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:

Amazon: service@keyestudio.com

AliExpress: tivon@keyestudio.com

Other channels: sunny@keyestudio.com

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

1. Your order number or where you got this product from

2. The problems you encounter, try to include detailed descriptions, pictures or videos.

We need more information than ""It doesn't work."" Please give us good detail on what you want to accomplish and what you have tried.

Table

1.Code problem

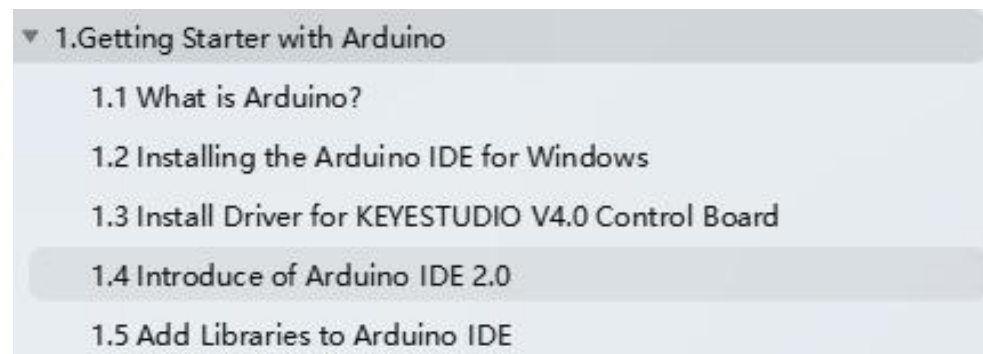The control board is not recognized by the computer/Failed uploading/Code error

These reasons can cause problems with your code:

1) The driver is not installed

2) The board type and COM port are not selected correctly.

3) The library file is not installed

(Please follow 1.Getting Starter with Arduino to troubleshoot the above problems)

4）The Bluetooth module occupies the communication port of the control board.

Please do not connect the Bluetooth module when uploading the code, otherwise the code will not be uploaded successfully.

5）Poor USB contact

If you don't have the problems in 1-4 above, please check whether the USB connection is good, try to plug it in again and then upload the code.

2.Bluetooth APP problem

------APP crashes

Apple phones need to turn on the Bluetooth and positioning functions of the phone, and allow the APP to access Bluetooth and nearby device functions.

------The mobile phone has Bluetooth and positioning functions turned

on, but the APP cannot search for Bluetooth module devices.

Check whether the wiring of the Bluetooth module is correct and whether the Bluetooth APP is allowed to access Bluetooth and nearby device functions.

APP and Bluetooth module are connected successfully, but APP does not work

Please check if you have uploaded the code for Bluetooth control.

（If you have the above problems, please follow lesson 16-20 to solve them.）

Lesson 16: Install and Test the Bluetooth APP

Lesson 17: Bluetooth controlled LDE

Lesson 18: Bluetooth controlled Tank

Lesson 19: Control the Move Speed of the Robot via Bluetooth

Lesson 20: Multifunctional Tank

3. Robot doesn't work

These reasons may cause the robot not to work:

1)wrong wiring

2)You didn't upload the code

3)Failed uploading/Code error

4)The Bluetooth module and APP failed to connect successfully

5)The power switch is not turned on and the battery power is not

enough.

It is recommended that you test whether the wiring of the robot is correct and whether the parts can work properly from the beginning of the tutorial.

4.Servo heats up/servo does not work

The servo needs to be adjusted to 90° before assembly

（Please follow Lesson 2.Adjust the Angle of the Servo Before Assembly to solve）
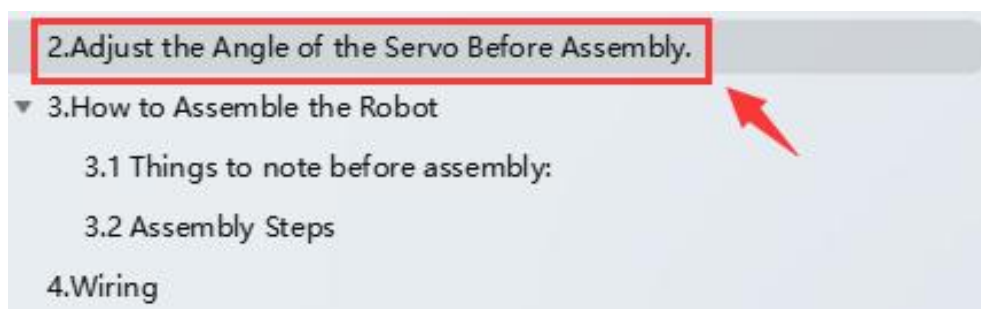
5.What type of battery is needed?

To run this robot, you will need to prepare yourself two 18650 batteries as well as a battery charger.

The following parameters are available for your purchase：

Specifications	
Size	18650
Positive Terminal：	Flat Top or with a top
Capacity	1500-3000mAh
Nominal Voltage	3.6V
Maximum Voltage	4.2V
Rechargeable	Yes
Approx. Dimensions	18.5mm x 65.2mm
Weight	approx. 45g