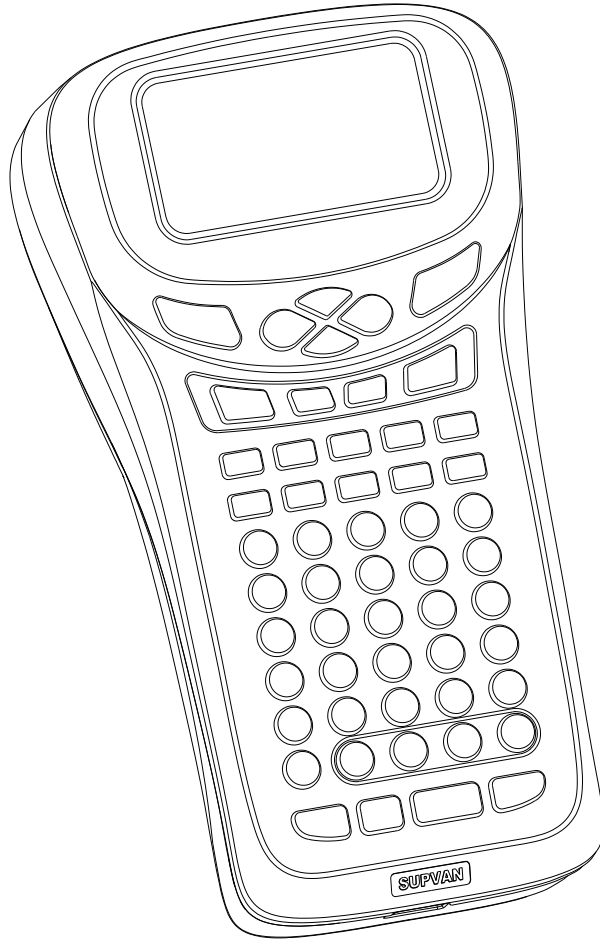


SUPVAN



LP 5125M

User Manual

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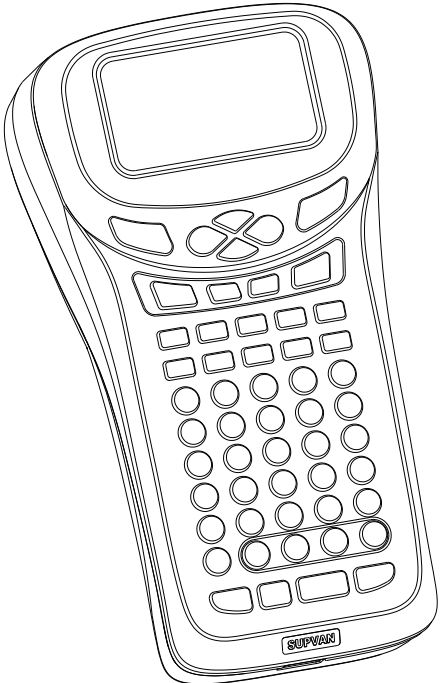
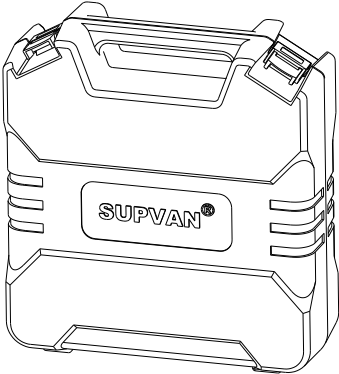
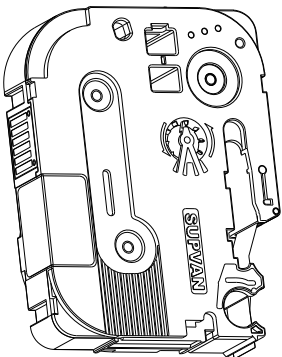
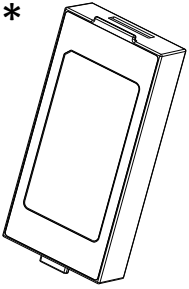
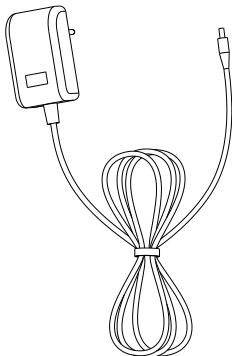
- For any information about the instruction contents, Supvan reserves the right to vary because of the upgrade of the printer.
- Supvan will not be responsible for any consequence caused by operations which do not follow the requirements of manual.
- If you want to know more about the printer or Supvan, please visit: www.supvan.com

Warning

- ⚠ Do not touch the AC adapter and printer during a thunder storm.
- ⚠ Do not damage, or place heavy objects on the power cord or plug. Always hold the AC adapter when disconnecting from the power outlet.
- ⚠ Do not use sharp objects to change the batteries.
- ⚠ Do not touch metal parts around the print head immediately after printing.
- ⚠ Do not touch the cutter blade.
- ⚠ Do not let any metal or liquid get into the printer. This may damage the internal parts of printer or even cause fire or electric shock.
- ⚠ Do not use a battery other than that specified. Do not use combinations of old and new batteries or combinations of different types, different charging levels, different manufacturers or different models.

Precautions

- Please use a single power socket. Do not use any multiple socket inserted with multiple devices, this may cause a fire or electric shock.
- Do not use any power plug with wet hand in case of any electric shock.
- Do not use any AC power which is not within 100-240V.
- Do not disassemble or modify the printer without any authorization. This may lead to fire or electric shock.
- Please keep the printer away from alcohol, gasoline and other flammable solvents as well as any ignition source to prevent any deflagration and fire.
- Depending on the location, material, and environmental conditions, the label may unpeel or become irremovable, or the color of the label may change or be transferred to other objects. Before applying the label, check the environmental conditions and the material.
- Do not place the printer/batteries/AC adapter in direct sunlight or rain, near heaters or other hot appliances, in any location exposed to extremely high or low temperatures or high humidity, or in dusty locations.
- Do not try to print if the label cassette is empty; it may damage the print head.
- Do not pull the tape while printing or feeding; it will damage the tape and the printer.
- Any data saved in memory may be lost due to failure or repair of the printer, or if the battery expires.

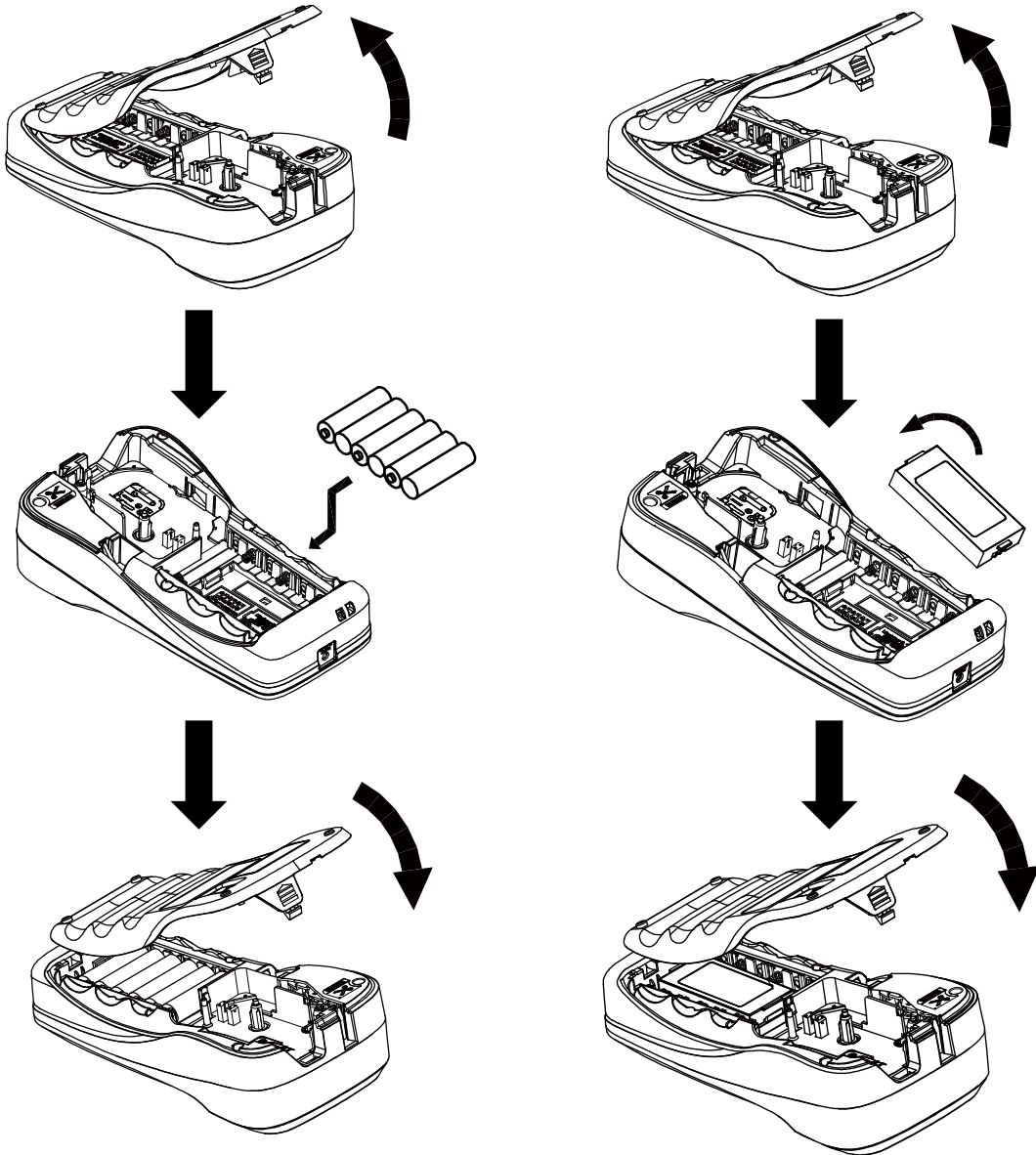
<p>Label Printer</p> 	<p>Hard Case*</p> 
<p>Label Tape</p> 	<p>Li-polymer Battery**</p> 
<p>User Manual</p> 	<p>Power Adaptor</p> 

*and** are optional.

Specification

Printing Method	Thermal Transfer
Resolution	200dpi
Label Width	6mm / 9mm / 12mm
Printing Speed	20mm/s
File storage	Up to 64 files
Max. Height of Letter	9 mm
Fonts	8 fonts
Max. Labels No.	Up to 50 labels in 1 file
Keyboard	ABC layout
Display	LCD, Back-lit, 2-line info display
Printable Content	English letters, Numbers, Bar Codes, QR Codes, Symbols
Operating Environment	Temperature: 10°C ~ 35°C; RH: 20% ~ 80%RH
Power	AC 9V 2.5A
Measurement	222×120×66 (mm)

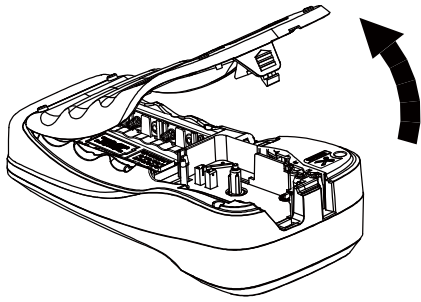
Power Supply



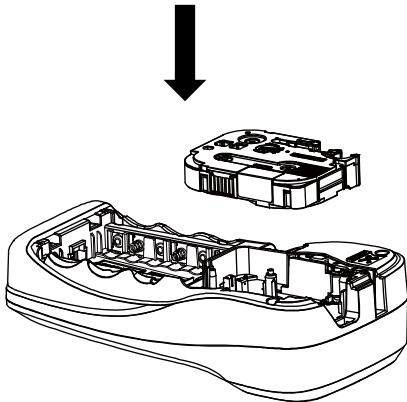
When using six new AA alkaline batteries or Li-polymer batteries, make sure the poles are pointing in the correct directions.

To remove the batteries, reverse the installation procedure.

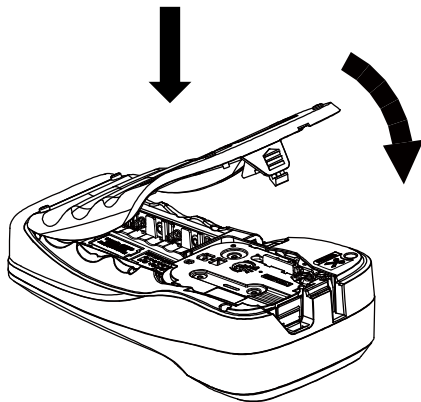
Insert a Tape Cassette



Open the back cover



Tighten the label, then insert the label cassette in position which marked in printer

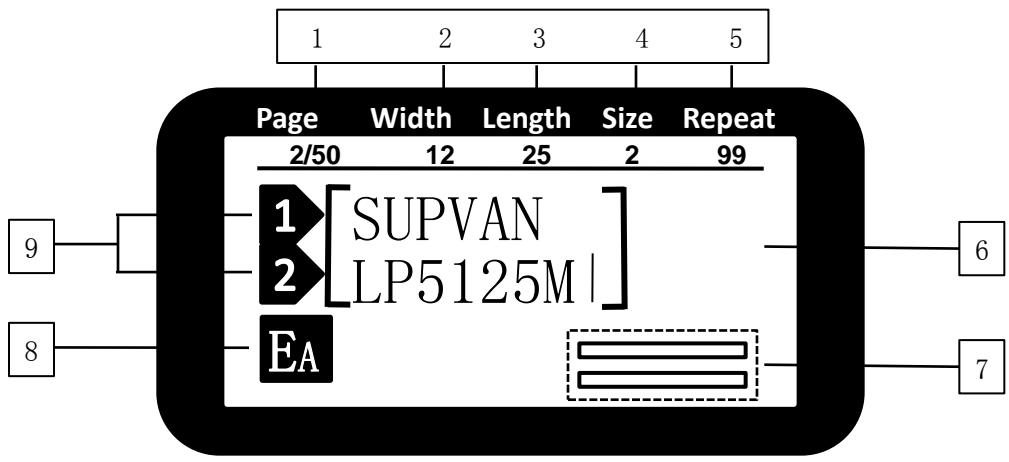


Close the back cover

To insert a label cassette, follow the step above.

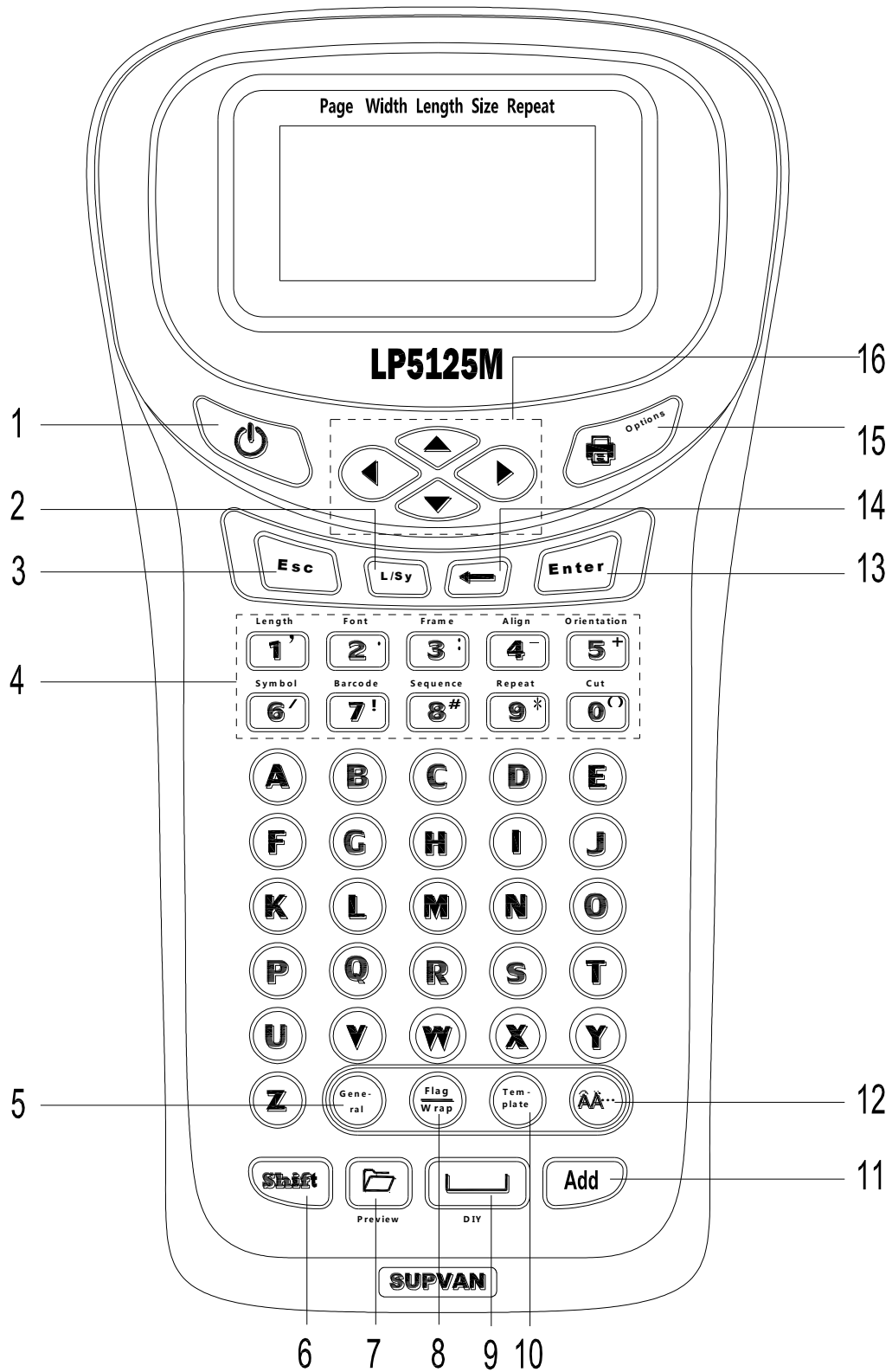
To remove the label cassette, reverse the installation procedure.

LCD Display






No.	Item	Introduction
1	Page	Current Label/All Labels; Editing Area/All Editing Area in One Label
2	Width	Label Width (6mm, 9mm, 12mm)
3	Length	Current label's length, "A" stands for automatic
4	Size	Current line's character size, "A" stands for automatic
5	Repeat	Repeat times of current label
6	Editing Interface	2-line display, each line up to 12 characters
7	Preview	【Shift】 + 【File】 to turn on or off
8	Input Method	Current input method
9	Line Number	Line number in current label

Keyboard



Keyboard

No.	Key	Introduction
1		Turn on/off the printer
2	L/Sy	Short press: EA (uppercase), Ea (lowercase), Sy (Symbol) Long press: change system language (English/Español/français/Italiano/Magyar/Nederlands/Norsk/PolSKI/Português/Slovenčina/suomi/Svenska/Türkçe/čeština/Dansk/Deutsch/русский/)
3	Esc	Stop printing process/exit current setting or operation & return to the previous level of menu or edit interface.
4	Number 1-0	Short press: Number 1-0 Long press: Get into function menu
5	General	Create general label
6	Shift	Shift key
7	File	New/Save/Open/Delete file
8	Flag/Wrap	Create flag/wrap label
9	Space	Space
10	Template	Insert label template
11	Add	Create new label
12	ÂÄ...	Change variant of the Latin letter
13	Enter	Enter/Create new line
14		Backspace
15	Print Options	Short press: print directly Long press: copy print; range print; cursor print; tempo print
16		Move the cursor

Functional Keys

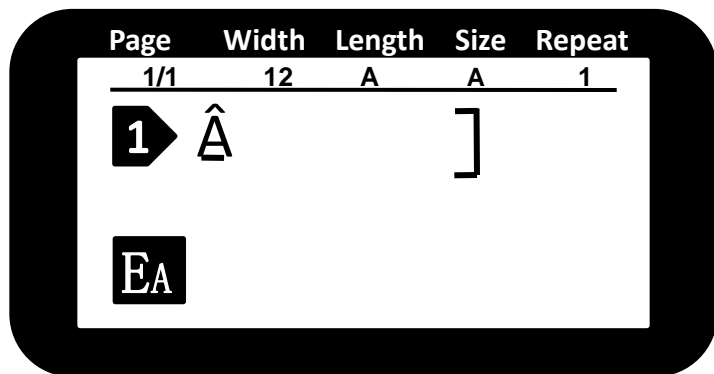
Long press 1-0 to realize the functional keys

Number	Functional Keys	Second-level Directory
1	Length	Length; Margin; Char space; Lines space
2	Font	Font; Size; Width; Bold; Italic
3	Frame	Frame; Underline; 690Underline
4	Align	Center; Left; Right; Justify
5	Orientation	Horizontal; Vertical; Rotate; Mirror
6	Symbol	Unit; Number; Mathematics; Bracket; Punctuation; Arrow; Superscript; Subscript; Russian; Pinyin; Latin; Tabulate; Hiragana; Katakana; Safety; Electrical; Communicate; Prohibited; Transport; Office; Geometry; Animal; Insect; People; Food; Sports; Creativity; Daily Use
7	Barcode	Bar Code (CODE39, I-2/5, CODE128, EAN128, EAN13, EAN-8, UPC-A, UPC-E, CODABAR); QR Code
8	Sequence	0-999; 000-999; A-Z; a-z
9	Repeat	Range: 1-99
0	Cut	Cut; Solid line; None

Combination Keys

Combination Key	Introduction
【Shift】 + 【Print】	Copy Print; Range Print; Cursor Print; Tempo Print
【Shift】 + 【▲】	Move the cursor to previous label or same label's different area
【Shift】 + 【▼】	Move the cursor to next label or same label's different area
【Shift】 + 【◀】	Move the cursor to current label's beginning
【Shift】 + 【▶】	Move the cursor to current label's end
【Shift】 + 【←】	Delete all/current label/current line
【Shift】 + 【0-9】	Insert punctuations
【Shift】 + 【C】	Copy current line (not include sequence or barcode)
【Shift】 + 【V】	Paste the copy information
【Shift】 + 【W】	Adjust contrast ratio of LCD
【Shift】 + 【S】	Adjust brightness of LCD
【Shift】 + 【File】	Preview the label outline
【Shift】 + 【Space】	DIY: create custom form
【Shift】 + 【M】	Turn on/off LCD back-lit

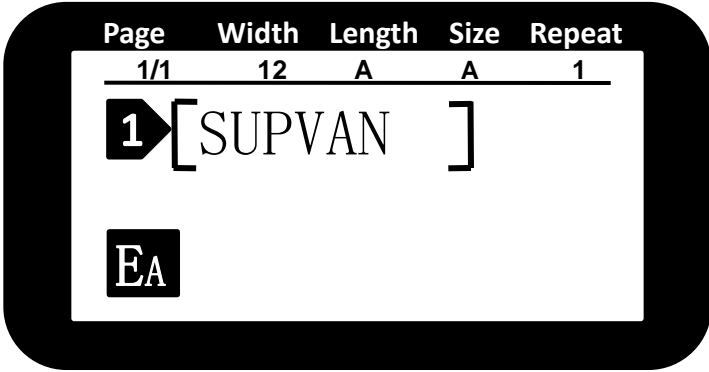
The key “ÂÄ...” is used to input variant form of the Latin letters in different language inputting.



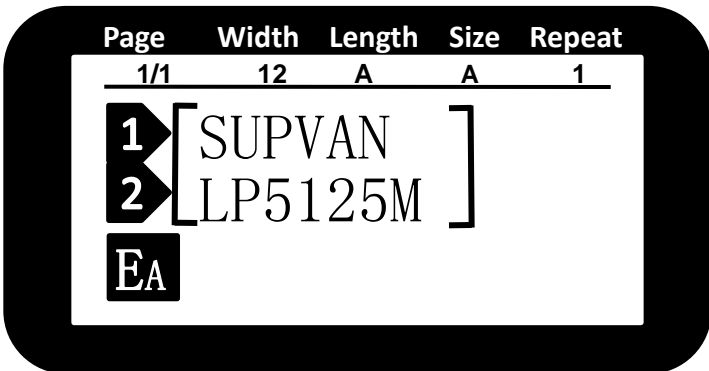
Input the English letter and press “ÂÄ...” key

- If the letter does not have any variant form, then there will be no action
- If the letter has variant forms, then the letter will be into selected mode, continue to press key “ÂÄ...” or press “◀” & “▶” to select the desired variant of the letter, press “Enter” to confirm.

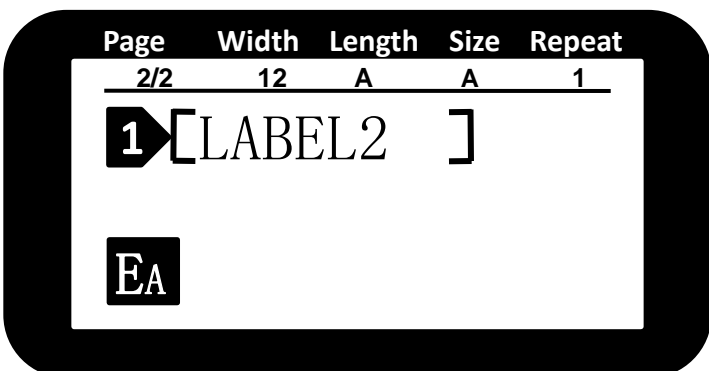
Create General Labels



Turn on the printer and input the content, such as SUPVAN.



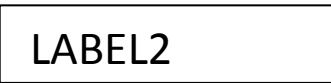
Press Enter to create a new line and input the content, such as LP5125M.



To create a new label, press "Add" and it will automatically turn to page 2. Then input the content, such as LABEL2.



Label1

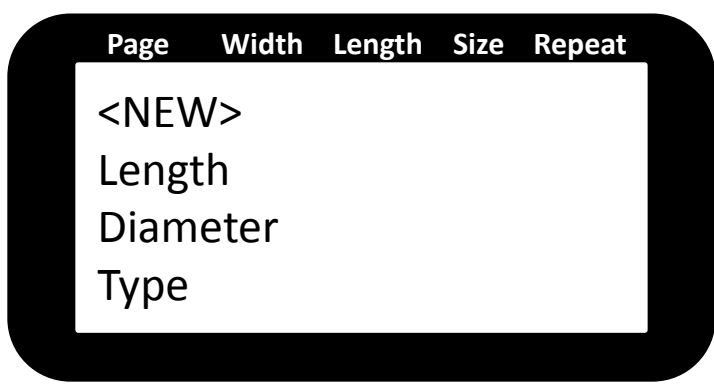


Label2

Create Flag/Wrap Labels

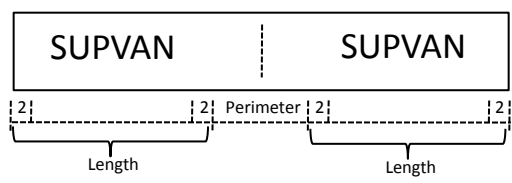


To create a flag label, press “Flag/Wrap”, show the left screen, select “Flag” to enter flag label editing mode

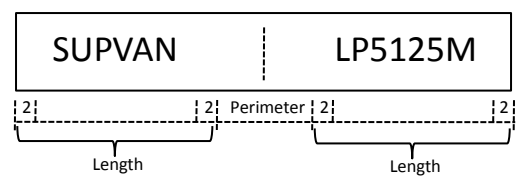


Set the parameter of length, diameter and type of flag label as per your need.

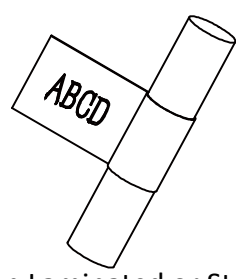
Length	Label’s length, can be automatic or specify (10-200mm)
Diameter	Tube’s diameter, can be automatic or specify (2-90mm) Perimeter= π *Diameter
Type	AA:AA; AA:BB



AA:AA



AA:BB

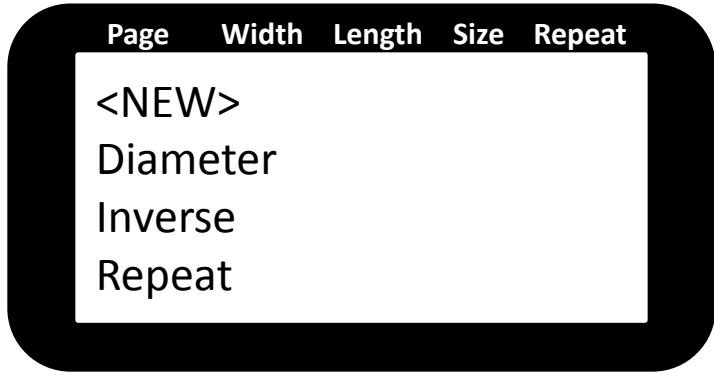


When making flag labels, please use Non Laminated or Strong Adhesive Label Tapes only.

Create Flag/Wrap Labels

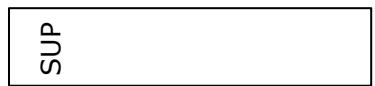


To create a wrap label, press “Flag/Wrap”, show the left screen, select “Wrap” to enter wrap label editing mode

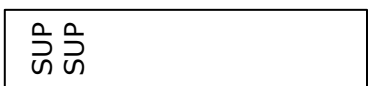


Set the parameter of diameter, choose inverse and repeat as per your need

Diameter	Tube’s diameter, can be automatic or specify (3-90mm)
Inverse	Turn on/off inverse
Repeat	Repeat can only work for single line label. Repeat result: 6mm: 2 lines; 9mm: 3 lines; 12mm: 4 lines



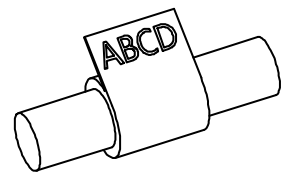
Normal



Repeat

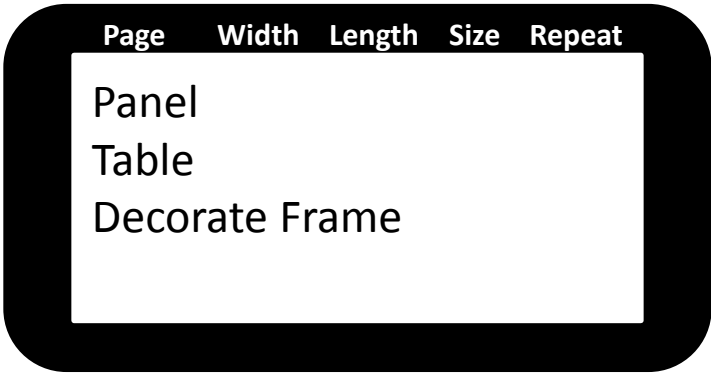


Repeat + Inverse



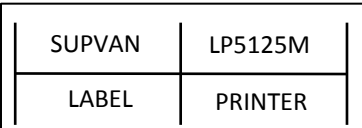
When making wrap labels, please use Wrap Label Tapes only.

Create Template Labels

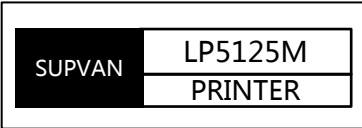


To create a template label, press “Template”, then choose the template style you want.

Panel	4 different preinstall panel templates
Table	11 different preinstall table templates
Decorate Frame	86 different preinstall decorate frame templates



Panel



Table



Template

Troubleshooting

	Common problems	Fault cause	Handling methods
1	Turning on without LCD lighting up	<ol style="list-style-type: none"> 1. Wire between main control panel and keyboard control panel connected improperly or damaged 2. LCD disconnected or damaged 3. Keyboard control panel damaged 4. Main control panel damaged 5. Power supply not energized 	<ol style="list-style-type: none"> 1. Reconnect or replace the wire between main control panel and keyboard panel 2. Reconnect LCD or replace it 3. Replace keyboard control panel 4. Replace main control panel 5. Replace power supply
2	Turning on failure with Li-polymer battery	<ol style="list-style-type: none"> 1. Li-polymer battery is damaged or low 2. Main control panel damaged 3. Wire between main control panel and keyboard control panel disconnected or damaged 	<ol style="list-style-type: none"> 1. Replace the Li-polymer battery or recharge the battery 2. Replace main control panel 3. Reconnect or replace the wire between main control panel and keyboard control panel
3	Turning on failure with AA alkaline batteries	<ol style="list-style-type: none"> 1. The battery is low 2. The battery cable damaged or connected improperly 3. Main control panel damaged 4. Wire between main control panel and keyboard control panel disconnected or damaged 	<ol style="list-style-type: none"> 1. Replace the battery 2. Replace the battery cable or connect it properly 3. Replace main control panel 4. Reconnect or replace the wire between main control panel and keyboard control panel

Troubleshooting

	Common problems	Fault cause	Handling methods
4	LCD screen blurred	<ol style="list-style-type: none"> 1. LCD disconnected or damaged 2. Keyboard control panel damaged 	<ol style="list-style-type: none"> 1. Reconnect LCD or replace it 2. Replace keyboard control panel
5	Interface display "Install label" after consumable installation	<ol style="list-style-type: none"> 1. Consumable installed improperly 2. Non-matching consumables 3. Consumable's security chip damaged or no program 4. Consumable's security chip has excessive glue or dirt 5. Anti-counterfeiting unit of the printer damaged or metal contact deformation 6. Anti-counterfeiting unit of the printer connected improperly 7. Main control panel damaged 	<ol style="list-style-type: none"> 1. Install consumable properly by following the user manual 2. Use Supvan original consumables 3. Replace the consumable or update the program 4. Remove the excessive glue or dirt on consumable's security chip 5. Replace anti-counterfeiting unit of the printer 6. Connect the anti-counterfeiting unit properly 7. Replace main control panel

	Common problems	Fault cause	Handling methods
6	Label jam	<ol style="list-style-type: none">1. Consumable installed improperly2. Labels layered pasted at the exit3. Exit jammed4. Full-cutter not reset5. Print head compaction mechanism damaged	<ol style="list-style-type: none">1. Install consumables properly by following the user manual2. Replace good quality consumables3. Clean out the printed labels at the exit4. Replace the full-cut assembly or main control panel5. Replace the print head compaction assembly
7	Abnormal sound when printing	<ol style="list-style-type: none">1. Foreign bodies in the printer2. The internal gears damaged3. Consumable installed improperly or damaged4. Ribbon detect unit damaged	<ol style="list-style-type: none">1. Clean out foreign bodies inside the machine2. Replace the gears3. Install consumables properly or replace with good consumables4. Replace the ribbon detection unit

	Common problems	Fault cause	Handling methods
8	Unclear print	<ol style="list-style-type: none"> 1. Print head connection problem 2. Dirt on print head 3. Non-matching consumable 4. Print head is broken 5. Print head pressure weakened 	<ol style="list-style-type: none"> 1. Plug print head connection firmly 2. Use cotton alcohol swab to remove dirt from the print head 3. Use Supvan original consumables 4. Replace print head 5. Replace print head compaction assembly
9	Printer worked without content printed	<ol style="list-style-type: none"> 1. Printing content is space 2. Back cover not installed 3. Print head connected improperly 4. Print head is broken 5. Main control panel damaged 6. Main motor photoelectric detect unit damaged or fall off 7. Keyboard control panel damaged 8. Battery is low 	<ol style="list-style-type: none"> 1. Input the content 2. Close the back cover 3. Plug print head connection firmly 4. Replace the print head 5. Replace main control panel 6. Replace main motor photoelectric detect unit or reinstall it 7. Replace keyboard control panel 8. Replace battery

Troubleshooting

	Common problems	Fault cause	Handling methods
10	Print content incomplete	<ol style="list-style-type: none"> 1. Print head connection problem 2. Dirt on print head 3. Non-matching consumable 4. Print head is broken 5. Ribbon knitted 	<ol style="list-style-type: none"> 1. Plug print head connection firmly 2. Remove dirt from print head 3. Use Supvan original consumables 4. Replace print head 5. Replace consumable
11	Uncuttable	<ol style="list-style-type: none"> 1. Battery is low 2. Cutter's life is overdue 3. Glue on the cutter 4. Full-cut transmission assembly damaged 	<ol style="list-style-type: none"> 1. Replace the battery 2. Replace the cutter 3. Clean the cutter with a cotton swab 4. Replace the full-cut transmission assembly
12	Interface display "Printing..." without printer working	<ol style="list-style-type: none"> 1. Full-cut transmission assembly damaged 2. Full-cut detection unit connected improperly or damaged 3. Main motor connected improperly or damaged 4. Main control panel damaged 5. Keyboard control panel damaged 6. Program lost 	<ol style="list-style-type: none"> 1. Replace the full-cut transmission assembly 2. Reconnect the full-cut detect unit or replace it 3. Reconnect the main motor or replace it 4. Replace main control panel 5. Replace keyboard control panel 6. Replace keyboard control panel

Troubleshooting

	Common problems	Fault cause	Handling methods
13	No detection after consumable depletion	<ol style="list-style-type: none"> 1. Ribbon photoelectric detect unit connected improperly or damaged 2. Main control panel damaged 	<ol style="list-style-type: none"> 1. Connect the ribbon photoelectric detect unit properly or replace it 2. Replace main control panel
14	Interface display “Label run out, Replace new”	<ol style="list-style-type: none"> 1. Consumable used up 2. Consumable anti-fake chip damaged 	<ol style="list-style-type: none"> 1. Check if the consumable is used up. Change it if necessary. 2. Replace new consumable
15	Label involved in rubber roller	<ol style="list-style-type: none"> 1. Consumable used up without detection 2. Glue on rubber roller 	<ol style="list-style-type: none"> 1. Test if the photoelectric detect unit damaged or connected improperly 2. Clean glue on rubber roller
16	Ribbon rewind shaft not work	<ol style="list-style-type: none"> 1. Glue on the consumable 2. Unwinding force of ribbon is too strong 	<ol style="list-style-type: none"> 1. Clean the glue on consumable or skip this length 2. Replace the consumable
17	Automatically stop without printing content	<ol style="list-style-type: none"> 1. Consumable used up without detection 2. Ribbon photoelectric detect unit lost efficacy 	<ol style="list-style-type: none"> 1. Replace the consumable 2. Replace ribbon photoelectric detect unit

SUPVAN

Organized, Simple, Done.