

Support Handbook

Repair procedure of NEO serie devices



Spare part: **NEOPBV02P01**

1 SECURITY INSTRUCTIONS

1. Please read these safety instructions carefully.
2. Save this user's manual for future use.
3. Unplug the device from the power adapter (AC) before cleaning it.
4. Do not use liquid or spray detergent to clean the device.
5. Use a cloth for cleaning.
6. Do not expose this device to moisture.
7. Install the device on a safe surface, otherwise the device may fail and be
8. The openings in the housing are for air circulation, do not allow overheating. DO NOT OBSTRUCT OPENINGS SOCKETS.
9. Place the power cord where people do not step on it or trip on it. Do not place objects on the power cord.
10. Always follow all warnings and instructions that the device can give you.
11. If the device is not used for several days, disconnect the power supply to avoid overloading. Never pour liquid into the openings of the device, it may cause a fire or electric shock.
12. Never open the device. For safety reasons, the device should only be opened by qualified personnel.
13. Pay attention to the connection polarity when the device is powered by a DC power source. A polarity of reverse connection, can cause damage to the device or the power supply.
14. Allow qualified personnel to check the device, if any of these situations occur:
 - a) The power cord or power outlet is damaged.
 - b) Liquid has entered the device.
 - c) The device has been exposed to humidity.
 - d) The device doesn't work fine or doesn't work according to the instruction manual.
 - e) The device has fallen down or is damaged.
 - f) If the device has obvious signs of damage.
15. Disconnect the audio inputs and outputs when making connections. Be sure to use the proper cables to make the connections.

2 REPLACEMENT BOARD

2.1 Picture.

Find below an image of board NEOPBV02P01.

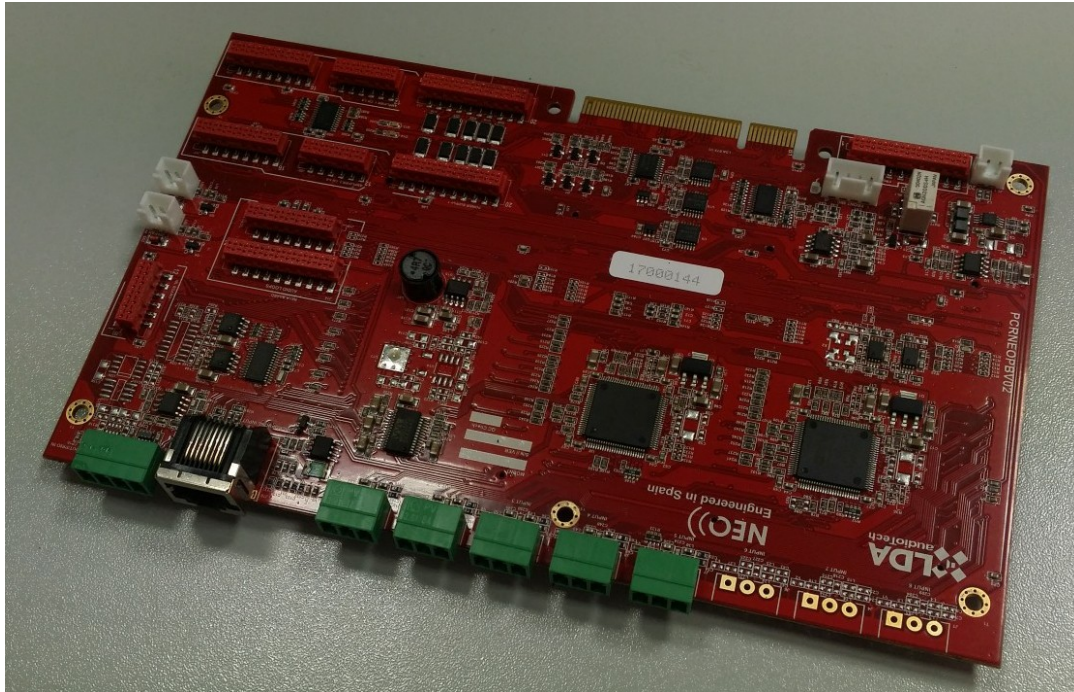


Illustration 1: NEOPBV02P01

2.2 Description.

NEO motherboard, with line level input and ACSI bus connection. Connections for input and output card modules as well as line sensibilities.

3 FAULT DETECTION (INSPECTION POINTS)

The device has errors in inputs/outputs and/or level sensibility. Breakage due to bad connection/dishcharge in some input.

Warnings:

- Check if power supply board works correctly.

4 REPAIR PROCEDURE

1º Open the cover of the NEO device, removing the screws shown below and sliding the cover toward the back of the device.

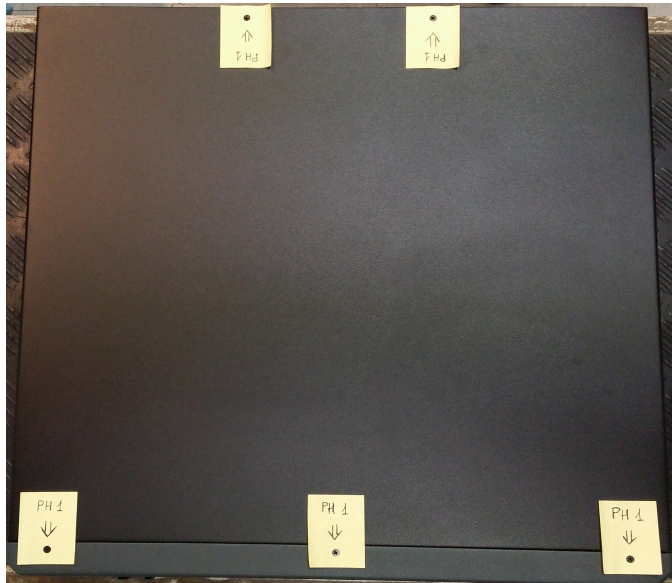


Illustration 2: Locating screws in the NEO cover

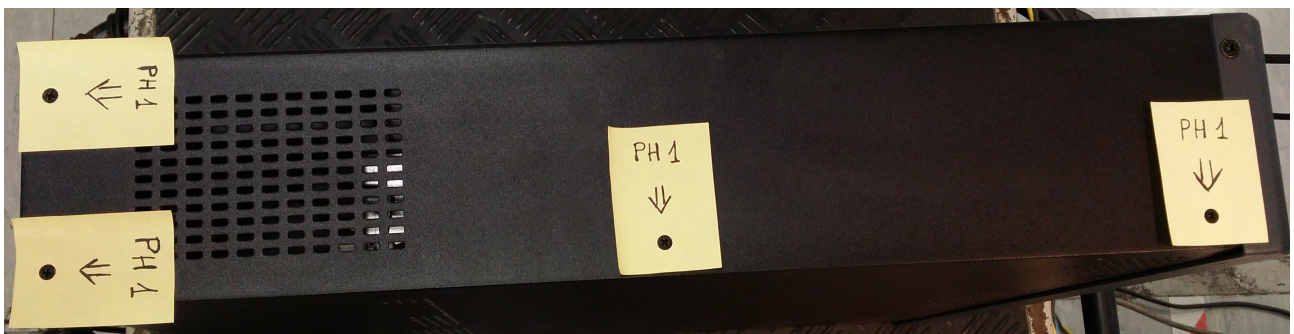


Illustration 3: Location screws on the cover, left side

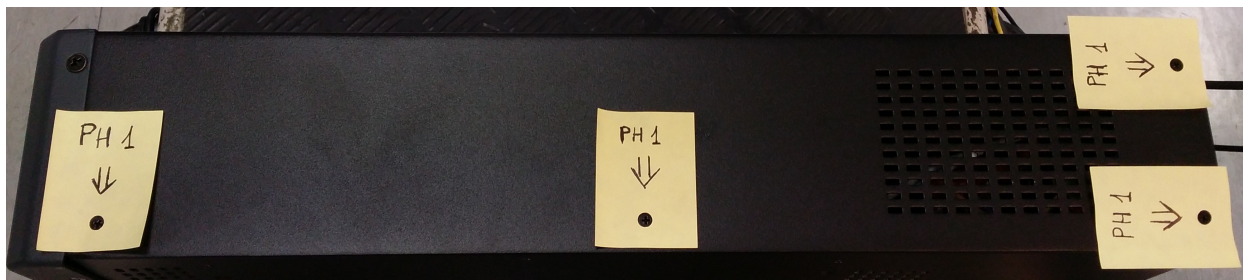


Illustration 4: Location screws in the cover, right side

2º Remove the ETX module from the rear by removing its two fixing screws.

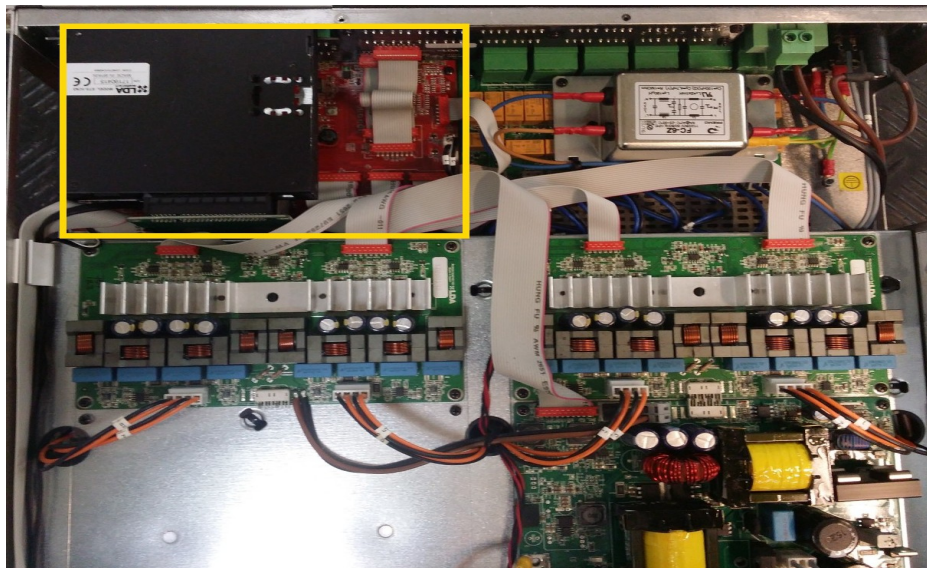


Illustration 5: Location of the Base Plate module on the device

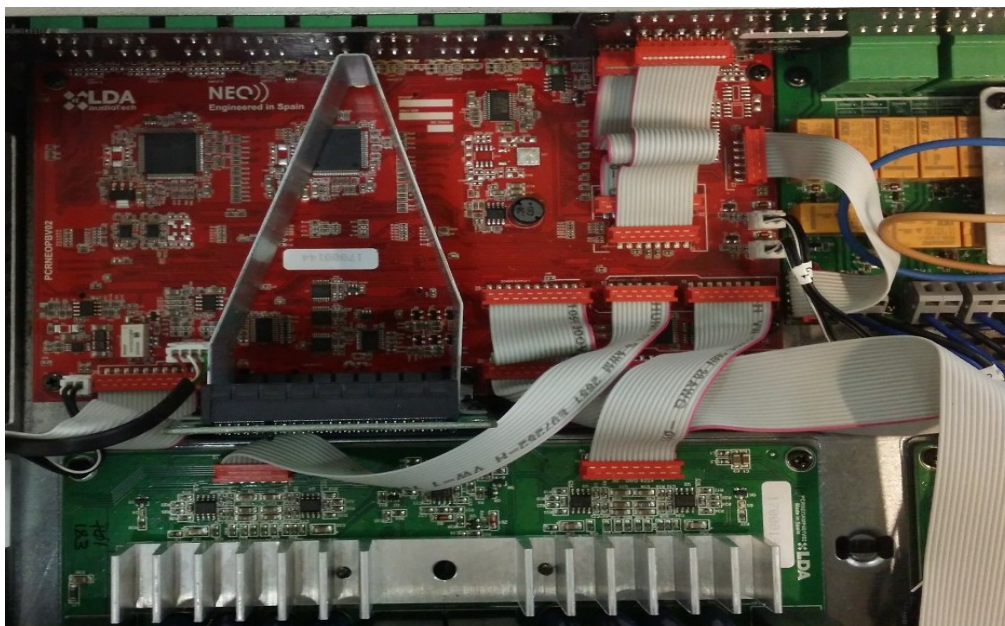


Illustration 6: Location of the Motherboard Plate module in the device, once the ETX module has been removed.

3º Disconnect the connections and remove the indicated screws.

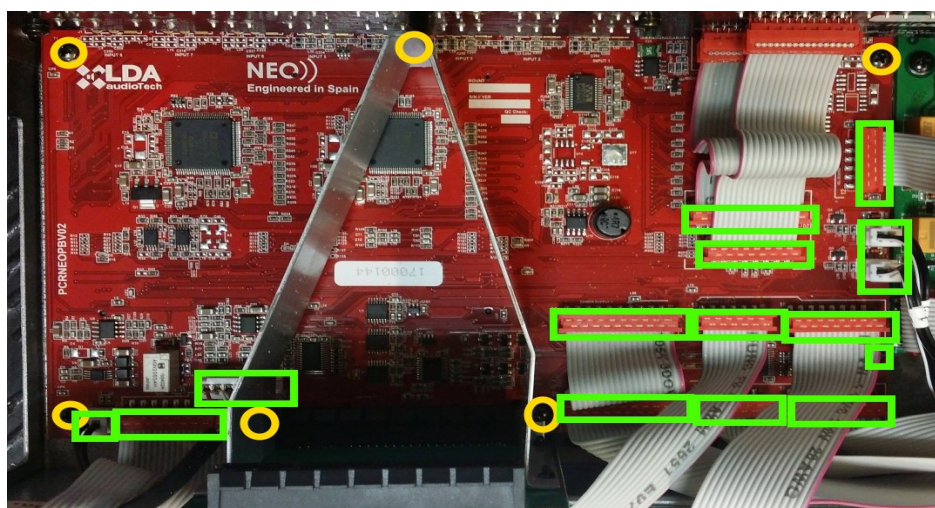


Illustration 7: Location of connections and screws to be extracted

4º Lift the cover from the back-panel connection to ETX module. Extract it.

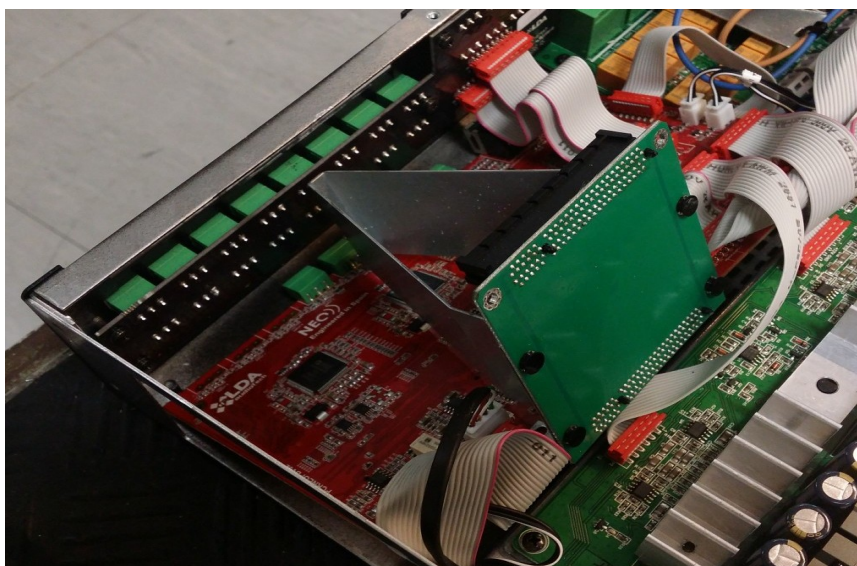


Illustration 8: Removing the back panel

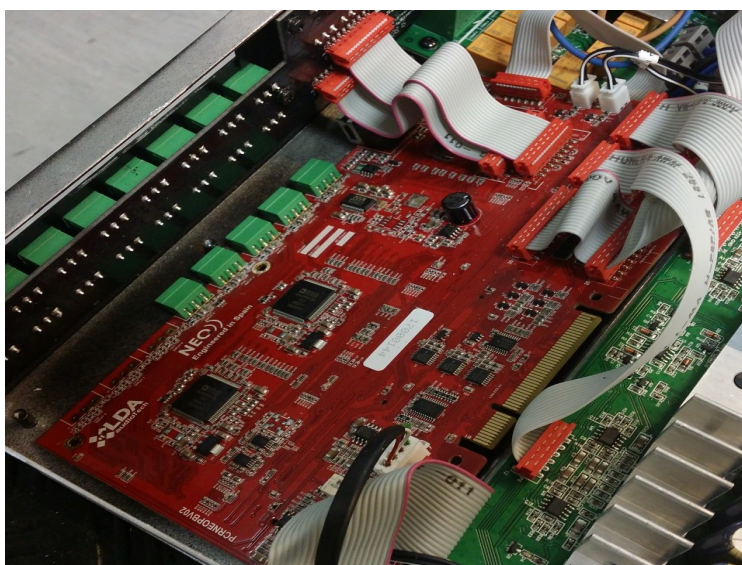


Illustration 9: Back panel already extracted

5° Turn the plate and extract the input – output modules as shown in the illustration, releasing the fixing of the modules.

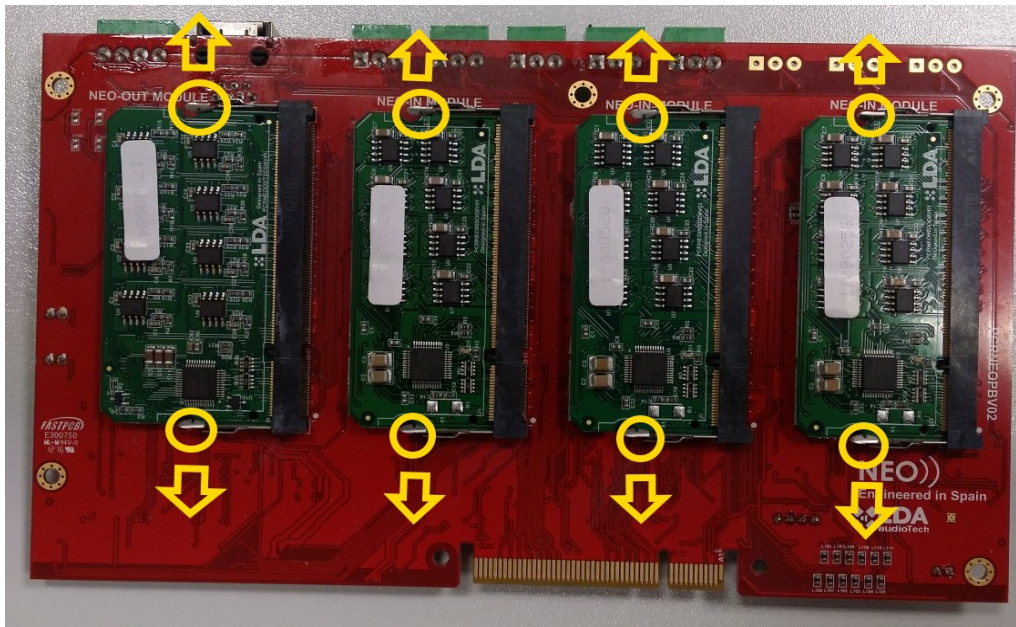


Illustration 10: Detail input / output / sensibility modules

Pay special attention to the order of connection of the modules when replacing them. The first one on the left of the illustration is the NEOOUTSOD8V01P01 module, the other three are the NEOINS0D8V01P01 modules. For assembly, proceed in reverse order.

5 VERIFICATION OF OPERATION

- Check if power LEDs lights work correctly.
- Check if device run normally and check all functions of inputs/outputs and sensibility of channels.

