

Bisofice POS-8370

Bisofice POS-8370 Thermal Receipt Printer User Manual

Model: POS-8370

1. INTRODUCTION

This manual provides detailed instructions for the installation, operation, and maintenance of your Bisofice POS-8370 Thermal Receipt Printer. Please read this manual thoroughly before using the printer to ensure proper function and longevity of the device. The Bisofice POS-8370 is an 80mm thermal receipt printer designed for various business environments, offering high-speed printing and versatile connectivity.

2. SAFETY INFORMATION

- Ensure the printer is connected to a power source that matches the specified voltage requirements.
- Do not expose the printer to water or excessive humidity.
- Avoid placing the printer in direct sunlight or near heat sources.
- Do not attempt to disassemble or repair the printer yourself. Contact qualified service personnel for assistance.
- Use only recommended thermal paper to prevent damage to the print head.

3. PACKAGE CONTENTS

Verify that all items are present in the package:

- Bisofice POS-8370 Thermal Receipt Printer
- Power Adapter
- USB Cable
- User Manual (this document)

PRODUCT ACCESSORIES DISPLAY



1 Printer 2 Power Adaptor 3 USB Cable 4 User Manual

Figure 3.1: Package Contents. The image displays the printer, power adaptor, USB cable, and user manual.

4. PRODUCT OVERVIEW

The Bisofice POS-8370 is a compact and efficient thermal receipt printer. Key features include:

- **High-Speed Printing:** Up to 220mm/s.
- **Automatic Cutter:** For clean and efficient receipt separation.
- **Versatile Connectivity:** USB and LAN interfaces.
- **Wide Compatibility:** Supports Windows (2003/XP/7/8/10), Linux, and Mac OS.
- **ESC/POS Command Support:** Standard command set for POS applications.
- **Wall-Mountable Design:** Includes hanging holes for flexible placement.
- **Ink-Free Operation:** Uses thermal paper, eliminating the need for ribbons or ink cartridges.

80MM Thermal Receipt Printer

Your Best Business Keeper

No Ribbon or Ink, No paper jam, Save consumables



Sound and light alarm



Auto-Cutter



Fast Printing



Temperature-control
Protection



Anti-cutter stuck
technology



USB+LAN
Connect

Figure 4.1: Front-side view of the Bisofice POS-8370 Thermal Receipt Printer.

4.1. Interfaces

The printer features multiple ports for connectivity and peripheral control:

- **USB Port:** For direct connection to a computer.
- **LAN Port:** For network connectivity.
- **Cash Drawer Port:** For connecting a cash drawer.
- **DC Power Input:** For connecting the power adapter.

Various ports can meet many different functions

Multi-ports which can be compatible with different POS machines



Figure 4.2: Rear view showing the printer's interface ports.

5. SETUP

5.1. Connecting Power

1. Connect the power adapter to the DC power input port on the back of the printer.
2. Plug the power adapter into a suitable electrical outlet.
3. Turn on the printer using the power switch, usually located on the side or back.

5.2. Connecting to a Computer/Network

Choose one of the following connection methods:

- **USB Connection:** Connect the provided USB cable from the printer's USB port to an available USB port on your computer.
- **LAN Connection:** Connect an Ethernet cable from the printer's LAN port to your network router or switch.

Strong Compatibility

Compatible with Win2003/ XP/7 /8 /10, Linux and MAC OS



Figure 5.1: Printer connectivity with a computer.

5.3. Loading Thermal Paper

1. Open the printer's top cover.
2. Insert an 80mm thermal paper roll into the paper compartment, ensuring the paper feeds from the bottom and the leading edge extends slightly out of the printer.
3. Close the top cover firmly until it clicks into place.

83mm Large Paper Roll Capacity

Suitable for large roll of thermal sensitive paper, no need to change frequently



Figure 5.2: Loading thermal paper into the printer. The image shows the maximum paper roll diameter of 83mm.

5.4. Driver Installation

To ensure proper communication between your computer and the printer, install the appropriate drivers. Drivers can be downloaded from the official website:

[Download Printer Drivers Here](#)

1. Visit the provided link to download the driver package compatible with your operating system (Windows, Linux, or Mac OS).
2. Extract the downloaded file if it is compressed.
3. Follow the on-screen instructions to complete the driver installation.
4. After installation, restart your computer if prompted.

5.5. Wall Mounting (Optional)

The printer is equipped with two hanging holes on the bottom for wall mounting, which can save space in your work area.

1. Identify a suitable location on a wall for mounting.

2. Mark the positions for the two screws using the printer's hanging holes as a template.
3. Drill pilot holes and insert appropriate wall anchors if necessary.
4. Secure the printer to the wall using screws, ensuring it is stable.

5. Contain with hanging holes to make your printing more conveniently

It contains hanging holes on the printer bottom which save you much more space anywhere



Figure 5.3: Bottom view of the printer showing wall mounting holes.

6. OPERATING INSTRUCTIONS

6.1. Basic Printing

Once the printer is set up and drivers are installed, you can print receipts from your POS software or application. Ensure the printer is selected as the default or desired printer in your system settings.

6.2. Cash Drawer Connection

The printer supports connection to a cash drawer. Connect the cash drawer cable to the dedicated cash drawer port on the back of the printer. The cash drawer will typically open automatically upon completion of a transaction print command

from your POS software.

6.3. ESC/POS Commands

The Bisofice POS-8370 printer is compatible with ESC/POS print commands. This allows for advanced control over printing functions, such as custom fonts, logos, barcodes (1D/QR), and specific formatting. Refer to the ESC/POS command reference for detailed programming information, if required by your application.

7. MAINTENANCE

7.1. Cleaning the Printer

- Turn off the printer and disconnect it from the power source before cleaning.
- Use a soft, lint-free cloth lightly dampened with water or isopropyl alcohol to clean the exterior of the printer.
- To clean the thermal print head, use a specialized thermal print head cleaning pen or a cotton swab lightly dampened with isopropyl alcohol. Gently wipe the print head surface. Allow it to dry completely before use.
- Regularly remove any paper dust or debris from the paper path.

7.2. Replacing Thermal Paper

When the paper roll is depleted or running low, replace it by following the steps in Section 5.3. Ensure you use 80mm thermal paper with a maximum roll diameter of 83mm.

8. TROUBLESHOOTING

8.1. Printer Not Responding

- Check if the printer is powered on and the power adapter is securely connected.
- Verify that the USB or LAN cable is properly connected to both the printer and the computer/network.
- Ensure the correct printer driver is installed and selected in your operating system's printer settings.
- Try restarting both the printer and your computer.

8.2. Poor Print Quality

- Check the thermal paper roll. Ensure it is loaded correctly and is not old or damaged.
- Clean the thermal print head as described in Section 7.1.
- Adjust print density settings in the printer driver, if available.

8.3. Paper Jam

- Turn off the printer and open the top cover.
- Carefully remove any jammed paper. Avoid tearing the paper inside the mechanism.
- Ensure the paper roll is properly seated and the cover is closed securely before restarting.

9. SPECIFICATIONS

Feature	Specification
Model	POS-8370
Printing Method	Direct Thermal

Print Width	72 mm
Paper Width	80 mm
Max Paper Roll Diameter	83 mm
Resolution	203 dpi (8 dots/mm)
Print Speed	Up to 220 mm/s
Interfaces	USB, LAN (Ethernet)
Operating System Compatibility	Windows (2003/XP/7/8/10), Linux, Mac OS
Command Set	ESC/POS compatible
Dimensions (L x W x H)	18 x 15 x 13 cm
Weight	1.23 kg



Interfaces	USB+LAN	Paper Width	79.5 ± 0.5mm / ϕ 83mm
Resolution	203DPI (8dot/mm)	Print Width	72mm
Print Speed	220mm/s	Paper Roll Diameter Max	83mm

Figure 9.1: Printer dimensions and key specifications.

10. WARRANTY AND SUPPORT

Bisofice products are designed for reliability and performance. For warranty information, technical support, or service inquiries, please refer to the warranty card included with your product or visit the official Bisofice website. Keep your purchase receipt as proof of purchase for warranty claims.

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