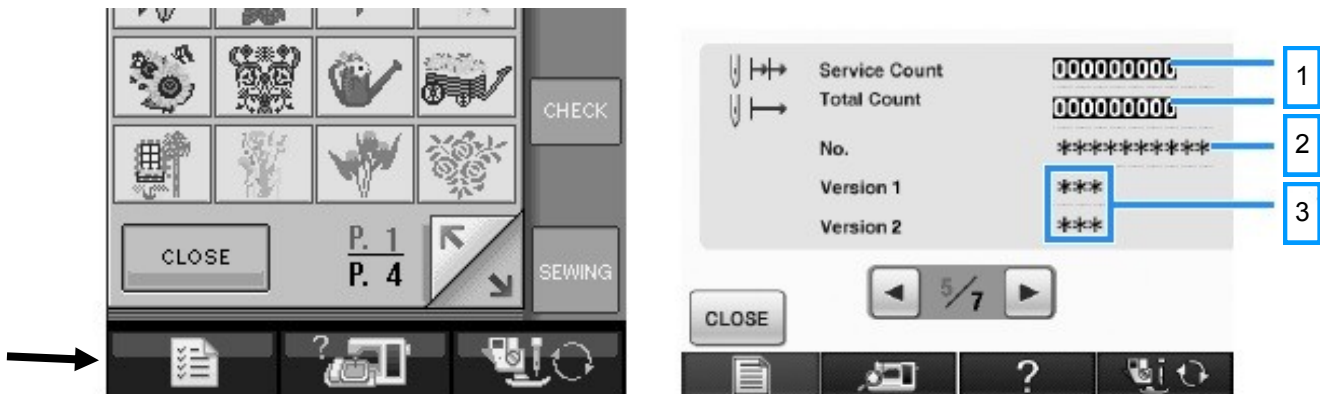# Step-by-Step

How to use the Brother Website to update your machine

If you own a Brother embroidery machine such as the Innovis 1500(D), 2200, 4000(D), 5000, NV1(e) and V-Series models (in fact any top of the range models that may be released after writing this article) it's a good idea to periodically check if updates have been posted onto the Brother website.

The technical term for the software running your machine is "firmware" and there can be a few reasons why free updates are made available such as improvements to the machine's general operation or new features like extra embroidery frames being recognised etc.

Firstly you need to check the firmware version that your machine is currently running. You'll find this by going to the Machine Settings section of your machine which is usually the bottom leftmost icon on the screen.
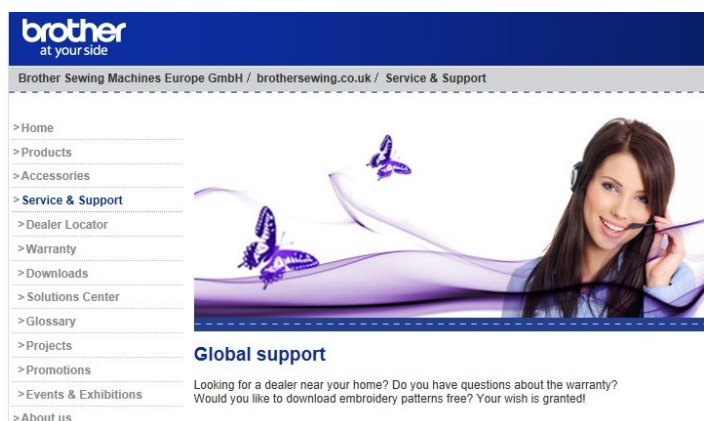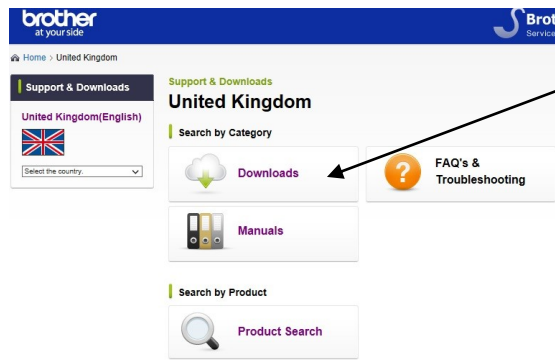

Go to the page where you can see the stitch count (1) and the version of your firmware (3) will be below the long machine number (2).

You then need to check if a later version has been added to the Brother website for you to download and install into the machine using the following guide.
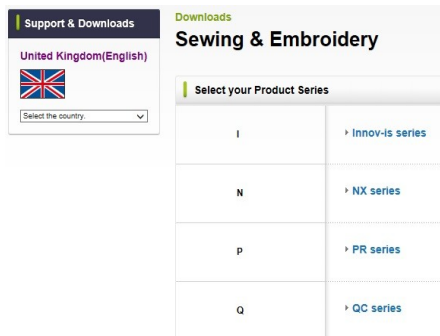
1 - Log on to http://www.brothersewing.co.uk/

2 - Click on **Service & Support**
3 - Click on **Solutions Centre**

4 - Click on **Downloads**

brother
at your side

Home > United Kingdom

Support & Downloads

United Kingdom(English)

Support & Downloads
United Kingdom

Search by Category

Downloads

FAQ's & Troubleshooting

Manuals

Search by Product

Product Search

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5 - Click on **Sewing & Embroidery**

Color Fax / MFC / DCP (Laser / LED)

High Speed Workgroup Printer

Label Printer(QL/TD)

Sewing & Embroidery

Support & Downloads

United Kingdom(English)

Downloads
Sewing & Embroidery

Select your Product Series

I	› Innov-is series
N	› NX series
P	› PR series
Q	› QC series

6 - Select your Series:
eg **Innov-is series**

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7 - Select your machine: eg **Innov-is 4000D/4000**

Downloads
Innov-is series
Select your model name.

Innov-is 1200   Innov-is 1250

Innov-is 4000D/4000   Innov-is 5000

Innov-is 900   Innov-is 90E

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8 - Select the Windows version of your PC/laptop,
eg Windows 7 and click on Search

Select Your Operating System (OS)

STEP 1: Select OS Family

⦿ Windows

STEP 2: Select OS Version

○ Windows®8   ○ Windows®2000
⦿ Windows®7   ○ Windows®Me
○ Windows Vista®   ○ Windows®98SE
○ Windows®XP Home/Professional

Search

The following step is for NV4000(D) users only

If your machine is a NV4000 series you may have upgrade kits installed in which case you will have to choose the correct Version to download:
No upgrades installed will be Ver 2 (in this example the latest version is 2.5)
Upgrade Kit to Ver 3 machines will download 3.21
Upgrade Kit to Ver 4 machines will download 4.11

9 - Select update based on whether you have upgrade kits installed

Title	Description	Release Date (Version)	Size
Update software		06/08/2013 (2.05)	3.25 MB
My Custom Design		31/01/2005 (1.00)	0.99 MB
Update software for PREMIUM PACKAGE Version 3.0 Upgrade Kit Users		06/08/2013 (3.21)	4.31 MB
Update software for PREMIUM UPGRADE PACKAGE Version 4.0 Upgrade Kit Users		06/08/2013 (4.11)	4.31 MB

The following step is for NV1(e) and V-Series machines

In this example of updating more recent models (in this case a V5 machine) you will just download the latest version available. In all cases the date of the release is shown which can be quite useful to know.

9 - If the update Version is higher than your machine version you should update

Title	Description	Release Date (Version)	Size
Update software		11/03/2014 (1.13)	54.25 MB

10 - Follow steps to download

Follow the Steps below to Download

1 Check detail information.

Title	Description	Language	Release Date (Version)	Size
Update software		English	06/08/2013 (2.05)	3.25 MB

⊕ Update History   ⊕ Supported OS
⊕ Compatible Model

2 Read before downloading.
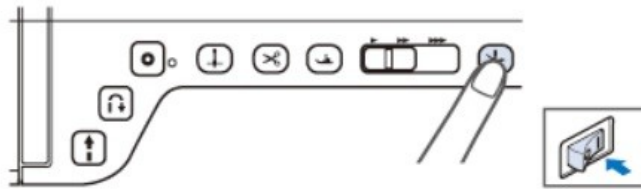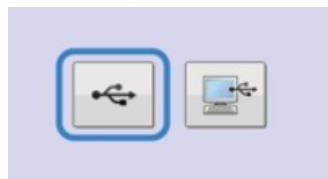⊖ Notes before downloading
How to download
1. Create a temporary folder (ex. C:\Temp) on your PC to save a file to be downloaded.
2. After reading the End-User License Agreement (EULA), click the "Agree to the EULA and Download" button if you agree.
3. The file download will start.
4. After downloading the file, read the installation instructions opened.

Once you have downloaded the upgrade file copy it to a blank USB flash drive/memory stick and insert it into your machine with it switched off.

While pressing "Automatic Threading Button (↓) ", turn the main power to ON.

Press [⟜] (USB media key).

Press [LOAD] (LOAD key).

Press LOAD after connecting the USB media containing the upgrade file.

LOAD

Wait until a screen appears saying the upgrade complete and then switch off the machine. Remove your USB flash drive and switch the machine back on. You can now check that the latest version has been installed by going back into the machine settings.

This information compiled by Keith Lord and correct at 28th May 2014.