

## NetumScan 8360

# NetumScan USB POS Receipt Printer 8360 User Manual

Model: 8360

## 1. INTRODUCTION

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This manual provides detailed instructions for the installation, operation, maintenance, and troubleshooting of your NetumScan 8360 USB POS Thermal Receipt Printer. Please read this manual thoroughly before using the printer to ensure proper function and longevity of the device.

## 2. SAFETY INFORMATION

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- Ensure the printer is connected to a power source with the correct voltage as specified on the power adapter.
- 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 customer support for assistance.
- Use only approved thermal paper rolls.

## 3. PACKAGE CONTENTS

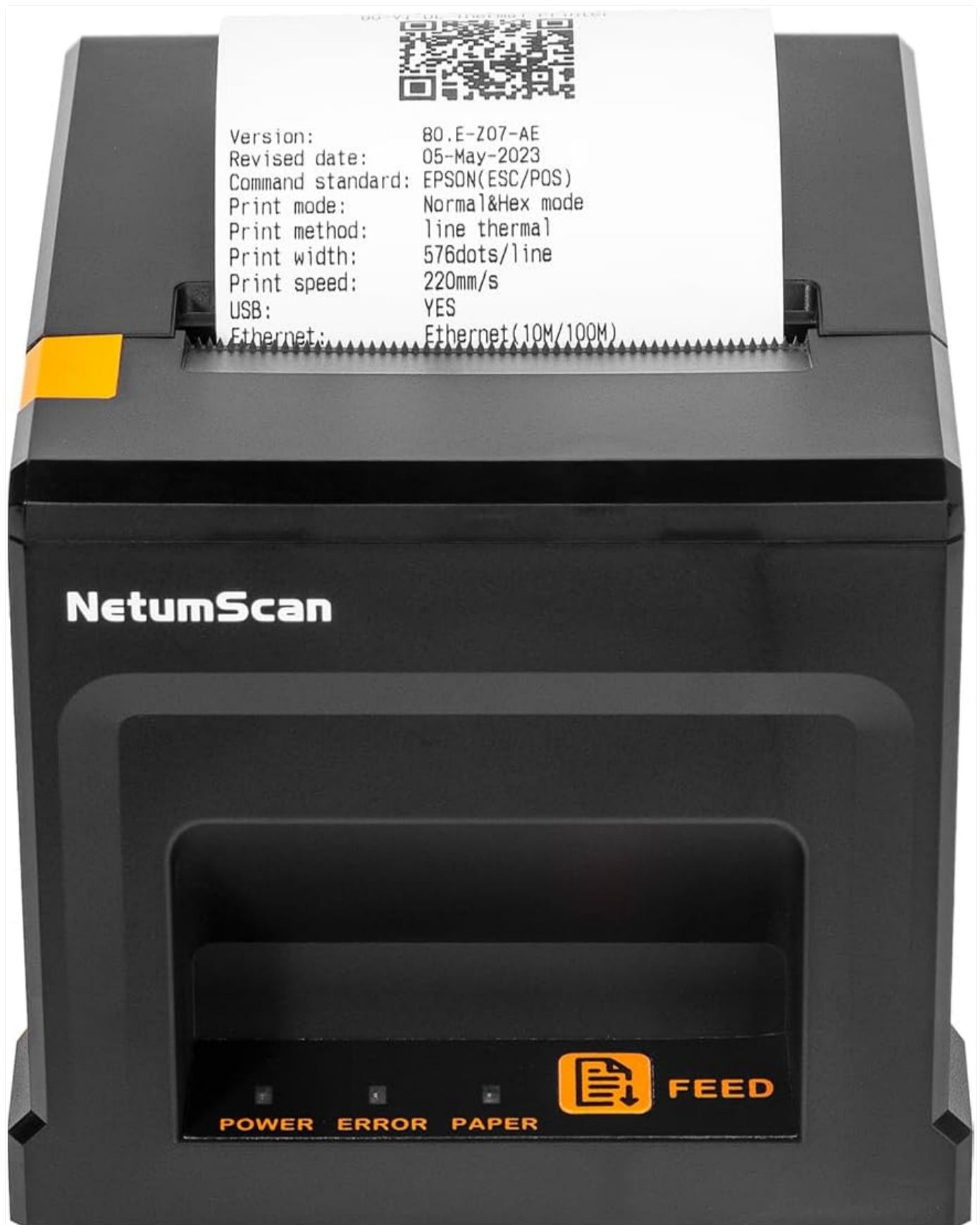
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Verify that all items are present in the package:

- NetumScan 8360 Thermal Receipt Printer
- USB Cable
- Power Adapter
- Thermal Paper Roll (starter)
- User Manual

## 4. PRODUCT OVERVIEW

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**Figure 4.1:** Front view of the NetumScan 8360 thermal receipt printer, illustrating its compact design and a printed receipt.

# Easy Installation and Quick Start



Figure 4.2: Physical dimensions of the NetumScan 8360 printer (12cm height, 13cm depth, 16cm width).

## 4.1. Components

- **Paper Output Slot:** Where printed receipts exit.
- **Cover Open Button:** Used to open the top cover for paper loading.
- **Power Indicator:** Lights up when the printer is powered on.
- **Error Indicator:** Lights up or flashes to indicate an error condition.
- **Paper Indicator:** Lights up when paper is present, flashes when paper is low, or off when out of paper.
- **Feed Button:** Advances the paper manually.
- **Power Switch:** Turns the printer on or off.

# Support Windows/Mac OS/Linux



**Figure 4.3:** The back panel of the printer, showing the dedicated USB port for connectivity, a port for connecting a cash drawer, and the power input port.

## 5. SETUP

### 5.1. Unpacking

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

### 5.2. Paper Roll Installation

1. Press the cover open button to open the top cover of the printer.
2. Insert the thermal paper roll into the paper compartment, ensuring the paper feeds from the bottom and the leading edge extends out of the printer.
3. Close the top cover firmly until it clicks into place. Ensure there is no slack in the paper.

# Saving Time / Fast Printing

High-speed printing technology supports printers that print 48 receipts per minute (300mm/sec)



300mm/sec



Figure 5.1: Internal view of the printer highlighting the thermal print head and paper feed mechanism.

## 5.3. Connecting the Printer

1. Connect the power adapter to the printer's power port and then plug it into an electrical outlet.
2. Connect the USB cable to the printer's USB port and the other end to your computer.
3. If using a cash drawer, connect the cash drawer cable to the designated cash drawer port on the printer.

## 5.4. Driver Installation

The NetumScan 8360 printer supports Windows, Mac, and Linux operating systems. Drivers are typically provided on a CD or available for download from the NetumScan official website. Follow the instructions provided with the driver package for your specific operating system.

**Important Note:** This printer is **not compatible** with Square POS, iOS, Uber Eats, Clover, Postmates, Shopify, Lightspeed, iPhone, iPad, Android phones, or Android tablets. Please confirm compatibility with your system before attempting driver installation.

## 6. OPERATING INSTRUCTIONS

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### 6.1. Power On/Off

Flip the power switch located on the side of the printer to turn it on or off. The Power indicator light will illuminate when the printer is on.

### 6.2. Basic Printing

Once the printer is connected and drivers are installed, you can send print commands from your POS software or application. The printer will automatically print the receipt and use its auto-cutter function.

### 6.3. Paper Feed Button

Press the **FEED** button on the front panel to manually advance the paper by a small amount. Holding the button may continuously feed paper.

### 6.4. Indicator Lights

- **POWER:** Solid light indicates the printer is on.
- **ERROR:** Solid or flashing light indicates a printer error (e.g., print head overheating, cover open). Refer to troubleshooting for details.
- **PAPER:** Solid light indicates paper is present. Flashing light indicates low paper. No light indicates out of paper.

## 7. MAINTENANCE

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### 7.1. Cleaning the Printer

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

- Turn off the printer and unplug the power cord before cleaning.
- Use a soft, dry cloth to wipe the exterior of the printer.
- For the thermal print head, use a cotton swab lightly dampened with isopropyl alcohol. Gently wipe the print head surface. Allow it to dry completely before powering on.
- Clean the paper path to remove any paper dust or debris.

### 7.2. Print Head Care

The NetumScan 8360 uses thermal printing technology, which means no ink cartridges or ribbons are required. The thermal print head is a critical component. Avoid touching it directly with bare hands. The printer features an overheating protection function that automatically adjusts the temperature to ensure reliable performance and extend print head life.

## 8. TROUBLESHOOTING

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

| Problem | Possible Cause | Solution |
|---------|----------------|----------|
|---------|----------------|----------|

| Problem                                      | Possible Cause                                                                               | Solution                                                                                                                                                                                                                       |
|----------------------------------------------|----------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Printer does not power on                    | Power cable loose or not connected; power outlet faulty.                                     | Check power connections; try a different outlet.                                                                                                                                                                               |
| No printing / Blank receipts                 | Paper installed incorrectly (upside down); out of paper; driver not installed or configured. | Reinstall paper correctly; replace paper roll; verify driver installation and printer selection in software.                                                                                                                   |
| Paper jam                                    | Paper not loaded properly; foreign object in paper path.                                     | Open cover, remove jammed paper, clear any obstructions, reload paper.                                                                                                                                                         |
| Error indicator light is on/flashing         | Print head overheating; cover open; other internal error.                                    | Turn off printer, let it cool down; ensure cover is closed securely; restart printer. If problem persists, contact support.                                                                                                    |
| Driver installation issues / "Virus" warning | Antivirus software blocking driver installation; driver source not trusted.                  | Ensure you download drivers from the official NetumScan website. Temporarily disable antivirus if necessary (at your own risk) or add an exception for the driver file. Contact NetumScan support for verified driver sources. |

## 9. SPECIFICATIONS

| Feature                      | Specification                                    |
|------------------------------|--------------------------------------------------|
| Model Name                   | 8360                                             |
| Printing Technology          | Thermal                                          |
| Print Speed                  | Up to 300 mm/s                                   |
| Maximum Media Size           | 80mm (3 1/8")                                    |
| Maximum Print Resolution     | 300 dpi                                          |
| Interface                    | USB Only                                         |
| Auto Cutter                  | Yes                                              |
| Cash Drawer Support          | Yes                                              |
| Compatible Operating Systems | Windows, Mac, Linux                              |
| Product Dimensions           | 5 x 6 x 4 inches (approx. 12.7 x 15.2 x 10.2 cm) |
| Item Weight                  | 1.32 pounds (approx. 0.6 kg)                     |

## 10. WARRANTY AND SUPPORT

The NetumScan 8360 Thermal Receipt Printer comes with a limited warranty. Please refer to the warranty card included

in your package or the official NetumScan website for specific terms and conditions.

For technical assistance, installation videos, or any questions regarding your printer, please contact NetumScan customer support. They offer a one-stop service to help you set up and use your printer smoothly.

You can often find support contact information on the manufacturer's website or through your purchase platform.

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### 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.

**Name**

Anonymous

**Email**

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

**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.

Submit question