Troubleshooting Firmware - Update Incomplete

Steps to updating Palette 2 firmware in the event of any errors or connection issues.

Written By: Mosaic Support



INTRODUCTION

In the rare case that your Palette 2 does not power on or something has gone wrong during the use of the Firmware Updater, please follow the steps below. Please ensure that your Palette is plugged into both the power and USB cables when following the instructions unless otherwise noted.

You can find the updater here.

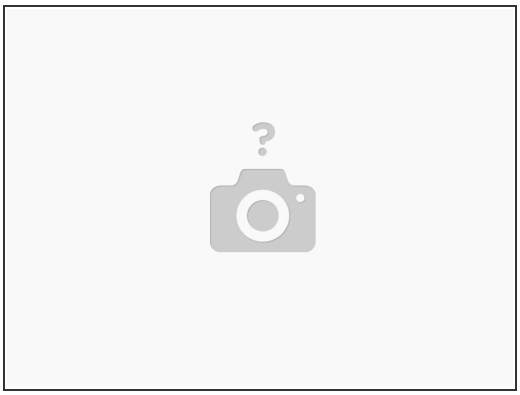
Note: These instructions were updated on May 10, 2019 for the new firmware updater (v1.1.2). Please ensure you are using this version of the firmware updater in order to proceed with installing firmware later than v7.0.6.

TOOLS:

- USB Cable (1)
- Palette 2 Power Supply (1)

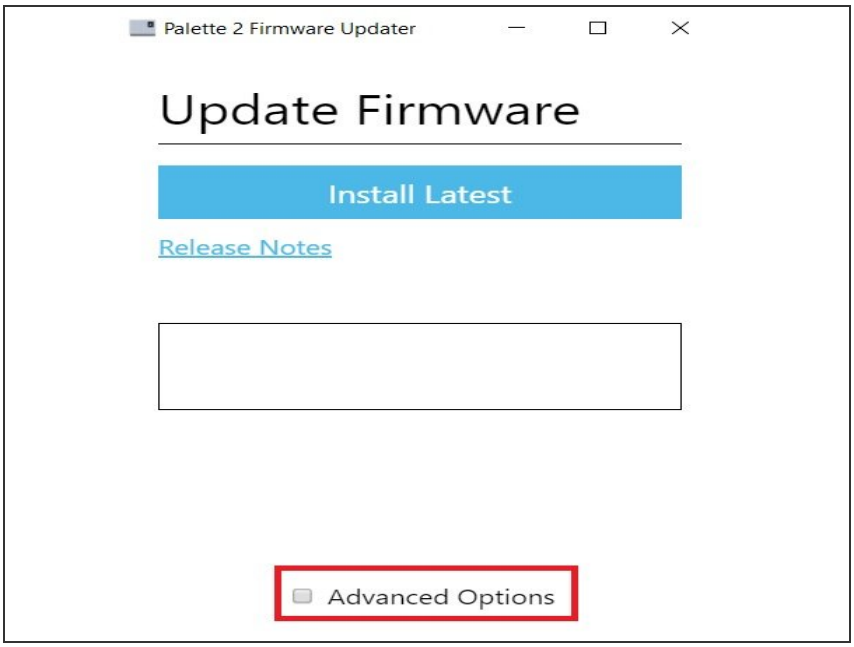
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Step 1 — Powercycle and Restart Firmware Updater



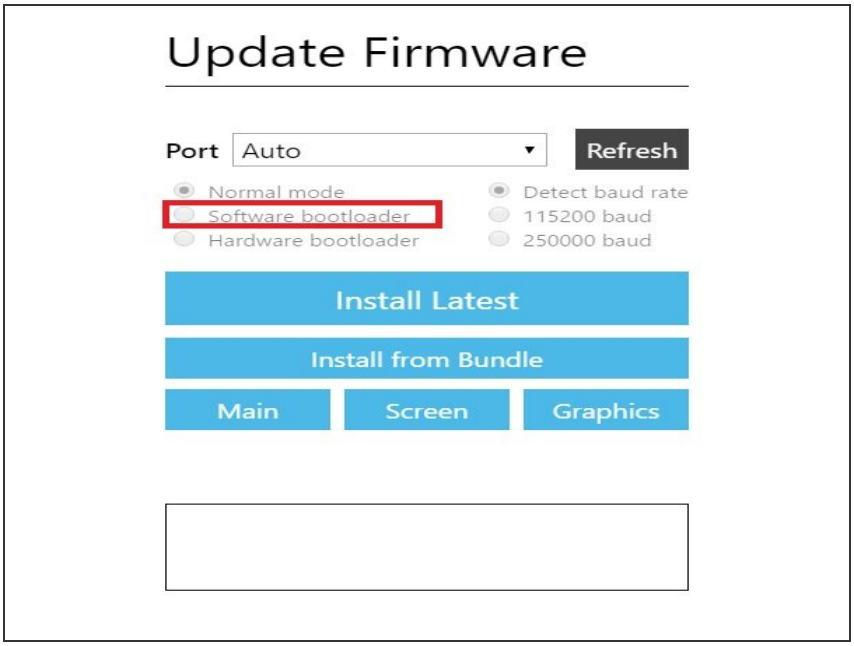
- If you've tried to update Palette's firmware and received an error code, first power off and power on your Palette, restart the Firmware Updater and try the update again by selecting "Install Latest". If the progress bar does not advance after approximately one minute, please try to restart one more time before proceeding with the steps below.

Step 2 — Launch Firmware Updater and Select Advanced Options



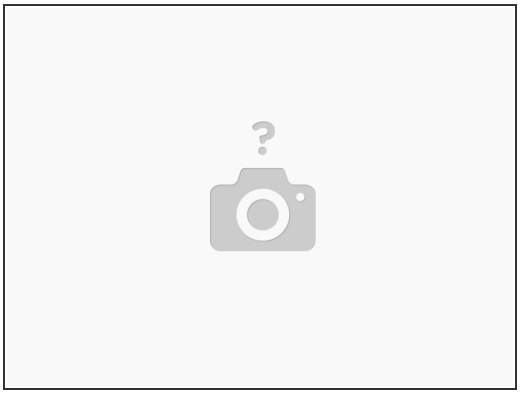
- Open the Firmware Updater. After selecting **Next** on the first screen, check the **Advanced Options** field.

Step 3 — Check for COM Ports



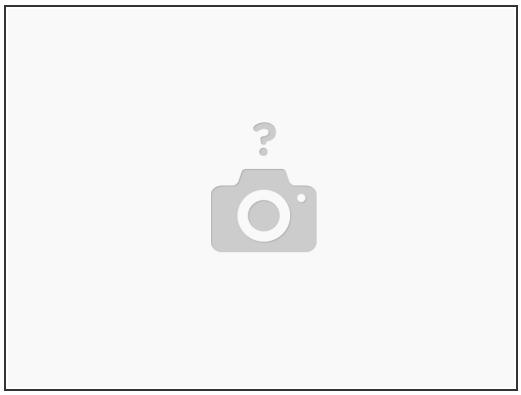
- Before proceeding, ensure that you have removed any USB connections from your computer that will communicate serially (3D printers, devices, etc.). Once this is done, go to the Port dropdown and select "COM..." for Windows and "/Dev/..." for Mac. Please ensure that **'Software bootloader'** is checked.

Step 4 — Install Latest



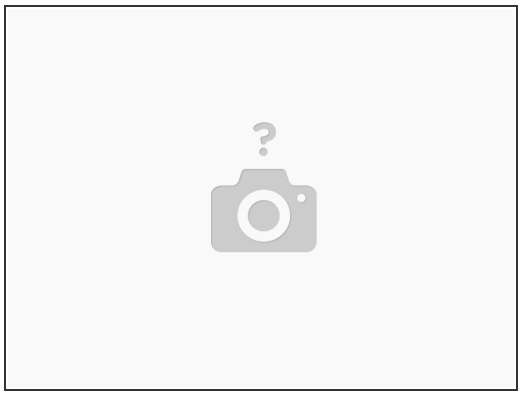
- From here, select **Install Latest**. You should see the progress bar start on the updater. If you're still running into errors or the bar does not load in approximately 1 minute, please proceed to the next step.

Step 5 — Installing Main and Graphic Firmware



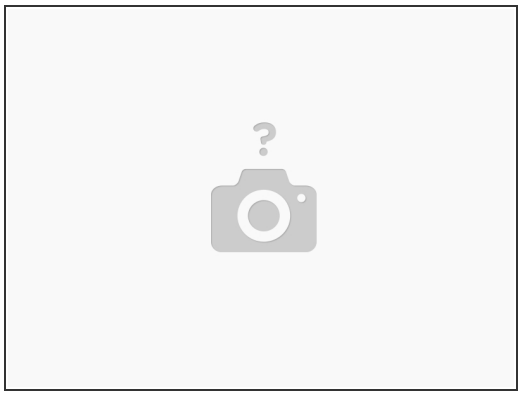
- Please download this Zip file (Firmware version 9.2.9)
- Go to **Advanced Options** page and ensure that the port is selected properly (not **Auto**) and that **'Software bootloader'** is checked. Select **Main** and upload file 'P2EE01.bin from the unzip file.
- Return to **Advanced Options**. Ensure the proper port is selected and that **'Software bootloader'** is checked. Click **Screen** and upload the file 'P2EE02.bin' from the zip file.
- Once this is uploaded, return to **Advanced Options** and select the proper port and that **'Software bootloader'** is checked. Once done, select **Graphics** and upload the file 'ui.min' from the zip file.

Step 6 — Palette's COM port is not found in Updater



- If you're unable to detect Palette when running the firmware updater, please try the following:
- For Windows users, depending on the version of your OS, a driver may be missing. Please download the driver found here, reboot your computer, and try to detect the Palette again.
- For Mac users, we've seen instances where a conflicting FTDI extension causes communication issues. Deleting this extension will allow the firmware to install correctly.
- Other slicers and Arduino sometimes will block the firmware updater from accessing Palette's communication port. To ensure that this doesn't happen, please close other programs that have serial communications.
- The connection to the I/O board may be loose. Please follow the steps here to access the I/O board to check the connections.

Step 7 — Further Troubleshooting



- If you are still experiencing issues such as Palette's screen not powering on, or a "handshake" error, please follow the steps here if you have an S unit and here if you have a non-S unit.

If you have any questions, please contact us at support@mosaicmfg.com.