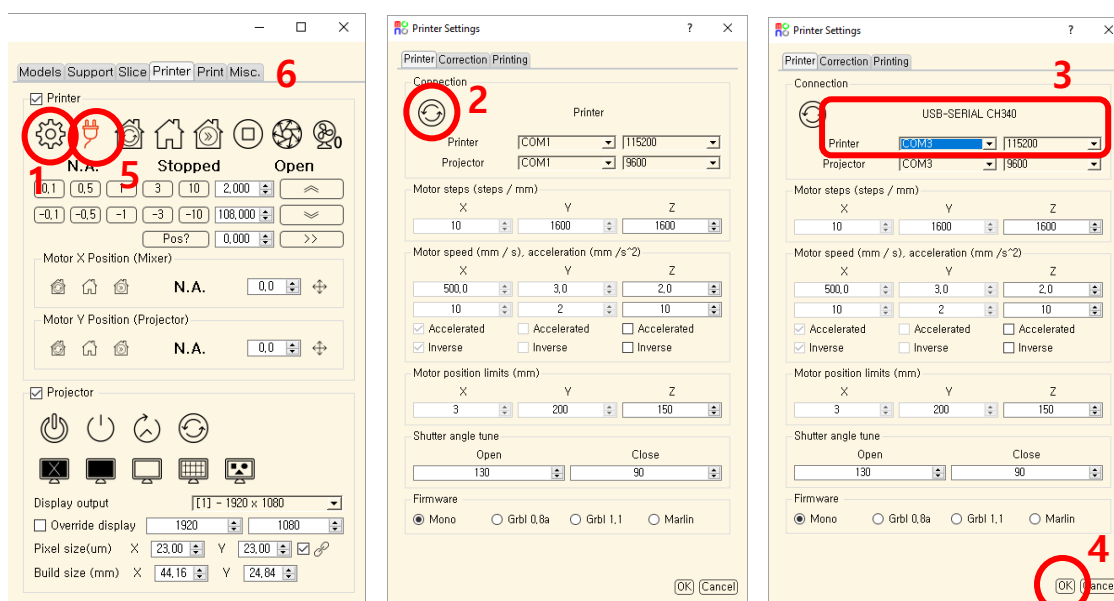


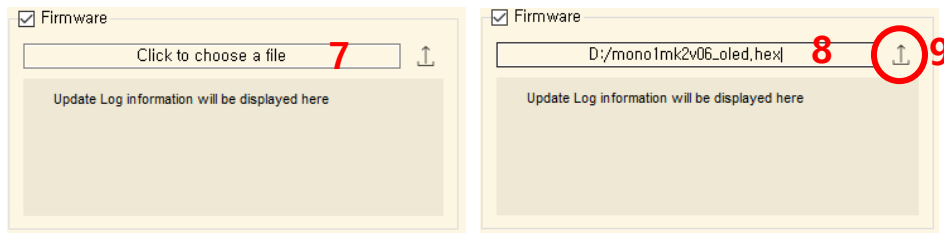
## How to upload the Firmware to MonoPrinters

Frequently users need to upload a new firmware to Mono Printers. This instruction will explain a step by step method about uploading the firmware.

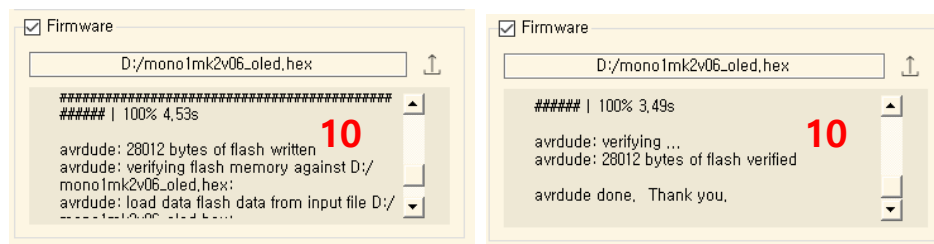
1. Check your printer setting if COM port and Baudrate is correctly set. Go to the printer setting [1] and refresh COM ports [2]. You can find a correct COM port which shows USB-Serial CH340 device and the Baud rate should be 115200 for Mono1 and Mono2 printers [3]. If everything is correctly selected, press OK button [4].



2. Do not connect the printer. You leave the connection button as unconnected and red icon [5].
3. Go to the Misc. tab [6]
4. Inside the Firmware box, press 'Click to choose a file' button [7]. You can now select \*.hex file on your local disk drive. Please remember there should not be any space character inside a full path name of the firmware file. For example, 'Google Drive' or 'Program Files' will not work if those folder names are inside the full path.



5. Once you select a file name, the full path will be displayed in the button [8]. Then press the upload button [9].
6. It will take 15-60 seconds depending on your serial ports. During the upload, the MonoWare will freeze for a while. When all uploading is completed, you can see verification messages in the box below [10].



7. Now the new firmware is uploaded and Mono Printers are ready!

## Troubleshooting

1. Check if the COM port is disconnected by MonoWare or other serial communication tools (Arduino serial monitor or Termit, etc) before starting uploading.
2. Check if the Baud rate is correctly set. Mono1 and Mono2 is programmed with 115200, any other value may cause an uploading error.
3. Check if the full path name has space characters.
4. Please locate the hex file in the internal hard drive, not usb or external drives.

If you still have issues, please contact us at [info@monoprinter.com](mailto:info@monoprinter.com).

Thank You!