ZYWELL ZY908

User Manual

ZYWELL ZY908 THERMAL RECEIPT PRINTER

Model: ZY908 | Brand: ZYWELL

1. Product Overview

The ZYWELL ZY908 is an 80mm thermal receipt printer designed for various business environments, including small businesses, retail stores, and restaurants. It features an auto-cutter and supports multiple operating systems for versatile connectivity.

Figure 1: ZYWELL ZY908 Thermal Receipt Printer. This image displays the compact white thermal receipt printer with a receipt emerging from the top slot.

2. Package Contents

Verify that all items are present in the package:

- ZY908 Thermal Receipt Printer
- Power Cord
- Paper Roll
- Roller
- User Manual (this document)
- USB Cable

3. Setup Instructions

3.1. Connecting the Printer

The ZY908 printer supports both USB and LAN (Ethernet) connections. Choose the appropriate connection method based on your system requirements.

Figure 2: Rear view of the ZY908 printer showing the Power Supply Port, Ethernet Port, USB Port, Cash Drawer Port, and Power Switch.

1. Connect the power cord to the printer's Power Supply Port (1) and plug it into a power outlet.
2. For USB connection: Connect the USB cable from the printer's USB Port (3) to your computer.
3. For LAN/Ethernet connection: Connect an Ethernet cable from the printer's Ethernet Port (2) to your network router or switch.
4. If using a cash drawer, connect it to the Cash Drawer Port (4).
5. Turn on the printer using the Power Switch (5).

3.2. Driver Installation and Compatibility

The printer comes with a USB flash drive containing the necessary drivers. Ensure you install the correct driver for your operating system.

Compatibility Notes:

- USB connection supports Android, Mac, Windows, and Linux.
- LAN (Ethernet) connection supports iOS (for Square Stand), Android, Mac, Windows, and Linux.
- This printer is not compatible with Ubereats, Grubhub, Doordash, Lightspeed, Postmates, Clover, or Shopify.
- Bluetooth and Wi-Fi connectivity are not supported.

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

USB — USB not support square stand and square on ipad/iphone

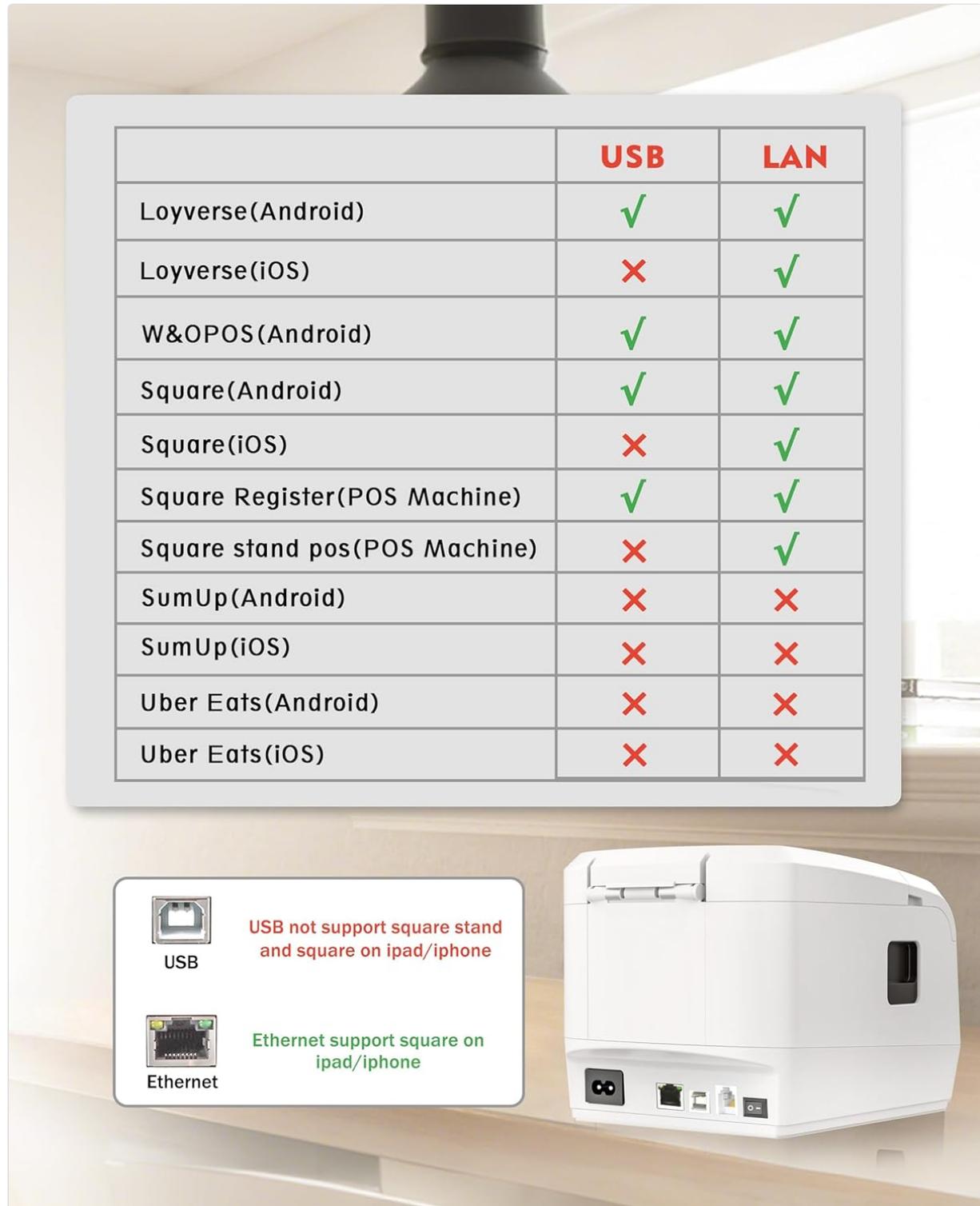Ethernet — Ethernet support square on ipad/iphone

Figure 3: Compatibility matrix showing supported POS systems and operating systems for USB and LAN connections. Note that iOS devices require a LAN connection for Square.

3.3. Mac Driver Installation via Ethernet

For Mac users connecting via Ethernet, follow these steps to install the driver and set up the printer:

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Video 1: This video demonstrates the process of installing the receipt printer driver on a Mac operating system via an Ethernet connection. It covers downloading the driver, installing it, and adding the printer through System Preferences using its IP address.

1. Locate the driver installation package on the provided USB flash drive or download it from the official ZYWELL support website.
2. Run the installer and follow the on-screen prompts to complete the driver installation.
3. Open "System Preferences" on your Mac.
4. Navigate to "Printers & Scanners."
5. Click the "+" button to add a new printer.
6. Select the "IP" tab.
7. Enter the printer's IP address (which can be found using the "Printer Tool" application, as shown in the video).
8. Choose "HP Jetdirect - Socket" as the protocol.
9. Select "POS-80" from the "Use" dropdown menu for the printer software.
10. Click "Add" to complete the setup.

3.4. Cash Drawer Setup

To enable cash drawer functionality with Square, follow these steps:

1. Connect your computer to the printer via USB.
2. Download and install the appropriate system driver from the provided USB flash drive.
3. After driver installation, open the "Printer Test V5.2C" tool.
4. Click on "Advanced" within the tool.
5. Locate "Cutter with Cash Drawer" and select "ON."
6. A successful setup will be indicated by a printer beep.

4. Operating the Printer

4.1. Basic Printing Operations

The ZY908 printer is designed for efficient thermal printing with a speed of up to 230mm/s and features an automatic cutter for clean receipt separation.

Figure 4: The ZY908 printer in operation, highlighting its fast printing speed and suitability for various business environments. It also mentions wall-mounted design and strong compatibility.

Printer Components:

Figure 5: Top view of the ZY908 printer, indicating the Paper Cutter, Feed Button, Paper LED Indicator, Error LED Indicator, Power LED Indicator, and Cover Button.

- **Paper Cutter:** Automatically cuts receipts after printing.
- **Feed Button:** Press to advance paper manually.
- **LED Indicators:** Provide status updates for Power, Paper, and Error conditions.
- **Cover Button:** Used to open the paper compartment for loading or maintenance.

4.2. Loading Paper Rolls

The ZY908 printer is designed for use with 80mm wide thermal paper rolls.

1. Press the Cover Button to open the paper compartment.
2. Insert the 80mm thermal paper roll with the paper feeding from the bottom.

3. Pull a small amount of paper out past the paper cutter.

4. Close the paper compartment cover firmly until it clicks into place.

4.3. Wall-Mounted Installation

The printer features two hanging holes at the bottom for optional wall-mounting, which can help save space and maintain a tidy workspace.

Figure 6: The ZY908 printer shown in a wall-mounted configuration, demonstrating its space-saving design.

To wall-mount the printer, use appropriate screws and anchors (not included) to secure it to a sturdy surface via the designated hanging holes on the base.

5. Maintenance

Regular maintenance ensures optimal performance and longevity of your printer.

- **Cleaning:** Periodically clean the printer's exterior with a soft, damp cloth. Avoid abrasive cleaners or solvents.
- **Print Head Cleaning:** If print quality degrades, clean the thermal print head using a specialized thermal printer cleaning pen or isopropyl alcohol on a cotton swab. Ensure the printer is off and cooled down before cleaning.
- **Auto-Cutter Maintenance:** Keep the auto-cutter area free from paper dust and debris to prevent jams and ensure smooth operation.

6. Troubleshooting

This section addresses common issues you might encounter with the ZY908 printer.

Problem	Possible Cause	Solution
Printer not found by iOS device (e.g., Square on iPad/iPhone)	USB connection is not supported for iOS devices.	Connect the printer to your iOS device via the LAN (Ethernet) port. Ensure both devices are on the same network.
Printer stops working or is unresponsive	Temporary software glitch or connection issue.	Turn off the printer, unplug the power cord, wait 10 seconds, then plug it back in and turn it on. Recheck connections.
Cash drawer not opening	Cash drawer function not enabled or driver issue.	Ensure the cash drawer is properly connected. Follow the "Cash Drawer Setup" instructions in Section 3.4 to enable the function using the "Printer Test V5.2C" tool.
Poor print quality (faded, lines)	Dirty print head or low-quality paper.	Clean the thermal print head (refer to Section 5). Ensure you are using high-quality thermal paper.
Paper jam	Improper paper loading or foreign object.	Open the paper compartment, remove any jammed paper or obstructions, and reload the paper correctly.

7. Specifications

Feature	Detail
Brand	ZYWELL
Model Name	908-White
Printing Technology	Thermal
Connectivity Technology	Ethernet, USB
Printer Output	Monochrome
Max Print Speed	230mm/s

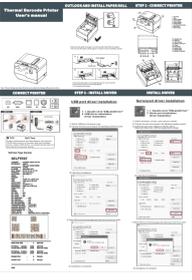| Feature	Detail
Max Black and White Print Resolution	203 dpi
Max Media Size	80mm (3.15 inches) wide
Special Feature	Network-Ready, Auto-Cutter, Wall-Mountable
Product Dimensions	7"D x 5.5"W x 5.3"H
Item Weight	3.01 pounds

8. Warranty and Support

The ZYWELL ZY908 Thermal Receipt Printer comes with a limited warranty. For specific warranty terms and conditions, please refer to the warranty card included in your product packaging or contact ZYWELL customer support.

For technical assistance, troubleshooting, or further inquiries, please visit the official ZYWELL website or contact their customer service department. Contact information can typically be found in the included user manual or on the manufacturer's website.

You can also visit the ZYWELL Store on Amazon for more information and support resources.

Related Documents - ZY908

Thermal Barcode Printer User's Manual: Setup, Drivers, and Troubleshooting
Detailed user manual for Thermal Barcode Printers. Covers paper roll installation, connecting the printer, installing drivers for USB, Serial, LAN, Bluetooth, and WiFi, performing self-tests, and troubleshooting common issues. Includes maintenance tips and important warnings.

Zywell Zy-4603 Thermal Printer & Tablet Stands (TS31, TS32, BS02 Series) - Specifications and Features
Explore the Zywell Zy-4603 thermal transfer desktop printer and a range of adjustable tablet stands including TS31, TS32, Zy-BS02A, and Zy-BS02B. Detailed specifications, features, and compatibility information.