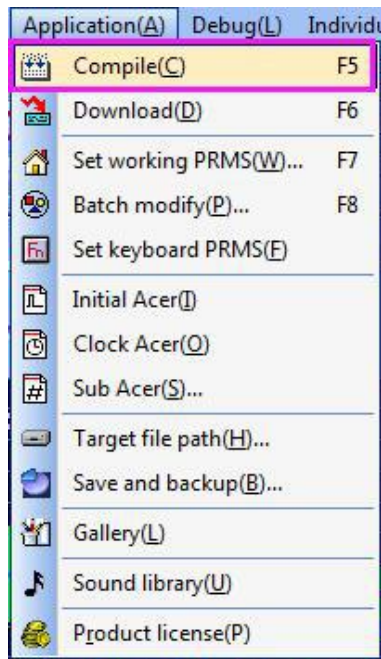


## The method for downloading HMI program

### ①、Online download procedures:

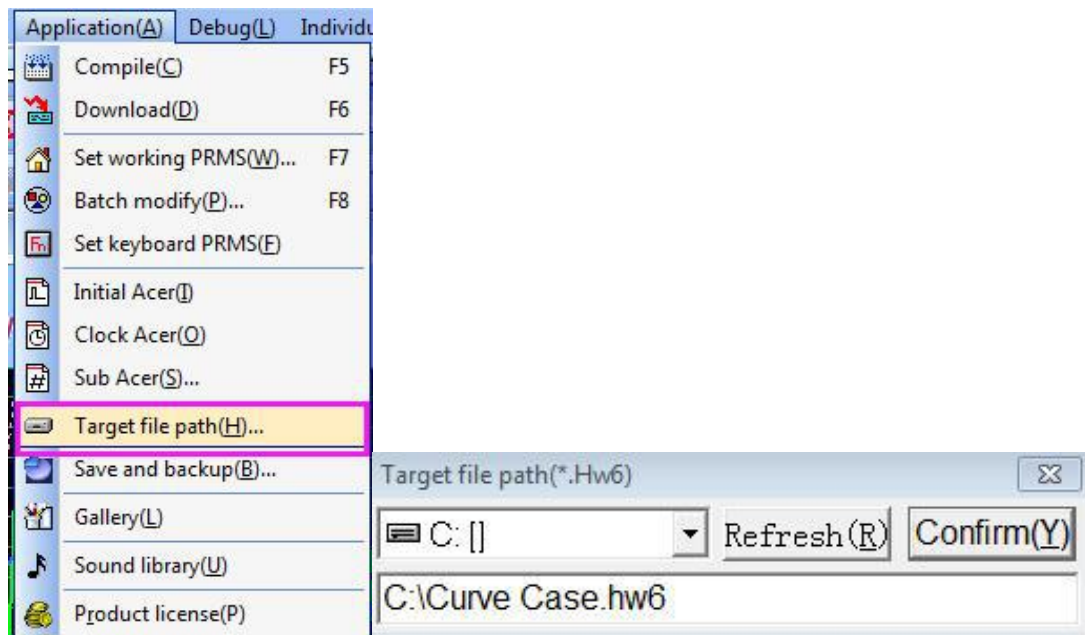
1. After saving the program, click on the application --- compile (shortcut F5)



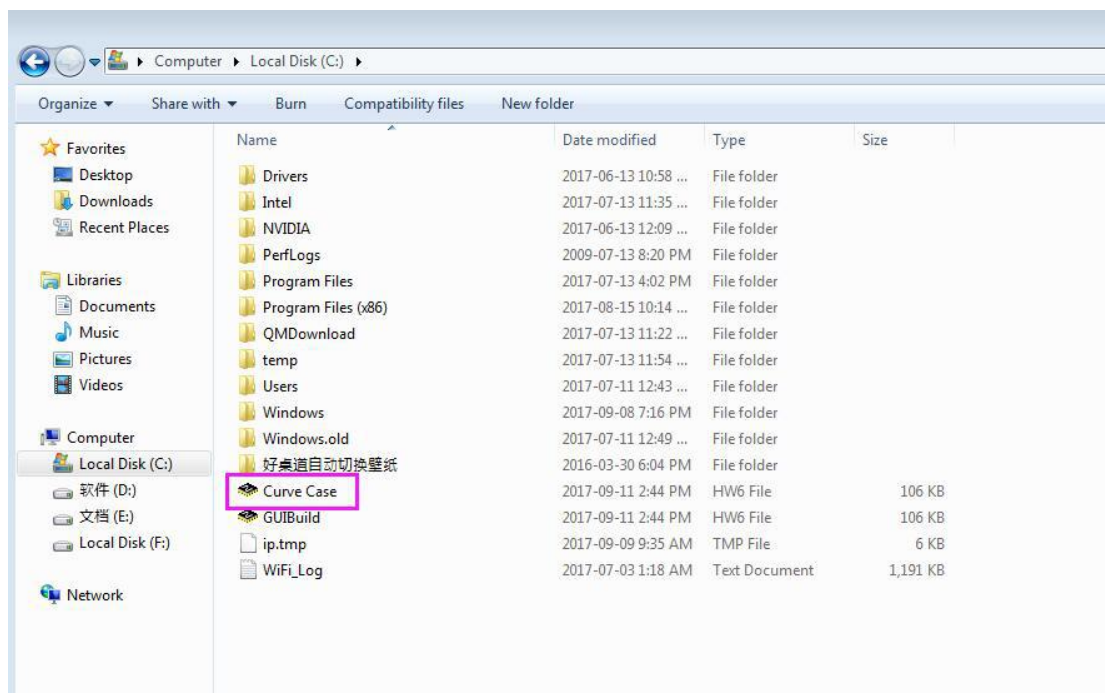
After the compiling you will be prompted to create the successful target file



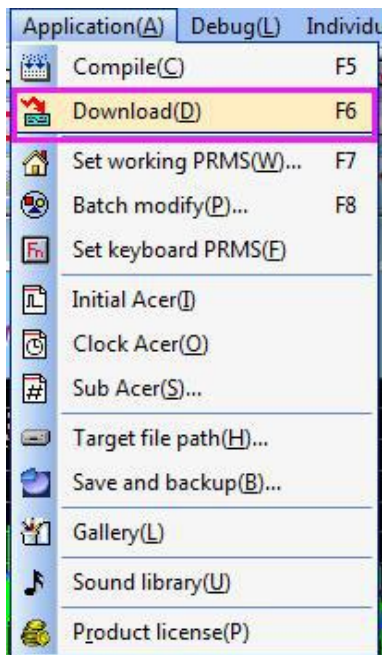
2. Under the destination file path (In the software application - the target file path to view the default disk, the default is in the C drive)



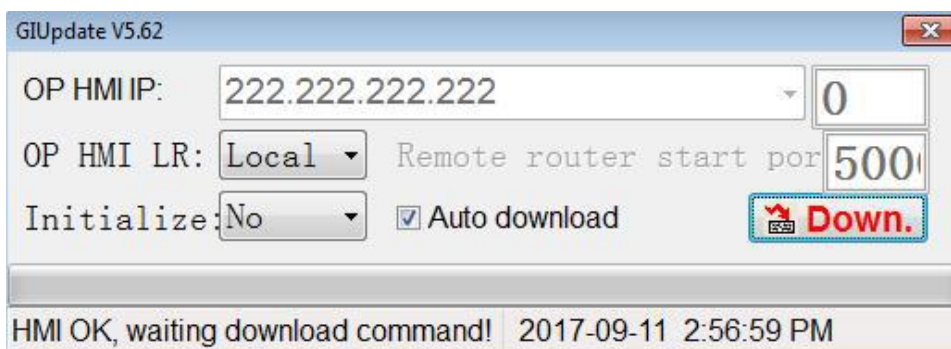
Confirm the C drive to generate a file which file name is the same as program name and the format is. hw6, as shown in the picture is test program.hw6:



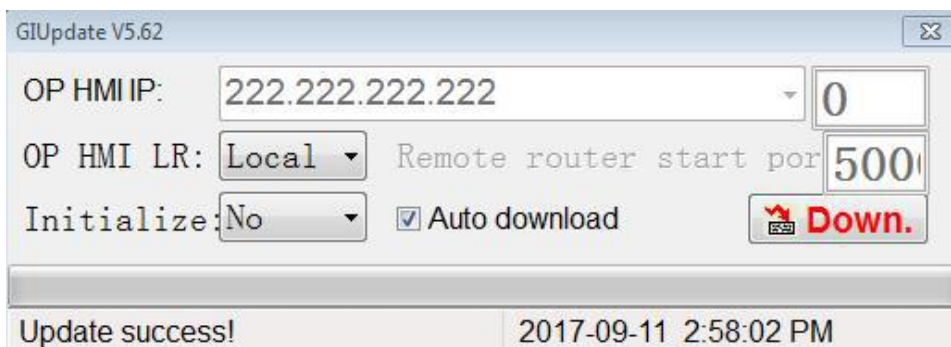
3. click on the application --- download(shortcut F6)



4. The download window will pop up. When the HMI connection OK, IP settings OK, then wait for the download command prompt, and then click Download.

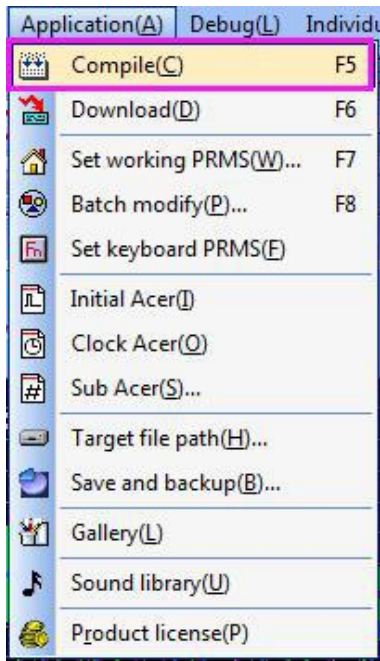


5. After downloading it will prompt you that the update is successful

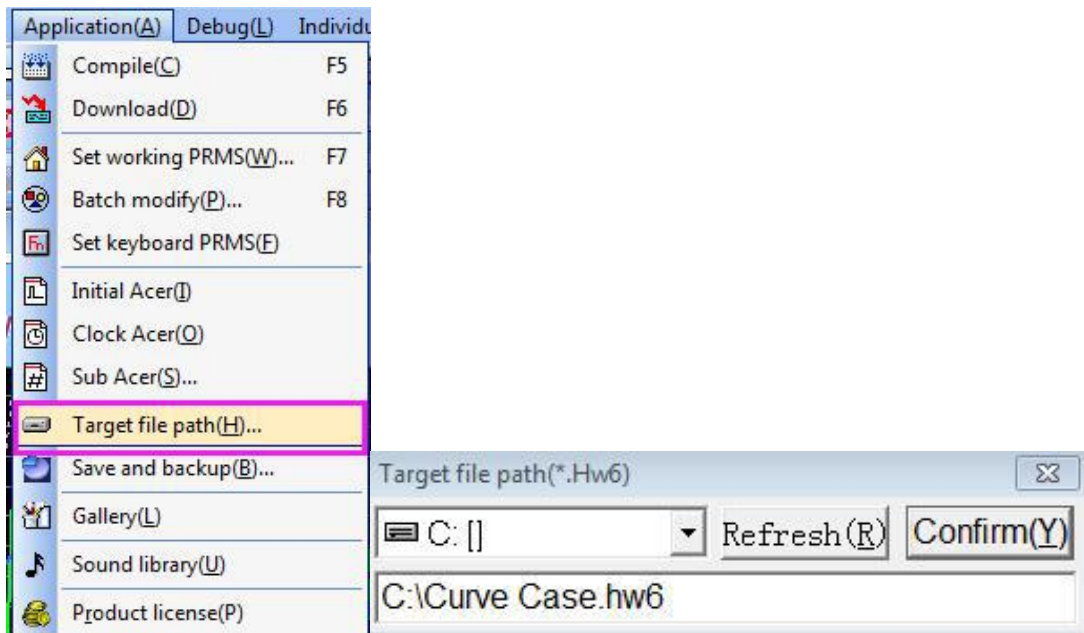


②. Downloading procedure by pendrive:

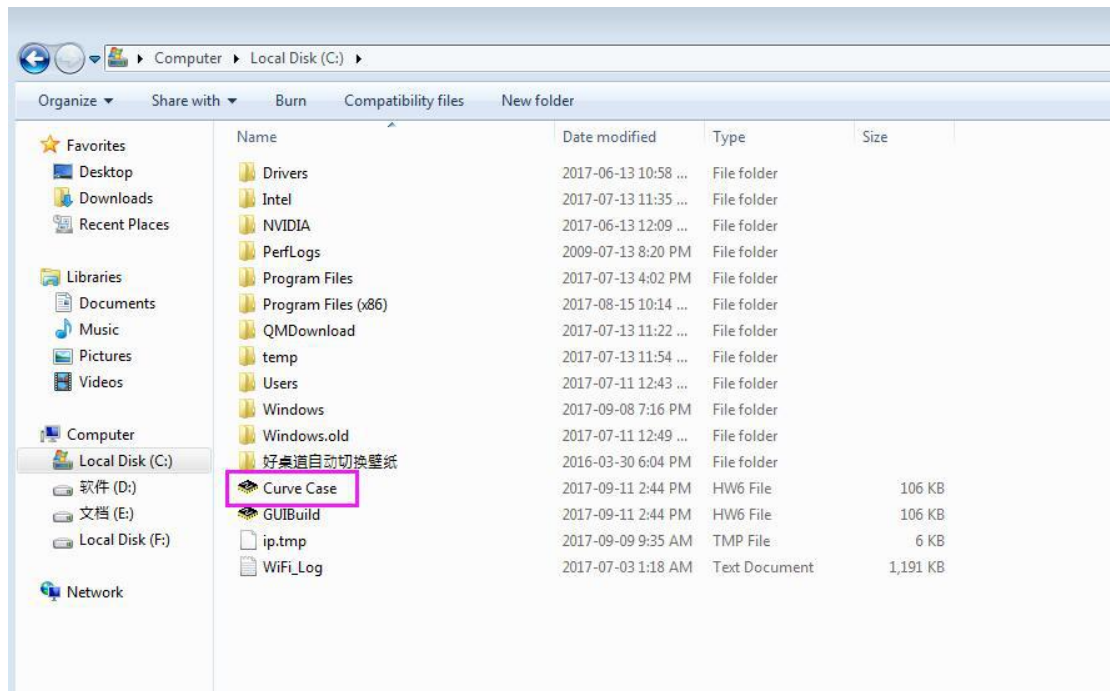
1. After saving the program, click on the application --- compile (shortcut F5)



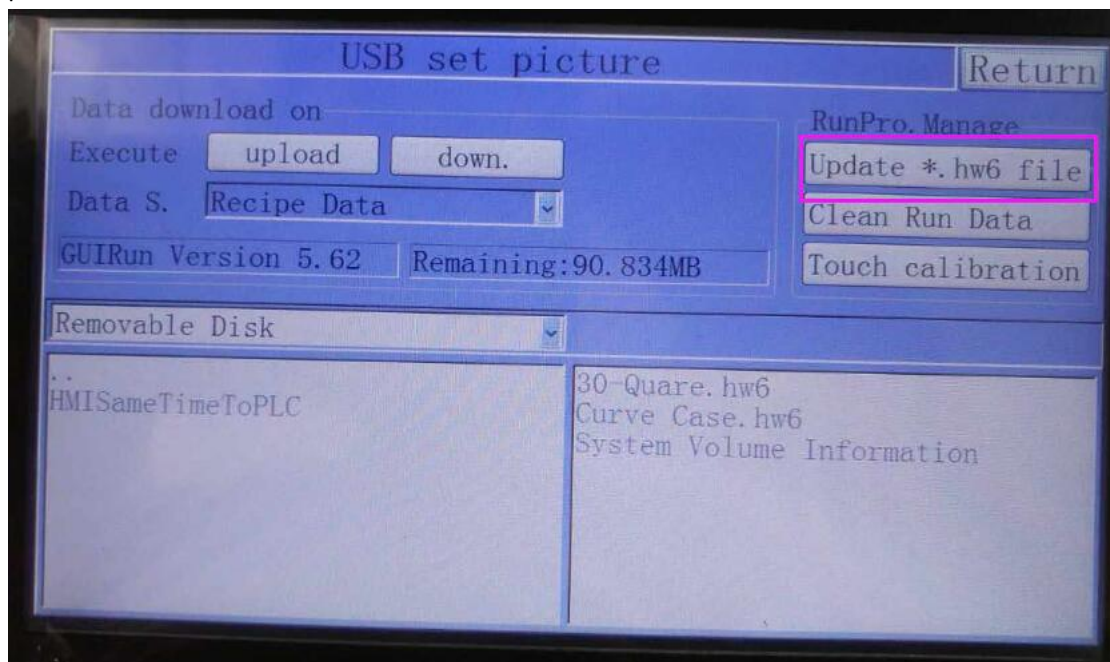
2. Under the destination file path (In the software application - the target file path to view the default disk, the default is in the C drive)

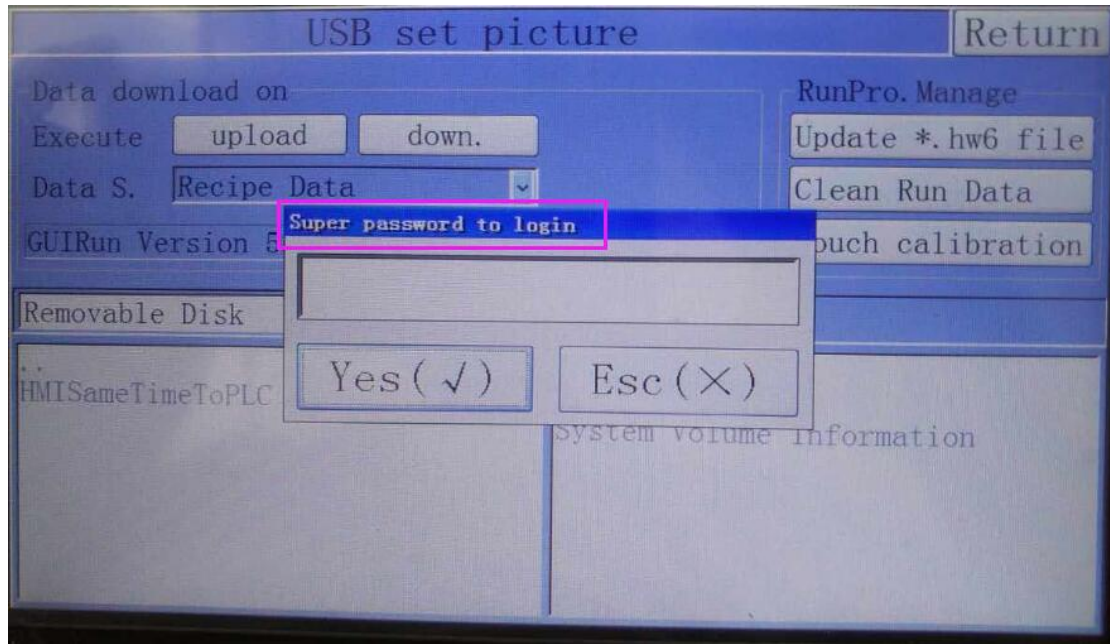


Confirm the C drive to generate a file which file name is the same as program name and the format is .hw6, as shown in the picture is test program.hw6:



3. Copy the .hw6 file from the destination file path to the USB drive
4. Insert USB drive into USB port, then will pop up the usb settings screen
5. Click update \* .hw6 file, enter the default password 12345678, the default password is empty (direct confirmation); if you change the password, you need to enter the corresponding correct password





6. After confirmation, you can find .HW6 file in the lower right corner , then double-click the pop-up confirmation box , the progress bar is automatically updated.

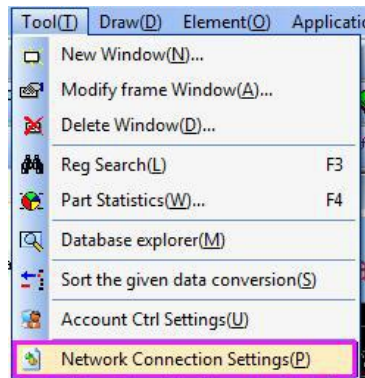
## Solutions for unsuccessfully downloading HMI program by cables

### IP settings problems

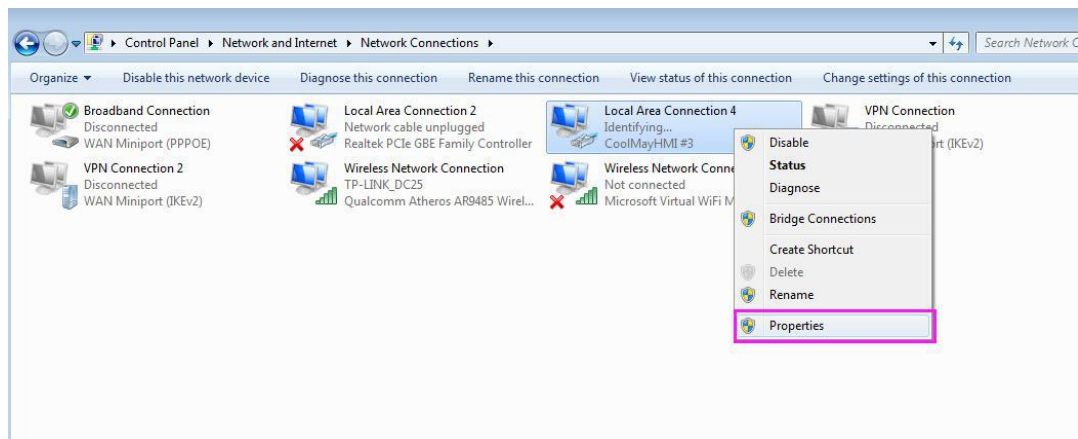
①Coolmay HMI using an IP address which is automatically obtained

#### Solutions 1 for Setting fixed IP

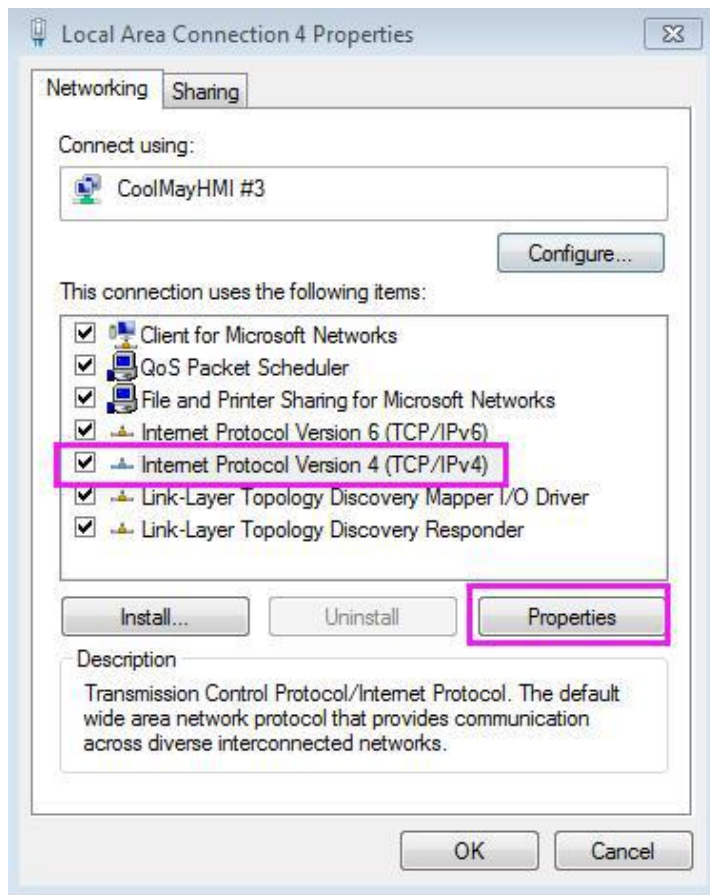
1. Click on Tool on HMI program---Network connection settings



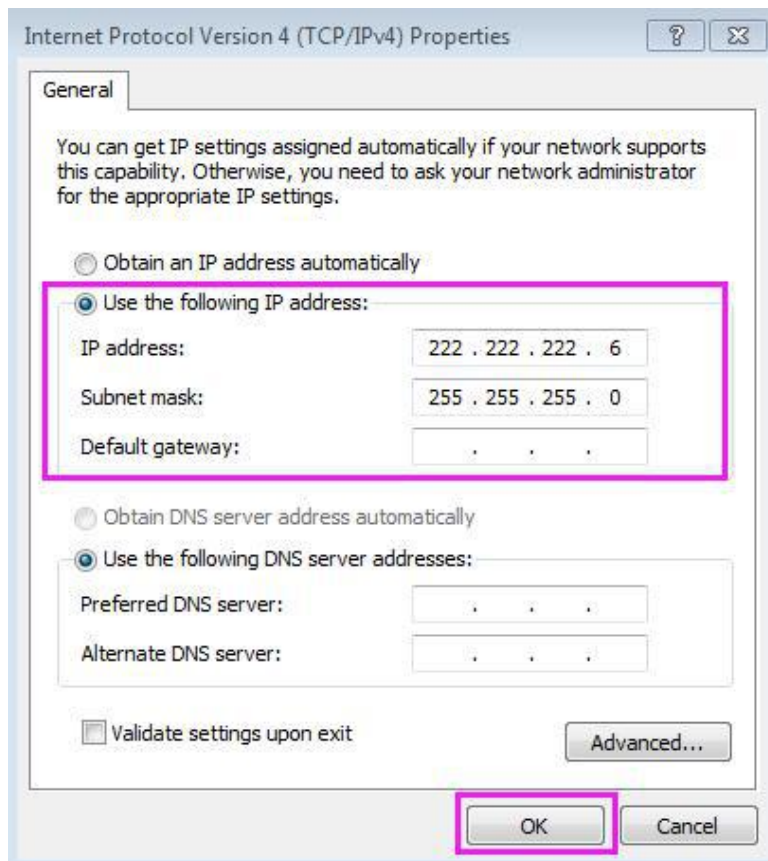
2. Right click CoolMayHMI correspondent local connection, then click property ;



3. Double click Internet Protocol version 4 (TCP/IPv4) ;



4.Using below IP address, IP address can be set 222.222.222.\* ( the last figure can be optionally set any number between 2~221 ) , Subnet Mask is set to be 255.255.255.0



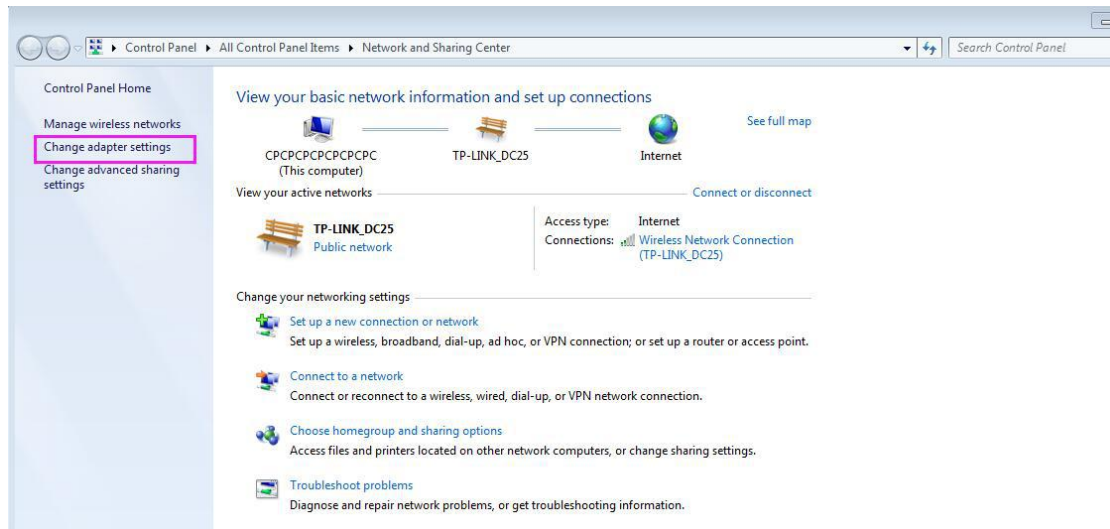
## Solutions 2 for Setting fixed IP

1. Click the Network and Sharing Center

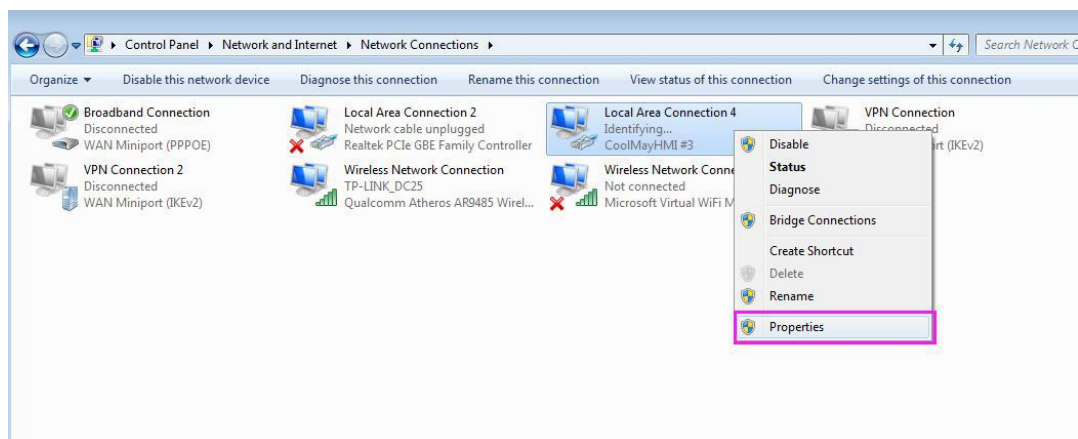




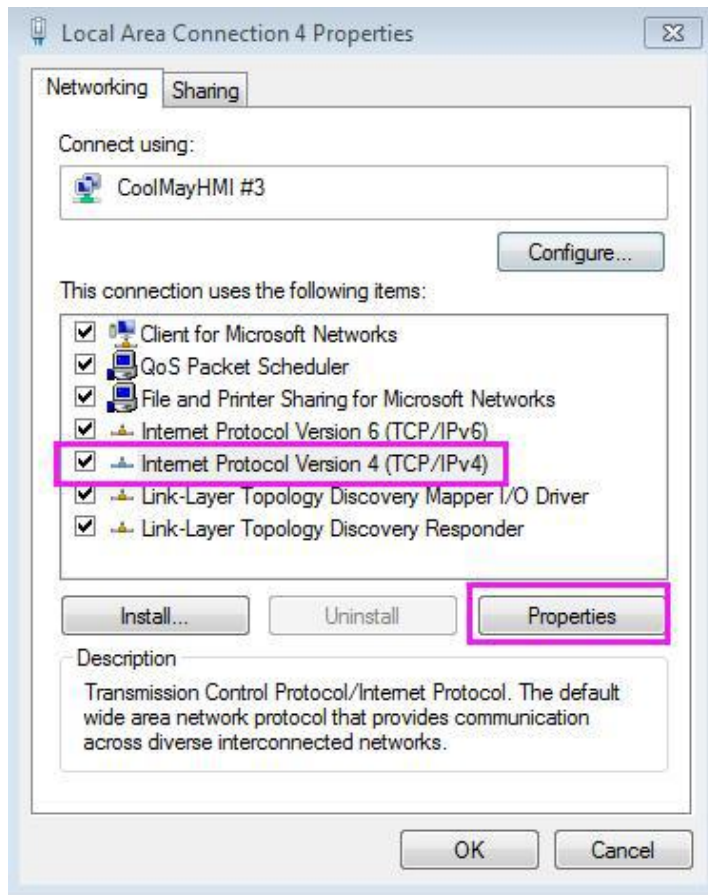
## 2. Click Change Adapter Settings:



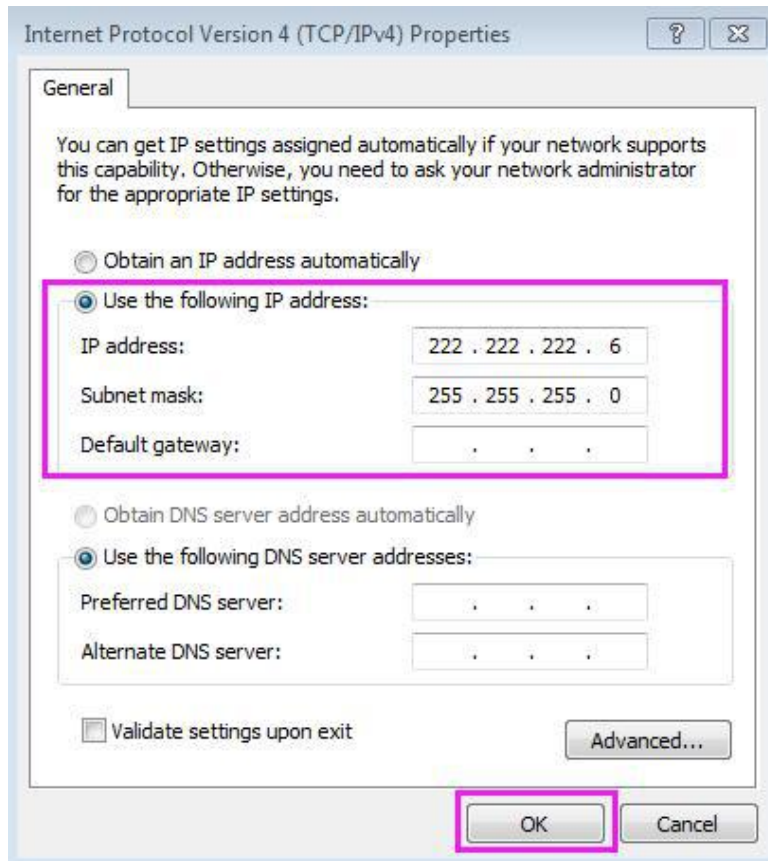
Right click CoolMayHMI correspondent local connection, then click property



3. double click Internet Protocol version 4 (TCP/IPv4) ;



5. Using below IP address, IP address can be set 222.222.222.\* ( the last figure can be optionally set any number between 2~221 ) , Subnet Mask is set to be 255.255.255.0



## 二、 Software settings problems:

①Download to half failure, and compiled files more than 1000K;

Solution: May be because picture's resolution you add to the gallery is higher than the screen resolution, you need to delete the picture in the library

②Download to half failure, The compiled file does not match the size of the file being transferred

Solution: Add pictures or components into the program to make the compiler file size change and then download

③Using a low version of the software, the HMI download the driver is not automatically installed;

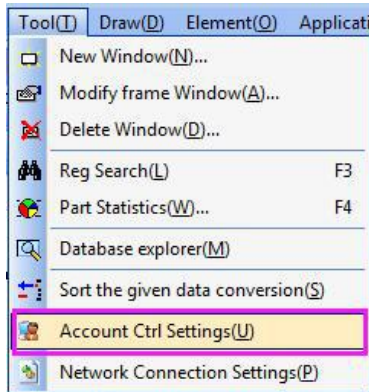
Solution: Install the latest version of the software, The latest version information, please go to [www.coolmay.net](http://www.coolmay.net) Shenzhen Coolmay Technology Co., Ltd. official website to download.

## 三、 Computer settings problems:

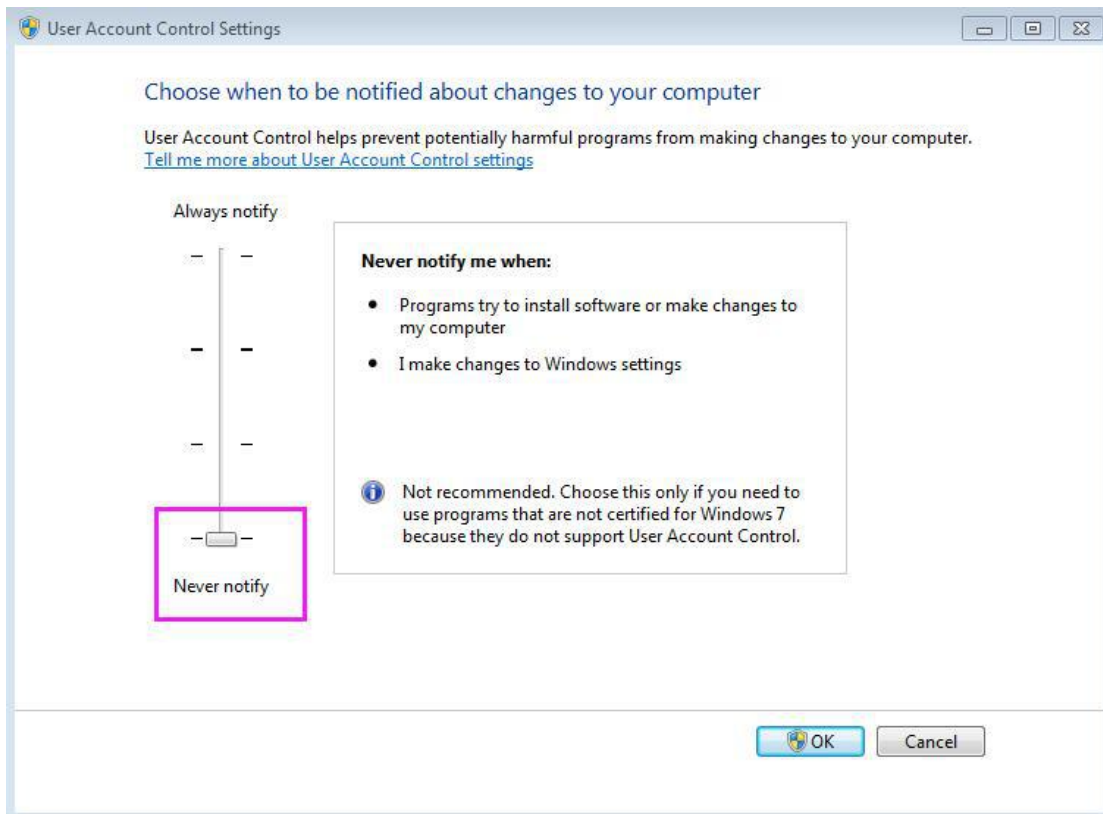
①Win7 system does not close the UAC function which lead to compile the file is not generated, or download the dialog box can not pop up

Solutions:

1.Click on tool on HMI program----Account Control Settings



2. Move the cursor to Never notify, and then restart the computer to take effect.



② PC is win8、win10 the driver will not be installed automatically

Solutions: refer to Win8/Win10 procedures of drive installation, forbid driver enforcement signature

File download link:

<http://www.coolmay.net/Download.aspx?ColumnId=75&Language=34&Terminal=41&page=4>

③ HMI program has been changed but screen after you downloading has not changed;

Solutions: Run the software as an administrator and recompile the download

④ Anti-virus software to prohibit open the compilation process

Solutions: Quit or add antivirus software to trusted software

#### 四、 hardware problem:

① Computer USB port can not be identified, we recommended you to change a USB port, if still can not identify, you can try for a computer;

② Download cable is broken, replace it.

— If all the above methods are invalid, please use a pendriver to download the program