Firmware Upgrade Guide

Instamic Pro Plus and Plus C

Firmware version 2.3.49

Release Notes:

- Fixed a bug when using odd frame rates values (23.98 and 29.97) with Atomos and Tentacle external sync modes.

Introduction

You will need:

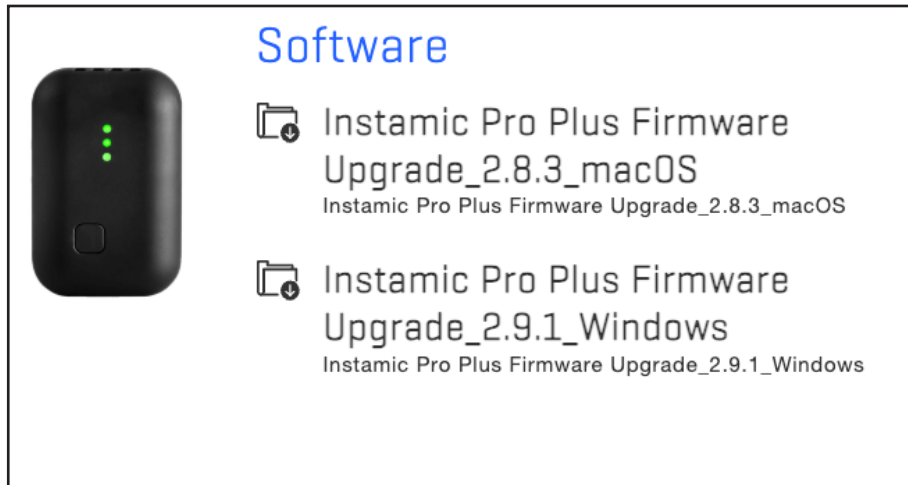|		
Windows or macOS Computer with Internet Access	USB-C Cable	Instamic Pro Plus or Plus C

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

This guide explains the firmware upgrade to version 2.3.46 as an example.

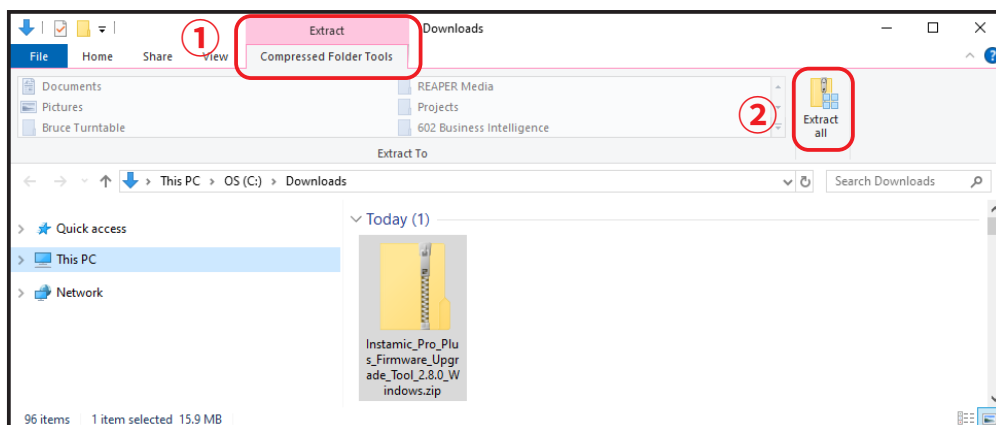## 1. Download the Firmware Upgrade application file.

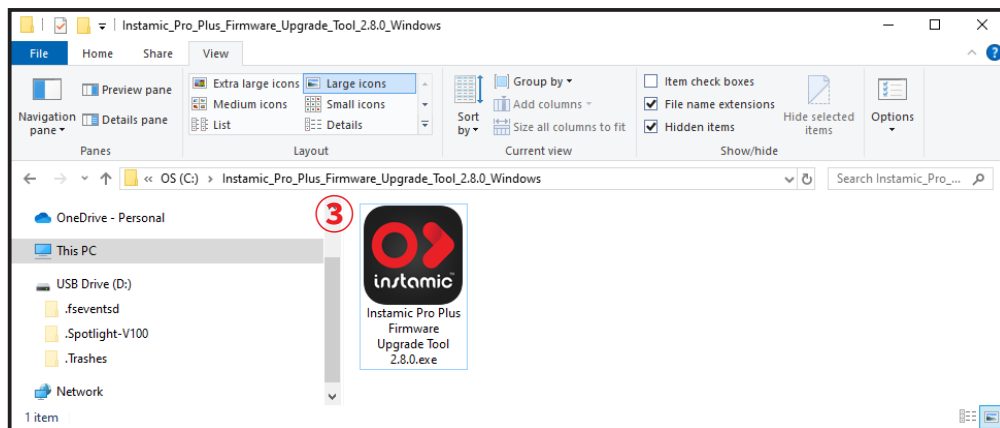Download Firmware Upgrade app (zip) from the Instamic support and downloads page:

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 run the app.
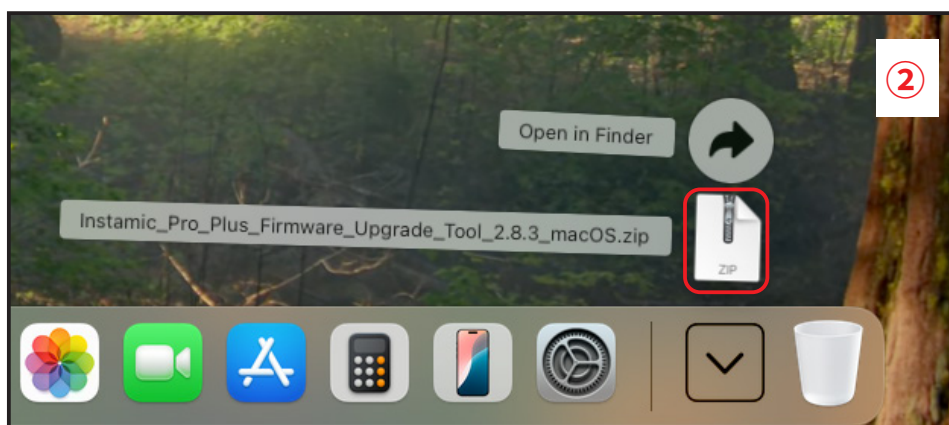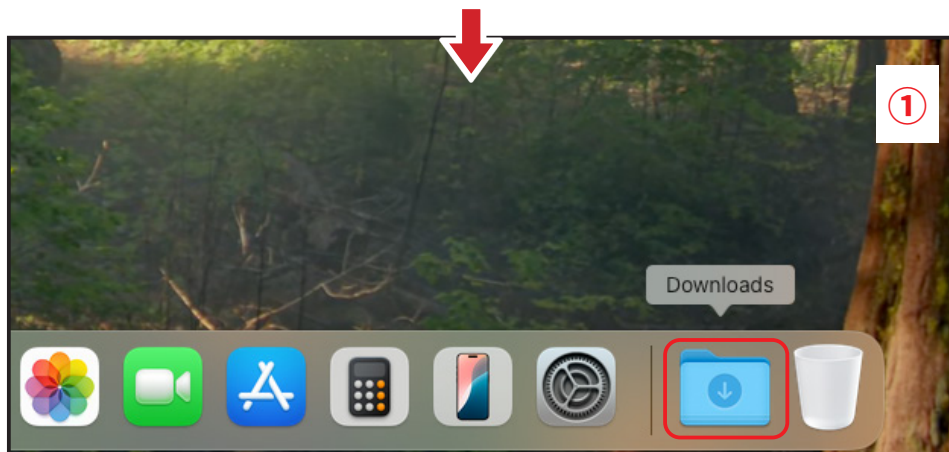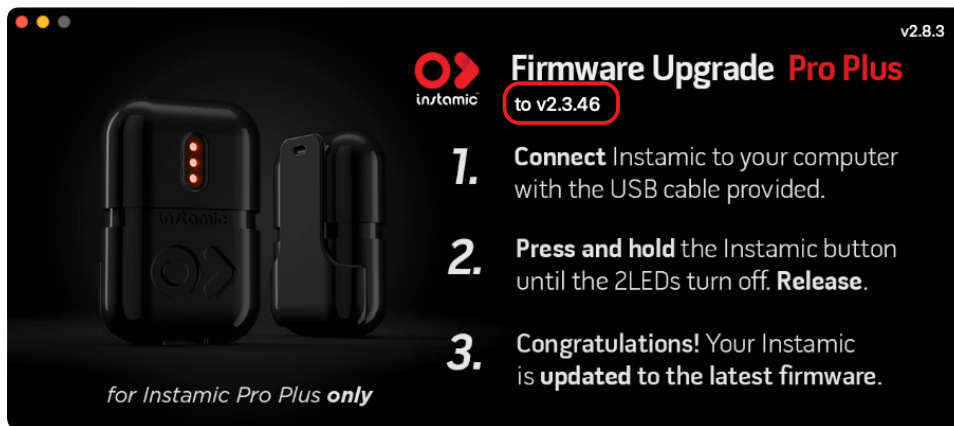
On macOS

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.

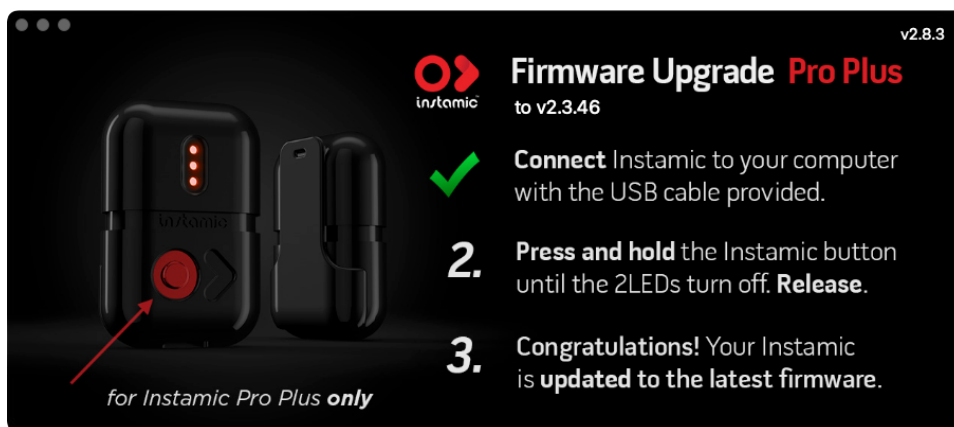Revision.202511

3. **Launch the Instamic Firmware Upgrade app.**

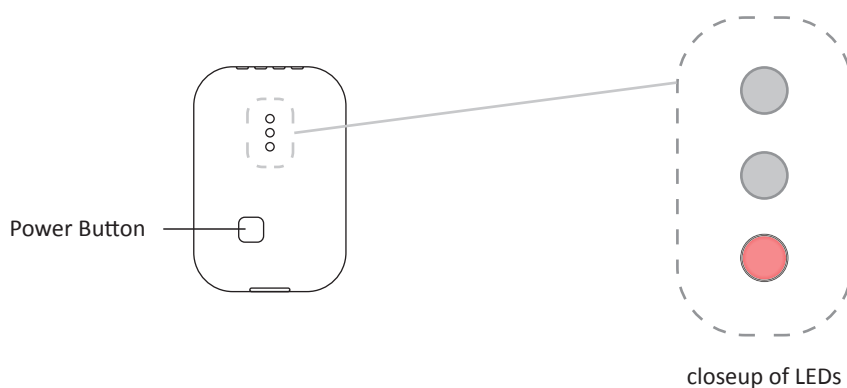   Wait until the latest firmware version appears under Firmware Upgrade Pro Plus:

4. **Connect the Instamic using the provided USB cable.**

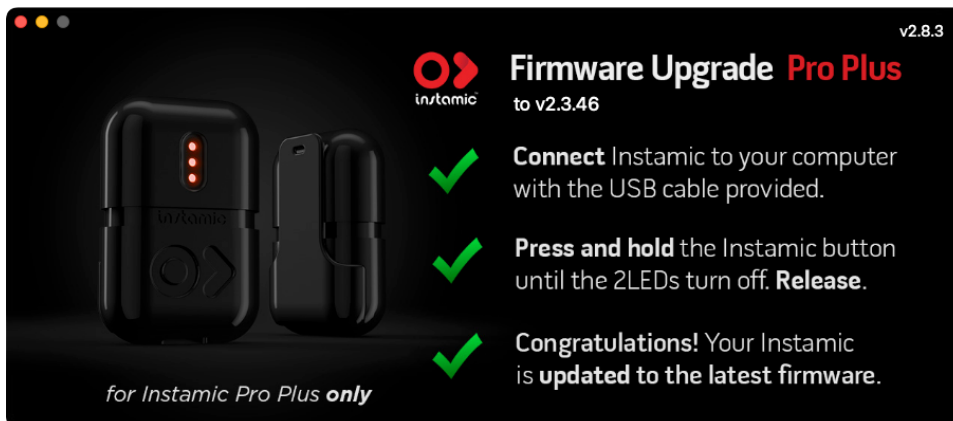   If possible, disconnect any other USB external devices. The first of three ✔ will appear:

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

   Power Button

   closeup of LEDs

6. Instamic will disconnect from your computer.

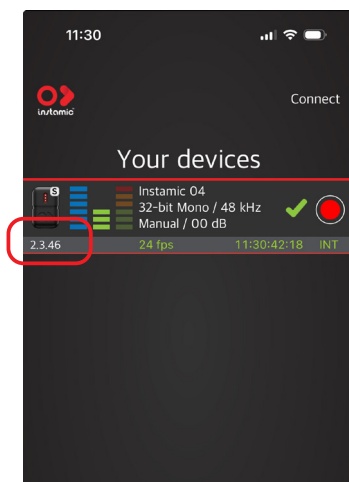- Let the app do its magic (do not disconnect the unit while the Loading bar is on).

- 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.

Confirm the Firmware was updated

1. **Launch the Remote app and 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 Ugrade 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.

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