

TechTips

For HAPPY Single-Head Touchscreen Machines

Updating Firmware

NOTE: This procedure applies to all single-head touchscreen Happy embroidery machines including HCH-701 Journey, HCS2-1201 Voyager, HCS3-1201 Voyager, HCD2-1501, HCD3e-1501, and HCU-1501.

About Firmware Updates

From time to time, HappyJapan may release newer versions of the onboard software for your Happy embroidery machine, which can include updates to either:

- **Main Program**, which is the user interface on the color touchscreen, which is common to all 1-head Happy machines with the 7-inch touchscreen control panel and can include text language, lettering software, icons and other functions
- **Machine Program**, which is the controlling software unique to each model
- **Frame Drive Data**, which provides information to the X-Y pantograph system

Firmware updates are usually not necessary, but they may contain useful improvements in the control panel software. However, they may sometimes contain bug fixes or more critical updates, in which case you'll either see notes in the Support material for your machine, or recommendations from the service department. The firmware updates are downloadable from TEXMAC's website <https://happyemb.com> in the form of a single ZIP file that contains updates for all 3 components above, so the procedure to install firmware updates will cover all 3 components at once.

Procedure to Install Firmware Updates

1. **Check to see which firmware version is currently installed on your machine.** Do this before attempting the update; whichever particular firmware version may affect the update procedure or whether or not the update needs to be performed at all. For example:
 - a. If, as of March, 2021, if the current version on your machine shows as Main Program Version A2.23 or newer, your firmware is up-to-date and does not need updating
 - b. If the current version on your machine shows as earlier than Main Program A2.00 (i.e. A1.36), you'll need to update your firmware to 2.00 before updating to any newer firmware. As of March 2021, the currently-supported firmware is Main Program A2.23 (even though newer versions do exist at the moment.)

To check your currently-installed firmware version, follow this short procedure:

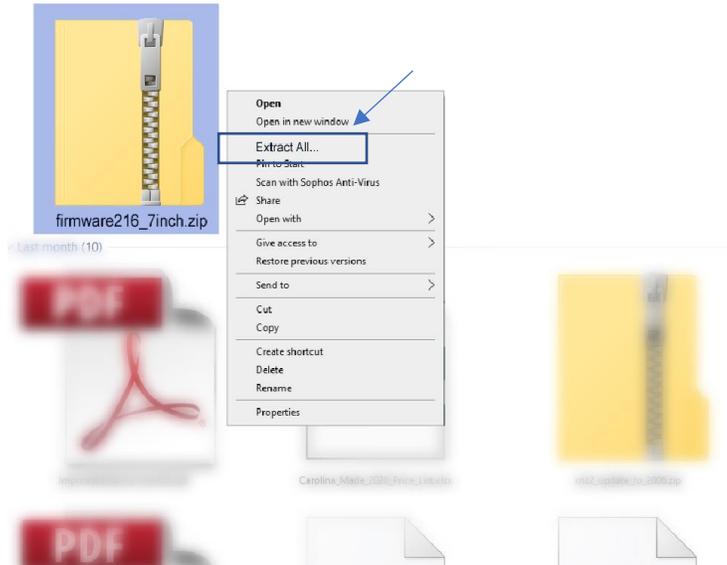
- a. **Power on your machine** and make sure it is in the main/Drive screen (sewing mode).
- b. **Press the main menu button, select OTHER, then select VERSION.** You should see the screen below appear. As noted, what version you have installed will affect the actual update process.



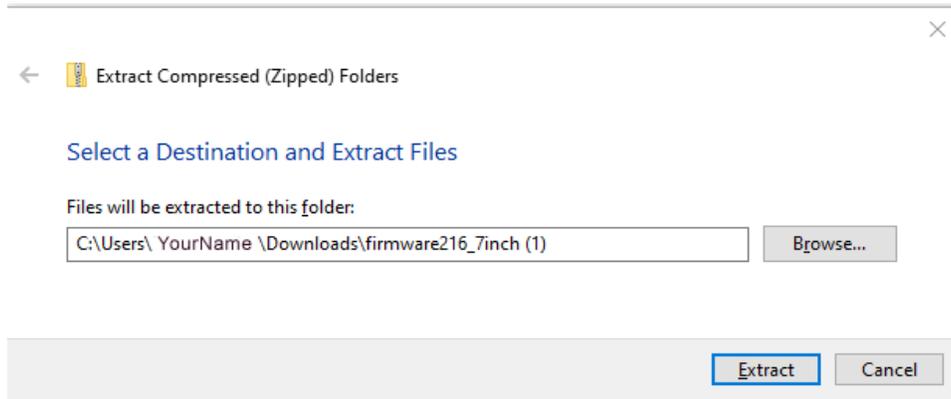
2. **Download the update to a PC.** You can usually obtain the update from the Support page for your model machine at <https://happyemb.com> – go to Support & Downloads, and browse to your model machine. The update will appear in your PC (usually in the Downloads folder) as a single ZIP file, appearing something like the icon shown here.



3. **Extract the update.** To do so, select or highlight the zip file, right-click on it, so that the menu below appears. Choose Extract All.



Your PC will then prompt you as to where you would like to extract the contents of the ZIP file with a dialog box similar to the one below. It is recommended that you extract the contents to your PC first (rather than to a USB thumb drive). If you leave the settings alone in the dialog box that appears and just press EXTRACT, Windows will just extract the contents of the ZIP file into a new folder in the same place where you downloaded the update. Most commonly, the update has been extracted to the Downloads folder, so you'll the Destination Folder appear as shown below, which you can change if desired.



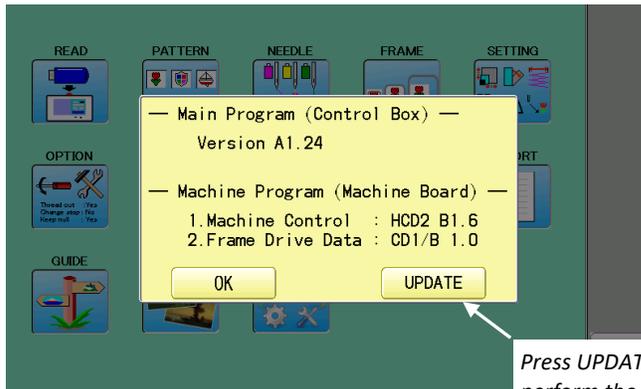
On pressing EXTRACT, you'll be prompted for a password. If so, use the password **happy2251** . A folder will be created with a name similar to "firmware223_7inch" with the update inside.

4. **Copy the extracted files onto a USB thumb drive.** To do so, browse into the folder created from step 3 above. You should see a single folder, called UpdateFile, like this:

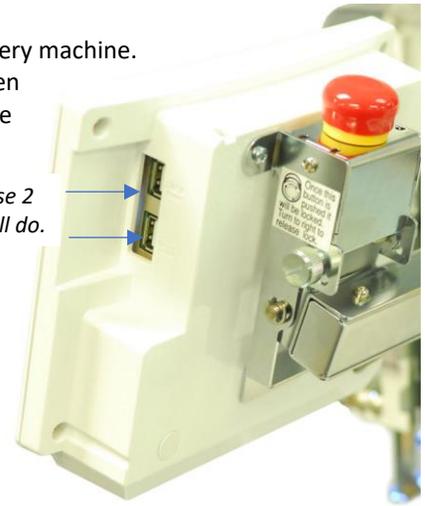


Insert a USB thumb drive with at least 1Gb of available room on it into an available USB port into your machine, and copy this single folder onto your thumb drive. It contains the thousands of files and folders of data that will be needed to perform the update, so this may take some time (usually between 5 and 20 minutes, depending on your PC).

5. **Insert the thumb drive** to either of the 2 USB thumb drive ports in the embroidery machine. If not already there, start the machine, go to the main menu, choose OTHER, then VERSION. With the thumb drive with the UpdateFile folder saved on it, press the UPDATE button shown by the arrow below.



*Either of these 2
USB ports will do.*



*Press UPDATE to
perform the update.*

Follow the prompts and allow the update to install, which should take about 5 minutes. The machine will flash through various screens, and, when done, re-start to the WELCOME / HAPPY splash screen that normally appears when the machine is initially turned on.

6. **Check to make sure the update installed properly.** Return to the VERSION screen shown above, and make sure the Main Program version number is the one you installed. Make sure there are no alerting punctuations (such as a *, exclamation mark, etc) next to the version number. If there are, you can try reinstalling the update again, or contact Support.