



Firmware Update

Where to download update software, and how to update firmware.

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INTRODUCTION

To ensure that you're using the latest Palette 2 features, we recommend installing the most recent version of our updater before using your Palette 2. Please follow these steps to update your Palette 2's firmware.

If you experience any issues when updating, please see our [support article](#).

Please note that by downloading the firmware update, you've agreed to our [User License Agreement](#).

[Firmware Release Notes](#)



TOOLS:

- [USB Cable](#) (1)
 - [Palette 2 Power Supply](#) (1)
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Step 1 — Connect P2 to your computer by USB cable



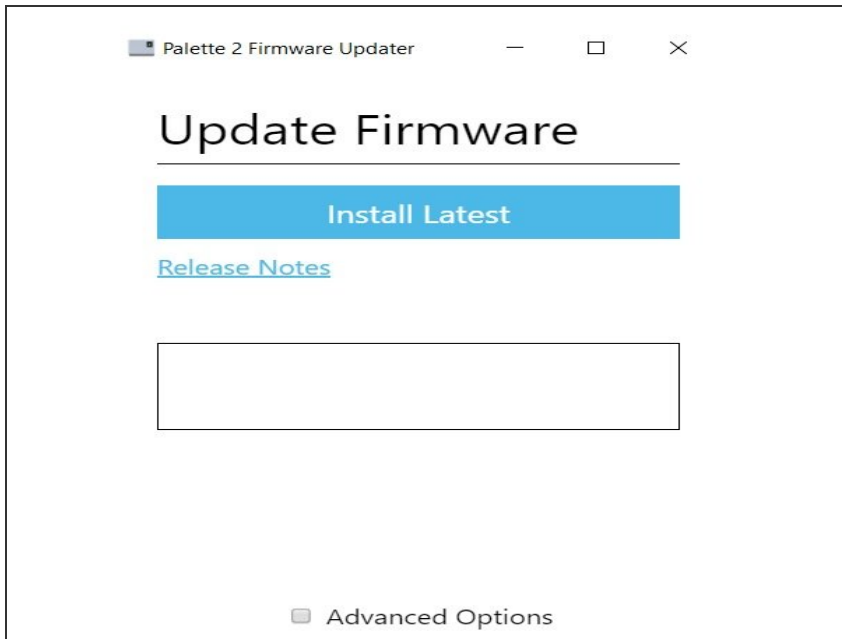
- Open your Palette 2 package and remove your Palette 2 unit, power cable, and USB cable. Connect your Palette 2 to power to turn it on and then to your computer. To help the updater recognize the port for your Palette, try unplugging other USB devices.

Step 2 — Download Firmware Updater



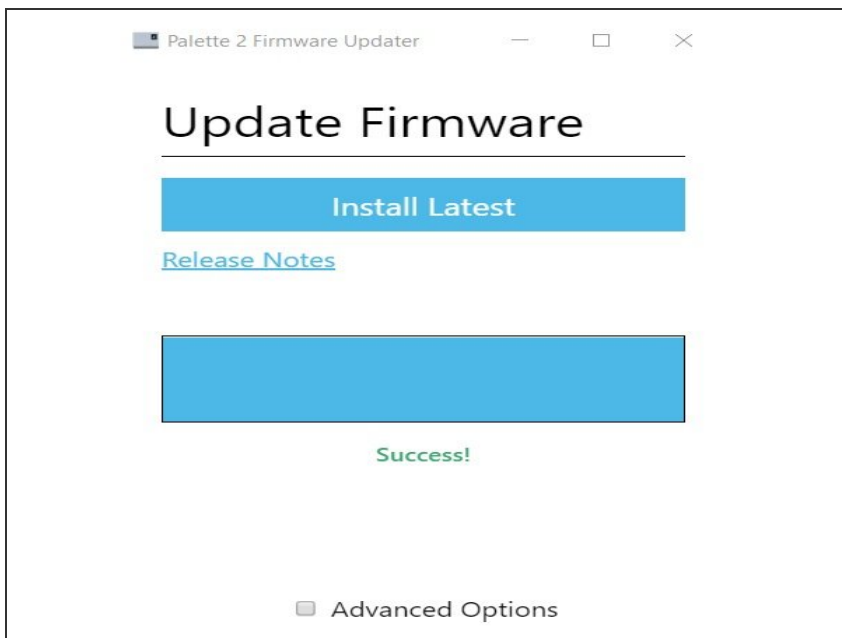
- Download our Firmware Installer for your operating system:
 - [Windows \(x32 or x64\)](#)
 - [macOS](#)
 - [Linux \(x64, Tested on Ubuntu 16.04\)](#)
 - [Linux \(ApplImage\)](#)
 - [Special Instructions for Linux](#)

Step 3 — Install Latest



- Follow the on-screen instructions and click "Install Latest."

Step 4 — Successful Update



- Once the firmware is updated, you will receive the following message, and you can unplug your unit from your computer.

If you have any additional questions, please contact us support@mosaicmfg.com.