Volcora 500108

Volcora 80mm Thermal Receipt Printer (USB/Ethernet) Instruction Manual

Model: 500108

1. INTRODUCTION

This manual provides detailed instructions for the setup, operation, maintenance, and troubleshooting of your Volcora 80mm Thermal Receipt Printer. This printer is designed for Point-of-Sale (POS) applications, offering fast and efficient thermal printing with an auto-cutter. It supports USB and Ethernet connectivity and is compatible with Android, Windows, and Linux operating systems.

2. SAFETY INFORMATION

- Ensure the printer is connected to a grounded power outlet.
- Do not expose the printer to water or excessive humidity.
- Avoid placing the printer in direct sunlight or near heat sources.
- Use only the power adapter provided with the printer.
- Keep the printer away from children.
- Do not attempt to disassemble or repair the printer yourself. Contact customer support for assistance.

3. PACKAGE CONTENTS

Verify that all items are present in the package:

- Volcora 80mm Thermal Receipt Printer
- Power Cord
- USB Cable
- Test Paper Roll
- Installation CD

Figure 3.1: Package Contents. The image displays the Volcora Thermal Receipt Printer along with its accessories: a power cord, a USB cable, a roll of test paper, and an installation CD.

4. PRODUCT OVERVIEW

4.1. Ports and Buttons

Power supply

Ethernet port

Cash drawer port (6Pin RJ11)

USB port

PORTS & BUTTONS

Power LED

Error LED

Paper LED

Feed Button

Paper Width: 80mm

ATTENTION: When cutter is locked
If the cutter doesn't reset, please open the cutter cover
and manually adjust the cutter gear, then reboot the printer.
Operate with caution

PUSH

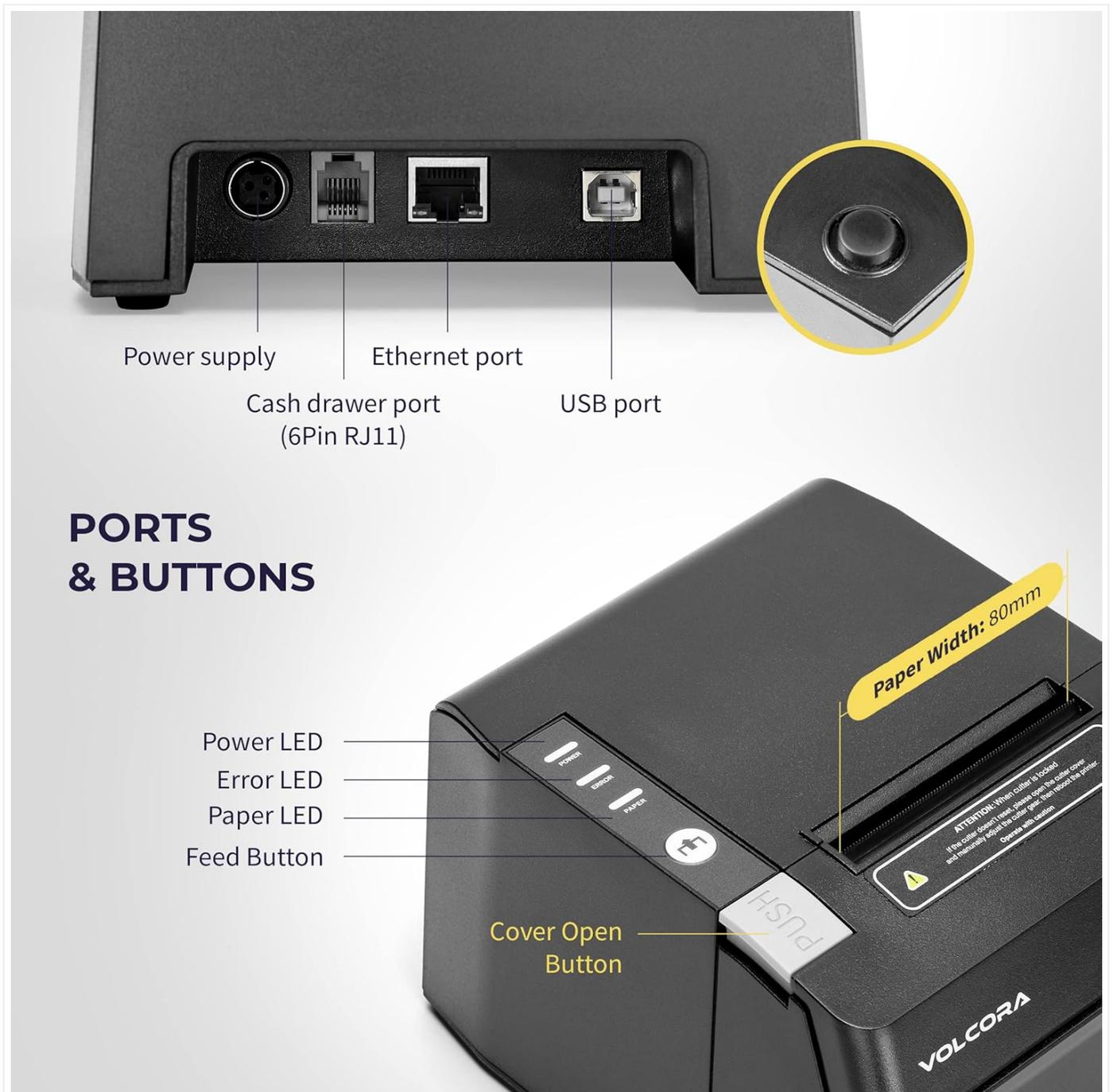**Cover Open Button**

VOLCORA

Figure 4.1: Printer Ports and Buttons. This image illustrates the rear ports including Power Supply, Ethernet Port, Cash Drawer Port (6Pin RJ11), and USB Port. It also shows the front panel with Power LED, Error LED, Paper LED, Feed Button, and Cover Open Button.

- **Power Supply Port:** Connects to the power adapter.
- **Ethernet Port:** For network connectivity (LAN).
- **Cash Drawer Port (6Pin RJ11):** Connects to a cash drawer.
- **USB Port:** For direct connection to a computer.
- **Power LED:** Indicates power status.
- **Error LED:** Indicates printer errors.
- **Paper LED:** Indicates paper status (e.g., low paper).
- **Feed Button:** Manually feeds paper.
- **Cover Open Button:** Releases the printer cover to access the paper roll.

Figure 4.2: Multiple views of the Volcora Thermal Receipt Printer, showing its compact design and various connection points.

5. SETUP

5.1. Unboxing and Connecting

1. Unbox the printer and remove all packaging materials.
2. Connect the power adapter to the printer and then to a power outlet.
3. Connect the printer to your Windows PC using the provided USB cable.

Video 5.1: Getting Started with Volcora Thermal Receipt Printer. This video demonstrates the unboxing, connecting the printer to power and a Windows PC via USB, and performing a self-test.

5.2. Paper Roll Installation

1. Press the Cover Open Button to open the printer cover.
2. Insert the thermal paper roll with the printing side facing up.
3. Pull a small length of paper out past the cutter.
4. Close the printer cover firmly until it clicks into place.

5.3. Driver Installation (Windows)

1. Download the latest driver for Windows from the Volcora support website:volcora.com/support.
2. Unzip the downloaded file and run the driver installer.
3. Follow the on-screen prompts, agreeing to the license and selecting your printer model (e.g., 500108).
4. Ensure the printer is connected via USB during installation.
5. After successful installation, the printer should be recognized in your computer's "Printers & scanners" settings.

It's Easy to Install

1 Download
Scan the QRcode to download the driver and tools.

2 Install
Follow the user manual to install the driver

3 Connect
Connect the printer to the power supply
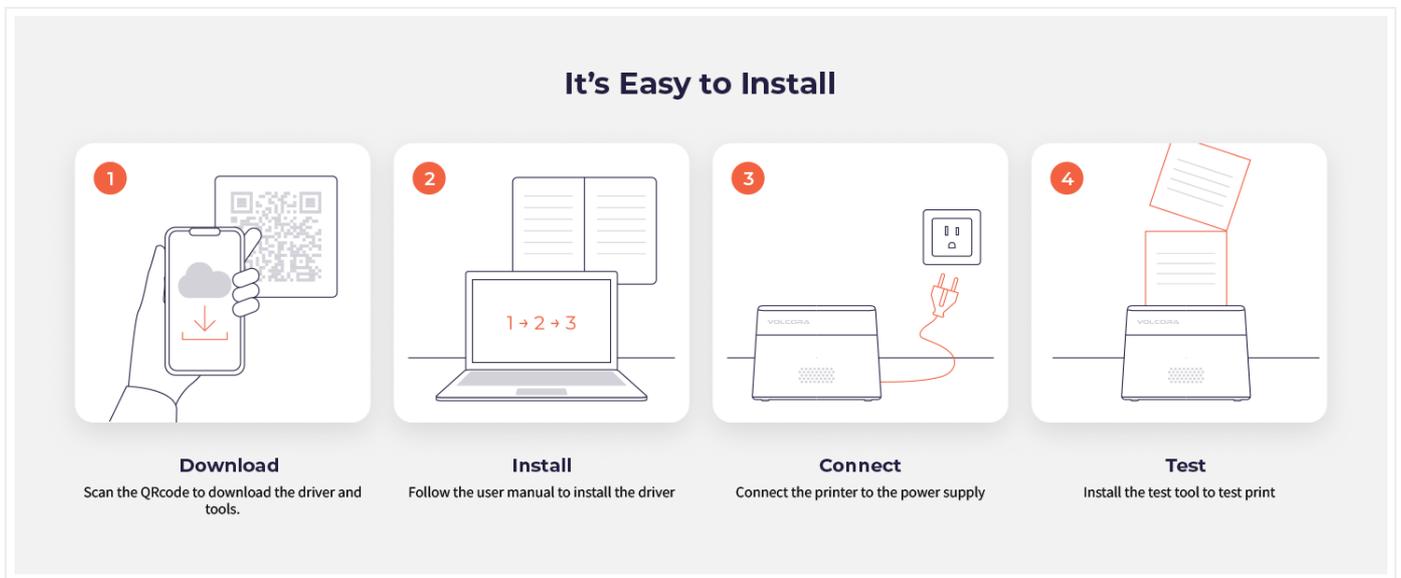
4 Test
Install the test tool to test print

Figure 5.2: Easy Installation Steps. This diagram outlines the four main steps: Download drivers, Install drivers, Connect the printer, and Test print.

5.4. Network Configuration (Ethernet)

If you are using the Ethernet connection, you may need to configure the printer's IP address to match your network's subnet. This can be done using the Setting Tool software.

1. First, identify your PC's IP address and subnet mask.
2. Perform a printer self-test (see Section 6.2) to get the printer's current IP address.
3. If the printer's IP is not in the same subnet as your PC, you will need to adjust either the PC's IP or the printer's IP.
4. Open the Setting Tool software (available from volcora.com/support).
5. Select the printer model and choose 'NET' for the port type.
6. Enter the printer's current IP address and click 'Get Param' to retrieve its network settings.
7. Modify the IP address, subnet mask, and gateway to align with your network configuration.
8. Click 'Set' to apply the new settings to the printer.
9. Perform another self-test to confirm the IP address has been updated.

Video 5.2: How to Modify LAN IP Address of Volcora Receipt Printer. This video guides you through identifying current IP addresses, changing PC host IP, and using the Setting Tool to configure the printer's IP address for Ethernet connectivity.

5.5. Placement Options

SPECIFICATIONS

Print Speed	220mm/s
ROLL PAPER	
- **Paper width**	80 mm
- **Print width**	72 mm
Dot Density	8dot/mm, 576 dot/line
Printer Command	ESC/POS
Barcode Type	UPC-A/ UPC-E/ EAN13/ EAN8/ CODE39/
	ITF25/ CODABAR/CODE93/ CODE128/
	QRCODE/ PDF417/ Data matrix
POWER	
- **Input**	AC 110V/240V, 50-60Hz
- **Output**	DC 24V/2A
Auto Cutter	1.5 million cuts

4.5 IN

6 IN

7 IN

WHAT'S IN THE BOX?

Power Cord	USB Cable	Test Paper	Installation CD
x1	x1	x1	x1

Figure 5.3: Multiple Use & Placement. The printer can be wall-mounted for kitchen use or placed on a counter for receipt printing.

6. OPERATING INSTRUCTIONS

6.1. Basic Printing

Once the printer is connected and drivers are installed, you can print receipts from your POS software or any application that supports printing. The printer features a 203 dpi resolution for clear prints and an auto-cutter for efficient receipt handling.

Figure 6.1: Efficient Printing. This image highlights the printer's fast print speed, low noise operation, and clear 203 dpi output, showing a receipt with a QR code and a barcode.

The printer supports various barcode types including UPC-A, UPC-E, EAN13, EAN8, CODE39, ITF25, CODABAR, CODE93, CODE128, QRCODE, PDF417, and Data matrix.

Volcora test QRcode

VolcoraTest128

1234567891231

0123456789128

6.2. Printer Self-Test

A self-test prints the printer's configuration, including its IP address (if connected via Ethernet), and confirms basic functionality.

1. Ensure the printer is powered off.
2. Press and hold the "Feed" button.

3. While holding the "Feed" button, power on the printer.
4. Continue holding the "Feed" button for approximately 5 seconds until the self-test page begins to print.

6.3. Compatibility

The Volcora Thermal Receipt Printer is compatible with various POS systems and operating environments. It supports ESC/POS commands.

Figure 6.2: Printer Compatibility. This chart lists compatible POS systems such as Loyverse, SumUp, Gloria Food, FoodZaps, TabShop POS, POSAPP.vn POS, Olsera POS, and KaHero POS. It also lists systems that are not compatible, including Square, Toast, Ubereats, Grubhub, Doordash, Postmates, Clover, and Shopify.

Compatible Operating Systems: Android, Windows, Linux. (Note: A software development kit (SDK) is required for custom application development on Ethernet-supported systems, including Windows, Linux, and MAC.)

Not Compatible with: Delivery platforms or POS applications such as Ubereats, Grubhub, Doordash, Postmates, Square, Clover, or Shopify. Does not offer Bluetooth or WiFi printing options.

Figure 6.3: Detailed Compatibility Table. This table shows compatibility for USB and Serial connections across various operating systems (Windows, Mac OS, Linux, Android, iOS) and notes about SDK and ESC/POS commands.

7. MAINTENANCE

7.1. Cleaning

- Regularly clean the printer's exterior with a soft, damp cloth.
- To clean the thermal print head, use an alcohol swab. Ensure the printer is off and cool before cleaning.
- Remove any paper dust or debris from the paper path.

8. TROUBLESHOOTING

8.1. Common Issues and Solutions

Problem	Possible Cause	Solution
Printer not responding	Power issue, loose cable, driver not installed.	Check power connection. Ensure USB/Ethernet cable is securely connected. Verify driver installation (Section 5.3).
Blank pages or faint print	Thermal paper loaded incorrectly, print head dirty.	Reload paper with the thermal side facing up. Clean the thermal print head (Section 7.1).
Paper jam	Incorrect paper loading, foreign object.	Open the cover, remove jammed paper, and ensure proper loading. Remove any obstructions.
Ethernet connection issues	Incorrect IP address configuration.	Perform a self-test to check the printer's IP. Use the Setting Tool to configure the IP address to match your network (Section 5.4).
Printer not compatible with POS software	Software not supported.	Refer to the compatibility list (Section 6.3). Contact your POS software provider for compatibility information.

For further assistance, refer to the Volcora support center or contact customer service.

9. SPECIFICATIONS

Feature	Detail
Brand	Volcora
Model Number	500108
Printing Technology	Thermal
Print Speed	Up to 220mm/s
Print Resolution	203 dpi
Paper Width	80mm (3 1/8")
Print Width	72mm
Interface	USB, Ethernet (LAN), Cash Drawer (RJ11)
Auto Cutter Life	1.5 million cuts
Input Power	AC 110V/240V, 50-60Hz
Output Power	DC 24V/2A
Product Dimensions	7"D x 6"W x 4.5"H (approx. 16 x 4 x 16 inches as per some specs)
Item Weight	3.76 pounds
Supported Barcodes	UPC-A, UPC-E, EAN13, EAN8, CODE39, ITF25, CODABAR, CODE93, CODE128, QRCODE, PDF417, Data matrix
Printer Command	ESC/POS

10. WARRANTY

This Volcora Thermal Receipt Printer comes with a**Limited Warranty**. Please refer to the warranty card included in your package or visit the Volcora support website for detailed terms and conditions.

11. CUSTOMER SUPPORT

For additional assistance, troubleshooting, or to download drivers and tools, please use the following resources:

- **Volcora Help Portal:** https://help.volcora.com
- **Download Support Center:** https://volcora.com/support
- **Customer Support Email:** support@volcora.com

Our U.S. based customer support team is available to assist with any integration issues.