Before You Read The FAQ

1. Before first use, it is strongly recommended to follow the user manual.
2. Before you update the firmware, please read the firmware update guide in the firmware folder. Make sure to follow the update sequence: the mainboard firmware-the UI(screen firmware)-relevel-set the z-offset（Note: If the N4 & N4 Pro FW are at/higher than .53 and the N4 Plus &N4 Max FW are at/higher than .64, we recommend that you run the fix pack first)
3. Before you start printing or ask for help, make sure to calibrate the machine and troubleshoot if there are hardware issues: XY axes alignment, timing belts, tension belt, and gantry. (Tutorial is in Neptune #resources: https://discord.com/channels/969282195552346202/970805591196975134/1169160001328259072 or the google drive: https://docs.google.com/document/d/1oX-_IzWfXJgpCghDwoMFrQtTdCxyQHHEoRQEJKvxU7U/edit?usp=sharing)

If you are going to update the firmware versions that are at/above the version listed, the following common QAs may explain something to you.
Neptune 4 and 4 Pro:At V1.1.2.28 & V1.1.2.41 & V1.1.2.53（UI 1.2.11）or higher
Neptune 4 Plus and 4 Max: At V1.2.2.43 & V 1.2.2.51 & V 1.2.2.64（UI 1.2.11）; V 1.2.2.65（UI 1.2.12）or higher

Part 1: All N4 series machines

Q1: How to update the screen firmware?

Note: Applies to N4 series
A1:
What may be ignored before you update
a. Use micro SD card=TF card and format it before you update

2. TF card (for updating screen firmware)

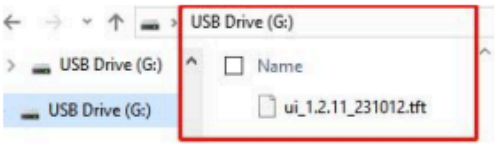
It is recommended to choose the TF card that comes with the machine. Format it as:
File system (F): FAT32 Allocation unit size (A): 4096 bytes

b. Choose the correct file. (1.2A or 0.8A) (Only need to check this If your machine is N4/N4 Pro)

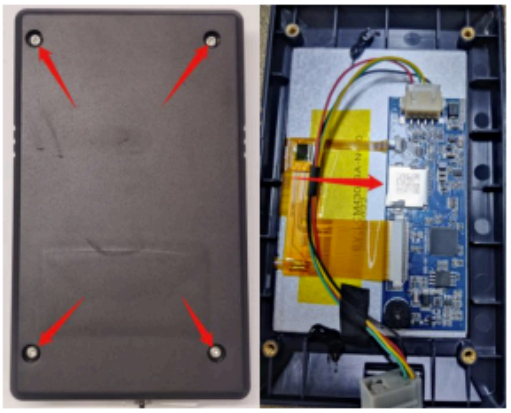
If NEP 4. 234 / NEP 4. 235 NEP 4. 236 is displayed, select the 0.8A folder, otherwise select the 1.2A folder;
If NEP 4Pro. 234 / NEP 4. 235, select the 0.8A folder, otherwise select the 1.2A folder.

Touchscreen firmware update steps:

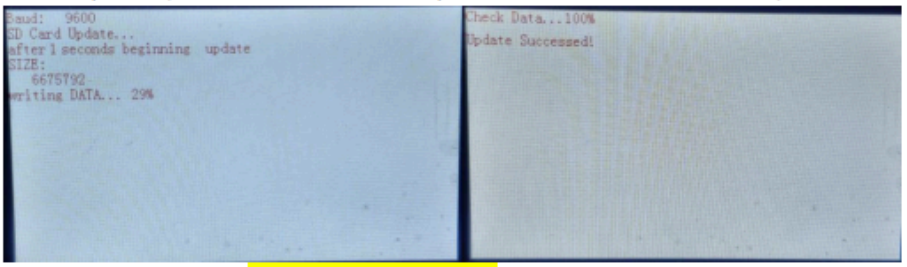
1. Copy the files in the touchscreen firmware folder to the root directory of the formatted TF card, as shown in the picture.



2. Loosen the screws and remove the screen back cover; pay attention to the card insertion direction and insert the TF card.



3. After unplugging it, plug it back into the screen (or restart the power supply) and wait for the firmware to be loaded. The firmware loading process and the completed interface display are as shown in the picture (the touchscreen firmware update takes time: about 90 seconds).



After loading is complete, you must remove the TF card and then restart the machine.

Q2: The origin of the X-axis is not 0; The printhead is not at the center.

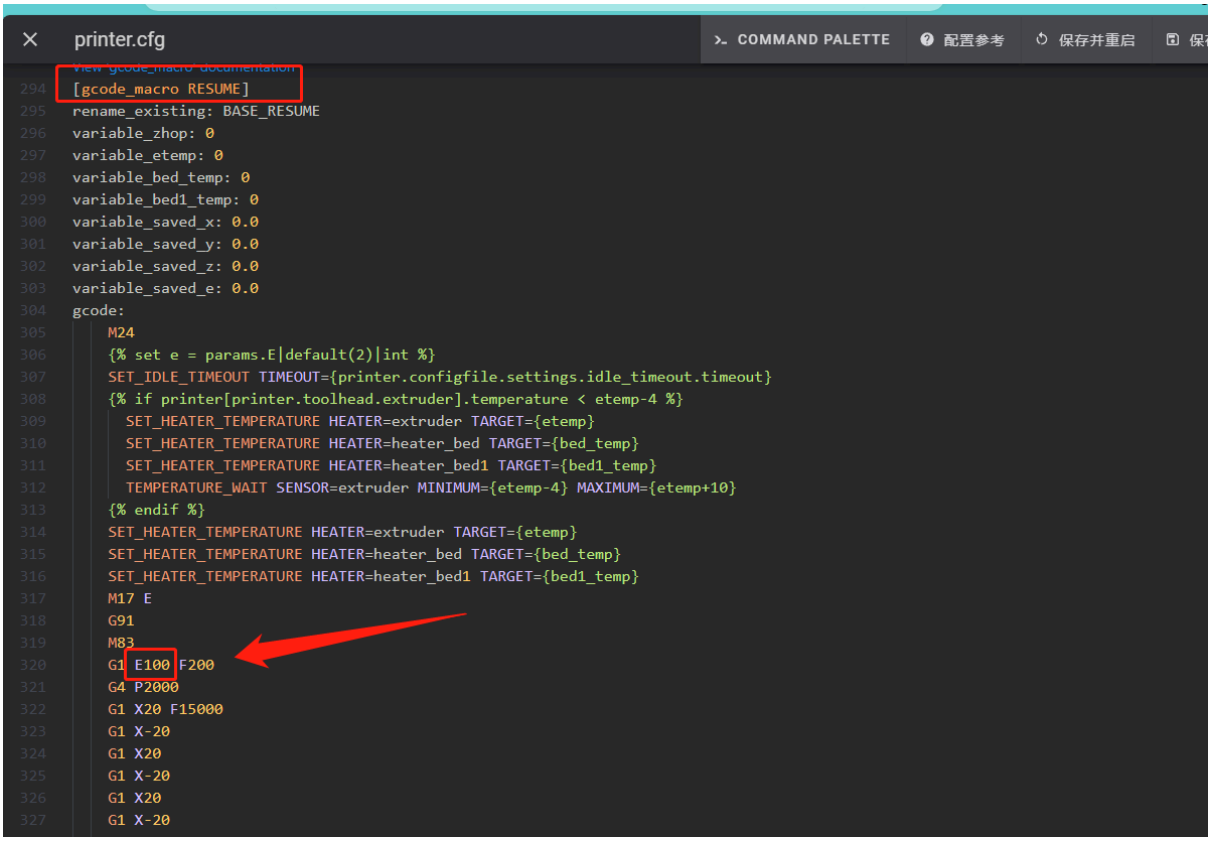
Note: Applies to N4 series
A2: It's normal. When the printer returns to its origin, it is the z-axis sensor on the left side of the print head that returns to the origin. However, during printing, it will print from the center.

Q3: Why is there only a 36-point leveling mode?

Note: Applies to N4 series
A3: There are 36（Normal/Standard）/121--point（Professional) leveling modes that can be switched in Settings-Advanced Settings-Level Mode. After you choose the level mode, make sure to save it.

Q4: Filaments oozing out when resuming printing after a pause

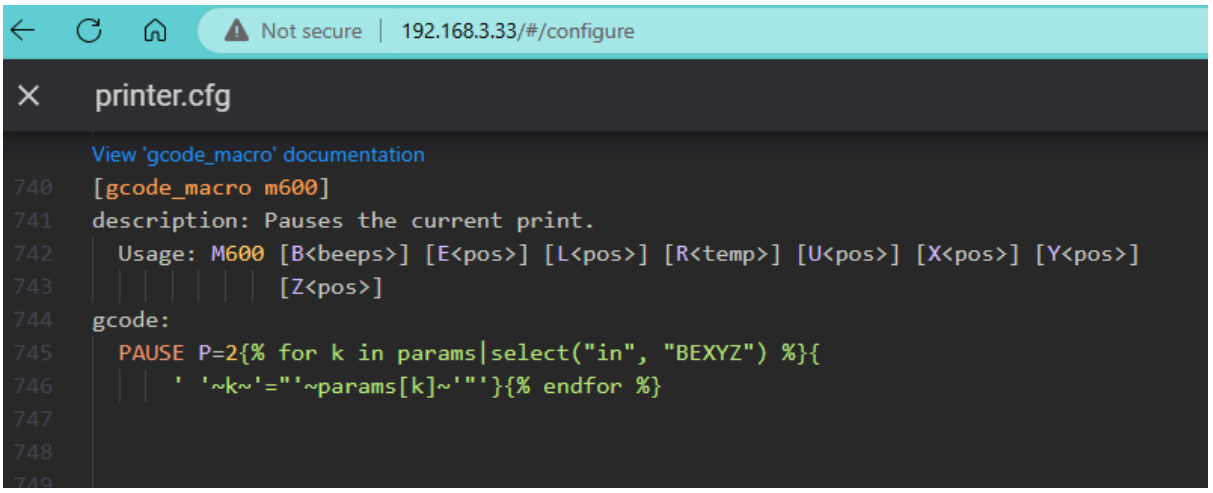
Note: Applies to N4 series
A4: Resuming printing after a pause will extrude 100mm of filament before continuing. This will give you better results than the previous pause and resume printing. You can set it as the pic below.



Q5: Why I cannot perform filament change?

Note: Applies to N4 series

A5: Try to add the m600 gcode to the printer.cfg



Q6: How to get parts (nozzle, hotend)?

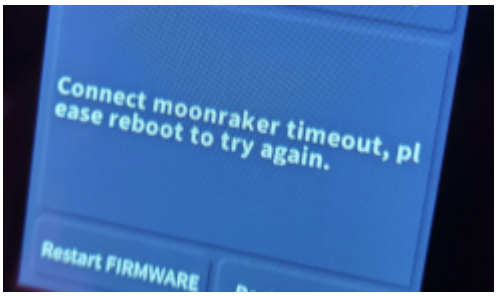
A6:
a. The nozzle was available on Amazon in late Dec for the US. For other regions CA/UK/DE it will be available in February on Amazon (https://www.amazon.com/stores/page/1761C0BB-220D-4254-9FFC-53DEE110AD2C?maas=maas_adg_C010CB1C74A8A8DB6E2DCF8619988C60_afap_abs&ref_=aa_maas&tag=maas)

b. On the official site, they are also available for some regions.
(https://www.elegoo.com/products/multi-size-nozzle-kit)

N4 Plus and Max: 0.4； 0.6 ；0.8； 1.0mm
N4 and 4 Pro: 0.2； 0.4； 0.6；0.8 mm

c. For the time being, you can only contact 3dp@elegoo.com to get the hotend.
If you have any suggestions, feel free to contact Enya-Discord Mod.

Q7: Connect to moonraker timeout, please reboot to try again



A7:
Solution 1 - Try a restart. Power down for 30s-1min and restart.
Solution 2- Putty in. mks username makerbase password. Type in systemctl status moonraker. If it is not active:

1. Type the following: ./kiauh/kiauh.sh
2. If asked to update, select yes, and then run the command again
3. In the KIAUH main menu select uninstall. Then uninstall moonraker. (if moonraker install is incomplete, login with winSCP or filezilla. In home/mks folder delete moonraker and moonraker.env and restart KIAUH console back in PuTTy)
4. When complete, go back b typing b. Then enter install menu.
5. Reinstall moonraker.
6. After reinstall, press b to go back, and q to quit.

7. Back in the main putty terminal, run these commands. cd ~/moonraker/ and then ./scripts/data-path-fix.sh (These 2
should be run separately)8. Verify moonraker is now running with systemctl status moonraker. (if so, you will be able to load into fluidd without
issues unless it one covered here)

9. If it's still stuck activating, restart at step one. It may take a few tries to get it to “stick”

Solution 3- Try to update to the newest version that has a fix pack.

Q8: Please run SDCARD RESET-FILLE or Firmware restart to…

A8:

Solution 1: Run auto-leveling and save the data

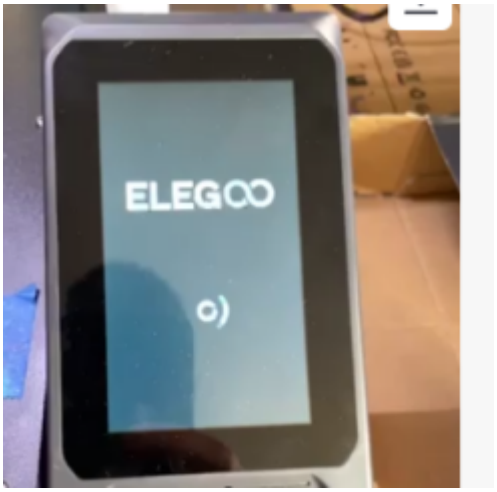
Solution 2: Check the firmware guide and make sure you update the screen firmware the correct way. Ensure that the micro SD card is empty on fat32 then reload the UI files only onto it, put it into the screen micro slot and restart your machine.

Solution 3: Change the start g-code BED MESH PROFILE LOAD=default to BED MESH PROFILE LOAD=11 or 6 (according to which leveling mode you choose). The reason is that anything custom you added has been replaced by the new stock printer.cfg.

https://discord.com/channels/969282195552346202/1176158951692316762/1176158951692316762

Q9: Stuck on the booting page while updating the fix pack

Note: Applies to N4 series that has a fix pack



A9:

Update the fix pack again. Follow the guide as below

What may be ignored:

a. Use USB drive 2.0; Power on the machine without the USB drive inserted.
b. Check if the mainboard system works and if the printer disk memory is over 500MB

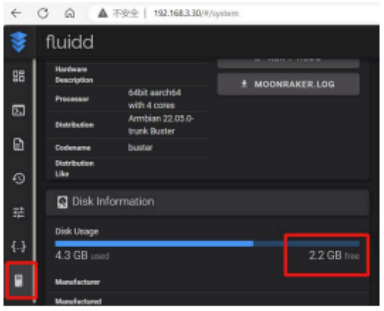
Please confirm before installation:

1. **Confirm that the main control board system can start normally**

The fix pack and firmware package are only available on machines where the armbian system on the main control board can start normally. If there is any abnormality in the printing, please check the first FAQ to determine whether the armbian system starts normally.

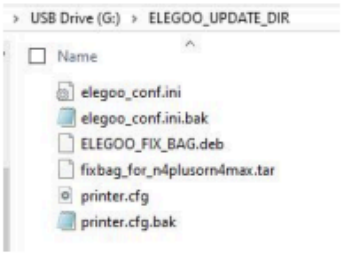
2. **Make sure the printer disk memory is greater than 500MB**

If you are used to uploading print files on the web for printing, you need to ensure that the remaining disk memory is greater than 500MB.

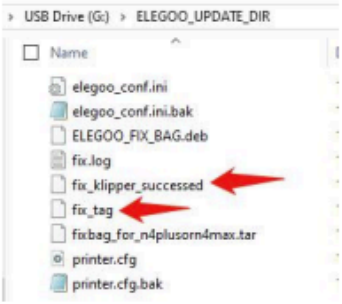


How to use the fix pack: (The operation method has changed)

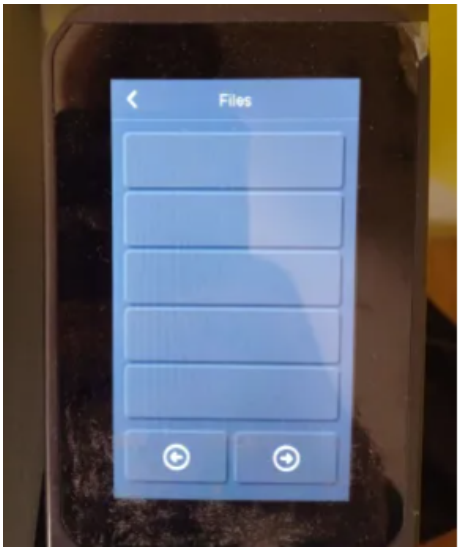
1. Turn off the printer and remove the USB flash drive.
2. Copy the "ELEGOO_UPDATE_DIR" folder under the fix pack to the root directory of the USB flash drive, and check the contents of the folder as shown below.



3. Insert the USB flash drive into the printer.
4. Turn on the computer and wait for the automatic reboot to complete.
5. How to confirm that the fix pack is updated successfully: When the fix is successful, files like 'fix_klipper_succssed' and 'fix_tag' can be seen in the USB flash drive update directory.



Q10: USB drive not read



A10:
Use USB 2.0, power on the machine without the USB drive inserted into it

Part 2: N4 & N4 Pro

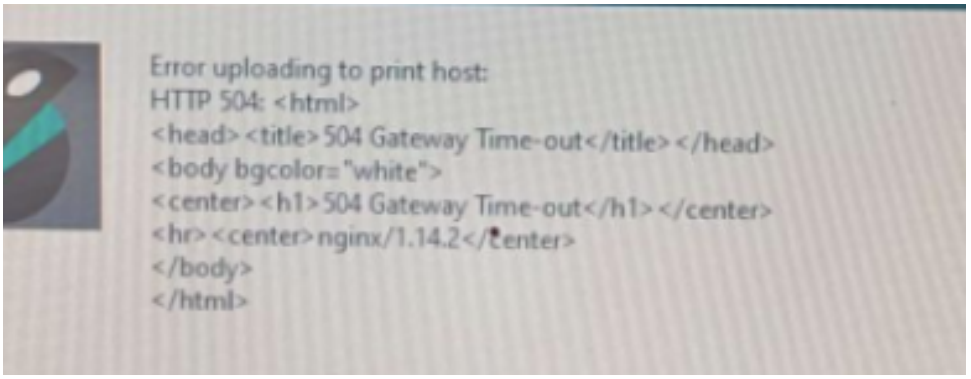
Q11: When leveling and starting a print the head elevates pretty high, and the temperature will drop on the printer.

Note: Applies to N4 and 4 Pro, FW.28 &.41
A11: This is all normal to help alleviate heat creep.
What is heat creep: Heat creep is more about the time between prints while the printhead is still hot but not heating and the filament inside potentially being still liquid before starting another print. It's possible if the head isn't cooled down sufficiently that the filament could be liquefied higher than it should be and could get into areas of the printhead it's not supposed to, causing jams and potential damage.
Why the heat downs: To ensure that the filaments are solid before heating to print temperature. Because there is no way for the printer to know how long the printhead has been at a high enough temperature the creep up the filament will not be nearly as substantial when going from 140 to print temp

then if the print head has been sitting between prints for several minutes or more at a higher temp as it cools down.

Q12: Error uploading to print host

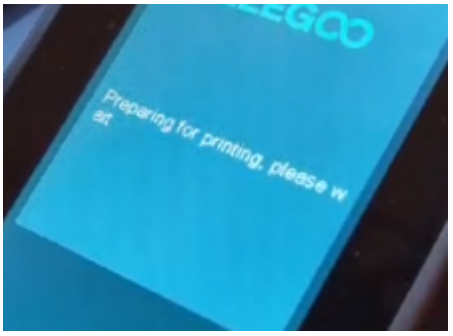
Note: Applies to N4 and 4 Pro（FW .28 &.41）



A12: This occurs because of heat creep deterrents at startup. It expects to get the results of the startup print in a certain amount of time, and if it doesn't, this occurs.

Q13: Preparing for printing. Please wait more than 1 min

Note: Applies to N4 and 4 Pro(FW .28 & .41)



A13:
Solution 1: If your machine stays on this page for more than 1 min. Try powering off the machine for 30s-1min then reboot.
Solution 2: Make sure you have updated the screen the correct way.

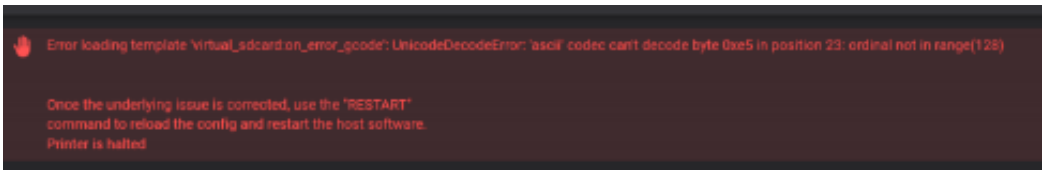
Q14: Stay on The system is currently starting, please wait for too long

Note: Applies to N4 and 4 Pro（FW .28&.41)
A14: This has been fixed at FW.53
Try to reinstall according to the video
https://www.youtube.com/watch?v=bYAPmkKw7KA

Q15: Cannot change the z-offset on the fluid or it is not saved.

Note: Applies to N4 and 4 Pro (FW.28 & .41)
A15: Yes, you can only change the z-offset value on the screen on these firmware versions. This has been fixed at FW.53

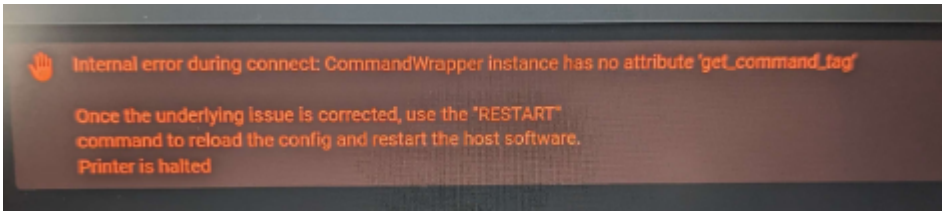
Q16: Error loading template ‘virtual_sdcard



Note: Applies to N4 and 4 Pro (FW.28 & .41)
A16: Edit the printer.cfg file. Remove any non ASCII characters. Save and restart. (Including commented out lines.) ((I.E.-Remove
Chinese characters from printer.cfg file. Recommend opening in external editor)

Q17: Internal error during connect: CommandWrapper Instance has no attribute ‘get_command_tag’

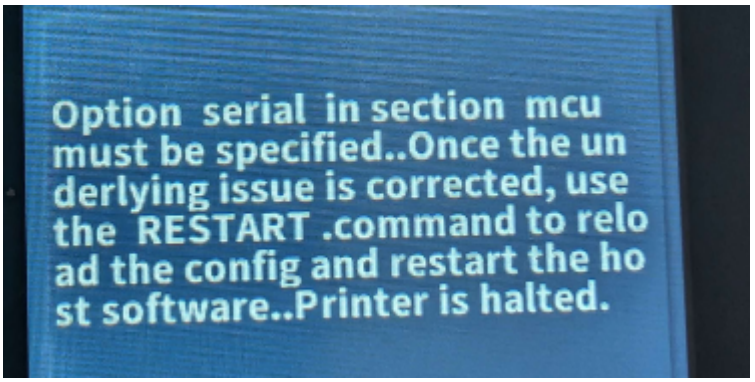
Note: Applies to N4 and 4 Pro (FW.28 & .41)



A17: Download the following: https://drive.google.com/file/d/1u8LIQ_4CFQsh_VyXM_NhU-Rc_Sbf3mDF/view?usp=drive_link
Enter winSCP or PuTTy and navigate to /home/mks/klipper/klippy folder. Take the downloaded file and replace mcu.py

Q18: Option serial in section mcu must be specified…

Note: Applies to N4 and 4 Pro (FW.28 & .41)



A18:
Klipper has somehow lost the printer.cfg file. Copy from the update zip, a backup, or wherever you have it into /home/mks/klipper_config or directly into Fluidd

Q19: For those who have installed a webcam, why does the webcam not work?

Note: Applies to N4 and 4 Pro (FW.28 & .41)
A19: Putty in and run systemctl restart the webcam to get it running.
https://discord.com/channels/969282195552346202/1167467025342410813/1169480549526671360

Q20: A grinding noise when the steppers move vertically?

Note: Applies to N4 and 4 Pro (FW.28 & .41)
A20: This has been fixed at FW .53.
With the changes made to the stepper configs, new and louder noises are to be expected. It is recommended to set the silent mode before starting the print. If you encounter noise, please follow these steps to select the silent mode in the settings: **Advanced Settings -> Print Mode.**

In the Print Mode, choose the ("stealthChop") silent mode for the driver. This mode has a maximum speed of 270mm/s and provides a quieter operation.

In balanced mode, the drive initiates the "spreadCycle" high-speed mode. This mode has a maximum speed of 500mm/s and offers improved motion performance. However, please note that there may be resonance at speeds between 55-80mm/s in the balanced (spreadCycle) mode. At other speeds, the noise level is almost perfect.

For sport mode, it's the same as balanced mode and the default print speed is higher.

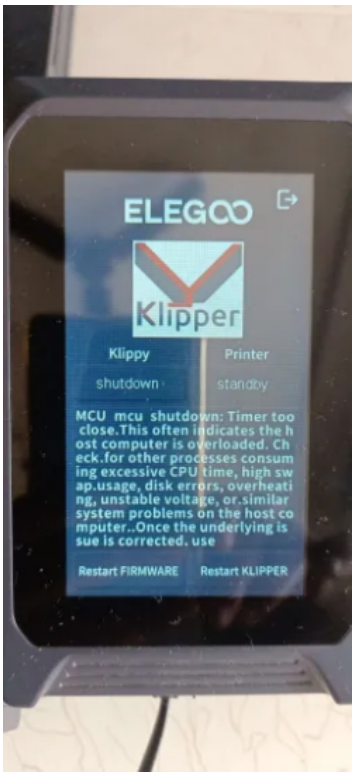
Switching to the silent mode can only be done in the interface above. If you set the driver to spreadCycle silent mode or spreadCycle high-speed mode in the print interface, they will not switch between each other. If you find the noise noticeable, it is recommended to set the silent mode before starting the print.

Q21：Unable to access the 7125 port after updating FW.53

A21: In moonraker.conf file, change “localhost” to “0.0.0.0” instead (no quotes)
https://discord.com/channels/969282195552346202/1186695809341870212/1189296150398910494

Part 3: N4 Plus & N4 Max

Q22: mcu shutdown: timer too close…



A22:
Solution 1: Disable acceleration control on the slicing software
Solution 2: Restart the firmware
Solution 3: Change to another slicer like Orca and try again
If it still fails, wait for the next version