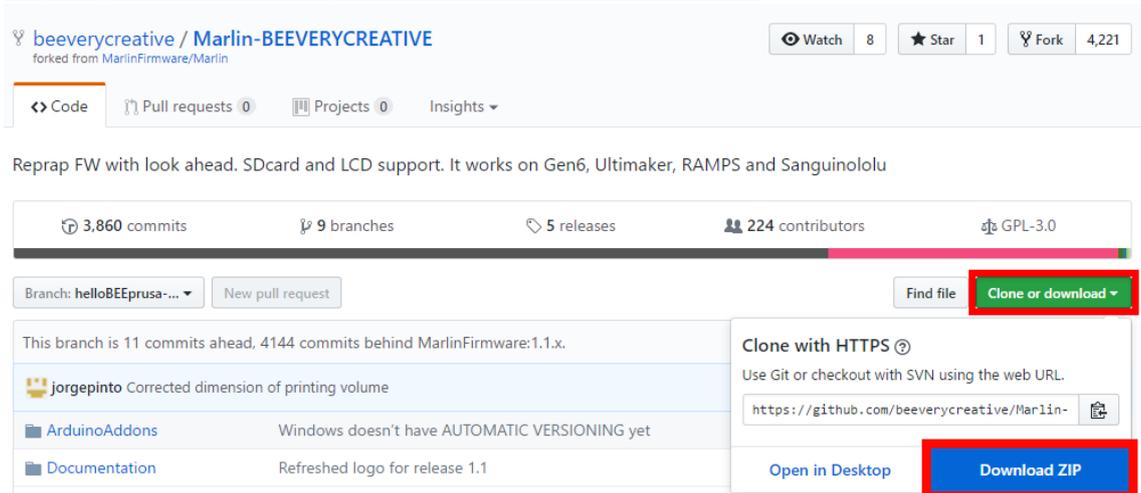Ensure you are running the latest firmware for your hBp so that you have access to all the features and bugfixes that might have been done since you bought your printer.

To download and upgrade to the latest version follow these steps:

1) Download the files from:
   https://github.com/beeverycreative/Marlin-BEEVERYCREATIVE

2) Download Arduino V1.6.8 from:

   https://www.arduino.cc/en/Main/OldSoftwareReleases#1.0.x

   Don't download any newer or older versions as it can cause compatibility issues.

3) Open Marlin.ino from the firmware you just downloaded.
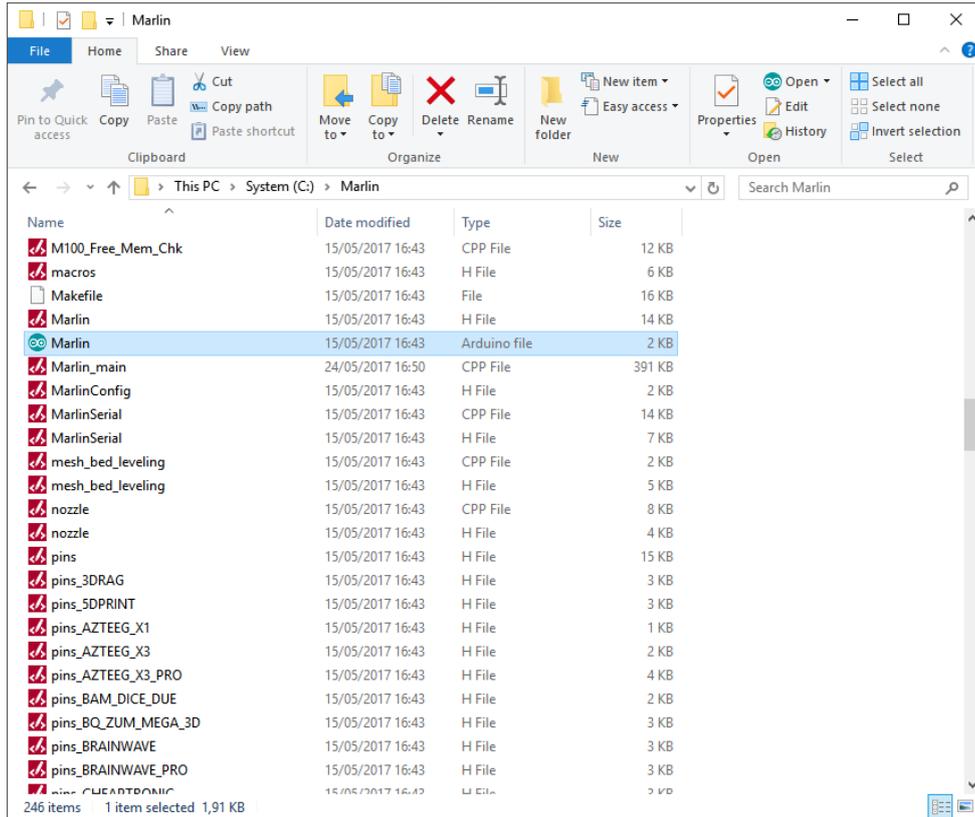
4) Once the file has opened, go to "Tools" tab and select the board with the name "Arduino Mega 2560 or Mega ADK"
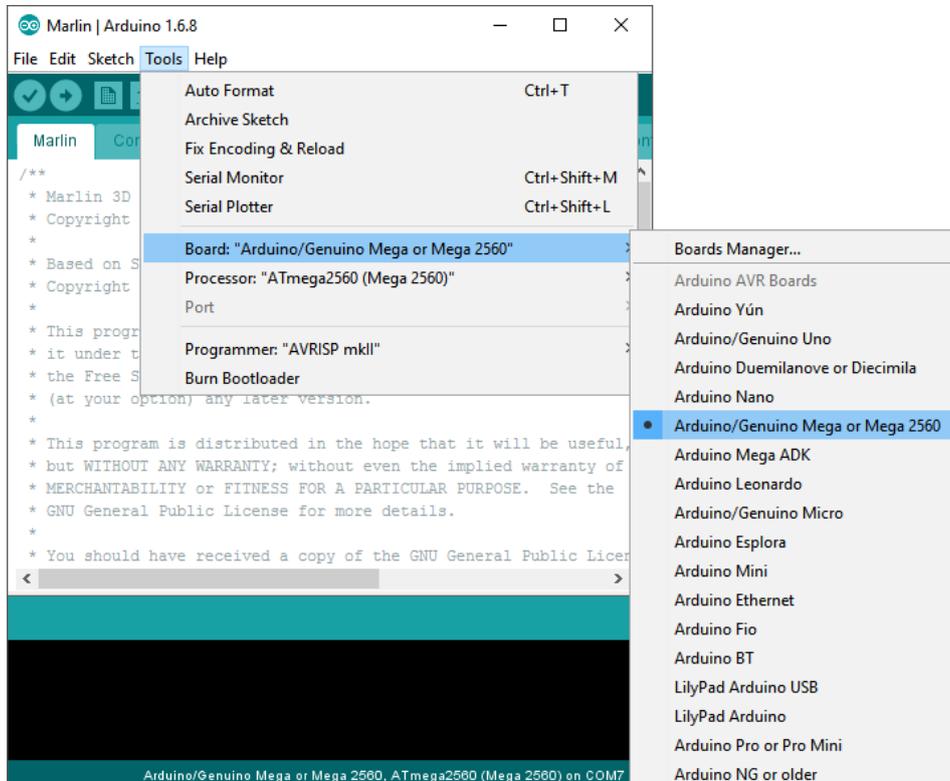
5) Please unplug any USB devices attached to your computer and connect the helloBEEprusa, wait a few seconds for the driver installation then go to "Tools" tab and select the port, the number can be different from the one shown in here.
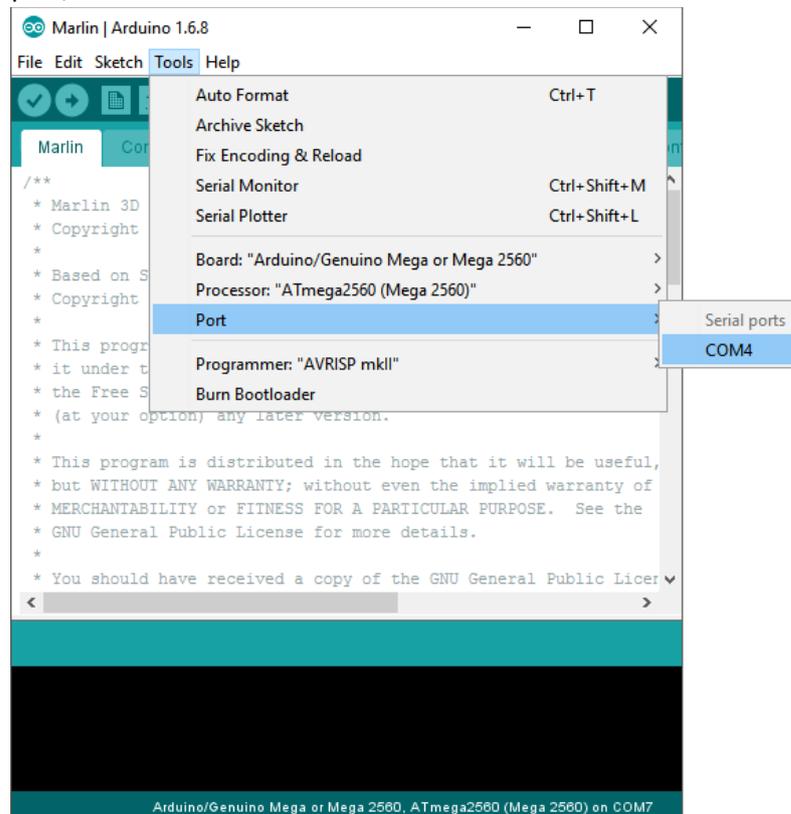
6) Press Upload (highlighted in the following image) and wait for it to finish upgrading