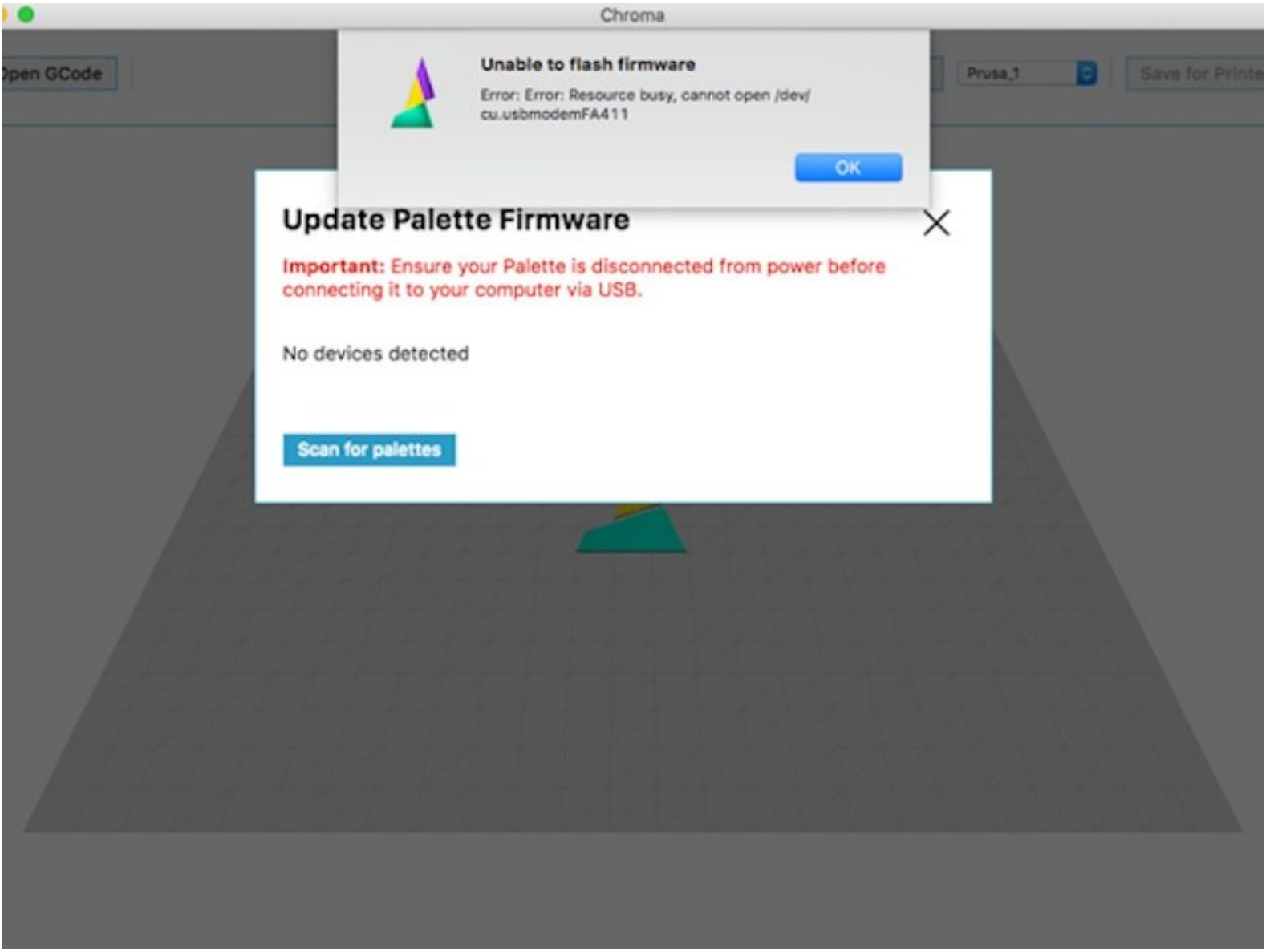
Palette/Palette+ Not Being Detected

This issue happens when you plug your Palette into your computer via USB in order to update the firmware.

Written By: Mosaic Support

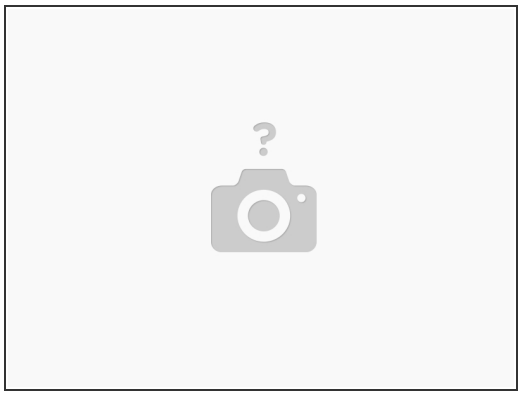


INTRODUCTION

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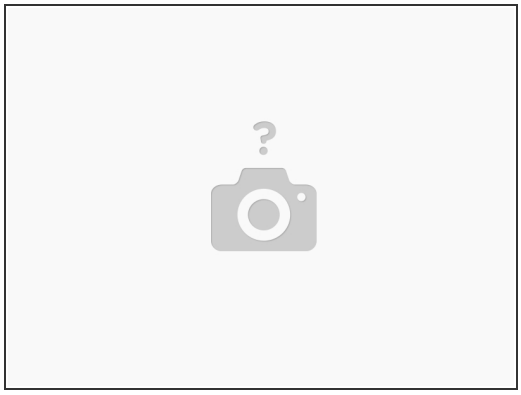
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Step 1 — Download a Required Driver



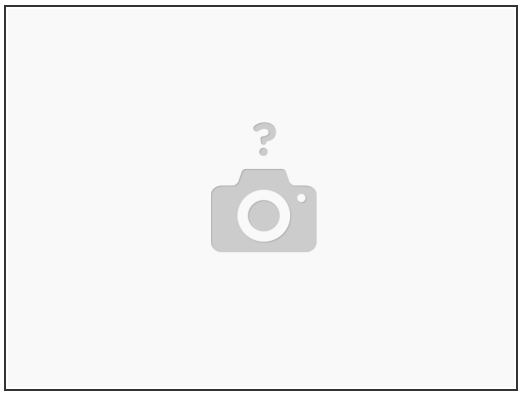
- Your OS may be missing the proper Arduino drivers. If this is the case, you can download the required drivers here.

Step 2 — Re-install Chroma



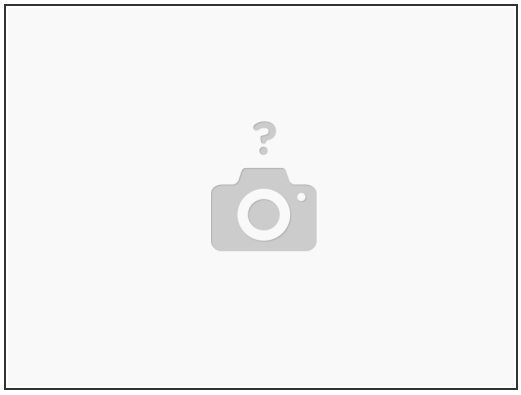
- Try re-installing Chroma and updating the accompanying firmware (*Tools > Update Palette Firmware*). Make sure that your Palette shows up in your Device Manager and then try uploading again (It will show up as COM5).

Step 3 — Disconnect All Other Devices



- Check if there are any other devices (specifically any other Arduino's) connected to your computer. If there was, please unplug everything except for your and try uploading again.

Step 4 — Try Another USB Port



- Try with another USB port, and if at all possible, try another desktop or laptop. This issue can be due to an older version of your OS (we find that this issue arises with Windows 7 and older).

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