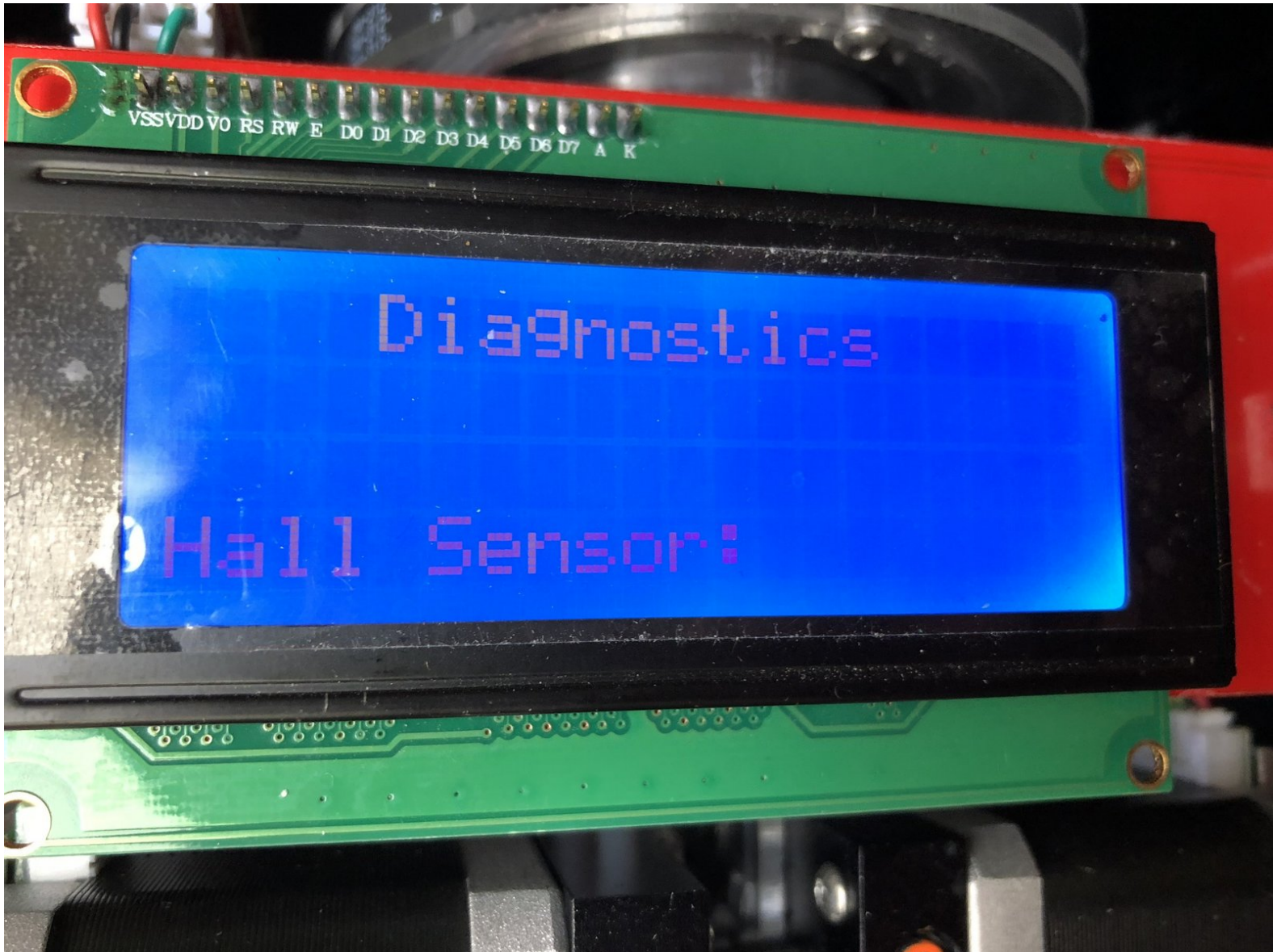




# Unable to Read Screen

Written By: Mosaic Support



## INTRODUCTION

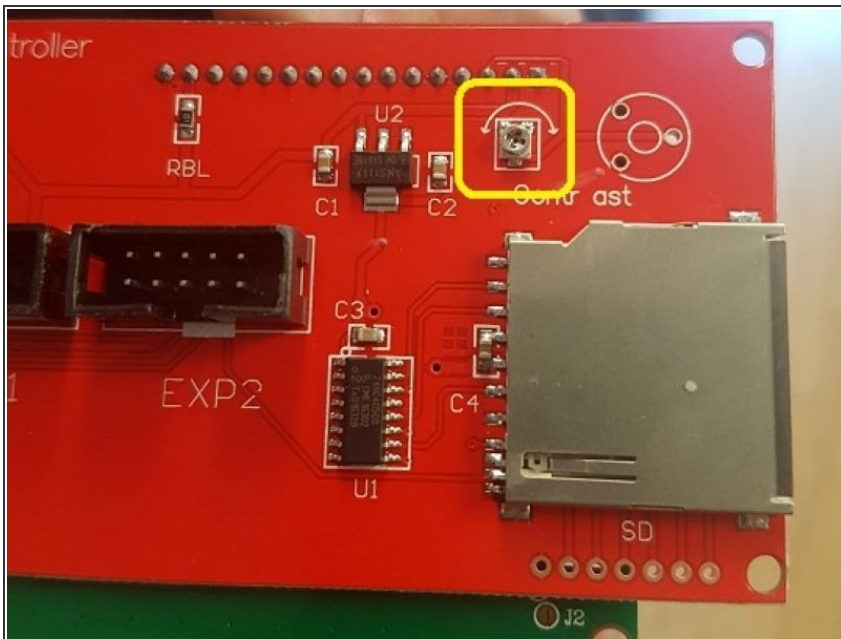
If your Palette is turned on but you're unable to read your LCD screen, please check the following options.

## Step 1 — Option 1



- Check the screen cable connections within your Palette. Please refer to [this article](#) to check the connections.

## Step 2 — Option 2



- Adjust the contrast potentiometer on the back of the LCD screen.
- To do this, take a Phillips head screwdriver to adjust the dial while the screen is on so that you can adjust until the screen is to your liking.

**⚠ Please be careful to avoid any metal parts near the potentiometer with the screwdriver as this may short your screen.**

### Step 3 — Option 3



- The blank screen may be caused by static in the printing area around Palette+. In order to help avoid this issue, please print 8 plastic washers which you can install on each screw on the screen. You would place a washer between the screw and screen. Download the STL [here](#).

If you have any questions, please contact us at [support@mosaicmfg.com](mailto:support@mosaicmfg.com).