Troubleshooting

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Manually Uploading Code Through ESPHome

If your device becomes unresponsive and you've exhausted the other troubleshooting methods you can upload a fresh set of firmware by following the below guide. The utility does need to be run from Chrome or Edge.
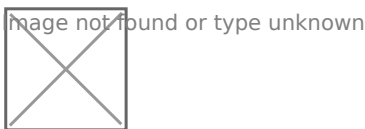
> If your device has already been connected to Home Assistant previously please refer to
>
> [Removing Device From Home Assistant](#) first before proceeding

1. Plug your MTR-1 into your computer with a quality USBC cable that supports data transfer
2. Navigate to our installer page and click connect [** Install Page **](#)
3. Select your Apollo device, it will show with a similar name to the one below, and click connect. If you aren't sure which device it is, you can unplug the MTR-1 and see which disappears.
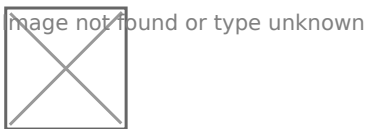
[ComSelection.png](#)
Image selection or type unknown

If no device shows, click cancel and then install the recommended driver that shows on the popup. If you have installed the driver, tried different cables, and it still won't work refer here for putting the MTR-1 in bootloader mode and then retry step 3. [Putting MTR-1 In Boot Mode Document](#)

4. Choose to install the new firmware

6. Wait for the installer to finish - if you see "ERROR Logger is not configured!" that is totally expected! The logger is disabled to make more room for other components on the microcontroller.

7.VERY IMPORTANT - you need to unplug your device and plug it back in to leave boot mode!

8. After finishing, check for the Apollo hotspot and connect. This might not show if you previously had the MTR-1 connected to your wifi
9. Log into Home Assistant and go to the ESPHome addon check to see if you can adopt the device.

If you encounter the below error, please complete the [Putting MTR-1 In Boot Mode Document](#) and go back to step 3.
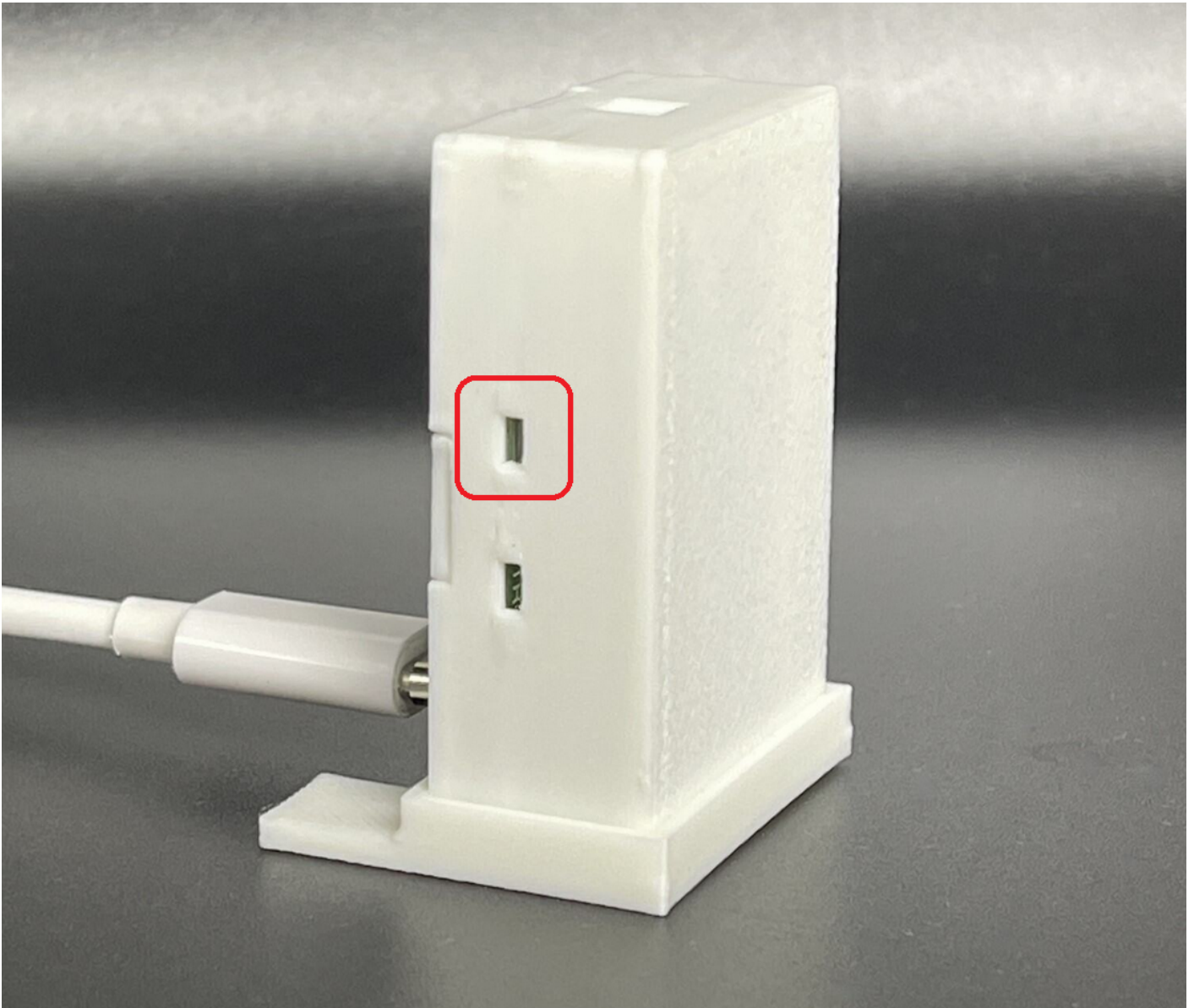
Putting The MTR-1 In Boot Mode

This will cover how to put the MTR-1 into boot mode. Sometimes, this is needed to upload new firmware if the device is struggling.
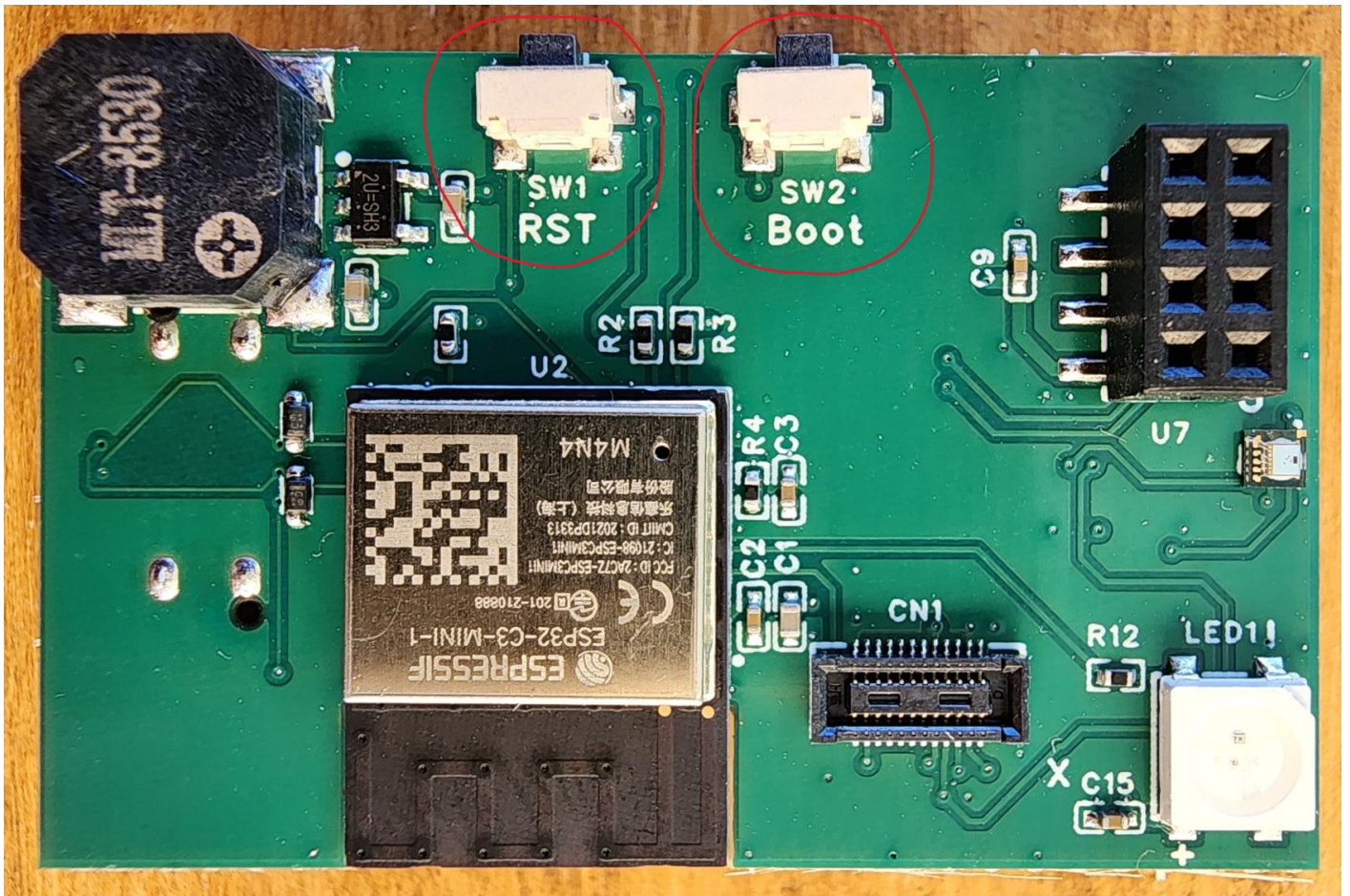
Boot Button Only

1. See the photo below to help access the boot button through the top of the case
2. Use a pin to press and hold the boot button, while holding the boot button plug the MTR-1 back into your computer/power and then release the boot button

4. Continue with uploading the firmware document

<u>Boot and Reset Buttons</u>

1. Unplug the device
2. Slide the back of the case off
3. Remove the device from the case
4. Plug it back into your computer
5. Press and hold the boot button, while holding it press and release the reset button, then release the boot button

6. Continue with [uploading the firmware document](#)

Teardown and Reassembly of the MTR-1

This will cover how to take apart and reassemble the MTR-1 device. This is useful if you are replacing components or to inspect if the mmwave sensor (LD2450) is seated properly. Sometimes during shipping, this can become loose and cause issues with the accuracy of the sensor

https://www.youtube.com/embed/r2YhuNolZw4