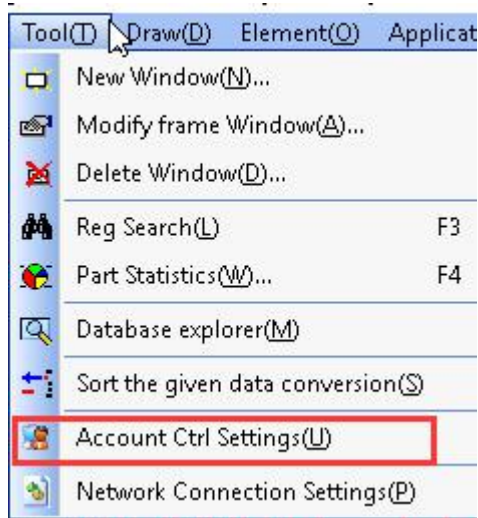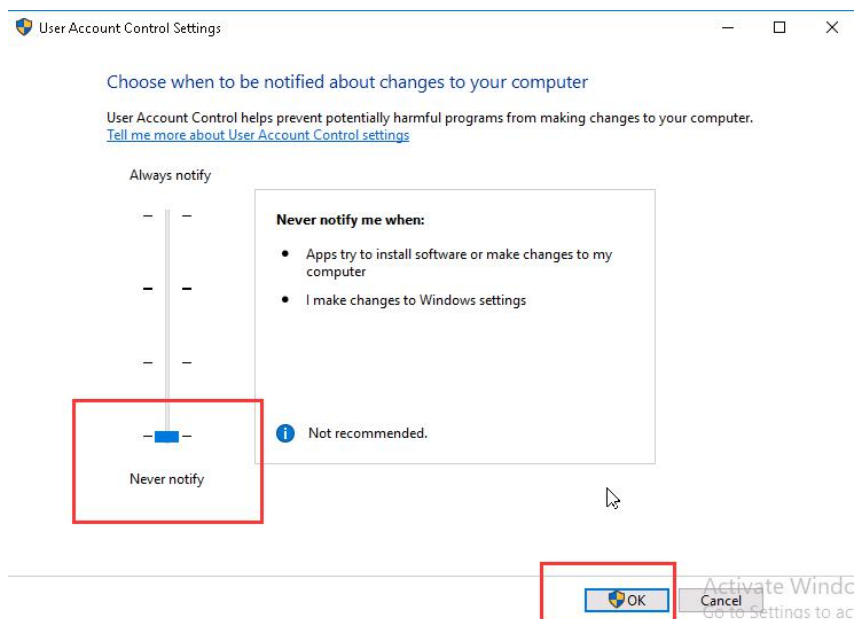# Coolmay®

About 'HMI program can not be downloaded successfully'

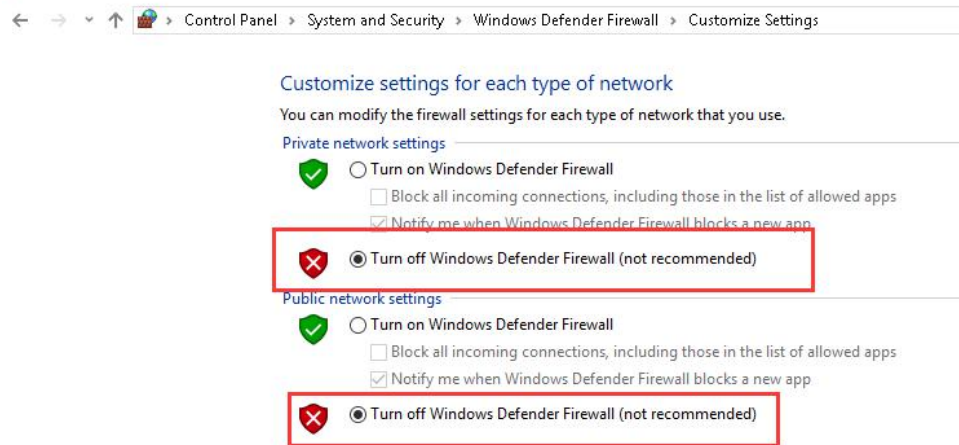1. **Fault type one: click to download does not respond**

1) Check "Account Control Settings" (HMI Software Menu Bar: Tools - Account Control Settings)

Move the cursor to "Never notify", click "OK" and close
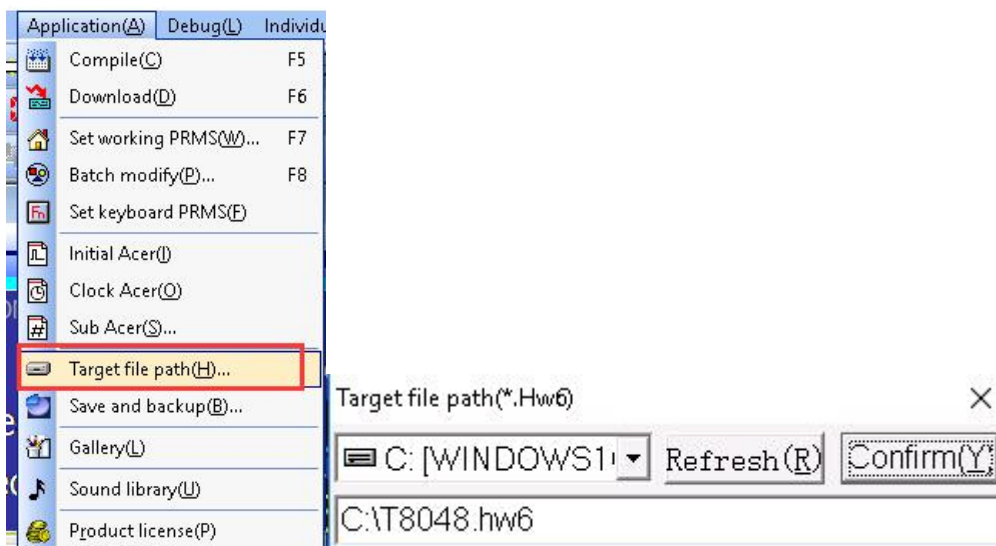

2) Turn off the firewall

![Coolmay® logo]

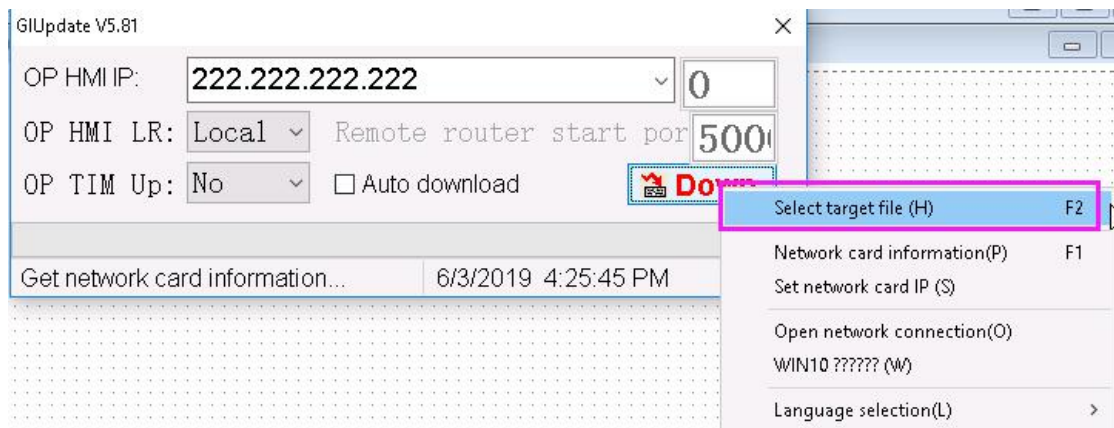
3) Exit anti-virus software

4) Restart the computer

2. Fault type 2: Click download, pop up "The system can not find the specified file"

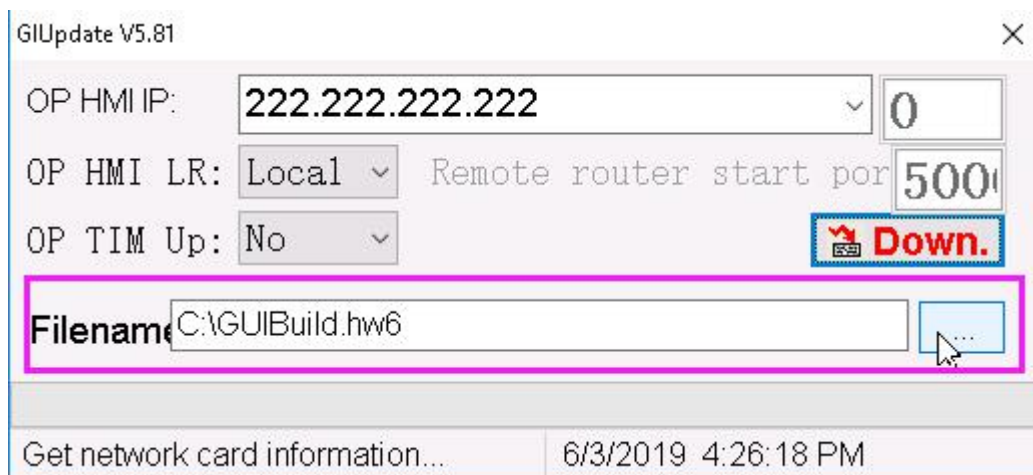**Check and set the "target file path"**

1) Project save - After compiling, in the HMI programming software menu bar: Application - target file path, view the current target file path (the default path is C drive)

2) Click Apply - Download (F6), in the pop-up download window, right click on "Download", left mouse click on "Select Target File"

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After the following window pops up, modify the "file name" to ensure that it is consistent with the path of the target file in the first step above.
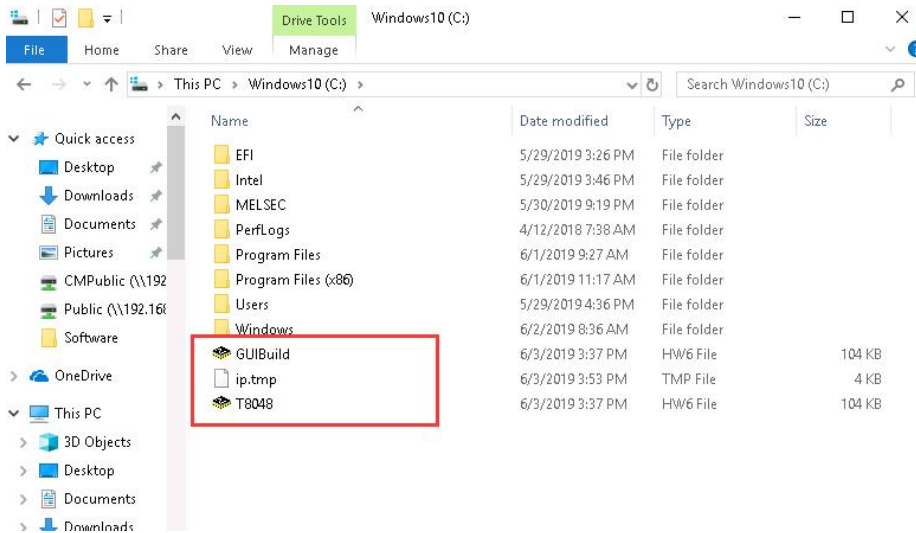

3)After the setup is complete, click again to download.
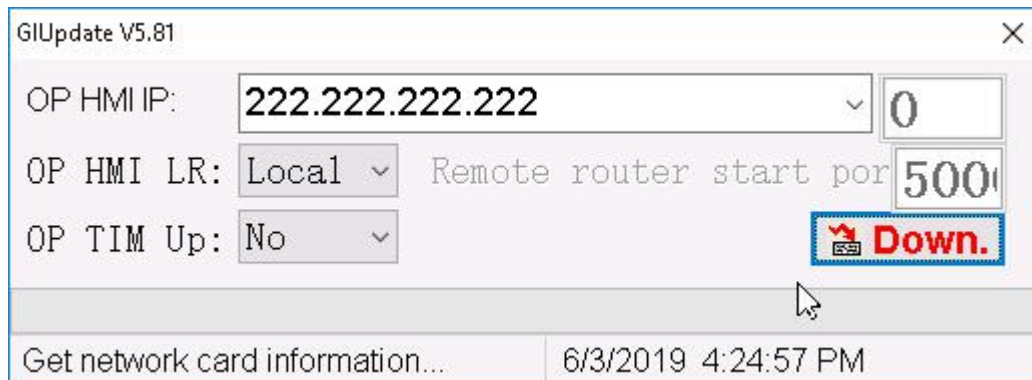
2.Change the default target storage path

If the above "1. View and set the "target file path"" setting is completed, the prompt "The system cannot find the specified file" is repeated.：

1) Recompile (F6). If the file with the same program name and the format .hw6 is found in the default path C drive after compiling (the test program is .hw6), replace the other storage disks of the computer.
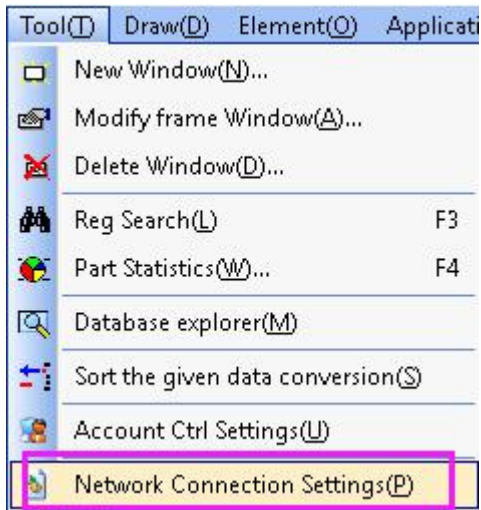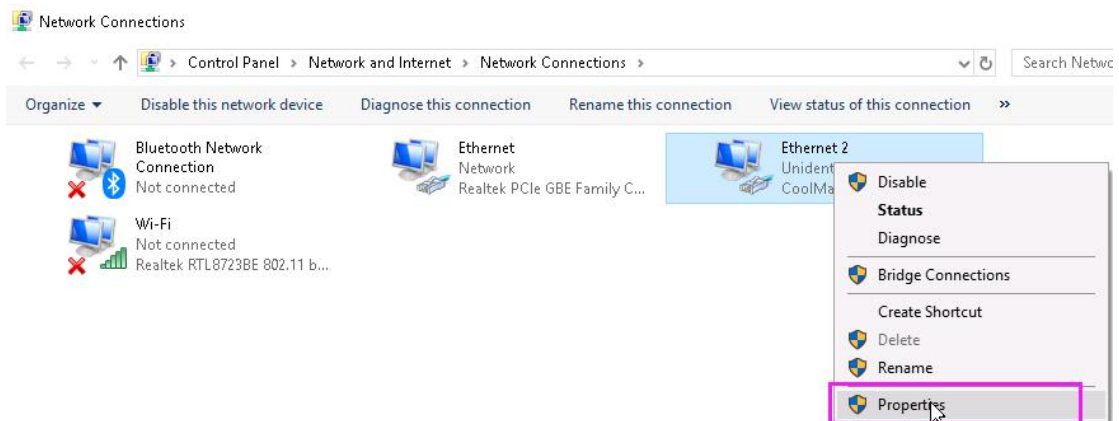
After the path change is complete, re-download it.

Fault type 3: After the compilation is completed, click Download. In the pop-up download window "GIUpdate V5.6X", "Start to get NIC information" or "Automatically set IP" is always displayed:
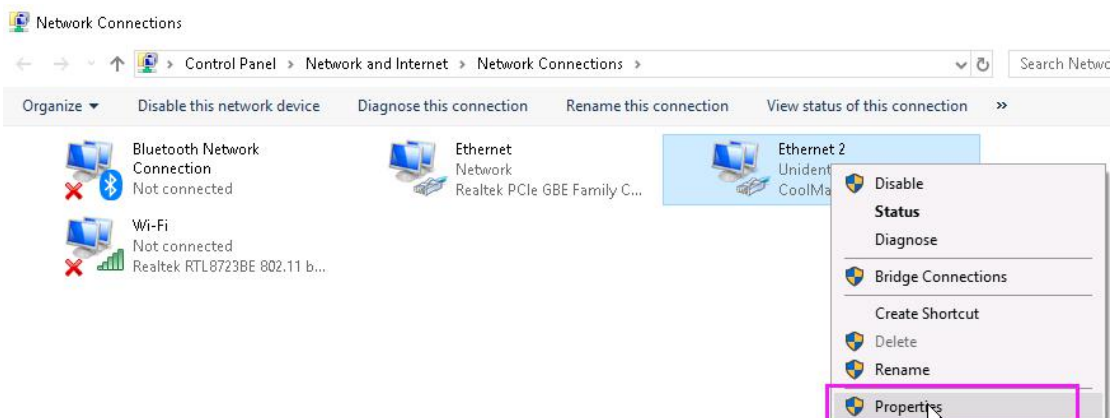

1) HMI programming software menu bar found: Tools - Network Connection Settings
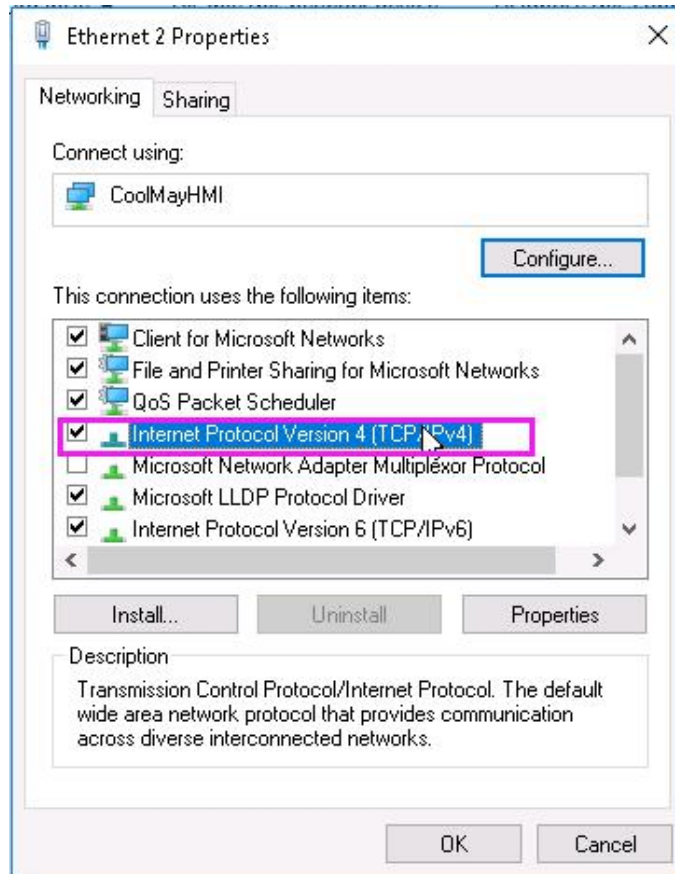
1) After the HMI driver is successfully installed, a local connection named Coolmay HMI will be added to the computer network connection, right click - attribute
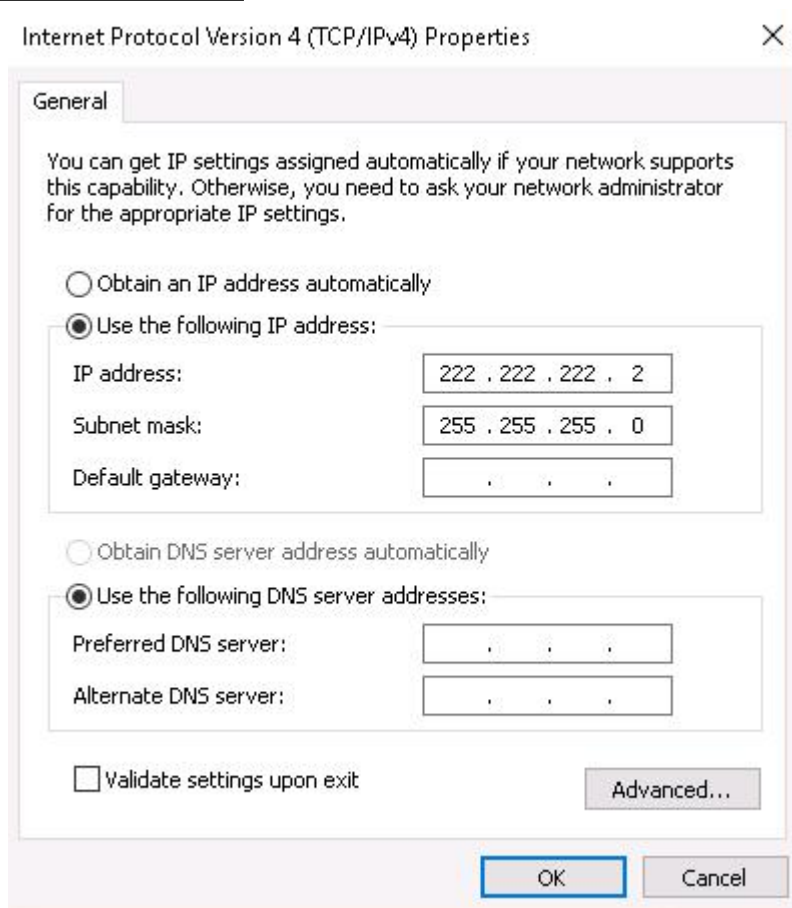

1） Double-click "Internet Protocol Version 4 (TCP/IP) to enter the IP Settings page.

2) Select "Use the following IP address (S)", the fixed IP address can be set to 222.222.222.* (the last digit can be set to any value in the range of 2~221), and the subnet mask is fixed to 255.255. 255.0, click "OK"
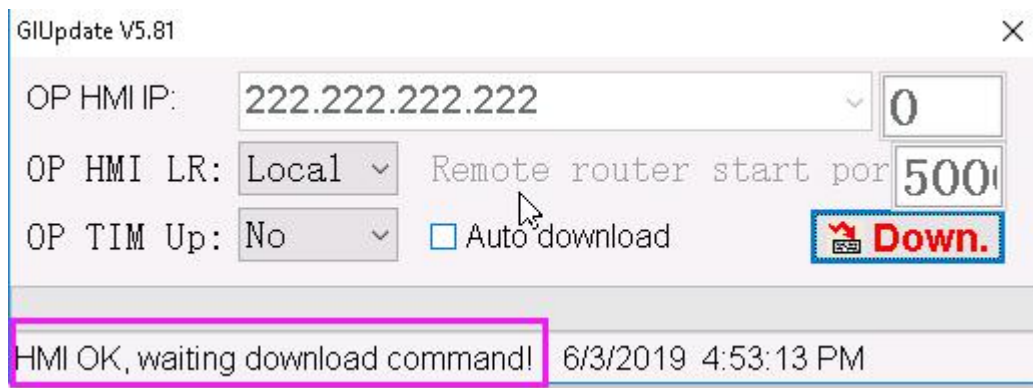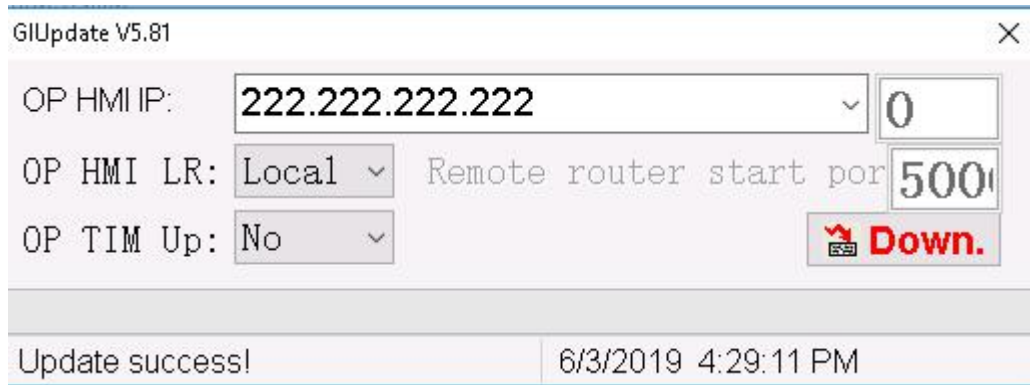
2） Select "Use the following IP address (S)", the fixed IP address can be set to 222.222.222.* (the last digit can be set to any value in the range of 2~221), and the subnet mask is fixed to 255.255.255.0. Click "OK"

5) After the above steps are completed, click Download. The pop-up download window "GIUpdate V5.6X", if "HMI connection OK, IP setting OK, wait for download command!" is displayed, download can be performed.
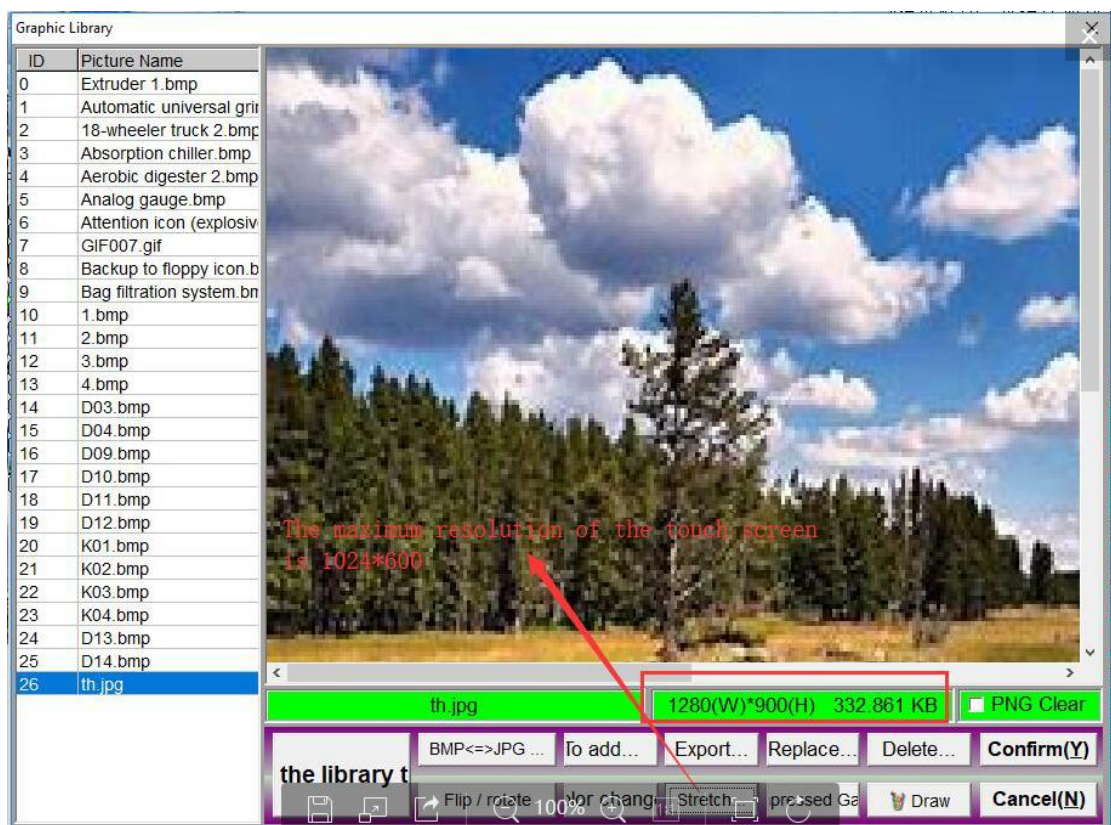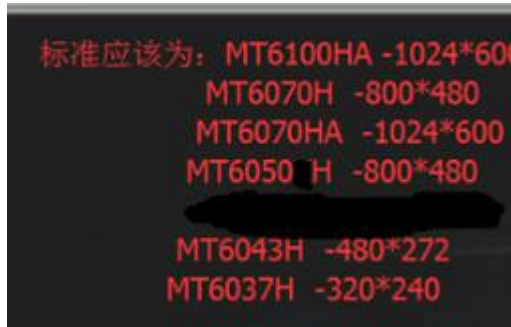

6) After the download is complete, the message "Update is successful" indicates that the download was successful.

Fault type four: After the compilation is completed, click download, the download progress bar goes to a part, prompt: "Upload failed"

1）Open the touch screen program, select the image added to the inside and click on the "Graphics Library":

The picture shown above should not be too much. Too many pictures can only cause the touch screen to slow down and the transmission is unsuccessful!