

Trouble Shooting

You may encounter problems or confusion when using this kit. We welcome you to contact us for help. You can also try to solve the problem yourself. There are some common problems and solutions in this document.

Get Support

We welcome you to contact us directly.
Please send us an email. We will reply to you within one working day.

support@freenove.com

Frequently Asked Problems

Here are some common problems and their solutions.
If following solutions cannot solve the problem you encounter, please feel free to contact our support.

UNO board cannot be recognized by computer or Arduino IDE

Reinstall the latest version of Arduino IDE. During installation, agree to install the driver.
If it is still unrecognized, try to reconnect it to computer. Or try another USB cable if you have.
If it still does not work, please contact our support.

Can't upload sketch

Check if the correct board and port are selected.
If it still does not work, please copy the complete error message and send it to our support.

Project doesn't work

Check wiring, chip direction, and try changing wires.
If it still does not work, please take some pictures and send them to our support.

Other problems

Please contact our support with detailed description of the problem.
Pictures and a short video can help us solve problems faster.