

Bisofice VTR-T58W

Bisofice VTR-T58W 58mm Thermal Receipt Printer User Manual

Model: VTR-T58W

1. INTRODUCTION

Thank you for choosing the Bisofice VTR-T58W 58mm Thermal Receipt Printer. This portable printer is designed for efficient receipt printing in various business environments, including retail, restaurants, and more. It supports both Bluetooth and USB connectivity, offering flexibility for use with mobile devices and computers. This manual provides essential information for setting up, operating, and maintaining your printer.



Image: The Bisofice VTR-T58W thermal receipt printer in a point-of-sale environment, demonstrating its use for printing customer receipts.

2. SAFETY INFORMATION

- Do not expose the printer to water or moisture.
- Avoid operating the printer in extremely hot or cold environments.
- Use only the power adapter supplied with the printer.
- Keep the printer away from direct sunlight and heat sources.
- Do not attempt to disassemble or repair the printer yourself. Contact support if issues arise.

3. PACKAGE CONTENTS

Verify that all items are present in the package:

- Bisofice VTR-T58W Thermal Receipt Printer
- Power Adapter
- USB Cable

- Thermal Paper Roll
- User Manual

4. PRODUCT OVERVIEW

The Bisofice VTR-T58W printer features a compact design with essential ports and indicators for easy operation.



Image: Diagram illustrating the dimensions of the Bisofice VTR-T58W printer (180mm x 130mm x 110mm) and a three-step visual guide for loading thermal paper.

Key Features:

- **Direct Thermal Printing:** No ink cartridges required, reducing operational costs.
- **High-Speed Printing:** Up to 90mm/s for efficient transaction processing.
- **Dual Connectivity:** Supports both USB and Bluetooth for versatile connection options.
- **Wide Compatibility:** Works with Windows, Linux, Android, and iOS systems.
- **ESC/POS Command Support:** Standard command set for broad software compatibility.

5. SETUP

5.1 Loading Thermal Paper

1. Open the top cover of the printer by pressing the release button.
2. Insert a 58mm thermal paper roll into the compartment, ensuring the printing side faces upwards.
3. Pull a small amount of paper out past the cutter.
4. Close the top cover firmly until it clicks into place.



Image: A visual guide demonstrating the process of opening the printer cover, inserting the thermal paper roll, and closing the cover.

5.2 Connecting the Printer

The printer supports both USB and Bluetooth connections.



2 in 1 Connecting Methods

Support connect with computer by USB and mobile device by BT function.

Compatible with 32bit&64bit
Windows / LINUX / Mobile /
Android / IOS / MAC system.



Image: The Bisofice VTR-T58W printer connected via USB to a laptop and wirelessly via Bluetooth to a smartphone, illustrating its dual connectivity.

USB Connection (for Computers - Windows/Linux)

1. Connect the printer to your computer using the provided USB cable.
2. For Windows systems, download the printer driver from the official Bisofice support website. The driver link is typically provided in the product documentation or can be found at <https://www.oadlu.com/support/driver/thermal-printer> (look for "T58W driver-2").
3. Install the driver following the on-screen instructions.
4. Once installed, select the printer within your application's print settings.

Bluetooth Connection (for Mobile Devices - Android/iOS)

Bluetooth connection is not supported for computers.

1. Ensure Bluetooth is enabled on your mobile device.
2. Turn on the printer.
3. Open the application you intend to use for printing (e.g., Loyverse, iREAP, CasierStock, Kyte).
4. Within the application's settings, search for and connect to the printer via Bluetooth. You may need to enable location services on your mobile device for Bluetooth scanning.

6. OPERATING INSTRUCTIONS

After successful setup, you can begin printing receipts.

6.1 Basic Printing

- Ensure the printer is powered on and connected to your device (via USB or Bluetooth).
- Open your POS software or printing application.
- Initiate a print command from your application. The printer will automatically print the receipt.
- The printer supports ESC/POS commands for various printing functions, including text, images, and 1D barcodes.



90mm/s
High Speed Printing
 Perfect for loads of work

Image: The Bisofice VTR-T58W printer actively printing a receipt, highlighting its 90mm/s high-speed capability for busy environments.

6.2 Recommended Applications

The Bisofice VTR-T58W is compatible with several applications:

- **Loyverse:** For retail and clothing businesses.
- **iREAP:** For retail and inventory management.
- **CasierStock:** For shopping and inventory management.
- **Kyte:** For mobile sales.



Image: A collage showing the Bisofice VTR-T58W printer being used in diverse settings such as a supermarket, meal delivery service, coffee shop, hospital, clothing store, and pharmacy.

7. MAINTENANCE

The Bisofice VTR-T58W printer uses thermal printing technology, which means it does not require ink cartridges or ribbons. This simplifies maintenance significantly.

7.1 Cleaning the Printer

- Ensure the printer is turned off and unplugged before cleaning.
- Use a soft, dry, lint-free cloth to wipe the exterior of the printer.
- To clean the thermal print head, gently wipe it with an alcohol swab. Allow it to dry completely before use.
- Regularly remove any paper dust or debris from the paper compartment.

8. TROUBLESHOOTING

If you encounter issues with your printer, refer to the following common problems and solutions:

8.1 Printing Issues

- **No Print Output:** Check if the printer is powered on, connected correctly (USB or Bluetooth), and has thermal paper loaded. Ensure the paper is loaded with the correct side facing the print head.
- **Faint or Blank Prints:** This usually indicates the thermal paper is loaded upside down or the print head needs cleaning.
- **Garbled Characters:** Verify that the correct printer driver is installed on your computer or that the mobile application settings are configured for the Bisofice VTR-T58W.

8.2 Connectivity Issues

- **Bluetooth Connection Failure:** Ensure Bluetooth is enabled on your mobile device and the printer. Make sure no other device is currently paired with the printer. Try restarting both the printer and your mobile device. Remember, Bluetooth is not for computer connections.
- **USB Connection Failure:** Check the USB cable connection. Try a different USB port on your computer. Reinstall the printer driver if necessary.

8.3 Software Compatibility

Please note that this printer is **NOT compatible** with the following POS systems and applications:

- SumUp, Hello Cash, Zettle, Ubereats, Shopify, Grubhub, Doordash, Gloriafoods, Lightspeed, Postmates, Square, Clover, TabShop, O3POS, Credit Card Reader, Settle, FileMaker, MobiPOS Lite, Kasse Speedy, Open Table.

Always confirm compatibility with your specific POS application or system before purchase.

9. SPECIFICATIONS

Model	VTR-T58W
Printing Method	Direct Thermal
Paper Width	58mm
Printing Width	48mm
Printing Speed	90mm/s (Max)
Resolution	203 dpi
Interface	USB, Bluetooth
Supported OS	Windows, Linux, Android, iOS
Command Set	ESC/POS compatible
Dimensions (L x W x H)	20 x 13 x 14 cm
Weight	770 g

10. WARRANTY AND SUPPORT

10.1 Limited Warranty

The Bisofice VTR-T58W Thermal Receipt Printer comes with a limited warranty. Please refer to the warranty card included in your package or contact your retailer for specific terms and conditions regarding warranty coverage and duration.

10.2 Customer Support

For technical assistance, driver downloads, or further inquiries, please visit the official Bisofice support website or contact their customer service. Contact information can typically be found on the product packaging or the manufacturer's website.