

Trouble Shooting

You may encounter problems or confusion when using this kit. We welcome you to contact us for help. You can also try to solve the problem yourself. There are some common problems and solutions in this document.

Get Support

We welcome you to contact us directly if you need any help. Please send us an email. We will reply to you within one working day and provide a solution.

support@freenove.com

Frequently Asked Problems

Here are some common problems and their solutions.

If following solutions cannot solve the problem you encounter, please feel free to contact us.

Pins are bent

If the pins of any part are bent, simply straighten them for normal use.

If the situation is so serious that it cannot be used, please contact us. We will provide you with a replacement.

Packaging or parts appear to be damaged

Please contact us directly. We will provide you with a replacement.

Control board cannot be recognized by computer or Arduino IDE

Reinstall the latest version of Arduino IDE. During installation, agree to install the driver.

If it is still unrecognized, try to reconnect it to computer. Or try another USB cable if you have.

If it still does not work, please contact us. We will provide you with a solution.

Can't upload sketch

Check if the correct board and port are selected.

If it still does not work, please copy the complete error message and send it to us.

Project doesn't work

Check wiring, chip direction, and try changing wires.

If it still does not work, please take some pictures and send them to us.

Other problems

Please contact our support with detailed description of the problem.

Pictures and a short video can help us solve problems faster.