

# TechTips

## for HAPPY Touchscreen Machines

### Updating Firmware from Maintenance Mode

This procedure for updating firmware applies to all touchscreen Happy embroidery machines. It can be used to update firmware when either:

- The current firmware version on the machine not new enough to have the 1-button "UPDATE" option in the firmware version screen
- You are encountering problems installing firmware with the newer 1-button "UPDATE" option in the firmware version screen
- For any reason that the machine firmware is only partially loaded or not successfully loaded

## PROCEDURE

Follow this procedure to install firmware in Maintenance mode:

1. **Save the update data as normal** onto a USB thumb drive and insert it into 1 of the machine's 2 USB ports on the right side of the control panel.
2. **Boot the machine into Maintenance Mode:** (1) Turn off the machine, wait a few moments, then (2) Press/hold the round START/STOP button, and turn on the machine. Do not release the START/STOP button until the screen appears as shown in figure 1 on the right.
3. **Perform the update. Perform the update in these 2 stages:**

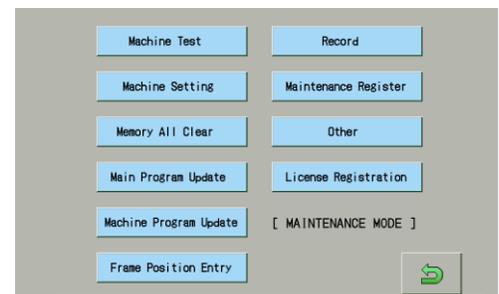


Figure 1: Maintenance mode, main screen

- a. **Stage 1: Press "Main Program Update"**. The screen shown in figure 2 on the right should appear.
- b. **Press the 3 buttons "Language", "Letter" and "Program"** and press **ENTER**. The machine should auto-detect the new versions for each segment of the firmware and display the version numbers to be installed onscreen. Follow the prompts to begin the update.

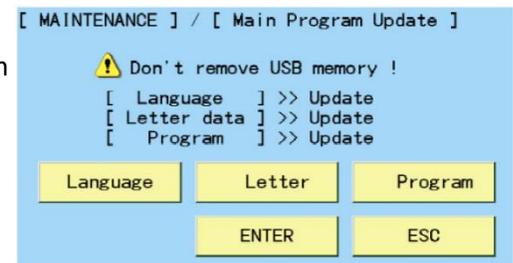
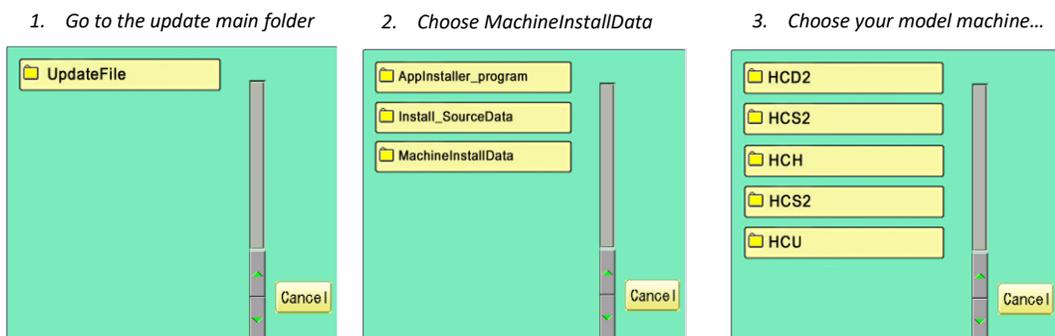


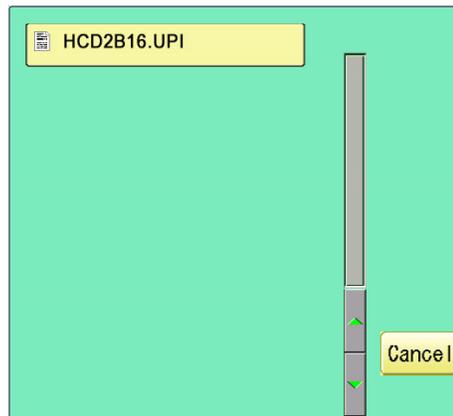
Figure 2: Maintenance mode, main screen

- c. **Allow the update to automatically install.** When finished, you'll be returned to the maintenance mode main screen.
- d. **Stage 2: Press "Machine Program Update"**. This stage installs files specific for your model machine. (If you are unsure of your machine model number, you can find it on the lower body of the machine on the control panel side. You'll be prompted to browse to the folder that contains the appropriate data files:



**(Stage 2 continued)**

Inside your model-specific folder, select a file ending in .upi to begin the update. Note: if there is more than one file with a .upi extension, you'll need to return to this screen after the update and install it, also.



- e. **When the update is finished**, your machine will automatically re-start to the initial logo screen. Confirm on that screen the firmware version number matches the version that you just attempted to install.