



Firmware Upgrade Guide

Instamic Pro Plus and Plus C

Firmware version 2.3.46 ([Release Notes](#))

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Proper display not possible on grayscale devices.

Introduction

You will need:



Windows or macOS Computer
with Internet Access



USB-C Cable



Instamic Pro Plus or Plus C

Firmware update process:

1. Download the Instamic Firmware Upgrade application.
2. Extract the ZIP File.
3. Run the Instamic Firmware Upgrade application.
4. Follow the on-screen directions.
5. Confirm that the firmware of your Instamic has been updated correctly.

Upgrading the Firmware

1. Download the Firmware Upgrade application file.

Download the ZIP file that contains the Firmware Upgrade app from the Instamic download page or click the appropriate link below:

DOWNLOAD
macOS v.2.8.3



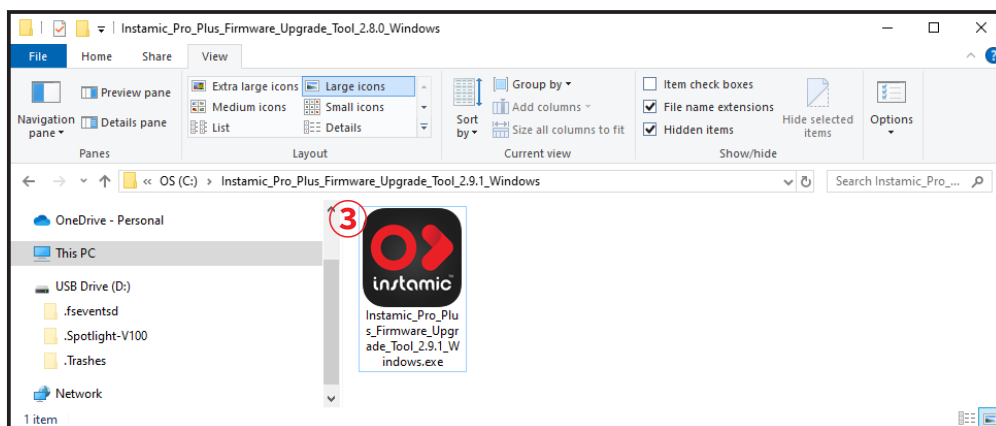
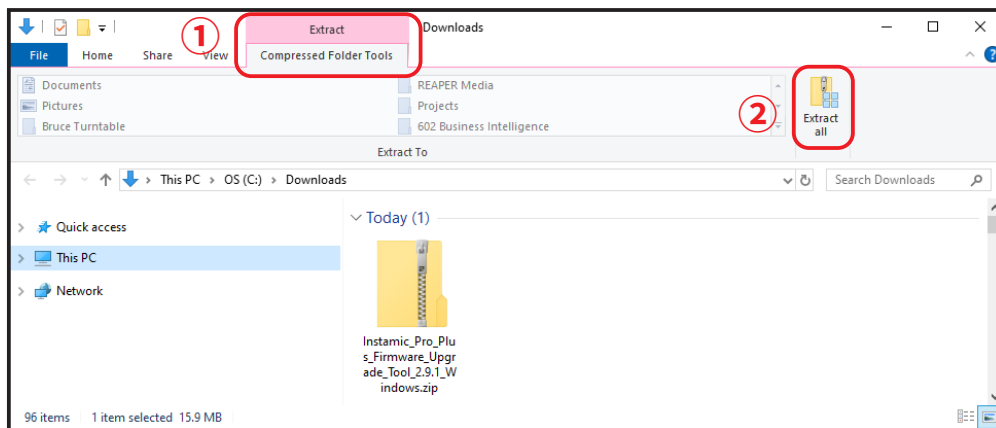
DOWNLOAD
Windows v.2.9.1



On Windows

2. Extract the ZIP file:

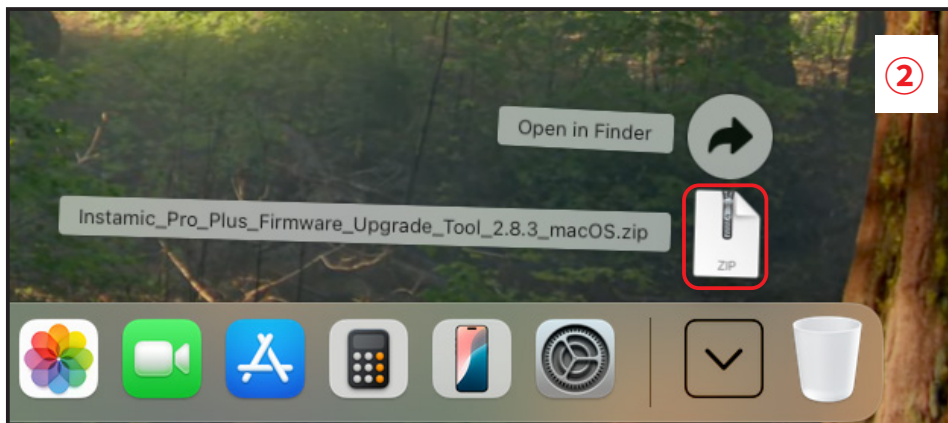
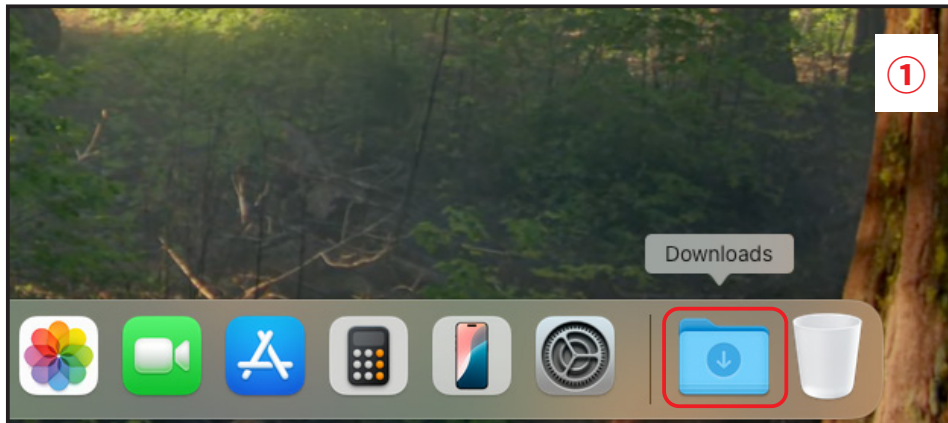
Select the folder that contains the downloaded ZIP file. Click ① "Compressed Folder Tools" and then click ② "Extract all". ③ Double-click the .exe file to install the app.



On macOS

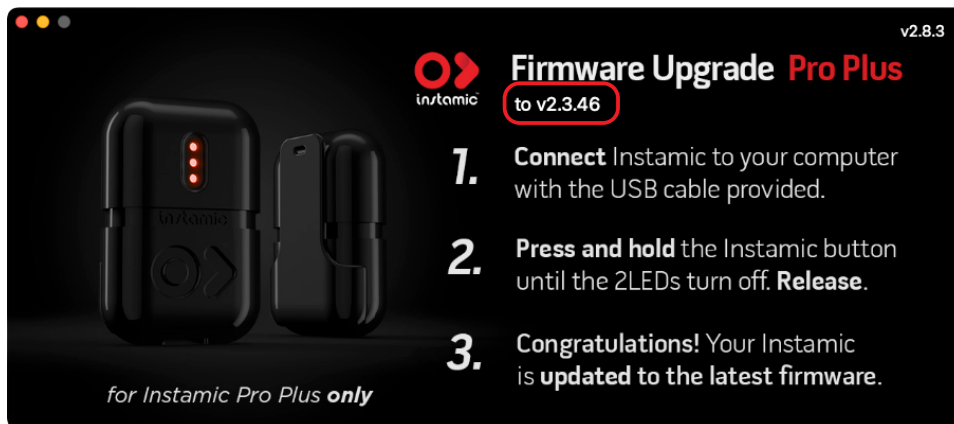
2. Extract the ZIP file:

After downloading, open the ① "Downloads" folder which appears at the right end of the macOS dock by default. Then, click ② Instamic_Pro_Plus_Firmware_Upgrade_Tool_2.8.3_macOS.zip. Downloaded files will be shown.



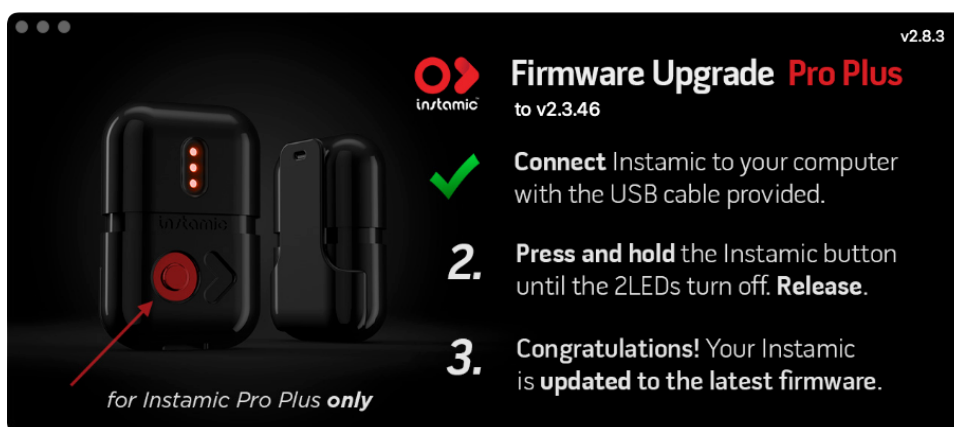
3. Launch the Instamic Firmware Upgrade app.

Wait until the latest firmware version appears under Firmware Upgrade Pro Plus:

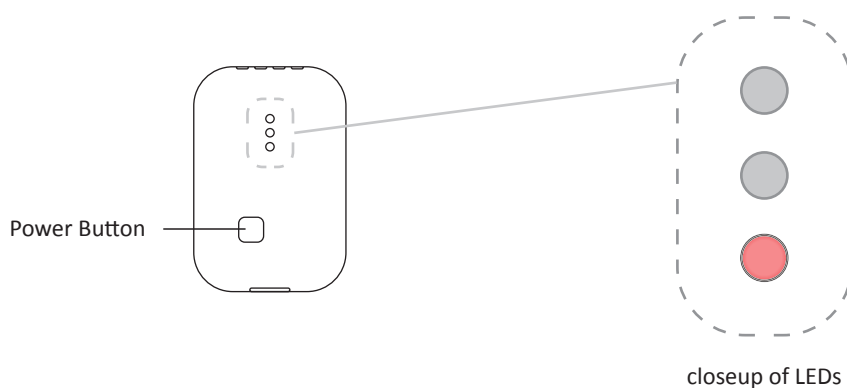


4. Connect the Instamic using the provided USB cable.

If possible, disconnect any other USB external devices. The first of three  will appear:

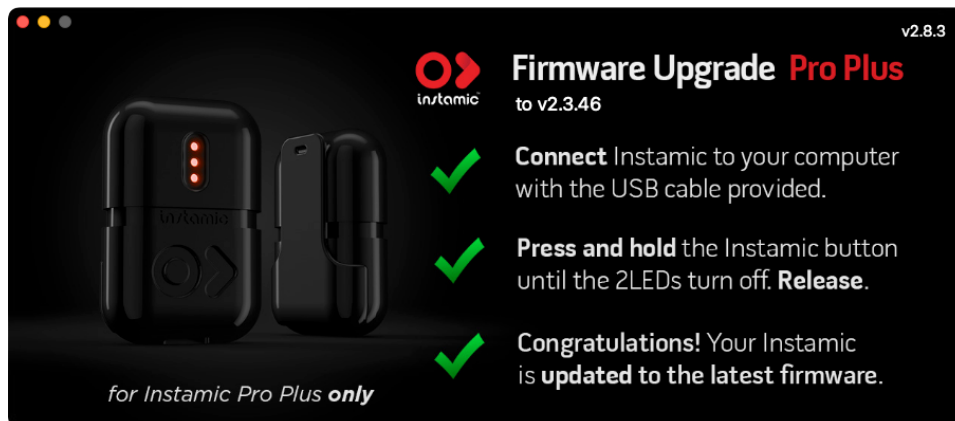


5. Press and hold the Instamic Power button until the top two LEDs turn off, then release.



6. Instamic will disconnect from your computer.

- Let the app do its magic (do not disconnect the unit while the Loading bar is on).
- Your Instamic will boot up again, and three  will confirm that you have successfully updated your device. This is how the application looks when you have successfully upgraded your unit.



Friendly Tip:

We really encourage you to register your unit at register.instamic.io/plus! This will help us support you even better.

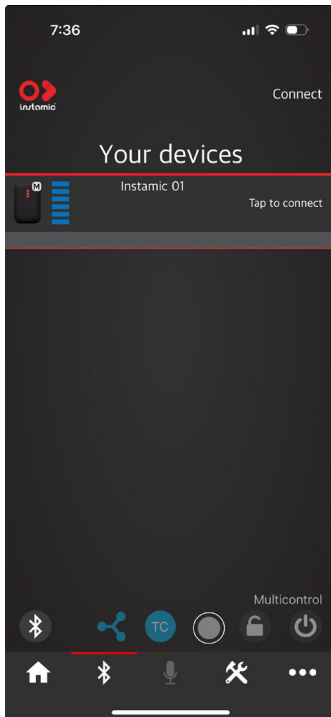
The serial number is located on the back of your Instamic or on the side of the packaging sleeve.

It follows the format PXXXXXXXX :-)

Confirm the Firmware was updated

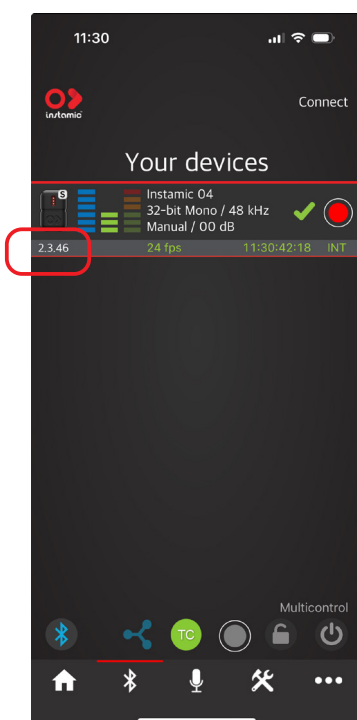
1. Launch the Instamic Remote app.

The Connect Page will display your device:



2. Tap to connect to your Instamic.

The firmware version appears just below the Instamic icon.



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 top 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 Upgrade application.
- Connect the Instamic using the provided USB cable.
- Wait for 30 seconds until the Instamic reloads.

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

Disconnect all USB devices and plug in only the Instamic.

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

instamic

Instamic, Inc.

4-4-3 Kanda-surugadai, Chiyoda-ku, Tokyo 101-0062 Japan

zoomcorp.com