

Troubleshooting

Here are some solutions to common problems that may help you.

If you don't get the answer you're looking for here, please contact our technical support:

service@keyestudio.com

For a faster and more professional resolution of your issue, please include these information when sending us an email:

1. Your order number.
2. The problems you encounter, try to include detailed descriptions, pictures or videos.
3. What you want to accomplish and what you have tried.

Thank You!

KEYESTUDIO

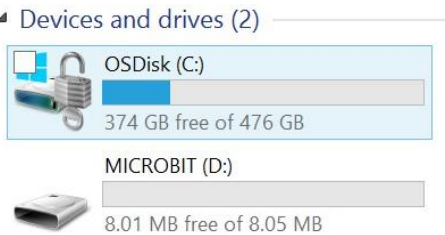

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1.Microbit is not working

1)Test on USB

Plug the micro:bit into your computer with a *USB lead capable of transferring power and data. It should appear as a MICROBIT drive and the yellow system LED on the back should light up.

On computers running Windows , MICROBIT appears as a drive under Devices and drives.	On a Mac it appears as a new drive under Devices.
	

If the yellow LED does not light up, it is likely that either your USB lead has developed a fault, or your computer might have powered down the USB port. This can happen if you short out your micro:bit when running from USB and

plugging in electronic components. Some Mac's (when they power down their USB port) require a restart for the USB port to recover, in this case, please try:

- another lead
- another USB port on your computer
- restarting your computer

Also, try your micro:bit in a different computer, just in case your computer has powered down its USB ports for some reason.

2) Troubleshooting downloads with WebUSB

Find the firmware version number

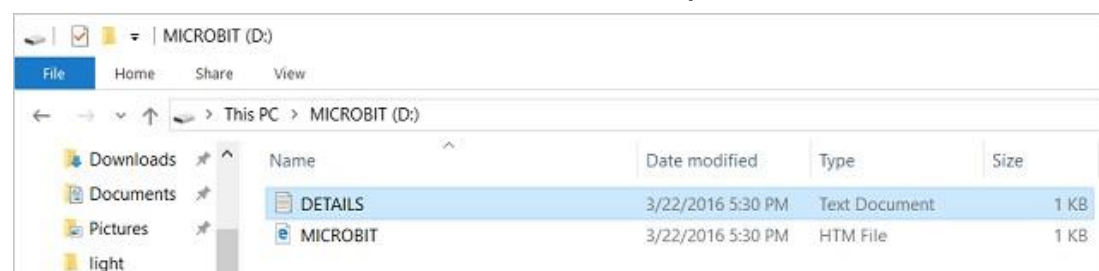
If your downloads aren't working, it's possible that the firmware version on the micro:bit needs an update. Let's check:

1. Go to the MICROBIT drive

Navigate to the MICROBIT drive in the computer's File Explorer.

2. Open the DETAILS.TXT file

Look for the DETAILS.TXT file and open it.



Find the firmware version number

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



```
DETAILS - Notepad
File Edit Format View Help
DAPLink Firmware - see https://mbed.com/daplink
Version: 0234
Build: Oct 12 2015 14:39:34
```

or Interface Version:



```
DETAILS.TXT - Notepad
File Edit Format View Help
# DAPLink Firmware - see https://mbed.com/daplink
Unique ID: 9900000031324e4500599018000000410000000097969901
HIC ID: 97969901
Auto Reset: 1
Automation allowed: 0
Overflow detection: 0
Daplink Mode: Interface
Interface Version: 0243
Git SHA: b403a07e3696cee1e116d44cbdd64446e056ce38
Local Mods: 0
USB Interfaces: MSD, CDC, HID
Interface CRC: 0x14256f44
Remount count: 0
|
```

If the version is 0234, 0241, 0243 you NEED to update the firmware on your micro:bit. If the version is 0249, 0250 or higher, you have the right firmware.

How to update the firmware

Please visit the link below and follow along.

<https://microbit.org/get-started/user-guide/firmware/>

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 those in the table below.

Browser	Version
Chrome	61+
Edge	79+
Safari	Not supported

Browser versions for Android, Chrome OS, Linux, macOS, and Windows 10, 11:

If you are using any browser other than Chrome or Edge. It may not support WebUSB so you can't pair your micro:bit with your computer.

2.Unable to connect to Bluetooth APP

- 1) The Bluetooth APP we provided only supports Microbit V2 and does not support Microbit V1
- 2) Before connecting, you need to download the code to Microbit.
- 3) Before connecting, you need to configure your phone,

enable positioning and nearby devices, and enable access to the APP.

Please follow lesson 3.72 to configure your phone.

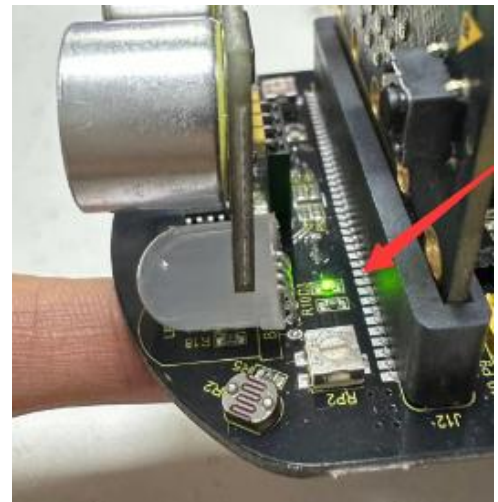
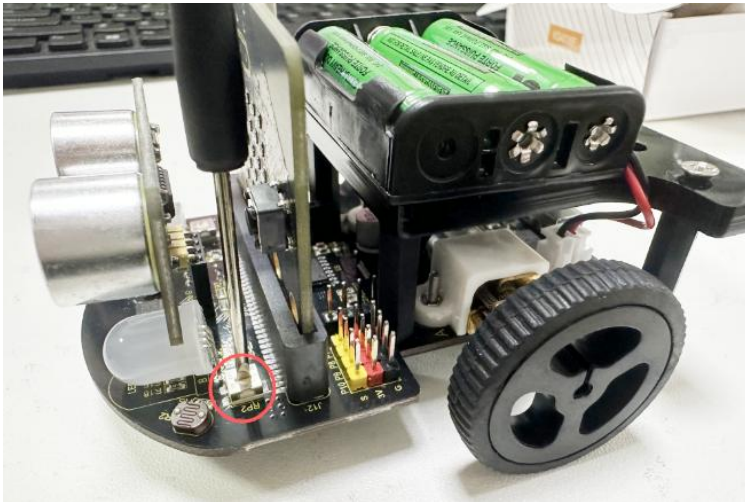
3.68 Obstacle Avoidance Robot Car	75
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4)If you use an iOS device to connect to Bluetooth, please ignore the "**failed to connect**" pop-up window. This is a small bug in the APP. We will try to fix it. In fact, the Bluetooth has been successfully connected in this step.

3.The robot does not follow the black line

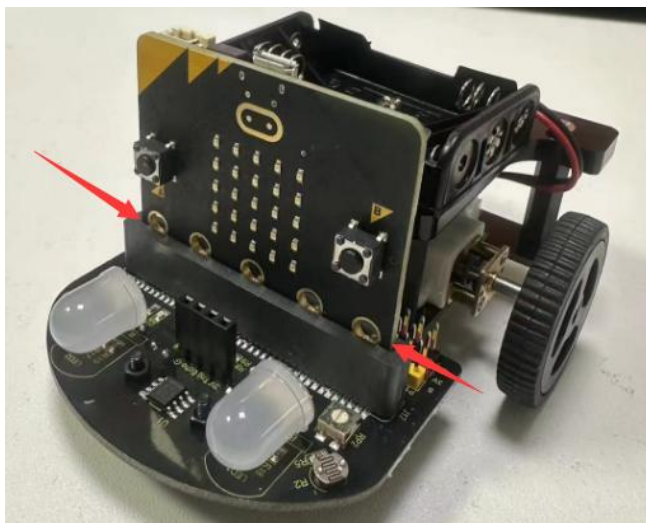
1)Avoid performing this experiment in strong sunlight. Sunlight contains a large amount of invisible light, such as infrared rays and ultraviolet rays, which will affect the work of the TCRT5000 Infrared sensor.

2)You can use the slotted screwdriver we provided to rotate the two potentiometers on the top to adjust the sensitivity of the sensor. When a finger is close to the sensor, its onboard LED lights up, indicating that the sensor's sensitivity is good.



4.The robot is not working

- 1)The LED matrix and the logo face the front
- 2)To avoid poor contact between Microbit and robot, please insert the Microbit correctly into the robot shield to make sure the interface of shield cover the edge of the round hole of the microbit.



3) Make sure the code to control the robot car has been successfully downloaded to the Microbit

4) Make sure the AAA batteries have sufficient power and is properly placed in the battery case.

5) Turn on the power switch on the car body

