

# inReach Support Center

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## Updating Firmware on inReach (Original)

Administrator - 2019-03-20 - 0 Comments - in Getting Started

**Note: The inReach Sync client is compatible with Windows 7, 8, 8.1, and 10. Compatible with Mac OSX versions 10.7 and above.**

### Step 1: Download the inReach sync client

- 1) Login to [inreach.garmin.com](http://inreach.garmin.com).
- 2) Click on the "Sync" tab.
- 3) Click on the "inReach Sync" download link.
- 4) The inReach Sync client will download.
- 5) Open the downloaded file "inReach Sync.exe".
- 6) Follow the on screen instructions to install the application.

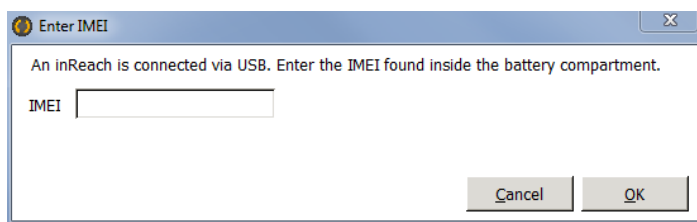
### Step 2: Sync inReach (Original) device

- 1) Login to [inreach.garmin.com](http://inreach.garmin.com).
- 2) Click on the "Sync" tab.
- 3) Click on the "inReach SE/Explorer" button.
- 4) The sync client will launch (Note: if the sync client does not launch, you may open the application on your computer by clicking on the start menu in Windows and finding the inReach Sync application. On Mac, the sync client can be found in the "Applications" folder).
- 5) The sync client will ask you to login, use the same username and password that is used on the explore website then click the "Login" button.
- 6) Unscrew the bottom cover and remove the batteries.
- 7) Plug the micro-USB cable into the bottom of the device.

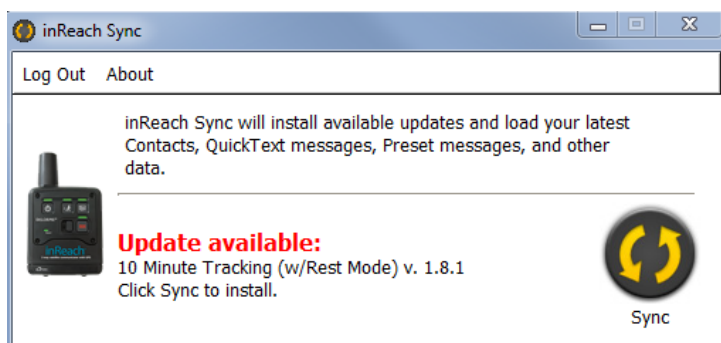


- 8) Hold down the message & track buttons simultaneously followed by the power button for a second, the power LED will begin blinking red and green.

9) The sync client will ask for your IMEI number, enter the number found inside the battery compartment then click on the "OK" button.

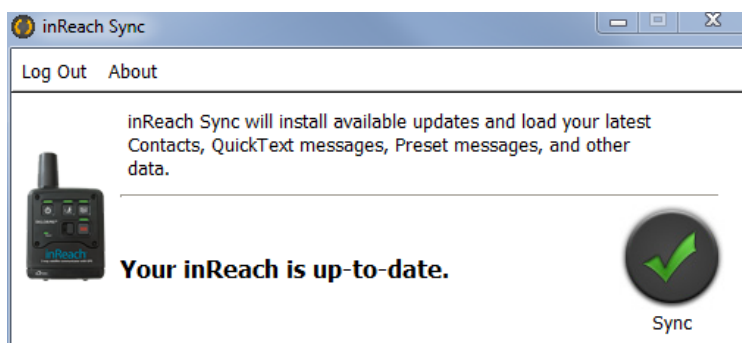


10) The sync client will tell you if an update is available.



11) Click on the "Sync" button.

12) The update will complete and show the following:



13) Remove device from USB cable and reinsert batteries.

14) You may need to re-pair your inReach device with your smartphone/tablet device, follow these instructions to pair:

#### iOS

**instructions:** <http://support.inreachcanada.com/kb/articles/10-pairing-inreach-for-smartphones-to-iphone-ipad-ipod>

#### Android instructions:

<http://support.inreachcanada.com/kb/articles/11-pairing-inreach-for-smartphones-to-android>

15) You will want to sync your account via the Earthmate app as well, steps for doing so can be found here:

#### iOS instructions:

<http://support.inreachcanada.com/kb/articles/17-sync-earthmate-for-ios-with-explore-portal>

**Android instructions:**

<http://support.inreachcanada.com/kb/articles/sync-earthmate-for-android-with-explore-portal>