

MediaPOS 80
(X86 platform)
Maintenance Manual



2022-01

Preamble

The maintenance manual generated based on MediaPOS 80(8356A) model, which include exchanging internal printer and SSD. If more detailed specification info needed, please contact to sales representative.

Safety Notice

Before installing and using, please kindly read quick start manual and safety notice to better understand product.

- Please put the machine in a safe and stable place to avoid vibration and collision.
- Please install the machine in a clean and dry place to make machine work perfectly.
- Please use the standard power adaptor and cable which be provided with machine together. The standard voltage and electricity were mentioned in the nameplate (in the bottom of machine). If the voltage is exceeded, the machine will be seriously damaged.
- Please do not put conductive objects in the interface slot. There is voltage inside the machine that could cause a fire or damage sensitive components.
- Please keep the machine away from conductive liquids, sources of ignition, magnetic materials, direct sunlight.
- Please do not touch the cable or machine with wet hands when the power is on. In order to avoid damage to the machine due to liquid short circuit.
- Please do not step on the power cable or place anything on it.
- It is strictly forbidden to open the machine and change the configuration of the machine without permission, in order to prevent the hidden danger of machine operation.

Service Steps

➤ Tools

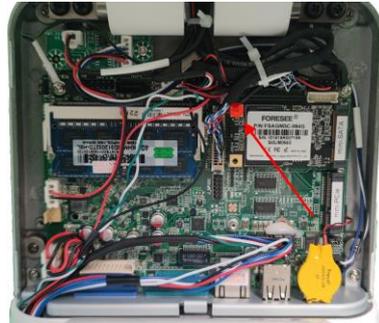
Tool	Function
Phillips screwdriver (bigger)	To disassemble printer control board
Phillips screwdriver (smaller)	To disassemble printer head
Screen opener	To disassemble the cover and front panel in stand
Insulation Tape (black)	To fix printer FFC cable

➤ Steps of replacing SSD.

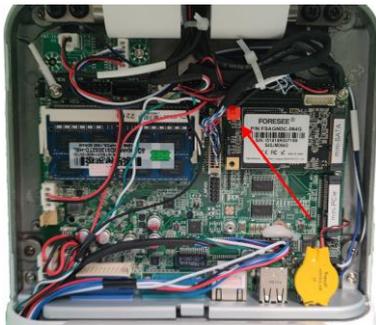
1. Pull down the front cover like below picture show, remove the front cover.



2. Remove the screw as belows, remove the SSD.



3. Replace a new SSD, and install the screws indicated by the red arrows in the picture.



4. Install the front cover.



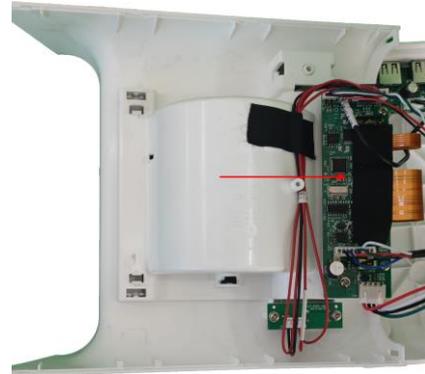
➤ **Steps of replacing printer control board**

<p>1. Use the screen opener to remove the black front panel along the gap indicated by the red arrow in the picture.</p> 	<p>2. Pull down the front cover like below picture show, remove the front cover.</p> 
<p>3. Remove the screw shown in red in the picture.</p> 	<p>4. Raise the protrusion indicated by the arrow in the picture, lift it outwards, and remove the cable cover.</p> 
<p>5. Using the screen opener, follow the position shown by the red arrow in the picture, and open it left and right to release the buckles on both sides.</p> 	<p>6. Using the screen opener, open the buckle along the gap shown by the arrow in the picture.</p> 

7. Take out the upper cover parts to facilitate next operations.



8. Tear off the black tape indicated by the red arrow in the picture.



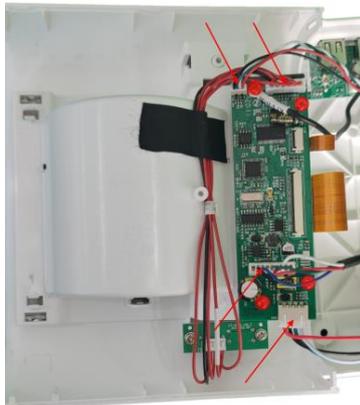
9. Open the buckle shown in the figure upwards, and take out the printer head FFC cable.



10. Pull out the cables indicated by the arrow in the picture, remove the screw indicated in red, and take off the printer control board.



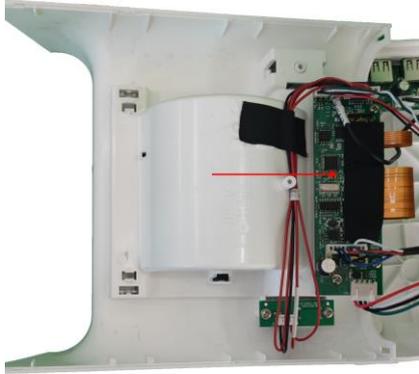
11. Replace a new printer control board, install the screws marked in red in the picture, and insert the cables shown by the arrows in the picture.



12. Connect the cable shown by the arrow in the picture and fasten the clip.



13. Paste the black insulation tape indicated by the arrow in the picture.



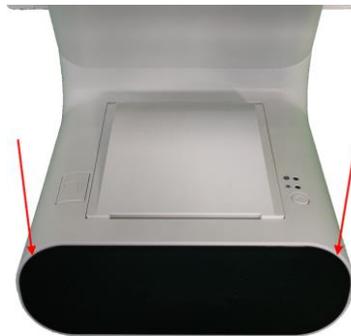
14. Install the upper cover parts and fasten the buckle.



15. Install the front cover and snap the clips.



16. Install the black front panel and snap the clips.



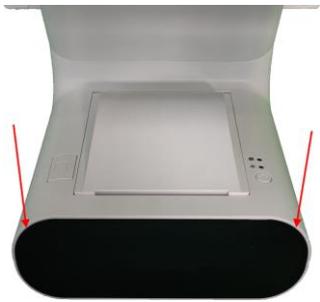
17. Install the screw shown in red in the picture.



18. Install the cable cover and snap the clips.



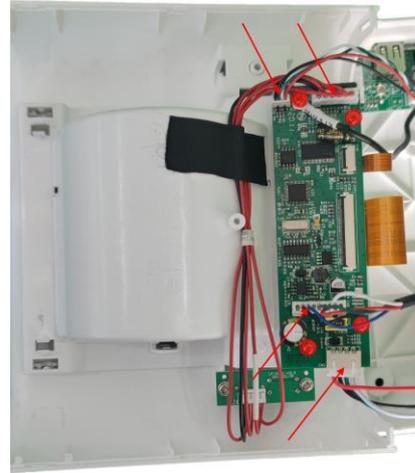
➤ **Steps of replacing printer head**

<p>1. Use the screen opener to remove the black front panel along the gap indicated by the red arrow in the picture.</p> 	<p>2. Pull down the front cover like below picture show, remove the front cover</p> 
<p>3. Remove the screw shown in red in the picture.</p> 	<p>4. Raise the protrusion indicated by the arrow in the picture, lift it outwards, and remove the cable cover.</p> 
<p>5. Using the screen opener, follow the position shown by the red arrow in the picture, and open it left and right to release the buckles on both sides.</p> 	<p>6. Using the screen opener, open the buckle along the gap shown by the arrow in the picture.</p> 
<p>7. Take out the upper cover parts to facilitate next operations.</p> 	<p>8. Tear off the black tape indicated by the red arrow in the picture.</p> 

9. Open the buckle shown in the figure upwards, and take out the printer head FFC cable.



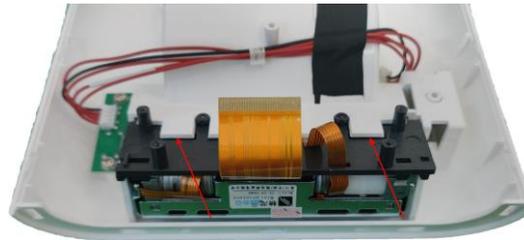
10. Pull out the cables indicated by the arrow in the picture, remove the screw indicated in red, and take off the printer control board.



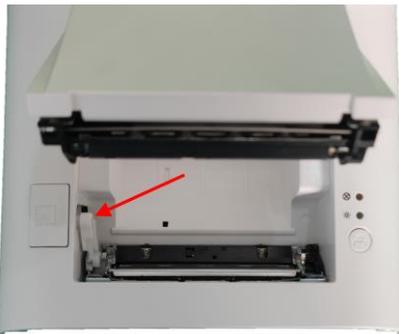
11. Open printer door, remove the screws marked in red in the picture, and take off the part of the paper feed shaft of the print head.



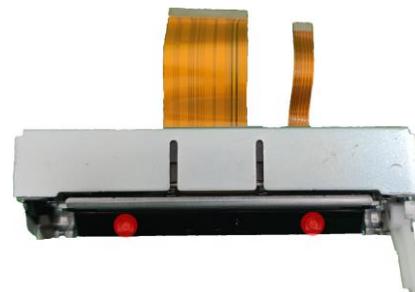
12. Open up the white buckle indicated by the red arrow in the picture, and take out the printer head and the printer head bracket.



13. Note: After removing the printer head and the printer head bracket, the button cover indicated by the arrow in the picture will automatically fall off.



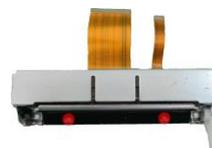
14. Remove the screws marked in red in the picture and remove the printer head.



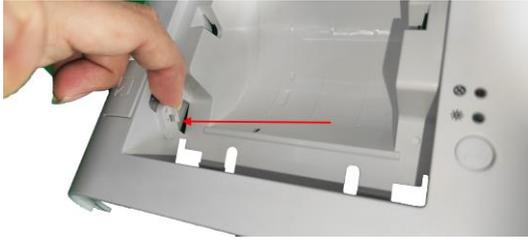
15. Install the screws marked in red, and assemble the paper feed shaft part and printer door.



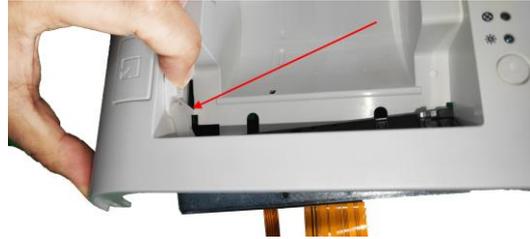
16. Replace the new printer head, install the screws marked in red in the picture, and assemble the printer head and the printer head bracket.



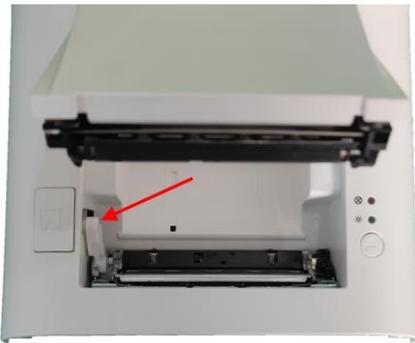
17. Put the button cover in the position indicated by the red arrow in the picture and hold it down with your hand.



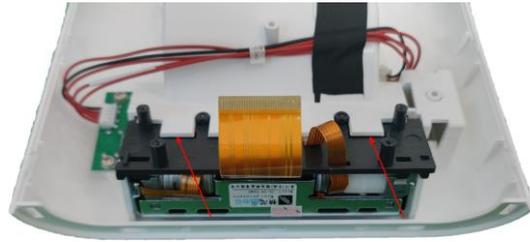
18. Put the printer head and printer bracket into the stand and put the printer head switch into the button cover.



19. After the installation is completed, as shown in the picture.



20. Check whether the white buckle indicated by the red arrow in the picture is stuck.



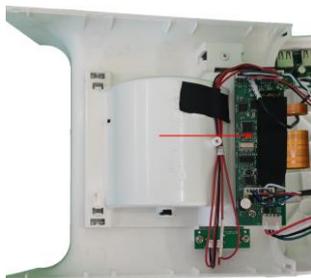
21. Install the printer control board, install the screws marked in red in the picture, and insert the cables indicated by the arrows in the picture.



22. Connect the cable shown by the arrow in the picture and fasten the clip.



23. Paste the black insulation tape indicated by the arrow in the picture.



24. Install the upper cover parts and fasten the buckle.



25. Install the front cover and snap the clips.



26. Install the black front panel and snap the clips.



27. Install the screw shown in red in the picture.



28. Install the cable cover and snap the clips.



FAQ

Question category	Fault phenomenon	Cause of the issue	Checklist
Printer fault	The printer software does not print, the self-test page does not print (the indicator light is green)	The printer head connection cable is loose or disconnected.	Check if the printer head connection cable is loose or disconnected. Re-plug the printer head to the printer control board connection cable to test.
		The printer control board is broken.	To replace printer control board to test.
	The red indicator light of the printer flashes, and the buzzer alarms (does not print)	power disturbance	Refer to the power disturbance checklist.
		The printer door is not closed well.	Close the Printer door to test.
		The printer head connection cable is loose or disconnected.	Check if the printer head connection cable is loose or disconnected. Re-plug the printer head to the printer control board connection cable to test.
		The printer control board is broken.	To replace printer control board to test.
		The printer head is broken	To replace printer head to test.
	The printer door cannot be closed.	Printer door switch spring shift.	Restoring the printer door switch spring assembly a. If it can be re-installed and restored, re-install the switch spring assembly b. If the components are lost or cannot be recovered, replace the printing module
		The printer door broken.	Replace printer door to test.
	Paper jam	Excessive accumulation of paper scraps in the printer's cutting slot	Clean the paper cutter slot on the printer paper compartment cover.
		Printer head broken or auto-cutter broken	Replace printer head to test.

Printer fault	Printer does not power on (Indicator light does not shine)	power disturbance	Refer to the power disturbance checklist.
		Incorrect switch mode	Power-on test after discharge operation
		The printer power supply cable is loose or broken	Use a multimeter to measure whether the power supply cable of the printer is connected, if not, replacing the printer power supply cable.
		The printer control board is broken.	Replace printer control board to test.
		The power board broken	Replace power board to test.
	Blurry printing	Incorrectly setting in software	Check the relevant printer settings in the software to ensure that the software calls the printer correctly
		Poor quality of papers	Use high quality paper to test
		Incorrect firmware	Replace new firmware to test
		Dirty printer head	Check whether the printer head is dirty, if yes, please clean the printer head.
		The printer head is broken	To replace printer head to test.
	The printer prints garbled characters	Power disturbance	Refer to the power disturbance checklist.
		Incorrect printer driver	Check whether the printer driver is the correct one, if not, please reinstall the correct printer driver.
		Incorrectly setting in software	Check the relevant printer settings in the software to ensure that the software calls the printer correctly
		Incorrect printer SDK package	Send correct printer SDK to test.
		Printer control board/ firmware broken	Flash the printer firmware program and test it, if it doesn't work, please replace the printer control board to test.