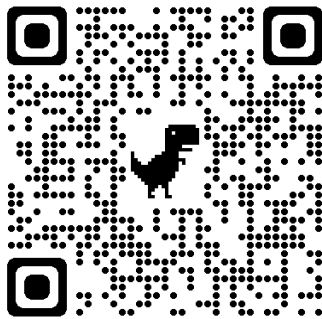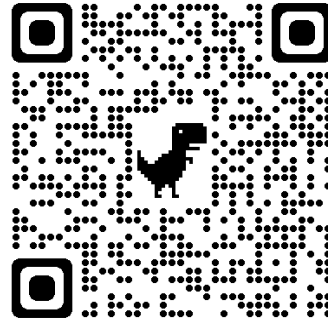# VCP-8370 Thermal Receipt Printer

Instruction Manual

Drivers Download   After-sales Contact

Please click the below link to download printer drivers and other tools：

https://www.nucoun.com/pages/manuals-drivers

Safety Precautions

This section presents important information intended to ensure safe and effective use of this printer.

WARNING:

▲Scratch Warning:Never try to touch the auto cutter or jagged teeth to avoid scratches.

▲Scald Warning:To avoid been burned,please do not touch the printer head.

▲Shock Warning:Please cut off the power before you Plug/Unplug the power cable from the printer.

CAUTIONS:

1)Please apply the power adapter to a stable voltage (110-220V),please do not use other devices on the same power outlet to avoid voltage fluctuation.

2)Install the printer on a flat and stable surface to avoid printer suffered from any vibration and shocks.

3)If water or other liquid spills into the printer,unplug the power cord immediately and contact your dealer or service center for advice.

4)Disconnect the power cord if the printer is idle for a long time.

5)Please ensure the switch button is "off" before you plug the power cord.

6)The printer should only be disassembled or repaired by a technician.

7)Please strictly follow the recommended use tips of this manual.

1. Product Information

The new generation 80 thermal printer has the characteristics of good printing quality,fast printing speed and strong stability.It can be interconnected with smart terminals through USB to realize the printing function.

1.1 Technical Parameters and Features

Printer Method	Line Thermal
Print Speed	220-300mm/s
Fonts	simplified Chinese 24x24 point, support GB18030 font library, support Taiwan and HK traditional(complex font), Korean and Japanese
Character Size	576dot/line or 512dot/line ANK Character Font A:12*24dot,1.5(W)*3.0(H)mm Font B:9*17dot,1.1(W)*2.1(H)mm Font C:9*24dot,1.1(W)*3.0(H)mm Simplified/Traditional:24*24dot,3.0(W)*3.0(H)mm
Extended Character Table	0EM437/Katakana/OEM850/OEM860/OEM863/OEM865/West Europe/Greek/Hebrew/East Europe/Iran/WPC1252/OEM866/OEM852/0EM858/IranII/Latvian/Arabic/PT151,1251/0EM747/WPC1257/Vietnam/OEM864/Hebrew/WPC1255/Thai
Logo/Trademark	Download and printing support
Codes type	UPC-A/UPC-E/JAN13(EAN13)/JAN8(EAN8)/CODE39/ITF/CODABAR/CODE93/CODE128
2D Barcode	QR CODE
Interface	USB
Print Command	ESC/POS Command
Auto Cutter	Full/Partial Cut
Roll Width	79.5±0.5mm(Print Width72mm)
Roll Diameter	80mm
Paper Thickness	0.06-0.08mm
Power Supply	DC 24V/2.5A
Temperature	0-65℃(32-149℉)

Contrast Humidity	10-80%
Drive	Win 2000/Win 2003/Win XP/Win7/win8/win10/Linux

1.2 Application areas

- Suitable for various commercial retail POS systems,catering systems, industrial control systems and other fields;
- Compact, lightweight and beautiful in appearance;
- High printing quality and low cost;
- Low noise, high speed printing;
- Support cash drawer driver;
- Easy to load paper structure, reasonable structure, easy to use and maintain;
- Low power consumption and low operating cost (no need for ribbons or ink cartridges);
- Built-in data buffer (can receive print data when printing);
- Characters can be enlarged, printed in bold, and the character line spacing can be adjusted for printing;
- Supports different density bitmaps and downloaded graphics printing;
- Support raster bitmap printing;
- Under driver printing (mode), high-speed printing comparable to calling a hard font library is achieved;
- Advantages and characteristics;
- It supports the sound and light prompt function, strong long flash and high sound prompt, which is more suitable for kitchen menu printing.

1.3 Packaging and accessories

- Thermal Printer x 1;
- USB Data line x 1;
- Power adapter x 1;
- Thermal printing paper x 1;
- Power cord x 1;

2. Basic Function Operation

2.1 Indicator Light &Printer Status

The printer has 3 Led Indicators (Power /Error and Paper Out),Power indicator will lights on once power is plugged in.And Error Led will lights on when any error arose (Paper Out /Temperature is too high/small-position of the carriage unit on the print head);We can press the "FEED" button to test the paper feeding function if the power indicator looks well.

2.2 Printer Operation

■ Switch on: Ensure the adapter properly connected with the printer,press the switch on the "I" position, printer turns on.

■ Switch off: Press the switch on the other side "O".

■ Paper Feeding: Press "FEED" button when powers on,paper will keep running & stop to run when release this button.

■ Self-Test Page: Switch off the printer then press "FEED" button and do not release.

■ Press the "POWER" button at the same time till the "PAPER OUT" indicator on,release the button then we can read the current setting from the test page.

■ Hexadecimal printing:Power off the printer,press "FEED" button & do not release,press "POWER" button at the same time until the "PAPER OUT" indicator on,release the "FEED" button about 3 seconds after the "PAPER OUT" indicator off,then the printer run into Hexadecimal printing model. The way to quit Hexadecimal printing model is just restart the printer.

3. Clean the Print Head

We need to clean the print head if problems as below.
① Printing is not clear,but thermal paper is OK;
② Some columns on the printed pages are not clear;
③ The paper feeding is noisy;

Cleaning steps：
1.Power off ,open the printer cover and take away the paper roll;
2.Wait for a while if the printer is just finished printing;
3.Use a soft brush or wrung-out ethanol immersed cotton to clean the print head.Remember

to turn on the gear while lubricating to ensure a completely lubricated.

Notice:

- Make sure the printer is power off during the maintenance
- Hands or other metal tools away form the surface of the printer head, do not use tweezers to scratch the surface of the printer head and other sensitive parts.
- Do not use gasoline,acetone and other organic solvents for printer head cleaning.

4. Driver Installation and Communication Methods

4.1 Driver Installation

1.Insert the driver disc,or click the link https://www.nucoun.com/pages/manuals-drivers to download printer driver, click the related files (NUCOUN printer driver software of 58mm/80mm series) and install.The installation language will be shown as below:
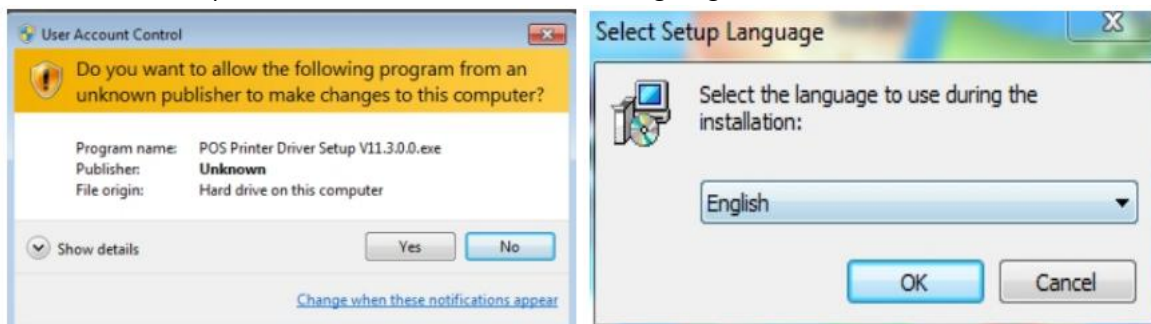
2. Select the language you need and click the button "OK",and show the image as below,then click "Next"；

3. please read the related terms carefully,and install it as agreement as below：

4. Click "Next" and show as below:

5.Click "Next" again and show as below and install it.If your computer has antivirus software installed,please allow this operation if the installation is blocked:
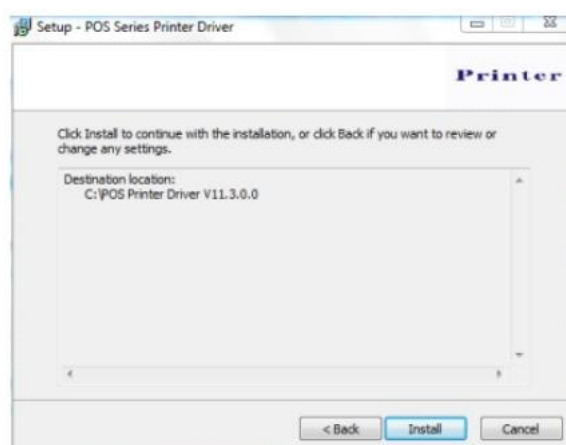

6.After installation,the related interface will be shown as below,select operation system of your computer and printer model,click "USB port check" ,if you communicate with USB port,USB port can be identified automatically.Click "Begin setup" and install continuously:
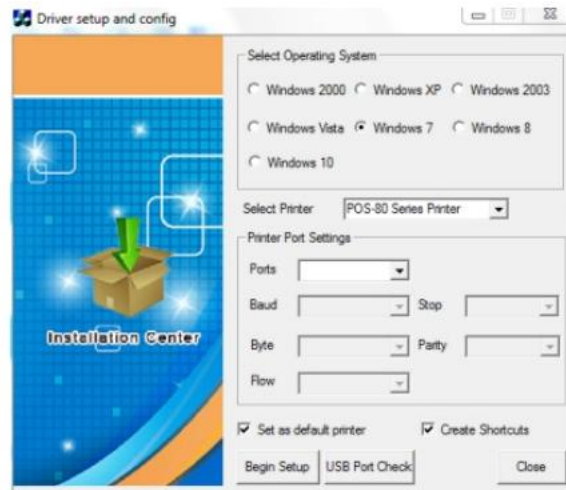
7.Click the button "Install" and select "Install this driver software anyway":
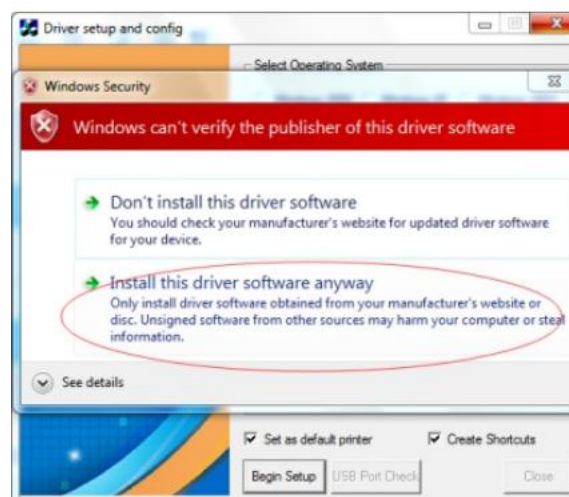
8.Finish the driver installation as below:
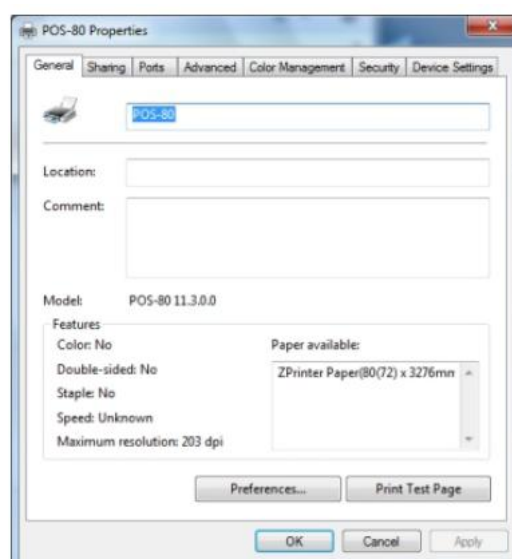
4.2 Communication Methods

Ensure all the cables connected correctly.Open the cover and load the paper rolls(Paper Loading Direction as below):
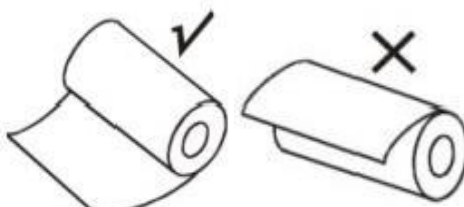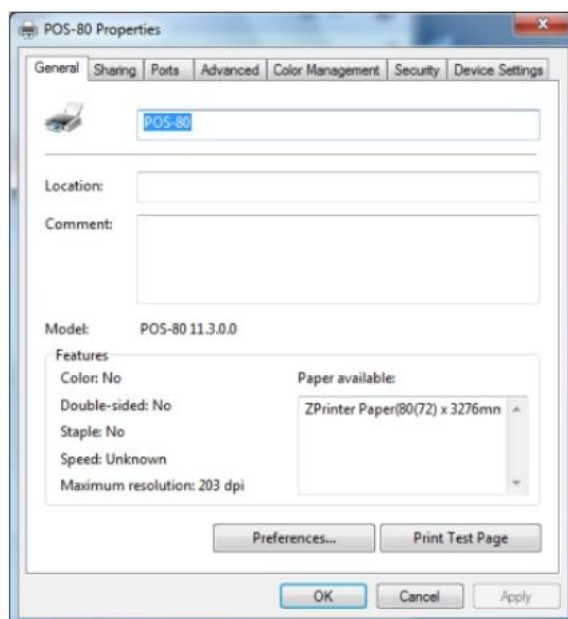
4.3 USB Port Connection

1.Open "Properties" then choose "Ports" ,Select the unoccupied USB port and click "Apply":
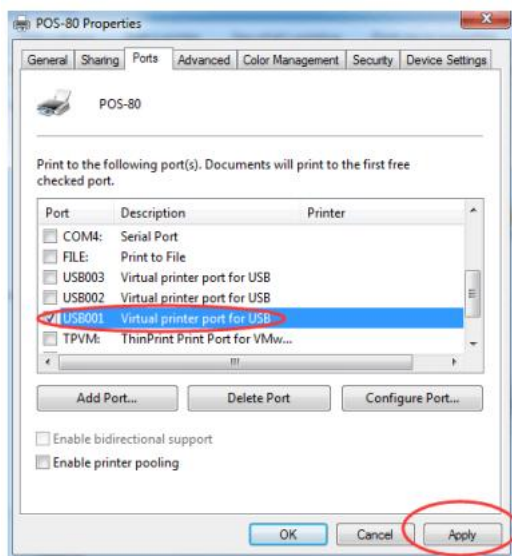
2. You will see the "USB001" option in the list. If your computer is used by other USB printers, give priority to the unoccupied "USB00X" port and click Apply.

3. Note: Before using the USB port for the first time, the printer must be turned on and the USB data cable is connected to the computer. Only then can you see "USB001" in the "Port" option. To determine whether the printer is connected properly, you can go to "My Computer" → "Properties" → "Management" → "Device Manager" → "Universal Serial Bus Controller" to see if there is "USB Print supporting". If not, please recheck whether the data cable, computer, and printer are powered on normally.

4.Click "General" and let back to this step then "Print Test Page":

If the print test page works well,that mean all setting is OK.

Remarks:If "Print Error",back to "Ports" and try another USB ports one by one until it is OK.

4.4 Ethernet Port Connection

1. Get the IP address from the Self-Test Page.

Switch off the printer then press "FEED" button and do not release.Press the "POWER" button at the same time till the "ERROR" indicators on,then release the button and the self-test page will be printed out.The Default IP Address of our printer is:192.168.1.100
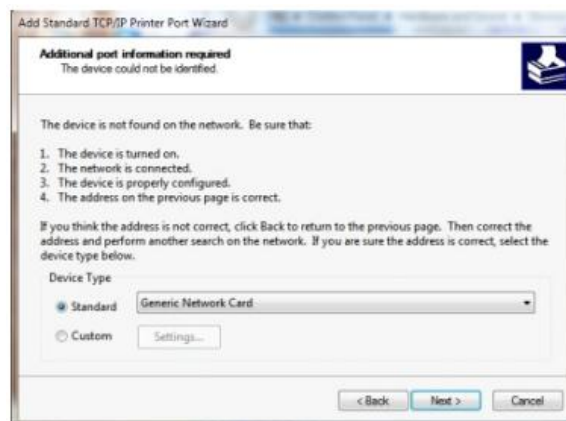

2. Open Printer Driver "Properties" and click "Ports" ,Select "Add Port" we can see below image:
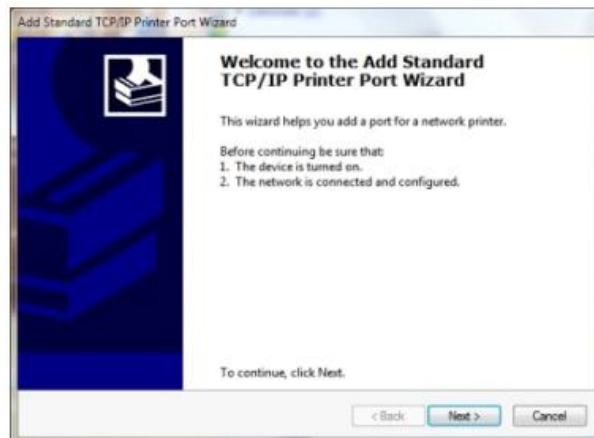
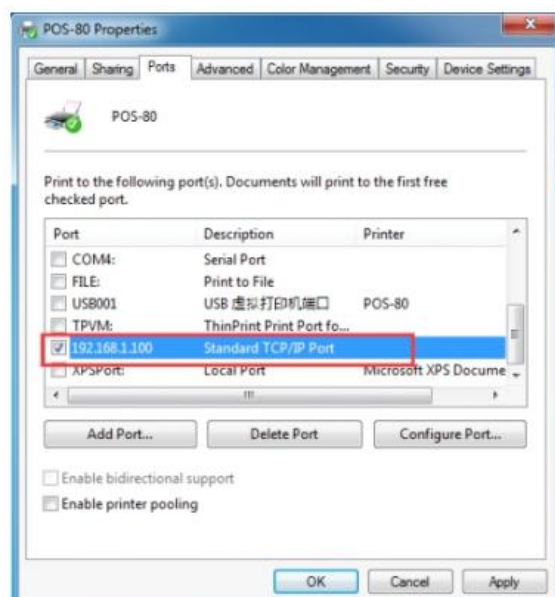3. Click "Next" ,and enter into the printer IP address:
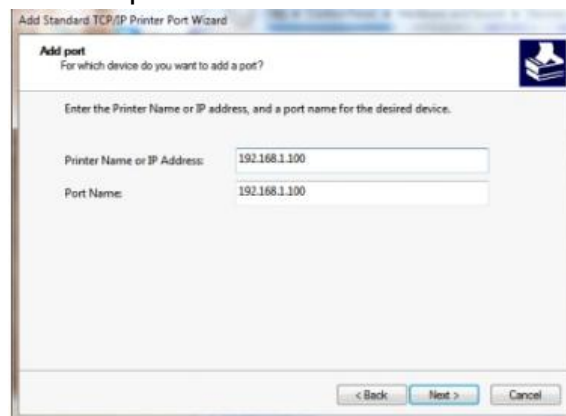
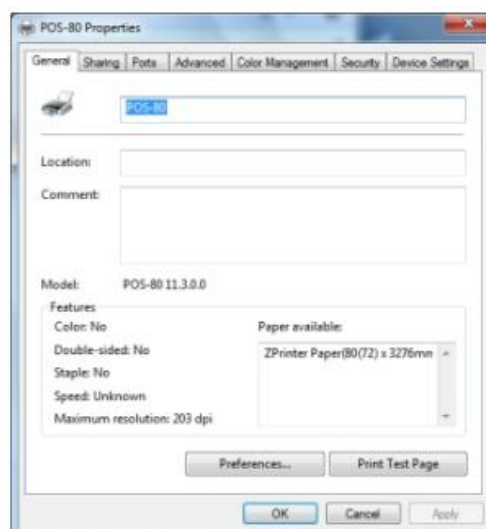4. Next and choose "Generic Network Card" ,then click "Next"：

5. Then you can check the image as below:

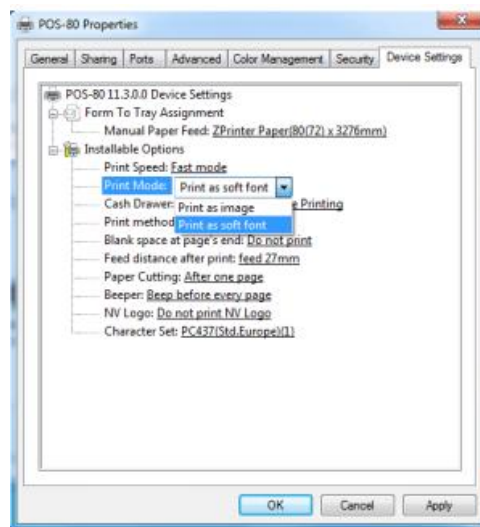6. Click Finished and we can check the added ports as below image:

7. Let's back to "General" and click "Print Test Page" ,If the print test page works well,that mean all setting is OK.

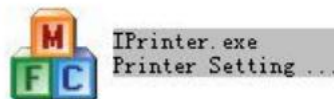8. We can also change the setting by "Device Settings" (print method setting,cash drawer
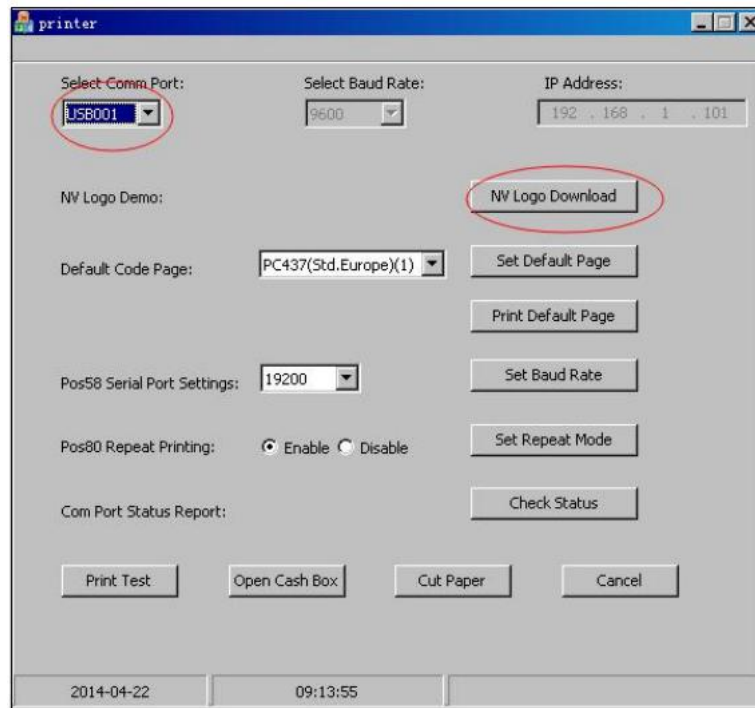
setting,paper cutter setting etc)-As below image shown:
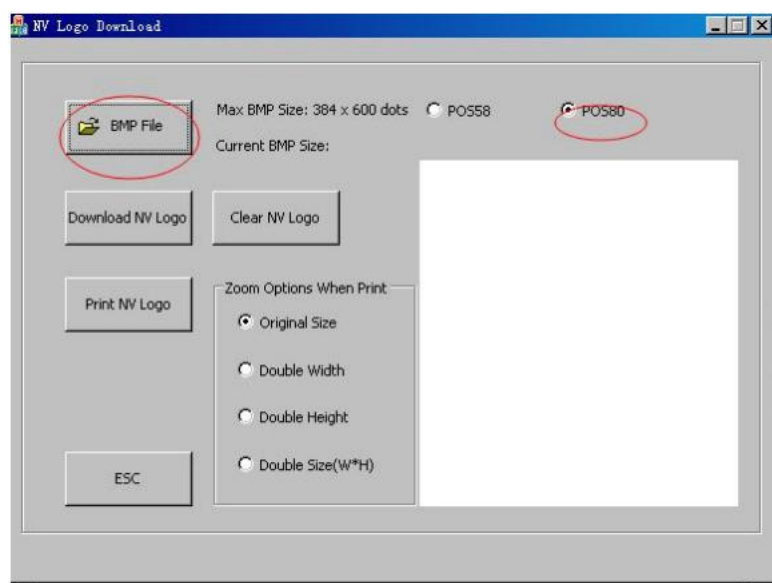

5.LOGO Print Setting

5.1 IPrinter Installation

1.Firstly, change the picture format to be BMP, (max size : 384*600),and add the LOGO by "IPrinter.exe":
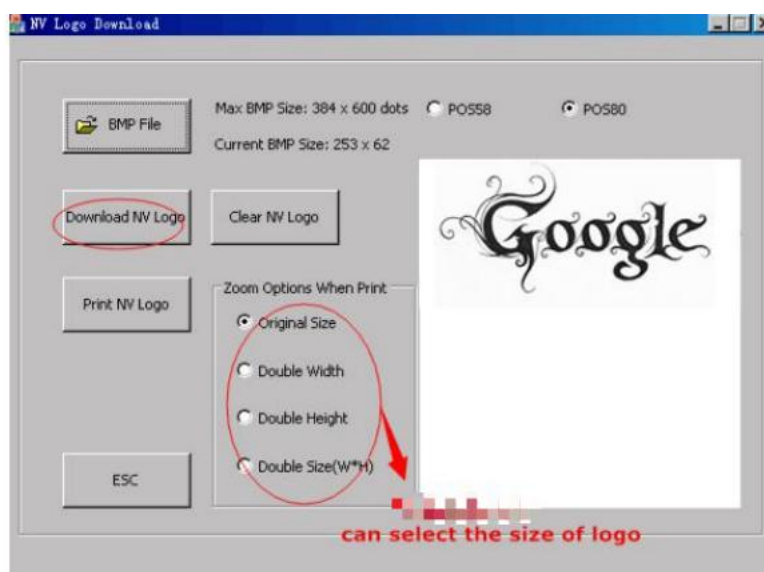

2.Comm Port select "USB001" and click "NV LOGO Download":

3. Click "BMP File" and select the LOGO image you want to print. Also make sure the printer model is "POS80":

4.Click "Download NV Logo" to print. You can set the size of the LOGO in "Zoom Options When Print":

5.Make sure the printer is connected. In the printer settings interface, change "Print Mode" to "Print as soft font" and "NV Logo" to "Print NV Logo":
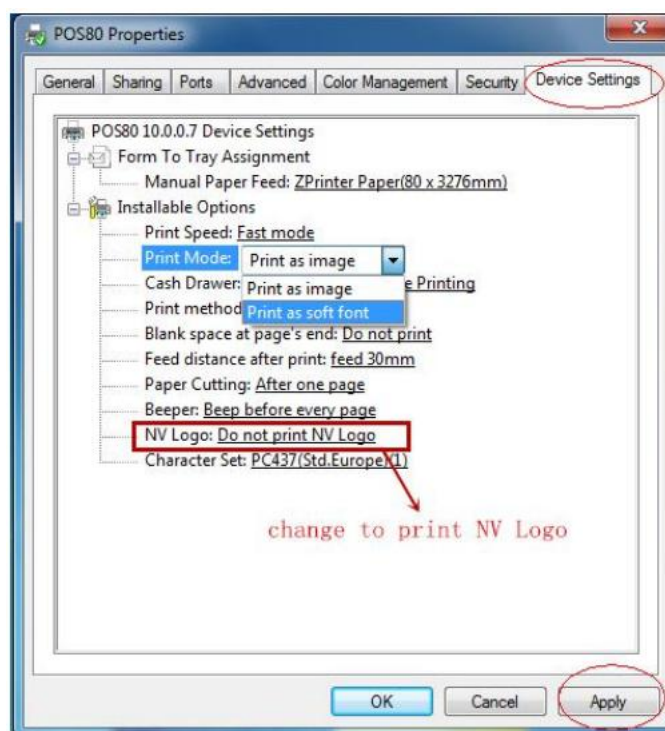
6. General Troubleshooting

1:Self test page is OK,but printer does not work after driver installation?

A:Recheck the installation according to above installation steps and see if we selected the right port or not.

2:Cash drawer does not open?

A:Please enable the cash drawer function from device settings of printer driver.

3:Malfunction of paper feeding?

A:Use soft brush to clean the paper sensor and try again or send it to the service center for repair.

4:Messy code printing after a period of time?

A:Interface board damaged,please replace or repair it.

5:Malfunction of the indicator light?

A:Check the cable connecting way /adapter /power cord /switch on or off?Or contact the service center for repair.

6:Messy code printing except Arabic numeral printing?

A:language switching incorrectly,please use the printer tools attached in the CD disc. Then change the language to "ASCII".

7:Malfunction of the auto paper cutting?

A:if the cutter doesn't work,please check the printer tools -Function Set-Cutter Set,and make sure the option is ON.Or contact the service center for help

8:Red indicator keep flashing during the printing?

A:Usually it is due to the high temperature of the print head.Just close printer for a while and let it cold down.Or contact the service center for help.

9:Water or other liquid spills into the printer?

A:Cut off the power,we can dry the main board or printer head with a hair dryer,careful of the temperature(average 122°F is OK).

10:Print paper without any content (Blank)?

A:1）If the normal print is OK but self test page is blank (no content),that mean the font is damaged,need to replace the font chips.

2）If without any contents for both normal print and self-test.Please replace head and try

again.Or contact with service center for help.

Our company reserves the right to change the Manual in order to continuously improve our products.