

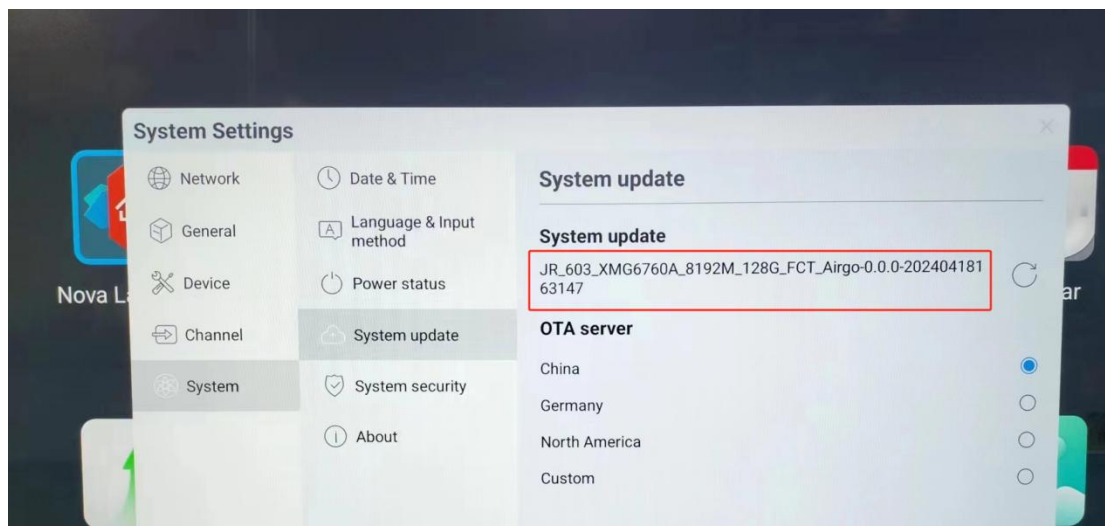
## TACTEASY Touch Interactive Flat Panel Display (Hereinafter referred to as IFPD) Common Faults After-Sales Repair Manual

### 1. Touch IFPD barcode description

- Product Hardware Configuration Please provide the barcode label on the back or side of the product to confirm the product configuration and version information.



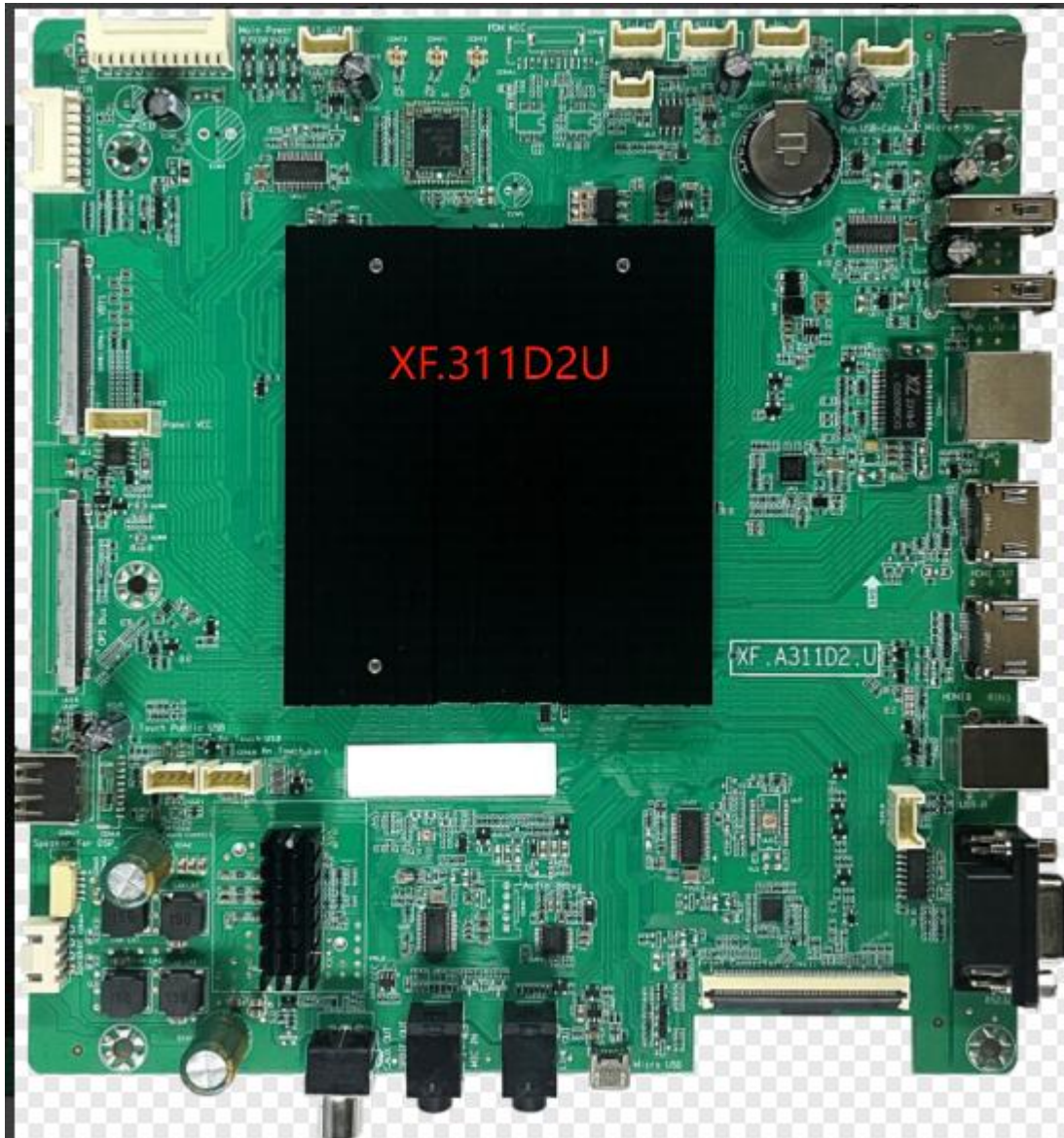
- Android system version. Please provide the Android system version of the product. In the display menu, click About, click System, and click System update to display the system information. Provide the system version information marked in red.

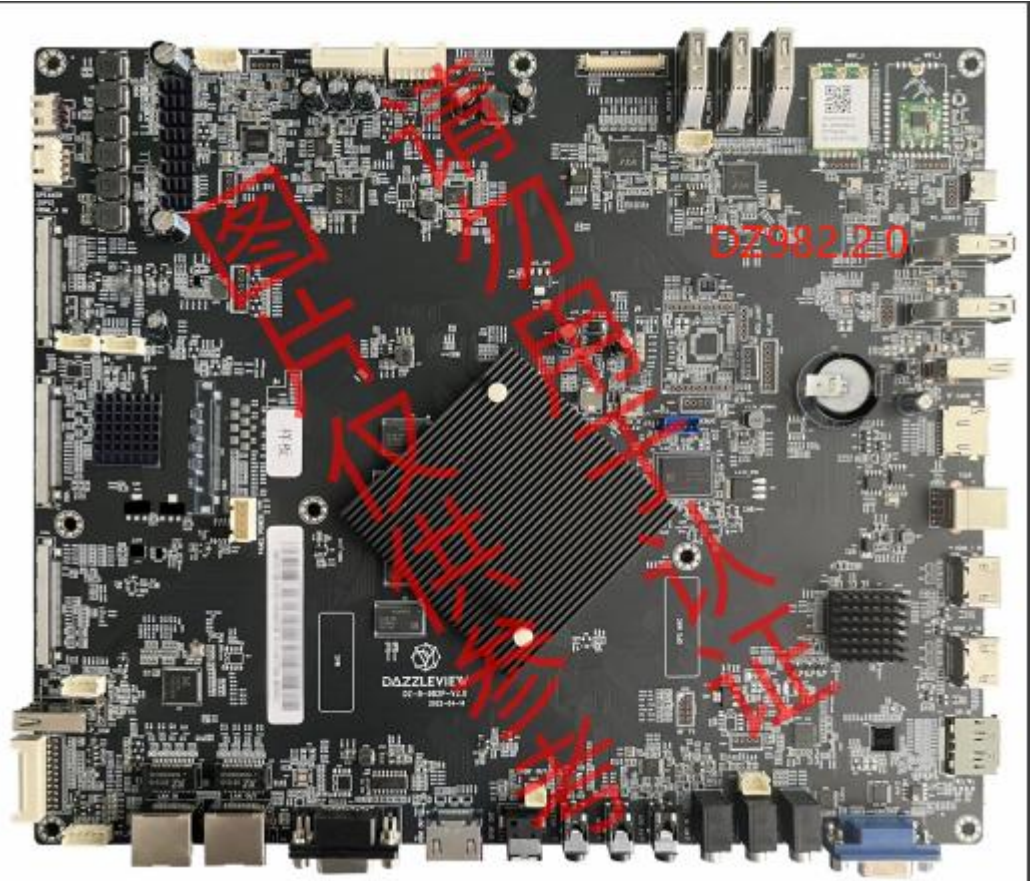


### 2. Description of main accessories of touch IFPD machine

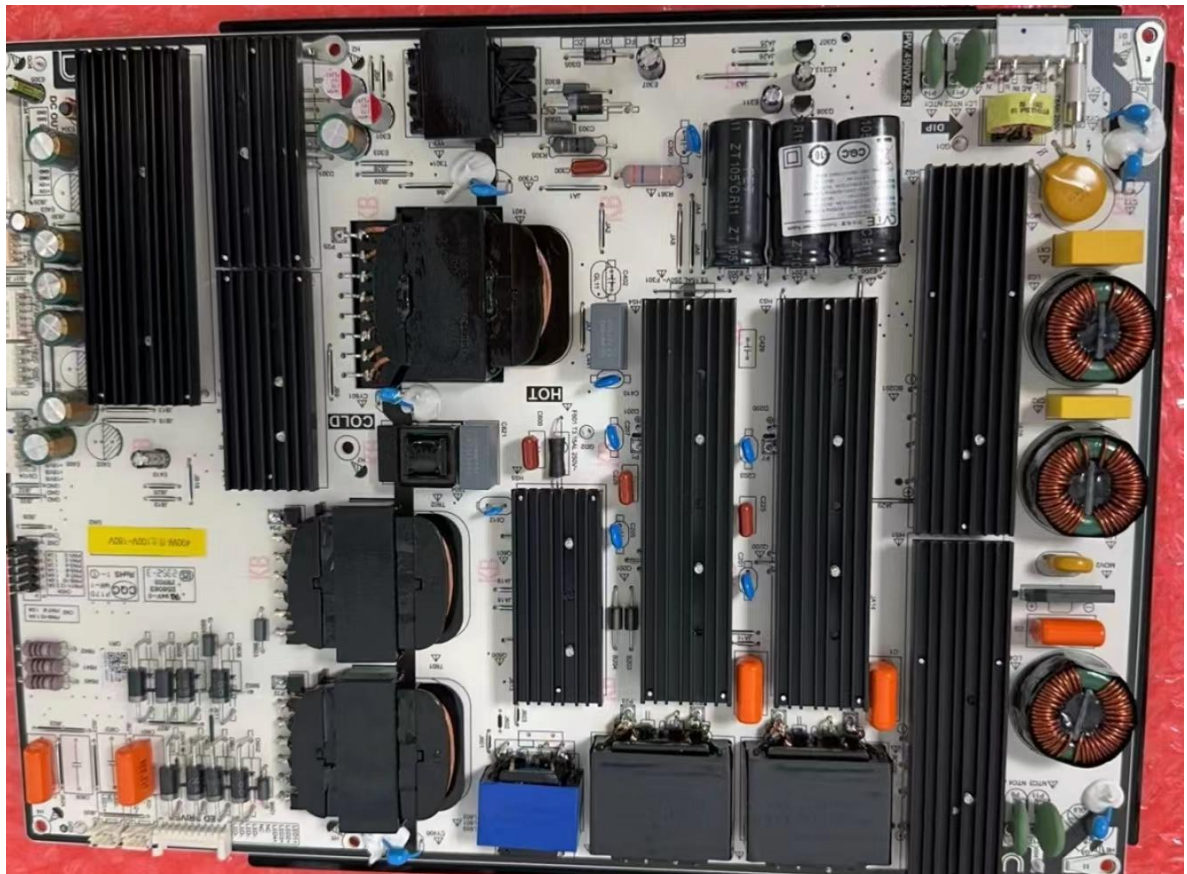
- Motherboard



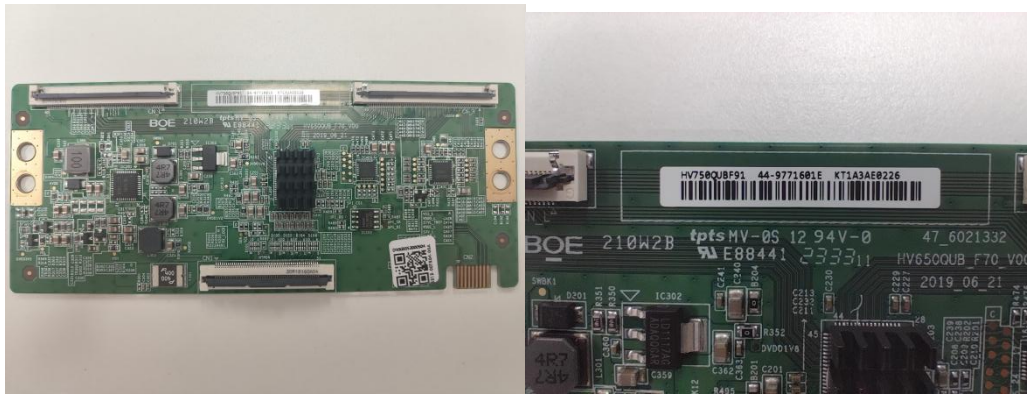




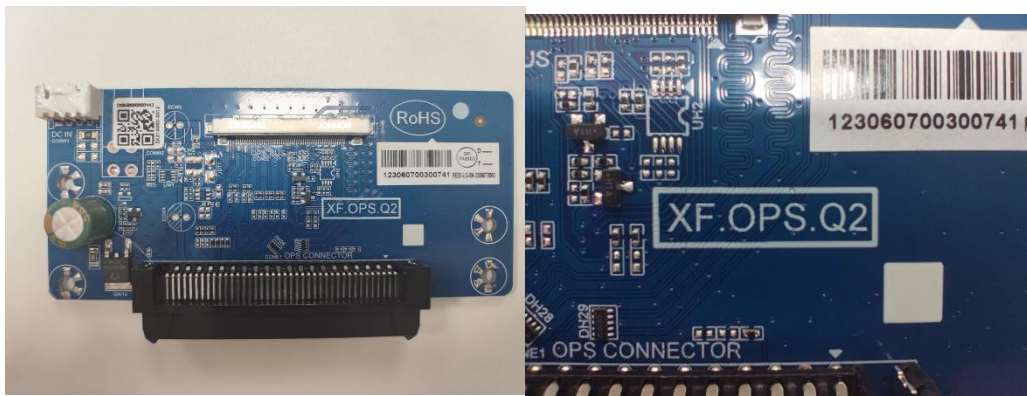
- Power Board



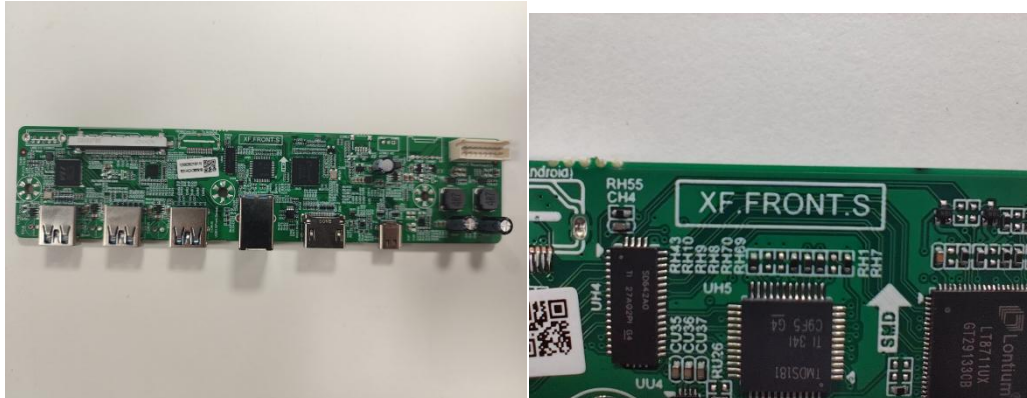
- T-con board/logic board



- OPS daughter card



- Front terminal board

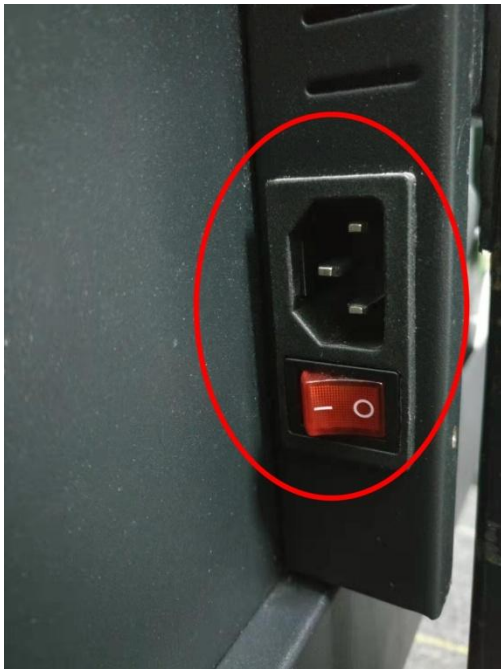


### 3. Burn Android system program

Burn the Android program (.bin) to a USB flash drive (the USB flash drive format is FAT32)



Get IFPD to shut down and turn off the rocker switch

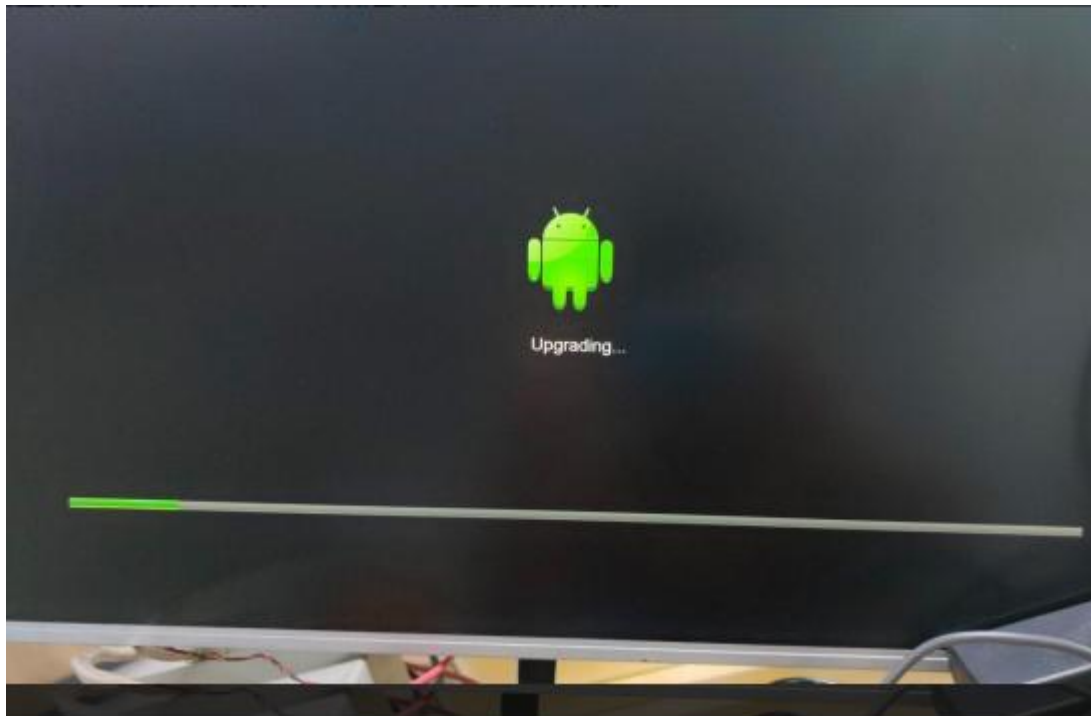


- Insert the USB disk with the upgrade file into the USB port on the rear motherboard of IFPD



- In standby mode, turn off the boat mode, press and hold the POWER button, turn on the boat mode switch until the red indicator light flashes to enter the upgrade interface



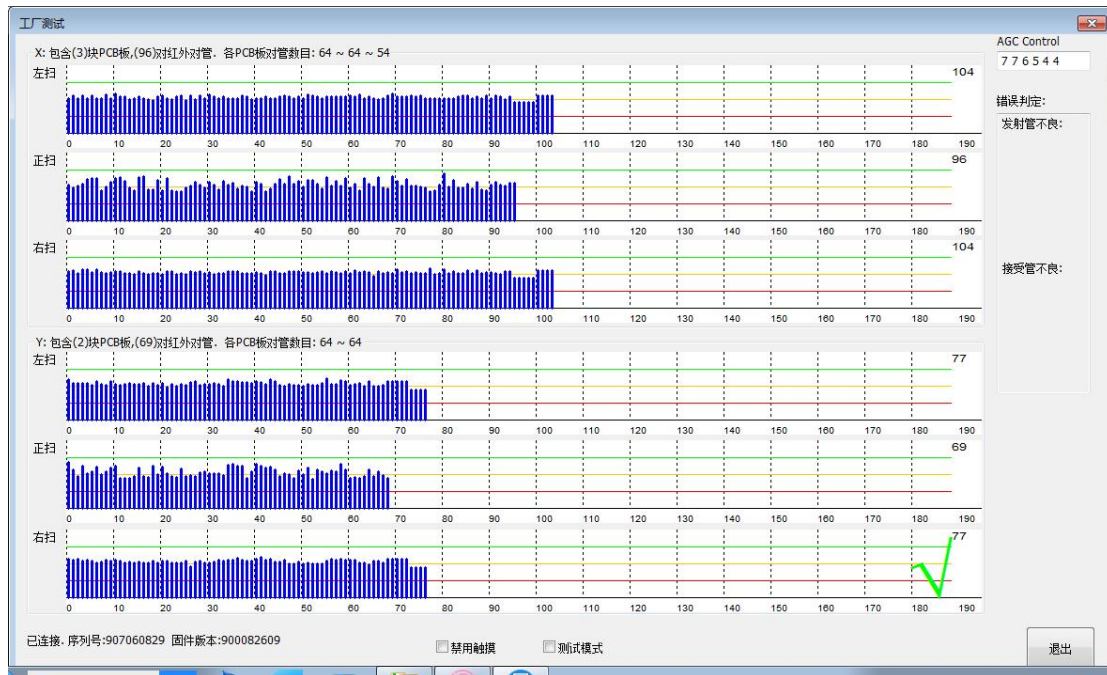


- After the upgrade progress bar is loaded to 100%, the system will shut down and restart automatically
- Note that during the IFPD upgrade process, the power cannot be turned off or the USB flash drive cannot be unplugged or plugged in, otherwise the upgrade will fail and the motherboard will be damaged.◦

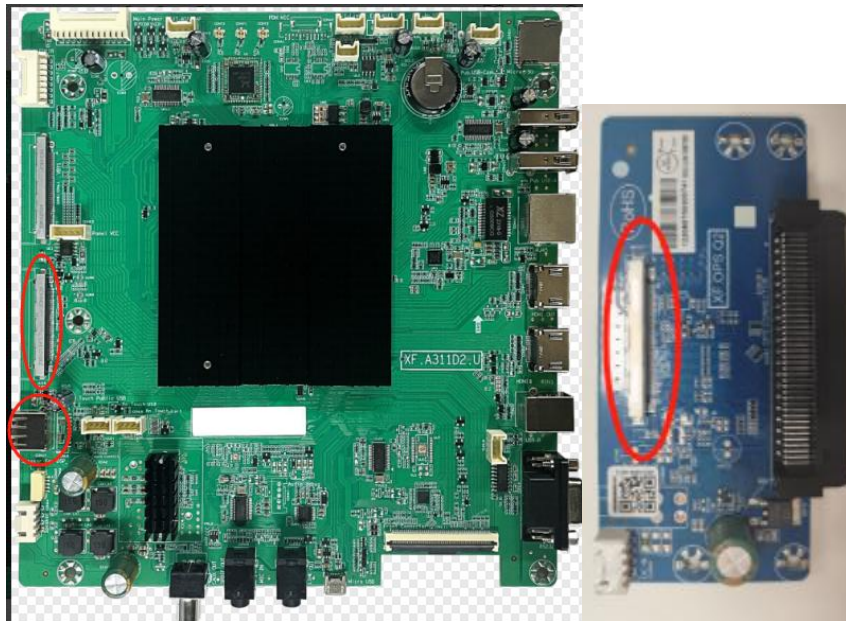
#### **4. Common fault analysis and repair and replacement**

##### **I. Infrared touch problem analysis and repair**

- No touch on the touch IFPD under Android system
- Connect an external PC to test the touch signal. If the signal is normal, check whether the connection to the motherboard interface and the serial port is loose. If the signal is abnormal, replace the touch PCBA board and debug it.◦



- IFPD no touch in OPS computer system situation
- After confirming that there is touch on Android, perform the following checks:
  - A. Check the connection between the motherboard and the daughter card,
  - B. Check whether the USB cable connecting the touch screen to the motherboard is loose or damaged.



- Touch screen jumps or disconnects
- The touch screen on Android has a jump point or disconnection. Connect an external PC to test the touch signal. The signal is abnormal. The touch PCBA board needs to be replaced. Debug OK

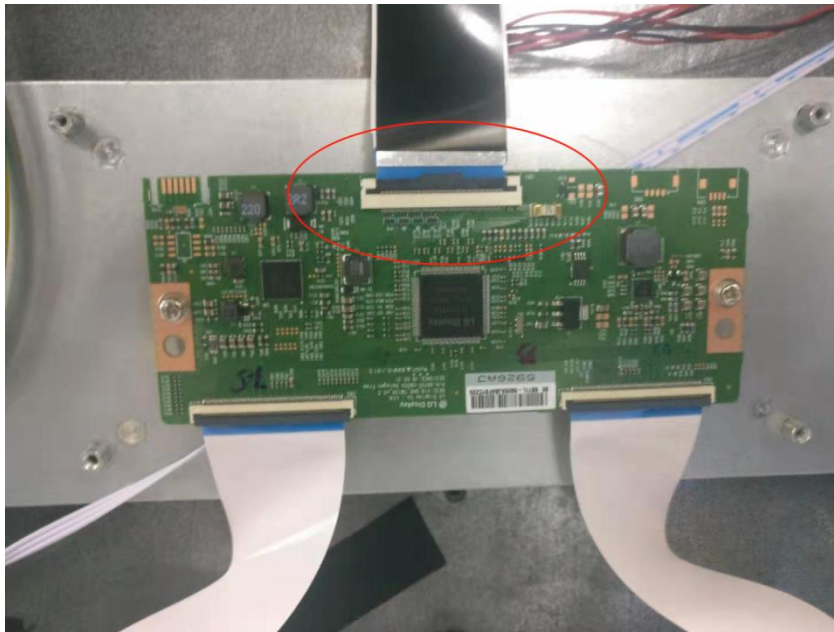


- On-site operation of touch PCB board replacement

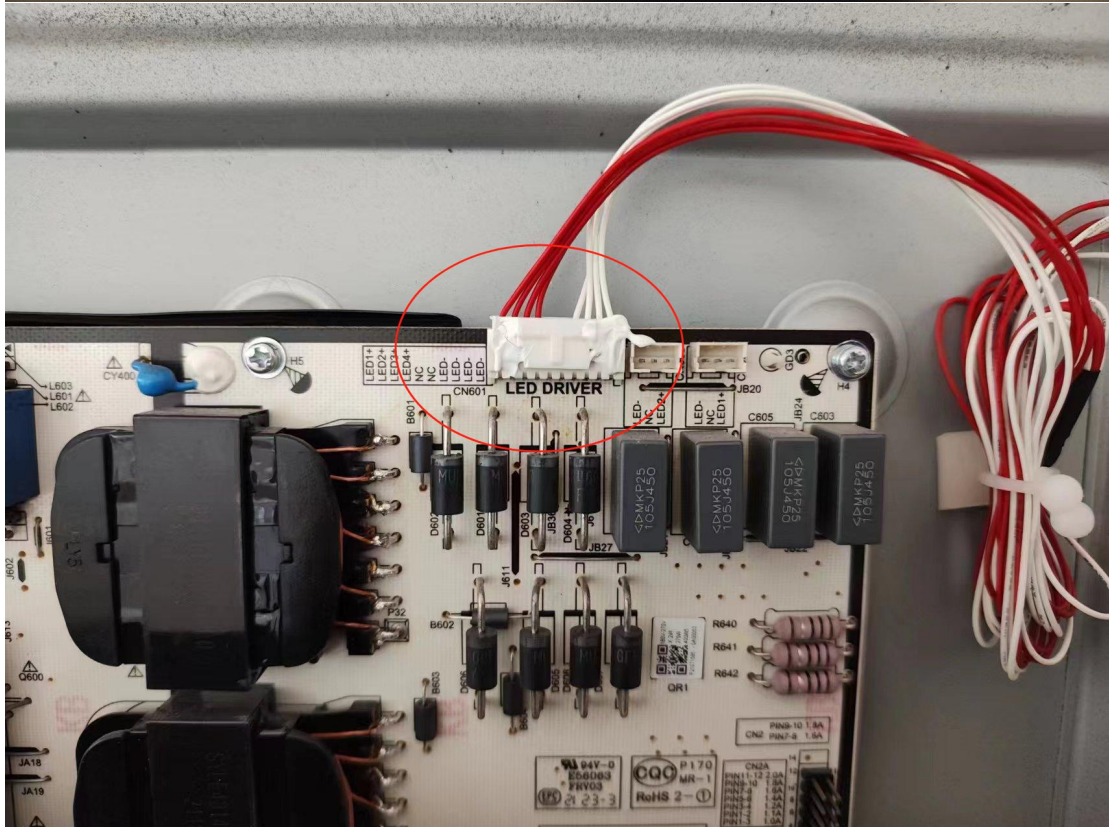
## II. Analysis and repair of IFPD failure to start

- IFPD cannot be turned on, phenomenon: the rocker switch is not lit, the indicator light is not lit
  1. Check whether the power cord is powered
  2. The power board is faulty. Replace the power board.

- IFPD cannot be turned on; phenomenon: the rocker switch lights up, but the indicator light does not
  1. Power board failure. Replace the power board.
  2. Mainboard failure Replace the mainboard
- IFPD cannot be turned on, phenomenon: the indicator light is red and cannot be turned on
  1. Try to re-burn the program
  2. The mainboard is faulty. Replace the mainboard
- IFPD cannot be turned on, phenomenon: the switch indicator light turns blue but cannot be turned on/no picture
  1. Check the backlight; if the backlight is on but there is no display, check whether the screen cable from the mainboard to the T-con board is loose or damaged, and try to replace a screen cable.



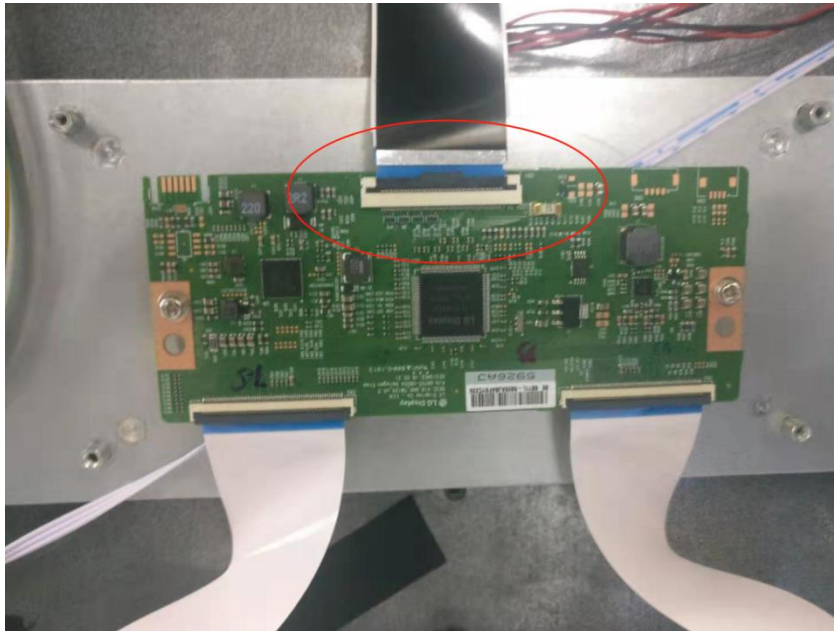
1. Check the backlight, if the backlight is not on, you can use a flashlight to shine on the IFPD screen. If the screen can be seen, then
2. Check whether the backlight power supply line of the power board is loose or damaged.
3. The backlight power supply of the power board is faulty.



- IFPD cannot be turned on, phenomenon: the blue light of the switch indicator is on but the device cannot be turned on, the backlight is off, and the illuminated screen has no display
  - ① Re-upgrade the program
  - ② Replace the main board

### III.IFPD display problem analysis and repair

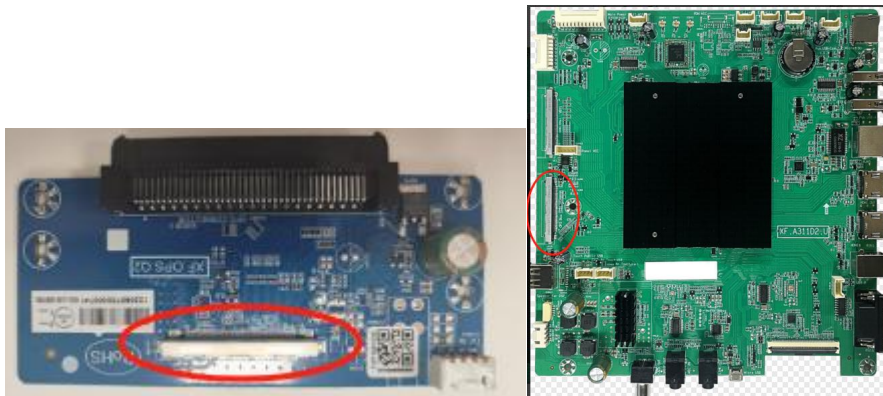
- The screen display is unstable, flickering/distorted
  - Connect the motherboard screen cable to the T-COM board, re-plug and check if the cable is loose.



- Replace the screen cable. The screen cable interface is damaged.



- OPS screen flashes, but Android screen does not flash
  - A. Connect the screen cable between the motherboard and the OPS daughter card, re-plug and check whether the cable is loose.

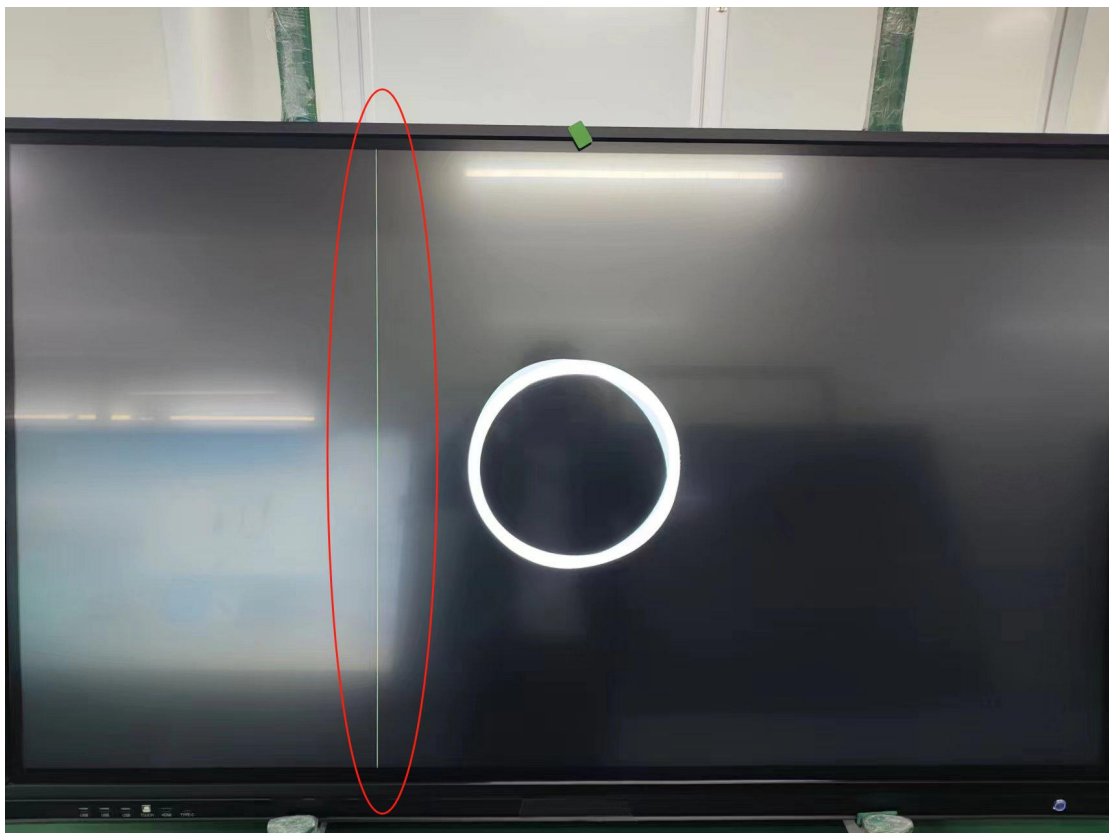


B. Replace the screen cable. The screen cable interface is damaged.

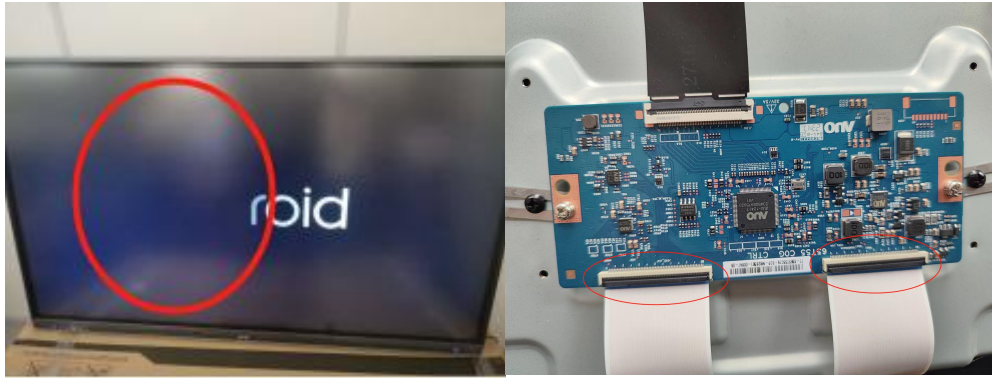


C. Replace the OPS daughter card if the OPS daughter card fails

- Screen display with line
  - OC glass is damaged, please replace it



- IFPD screen displays half normal and half black
  - One of the two cables from the T-CON board to the OC Glass is defective



- IFPD enters aging mode
  - A. Try reflashing the program, it may work.
  - B. The screen line is damaged or has poor contact. Replace the screen line.
  - C. T-con board failure. Replace the T-con board.



#### IV. OPS common fault analysis and repair

① OPS computer needs to manually press the power button on the OPS to start up or fails to start up on IFPD

Common problem: OPS startup voltage is incorrect

Solution: Change the OPS startup voltage to LOW (HIGH for some products)

② Determine that OPS is working properly, but there is no signal on IFPD

Common faults:

A. OPS is not installed properly,

- B. There is a problem with the cable connecting the daughter card to the IFPD mainboard,
- C. Daughter card failure,

Solution:

- A. Re-plug and re-insert the OPS,
- B. Replace a new HDMI cable from the daughter card to the motherboard,
- C. Replace the daughter card with a new one.

③ OPS on IFPD, the windows interface will flash/distort/display unstably

Common faults:

- A. There is a problem with the cable connecting the daughter card to the IFPD mainboard,
- B. Daughter card failure.

Solution:

- A. Re-plug the cable connecting the daughter card to the IFPD mainboard, or replace the cable connecting the daughter card to the mainboard with a new one.
- B. Replace the daughter card with a new one.

④ OPS interface displays a blue screen

Common faults:

- A. The system crashed,
- B. There is a problem with the hard disk or memory,
- C. The motherboard failed.

Solution:

- A. One-click system restoration (for detailed operation methods, see "One-click system restoration")
- B. Reinstall the system,
- C. Replace the hard disk, memory, CPU, and motherboard in turn.

## V. How to determine whether OPS is working properly

① OPS has no signal. How to judge whether OPS is faulty or IFPD on IFPD

- A. Check whether the OPS power-on signal indicator is green, whether the red light is flashing, and whether the OPS computer fan is rotating (to judge whether OPS is running normally).
- B. Provide 19V power to OPS separately to see if OPS can start normally. If OPS starts normally, it is IFPD fault (IFPD subcard or the connection line from motherboard to subcard is faulty).

## VI. One-click system restore

Operation instructions: Turn off OPS, leave the screen on, long press "Restore" on OPS and then click "POWER" once, the computer will automatically enter the one-key restore interface when it turns on. When a progress bar appears on the large screen, release the long-pressed "Restore" button and wait for the system to be restored successfully. The computer will automatically restart and enter the desktop.



Press and hold A (Restore), then press B (Power)



## VII. Precautions for using OPS computers

- When plugging and unplugging the OPS computer, be sure to completely turn off the power, otherwise it is easy to burn the motherboard!
- When the IFPD is turned off, you need to wait for the OPS to completely shut down before disconnecting the power!
- When using the OPS computer to install it on the IFPD machine for testing, try to use screws to fix the OPS!