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› Bisofice ZY-Q822 80mm Thermal Receipt Printer User Manual

Bisofice ZY-Q822

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Model: ZY-Q822

1. INTRODUCTION

Thank you for choosing the Bisofice ZY-Q822 80mm Thermal Receipt Printer. This printer is designed for efficient and reliable receipt printing in various business environments. It features direct thermal printing technology, supports two-color printing, and includes an automatic cutter for convenience. This manual provides essential information for the proper setup, operation, and maintenance of your device.

Dual Color Thermal Receipt Printer

Red+black/ blue+black



Image: The Bisofice ZY-Q822 thermal receipt printer in operation, demonstrating its dual-color printing capability with a sample receipt.

2. PACKAGE CONTENTS

Before proceeding with the setup, please verify that all items are present in the package:

- 1 x Bisofice ZY-Q822 Thermal Receipt Printer
- 1 x Thermal Paper Roll (for initial use)
- 1 x USB Cable
- 1 x Power Adapter
- 1 x Power Cable

3. SETUP INSTRUCTIONS

3.1 Connecting the Printer

1. **Connect the Power Adapter:** Insert the power cable into the power adapter, then connect the adapter to the printer's power port (DC 24V 2.5A). Plug the power cable into a suitable electrical outlet.
2. **Connect Data Cable:** Choose your preferred connection method:
 - **USB Connection:** Connect one end of the USB cable to the printer's USB port and the other end to your computer.
 - **Ethernet (LAN) Connection:** Connect an Ethernet cable to the printer's LAN port and the other end to your network router or switch.
3. **Power On:** Press the power switch located on the printer to turn it on.

USB + LAN Interface Support



LAN

USB

RJ11

Power

Image: Rear view of the printer highlighting the USB, LAN, RJ11, and power input ports for connectivity.

3.2 Loading Thermal Paper

1. **Open the Cover:** Press the cover open button or latch to open the top cover of the printer.
2. **Insert Paper Roll:** Place the 80mm thermal paper roll into the paper compartment with the printing surface facing upwards. Ensure the roll is seated correctly. The maximum roll diameter supported is $\Phi 80\text{mm}$.
3. **Close the Cover:** Pull a small amount of paper out past the cutter and close the top cover firmly until it latches.



Image: The printer with its top cover open, illustrating the paper loading mechanism and compartment.

3.3 Driver Installation

To ensure proper communication between your computer and the printer, you must install the appropriate drivers. The Bisofice ZY-Q822 is compatible with Windows XP/VISTA/7/8/10/2000/CE/OPOS/JPOS operating systems. SDKs are available for Win 2000/Win CE/OPOS/JPOS/Android/iOS.

Please download the latest drivers from the official support website: http://8.129.44.110:4400/download_en.html. Follow the on-screen instructions for installation.

4. OPERATING INSTRUCTIONS

4.1 Basic Printing

Once the printer is connected and drivers are installed, you can send print jobs from your application. The printer operates using direct thermal technology, meaning it does not require ink cartridges or ribbons.



Image: The printer demonstrating its inkless thermal printing technology, highlighting the absence of ink cartridges.

4.2 Two-Color Printing

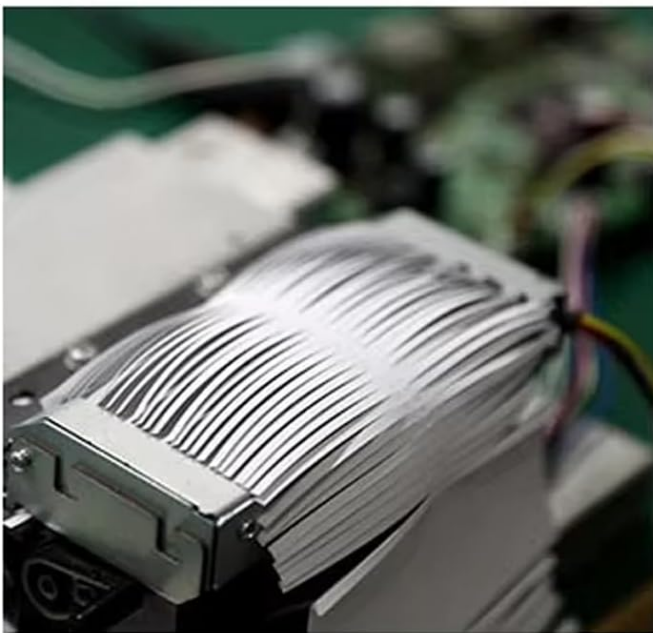
The ZY-Q822 supports two-color printing using specialized thermal paper. This allows for combinations such as red+black or blue+black, enhancing the visibility of important information on receipts. Ensure you are using compatible two-color thermal paper for this feature.

4.3 Automatic Cutter

The integrated automatic cutter provides clean and efficient paper cuts after each receipt is printed. This feature ensures smooth operation and a professional finish for your receipts.

PRINTER WITH AUTO CUTTER

CUTTING SHARP AND EFFICIENT, WITH SMOOTH INCISION



MULTIPLE TEST

DURABLE QUALITY

Image: A close-up view of the printer's internal auto-cutter mechanism, emphasizing its sharp and efficient cutting capability.

4.4 Supported Barcodes

The printer supports a wide range of 1D and 2D barcode formats:

- **1D Barcodes:** UPC-A, UPC-E, JAN13 (EAN13), JAN8 (EAN8), CODE39, ITF, CODABAR, CODE93, CODE128
- **2D Barcodes:** QR Code

5. MAINTENANCE

Regular maintenance ensures the longevity and optimal performance of your Bisofice ZY-Q822 printer.

5.1 Cleaning the Print Head

The print head is a critical component. Clean it periodically to prevent print quality issues.

1. Turn off the printer and disconnect the power cable.

- 2. Open the printer cover.
- 3. Gently wipe the print head surface with a soft cloth dampened with isopropyl alcohol. Do not use abrasive materials or excessive force.
- 4. Allow the print head to dry completely before closing the cover and powering on the printer.

5.2 Cleaning the Cutter

Dust and paper debris can accumulate around the auto-cutter. Clean it regularly to prevent paper jams and ensure smooth cuts.

- 1. Turn off the printer and disconnect the power cable.
- 2. Open the printer cover.
- 3. Carefully remove any visible paper dust or debris from the cutter area using a soft brush or compressed air.
- 4. Close the cover and power on the printer.

5.3 General Cleaning

Wipe the exterior of the printer with a soft, dry cloth to remove dust and dirt.

6. TROUBLESHOOTING

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

Problem	Possible Cause	Solution
Printer not printing	• Printer is off. • No paper loaded. • Cable connection issue. • Driver not installed or incorrect.	• Ensure printer is powered on. • Load a new thermal paper roll. • Check USB/Ethernet cable connections. • Install or reinstall the correct printer driver.
Poor print quality	• Dirty print head. • Low quality thermal paper. • Incorrect paper type.	• Clean the print head (refer to Section 5.1). • Use high-quality thermal paper. • Ensure you are using thermal paper, not regular paper.
Paper jam	• Improper paper loading. • Paper debris in cutter.	• Open cover, remove jammed paper, reload correctly. • Clean the cutter area (refer to Section 5.2).
Auto-cutter not working	• Debris in cutter mechanism. • Cutter lifespan reached.	• Clean the cutter area (refer to Section 5.2). • If the issue persists after cleaning, contact support.

Problem	Possible Cause	Solution
Printer not detected by computer	- Loose cable connection. - Driver issue. - Incorrect port selection.	- Verify USB/Ethernet cable is securely connected. - Reinstall printer drivers. - Ensure the correct printer port (e.g., USB001, COM port, network IP) is selected in your software.

7. SPECIFICATIONS

Detailed technical specifications for the Bisofice ZY-Q822 Thermal Receipt Printer:

Feature	Specification
Model Name	ZY-Q822
Printing Method	Direct Thermal
Resolution	576 dots/line (203 dpi)
Print Width	72 mm
Print Speed	Up to 200 mm/s (MAX)
Paper Type	Thermal Paper
Paper Width	80 mm
Paper Thickness	0.06 ~ 0.08 mm
Paper Roll Diameter	Max Φ80 mm
Interface	USB + Ethernet (LAN)
Input Buffer	128 KB
NV-Flash	256 KB
Emulation	ESC/POS
Print Head Lifespan	100 km
Cutter Lifespan	1.0 million cuts
Power Input	AC 100-240V, 50/60Hz
Power Output	DC 24V 2.5A
Dimensions (L x W x H)	17.3 x 12.8 x 12.7 cm
Color	Black

8. WARRANTY AND SUPPORT

For warranty information, please refer to the documentation provided at the time of purchase or contact your retailer. For technical support, driver downloads, and further assistance, please visit the official Bisofice support website or contact their customer service.

Driver Download Link: http://8.129.44.110:4400/download_en.html

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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