

Touch screen is frozen

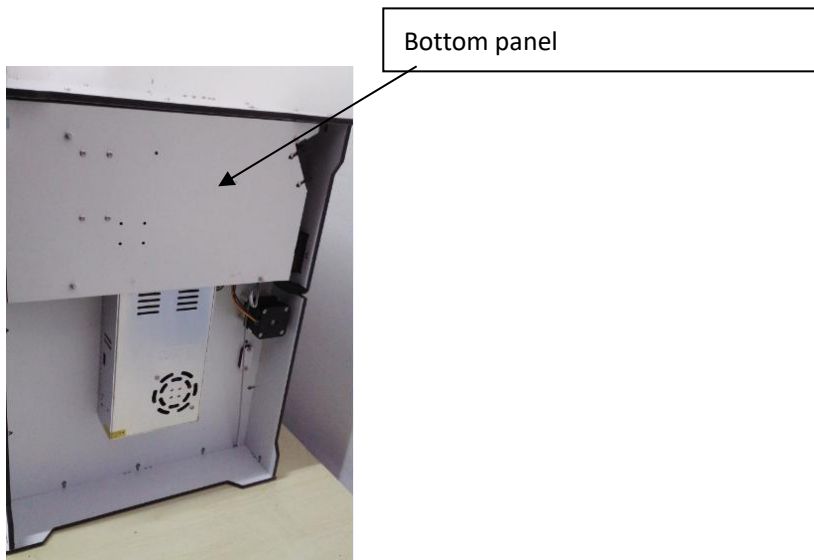
Warning: Please be careful for human electrostatic especially in winter when touching the motherboard or extruders or laser. The easiest way to solve this problem is that we can touch the metal part nearby by hand first before touching the motherboard or extruders or laser. So the electrostatic usually will be gone before touching the motherboard or extruders or laser.

For touch screen is frozen , can you kindly send the video of the problem (**remove the sd card first before taking the video**) to bibo@ourbibo.com so that we can find out the cause faster.

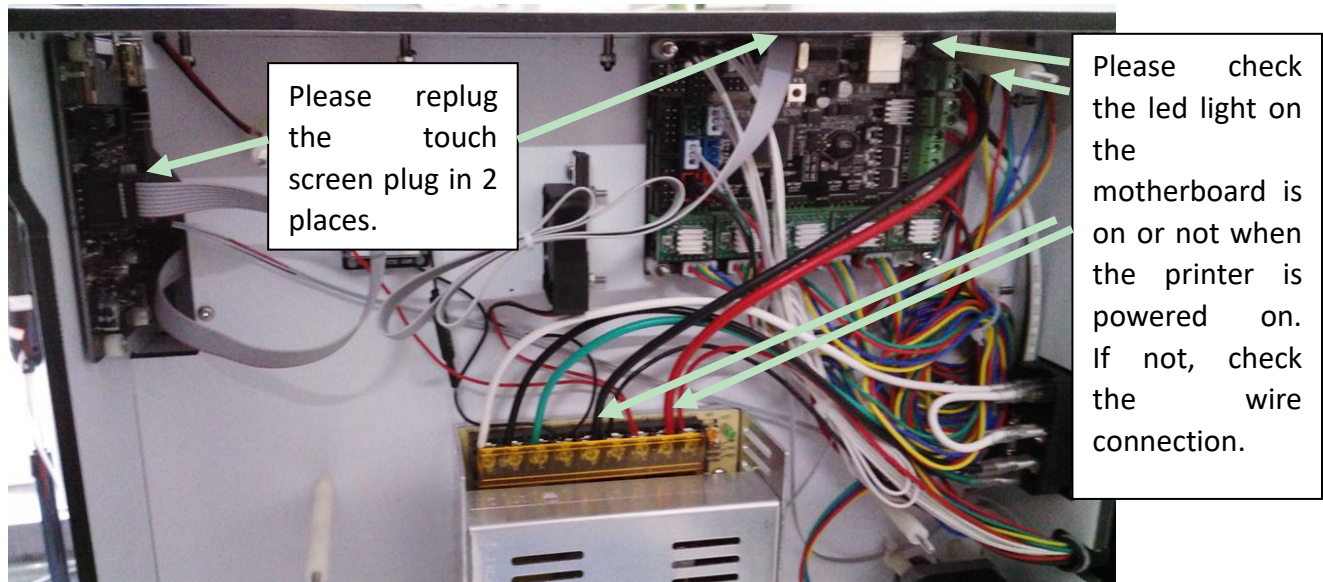
During heating or close heating or stop the printing on touch screen or inserting SD card to the printer, the other operation on the touch screen will be not responded as the former action (heating or close heating or reading the sd card) should be finished first, and temperature reading will not be correct. **You can power off the printer and power on again, everything will be ok too. Touch screen sometimes may have crash fault like computer or phone.** Restart the printer and it will be ok.

Usually the cause is the touch screen is contacted with the printer front frame or the firmware or the sd card is corrupt, or the touch screen cable is loose on the touch screen. The steps are below:

1. Remove sd card from the printer, then check whether the touch screen runs properly or not.
 2. If still not ok, please kindly check whether the touch screen is contacted with the printer front frame or is there some stuff between the touch screen and the printer front frame. If so, the touch screen will be not responsive and we should let the touch screen not contact anything first.
 3. If still not ok, please kindly check the preheat menu on the touch screen to check whether E1, E2 and Bed show normal room temperature. If one of them doesn't show the normal room temperature, the touch screen will be not responsive, and please kindly tell us which temperature is not normal , and the solution will be given.
 4. If still not ok, please kindly update the touch screen firmware according to this: <https://drive.google.com/file/d/1dpXsl0ZKrTG7c7OuIY9BxZCUDk8tSWcX/view?usp=sharing>
 5. If still not ok, please open the printer bottom to re-plug the cable between the motherboard and the touch screen on both sides according to this: <https://drive.google.com/file/d/1rKCMsyR3Ga7Og66PbuZJc15RhifUJJfs/view?usp=sharing>
- Open the bottom panel as the photo below shows:



You can find there is a touch screen electrical board and the motherboard.



6. If still not ok, we will give you the new touch screen and it is easy to replace it.