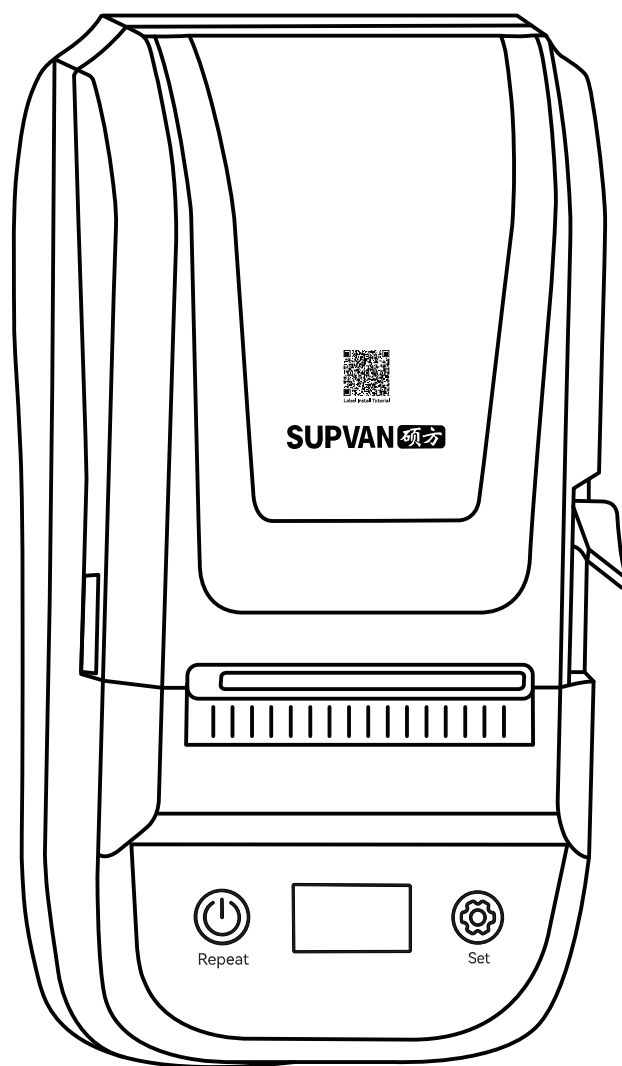


SUPVAN 硕方



Label Maker MP50M Pro

User Manual



iPhone



Android

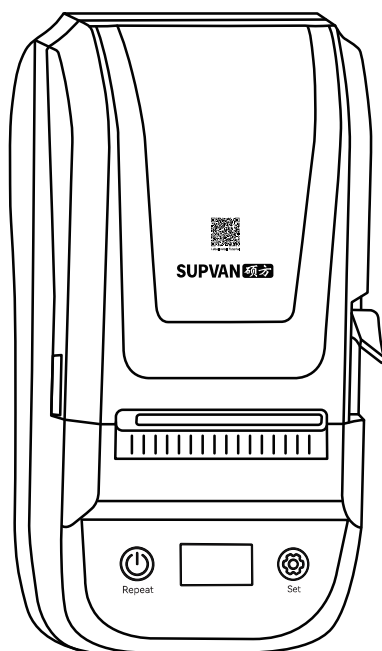
Scan the QR code to download
the APP Or you can download it
from App Store or Google Play
by searching SUPRINT

Contents

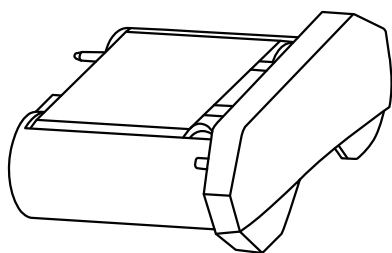
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01

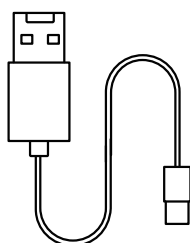
Included Items



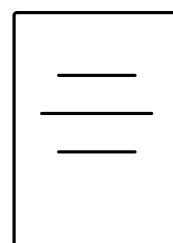
Label Maker × 1



Trial Ribbon × 1



Type-c Cable × 1



User Manual × 1

Note

1. This product does not come with a charging head or power adapter plug, so you can use a standard charging plug.
2. If you need to use a power adapter, you can contact your local dealer to buy it.
3. Please make sure the items are intact when unpacking. If there are any items that are damaged or missing, please contact the seller.

02

Specification

Name: Label Maker

Model: MP50M Pro

Printing Method: Thermal transfer

Resolution: 203dpi

Operation Mode: Mobile APP + computer operation

Cutting Method: Manual full cut

Label Width: 20-60mm

Effective Print Width: 48mm

Printing Speed: 30mm/s for general labels, different for other media

Battery Capacity: 2000mAh

Dimension: 205mm x 105mm x 80mm

Weight: 900g

Data Transmission: Bluetooth 5.0 Type-C

Power Supply: Type-C 5V --- 2A

Power Adapter 9V --- 4A

Working Environment: 10 ~ 35

Storage Environment: -10 ~ 55

Working Humidity: 20% ~ 90% non-condensing

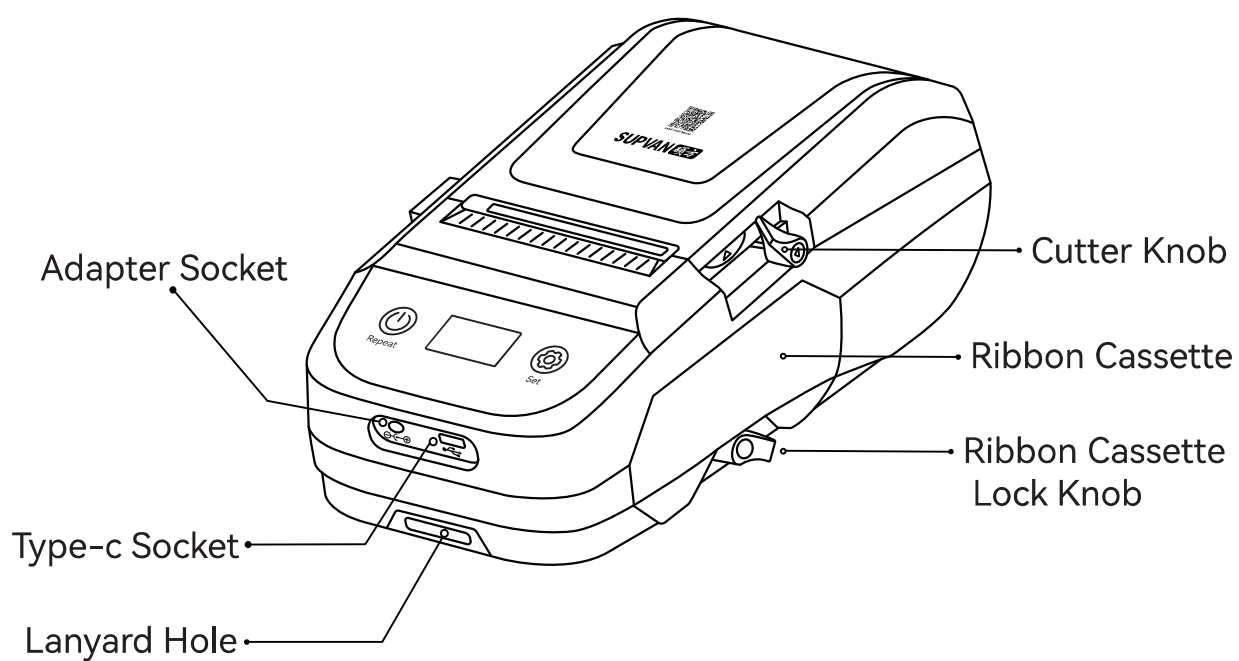
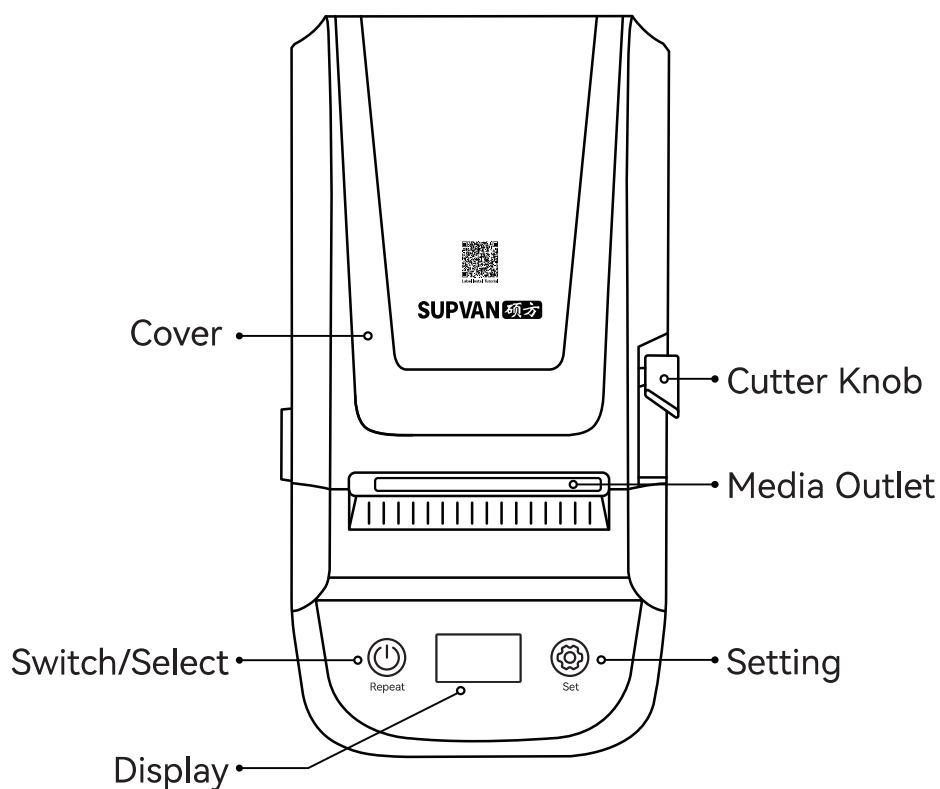
Storage Humidity: 20% ~ 90% non-condensing

Battery Instructions:

Please charge fully for the first time, and charge every 3 months if you do not use it for a long time to avoid the natural loss of lithium battery for a long time.

03

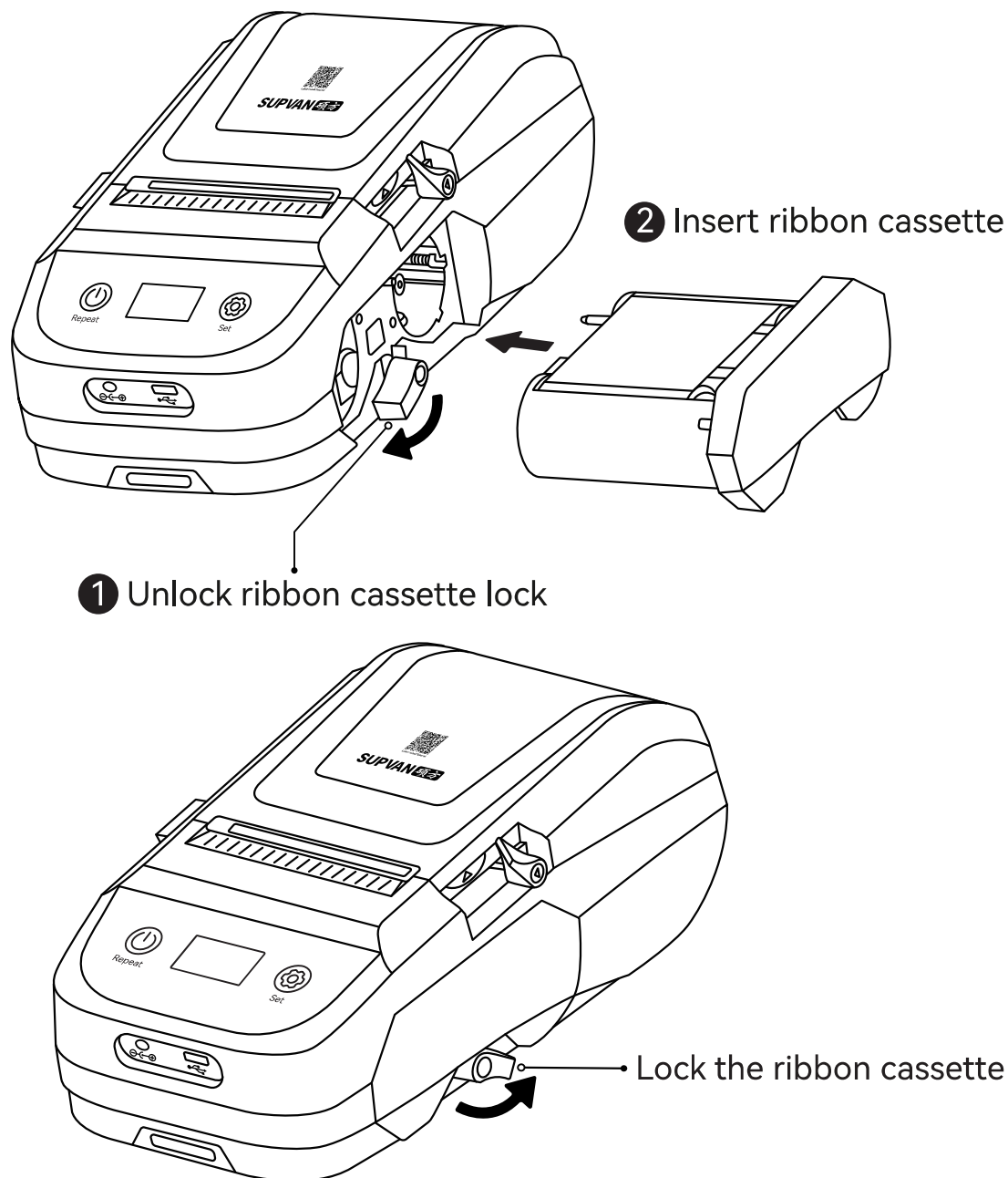
Appearance



04

Install Consumables

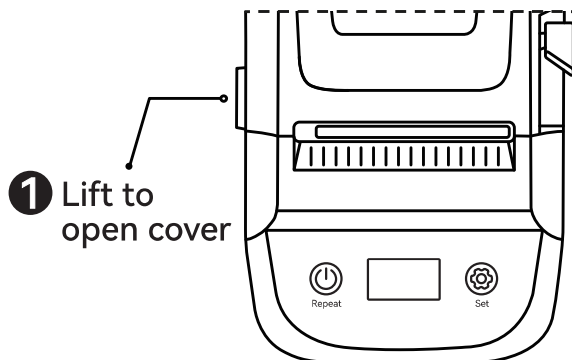
04-1 Install Ribbon Cassette



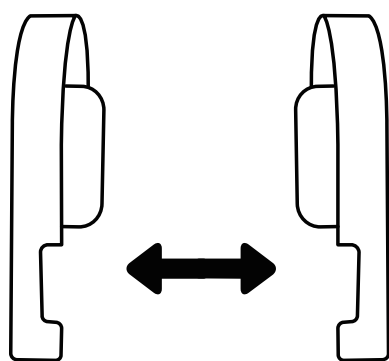
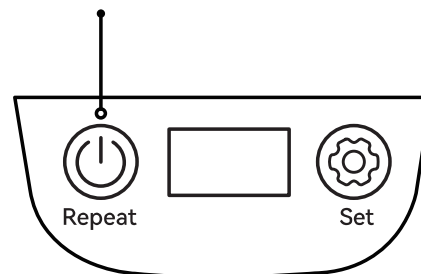
Note

Install the ribbon first and lock it before installing the label

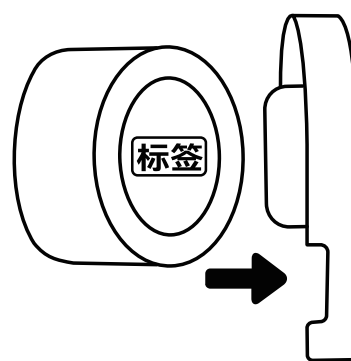
04-2 Install Label



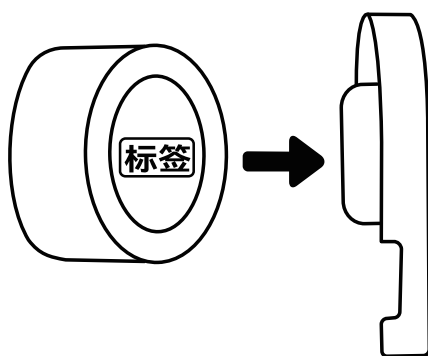
② Turn on printer.



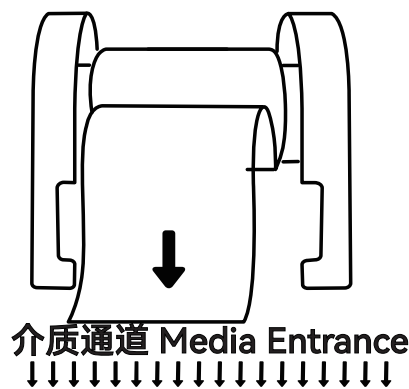
③ Adjust label guide rail



④ Align sticker with right baffle



⑤ Ensure label is centered on baffle



⑥ Feed label through entrance

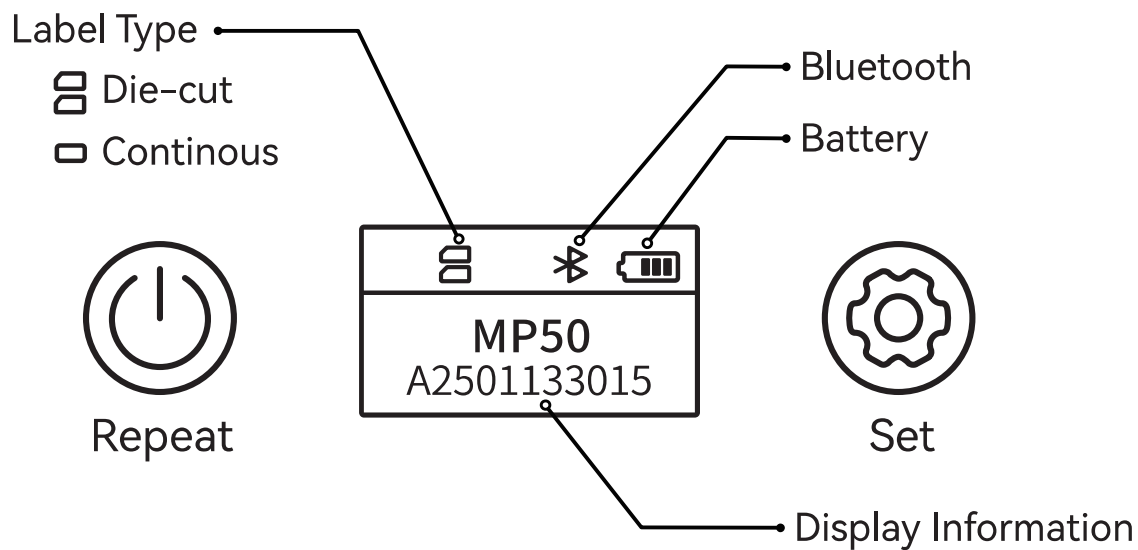
Note: 1. Push the label into the media entrance. After a “beep” sound, the label is loaded successfully.
2. When removing the label, you need to unlock the ribbon cassette lock first.

The consumables of this printer include: ribbons, die-cut labels, continuous labels, etc. All types of consumables available for this printer and the corresponding product models can be found in the consumables list of the app(SUPRINT) or the SUPVAN software. If you have other customized requirements, please contact the supplier.

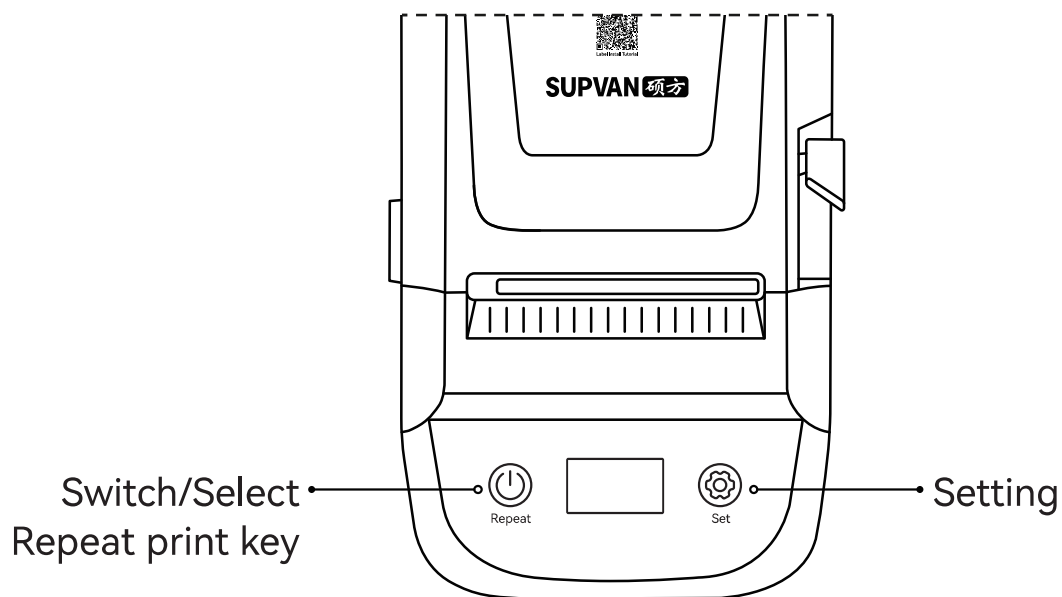
05

Display and Keys

05-1 Display



05-2 Keys



① Switch/Select/Repeat print key

① Switch: Long press for 2 seconds to turn on or off printer

② Repeat Print:

Click switch key when power on, it will repeat print the last printed content

After replace the consumables, the first click switch key will print a test sample

③ Select: When you click the set key, the switch key is the selection function

② Set key

Menu	Options	Description
Density	1/2/3/4/5/6/7	The current temperature and printing materials will affect the printing effect. Adjust the density according to the printing effect.
Auto Power off	10/20/30Min/Never	Auto power off time can be set without any action.
Quick Connect App	Show Quick Connect QR code	Use the SUPVAN APP on your phone to scan the code to quickly connect to Bluetooth.
Language	简体中文 繁体中文 English	Switch the system language.
Factory Reset	No Yes	Factory reset

06

Download and Install

06-1 APPDownload and Install

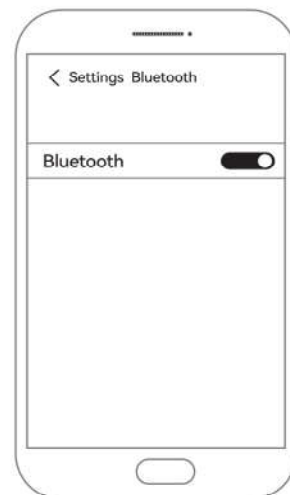
Method 1: Search and download "SUPRINT" in the App Store or Google Play

Method 2: Scan the below QR code to download the APP



 iPhone  Android

1 Scan the qr code to download the APP



2 Ensure that the Bluetooth function of the phone is on



3 Open the app and click on "Disconnected"



4 Find the corresponding model and click on the connect

06-2 Software Download and Install

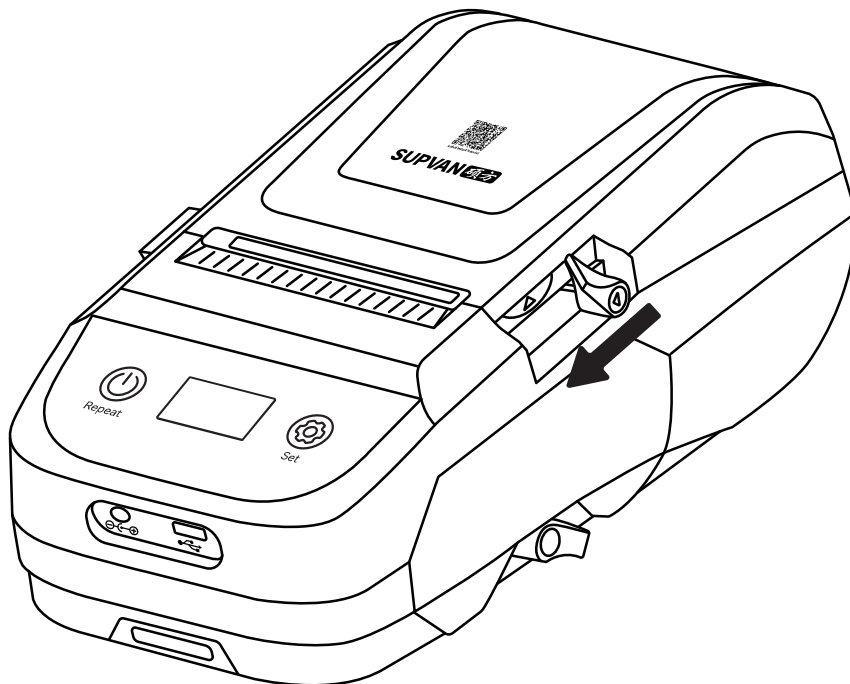
- 1 Download the Supvan software from the Supvan official website:
[www.supvan.com-EN-Service-Download-SupvanEditor\(E\)](http://www.supvan.com-EN-Service-Download-SupvanEditor(E))
- 2 The software is a compressed file, decompress the file first
- 3 Right-click the installation file and select "Run as Administrator"

Note Both the Supvan APP and PC software support the Excel import function.

06-3 Label Cutting

After printing, push the cutter knob to cut label

Note The cabel tag is too thick to be cut with printer cutter and needs to be torn off by hand



07

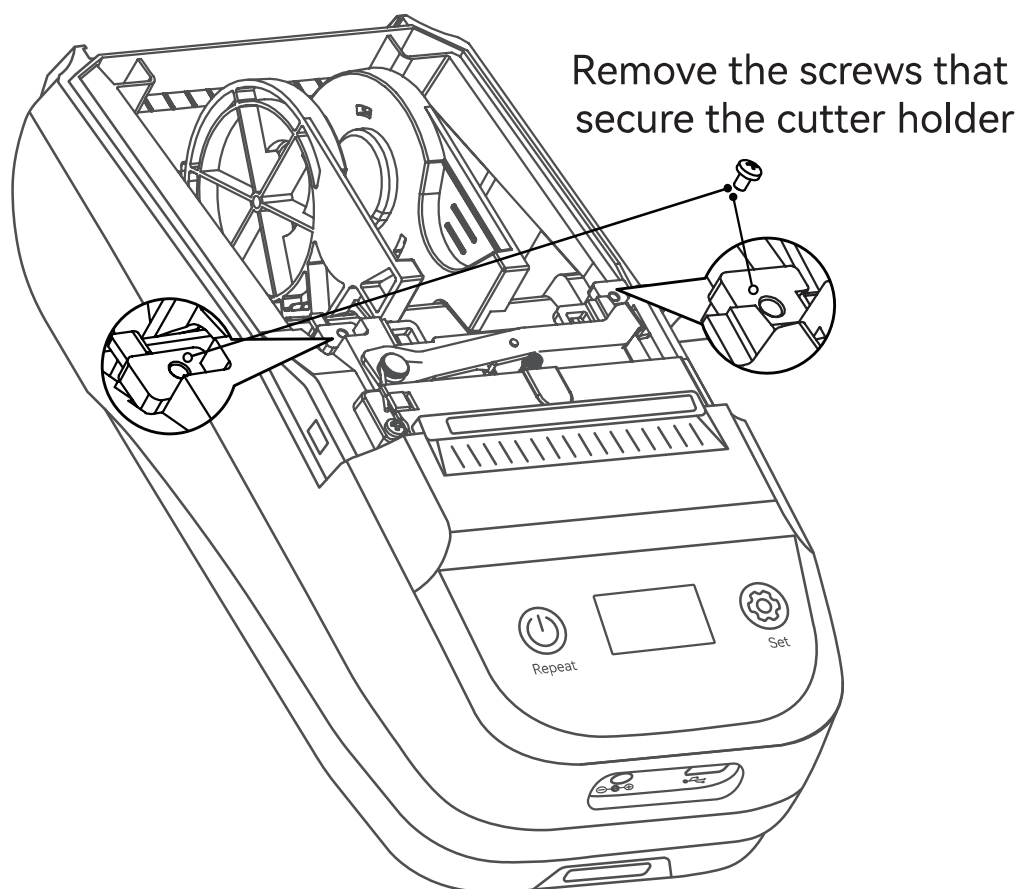
Cleaning and Maintenance

When the printing appears the following situation, cleaning and maintenance should be carried out:

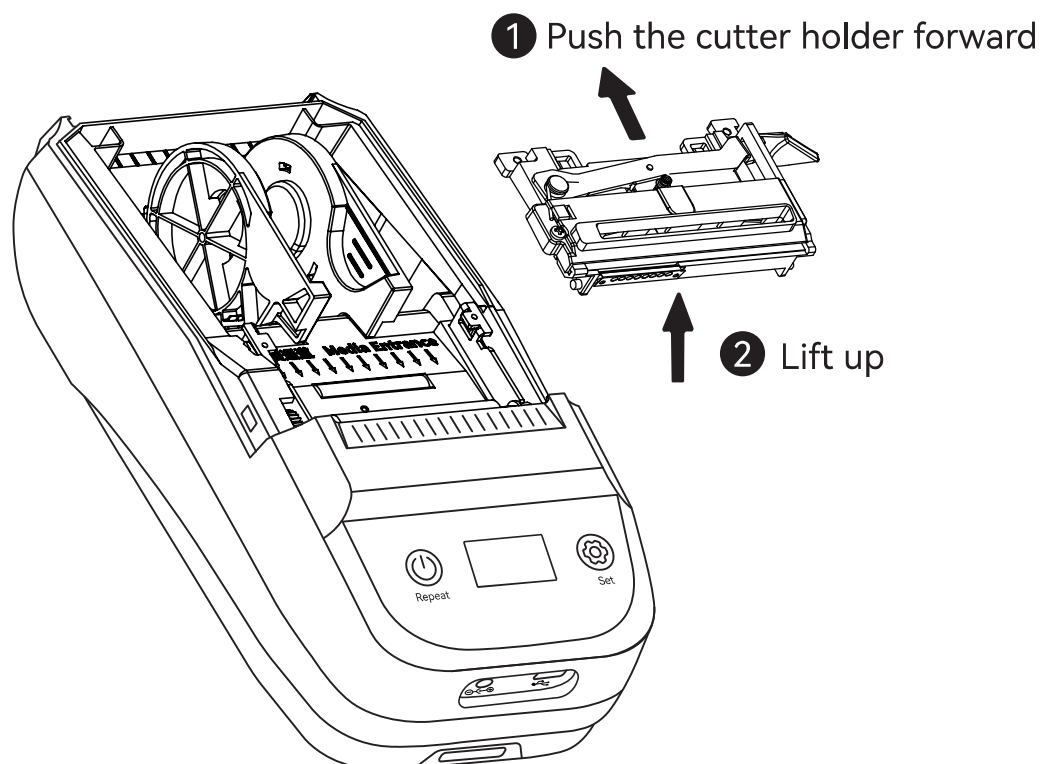
- Printing is not clear, and adjusting the density cannot solve the problem
- Feeding is not smooth, abnormal noise
- Foreign matter in the printer
- Cutter Jam

07-1 Cleaning

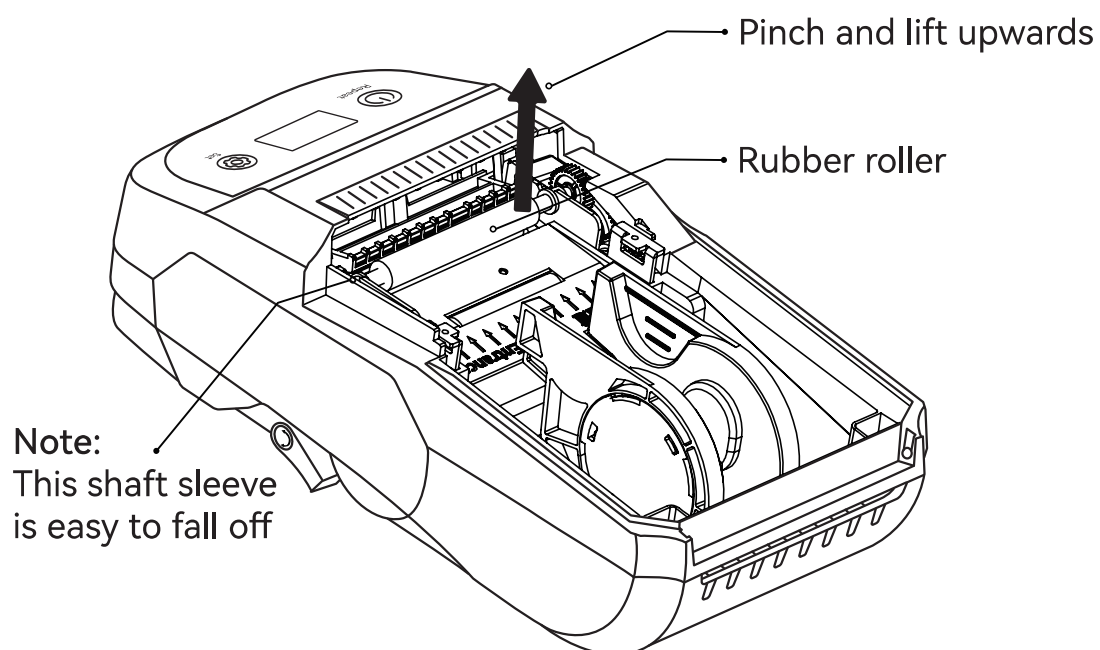
Step1:



Step2:

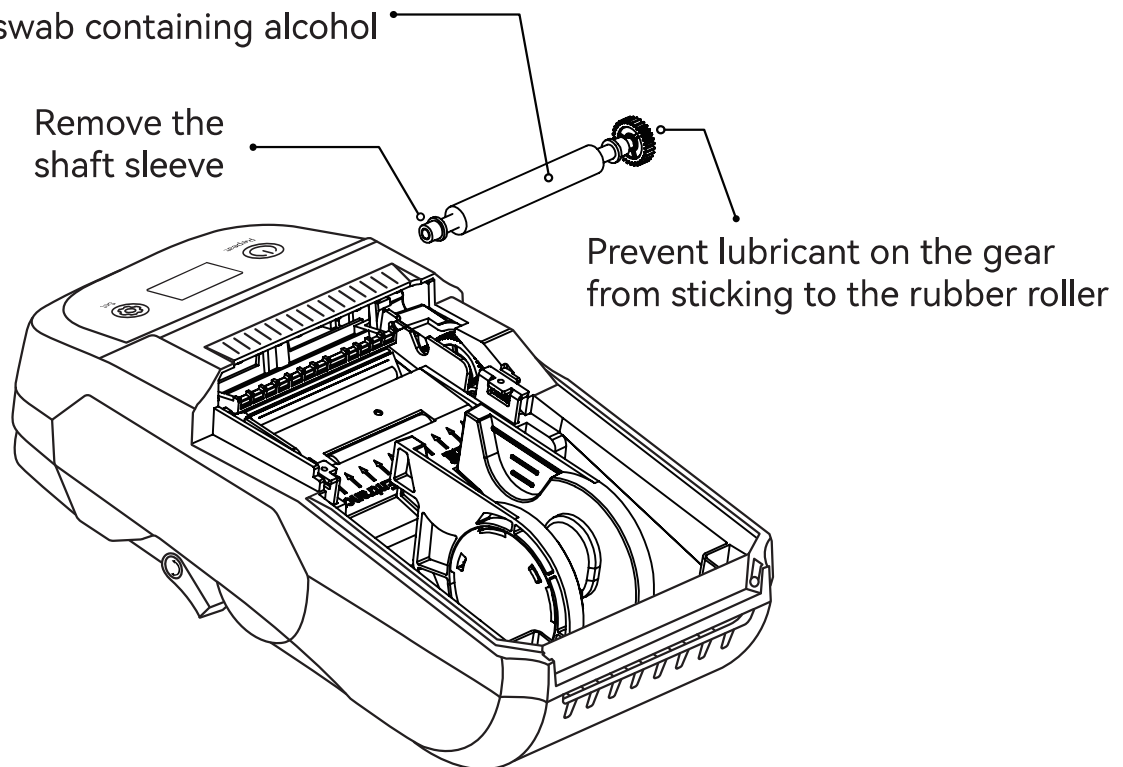


Step3:

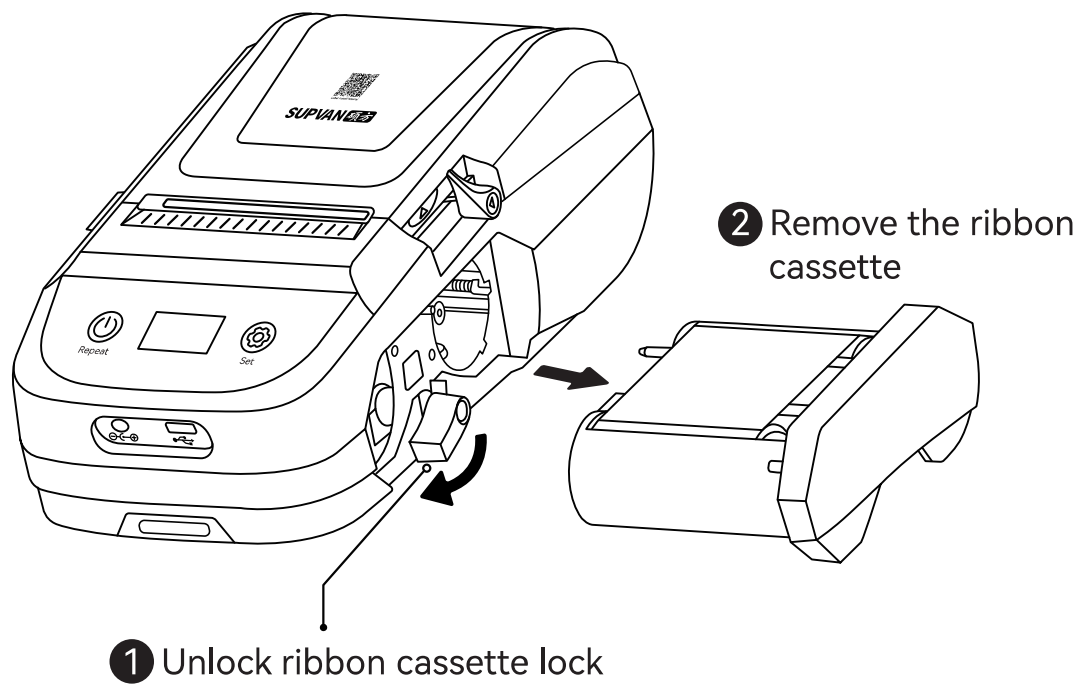


Step4:

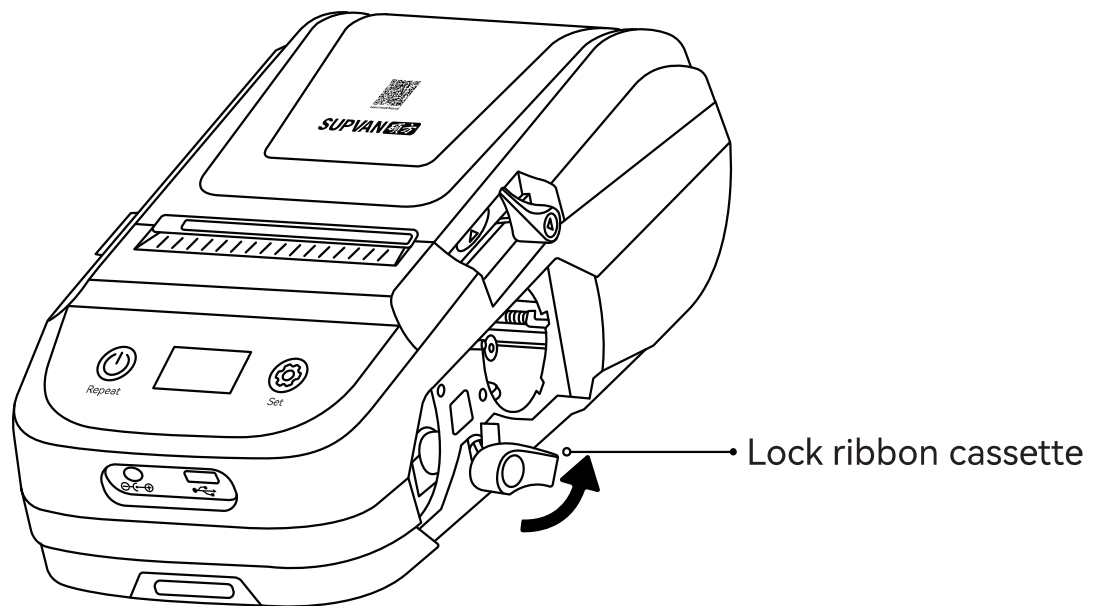
Wipe the rubber roller with a cotton swab containing alcohol



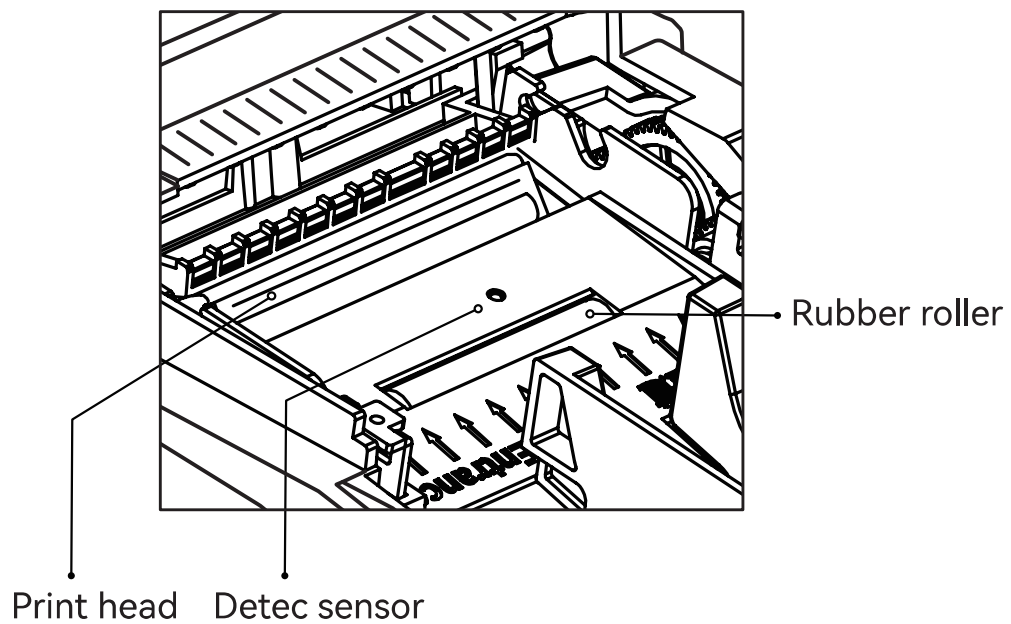
Step5:



Step6:



Step7:

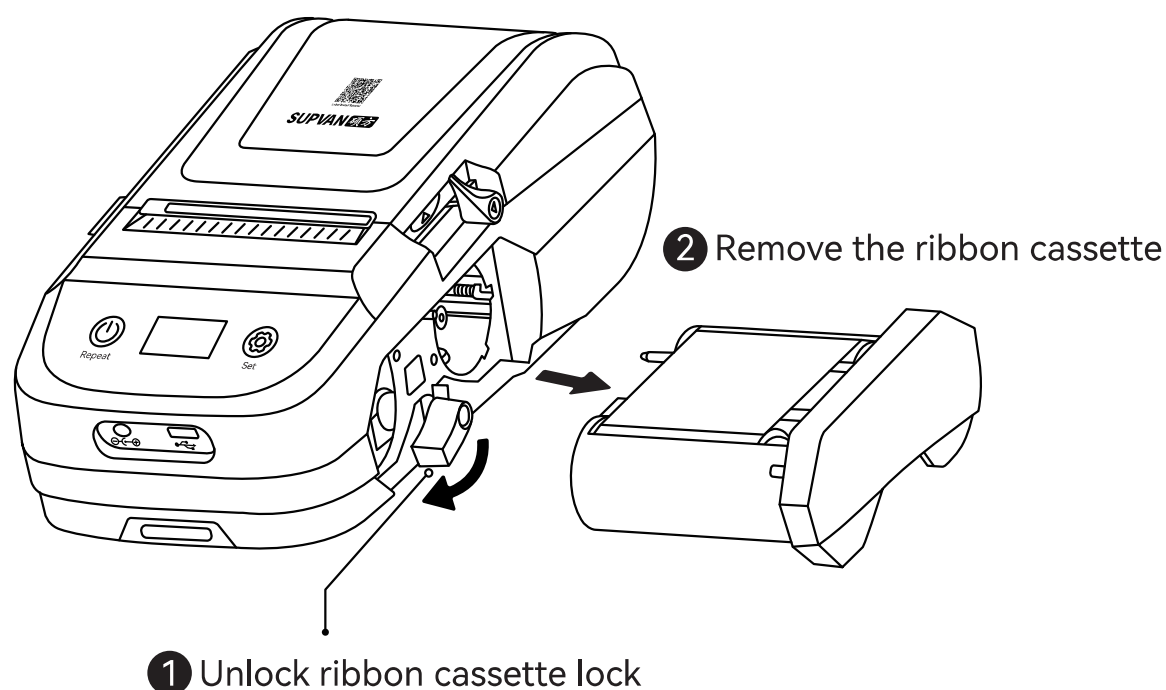


Use a cotton swab with a little alcohol to wipe the area shown in the picture.

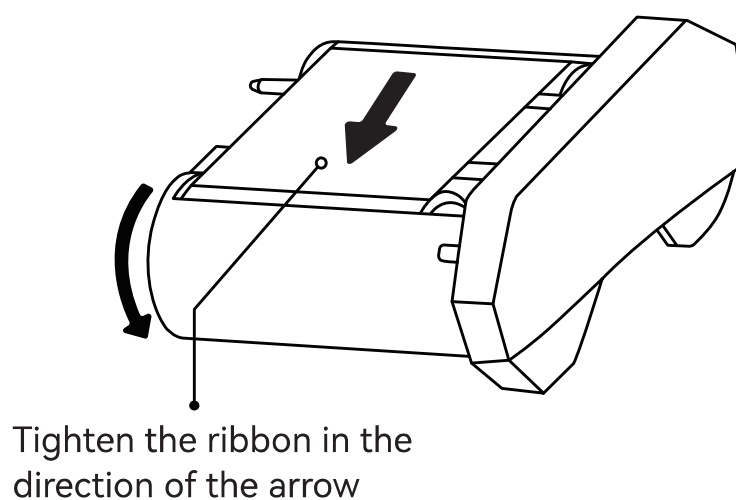
07-2 Ribbon Wrinkle

When the ribbon wrinkles during printing, please handle it as shown in the following figure:

Step 1:



Step 2:



08

Troubleshooting

No	Tip	Cause	Solution
1	High adapter voltage	The adapter voltage is high	Use a 9V 4A power adapter
2	Ribbon cassette not locked	Ribbon cassette not locked	Lock the ribbon cassette
3	Battery low Please charge	The printer is low on power	Please charge the printer or use a power adapter
4	Label not installed or installed incorrectly	Label not installed or installed incorrectly	1. Install label 2. Ensure label is centered on baffle when install label
5	Read label error Please replace	1. Cassette chip is damaged 2. Incorrect label	1. Replace new label 2. Use Supvan label
6	End of label Please replace	1. End of label 2. Label not feed	1. Replace new one 2. Please insert the label correctly
7	Please install ribbon	1. Not install ribbon 2. Ribbon cassette chip is damaged 3. The ribbon is not installed properly	1. Install ribbon 2. Replace ribbon 3. Install ribbon properly

08

Troubleshooting

No	Tip	Cause	Solution
8	Read ribbon error Please replace	The printer not read the correct ribbon information	1. Replace new ribbon 2. Use Supvan ribbon
9	End of ribbon or ribbon broken	1. End of ribbon 2. Ribbon broken	Replace ribbon
10	The cutter is not reset	1. Label jam at exit 2. Label jam caused by sudden cut during printing	Stop printing and clear the jam
11	Insert the label correctly	The sticker is loaded but not installed properly	The label goes into the media entrance and a "beeping" sound indicates that it is installed properly
12	High Temp Alert: Print quality degraded	The printer is overheated due to long-term continuous printing or excessive ambient temperature.	Pause Printing
13	Label jam	Label jam	Clear the jam

09

Attention

- Please read this user manual carefully before using this product;
- Please keep this product and accessories out of reach of children to avoid danger;
- Please do not disassemble the printer by yourself;
- Do not open the cover when printing;
- Please use Supvan original consumables, otherwise it may result in poor printing quality and damage to the printer;
- During the printing process of the printer, please do not forcefully pull the label to avoid damage to the printer;
- This product is a precision product. Please use it in a flat area to prevent damage from falling and to prevent impact and vibration;
- The print head of this product is a precision component, please do not scratch it to avoid affecting the printing effect;
- Do not throw the printer into fire or high temperature;
- Please use a single power outlet instead of multiple outlets that have already been plugged into multiple devices, as this may cause fire or electric shock;
- Please do not use adapters that do not support outputting DC 5V;
- Do not wet the printer/power supply/power socket when charging, and do not use wet hands to plug and unplug the power plug to prevent electric shock;
- Please do not allow metal or liquid to enter the printer, as it may cause fire, electric shock, and damage to the interior
- Please use the printer in a clean place and do not use it on carpets or felt, otherwise a large amount of dust can easily cause short circuits;

09

Attention

- Please keep the printer away from flammable solvents such as alcohol and gasoline, as well as from sources of ignition, to prevent ignition and potential fires
- Please do not touch the print head with your hands. When the device finishes working, touching it may cause skin burns;
- Please do not press the equipment heavily;
- This printer and consumables should be stored in a dry, ventilated, and sun free place;
- If you notice any unusual odor or noise while using the printer, please immediately turn off the printer and contact your seller;
- During long-term operation of this printer, the lithium battery may generate heat and transmit it to the cover, which is a normal phenomenon. The printer can be temporarily stopped and allowed to cool before resuming printing work.

10

Declaration

- We reserves the right to change the content of this user manual due to printer upgrades.
- Our company will not be responsible for any consequences caused by your failure to operate according to the instructions in the user manual.
- The logos or trademarks of other companies referenced in this user manual are owned by other companies.
- If you want to learn more about this device or our company, you can visit the official website of Supvan.



Website:

www.supvan.com



Email:

sales@supvan.com

Warranty Card

☐ Replacement ☐ Return ☐ Repair

Customer Information	Name: Gender: Phone:
	Address:
Product Information	Purchase Date:
	Printer Model:
	Printer Serial No.:
Return or Replacement record	Reason:
Repair record	

Qualified Certificate

Inspector:	Inspection: 
Date of Production:	

SUPVAN

Organized, Simple, Done.

FCC Warning:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 0cm between the radiator and your body.

ISED Statement

- English: This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

(1) This device may not cause interference.

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

- French: Cet appareil contient des émetteurs/récepteurs exempts de licence qui sont conformes aux CNR exempts de licence d'Innovation, Sciences et Développement économique Canada. Le fonctionnement est soumis aux deux conditions suivantes :

(1) Cet appareil ne doit pas causer d'interférences.

(2) Cet appareil doit accepter toute interférence, y compris les interférences susceptibles de provoquer un fonctionnement indésirable de l'appareil.

This equipment complies with Canada radiation exposure limits set forth for an uncontrolled environment.

This equipment should be installed and operated with minimum distance 0cm between the radiator & your body.

Cet équipement est conforme Canada limites d'exposition aux radiations dans un environnement non contrôlé.

Cet équipement doit être installé et utilisé avec une distance minimale de 0 cm entre le radiateur et votre corps.