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› NUCOUN VCP-8370 Thermal Receipt Printer User Manual

NUCOUN VCP-8370

NUCOUN VCP-8370 Thermal Receipt Printer User Manual

Model: VCP-8370

1. INTRODUCTION

This manual provides detailed instructions for the installation, operation, and maintenance of your NUCOUN VCP-8370 Thermal Receipt Printer. Please read this manual thoroughly before using the printer to ensure proper function and longevity.



Image: The NUCOUN VCP-8370 Thermal Receipt Printer, a compact device designed for efficient receipt printing.

2. PRODUCT FEATURES

- **Wide Compatibility:** Supports ESC/POS commands and is compatible with Windows (2003/XP/7/8/10/11), Mac, and Linux operating systems, as well as OPOS. *Note: Does not support Wi-Fi, Bluetooth, Square, or PayPal systems.*
- **High-Speed Printing:** Achieves print speeds up to 220 mm/s. Utilizes thermal printing technology, eliminating the need for ink cartridges or ribbons, which reduces operating costs.
- **High-Quality Output:** Features a high-definition print head with a resolution of 203 DPI, ensuring clear print quality with low operational noise.
- **Automatic Cutter:** Equipped with an auto-cutter designed for continuous use up to 1 million cuts, preventing manual tearing and label damage.
- **Multi-function Interfaces:** Includes USB, LAN (Ethernet), and RJ11 cash drawer interfaces (suitable for DC 24V/2.5A cash drawers).

- **Cost-Effective Design:** Simple, elegant, dustproof, and waterproof button design. Features a sound and light alarm system to prevent missed receipts.
- **Space-Saving Installation:** Two keyhole slots are provided for wall mounting, optimizing counter space.
- **Versatile Applications:** Suitable for various environments including supermarkets, restaurants, medical facilities, banking, and government services.

3. PACKAGE CONTENTS

Upon opening the package, please verify that all the following items are included:

- NUCOUN VCP-8370 Thermal Receipt Printer
- Power Cord
- USB Data Cable
- Instruction Manual
- Thermal Paper Roll (initial roll)



Image: The printer and its included accessories: power cord, USB data cable, and instruction manual.

4. PRODUCT OVERVIEW

Familiarize yourself with the various components and interfaces of the VCP-8370 printer:

Product Detail



Image: Labeled diagram of the printer's front and rear panels, highlighting buttons and connection ports.

- **Switch Button:** Power on/off the printer.
- **Indicator Light:** Displays printer status (e.g., power on, error, printing).
- **Feed Button:** Manually feeds paper.
- **Cover Open Button:** Releases the top cover for paper loading.
- **USB Port:** Connects the printer to a computer via USB cable.
- **LAN Port:** Connects the printer to a network via Ethernet cable.
- **CASH Port (RJ11):** Connects to a compatible cash drawer (DC 24V/2.5A).
- **Power Port:** Connects the power adapter.

5. SETUP INSTRUCTIONS

5.1. Paper Roll Installation

1. Press the "Cover Open Button" to open the printer's top cover.
2. Insert the 80mm thermal paper roll into the paper compartment, ensuring the paper feeds out from the top and the leading edge is straight.
3. Pull a small amount of paper past the cutter.
4. Close the top cover firmly until it clicks into place.

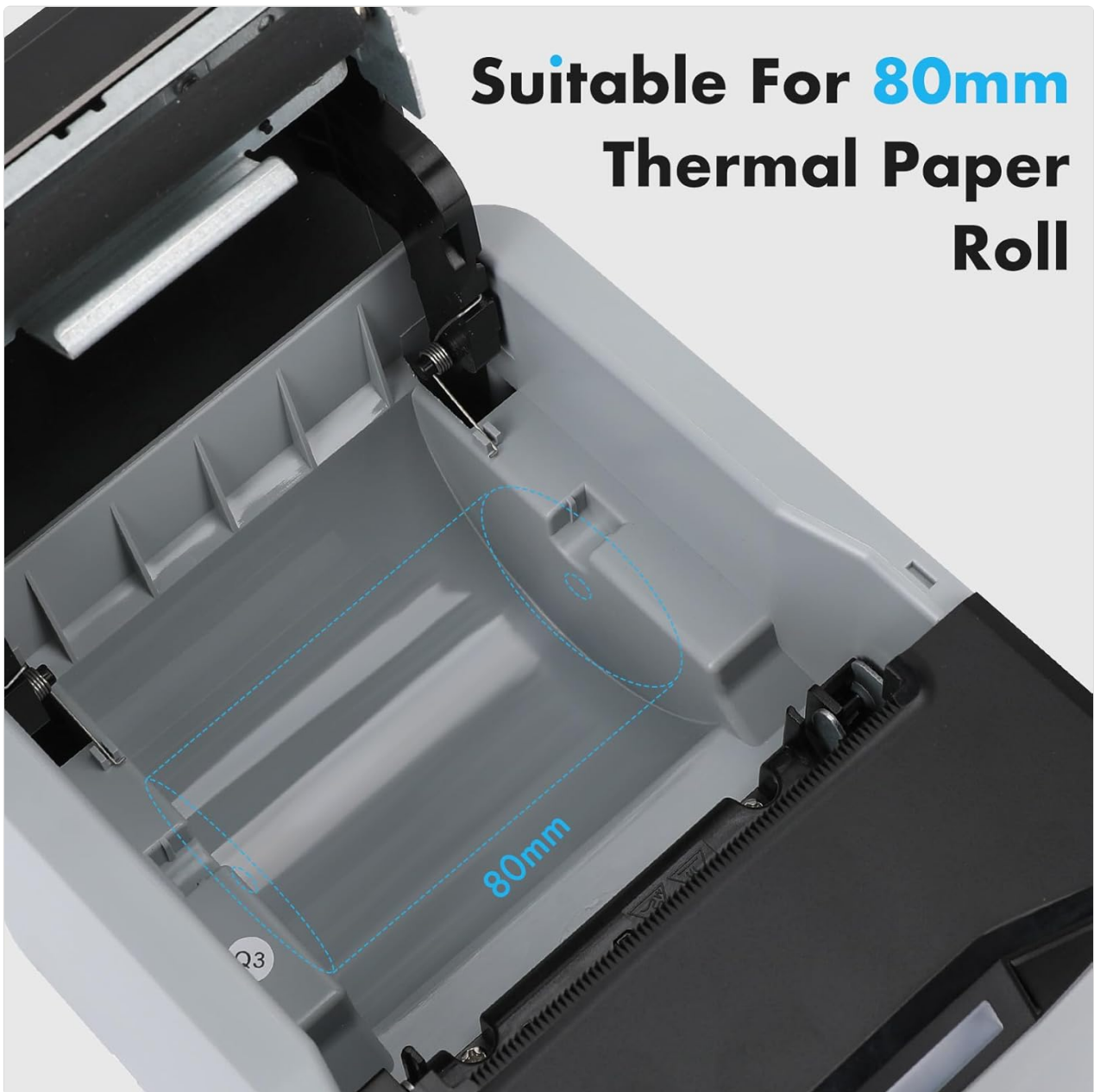


Image: Detailed view of the paper compartment, illustrating the correct placement for an 80mm thermal paper roll.

5.2. Connecting the Printer

1. **Power Connection:** Connect the power adapter to the printer's power port and then plug it into a power outlet.
2. **USB Connection:** For direct connection to a computer, use the provided USB data cable to connect the printer's USB port to an available USB port on your computer.
3. **LAN (Ethernet) Connection:** For network printing, connect an Ethernet cable from the printer's LAN port to your network router or switch.
4. **Cash Drawer Connection:** If using a cash drawer, connect its RJ11 cable to the printer's CASH port. Ensure the cash drawer is compatible with DC 24V/2.5A.

5.3. Driver Installation

To use the printer with your computer, you must install the appropriate drivers. Drivers are available for Windows, Mac, and Linux operating systems.

- Visit the official NUCOUN website (e.g., www.nucoun.com) and navigate to the "Support" or "Downloads" section.
- Locate and download the driver package specific to the VCP-8370 model and your operating system.
- Follow the on-screen instructions to complete the driver installation. A successful installation will allow your computer to recognize the printer.



Image: Visual representation of USB and Ethernet connectivity options and supported operating systems.

6. OPERATING INSTRUCTIONS

6.1. Powering On/Off

- To power on, press the "Switch Button". The indicator light will illuminate.
- To power off, press the "Switch Button" again. The indicator light will turn off.

6.2. Basic Printing

Once the printer is connected and drivers are installed, you can print receipts from your POS software or application. The printer will automatically cut the receipt after printing.



Image: The printer in operation, demonstrating its fast and clear printing of receipts.

6.3. Manual Paper Feed

Press the "Feed Button" to manually advance the paper roll by a small increment.

6.4. Alarm System

The printer is equipped with a sound and light alarm system to notify users of printing status:

- A blue light flash indicates the printer is powered on.
- A red light flash indicates active printing or a potential error, ensuring no receipts are missed.

7. COMPATIBILITY

The NUCOUN VCP-8370 Thermal Receipt Printer offers broad compatibility:

- **Operating Systems:** Windows (Win2003, WinXP, Win7, Win8, Win10, Win11), Mac, and Linux.
- **Command Set:** ESC/POS compatible.
- **Interfaces:** USB, LAN (Ethernet), and RJ11 for cash drawers.

Important Note: This printer does NOT support Wi-Fi, Bluetooth, Square, or PayPal systems.

8. MAINTENANCE

Regular maintenance ensures optimal performance and extends the lifespan of your thermal receipt printer.

8.1. Cleaning the Print Head

- Turn off the printer and disconnect the power cord.
- Open the printer cover and remove the paper roll.
- Gently wipe the thermal print head (the ceramic strip) with a cotton swab lightly dampened with isopropyl alcohol. Allow it to dry completely before closing the cover and reconnecting power.

8.2. Cleaning the Roller

- With the printer off, use a soft, lint-free cloth dampened with isopropyl alcohol to clean the rubber roller.
- Rotate the roller manually to clean its entire surface.

8.3. General Cleaning

- Wipe the exterior of the printer with a soft, dry cloth. Do not use abrasive cleaners or solvents.
- Ensure no dust or debris accumulates in the paper exit slot or around the auto-cutter mechanism.

9. TROUBLESHOOTING

This section addresses common issues you might encounter with your printer.

Problem	Possible Cause	Solution
Printer does not power on.	Power cord not connected; power outlet faulty.	Ensure power cord is securely connected. Test the power outlet with another device.
No printing output.	No paper; paper loaded incorrectly; driver not installed; printer not selected.	Check paper roll and reload if necessary. Verify driver installation and printer selection in your software.
Poor print quality (faint, blank lines).	Low quality thermal paper; dirty print head; print head damage.	Use high-quality thermal paper. Clean the print head as described in the Maintenance section. If problem persists, contact support.
Paper jam.	Paper loaded incorrectly; foreign object in paper path.	Turn off printer, open cover, carefully remove jammed paper. Ensure paper is loaded correctly.
Cash drawer does not open.	Incorrect connection; cash drawer not compatible; software command issue.	Verify RJ11 cable connection. Ensure cash drawer is DC 24V/2.5A compatible. Check POS software settings.
Driver installation issues.	Incorrect driver version; corrupted download.	Download the latest drivers from www.nucoun.com (Support section) and ensure it matches your OS.

10. TECHNICAL SPECIFICATIONS

Feature	Specification
Model Name	VCP-8370
Brand	NUCOUN
Printing Technology	Thermal
Print Resolution	203 DPI
Maximum Print Speed	220 mm/s
Paper Width	80 mm (3 1/8 inches)
Maximum Media Size	80mm x 230mm (supports larger 230' rolls)
Connectivity	USB, Ethernet (LAN)
Cash Drawer Port	RJ11 (DC 24V/2.5A compatible)
Auto Cutter Life	1 million cuts
Operating System Compatibility	Windows (2003/XP/7/8/10/11), Mac, Linux, OPOS
Product Dimensions	8 x 7.52 x 5.47 inches (20.32 x 19.10 x 13.89 cm)
Item Weight	2.7 pounds (1.22 kg)
Special Feature	Auto Cutter, Sound and Light Alarm

11. WARRANTY AND SUPPORT

11.1. Warranty Information

The NUCOUN VCP-8370 Thermal Receipt Printer comes with **alimited warranty**. Please refer to the warranty card included in your package or visit the official NUCOUN website for detailed terms and conditions.

11.2. Customer Support

For technical assistance, troubleshooting, or any inquiries regarding your NUCOUN product, please contact our professional after-sales support team. You can find contact information on the official NUCOUN website or in the included documentation.

Website: www.nucoun.com