Firmware upgrade
Trouble shooting FAQ

General notes

I am not able to upgrade my product. What can I do?

1. Make sure the upgrade software is downloaded and the upgrade application started on your computer before the unit is attached to the USB port.

2. Make sure the Profoto driver has been installed on the computer. Normally a "pop up" will appear as soon as the driver has been installed on the computer.

3. Make sure your product has the right setting for starting the update.
Air Remote TTL-C/-N/-S: Press and hold the "+","C"and, "On" button simultaneously until "USB" is visible in the display.
B1 500 AirTTL: Remove the battery and press the "Test" button for 60 seconds (minimum), or remove the battery and wait for 15 minutes before connecting to the USB.

4. Make sure you have connected your Profoto product directly to the USB port, not via a USB hub or similar device.

5. If you are upgrading an Air Remote TTL-C on a MAC computer you may need to reconnect the USB repeatedly until three dots appear on the remote, before the upgrade can proceed.

6. Other USB devices connected to the computer may interfere with Profoto products, preventing the products from being recognized by the computer. Disconnect all USB devices then reconnect the product you want to update may resolve the issue.

7. If the "click to upgrade" button doesn't light up in the upgrade software when you use Windows OS. Try to uninstall the Profoto driver and reinstall it again. Please follow this instruction from Microsoft: https://msdn.microsoft.com/en-us/library/windows/hardware/ff553572(v=vs.85).aspx to uninstall the driver. To reinstall the driver, just connect the Profoto product to your computer and the installation will start.

8. Try to use another USB port on your computer.

9. Disconnect all other USB devices from the computer and start over with the upgrade procedure.

10. Try to upgrade your product on another computer.

I upgrade from PC and get pop up messages on screen when I open the upgrade application for my device. Is this normal?

1. Depending on Windows OS, two pop up messages may appear on your computer screen. On the first, click "OK" to continue. The second pop up is a warning of a device changing the computer registry. This is ok. Click "Yes" to proceed with the installation.

My product do not work properly after the update?

1. Verify that all your Profoto products has been updated to the latest firmware. You can find instructions for how to check the firmware version on your product in the release note or in the user guide for respective product.

2. Make sure all products have charged batteries.

3. Upgrade the camera firmware to the latest version.

My installation was interupted, what should I do?

(E.g. computer shut down or USB cable was disconnected before the installation was completed).

1. Restart the installation again and make sure all installation steps are completed correctly.

I get an error message in the display of my Profoto product. What should I do?

1. Restart the installation and make sure all installation steps are completed correctly.

Profoto®
The light shaping company™

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My Windows PC will not detect the USB connected device. What can I do?

1. Open the Windows device manager.

2. Connect your device to the computer with the USB cable and notice the USB driver that activates in the device manager.

3. Uninstall the old USB driver that got activated in the windows device manager.

4. Disconnect the device from the USB.

5. Open the firmware update program, wait untill fully activated.

6. Reconnect the device to the computer with the USB cable.

7. The correct USB driver should now automatically install.

8. Verify the driver provider in the device manager as Profoto AB, if not redo step 1 to 7 once again.

9. When the driver provider has been verified as Profoto AB, run the firmware installation according to the firmware application instructions.

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