

MS-CH380

Instruction



Revision record

Release Date	Version	Remarks
2025.02.13	V1.0	2025collatin documents

* The information provided in this specification is for reference only.
The specific configuration information is subject to the sales contract



Application case display



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First: Product Introduction

The MS-CH380 is a dual-color sign and label printer with an automatic paper cutting function. Equipped with a 4.3-inch touchscreen, this printer adopts the thermal transfer printing method. It has a large printing range, clear characters, is scratch-resistant, and the prints will never fade. This device is connected via USB, and the content for typesetting, editing, and printing is carried out by a computer. It is convenient and quick to print, highly reliable, and simple to operate and maintain.

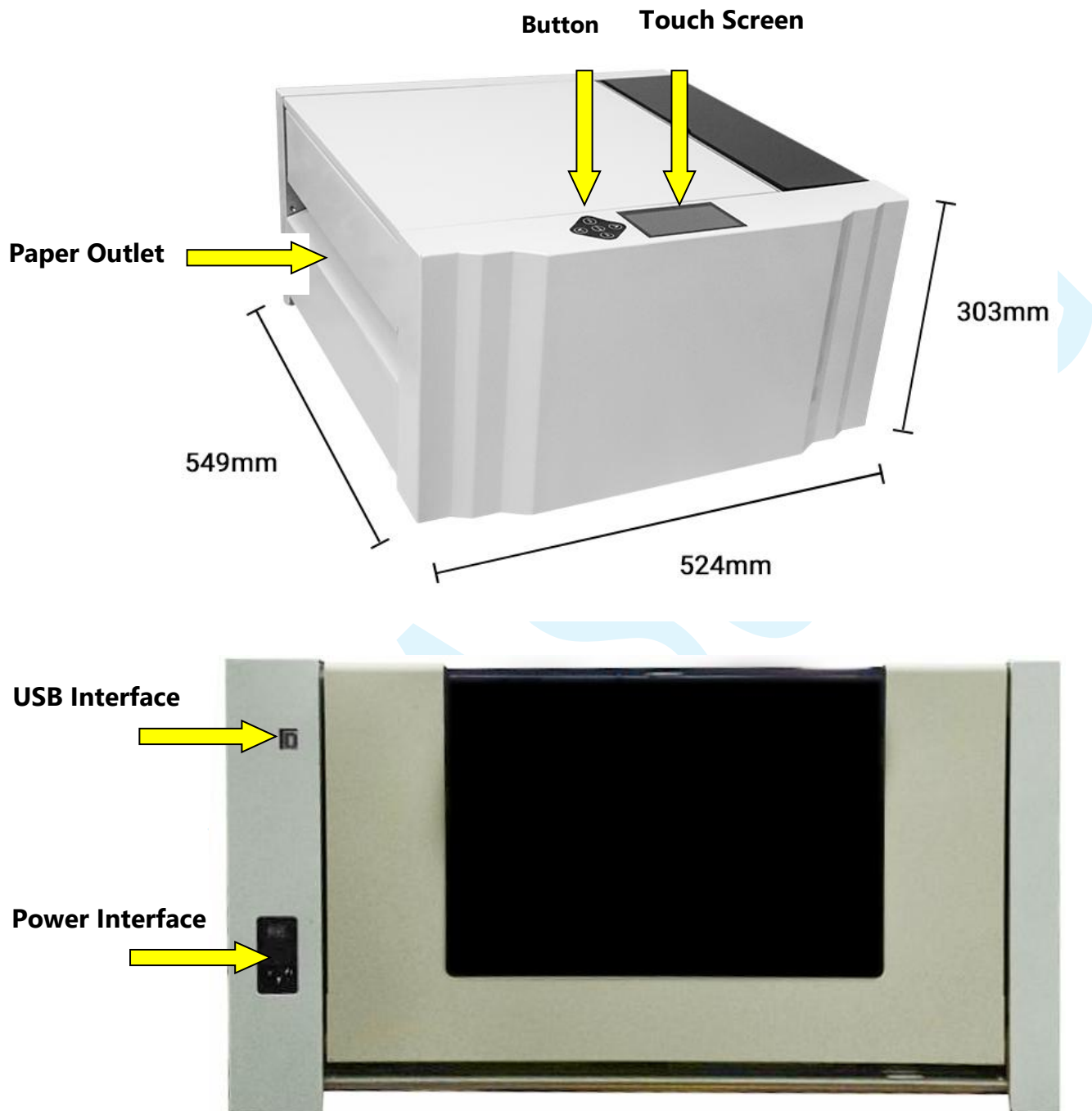
Second: Specification Parameters and Usage Requirements

1、 Main Technical Specifications

These technical specifications are applicable to the MS-CH380 structural printing module

Model	MS-CH380
Product Name	Wide-format Dual-color Thermal Transfer Sign Printer
Paper Thickness	0.38mm(MAX)
Paper Feed Method	Automatic feed
Resolution	203DPI
Printing Speed	2inch/s
Adjustable Paper Width	110mm-320mm
Printable Width	10 inches (252mm)
Ribbon Type	Resin-based , mixed-based , wax-based (all with RFID)
Communication Interface	USB
Operating Voltage and Current	AC220V (±10%) 、 2A(max)
Operating Temperature	0°C - 40°C (no condensation)
Operating Relative Humidity	20 - 70%RH (no condensation)
Storage Temperature (Whole Machine)	-10 - 60°C (no condensation)
Storage Temperature (Ribbon)	-10 - 40°C (no condensation)
Storage Relative Humidity	10 - 90%RH (no condensation)
Net Weight	50Kg
Overall Dimensions	549mm*524mm*303mm

2、 Product Schematic Diagram



3, Touch Screen Functions

◆ **Feed&Back Button:**

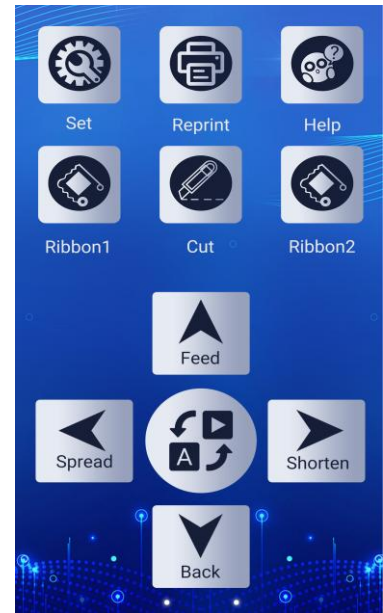
When there is paper in the paper magazine, pressing the paper feed&back button can achieve the paper feed&back function.

◆ **Ribbon Button:**

After installing the ribbon, press the ribbon take-up button to tighten the ribbon.

◆ **Spread&Shorten Button:**

When loading paper into the paper magazine, press the paper expanding and retracting button to achieve the paper expanding and retracting function.



Third: Operation Procedures

1. Printer Connection

- ① Check whether the input power supply voltage of the printer is within the range specified in the instruction manual.
- ② After connecting the power supply, use a USB cable to connect the printer to the host computer. Observe whether the printer is working properly (the display screen is displaying normally). If not, turn off the power immediately.

Note: Please do not use this machine in an environment with direct strong light, so as to avoid triggering the photoelectric sensor in the printer and causing malfunction. The usage environment should be clean and dry, and regular maintenance should be carried out.

2. Ribbon Installation and Replacement

Ribbon Installation:

- ① Manually open the cover and lift up the print head.



The head is lifted to the right position

- ② For the first roll of ribbon, install the plug on the main ribbon shaft, and then wind the ribbon around the secondary shaft.

Note: The direction of the carbon ribbon cannot be reversed, otherwise the text cannot be printed.



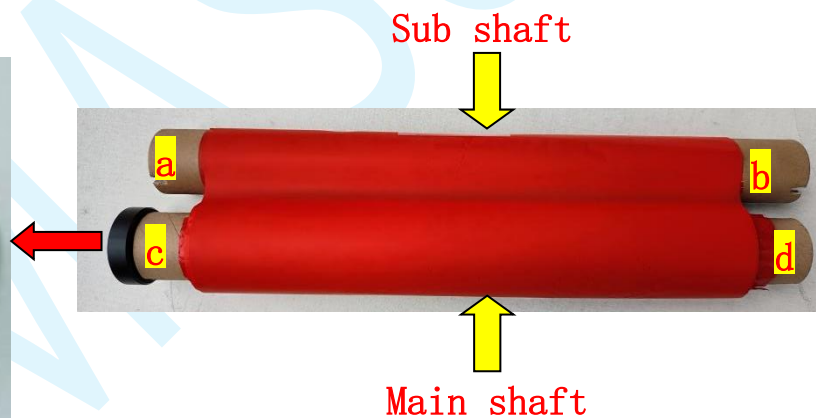
Carbon Ribbon Plug①



The second roll of ribbon is also installed according to this method.



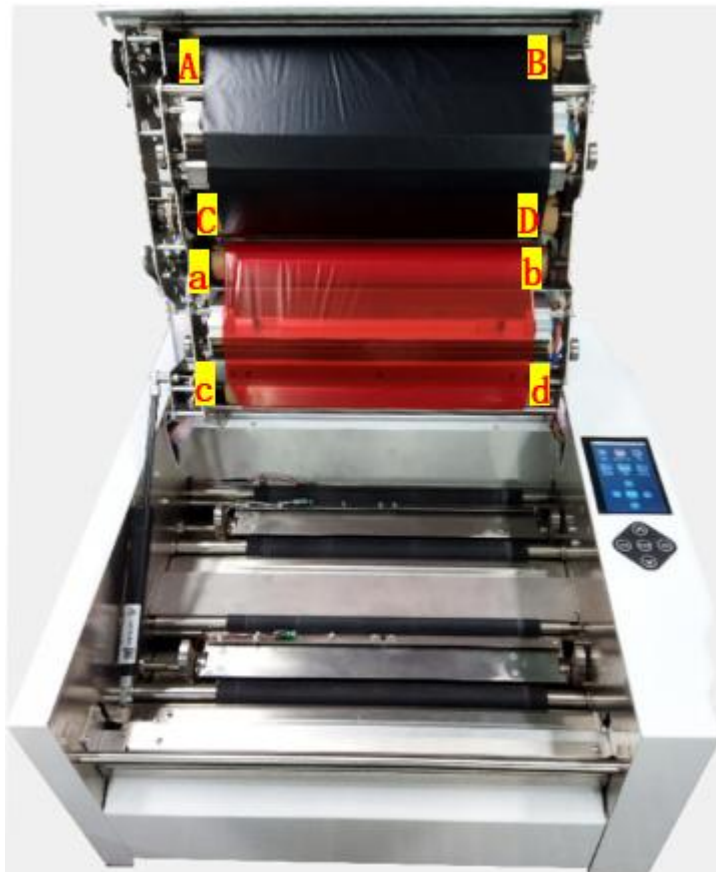
Carbon Ribbon Plug②



<https://www.masung.us>

③The installation positions of the two rolls of ribbon are shown in the following figure.

The corresponding positions of the letters on the ribbon should be kept consistent with those on the machine.



④Tighten the ribbon.

1.Click the ribbon① option until the ribbon cannot rotate.

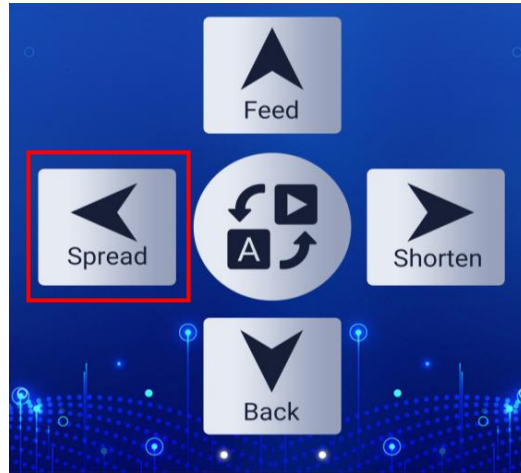
2.Click the ribbon② option until the ribbon cannot rotate.



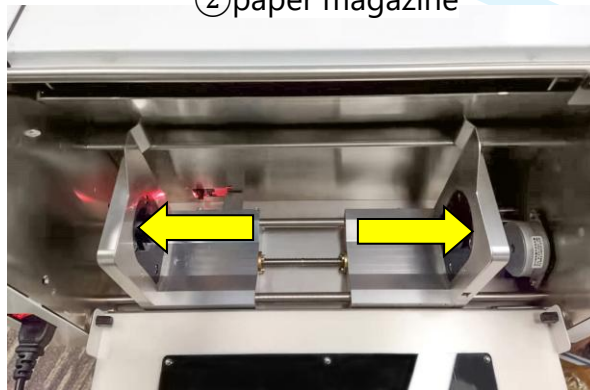
Ribbon installation is successful.

3.Paper Installation

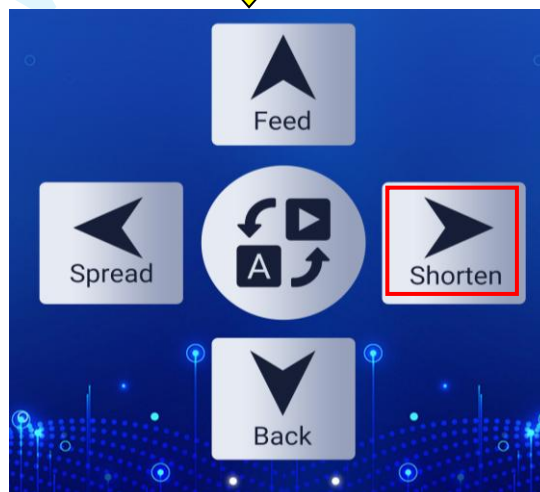
① Press and hold the touchscreen button for a long time to adjust the paper magazine to the maximum.



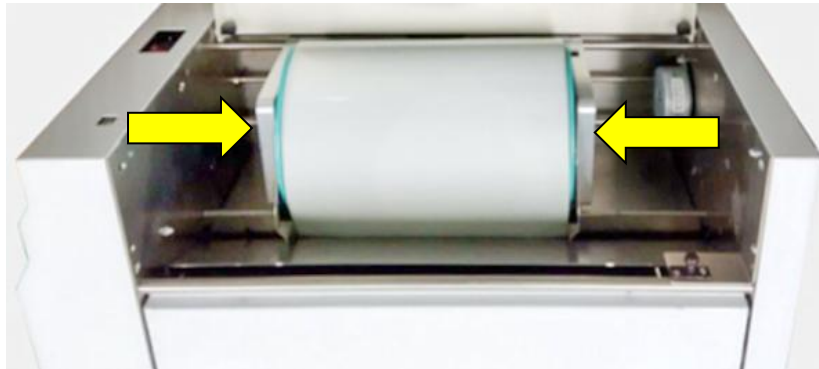
② paper magazine



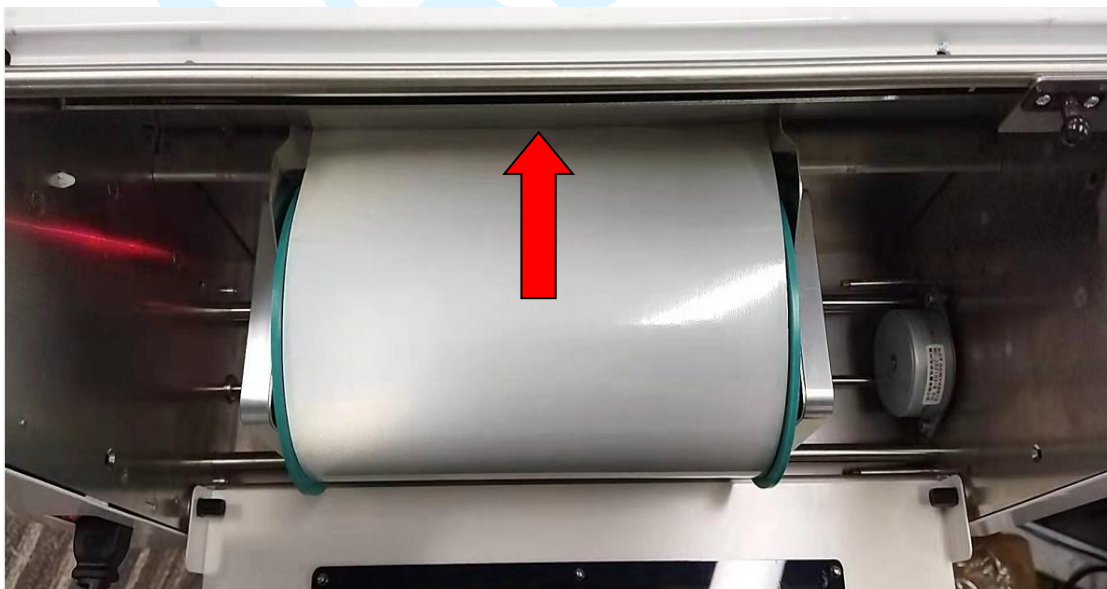
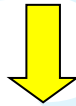
③ Put the paper roll into the paper magazine, and press and hold the touchscreen button to compress the paper magazine until it can no longer be compressed.



After the paper roll is installed properly



- ④ Load the paper into the printer. Push the paper all the way to the paper feed inlet until the printer automatically finishes sucking in the paper.



Paper installation is successful.

4. Cleaning the Thermal Sensitive Plate

After removing the ribbon, use a cotton swab and anhydrous ethanol (alcohol) to wipe the position of the thermal sensitive plate to clean it and enhance the printing effect. **(Both thermal sensitive plates need to be cleaned.)**

The position of the thermal sensitive plate is shown in the following figure.



Fourth: Printer Fault Handling and Daily Maintenance

1. Ribbon Abnormalities

- ① **The printer has a ribbon and is printing, but the print quality or content has defects:**
- Check whether the ribbon is intact and whether there are any impurities remaining.
 - There may be impurities on the thermal sensitive plate or it may be damaged. Check and clean the thermal sensitive plate. If the impurities on the thermal sensitive plate cannot be removed, please contact our company for replacement. (Replacement is not provided in case of improper operation or improper storage.)
 - Is your ribbon compatible with the printer? When the printed pattern exceeds the printable width of the printer, the excess pattern will be automatically ignored by the printer.

- Clean the thermal sensitive plate: Remove the ribbon and use a cotton swab and anhydrous ethanol (alcohol) to wipe the position of the thermal sensitive plate to enhance the printing effect.

② The printer does not print after data is sent: (Before sending data, query the printer status multiple times. Data can be sent when the printer status shows normal.)

- Query the printer status.
- Check whether the ribbon is installed correctly and whether it is installed in reverse.
- Check whether the sent data content meets the printing requirements of the printer.
- Press the print head lift button to lift the print head, then press the ribbon take-up button. Observe whether the ribbon shaft operates. If there is no response after pressing, press the print head lift button to lower the print head, turn off the power, and contact our company.

2. Cleaning the Thermal Sensitive Plate of the Print Head

- Press the print head lift button to lift the print head, and then turn off the power.
- Use an alcohol swab (squeezed dry) to wipe off the dust and dirt on the thermal sensitive plate of the print head.
- If the printer has just finished printing, wait 10 - 20 minutes for the printer to cool down to room temperature.
- After the cleaning solution has completely evaporated, the printer can be powered on for printing.

3. Cleaning the Paper Bin and Paper Feed Section

- When a paper jam occurs, press the print head lift button to lift the print head.
- Remove all the remaining paper and paper scraps in the paper bin and the paper feed area.
- Otherwise, it will affect the paper feeding, printing, and paper output of the printer.

4. Operation Precautions

1. It is strictly prohibited to manually flip, press the print head, or use force.
2. It is strictly prohibited to use the printer in a humid environment to avoid personal injury.
3. It is strictly prohibited for children without safety awareness to operate this printer.
4. Before powering on the printer, check whether the power cord is safe.
5. Once the printer generates heat, smokes, or gives off an abnormal smell, immediately turn off the power, stay away from the printer, and contact our company.
6. Before sending data, be sure to check the printer status.
7. When the printer is executing a printing task, it does not receive new task data. New task data can be normally received only after the printing is completed and the next batch of paper is automatically loaded in place. Otherwise, errors are likely to occur.
8. If the printer is not used for a long time, unplug all the connection cables; otherwise, the printer is likely to be damaged.
9. Regularly clean the thermal sensitive plate to maintain print quality.

10. Do not disassemble or drag the printer casually. If there is a fault, turn off the power and contact our company.
11. It is prohibited for foreign objects (staples, metal pieces, liquids, etc.) to enter the machine, otherwise, it may cause electric shock or machine failure.
12. Do not touch the metal parts of the print cable connector and the print head. Do not touch the print head when it is working.
13. Do not use sharp tools such as tweezers to scratch the thermal sensitive plate of the print head and the sensor, otherwise, it will affect the normal use of the printer.

The manufacturer reserves the right to modify the content of this instruction manual without prior notice!