

Troubleshooting: GUI PCB-Motherboard Connection Problem

SOURCE:

<https://support.zortrax.com/troubleshooting-gui-pcb-motherboard-communication-problem/>

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Android PCB-Motherboard Communication Problem



The picture shows a firmware message that indicates an Android PCB-motherboard communication problem. Once you receive this notification, follow the steps from this manual.

If the screen displays grey/white/black background, make sure the problem is not caused by the USB drive. Remove the drive and restart the printer. If this solution does not help, move on to the next step of this manual.



Checking Motherboard Connections

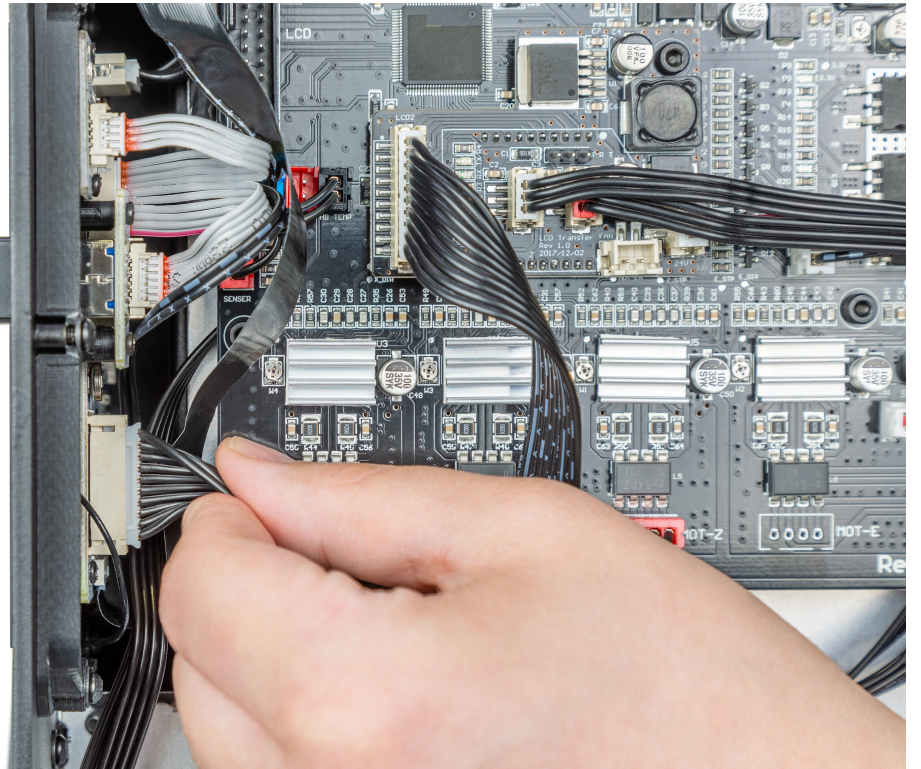
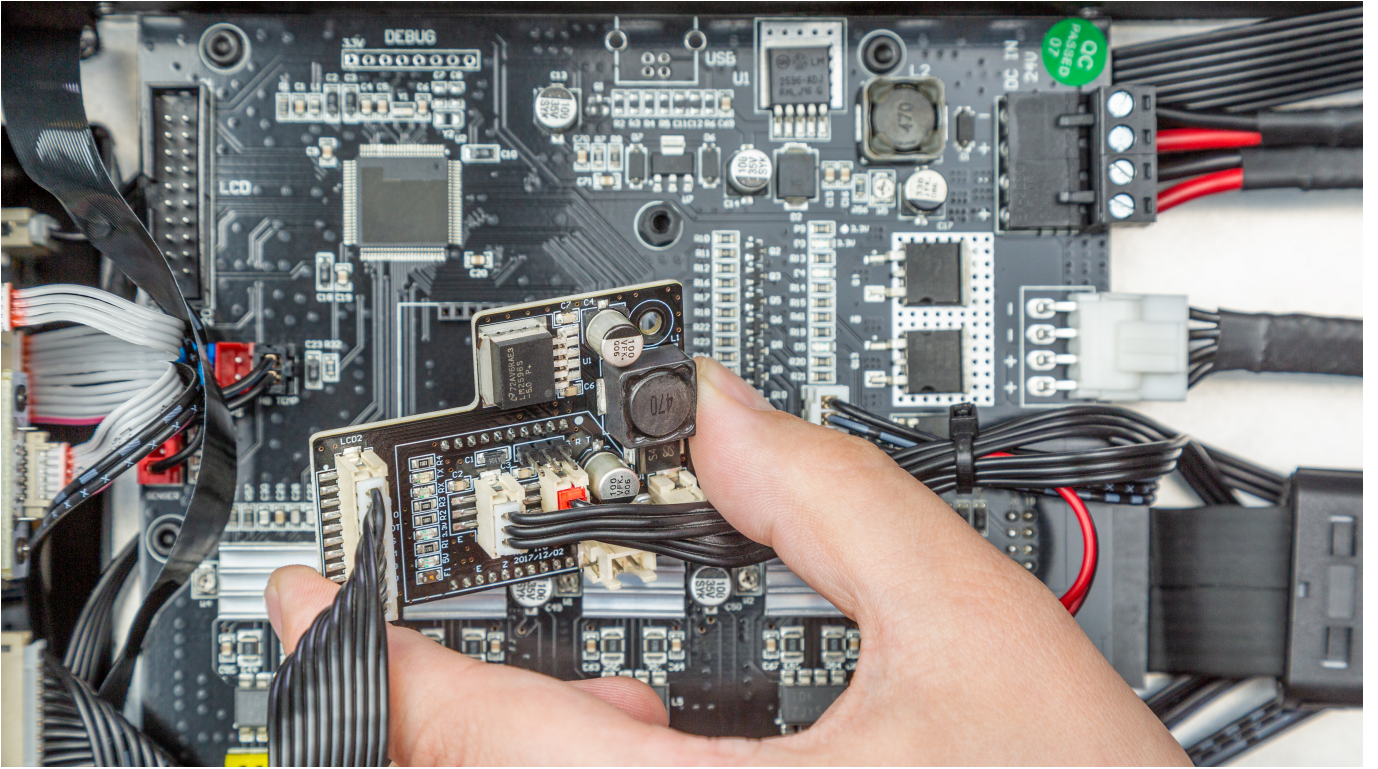


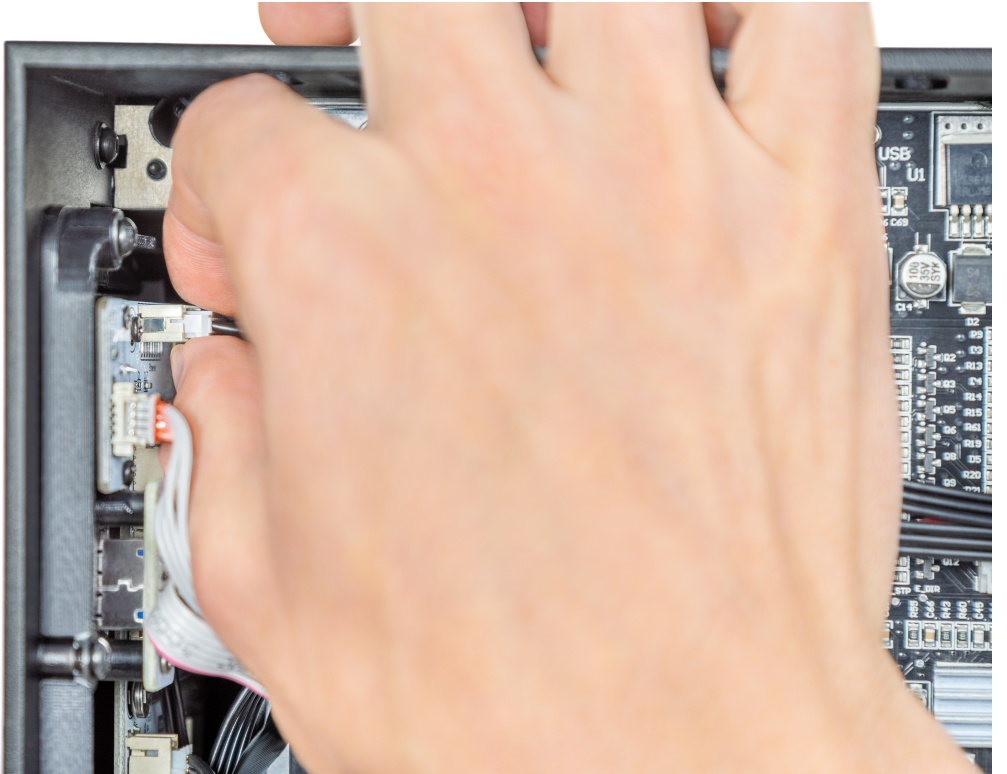
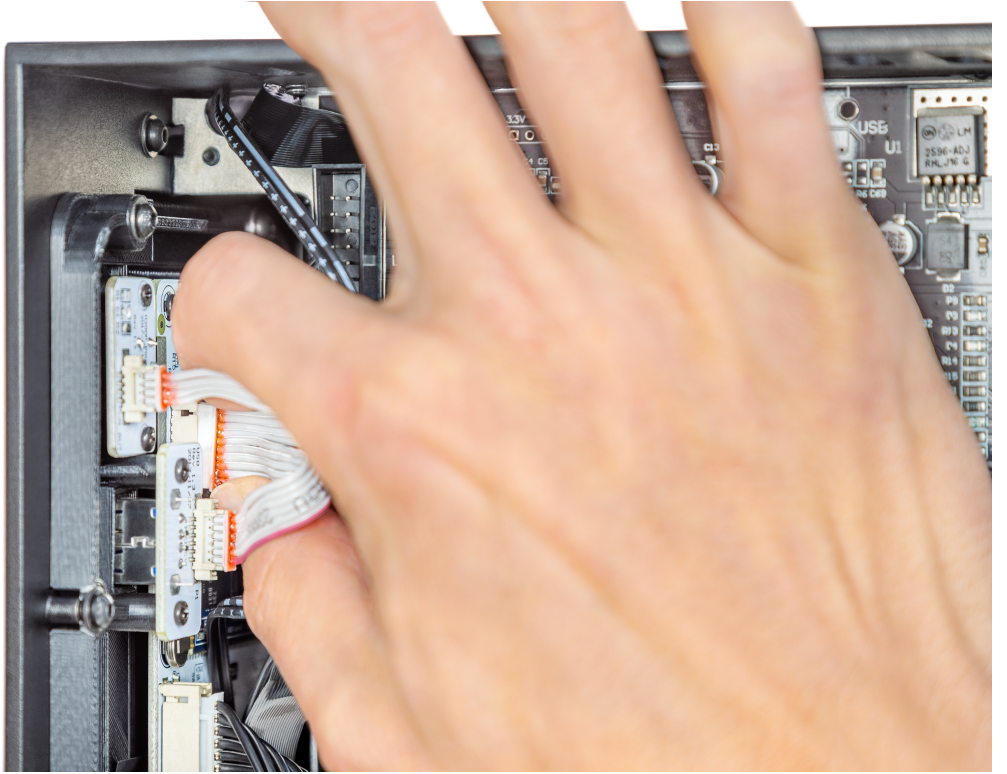
Turn the printer off. Grab the printer's housing and change the printer's position so that you can easily access the bottom plate. Unscrew the four screws that secure the bottom plate.

Next, check the following connections on the motherboard:

- all cables that are connected to the LCD through (picture no. 1),
- Android cable to the Android PCB (picture no. 2),
- all cables on the Android PCB (picture no. 3 and 4).

It's best to unplug and plug these connectors in again. Next, plug the power cable in and turn the printer on. If this solution does not help, move on to the next step of this manual.





Signal Adapter Removal

If your printer is equipped with a signal adapter:

Unplug the three cables from the signal adapter and unscrew the two screws that secure it. Remove the adapter from the motherboard and plug in the cable shown in the picture no. 7. Turn the printer on.

If this solution does not help with the problem, contact Customer Support through the support form available at: support.zortrax.com/support-form.

