How to update your embossers firmware.

Firmware for V5

The firmware for the V5 embossers is available free of charge. The update of the firmware is available as:

## Update from Internet ​

This function is available when the ETC V5 printer is connected to a wired or WiFi network with internet access. For this update the embosser will download the correct update file depending on type.

* Press MENU on the control panel of the V5 embosser
* Key down to User service and press OK (or right arrow)
* Key down to Firmware update and press OK (or right arrow)
* Select Firmware upgrade from internet by pressing OK
* The embosser will begin to upgrade the firmware to the latest version
  + *In the case that the embosser says that there was an error, please try to perform a new update. It is possible for an update to fail due to a network problem*

Note: If your embosser has a firmware older then 2022-06-08 you need to perform the offline update with USB media.

## Update with a USB media

Download the correct update file from the links available from the HumanWare support section listed under the firmware section. It is important to note that you first need to identify which type V5 embosser you have as this will help you to select the relevant firmware file.

Type of embosser and download file  
Romeo 60, Juliet 120 and PageBlaster can be of any of the two types, 1365 or 1366.   
To identify which type of embosser it is you can press HELP.

* If the embosser doesn’t speak out the type it is of type 1365. (Firmware is older than release 2022 June 6th)
* From release 2022 June 6th it will speak out which type it is. The Type 1366 is only shipped with this release or higher.

## Installing the firmware

After downloading the appropriate firmware for your embosser model, extract the ZIP file to a USB media. This update file includes two files:

* embosser-update-yyyy-mm-dd.zip - Used by firmware versions older then 2022 June release to update the update manager.
* **firmware\_1365\_yyyy\_mm\_dd.zip** or **firmware-1366\_yyyy\_mm\_dd.zip** - Update the firmware to the specified version with yyyy-mm-dd.

1. Insert the USB thumb drive into the USB port located at the rear of the embosser.
2. Press MENU on the control panel of the V5 embosser
3. Key down to User service and press OK (or right arrow)
4. Key down to Firmware update and press OK (or right arrow)
5. Key down to Firmware upgrade from USB memory stick and press OK
6. The embosser will begin to upgrade the firmware to the latest version
   1. *In the case that the embosser says that there was an error, please try to perform a new update*