Screen Firmware Troubleshooting - S model

This article shows you how to jump your Palette 2S (Pro) unit following a screen shortage or a "handshake" error after attempting to update the firmware.

Written By: Mosaic Support



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INTRODUCTION

This article shows you how to jump your Palette 2S (Pro) unit following a screen shortage after attempting to update the firmware. If you have a non-S Palette with the same issue, please see our instructions here.

This article assumes that you have already attempted to update the firmware using the Firmware Updater and your unit's screen does not power on. If you have not done so already, please follow the steps in this support article before proceeding with the step below.

Please note: The steps below are only necessary if the screen is not powering on with the power cable connected and you are not receiving a response from the Firmware Updater.

TOOLS:

- Torx Screwdriver (1)

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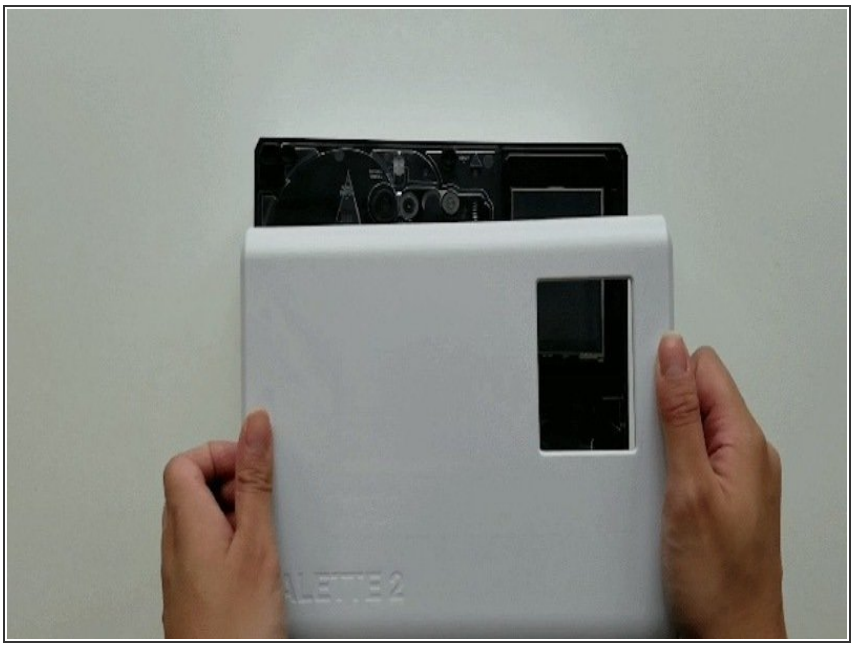
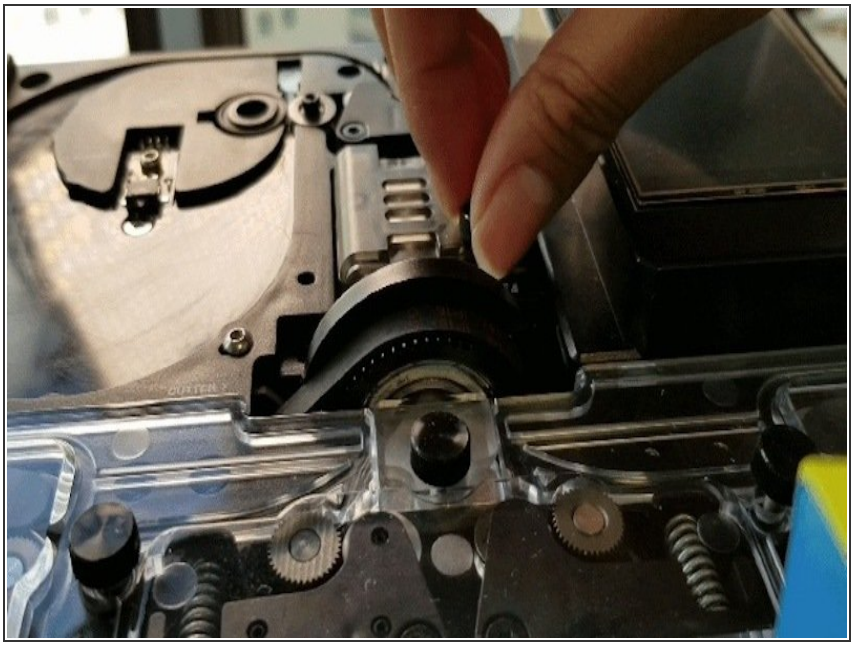
Step 1 — Remove the Top Lid



- Turn Palette 2 off and remove the top lid by gently lifting from the sides.

Step 2 — Remove the Splice Core



- Remove the splice core by unscrewing the thumbscrew and lifting the splice core from the substructure.

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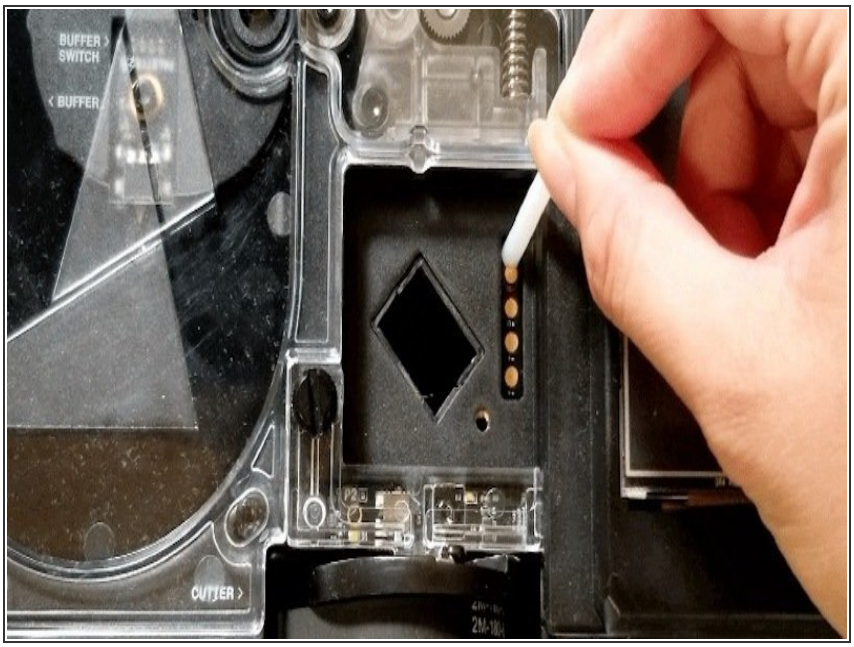
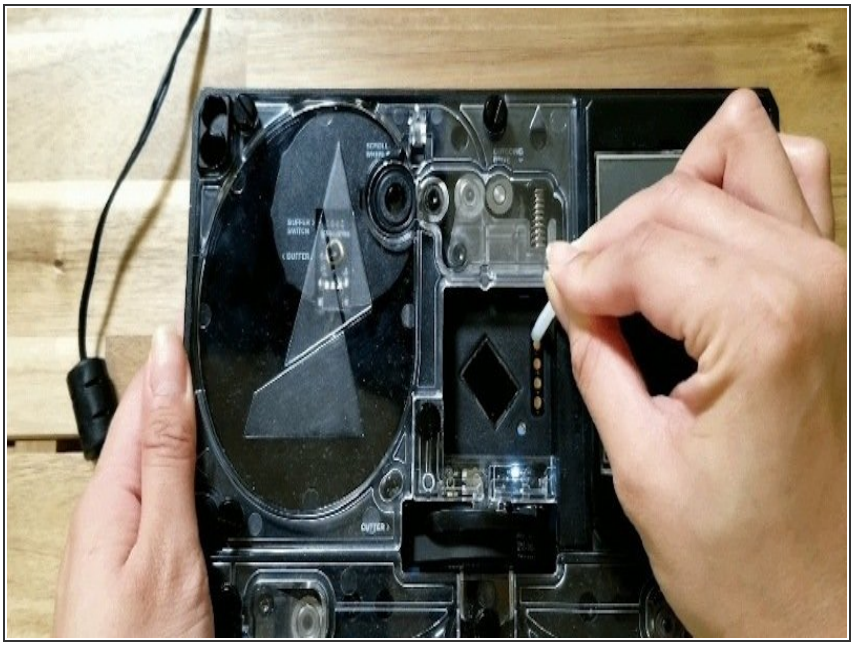
Step 3 — Hold the Reset Button



- Check that the power supply and USB cable from your computer is plugged into Palette. Hold the white reset button down. You may use a thumbscrew or other tool if you prefer.

Step 4 — Turn Palette On



- Hold the reset button, then turn the power switch on. Once Palette is on (you'll see the internal lights turn

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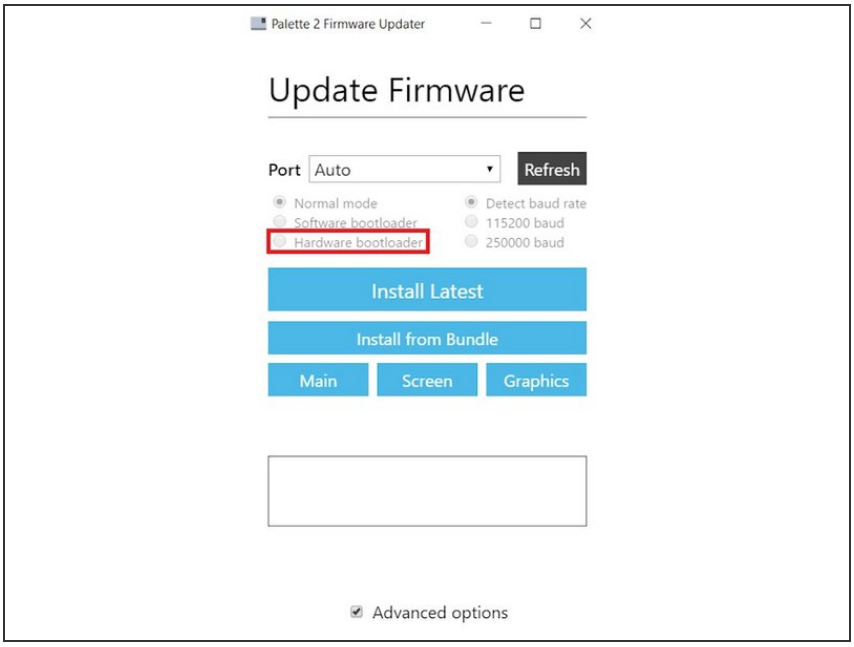
on), release the reset button. The screen itself may remain off and dim.

Step 5 — Open the Updater



- Launch the Firmware Updater program. Click **Advanced Options** and the refresh button. Click the ports list to check if you have a manual port available, if so please select the port (not Auto) and ensure that **Hardware Bootloader** is selected. Click **Screen** and upload the file 'P2EE02.bin' from the zip file (Firmware version 9.2.9)
- The progress bar should now appear. Once the screen firmware has been updated successfully, you will see the screen turn back on.
- Return to **Advanced Options**, and ensure the proper port is selected. Select **Main** and upload file P2EE01.bin from the unzip file.
- Once this is uploaded, return to **Advanced Options** and select the proper port. Once done, select **Graphics** and upload the file ui.min from the zip file.
- You're all updated! Please re-assemble Palette 2S (Pro).

If you have any additional questions, please send us a message at support@mosaicmfg.com.