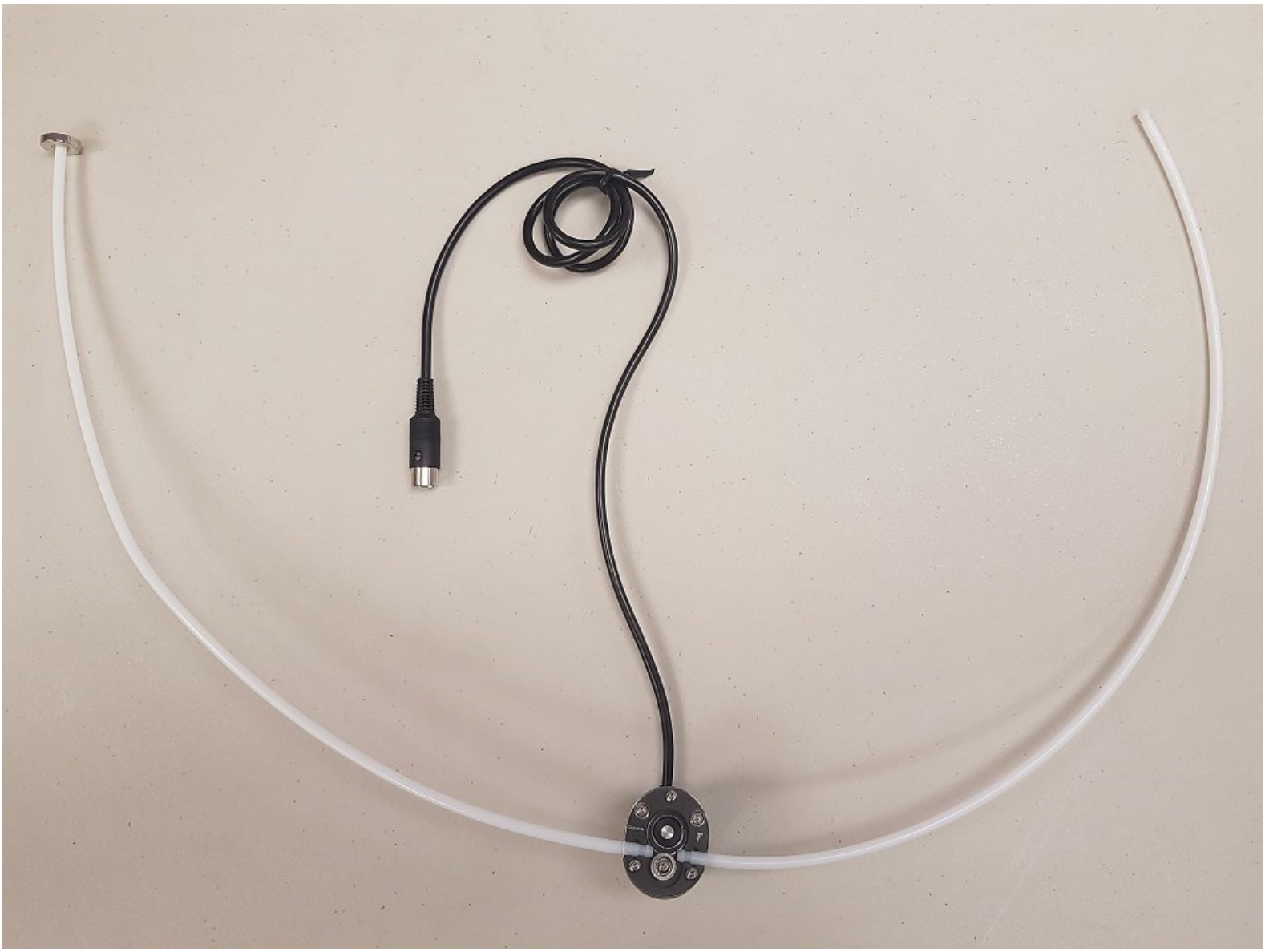
Scroll Wheel not Registering

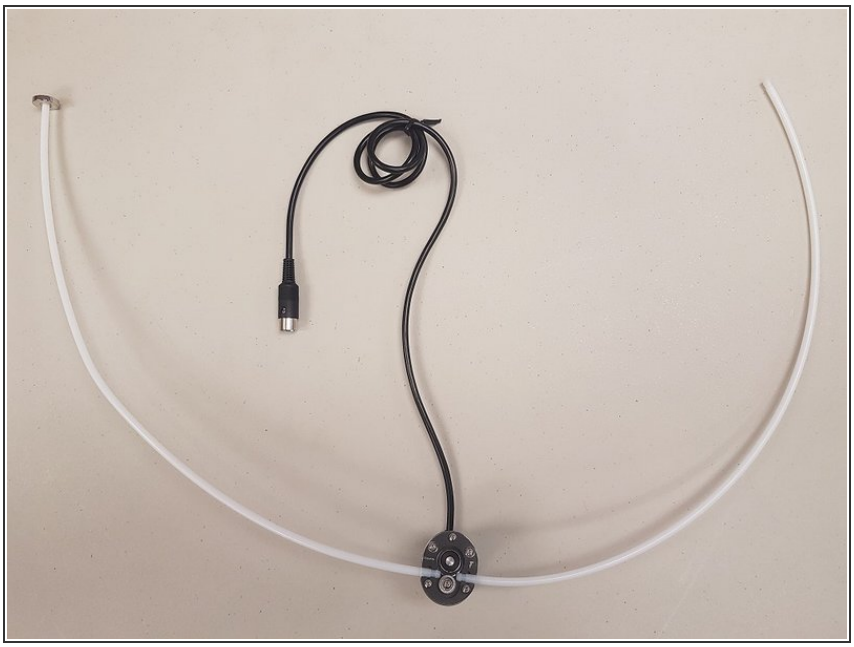
Guide if your scroll wheel is not responsive.

Written By: Mosaic Support



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Step 1 — Scroll Wheel not Registering



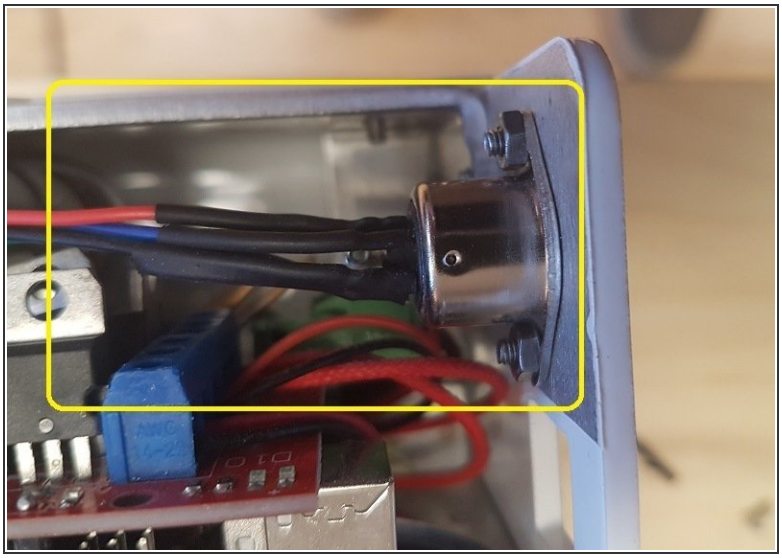
- This issue happens when your Scroll Wheel is not properly sending information to your Palette, which will cause your Palette to stop producing filament. This usually occurs during Step 3 of calibration, where is Palette/Palette+ creating enough filament to pass through the Scroll Wheel and extruder.
- There are 3 options to help solve this issue.

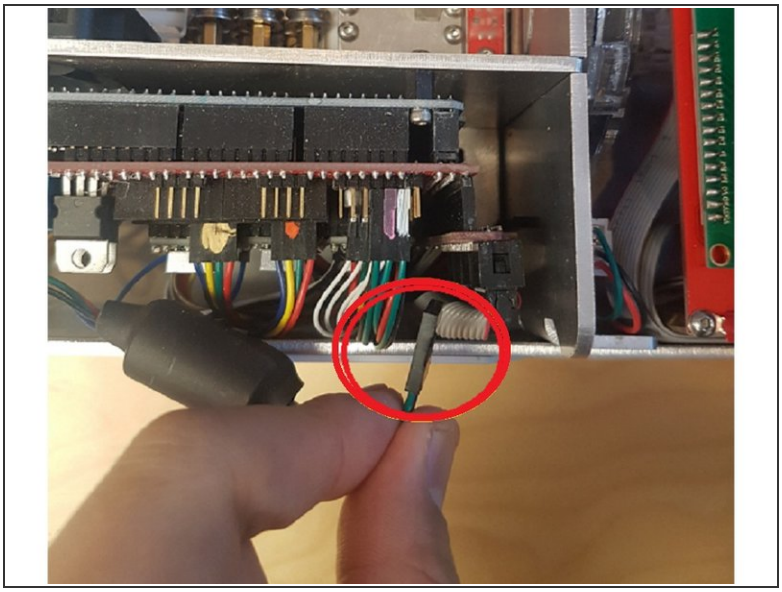
Step 2 — Option 1



- Open Chroma.
- Flash your firmware and ensure that it is up to date. This can be found under *Tools > Update Palette Firmware*.
- Try to proceed through the calibration steps again.

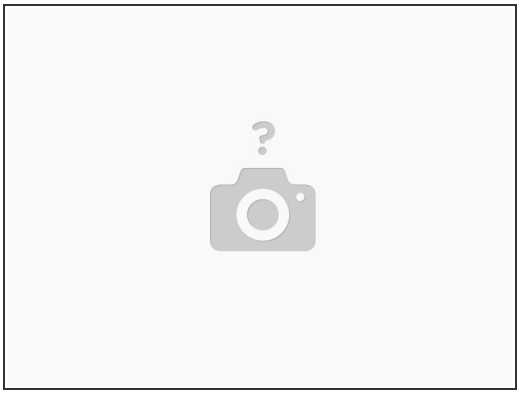
Step 3 — Option 2





- Unplug your Palette and remove the top lid.
- Remove and re-attach the tether to the electronics board.

Step 4 — Option 3



- On Palette's menu, go to *System Info* and look at the *Encoder* value.
- You should see it read 0 when your scroll wheel is at rest. Manually rotate the Scroll Wheel shaft, which should increase and decrease the value on your Palette's screen.
- If the number does not change, please contact us at support@mosaicmanufacturing.com

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

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