

# Troubleshooting downloads with WebUSB

Having issues pairing your micro:bit with **WebUSB**

(/device/usb/webusb) ? Let's try to figure out why!

## Step 1: Check your cable

Make sure that your micro:bit is connected to your computer with a micro USB cable. You should see a **MICROBIT** drive appear in Windows Explorer when it's connected.



If you can see the **MICROBIT** drive go to step 2.

If you can't see the drive:

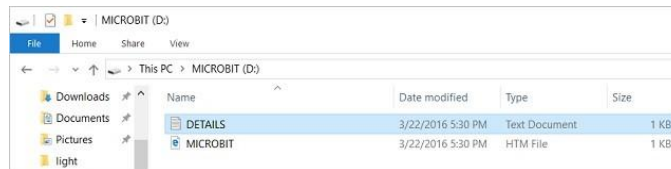
- Make sure that the USB cable is working. >Does the cable work on another computer? If not, find a different cable to use. Some cables may only provide a power connection and don't actually transfer data.
- Try another USB port on your computer.

Is the cable good but you still can't see the **MICROBIT** drive? Hmm, you might have a problem with your micro:bit. Try the additional steps described in the **fault finding** (<https://support.microbit.org/support/solutions/articles/19000024000-fault-finding-with-a-micro-bit>) page at microbit.org. If this doesn't help, you can create a **support ticket** (<https://support.microbit.org/support/tickets/new>) to notify the Micro:bit Foundation of the problem. **Skip the rest of these steps.**

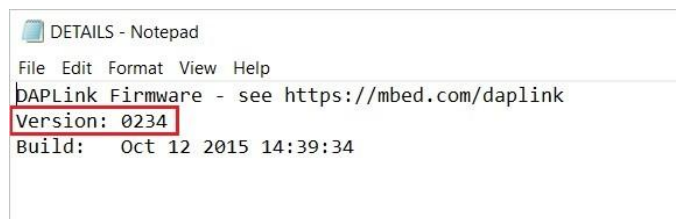
## Step 2: Check your firmware version

It's possible that the firmware version on the micro:bit needs an update. Let's check:

1. Go to the **MICROBIT** drive.
2. Open the **DETAILS.TXT** file.



3. Look for a line in the file that says the version number. It should say **Version: ...**



If the version is **0234**, **0241**, **0243** you **NEED** to update the **firmware** (/device/firmware) on your micro:bit. Go to **Step 3** and follow the upgrade instructions.

If the version is **0249**, **0250** or higher, **you have the right firmware** go to step **4**.

## Step 3: Upgrade the firmware

1. Put your micro:bit into **MAINTENANCE Mode**. To do this, unplug the USB cable from the micro:bit and then re-connect the USB cable while you hold down the reset button. Once you insert the cable, you can release the reset button. You should now see a **MAINTENANCE** drive instead of the **MICROBIT** drive like before. Also, a yellow LED light will stay on next to the reset button.



2. **Download the firmware .hex file**

(<https://microbit.org/guide/firmware/>)

3. Drag and drop that file onto the **MAINTENANCE** drive.

4. The yellow LED will flash while the `HEX` file is copying. When the copy finishes, the LED will go off and the micro:bit resets. The **MAINTENANCE** drive now changes back to **MICROBIT**.
5. The upgrade is complete! You can open the **DETAILS.TXT** file to check and see that the firmware version changed to match the version of the `HEX` file you copied.

If you want to know more about connecting the board, MAINTENANCE Mode, and upgrading the firmware, read about it in the **Firmware guide**

(<https://microbit.org/guide/firmware/>) .

## Step 4: Check your browser version

WebUSB is a fairly new feature and may require you to update your browser. Check that your browser version matches one of these:

- Chrome 65+ for Android, Chrome OS, Linux, macOS and Windows 10.

## Step 5: Pair device

Once you've updated the firmware, open the **Chrome Browser**, go to the editor and click on **Pair Device** in the gearwheel menu. See **WebUSB** (</device/usb/webusb>) for pairing instructions.

Enjoy fast downloads!