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› Bisofice POS-8370 80mm Thermal Receipt Printer User Manual

Bisofice POS-8370

Bisofice POS-8370 80mm 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 80mm Thermal Receipt Printer. Please read this manual thoroughly before using the printer to ensure proper functionality and to extend the product's lifespan. Keep this manual for future reference.

2. PRODUCT OVERVIEW

The Bisofice POS-8370 is a high-efficiency thermal receipt printer designed for various point-of-sale environments. It features fast printing, automatic cutting, and versatile connectivity options.

Key Features:

- **Efficient Printing:** High-speed thermal printing up to 220 mm/s with automatic cutter.
- **Versatile Connectivity:** Supports USB and LAN (Ethernet) interfaces.
- **Wide Compatibility:** Compatible with Win2003/XP/7/8/10, Linux, and Mac OS.
- **High Resolution:** 203 DPI (8 dots/mm) for clear print quality.
- **80mm Paper Support:** Accommodates 80mm wide thermal paper rolls.
- **ESC/POS Command Compatible:** Supports standard POS printer commands.
- **Wall-Mountable Design:** Features bottom holes for convenient wall installation, saving space.



Image 2.1: The Bisofice POS-8370 thermal receipt printer in operation, showing a printed receipt emerging from the top slot.

Clear Printing

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



203dpi

Resolution

100KM

Print Head Life

Image 2.2: The printer highlighting its clear printing capability with a sample receipt and indicating 203dpi resolution.

3. PACKAGE CONTENTS

Please check the contents of your package upon arrival. If any items are missing or damaged, contact your vendor immediately.

- 1 x Bisofice POS-8370 Thermal Receipt Printer
- 1 x Power Cable
- 1 x USB Cable
- 1 x Thermal Paper Roll (80 x 30 mm)
- 1 x User Manual

4. SETUP INSTRUCTIONS

4.1 Unpacking

Carefully remove the printer and all accessories from the packaging. Retain the packaging for future transport

or storage.

4.2 Connecting the Printer

The POS-8370 printer supports both USB and LAN (Ethernet) connections.

1. **Power Connection:** Connect the power adapter to the printer's 'DC' port and then plug it into a power outlet.
2. **USB Connection:** Connect one end of the provided USB cable to the printer's 'USB' port and the other end to your computer.
3. **LAN (Ethernet) Connection:** Connect an Ethernet cable to the printer's 'LAN' port and the other end to your network router or switch.

Various ports can meet many different functions

Multi-ports which can be compatible with different POS machines



Image 4.1: Close-up view of the printer's rear ports, including USB, LAN, Cash Drawer (CASH), and DC power input (DC).

Strong Compatibility

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



Image 4.2: Illustration of the printer's USB connection to a laptop, demonstrating its compatibility with various operating systems.

4.3 Loading Thermal Paper

1. Ensure the printer is powered off.
2. Press the cover open button (usually located on the side or front) to open the top cover.
3. Insert the 80mm thermal paper roll into the paper compartment, ensuring the printing side of the paper faces upwards and the roll unwinds from the bottom.
4. Pull a small amount of paper out past the cutter.
5. Close the top cover firmly until it clicks into place.

4.4 Driver Installation

To enable communication between your computer and the printer, you must install the appropriate drivers.

1. Download the latest drivers from the official support website:<http://www.cnfujun.com/d/33>
2. Follow the on-screen instructions to install the drivers for your operating system (Windows, Linux, or Mac OS).

3. After installation, restart your computer if prompted.

4.5 Wall Mounting (Optional)

The printer includes two holes on its bottom for wall mounting, which can help save counter space.

1. Identify a suitable location on a wall for mounting.
2. Use appropriate screws and anchors (not included) to secure the printer to the wall through the designated holes on the bottom of the unit.
3. Ensure the printer is securely fastened before use.

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



Image 4.3: The printer demonstrating its wall-mountable feature, with a close-up of the bottom holes for installation.

5. OPERATING INSTRUCTIONS

5.1 Basic Printing

Once the printer is connected and drivers are installed, you can initiate printing from your application.

1. Ensure the printer is powered on and has paper loaded.

2. From your POS software or application, select the Bisofice POS-8370 as your printer.
3. Send the print command. The printer will automatically print the receipt and cut the paper.

5.2 Automatic Cutter

The POS-8370 features an integrated automatic cutter that severs the receipt paper after each print job, providing clean and professional receipts. No manual tearing is required.

5.3 ESC/POS Command Compatibility

For advanced control and customization, the printer is compatible with standard ESC/POS commands. Refer to the ESC/POS command set documentation (typically available with the driver download or from the manufacturer's support page) for details on programming custom print layouts, logos, barcodes, and other functions.

6. MAINTENANCE

6.1 Cleaning the Printer

Regular cleaning helps maintain print quality and extends the printer's life.

- **Exterior:** Wipe the printer's exterior with a soft, damp cloth. Do not use harsh chemicals or abrasive cleaners.
- **Print Head:** If print quality degrades, the thermal print head may need cleaning. Use a cotton swab lightly dampened with isopropyl alcohol to gently wipe the print head surface. Ensure the printer is powered off and completely dry before resuming operation.
- **Paper Path:** Remove any paper dust or debris from the paper path using a soft brush or compressed air.

6.2 Replacing Thermal Paper

Follow the instructions in Section 4.3 'Loading Thermal Paper' to replace an empty paper roll.

7. TROUBLESHOOTING

If you encounter issues with your Bisofice POS-8370 printer, refer to the following common problems and solutions.

Problem	Possible Cause	Solution
Printer not responding / Not printing	<ul style="list-style-type: none"> • Printer not powered on. • Cable connection loose or incorrect. • Incorrect driver installation. • Printer offline. 	<ul style="list-style-type: none"> • Ensure power cable is securely connected and printer is switched on. • Check USB/LAN cable connections. • Reinstall drivers from http://www.cnfujun.com/d/33. • Check printer status in your operating system's printer settings.
Poor print quality / Blurry print	<ul style="list-style-type: none"> • Low quality thermal paper. • Dirty print head. • Incorrect paper loading. 	<ul style="list-style-type: none"> • Use high-quality thermal paper. • Clean the print head as described in Section 6.1. • Ensure paper is loaded correctly with the printing side facing up.
Paper jam	<ul style="list-style-type: none"> • Improper paper loading. • Foreign object in paper path. 	<ul style="list-style-type: none"> • Power off the printer, open the cover, carefully remove jammed paper. Reload paper correctly. • Inspect paper path for any obstructions.
Driver installation issues	<ul style="list-style-type: none"> • Incompatible operating system. • Corrupted download. 	<ul style="list-style-type: none"> • Verify your OS is supported (Win2003/XP/7/8/10, Linux, Mac OS). • Redownload drivers from the official link and try installation again.

8. TECHNICAL SPECIFICATIONS



Interfaces	USB+LAN	Paper Width	79.5 ± 0.5mm / φ 80 mm
Resolution	203DPI (8dot/mm)	Print Width	72mm
Print Speed	220mm/s	Paper Roll Diameter Max	80mm

Image 8.1: Visual representation of the printer's dimensions and a summary of its key technical specifications.

Feature	Specification
Model	POS-8370
Printing Method	Thermal Line Printing
Interface	USB + LAN (Ethernet)
Print Command	ESC/POS Compatible
Print Speed	Up to 220 mm/s
Resolution	203 DPI (8 dots/mm)
Line Spacing	3.75 mm (adjustable)
Paper Width	79.5 ± 0.5 mm
Paper Roll Diameter Max	φ80 mm
Print Width	72 mm
Paper Thickness	0.06 – 0.08 mm
Character Size	ANK Character: 1.5 x 3.0 mm (12 x 24 dots)
Supported 1D Barcodes	UPC-A/UPC-E/JAN13(EAN13)/JAN8(EAN8)/CODE39/ITF/CODABAR/CODE93/CODE128
Supported 2D Barcodes	CODEQR, PDF417
Product Dimensions	17.5 x 14.2 x 12.2 cm (6.8 x 5.5 x 4.8 inches)
Product Weight	0.84 kg (1.85 lbs)
Operating System Compatibility	Win2003/XP/7/8/10, Linux, Mac OS

9. WARRANTY AND SUPPORT

For warranty information and technical support, please refer to the documentation provided at the time of purchase or visit the official Bisofice website. Keep your purchase receipt as proof of purchase for warranty claims.