

[Manuals.plus](#) /

> [NetumScan](#) /

> NetumScan NS-8360LW 80mm Thermal POS Receipt Printer User Manual

NetumScan NS-8360LW

NetumScan NS-8360LW 80mm Thermal POS Receipt Printer User Manual

Model: NS-8360LW

1. INTRODUCTION

This manual provides detailed instructions for the installation, operation, and maintenance of your NetumScan NS-8360LW 80mm Thermal POS Receipt Printer. This printer is designed for efficient receipt printing in various business environments, featuring multiple connectivity options and an automatic paper cutter.



Image 1.1: Overview of the NetumScan NS-8360LW Thermal POS Receipt Printer highlighting its main features.

2. SAFETY INFORMATION

-
- Ensure the printer is placed on a stable, level surface to prevent accidental falls.
 - Do not expose the printer to water, moisture, or extreme temperatures.
 - Use only the provided power adapter. Using an incorrect adapter may damage the printer and void the warranty.
 - Avoid touching the print head immediately after printing, as it may be hot.
 - Keep out of reach of children.

3. PACKAGE CONTENTS

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

- NetumScan NS-8360LW Thermal POS Receipt Printer
- Power Adapter
- USB Cable
- Thermal Paper Roll (starter)
- User Manual (this document)

4. PRODUCT OVERVIEW

Familiarize yourself with the printer's components and interfaces.

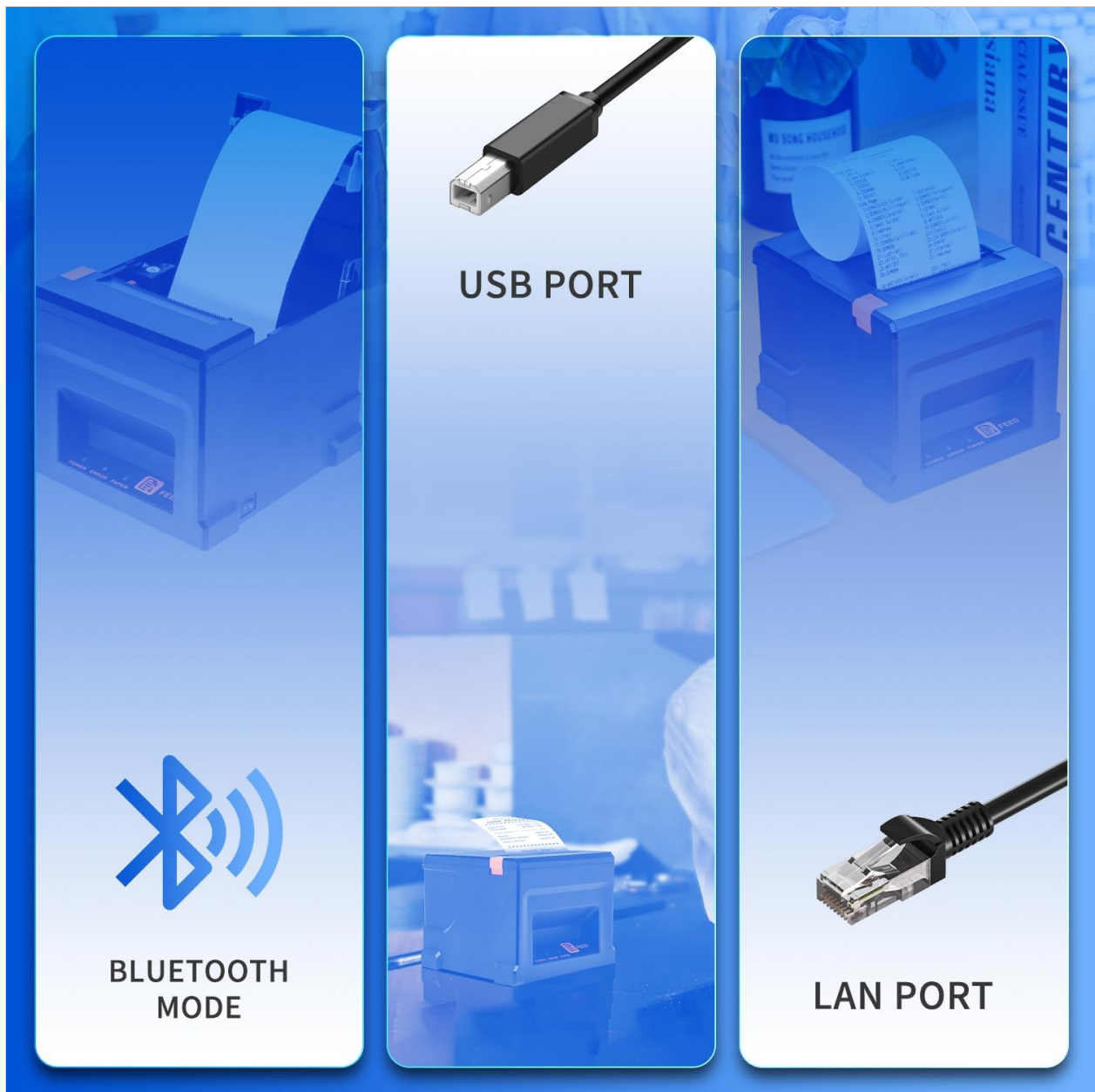


Image 4.1: Connectivity options including USB, Bluetooth, and LAN ports.

4.1 Front Panel

- **POWER Indicator:** Illuminates when the printer is powered on.
- **ERROR Indicator:** Flashes or illuminates to indicate an error (e.g., paper out, print head overheating).
- **PAPER Indicator:** Illuminates when paper is present, flashes when paper is low.
- **FEED Button:** Press to feed paper manually.

4.2 Rear Panel

- **Power Port:** Connects to the power adapter.
- **USB Port:** Connects to a computer via USB cable.
- **LAN Port:** Connects to a network via Ethernet cable for network printing.
- **Cash Drawer Port:** Connects to a cash drawer for automatic opening.
- **Power Switch:** Turns the printer on or off.

5. SETUP

5.1 Unpacking and Placement

Carefully remove the printer from its packaging. Place the printer on a stable, flat surface. The printer also features two hanging holes on the bottom for wall mounting, if desired.

5.2 Loading Thermal Paper

1. Press the 'OPEN' button or lever to open the printer cover.
2. Insert the thermal paper roll into the paper compartment, ensuring the printing side faces upwards and the paper feeds smoothly.
3. Pull a small amount of paper out past the cutter.
4. Close the printer cover firmly until it clicks into place.



Image 5.1: Printer dimensions and steps for loading thermal paper.

5.3 Connecting Power

Connect the power adapter to the printer's power port, then plug the adapter into a suitable power outlet.

5.4 Connecting to a Device

- **USB Connection:** Connect one end of the USB cable to the printer's USB port and the other end to your

computer.

- **LAN (Ethernet) Connection:** Connect an Ethernet cable to the printer's LAN port and to your network router or switch. Ensure your computer is on the same network.
- **Bluetooth Connection:** Turn on the printer and enable Bluetooth on your mobile device or computer. Search for available Bluetooth devices and select the printer to pair. *Note: This printer may not be compatible with certain POS systems such as Square, Royal POS, Sum up, Uber Eats, or Wiso mon Büro when using Bluetooth.*

5.5 Driver Installation

For Windows, Mac, and Linux operating systems, you will need to install the appropriate printer drivers. Drivers are typically provided on a CD included with the printer or can be downloaded from the NetumScan official website. *Note: Mac OS only supports USB connectivity for this printer.*

6. OPERATING INSTRUCTIONS

6.1 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 at a high speed of 300 mm/s.



Image 6.1: High-speed printing capability of the printer.

6.2 Automatic Cutter Function

The printer is equipped with an automatic cutter that cleanly cuts the receipt paper after each print job, ensuring a tidy output and preventing receipts from falling to the floor.



Image 6.2: The automatic cutter in action, saving time and ensuring clean cuts.

7. MAINTENANCE

7.1 Cleaning the Print Head

To maintain optimal print quality, clean the print head regularly. Turn off the printer and disconnect the power. Use a soft cloth or cotton swab lightly dampened with isopropyl alcohol to gently wipe the print head surface. Allow it to dry completely before use.

7.2 Replacing Paper Roll

When the paper roll is empty or low, the PAPER indicator will illuminate or flash. Follow the steps in Section 5.2 to replace the thermal paper roll.

Environmental Friendly



No cartridges



No ribbon



No ink

Image 7.1: The thermal printing technology requires no cartridges, ribbon, or ink, simplifying maintenance.

8. TROUBLESHOOTING

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

Problem	Possible Cause	Solution
Printer not powering on	Power cable disconnected; Power switch off	Check power cable connection; Ensure power switch is in the 'ON' position
No print output	Paper out; Incorrect driver installation; Loose data cable	Load new paper roll; Reinstall drivers; Check USB/LAN/Bluetooth connection
Poor print quality	Dirty print head; Low quality thermal paper	Clean the print head (Section 7.1); Use high-quality thermal paper
Bluetooth connection fails	Incorrect pairing; Device incompatibility	Ensure correct pairing procedure; Verify device compatibility (refer to Section 5.4)

Problem	Possible Cause	Solution
Paper jam	Improper paper loading; Foreign object in paper path	Open cover and clear any jammed paper or obstructions; Reload paper correctly

9. SPECIFICATIONS

Detailed technical specifications for the NetumScan NS-8360LW printer.

- **Model:** NS-8360LW
- **Printing Method:** Thermal Line Printing
- **Print Speed:** 300 mm/s
- **Paper Width:** 80 mm (8 cm)
- **Resolution:** 300 dpi
- **Interface:** USB, LAN (Ethernet), Bluetooth
- **Automatic Cutter:** Yes
- **Dimensions (D x W x H):** 16 cm x 13 cm x 12 cm
- **Weight:** 1.13 Kilograms
- **OS Compatibility:** Windows, Mac (USB only), Linux, Android, iOS
- **Command Set:** ESC/POS compatible
- **Color:** Black
- **Manufacturer:** NetumScan
- **Country of Origin:** China

10. WARRANTY

The NetumScan NS-8360LW printer comes with a limited warranty. For specific terms, conditions, and duration of the warranty, please refer to the warranty card included with your product or contact NetumScan customer support directly.

11. SUPPORT

If you encounter any issues or have questions not covered in this manual, please do not hesitate to contact NetumScan customer support. Our team is available to provide assistance and ensure your satisfaction with the product.

Please visit the official NetumScan website for the latest drivers, FAQs, and contact information.