

# How to Update the Firmware of the Device & Firmware Version information

## What is a Firmware Update?

Firmware updates help to apply changes to devices without the need to physically change parts. In firmware updates bugs are fixed, new features are introduced, and other important changes are made.

## How to Update the Firmware of the Device

1. Power on the **Dermapen4**
2. Put the pen into the Bluetooth Pairing Mode by pressing and holding both the increase (+) Depth and increase (+) Speed buttons together for 5 seconds till the Bluetooth symbol appears on the screen of your pen.
3. Open the DermapenWorld App
4. Sign into a DermapenWorld Account.
5. On the Products tab select the Serial Number of the pen you would like to run the Firmware Update on.
6. Press 'Connect and sync'. The Dermapen will then connect to the app and a pop up will advise if a Firmware Update is required. Press Update.
7. Please note Firmware can take up to 20 minutes to install. When firmware update reaches 100% the app will pop up a message advising the **Firmware has been successfully upgraded. To synchronise pen, connect after pen turns back on.** The Dermapen will have power itself off and then back on. When the pen powers back on it will be in Bluetooth Pairing Mode.
8. From the Products tab reselect the Serial Number of the pen you have run the update on and click Connect and sync. Once the update is complete the pen will return to treatment mode.
9. Power off pen for 30 seconds before inserting any new needle cartridges.

### Please note.

**Dermapen4** needle cartridges that were not recognised in the device prior to installing the new Firmware will not be recognised in the device after. Only brand *NEW* Dermapen4 needle cartridges will be accepted after the update.