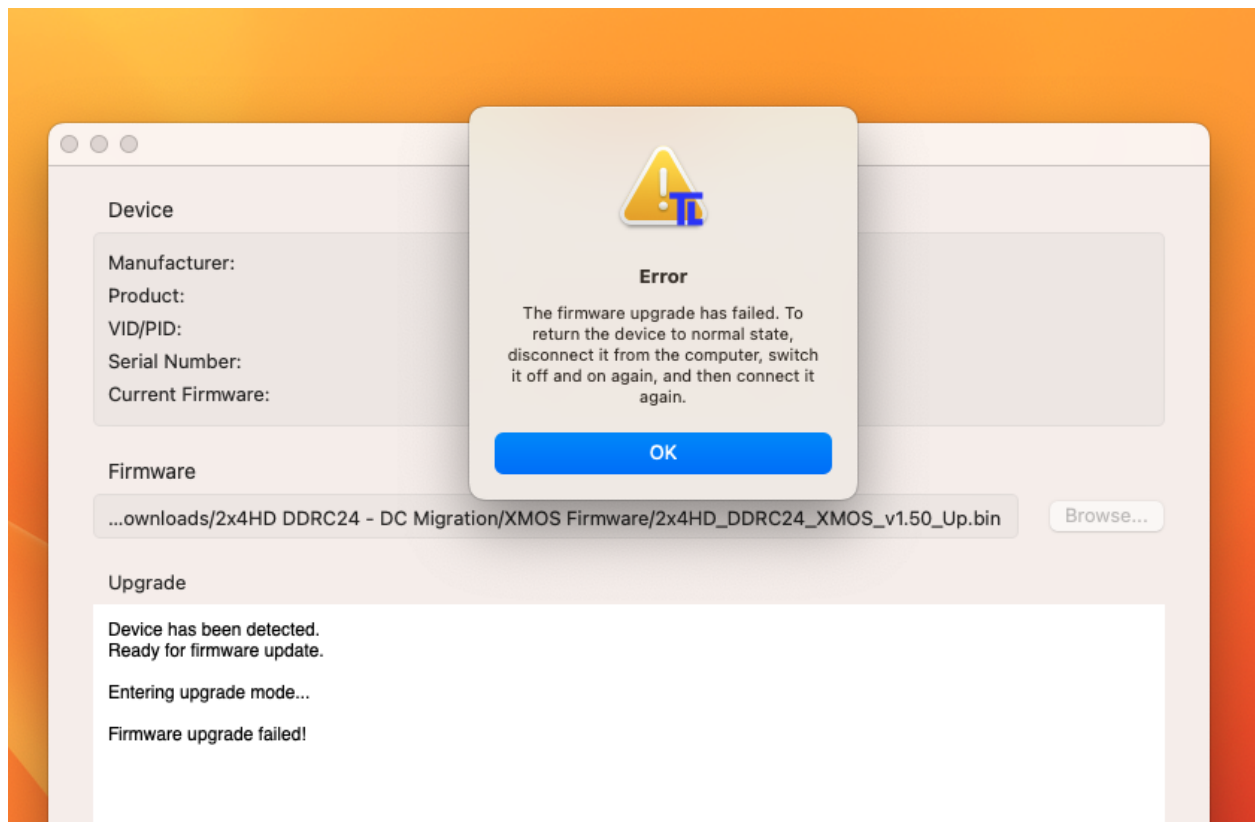


# DFU (MacOS) Troubleshooting Guide

Mar 14, 2023

## Description

The DFU tool could fail to program the unit with the provided firmware on MacOS. The error message is captured and shown in the picture here. Please follow the suggested steps described below.



## Recommended Steps

1. **Do not switch off** or restart the unit, despite what the Error message says. Please keep it turned on and connected to the Mac.
2. Click OK to close the Error message

3. Quit DFU Program
4. Start DFU Program again
5. Click 'Browse' to select that same Firmware to program
6. Click 'Start' to begin programming
7. Programming should start right away and complete successfully.

