

Instamic Pro and Basic | Firmware upgrade

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To upgrade your **Instamic Pro and Basic**, you will need to download our **Firmware Upgrade Application for Mac or Windows**.

DOWNLOAD
macOS v.2.8.3



https://cdn.shopify.com/s/files/1/2073/8239/files/Instamic_Pro_Basic_Firmware_Upgrade_Tool_2.8.3_macOS.zip?v=1744030362

DOWNLOAD
Windows v.2.8.0



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https://cdn.shopify.com/s/files/1/2073/8239/files/Instamic_Pro_Basic_Firmware_Upgrade_Tool_2.8.0_Windows.zip?v=1744030382

Instamic Pro and Basic **Latest Firmware Version is 1.3.2 (Release notes**

<https://support.instamic.io/support/discussions/topics/26000006843>)

Walkthrough

1. Launch the Instamic Firmware Upgrade App
2. Wait until the latest firmware version (to v 1.3.2) appears under *Firmware Upgrade*.
3. Connect the Instamic using the provided USB cable (first green check). If possible, disconnect any other USB external devices.
4. Press and hold the Instamic button until the first two LEDs turn off, then release.
5. Instamic will disconnect from your computer.
6. Let the app do its magic (do not disconnect the unit while the loading bar is on).
7. Your Instamic will boot up again, and three green checks will confirm that you have successfully updated your device.

This is how the application looks when you have successfully upgraded your unit



A friendly tip

We really encourage you to register your unit at register.instamic.io (<http://register.instamic.io>)! This will help us support you even better.

The serial number is located on the back of your Instamic or on the side of the packaging sleeve. It starts with a P (PXXXXXXXX for the Pro version) or a B (BXXXXXXXX for the Basic version).

Troubleshooting and solutions

1. Instamic reboots when you release the button after both LEDs go off.

- Turn on the Instamic.
- Connect it to your computer using the Instamic cable.
- Ensure it is correctly recognized by your computer as external storage.
- Launch the Firmware Upgrade Application.
- Verify that a .txt file is stored in Instamic's internal memory.
- Press and hold the button on the Instamic until the first two green lights turn off.
- Do not disconnect your Instamic when the Loading bar comes out.
- The Instamic restarts with the latest firmware.

2. The first green check doesn't appear.

- Ensure that the Instamic internal storage is named INSTAMIC
- Use the provided Instamic cable.
- Disconnect any devices with internal memory, such as a notebook, tablet, or similar.
- Reboot your computer, launch the app, and connect the Instamic.

3. The first green check appears only when I unplug the unit.

- Make sure the Instamic internal storage is labeled INSTAMIC. If it has a different name, rename it using the right-click menu in Finder or the Format Memory application on Windows, or Disk Utility on Mac.

4. Your Instamic doesn't turn back on.

- Wait 3 hours. Do not charge your Instamic.
- Launch the Instamic Firmware Update Application.
- Connect the Instamic using the provided USB cable.
- Wait for 30 seconds until the Instamic reloads.

6. The application crashes immediately when I connect the Instamic.

- Disconnect all USB devices and plug in only the Instamic.

Still no solution

- Try this [Hardware Reset Procedure \(https://instamic.freshdesk.com/support/solutions/articles/26000033946-how-to-hard-reset-your-instamic\)](https://instamic.freshdesk.com/support/solutions/articles/26000033946-how-to-hard-reset-your-instamic) if your unit is a Pro or Plus version with the micro/USB connector.

Your Instamic is still alive. It is only shy :-)

For any other questions, please contact us at support@instamic.io.

Kind regards,
The Instamic Team
