

Service Manual for 26QE EU

Version: V1.0



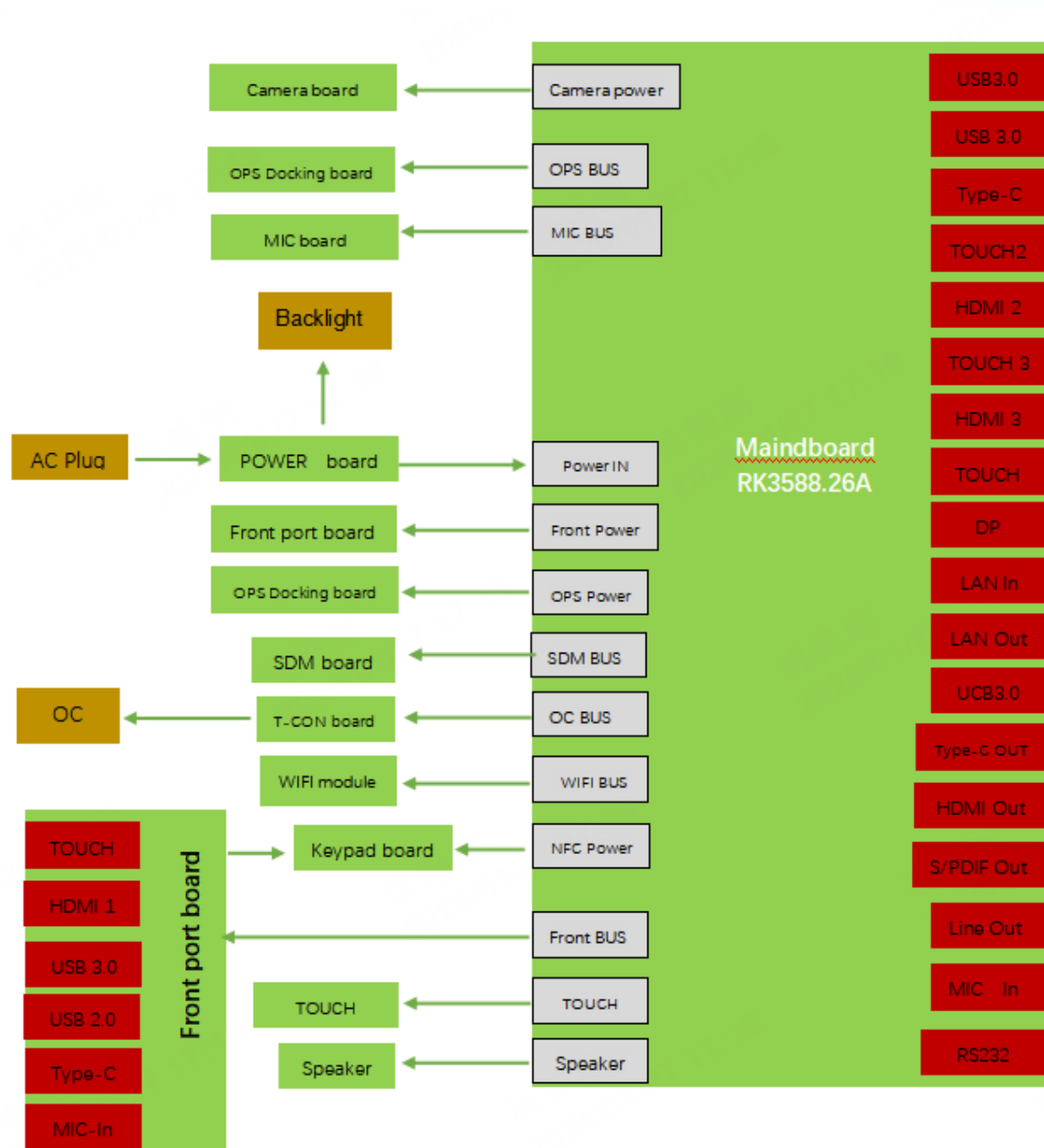
Contents:

SAFETY NOTICE	2
Part B. Recommended Spare Parts List	4
Part C. Six view	7
Part D: Exploded Views.....	10
Part E. Replace OC module	12
Part F. Overview of PCBA screws.....	13
Part G. Overview of PCBAs	14
Part H. Internal cables.....	20
Part I. Precautions for PCBA replacement:	27
Part J. Replacement of batteries	29
Part K. IR Touch Panel Signal Test.....	31
Part L. Replacement of IR Touch PCBAs	33
Part M. Firmware Upgrade	36
Part N. Trouble shooting	37

SAFETY NOTICE

1. There are many electrical and mechanical parts in the 26QE series touchscreen, which the technician need pay attention to the safety precaution before repairing.
2. It is essential that all the components should be replaced with the same or authorized components as recommended in this manual to prevent Shock, Fire, or any other Hazards.
3. Please do not modify the original mechanical or electrical design without previous verification from the manufacturer or authorized agent.
4. Before start repairing or disassembling the machine, please make sure unplug the machine from any power source and properly grounded.

Part A. System Diagram:



Part B. Recommended Spare Parts List

TT-5526QE:

Part No.	Part Description	Usage
140110331A	Mainboard_RK3588.26A_16G_128G_V01_EU-Mic	1
140210102A	Power board_MP480SM-8Q52-DC_V01	1
140310146A	TCON board_55"_CSOT_SG5461D18-1_60HZ_XDYT	1
140410093A	Key NFC board_26Q_V01_NFC	1
140430193A	Front port board_26Q_100W_V01_GSV2712	1
140610246A	OPS docking board_A24_V01_PI3HDX12211	1
140610267A	Camera board_26Q_V01	1
140610268A	SDM board_26Q_V01_PI3HDX12211	1
140710896A	Right microphone board_26Q_AM35_V01_12P-0.5	1
140710897A	Left microphone board_26Q_AM35_V01_12P-0.5	1
140710898A	M.2 WIFI module_26Q_BE2072_V01_2027PB+8811	1
150210399A	Touch set_26Q_55" E2-55H17_Dual USB_V01_3mm	1
160110112A	Speaker_SPK-25-0027_20W_6Ω	2
160110116A	Speaker_QB76-094044-003R_15W_4Ω	1
190310062A	Remote controller_23Q_T22A_newline	1
190420021B	Stylus pen_I18C_3mm/8mm_newline	2

TT-6526QE:

Part No.	Part Description	Usage
140110331A	Mainboard_RK3588.26A_16G_128G_V01_EU-Mic	1
140210102A	Power board_MP480SM-8Q52-DC_V01	1
140310167A	TCON board_65"_CSOT_SG645AD06-1_60HZ_XDYT	1
140410093A	Key NFC board_26Q_V01_NFC	1
140430193A	Front port board_26Q_100W_V01_GSV2712	1
140610246A	OPS docking board_A24_V01_PI3HDX12211	1
140610267A	Camera board_26Q_V01	1
140610268A	SDM board_26Q_V01_PI3HDX12211	1
140710896A	Right microphone board_26Q_AM35_V01_12P-0.5	1
140710897A	Left microphone board_26Q_AM35_V01_12P-0.5	1
140710898A	M.2 WIFI module_26Q_BE2072_V01_2027PB+8811	1
150210393A	Touch Set_26Q_65" E2_65H17_Dual USB_V01_3mm	1
160110112A	Speaker_SPK-25-0027_20W_6Ω	2
160110118A	Speaker_YDP88-1CBOX-H01_MAX25W_4Ω	1
190310062A	Remote controller_23Q_T22A_newline	1
190420021B	Stylus pen_I18C_3mm/8mm_newline	2

TT-7526QE:

Part No.	Part Description	Usage
140110331A	Mainboard_RK3588.26A_16G_128G_V01_EU-Mic	1
140210144A	Power board_MP580SG-8O54_V01	1
140310168A	TCON board_75"_CSOT_SG746AD06-1_60HZ_XDYT	1
140410093A	Key NFC board_26Q_V01_NFC	1
140430193A	Front port board_26Q_100W_V01_GSV2712	1
140610246A	OPS docking board_A24_V01_PI3HDX12211	1
140610267A	Camera board_26Q_V01	1
140610268A	SDM board_26Q_V01_PI3HDX12211	1
140710896A	Right microphone board_26Q_AM35_V01_12P-0.5	1
140710897A	Left microphone board_26Q_AM35_V01_12P-0.5	1
140710898A	M.2 WIFI module_26Q_BE2072_V01_2027PB+8811	1
150210392A	Touch Set_26Q_75" E2_75H17_Dual USB_V01_3mm	1
160110112A	Speaker_SPK-25-0027_20W_6Ω	2
160110118A	Speaker_YDP88-1CBOX-H01_MAX25W_4Ω	1
190310062A	Remote controller_23Q_T22A_newline	1
190420021B	Stylus pen_I18C_3mm/8mm_newline	2

TT-8626QE:

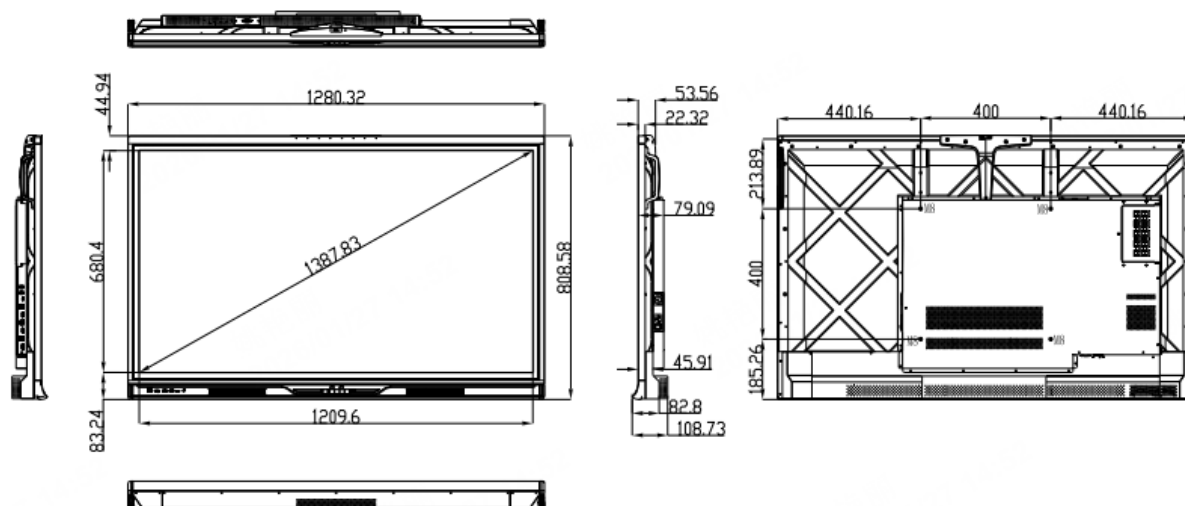
Part No.	Part Description	Usage
140110331A	Mainboard_RK3588.26A_16G_128G_V01_EU-Mic	1
140210200A	Power board_MP680SG-8Q64_V01	1
140310104A	TCON board_86" AUO_P860QVN01.0_60Hz_JAE	1
140410093A	Key NFC board_26Q_V01_NFC	1
140430193A	Front port board_26Q_100W_V01_GSV2712	1
140610246A	OPS docking board_A24_V01_PI3HDX12211	1
140610267A	Camera board_26Q_V01	1
140610268A	SDM board_26Q_V01_PI3HDX12211	1
140710896A	Right microphone board_26Q_AM35_V01_12P-0.5	1
140710897A	Left microphone board_26Q_AM35_V01_12P-0.5	1
140710898A	M.2 WIFI module_26Q_BE2072_V01_2027PB+8811	1
150210394A	Touch Set_26Q_86吋 E2_86H17_Dual USB_V01_3mm	1
160110112A	Speaker_SPK-25-0027_20W_6Ω	2
160110118A	Speaker_YDP88-1CBOX-H01_MAX25W_4Ω	1
190310062A	Remote controller_23Q_T22A_newline	1
190420021B	Stylus pen_I18C_3mm/8mm_newline	2

TT-9826QE:

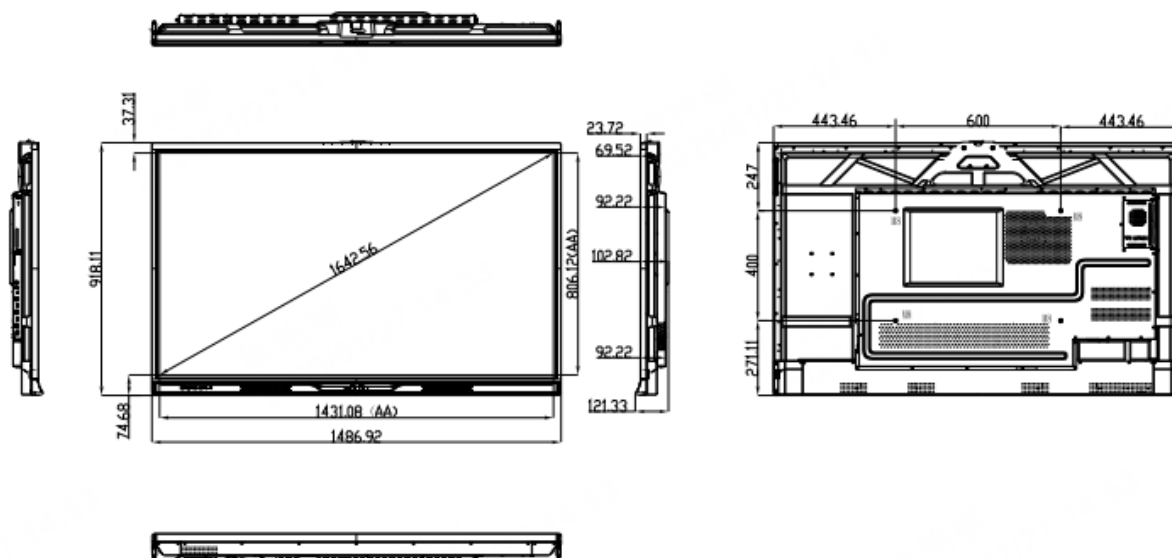
Part No.	Part Description	Usage
140110331A	Mainboard_RK3588.26A_16G_128G_V01_EU-Mic	1
140210124A	Power board_MP760SG-8L54_V01	1
140310172A	TCON board_98"_CSOT_SG975AD02-1_60HZ_XDYT	1
140410093A	Key NFC board_26Q_V01_NFC	1
140430193A	Front port board_26Q_100W_V01_GSV2712	1
140610246A	OPS docking board_A24_V01_PI3HDX12211	1
140610267A	Camera board_26Q_V01	1
140610268A	SDM board_26Q_V01_PI3HDX12211	1
140710896A	Right microphone board_26Q_AM35_V01_12P-0.5	1
140710897A	Left microphone board_26Q_AM35_V01_12P-0.5	1
140710898A	M.2 WIFI module_26Q_BE2072_V01_2027PB+8811	1
150210400A	Touch Set_26Q_98"_E2-98H17_Dual USB_V01_3mm	1
160110112A	Speaker_SPK-25-0027_20W_6Ω	2
160110118A	Speaker_YDP88-1CBOX-H01_MAX25W_4Ω	1
190310062A	Remote controller_23Q_T22A_newline	1
190420021B	Stylus pen_I18C_3mm/8mm_newline	2

Part C. Six view

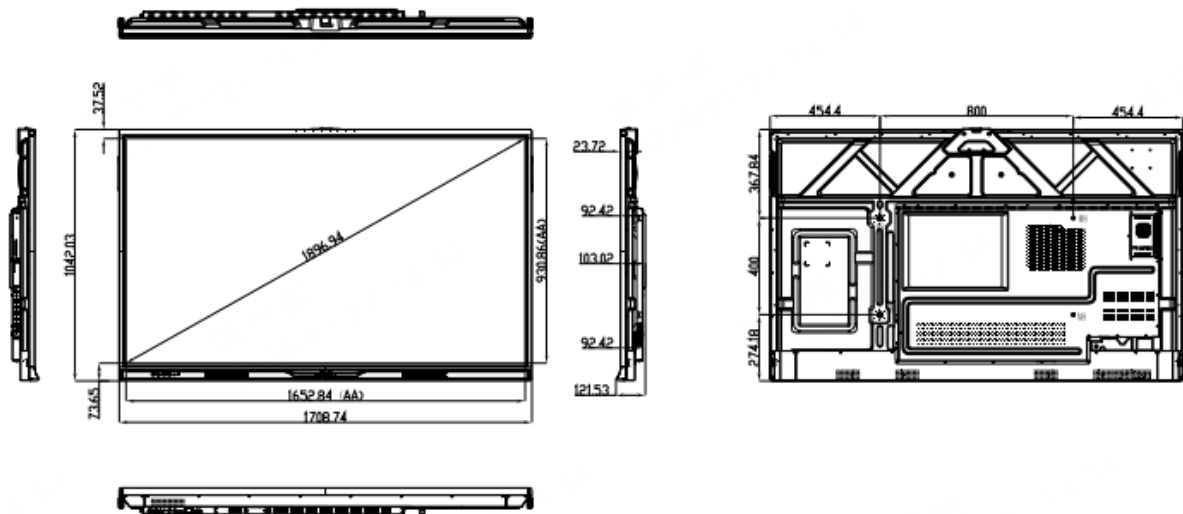
TT-5526QE:



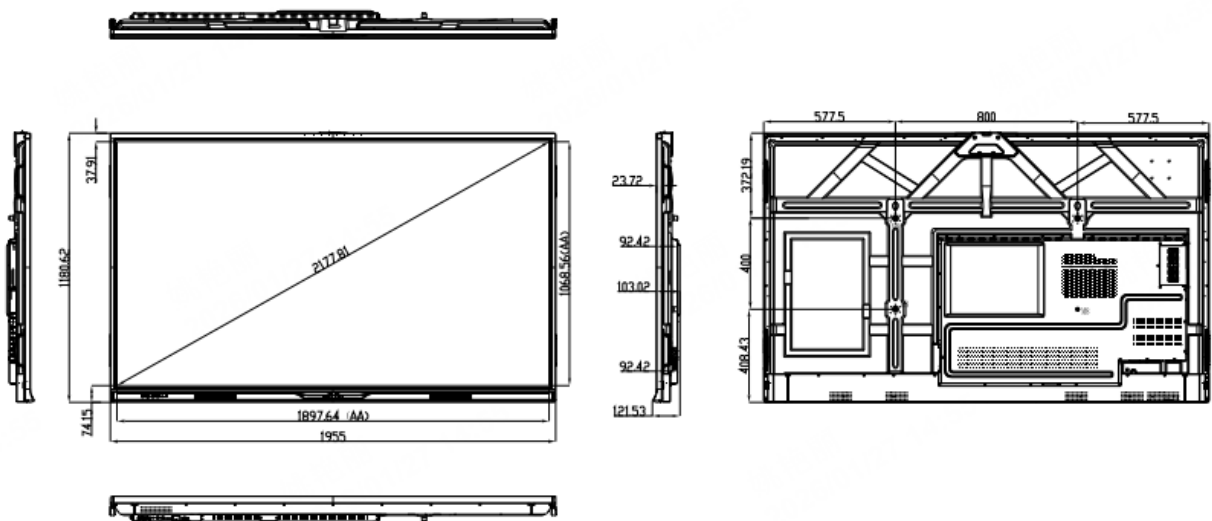
TT-6526QE:



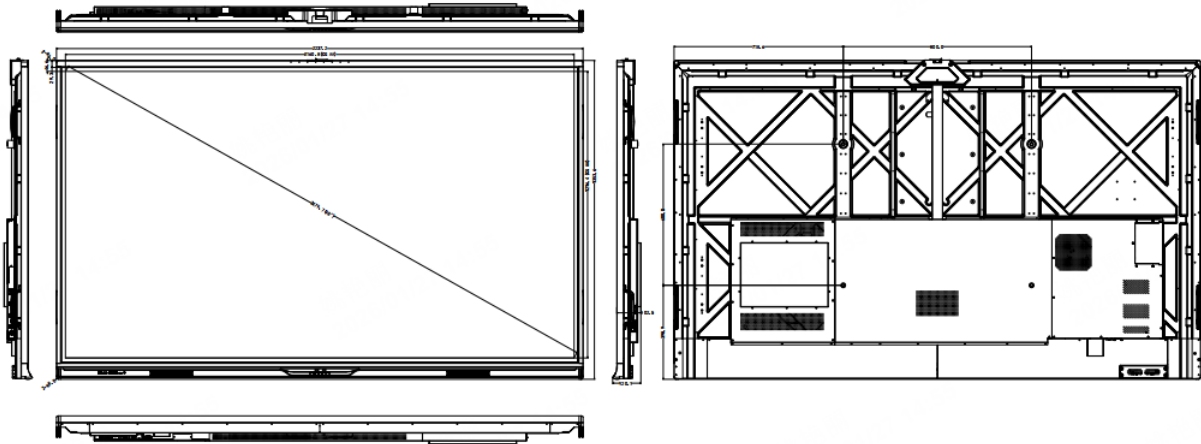
TT-7526QE:



TT-8626QE:



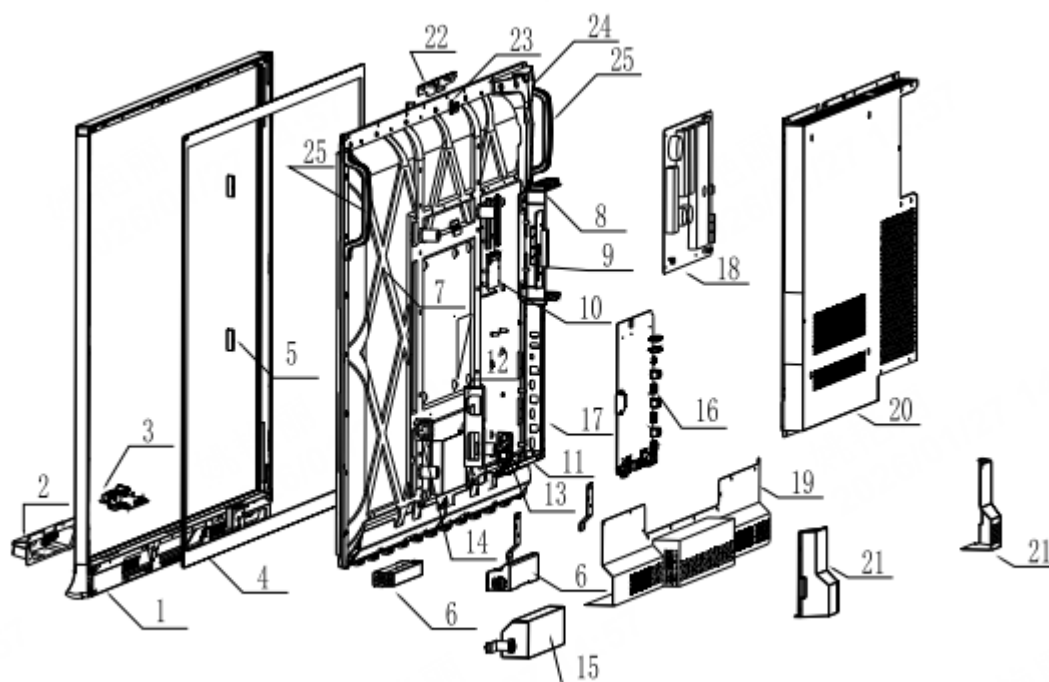
TT-9826QE:



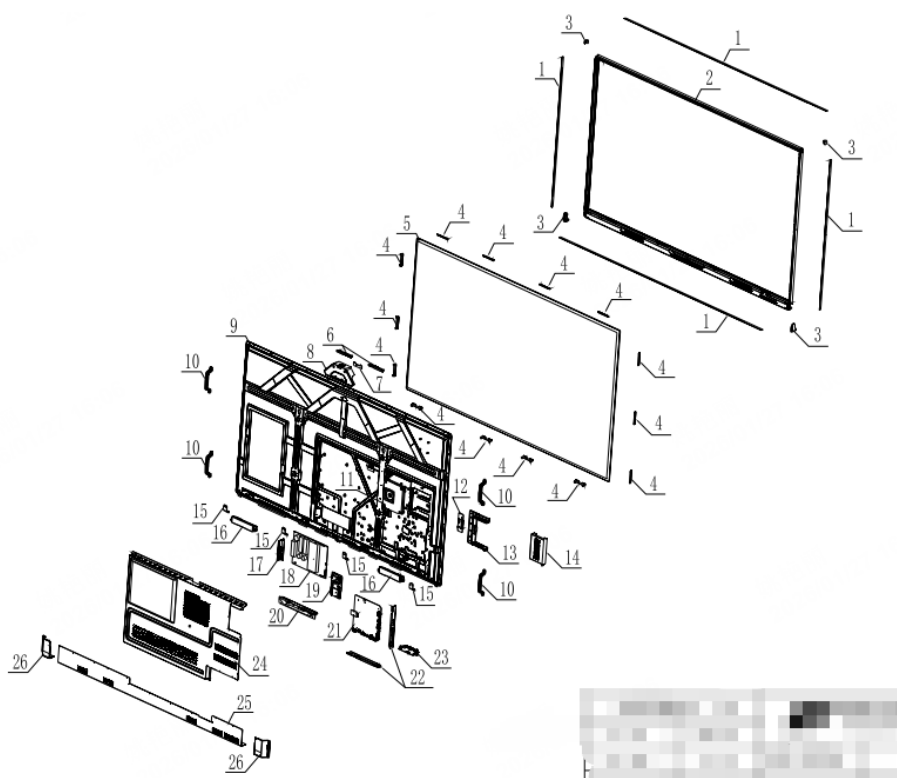
<https://e.pcloud.link/publink/show?code=kZfBDaZL0OXH1sVo5jrBgJHLvH5ffEJub7y>

Part D: Exploded Views

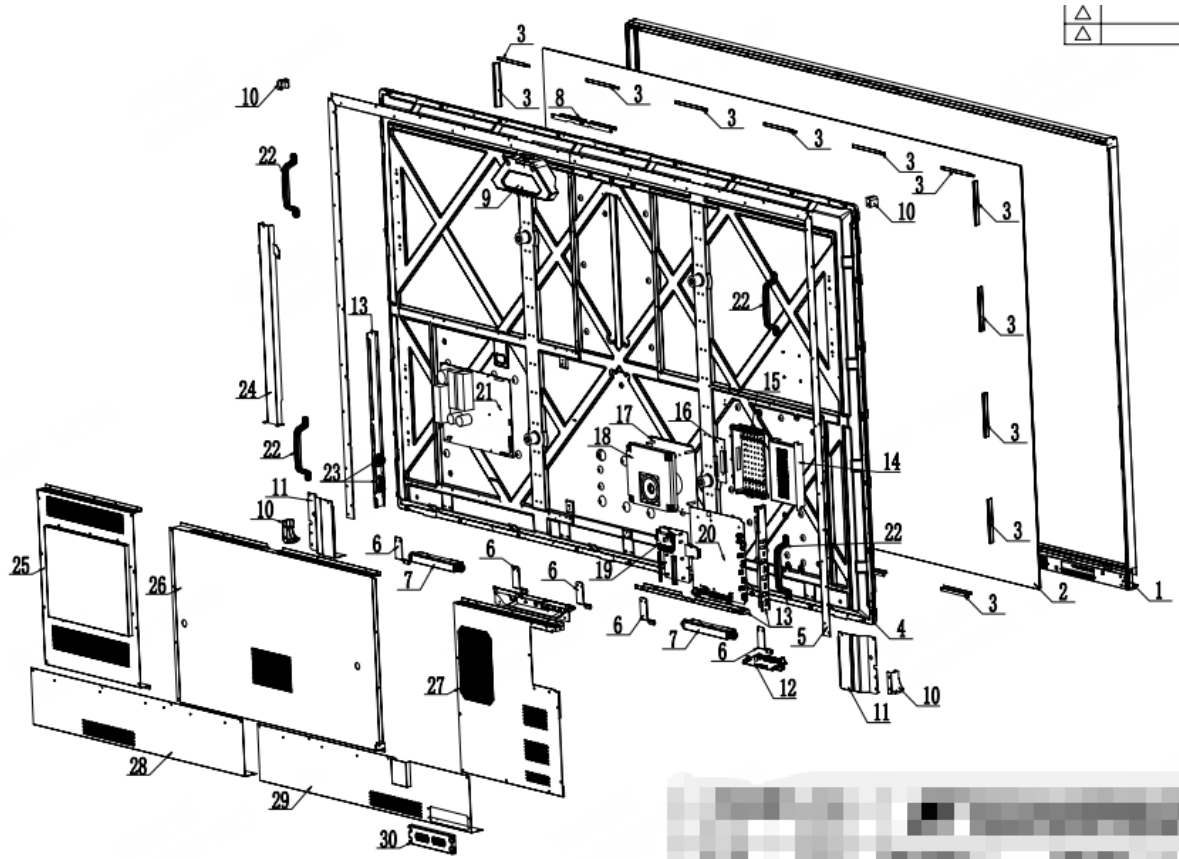
TT-5526QE:



TT-65 / 75 / 8626QE:



TT-9826QE:

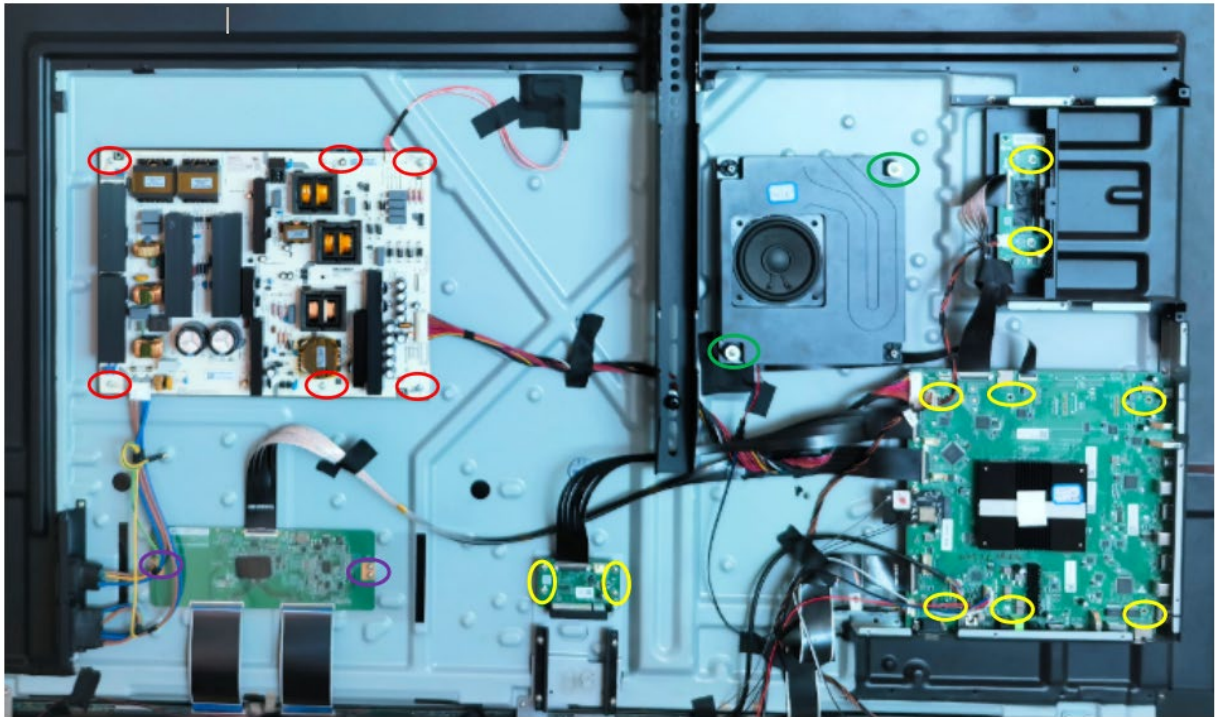


<https://e.pcloud.link/publink/show?code=kZRYDaZ72BBM4usvq7CnNHrlesh6zNnWT17>

Part E. Replace OC module

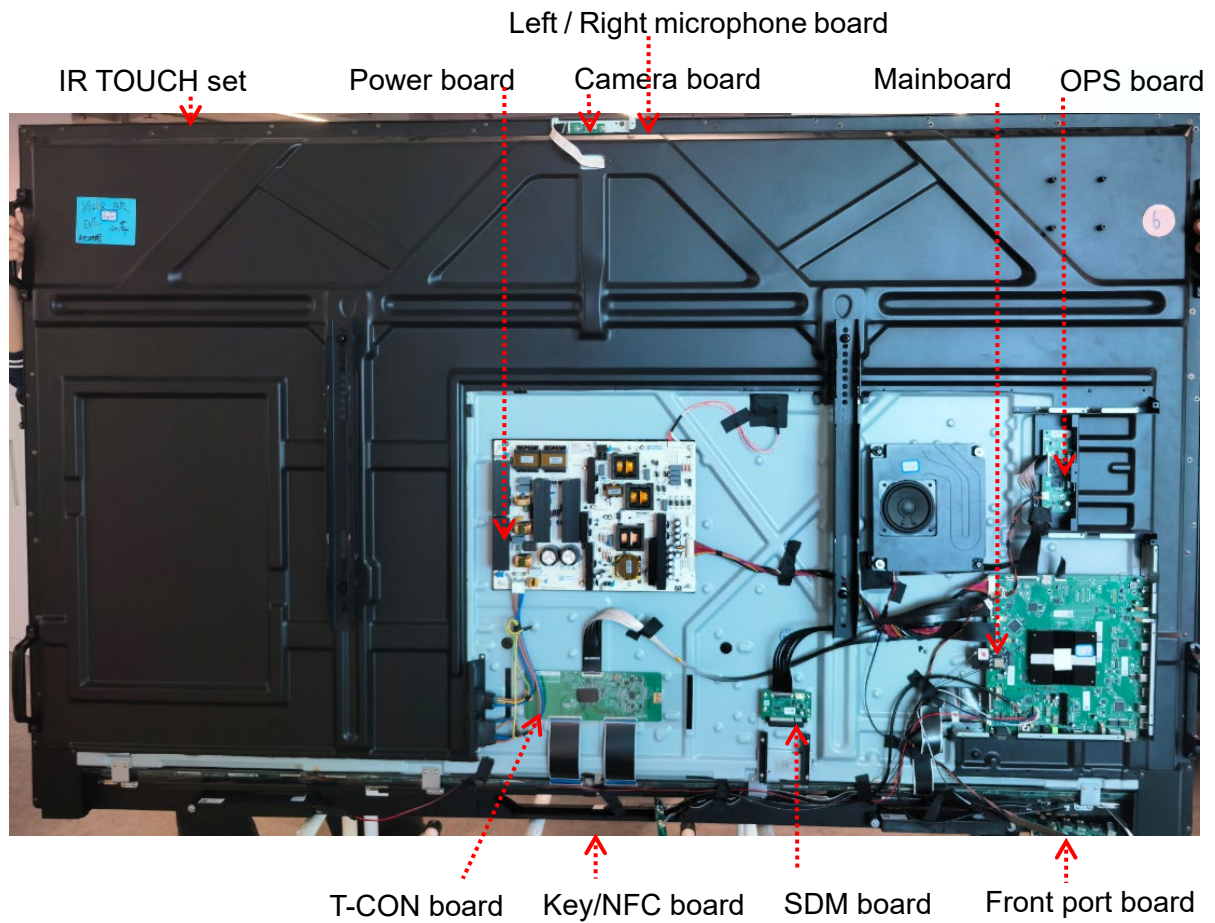
1. Take off rear covers, remove all components like mainboard, power board, camera & mic board, inner cables and IR PCB SET from the original defect unit.
2. Remove glass from defect unit.
3. Assemble new OC module to original glass
4. Assemble all of components that removed from the defect unit to the new OC module.
5. Hang on the screen and power on, testing.
6. Keep the T-CON board of defect unit as spare parts buffer

Part F. Overview of PCBA screws



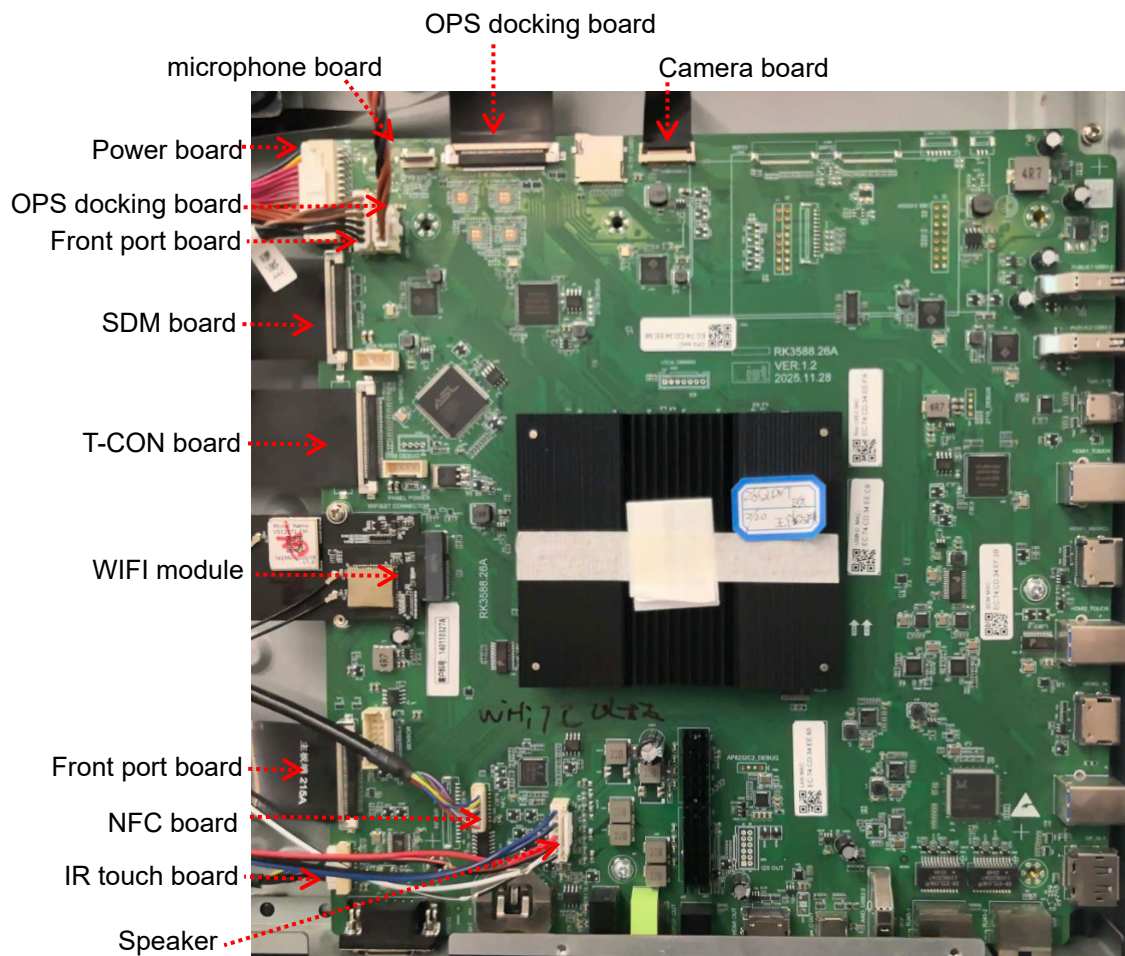
Color	Picture	Description
		210110088A M3*6 Power board ground Screws
		210110087A M3*6 Mainboard and other screws
		210110154A M4*5 Speaker screws
		210110063A M3*4 T-CON board screws

Part G. Overview of PCBAs

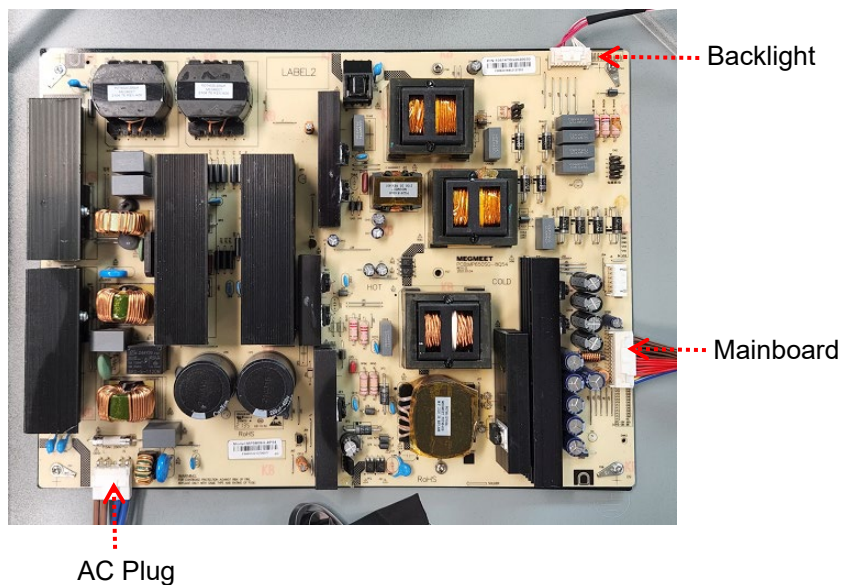


Note: IR TOUCH SET is in the outer frame, not show on the above picture.

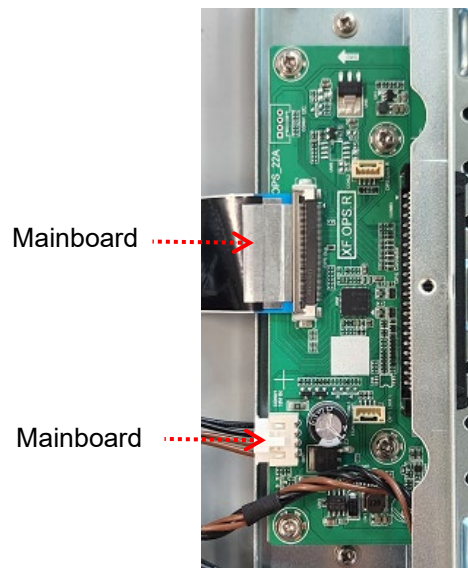
1. Mainboard wiring



2. Power board wiring



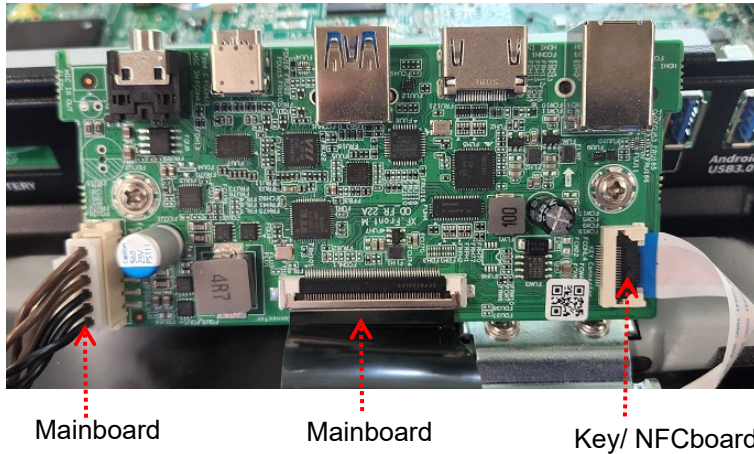
3. OPS docking board wiring



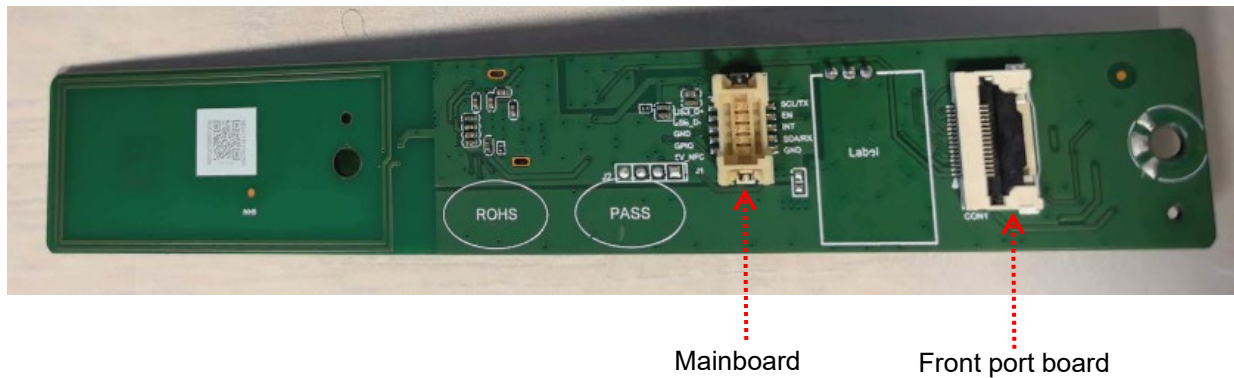
4. Camera board wiring



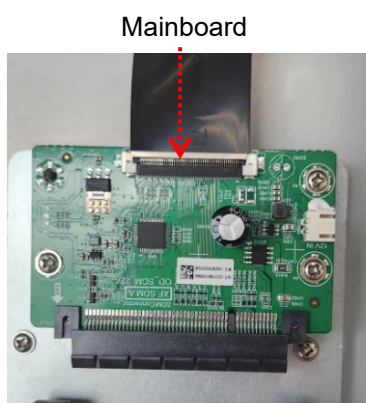
5. Front port board



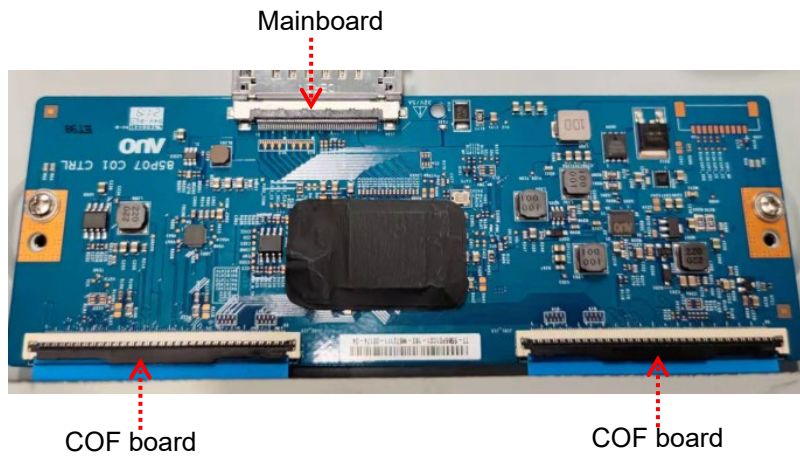
6. Key/NFC board wiring



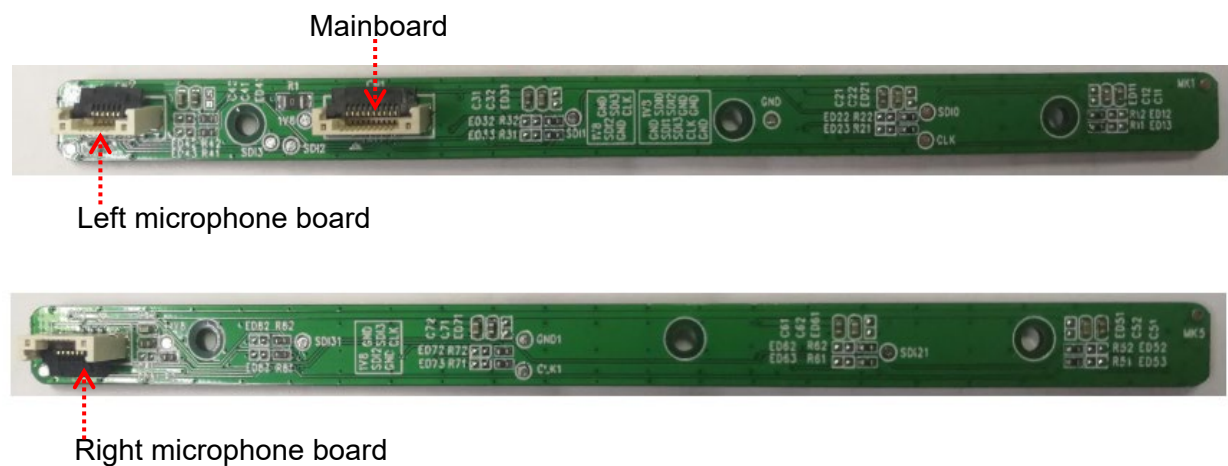
7. SDM board wiring



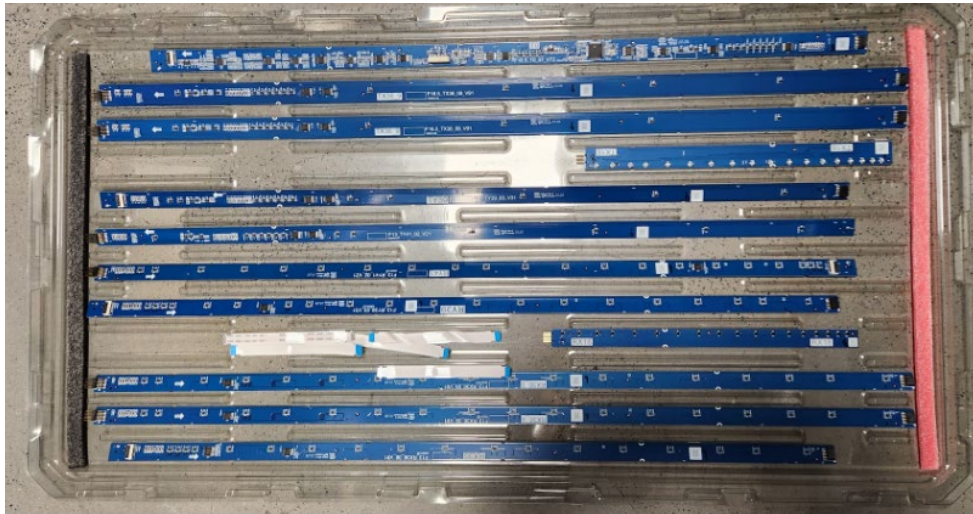
8. T-CON board wiring



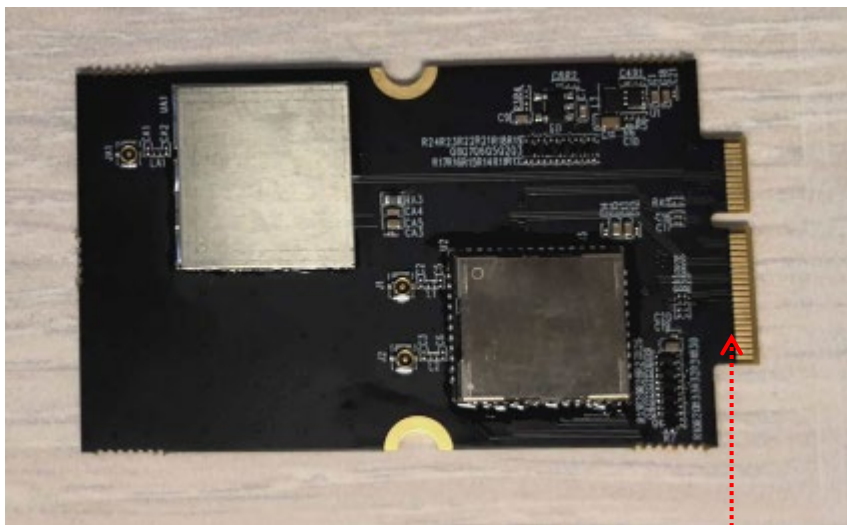
9. Microphone board



10. IR touch set



11. WIFI module

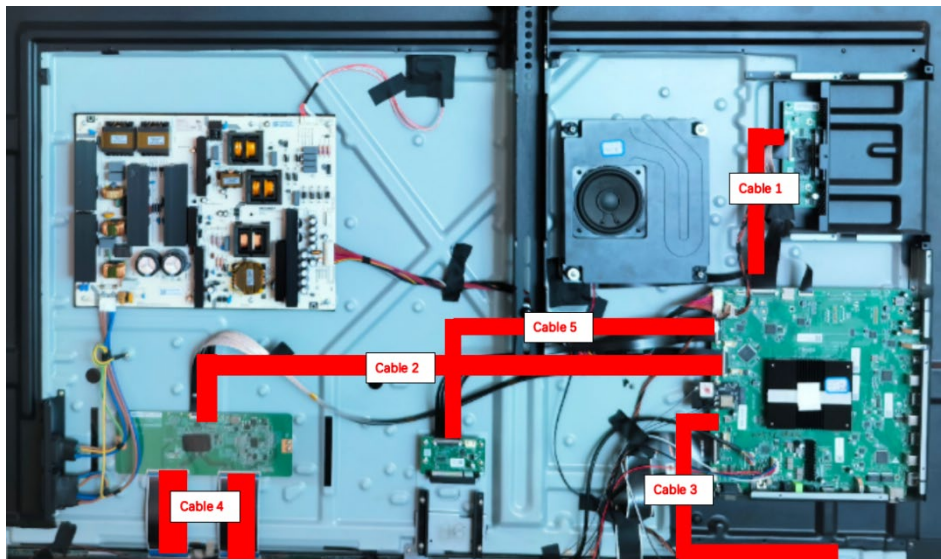


Mainboard

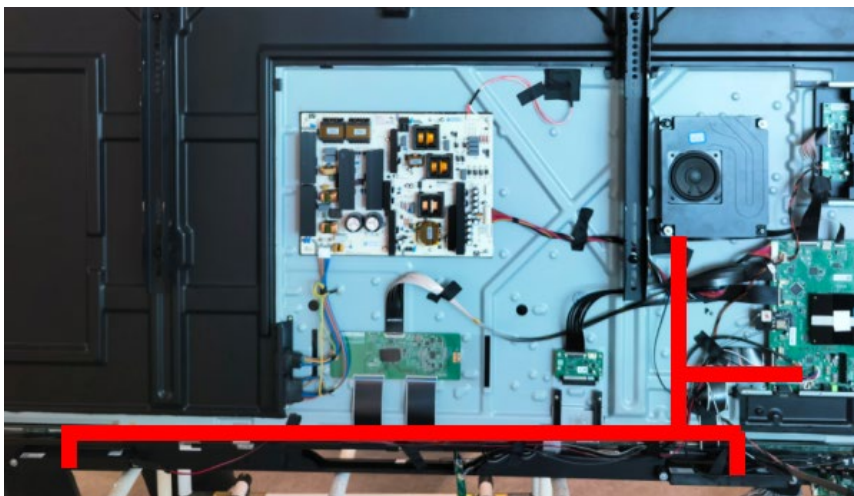
Part H. Internal cables

Part Name	Cable Connection Guide
1. FFC Cable 1	FFC between mainboard and OPS adapter board
2. FFC Cable 2	FFC between mainboard and TCON
3. FFC Cable 3	FFC between mainboard to front port board
4. FFC Cable 4	FFC between OC and TCON
5. FFC Cable 5	FFC between mainboard and SDM
6. Speaker cables	Inner cables between mainboard and speaker
7. OPS power supply cable	Power supply cable from mainboard to OPS adapter board
7. Mainboard power supply cable	Cable between power board and mainboard
8. Touch cable	Cable between mainboard and touch mini board
10. Front keypad board cable	Inner cable from front port board to front Keypad board
11. NFC board cable	Inner cable between mainboard and NFC board
12. Touch frame FFC cable	Three PCBA on the corners are connected with FFC cables
13. Backlight power supply cable	Power board to backlight
14. AC input cable	Power board to AC input socket
15. AC output cable	Power board to AC output socket
16. MIC board cable	Inner cable between mainboard and MIC board
17. Camera board cable	Inner cable between mainboard and camera board
18. Wifi module cable	Inner cable between wifi module and wifi board

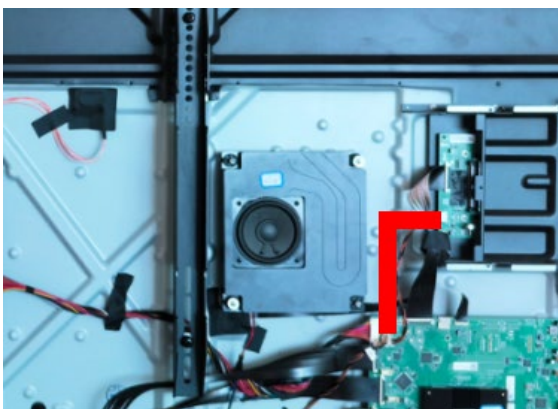
No. 1~5 FFC Cables:



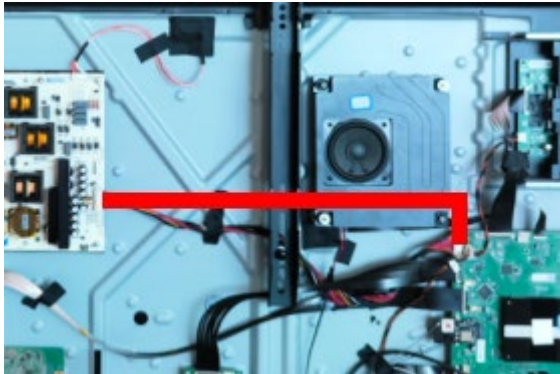
No. 6 Speaker cables



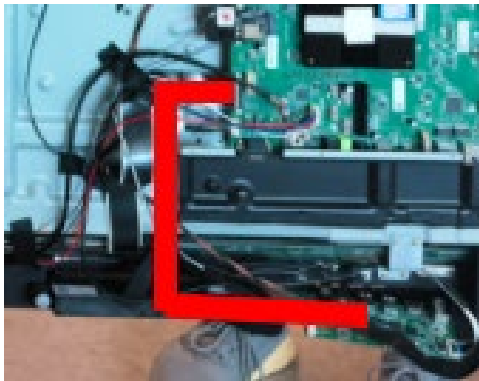
No. 7 OPS power supply cable



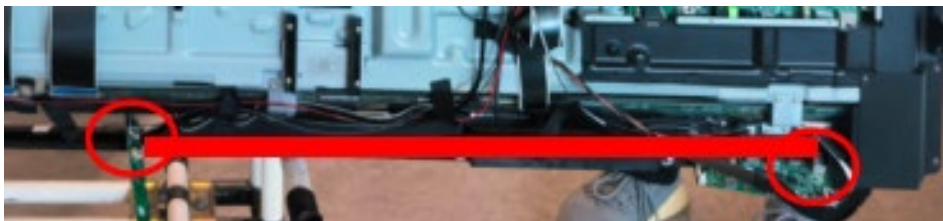
No. 8 Mainboard power supply cable



No. 9 Touch cable



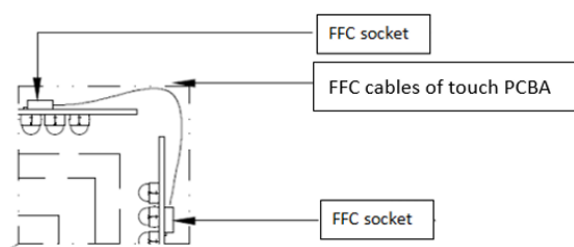
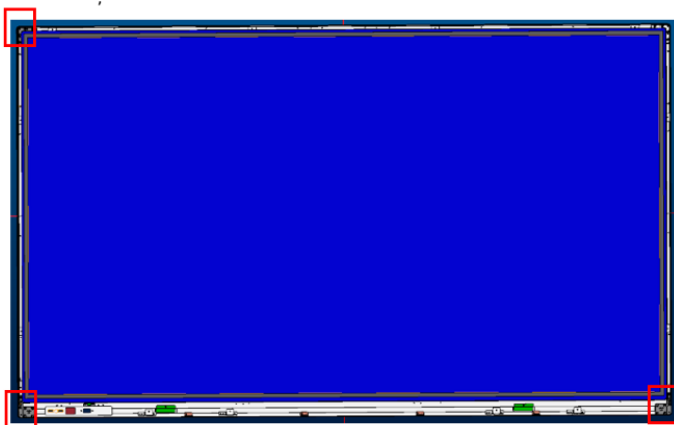
No. 10 Front keypad board cable



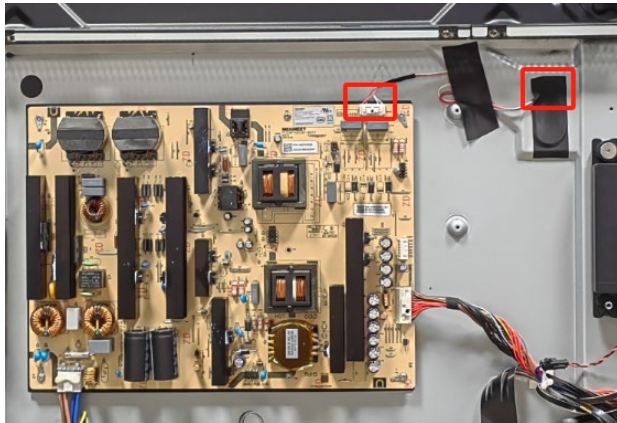
No. 11 NFC board cable



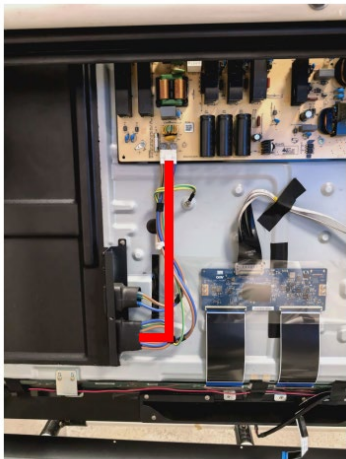
No. 12 Touch frame FFC cable



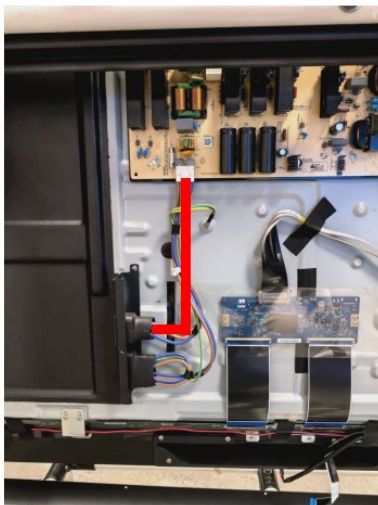
No.13 Backlight power supply cable



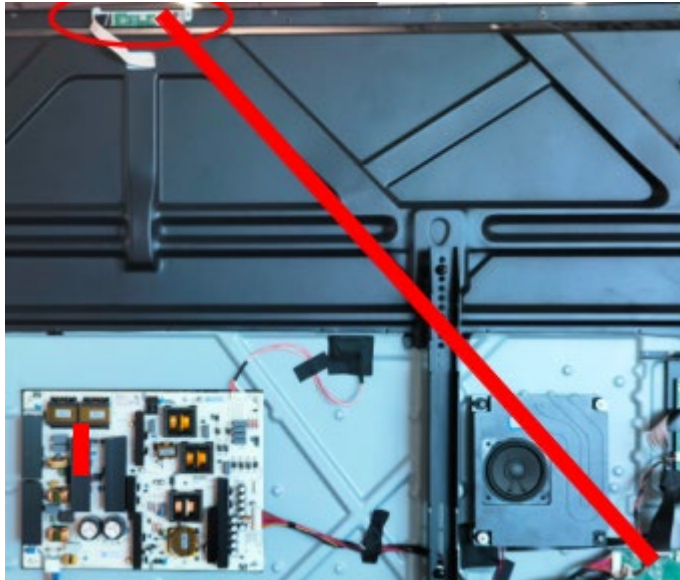
No. 14 AC input cable



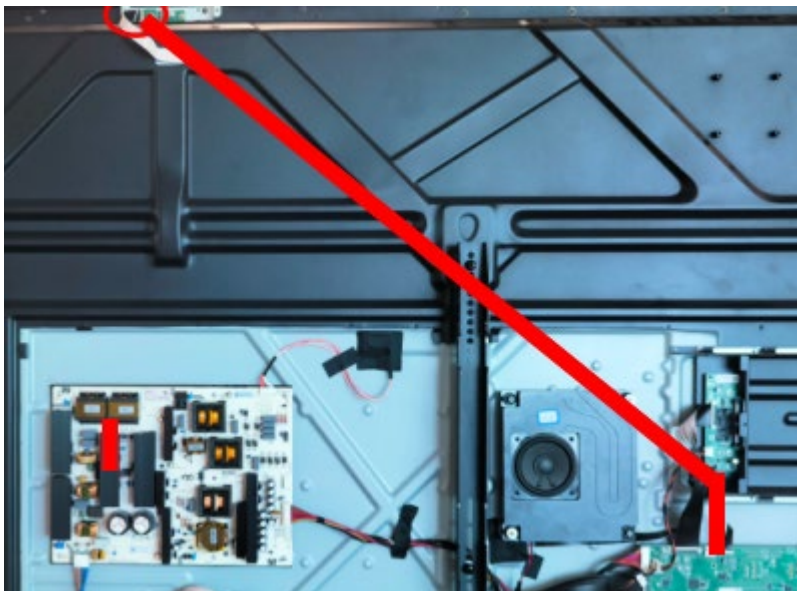
No. 15 AC output cable



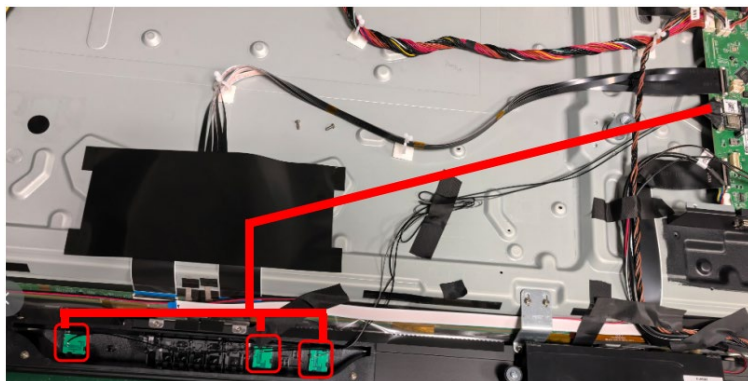
No. 16 MIC board cable



No.17 Camera board cable



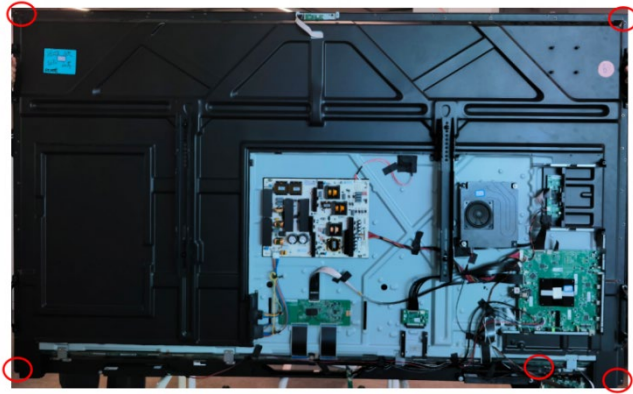
No.18 Wifi module cable



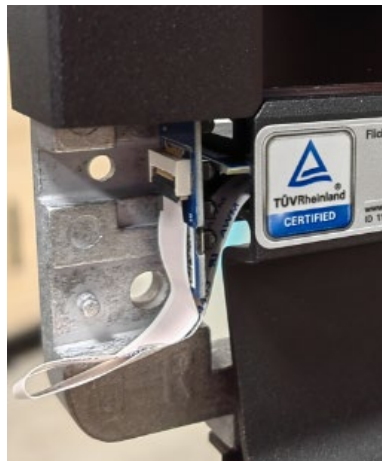
Part I. Precautions for PCBA replacement:

1. Replacement of IR touch set:

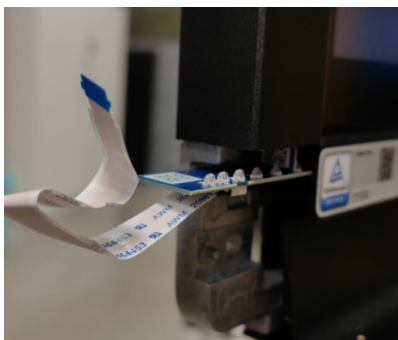
- a. Remove the corner covers and touch board cables around the perimeter



- b. Pull out the IR touch PCBA slowly and carefully.



- c. Dismantle FFC cable



IR TOUCH board disassembly video:

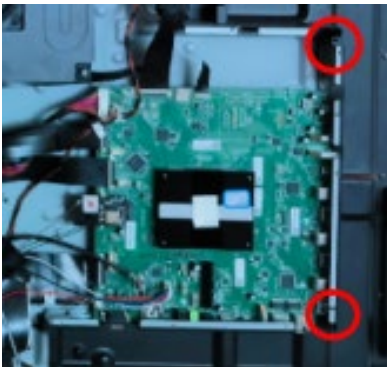
<https://e.pcloud.link/publink/show?code=XZDLwTZ7fYlrzYUG5BtwscyhnOrpfg6W8aX>

2. Replacement of Mainboard:

- a. Remove the battery at the bottom of motherboard



- b. Loosen the baffle screws



- c. Take out the motherboard

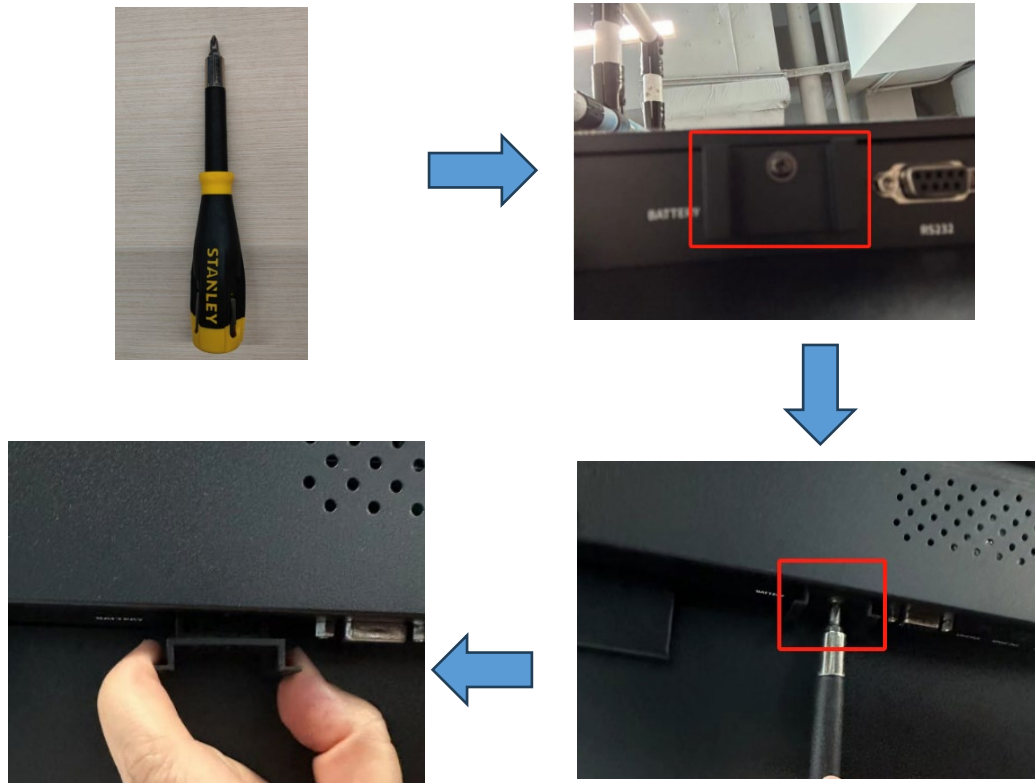
Main board disassembly video:

<https://e.pcloud.link/publink/show?code=XZsLwTZ3mSR31oO8ESmuJBktbpBquNSAJGV>

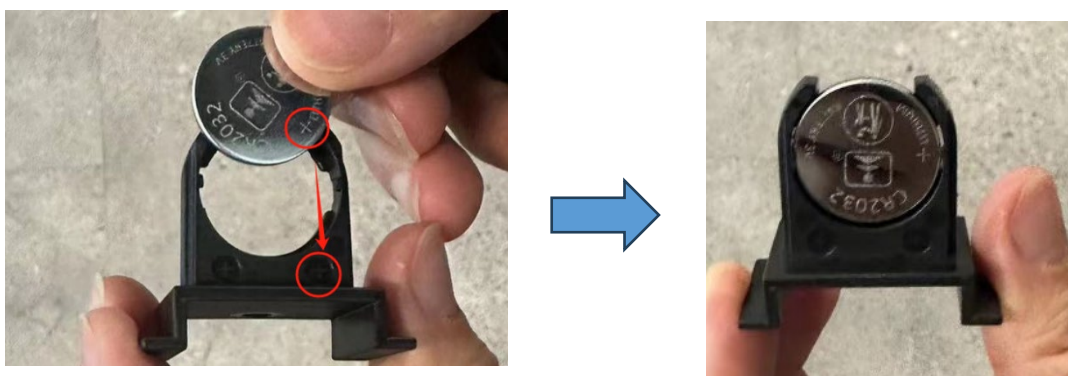
Part J. Replacement of batteries

1. Replace the mainboard battery

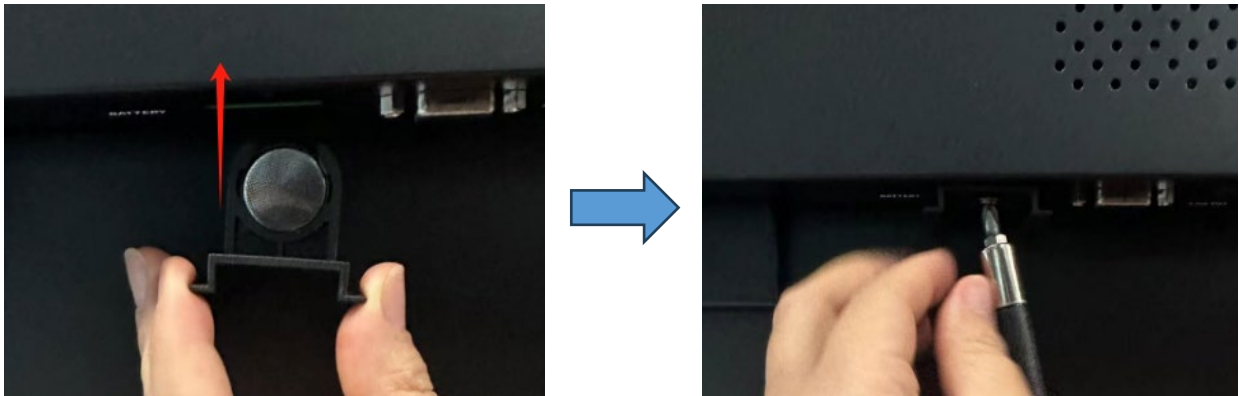
a. Remove the mainboard battery case (Using a screwdriver)



b. Replacing the battery



c. Installing the battery

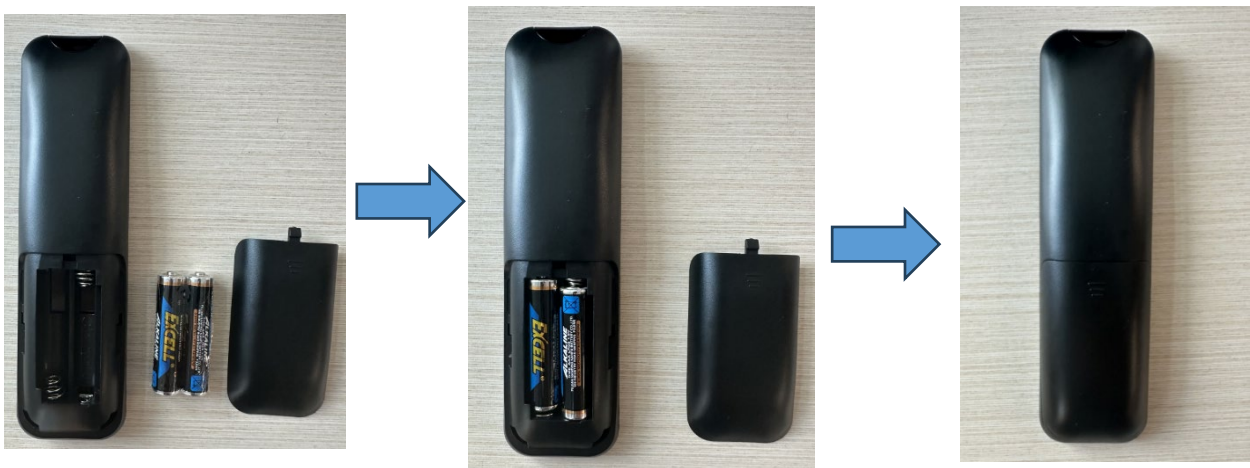


2. Replacing the battery in remote control

a. Remove the back cover of the remote control and remove the battery



b. Take the new batteries and install them



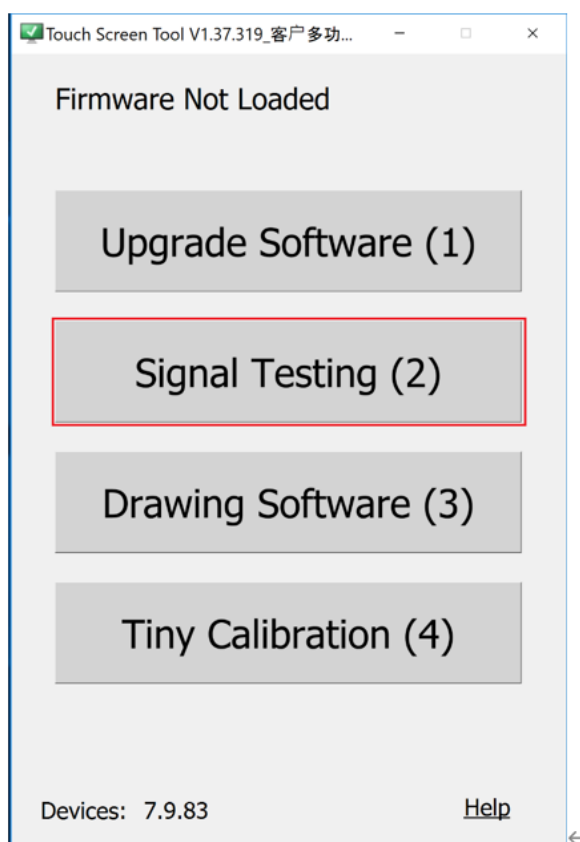
Part K. IR Touch Panel Signal Test

Step 1: Switch to Windows source.

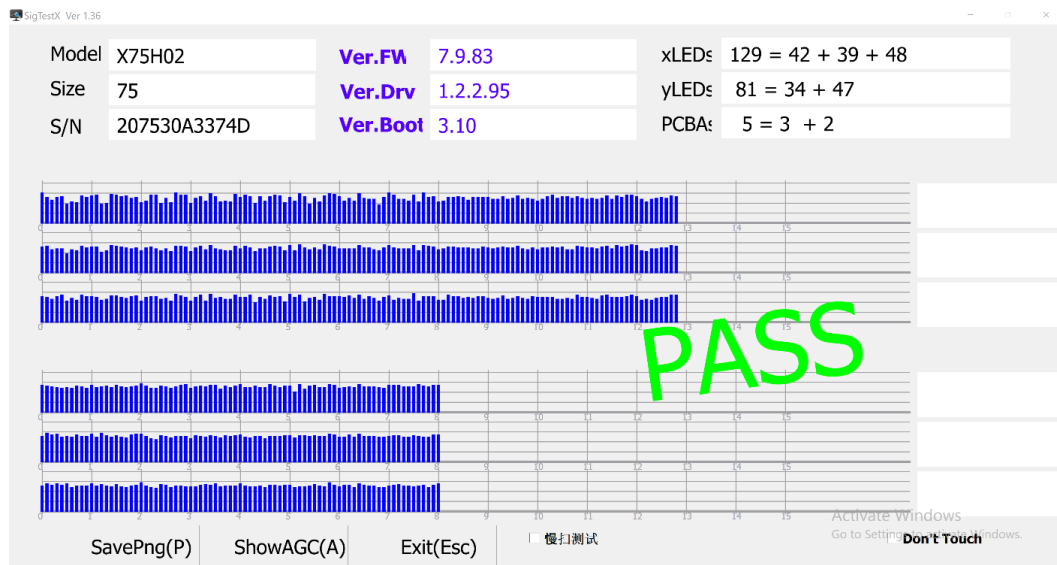
Step 2: Double click “TouchTestTool_1.60.346” to run it.

<https://e.pcloud.link/publink/show?code=XZQ7EnZO7WtUmmndzfKnUVmDXCLjm0huE6X>

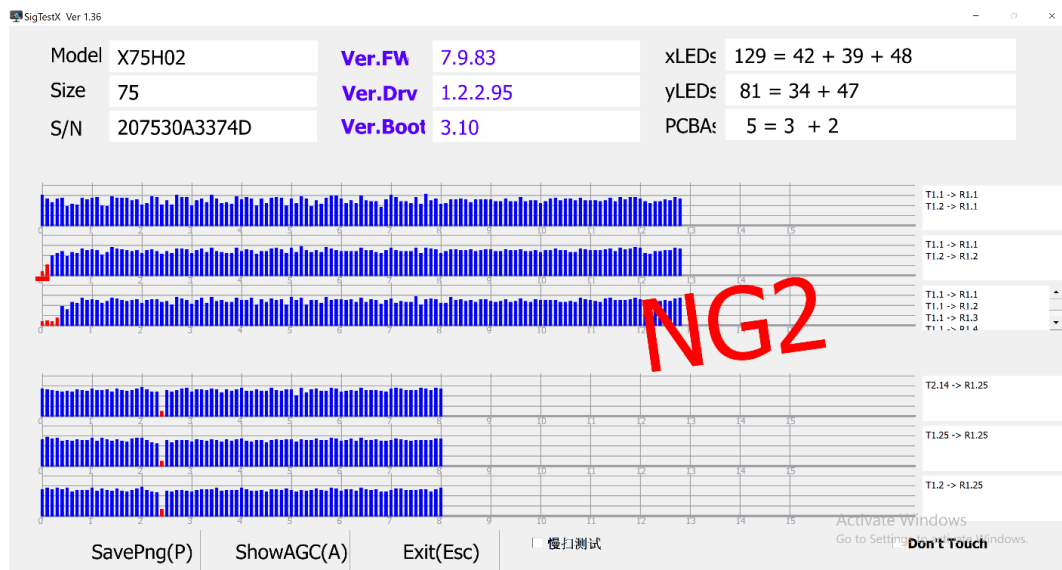
Step 3: Click the second option to start the signal testing.



Step 4: If the test result is shown “PASS”, it means that the IR Touch hardware is good.



If the test result is shown “NG”, it means that the IR Touch hardware is defect.

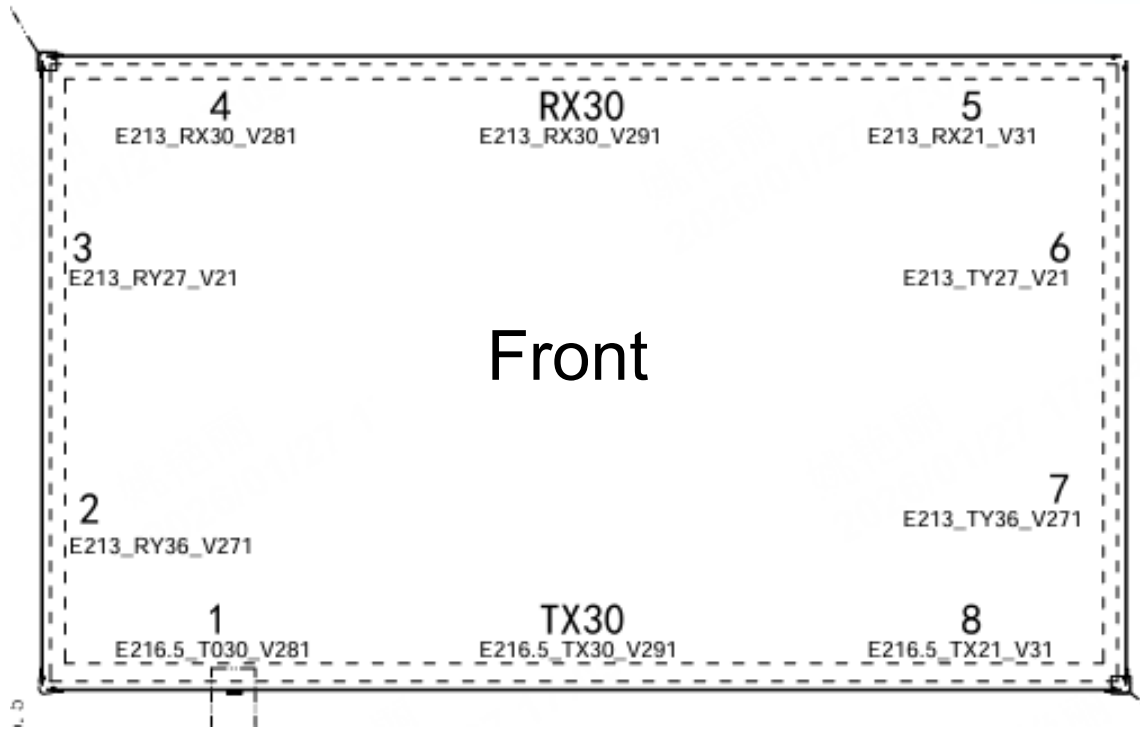


*It may will not affect the writing performance, if yes, don't need to repair it.

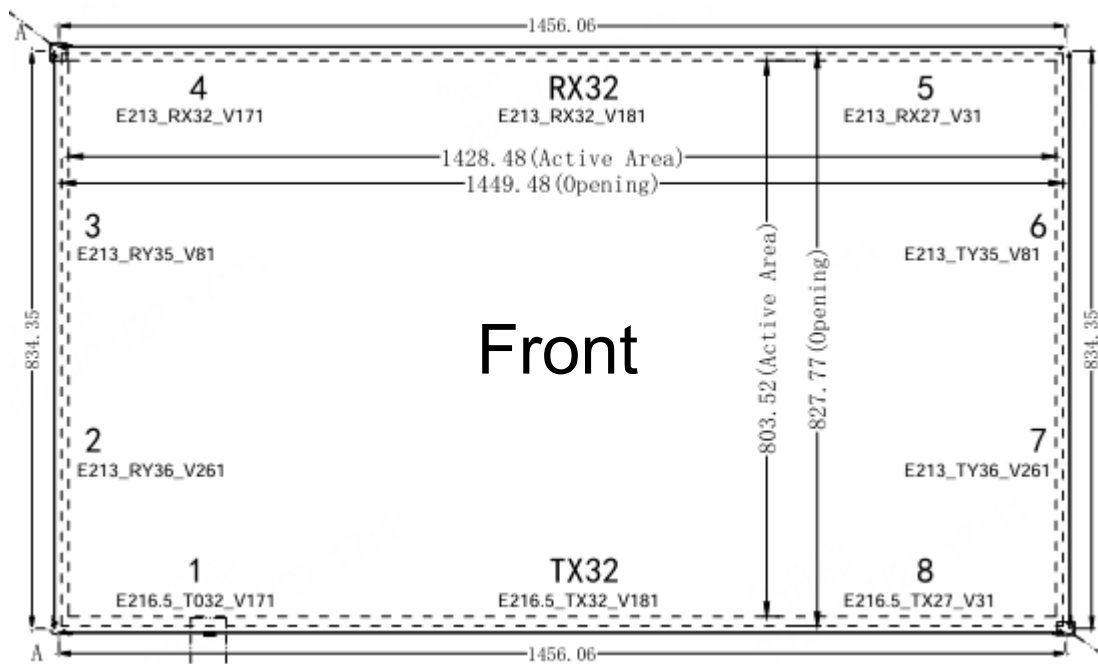
Note: If problem still present, please take picture or screen shoot the testing result to us for analysis.

Part L. Replacement of IR Touch PCBAs

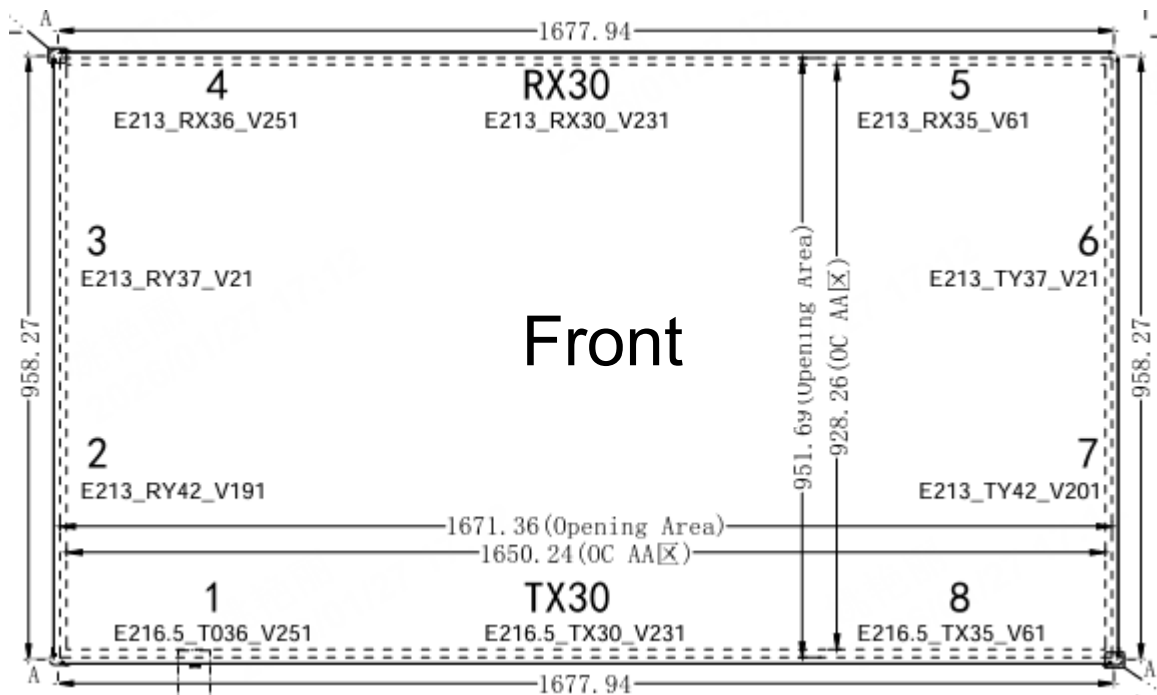
TT-5526QE



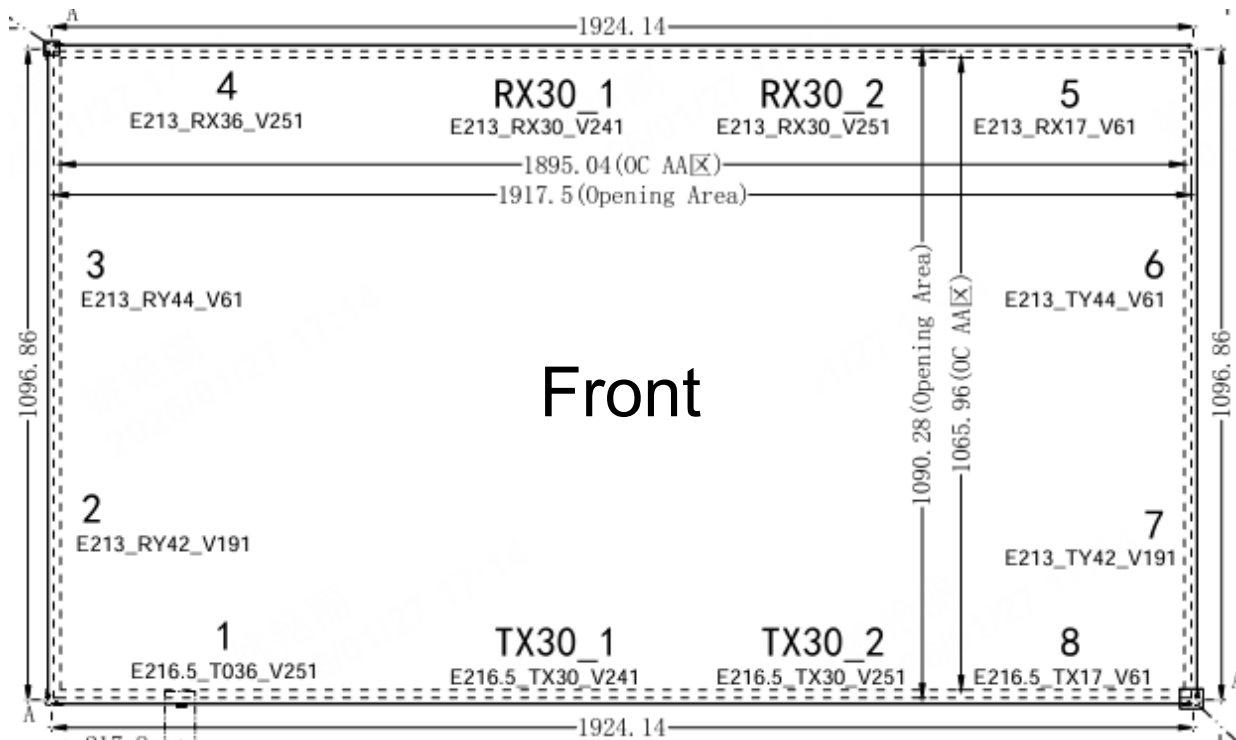
TT-6526QE



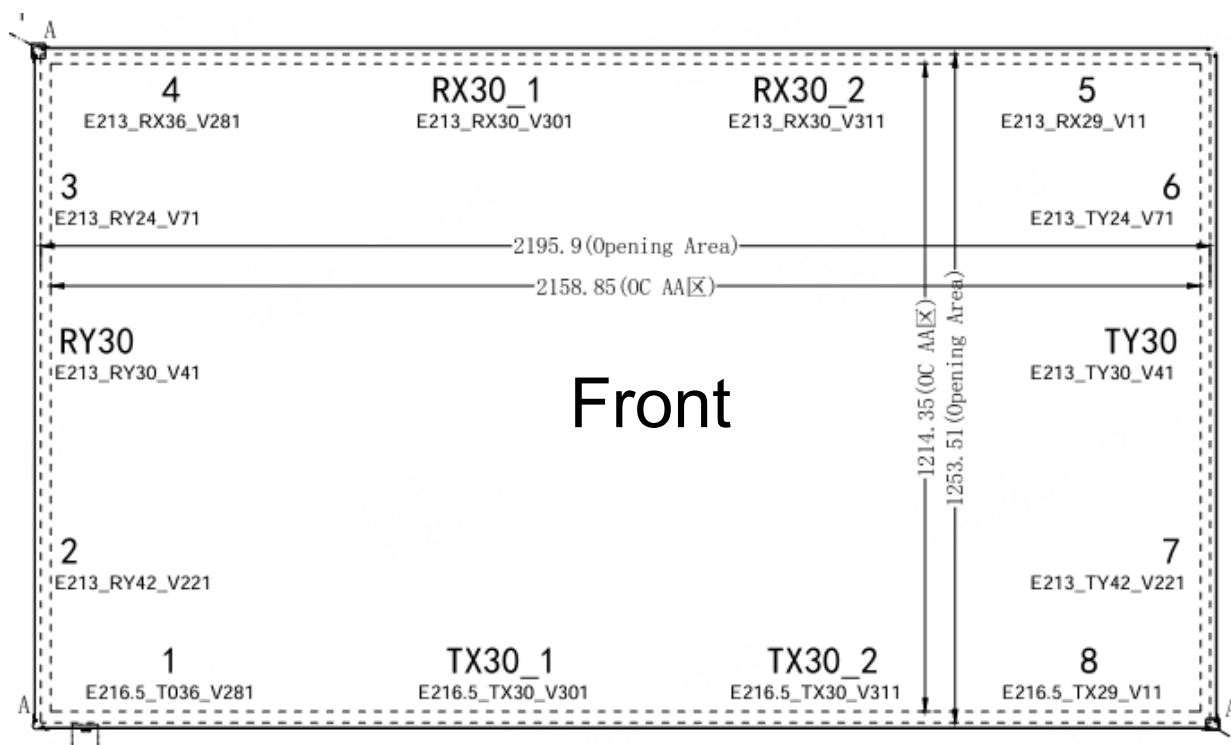
TT-7526QE



TT-8626QE



TT-9826QE



Part M. Firmware Upgrade

Step 1: Prepare a USB drive and formatted it with NTFS, copy the file to the root folder of USB drive,

Step 2: Turn on the screen and connect the USB drive to rear USB port.



Step3: Plug the USB drive to rear Android USB port. Long press the power button. Automatically power on after upgrade is completed.



Part N. Trouble shooting

Below are some true RMA cases from similar model for reference.

	Defect symptom	Repair procedure	Defect component
1	No image	Replace mainboard, no success. Replace power board, problem solved	Power board
2	No image	Replace main board, power board, T-CON board, front I/O board but still no success. Replace OC, problem solved.	OC module
3	No image, backlight OK	Replace T-CON board	T-CON board
4	No image, no backlight, Stuck on loading	Replace mainboard	Mainboard
5	No image	Replace mainboard	Mainboard
6	No touch	Replace IR PCBA set	IR PCBA Set
7	No touch	Replace mainboard	Mainboard
8	No touch	FW upgrade	Firmware
9	No proper touch	Reconnect IR PCBA set	Poor contact of IR PCBA set
10	Sluggish touch response	Reconnect IR PCBA set	Poor contact of IR PCBA set
11	Dead areas interactivity	Replace IR PCBA Set	IR PCBA SET
12	No touch externally, android OK	Replace mainboard	Mainboard
13	No touch on all sources	Replace mainboard	Mainboard
14	No touch on all sources	Reconnect IR PCBA set	IR PCBA SET
15	Vertical/Horizontal stripe/line in the image	Replace OC module	OC module
16	Vertical stripes in the image	Reconnect T-CON board to OC module.	Poor contact of cable connection
17	Vertical stripes in the image	Clean LVDS FFC and reconnect LVDS cable between T-CON board to OC module	Cable
18	Scrambled image	Replace T-CON board	T-CON board
19	Vertical dotted lines of pixels	Replace T-CON board	T-CON board
20	Picture colors abnormal / pixelated	Replace T-CON board	T-CON board
21	Bleached image, contrast functions not responding	Firmware flashed	Firmware
22	Picture lines	Replace T-CON board	T-CON board
23	Picture breakup	Replace T-CON board	T-CON board

24	Thick vertical lines on image	Replace T-CON board	T-CON board
25	No signal on OPS input	Replace OPS docking board, no success. Replace mainboard, problem solved.	Mainboard
26	Stuck on splash screen	Reload firmware	Firmware
27	Rear HDMI and OPS "no signal"	Replace mainboard (if upgrade FW not successfully)	Mainboard
28	Won't turn off/won't turn on	FW reloaded	Firmware
29	No turn on.	Replace mainboard	Mainboard
30	Stuck on splash screen, will not take flash	Replace mainboard	Mainboard
31	Speakers popping	Replace speakers	Speaker
32	No sound	Replace speakers	Speaker
33	No sound	Replace audio board	Audio board
34	No turn on	Replace power board	Power board
35	No Power	Replace power board	Power board

Thank you for reading!

For more info, please contact the manufacturer or authorized agent.