

Dear Makeblock Education users,

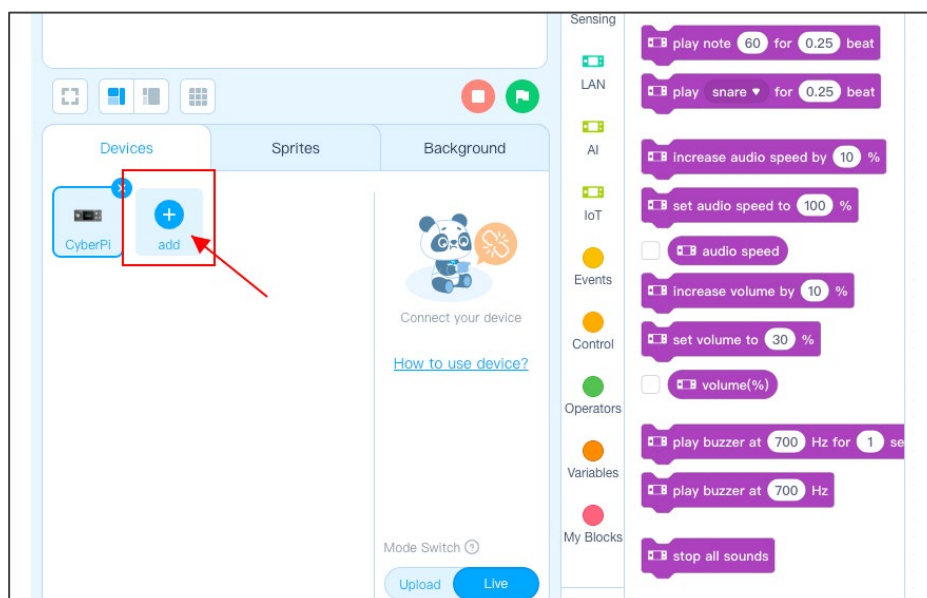
We have recently encountered 3 cases of damage of the mBot2 shield caused by using an old version of the CyberPi plugin firmware during update. The issue is caused by the CyberPi plugin firmware version released before April 1, 2021.

Description of the issue: using the mBlock PC version, after connecting the mBot2 device to the software and adding the CyberPi device from the device library, the device plugin version mentioned above misidentifies the mBot2 Shield as a CyberPi Pocket Shield and asks you to update the firmware. This will cause the mBot2 shield to become inoperable and can only be repaired by returning to the factory.

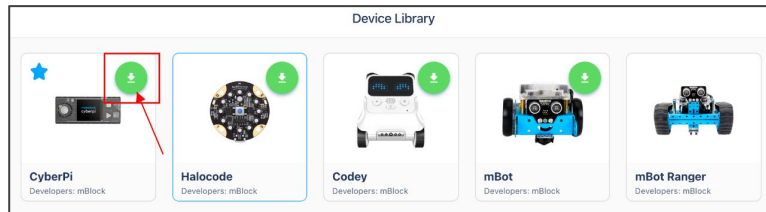
Currently the issue only occurs with the PC version of mBlock; the mobile APP version and the web version of the software do not lead into such issue.

To avoid such problems, please make sure you update the firmware of mBot2 as follows:

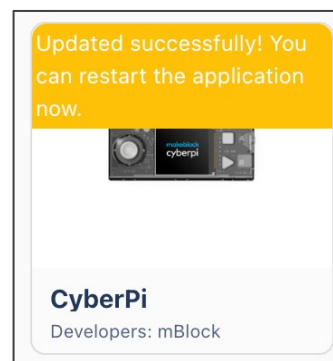
1. Open mBlock and click on 'Add Device'



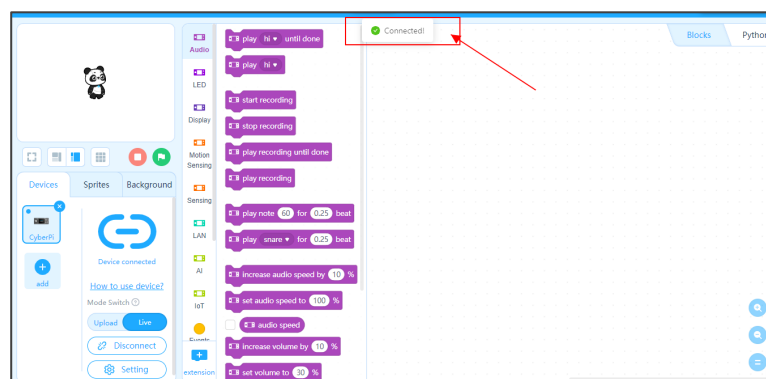
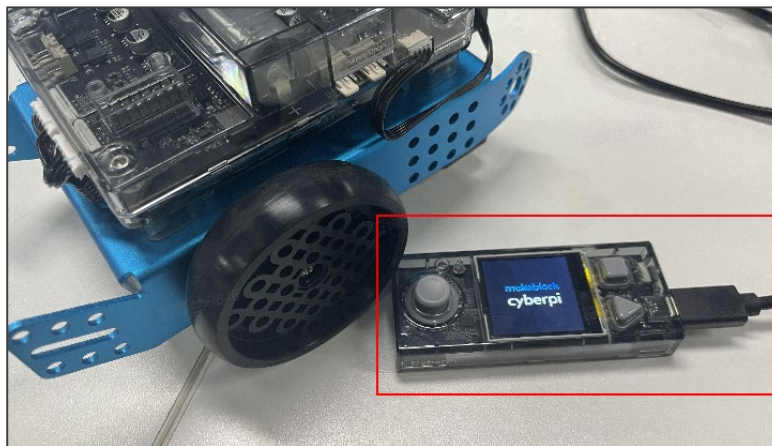
2. Click the green arrow to download the latest plugin and update it



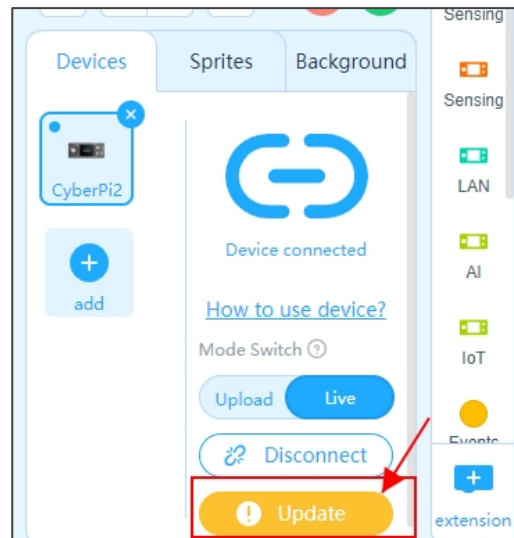
3. Update the plugin successfully and restart the mBlock



4. At this point, the CyberPi plugin firmware is in the latest version. Now use a USB cable or the Makeblock Bluetooth Dongle to connect your computer and **CyberPi ONLY** (not mounted on the mBot2 shield)



5. Update the firmware



6. Once the CyberPi firmware has been successfully updated, **you can mount it on the mBot2 shield again** and start using the robot.

The software team is currently working on updating the PC version of mBlock, to make sure that the problematic version of the firmware is not accessible anymore.

We are very sorry for the inconvenience this might cause, and we are at your disposal for any queries you may have.

Our sincere regard and thank you in advance for your understanding and patience.

Sincerely,

