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› Bisofice 80mm Thermal Receipt Printer User Manual

## Bisofice POS-8370USB-B

# Bisofice 80mm Thermal Receipt Printer User Manual

Model: POS-8370USB-B

## INTRODUCTION

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This manual provides comprehensive instructions for the setup, operation, and maintenance of your Bisofice 80mm Thermal Receipt Printer, Model POS-8370USB-B. This printer is designed for efficient and reliable receipt printing in various business environments such as restaurants, supermarkets, and retail stores.

The package includes:

- 1 x Bisofice Thermal Receipt Printer
- 1 x Power Cable
- 1 x USB Cable
- 1 x Paper Roll (80x30mm)
- 1 x User Manual (this document)



Figure 1: Bisofice 80mm Thermal Receipt Printer. This image shows the compact black printer with a receipt emerging from the top slot and a fresh roll of thermal paper beside it, illustrating its primary function.

## SETUP GUIDE

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Follow these steps to set up your thermal receipt printer for the first time.

### 1. Unpacking and Placement

1. Carefully remove all components from the packaging.
2. Place the printer on a stable, flat surface near a power outlet and your computer/network device.
3. Ensure adequate ventilation around the printer.

### 2. Loading the Paper Roll

1. Open the printer's top cover by pressing the release button or latch.
2. Insert the thermal paper roll (80x30mm) into the paper compartment, ensuring the paper feeds from the bottom of the roll towards the front of the printer.
3. Pull a small amount of paper out past the cutter.
4. Close the top cover firmly until it clicks into place.

## No ribbon and ink

No need of Ribbon and ink, just a thermal paper roll, simple structure of paper warehouse, cost-efficient and fast



Figure 2: Thermal Printer with Paper Rolls. This image highlights the printer's design, emphasizing that it uses thermal paper rolls and does not require ink ribbons, simplifying consumables management.

### 3. Connecting Power and Data Cables

1. Connect the power cable to the printer's power port and then to a wall outlet.
2. For USB connection: Connect the provided USB cable from the printer's USB port to an available USB port on your computer.
3. For 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 3: USB Connection Setup. This image illustrates the printer's strong compatibility, showing it connected via a USB cable to a laptop, indicating its ease of integration with various operating systems.

## 4. Driver Installation

The printer is compatible with Win2003/XP/7/8/10, Linux, and MAC OS. Drivers are typically included on a CD with the printer or can be downloaded from the manufacturer's website. Install the appropriate driver for your operating system before attempting to print.

## OPERATING INSTRUCTIONS

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Once the printer is set up and drivers are installed, you can begin printing receipts.

### 1. Powering On/Off

- To power on, ensure the power cable is connected and press the power button, usually located on the side or front of the printer.

- To power off, press and hold the power button until the printer shuts down.

## 2. Printing Receipts

- Open your POS software or application that supports receipt printing.
- Select the Bisofice 80mm Thermal Receipt Printer as your default printer in the software settings.
- Initiate a print command from your software. The printer will automatically print the receipt and cut the paper.

# Clear Printing

203dpi resolution, low print noise, clear printing quality and reliable performance.



**203dpi**  
Resolution

**100KM**  
Print Head Life



Figure 4: Clear Printing Capability. This image demonstrates the printer's 203 dpi resolution, showcasing the clear and high-quality output of a sample receipt, highlighting its reliable performance.

## 80mm Receipt Printer



Figure 5: Printer in Retail Application. This image shows the 80mm receipt printer in a typical retail setting, with a cash register in the background, illustrating its practical use for generating customer receipts.

### 3. Understanding Indicator Lights

The printer features indicator lights to provide status information:

- **Blue Light (Solid):** Printer is powered on and ready.
- **Blue Light (Flashing):** Indicates a specific status or error (refer to troubleshooting).
- **Red Light (Flashing):** Indicates an error condition, such as paper out or cover open.

# No receipts or bills omission with sound and light alarm

One bill by one control, Anti-bills omission to improve our service effectively



Figure 6: Indicator Lights. This diagram explains the meaning of the blue and red indicator lights on the printer, specifically noting that a blue light flashes when powered on and a red light flashes during printing or error conditions, aiding in status monitoring.

## MAINTENANCE

Proper maintenance ensures the longevity and optimal performance of your Bisofice thermal receipt printer.

### 1. Cleaning the Printer

- **Exterior:** Wipe the exterior of the printer with a soft, damp cloth. Do not use abrasive cleaners or solvents.
- **Print Head:** The thermal print head should be cleaned periodically, especially if print quality degrades. Use a lint-free cloth dampened with isopropyl alcohol. Ensure the printer is off and cool before cleaning.
- **Paper Path:** Remove any paper dust or debris from the paper path using a soft brush or compressed air.

### 2. Paper Roll Replacement

Replace the paper roll as described in the "Loading the Paper Roll" section of the Setup Guide when the printer indicates

low paper or the roll is empty.

### 3. No Ink or Ribbon Required

This thermal printer operates without ink cartridges or ribbons, significantly reducing maintenance and operational costs. It only requires thermal paper.

## TROUBLESHOOTING

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

### 1. Printer Not Responding

- Ensure the power cable is securely connected and the printer is powered on.
- Check the USB or LAN cable connection to your computer/network.
- Verify that the correct printer driver is installed and selected in your software.
- Restart both the printer and your computer.

### 2. Poor Print Quality

- Check if the thermal paper roll is inserted correctly and is of good quality.
- Clean the thermal print head as described in the Maintenance section.
- Ensure the paper roll diameter is within the specified limits (max 83mm).

### 3. Paper Jam

- Turn off the printer.
- Open the top cover and carefully remove any jammed paper.
- Ensure the paper roll is properly seated and the cover is closed securely.
- This printer features an anti-cutter stuck technology to minimize paper jams.

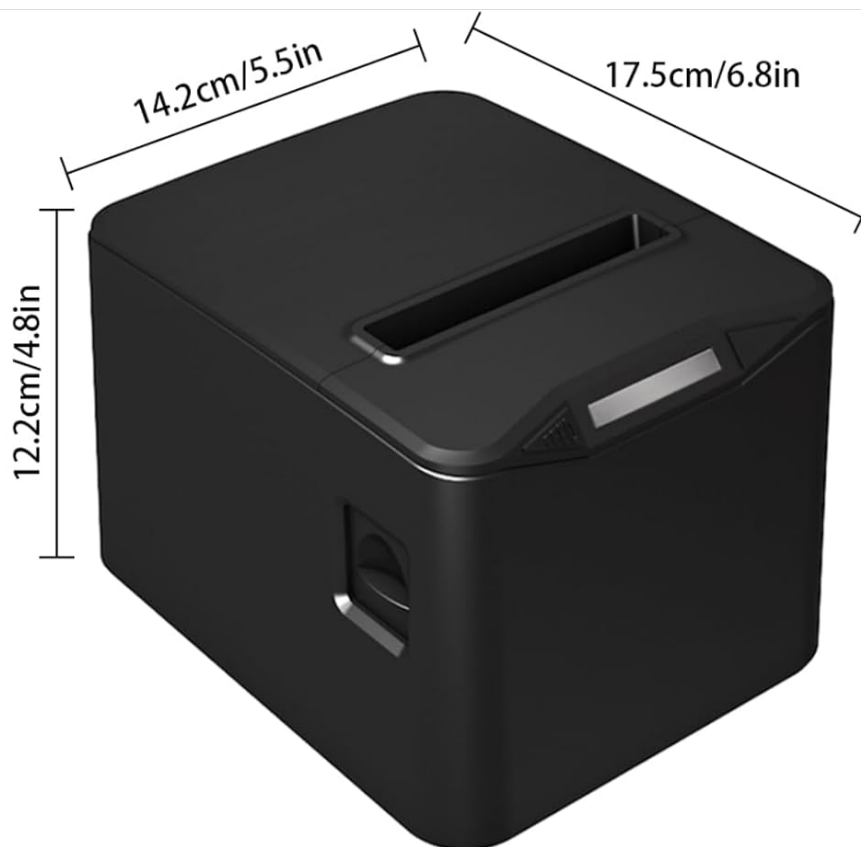
### 4. Indicator Lights Flashing

- **Red Light Flashing:** Typically indicates "paper out" or "cover open". Load a new paper roll or ensure the cover is closed.
- **Blue Light Flashing:** May indicate a network activity or a specific status. If accompanied by printing issues, refer to other troubleshooting steps.

## SPECIFICATIONS

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Detailed technical specifications for the Bisofice 80mm Thermal Receipt Printer.



|             |                  |                         |                     |
|-------------|------------------|-------------------------|---------------------|
| 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 7: Product Dimensions and Key Specifications. This image provides a visual representation of the printer's dimensions (17.5cm x 12.2cm x 14.2cm) and a table detailing its interfaces (USB+LAN), resolution (203 DPI), print speed (220mm/s), paper width (79.5±0.5mm), print width (72mm), and maximum paper roll diameter (83mm).

| Feature                 | Specification                    |
|-------------------------|----------------------------------|
| Model Number            | POS-8370USB-B                    |
| Printing Technology     | Thermal                          |
| Connectivity            | USB, LAN                         |
| Print Resolution        | 203 dpi                          |
| Print Speed             | Up to 220 mm/s                   |
| Paper Width             | 80 mm (79.5 ± 0.5mm)             |
| Print Width             | 72 mm                            |
| Max Paper Roll Diameter | 83 mm                            |
| Compatibility           | Win2003/XP/7/8/10, Linux, MAC OS |

| Feature                | Specification                                                            |
|------------------------|--------------------------------------------------------------------------|
| Dimensions (L x W x H) | 17.5 x 12.2 x 14.2 cm                                                    |
| Special Features       | Automatic Cutter, Wall-mountable design, Sound and light alarm, Portable |

## WARRANTY AND SUPPORT

For warranty information and technical support, please refer to the documentation provided with your purchase or contact Bisofice customer service. Specific details regarding spare parts availability and software updates are not available in this manual.

### ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page’s manual context to help answer it.

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Anonymous

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**Question**

Example: How do I reset this device or fix this error?

**Details**

Model number, symptoms, what you tried, or the section of the manual you are using.

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