9/28/2026

Instructions for installing Flex Pro Grip device firmware on Windows and Mac Computer

1) The FlexPro Grip device firmware update can only be installed with a USB data cable. If you do not have one, you can get one at any Best Buy or Walmart. Amazon is also a good option.

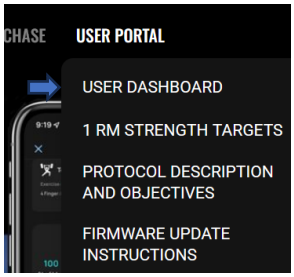
   For Windows computers, here's a link to one for $5.99.

   For Mac users, if you have your own data cable, try that first by following the steps that follow. But if your data cable doesn't work or you don't have one, we recommend you buy this data cable ($5.99) and this adapter ($9.99).

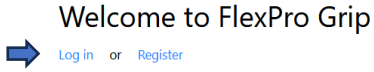
2) Once you have the USB data cable, to install the firmware update, make sure your computer is plugged into power so it won't fall asleep mid-update.

3) Go to www.FlexProGrip.com using either Chrome or Microsoft Edge as your browser. (If you do not have Chrome or Microsoft Edge, download either browser before continuing.)

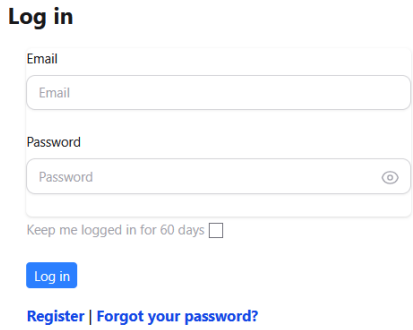
4) Select USER PORTAL, then USER DASHBOARD



5) Select login in to your FlexPro Grip account.

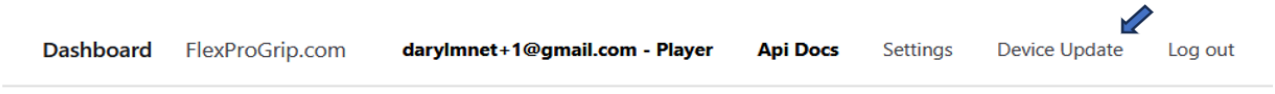


6) Use the same email and password you use to login to the FlexPro Grip app



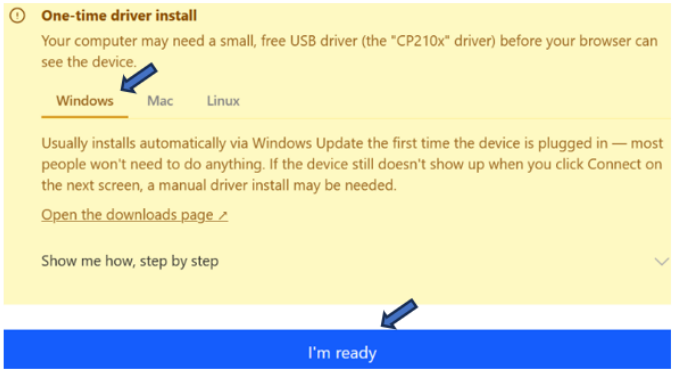
7) After logging into your account, on the top line, next to "Log out" select "Device Update"

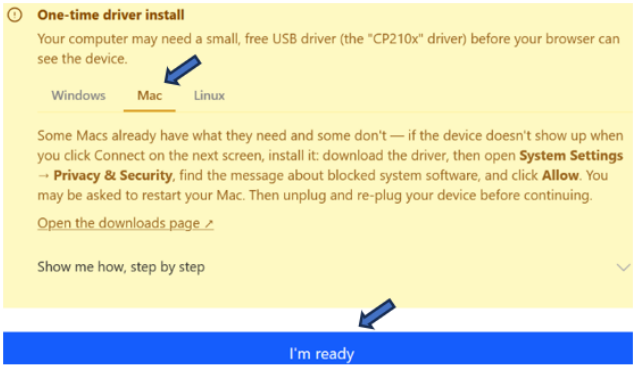
8)



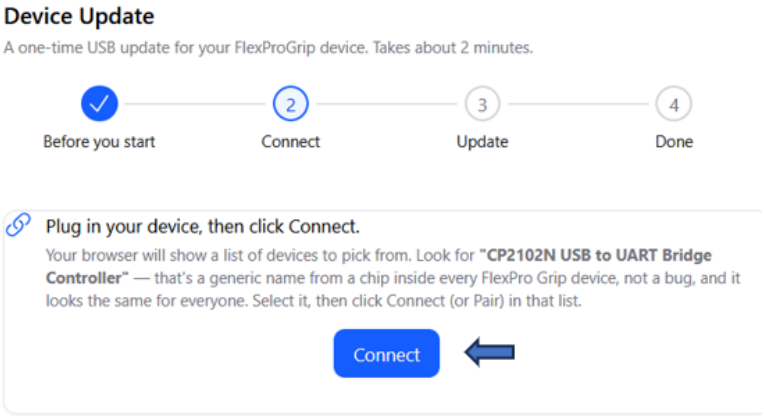
9) Turn on your FlexPro Grip device.

10) Select whether you have a Windows or Mac computer, then “I’m ready”

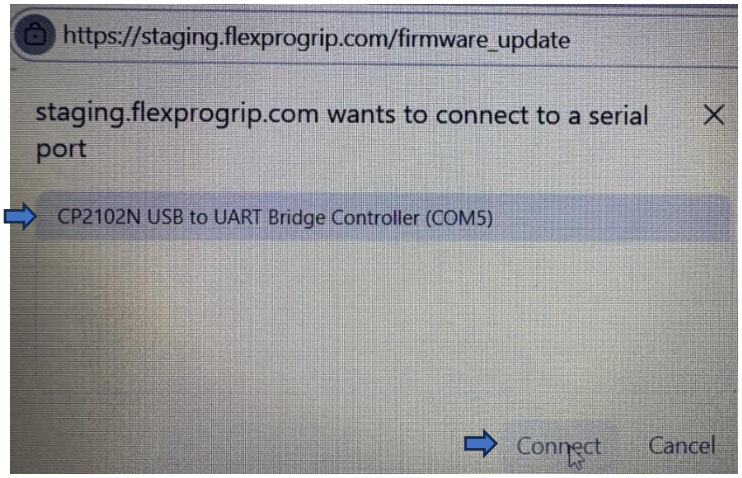




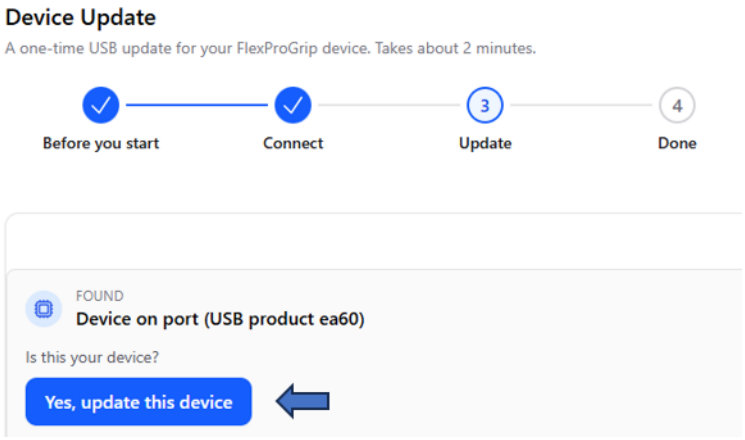
11) Select “Connect”



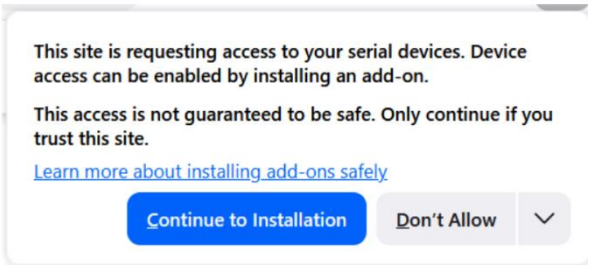
12) If your computer finds the file, you will see this pop up. If so, select the CP210 USB file, then select Connect.



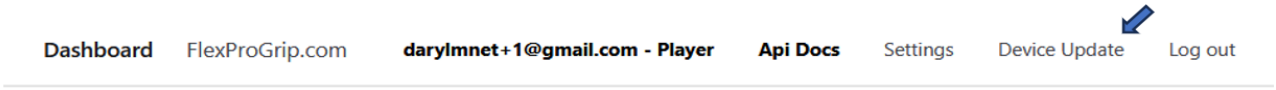
13) Select update this device to complete the firmware update.



14) When attempting Step 11, you may receive the following pop up. If so, select Continue to Installation.



15) If after selecting "Continue to Installation" you receive a message saying "No compatible devices found" select "Cancel," then start over, by selecting "Device Update."



16) Only this time, after selecting either a Windows or Mac computer, select Open the Down loads page.

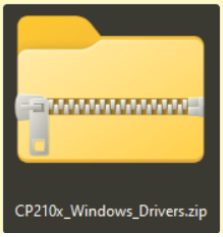
IF YOU HAVE A WINDOWS COMPUTER: Select CP210x Windows Drivers if you have Windows.
If you have a MAC computer go to page 7

1. Download the **CP210x Windows Drivers** zip from the page above.

Software · 10

CP210x Universal Windows Driver	v11.3.0 6/24/2023
CP210x VCP Mac OSX Driver	v6.0.2 10/26/2021
CP210x Windows Drivers	v6.7.6 9/3/2020
CP210x Windows Drivers with Serial Enumerator	v6.7.6 9/3/2020
CP210x_5x_AppNote_Archive	9/3/2020

2. Right-click the downloaded zip and choose **Extract All** to unzip it.



3. Open the extracted folder and run `CP210xVCPInstaller_x64.exe` (use the `x86` installer instead on a 32-bit machine).

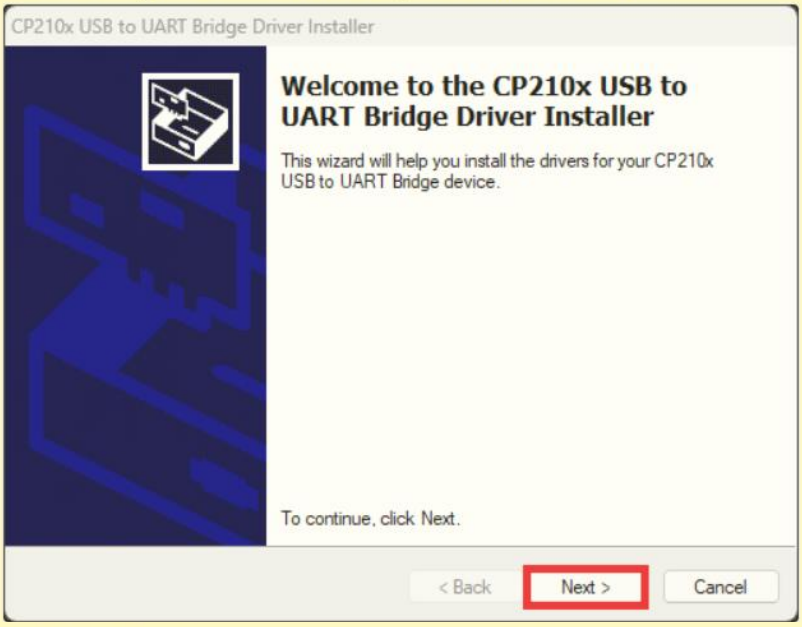
CP210xVCPInstaller_x64.exe	Application	1,026 KB
CP210xVCPInstaller_x86.exe	Application	903 KB
dpinst.xml	XML Source File	12 KB
SLAB_License_Agreement_VCP_Windows...	Text Document	9 KB
slabvcp.cat	Security Catalog	11 KB
slabvcp.inf	Setup Information	8 KB
v6-7-6-driver-release-notes.txt	Text Document	16 KB
x64	File folder	
x86	File folder	

Select the 64.exe if you have a 64 bit computer or the 86.exe if you have a 32 bit computer.

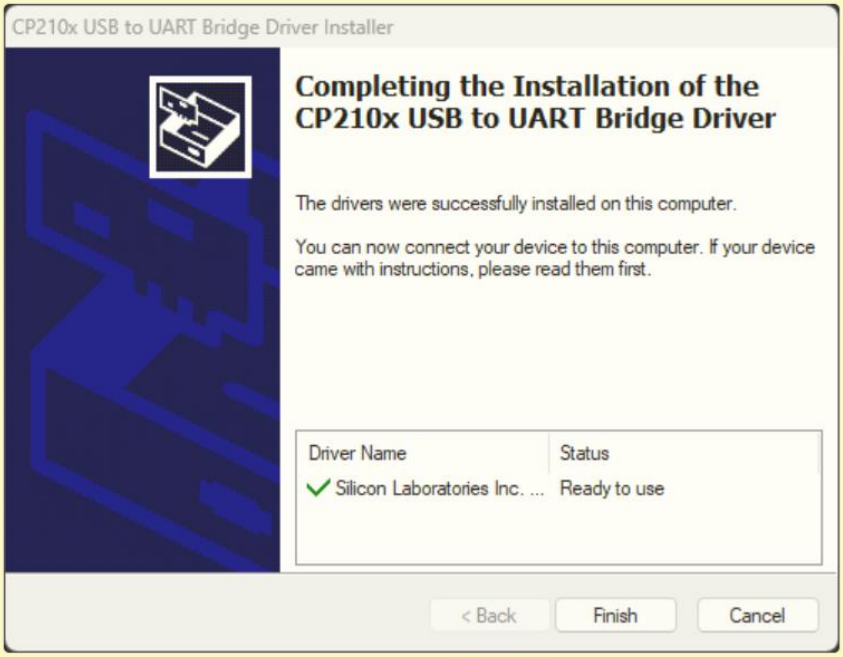
If you are unsure whether you have a 32 bit or 64 bit computer:

1) Click the Start button on your Windows computer and select Settings.
2) Click on System.
3) Scroll down and select About.
4) Look for System type under Device specifications to see if your operating system is 32-bit or 64-bit.

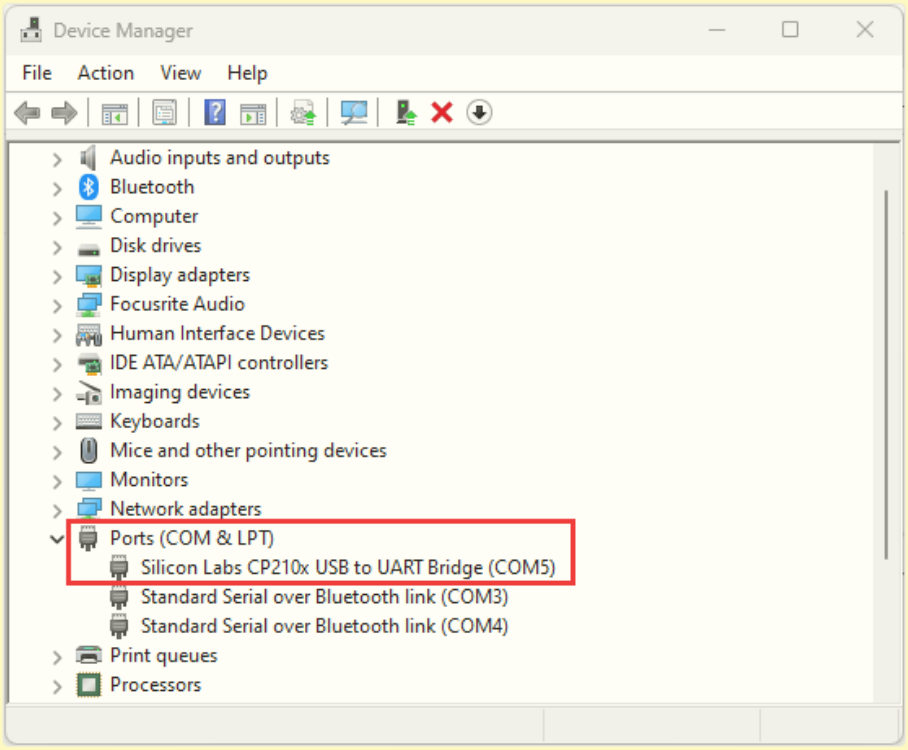
4. Click through the installer: **Next**, accept the license, then **Finish**.



5. The installer shows a success message once it's done.



6. **Verify it worked:** plug in your FPG device, open **Device Manager** (search for it in the Start menu), and expand **Ports (COM & LPT)**. You should see **Silicon Labs CP210x USB to UART Bridge (COMx)** listed — that confirms the driver actually took effect, not just that the installer finished.



I'm ready

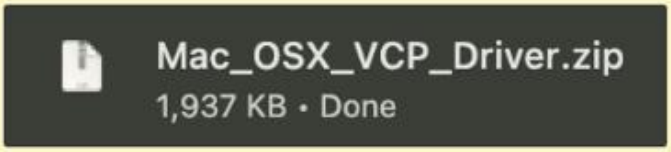
If you did not see the Silicon Labs CP210X USB under your Ports, try the steps again using all other ports on your computer. If that does not work and you still do not see the Silicon Labs CP210X USB in your ports, contact FPG at 504-526-4747 for further assistance.

Once you see the Silicon Labs CP210X USB file, go back and repeat Steps 12 and 13 to complete the update.

IF YOU HAVE A MAC COMPUTER: Select CP210x VCP Mac OSX Driver

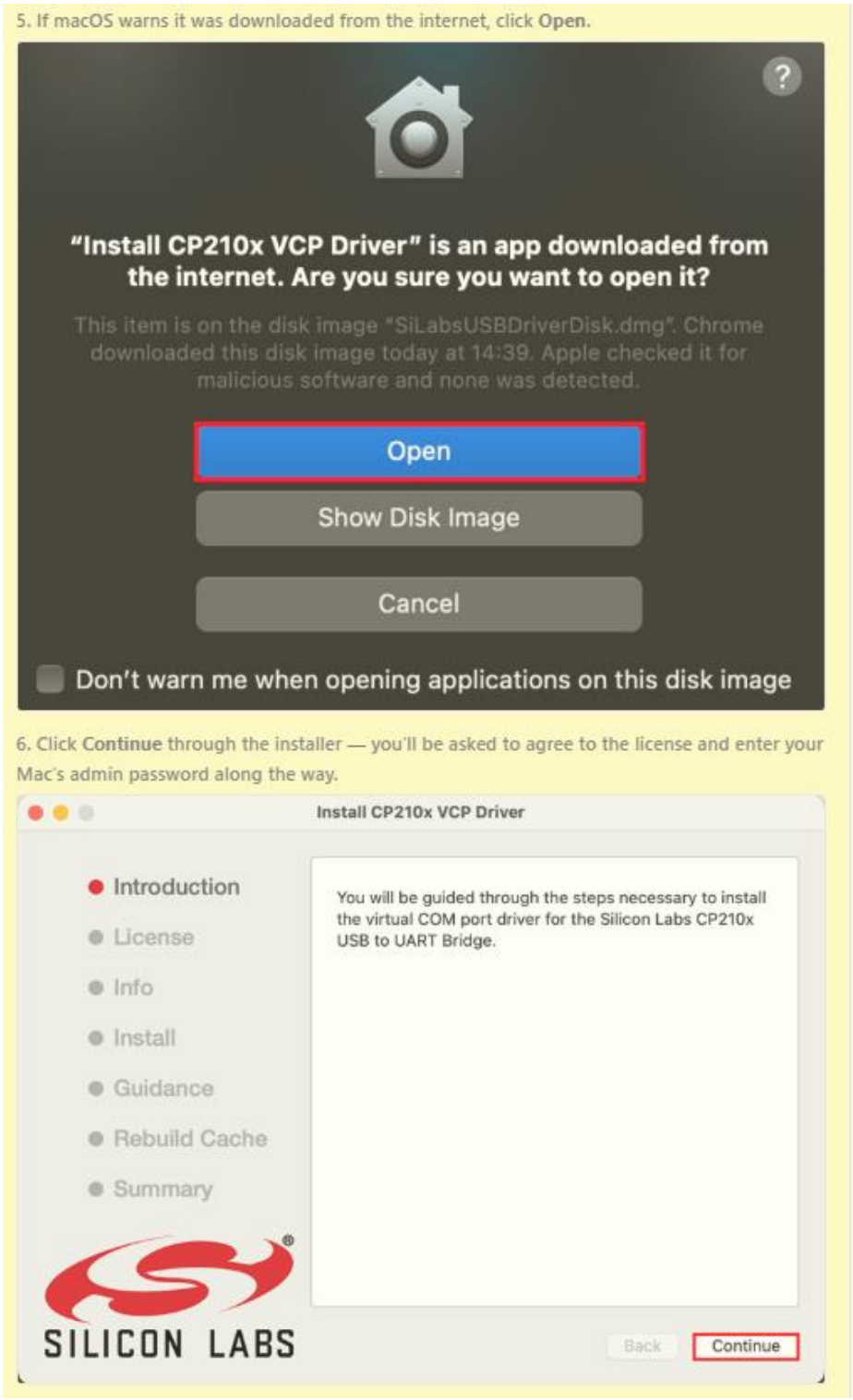
1. [redacted], download the **CP210x VCP Mac OSX Driver** entry (not the Windows one — [redacted]).

2. Unzip the downloaded `Mac_OSX_VCP_Driver.zip`.

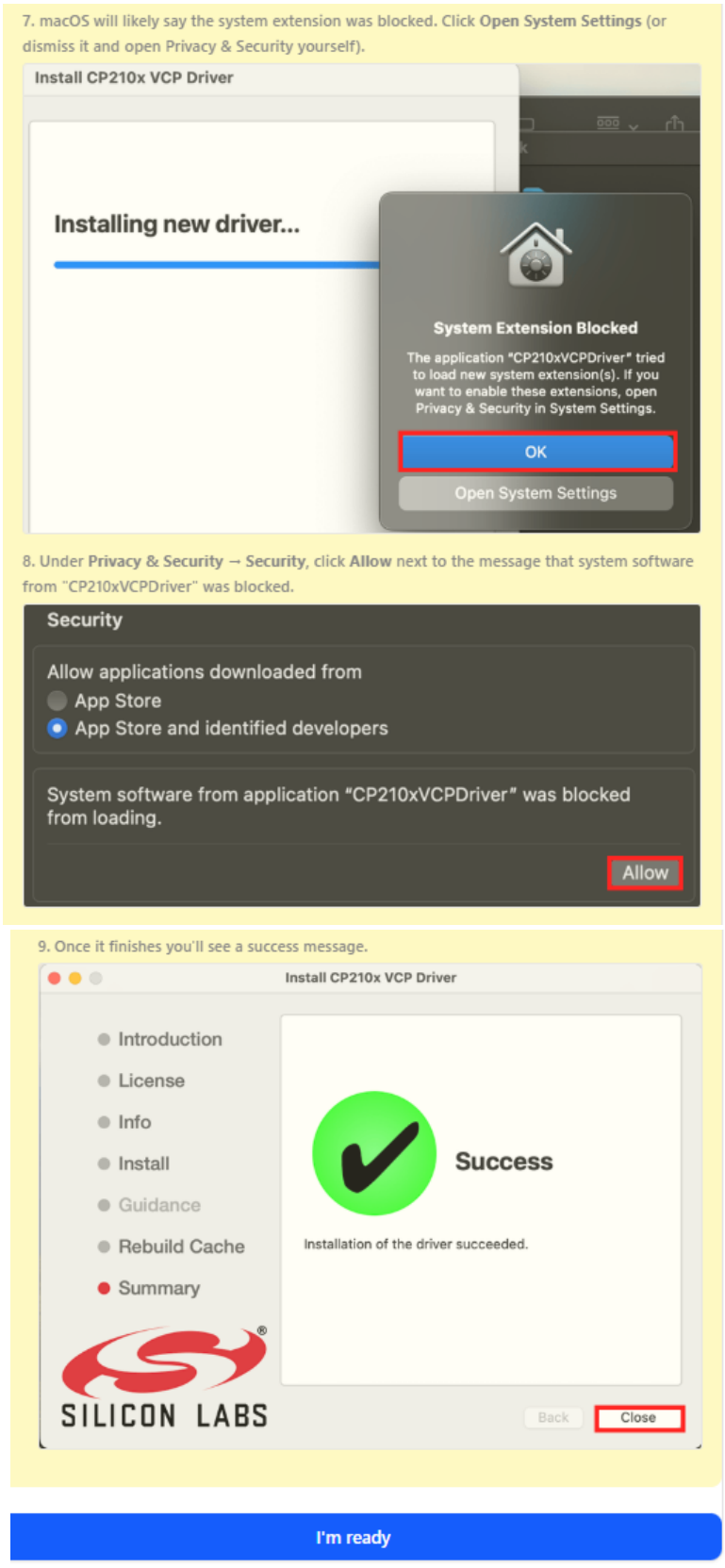


3. Open the unzipped folder and double-click the **SiLabsUSBDriverDisk.dmg** file to start the installation process.

4. Open the **Install CP210x VCP driver** file: double-click it in the disk image window that opens.



Your Mac administrator password is the login password for the primary user account you or someone else created when setting up the computer.



Once you complete the Silicon Labs CP210X USB installation, go back and repeat Steps 12 and 13 to complete the update.