not unplug the cart's power cable to shut down the system. Damage to equipment and/or lost data may result

! Ensure printer is not active (no indicators are lit) prior to opening media tray. Attempting to open the media tray during initialization or opening it during printing may damage the printer mechanism

! Prior to transporting the printer:

Put the printer on standby by pressing the ON/STANDBY button prior to powering off the video cart

Remove the paper, bobbins, and ribbon from the printer

Pack the printer in original box or equivalent substitute

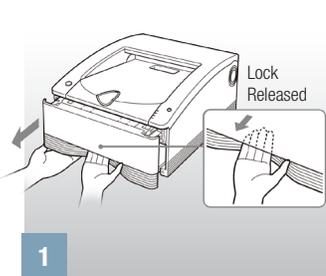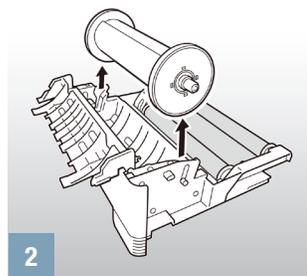| SYMPTOMS	POSSIBLE CAUSES AND REMEDIES
The printer does not print.	The printer is in standby state. Press the ON/STANDBY button.
	The printer is not connected properly. Check the USB connections
The paper does not feed.	The paper roll has been loaded improperly. Check the paper roll
	The label on the paper roll has not been removed. Remove the label
	The paper size is set incorrectly. See REPLACING RIBBON AND PAPER
	The paper roll is wound too loosely. Remove the slack from the paper roll
	The leading edge of the paper roll is folded. Cut the paper edge straight
The media tray cannot be opened.	The power may have been turned off during printing or initialization. Press the ON/STANDBY button to turn on the printer
	The printer did not recover from an error. Press the ON/STANDBY button to enter the standby state and then press the ON/STANDBY button to turn on and initialize the printer. If the tray still cannot be opened, contact customer service: 1(800)237-0169
All four LED's are lit.	The Media tray may have been opened during printing or initializing (when the LEDs were flashing). Gently close the Media Tray. Press the POWER button to put the printer on standby. Wait a moment. Press the POWER button again to turn on the printer
There are marks or stripes on the images.	The thermal head is dirty. See INTERNAL CLEANING

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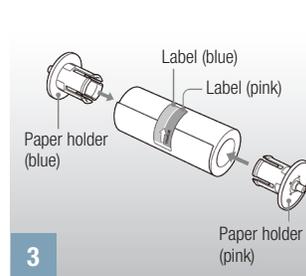## Ribbon & Paper Replacement

PRECAUTIONS

! Ensure printer is not active (no indicators are lit) prior to opening media tray

! Always replace paper and ribbon as a matched set! Attempting to use the remaining portion of ribbon or paper can cause a malfunction
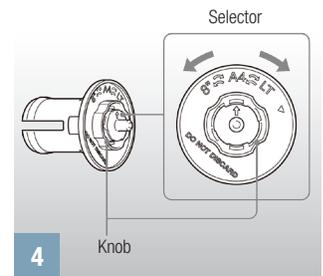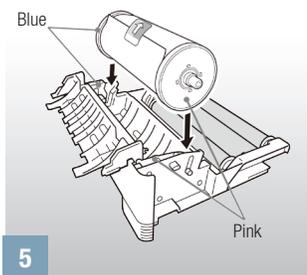
1

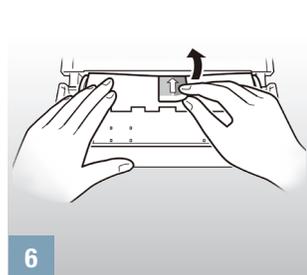Gently open media tray

2

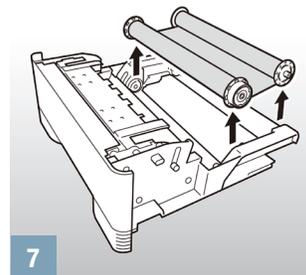Remove old paper roll

3

Reuse the bobbins

4

Check paper size setting
LT = Letter size
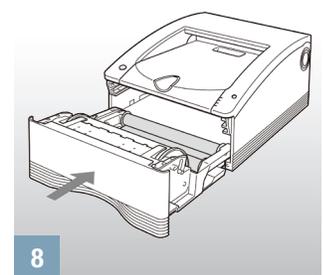A4 = A4 size

5

Insert new paper roll

6

Close cover and remove tape

7

Remove and replace ribbon. Remove slack

8

Gently close media tray
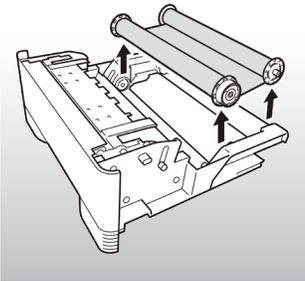
SONY® UP-DR80MD Digital Printer
Internal Cleaning
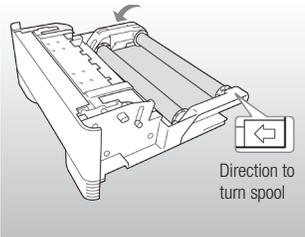
CLEANING THE PRINTER INTERNALS

To maintain print quality, periodic cleaning (using the supplied cleaning ribbon) is recommended once per month or after every 10 print packs (1000 pages) are printed

If prints begin to appear with lines or marks on them, clean the internals of the printer according to the summary procedure described below. For a complete description please reference the UP-DR80MD Instructions for Use

CLEANING PROCEDURE

1. Make sure printer is ON but not performing an operation
2. Gently pull out the media tray
3. Confirm there is paper inside and remove the ink ribbon
4. Load the cleaning ribbon
5. Remove slack (turn spool in direction indicated by arrow)
6. Gently reinsert the media tray

Direction to turn spool

7. Observe the following sequence:
   - Printer initializes
   - CLEANING indicator flashes
   - Cleaning starts automatically
   - CLEANING indicator turns OFF
8. Gently pull out the media tray
9. Remove the cleaning ribbon and reload the ink ribbon
10. Gently reinsert the media tray

ORDERING INFORMATION

Description	Order Number
Color Print Pack, Letter Size	UPC-R81MD (USA and Canada only)
Color Print Pack, A4 Size	UPC-R80MD
Cleaning Ribbon	184021812