

ZYWELL ZM04

ZYWELL ZM04 Label Maker & Receipt Printer User Manual

Model: ZM04

1. INTRODUCTION

The ZYWELL ZM04 is a versatile Bluetooth thermal label and receipt printer designed for various business and personal applications. This two-in-one device supports both 58mm and 80mm paper widths, offering efficient printing for logistics, retail, and other commercial needs. This manual provides comprehensive instructions for setting up, operating, maintaining, and troubleshooting your ZM04 printer.



2. PACKAGE CONTENTS

Please verify that all items listed below are included in your package:

- ZM04 Printer
- USB Cable
- Power Plug
- Battery
- User Manual
- U-DISK (USB Drive with drivers and software)
- Labels (Sample roll)

Package list:

USB DRIVE

- Chrome Extension
- Driver
- Manual
- NETtool
- PrinterTest&FirmwareUpdate
- SDK
- File structure



① Printer

③ Plug

⑤ Manual

② USB cable

④ Battery

⑥ U-DISK

Figure 2: Contents included in the ZM04 printer package.

3. PRODUCT OVERVIEW

Familiarize yourself with the main components and controls of your ZM04 printer:

Screen: Displays current mode, battery status, and settings.

Open Key: Used to open the paper compartment.

Power Button: Turns the printer on/off.

Set Key: Navigates through settings and confirms selections.

Feed Button/OK Key: Feeds paper or confirms actions.

Easy to operate

Provide you a smooth experience



Figure 3: Key operational components of the ZM04 printer.

Dimensions and Specifications Overview:

ZM04

USB+Bluetooth
Supports receipt printing and label printing



Figure 4: Physical dimensions and core specifications of the ZM04 printer.

4. SETUP

4.1 Charging the Printer

Before first use, ensure the printer is fully charged. Connect the provided USB cable to the printer and a power adapter. The battery indicator on the screen will show charging status. A full charge provides long hours of use.

4.2 Loading Paper

The ZM04 supports both label and receipt paper rolls (58mm to 80mm width).

1. Press the "Open Key" to open the paper compartment cover.
2. Insert the paper roll with the printing side facing up, ensuring it feeds smoothly into the print head.
3. Pull a small length of paper out past the print head.
4. Close the paper compartment cover firmly until it clicks into place.

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Video 1: Demonstrates the process of loading paper into the ZM04 printer and switching between label and receipt printing modes.

5. OPERATING INSTRUCTIONS

5.1 Connectivity



The ZM04 printer supports both Bluetooth and USB connectivity.

- **Bluetooth:** Ideal for wireless printing from Android smartphones and tablets. iOS devices require specific apps (EMLabel, POSprinter) for connection.
- **USB:** Connects to Windows, ChromeOS, Linux, and Mac computers. Note: USB connection does not support iOS devices (iPhone, iPad).

Bluetooth and USB connectivity



USB not supports iPad or iPhone

**Android**
**iOS**

(**iOS** requires downloading **EML** to connect to printers via **Bluetooth**)

**ChromeOS**
**Linux**
**Windows**
**Mac**

Figure 5: Overview of Bluetooth and USB connectivity for the ZM04 printer.

5.2 Mode Switching (Label vs. Receipt)

The ZM04 is a two-in-one printer. It is crucial to select the correct command mode for your printing task. The screen displays the current mode.

- **Receipt Mode:** Set to "ESC" (ESC/POS command mode).
- **Label Mode:** Set to "TCPL" (TSPL command mode).
- **Face Sheet Mode:** Set to "CPCL" (CPCL command mode).

To switch modes, use the "Set Key" to navigate through the options on the electronic display until the desired command mode is selected. Selecting the wrong command mode will prevent printing.

Versatile Printer

Supports receipt printing and label printing

Receipt Mode "**ESC**", Label Mode "**TSPL**", Face Sheet Mode "**CPCL**"



Figure 6: The ZM04 printer supports both receipt and label printing modes, indicated by the display.

5.3 Printing Steps (via App)

For mobile printing, use the "EMLabel" or "POSprinter" software.

1. Open the "EMLabel" app and select your desired print mode (Label or Receipt).

2. Go to "Settings" within the app, then "Printer connection," and select "BT" for Bluetooth.
3. Choose the printer address (e.g., "printer001"), click "Connect," and enter the password "0000" if prompted.
4. After successful connection, the status will change to "disconnect" (indicating it's ready to print).



Figure 7: Step-by-step guide for connecting and printing using the mobile application.

6. COMPATIBILITY

The ZM04 printer offers broad compatibility with various operating systems and applications, though some limitations apply.

- **Operating Systems:** Android, Windows, ChromeOS, Linux, Mac.
- **iOS Compatibility:** While USB and direct Bluetooth connection are not supported for iOS, the "EMLabel" and "POSprinter" software allows iOS devices to connect and print labels/receipts.
- **Receipt Applications:** Loyverse and W&O POS APP are supported for receipt printing.
- **Not Compatible With:** Square, DoorDash, Shopify.

		USB	BT
Loyverse	Android	✓	✓
	iOS	✗	✗
W&OPOS	Android	✓	✓
Square	Android	✗	✗
	iOS	✗	✗
Square Register	POS Machine	✗	✗
Square stand pos	POS Machine	✗	✗
SumUp	Android	✗	✗
	iOS	✗	✗
Uber Eats	Android	✗	✗
	iOS	✗	✗



Figure 8: Detailed compatibility matrix for the ZM04 printer across various platforms and applications.

7. MAINTENANCE

To ensure optimal performance and longevity of your ZM04 printer, follow these maintenance guidelines:

- Regularly clean the print head with a soft, lint-free cloth moistened with isopropyl alcohol. Ensure the printer is off and cool before cleaning.
- Keep the paper compartment free of dust and paper debris.
- Store the printer in a cool, dry place away from direct sunlight and extreme temperatures.
- Use only high-quality thermal paper to prevent damage to the print head.

8. TROUBLESHOOTING

This section addresses common issues you might encounter with your ZM04 printer.

Q1: Why cannot connect with iOS?

A1: The USB and direct Bluetooth connections of the ZM04 do not natively support iOS. To connect to iOS for printing, you must download and use our dedicated software, "EMLabel" or "POSprinter," which facilitates the connection and printing process.

Q2: Why cannot Print?

A2: Please check that the mode displayed at the top right of the printer's screen matches the one you need for printing.

- For receipt printing, the mode should be "ESC".
- For label printing, the mode should be "TCPL".
- For face sheet printing, the mode should be "CPCL".

Ensure the correct command mode is selected via the printer's settings.

9. SPECIFICATIONS

Feature	Detail
Brand	ZYWELL
Model Name	ZM04-UB-BK
Item Model Number	ZM04
Connectivity Technology	Bluetooth, USB
Printing Technology	Thermal
Printer Output	Monochrome
Maximum Print Speed (Monochrome)	30 ppm (60mm/s)
Resolution	203 x 203 dpi
Maximum Media Size	A9 (Supports 58mm/80mm paper width)
Print Media	Labels, Receipt Paper
Compatible Devices	Smartphones, Tablets (Android, iOS via app), Computers (Windows, ChromeOS, Linux, Mac)
Battery	2000 mAh Lithium Ion (included)

Feature	Detail
Product Dimensions	4.6"D x 4.8"W x 2.3"H (117mm x 123mm x 60mm)
Item Weight	1.37 pounds
UPC	765133353996

10. WARRANTY AND SUPPORT

The ZYWELL ZM04 printer comes with a limited warranty. For specific warranty terms and conditions, please refer to the warranty card included in your package or contact ZYWELL customer support. For technical assistance or further inquiries, please visit the official ZYWELL website or contact their customer service team.

