Piper Make - Troubleshooting Guide

Things to try and check for general issues:

- Make sure you are using Chrome v89 or higher OR Edge v89 or higher.
  - These are the only two browsers that Piper Make is currently compatible with.
- Unplug and replug your Pico. Sometimes the connection gets gummed up, and this can help
- Refresh your browser
  - Don't worry - your work saves as you go, so you won't lose anything
  - If you want to take it a step further, try a force-refresh
    - Windows/Chromebook: Control-Shift-R
    - Mac: Command-Shift-R
- Slow down - your computer's browser (Chrome or Edge), are doing *a lot*, so make sure you are giving them time to work :)
  - Clicking into projects from the start screen too fast (especially when you just opened the site) can occasionally cause issues on slower internet connections
  - Clicking through the steps really fast can cause some behind-the-scenes errors
- Be careful with loops that have very short wait times. These often send a lot of info back to your computer, and if it's more than your computer can handle, it can appear to lock-up, or worse, actually lock up.
  - If it does lock up - simply unplug your Pico - this almost always solves the issue

Connection Issues

- If your Pico seems to disconnect frequently, especially when you try running a program, you may have a short circuit or your circuit may be built incorrectly. Double check and make sure that all of the connections in your circuit are correct.

Firmware

Since Piper Make is using some cutting-edge technologies to do really cool things, and since we are creating new projects every month, we are sending out updates with some frequency.

Piper Make will alert you when you need to update the firmware on your Pico, and it will walk you through that process. You can also update or install the firmware from the start screen by scrolling to the bottom and clicking "Setup My Pico".

If the "Setup My Pico" or firmware update is not working for you, you can do it manually by following these steps.

- Download the firmware by clicking "Settings" in the top-right corner and then clicking "Download Firmware".
  - This downloads a file named "piper_circuitpython.uf2" to your downloads folder on your computer.
- Unplug your Pico.
- Hold down the small white button on the Pico, and while you are holding it down, plug your Pico back into your computer.

- Let go of the button.
- Open a file explorer (windows) or finder (mac) window, and you should see a new drive called "RPI-RP2". - if you do not see this drive, then try the above steps again, taking care to press the button *before and while* plugging it back in and letting go after the Pico is plugged in.
- Find the "piper_circuitpython.uf2" and copy it into the "RPI-RP2" drive by dragging it into or onto it.
  - This operation will take a few seconds, up to a minute.
  - With the latest firmware, the RPI-RP2 drive will disappear.
    - If your computer shows a warning about not ejecting the RPI-RP2 drive - it is safe to ignore this warning.

You should now be able to go back to Piper Make and connect to the Pico. On a windows computer, it may show "USB serial device", "COM4", or similar instead of "Pico".

If it's still not working, some things to try are:
- Try a different USB cable
  - Some USB cables are charge-only, and some USB cables simply break after a lot of use.
- Check and see what other programs may be running on your computer.
  - There are known incompatibilities with some 3D printing/CNC software packages. Other incompatibilities may include anything that connects to a USB serial device such as a SmartBoard, Quadcopter/Drone, or other Robotics platform.
- Try a different computer if you have one available, at least to install the firmware.
  - Most issues seen so far are on Windows 10 machines.

Still stuck?

Email us at hi@playpiper.com. We'd love to hear from you if you need help and it's not working for you.