

Installing an Update on the EnPointe Wireless Fencing System

The Update procedure will require a MultiMediaCard (MMC), like those used in digital cameras.

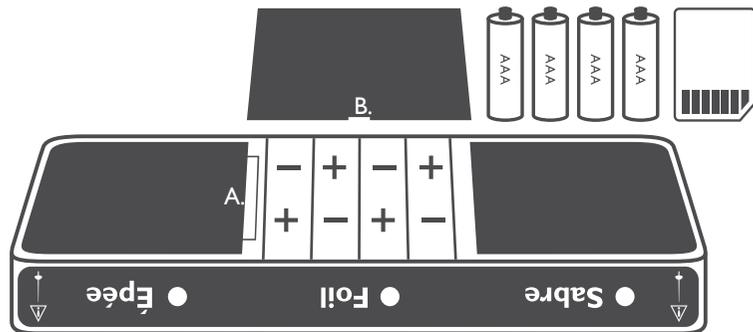
Please Note: Some users with Relay Boxes that run the original release software (purchased before December 2018) have reported problems using 'Sandisk,' 'PNY' and 'Transcend' brand MMCs. We have tested with 'Kingston,' 'Verbatim' and 'Patriot' brand cards, and found them all to work.

If you are experiencing any issues uploading your Relay Box, we suggest attempting the upload with an alternate brand of MMC.

If your unit was purchased after December 2018 (directly from EnPointe - please be aware that some resellers may still have stock with older software versions), or you have uploaded the latest update, you should have no issue using any brand of MMC.

Downloading the File from enpointefencing.com

1. Firstly, connect your MultiMediaCard to the computer. Some computers have a slot on the side of the machine. Otherwise, an MMC to USB converter may be required to connect it to the computer.
2. Go to the downloads section of the EnPointe website: enpointefencing.com/downloads. Here you will find the latest stable version of the system's software, as well as the current beta-version.
3. Depending on your browser, you can simply click on the update link to begin downloading, or you can right-click on the update link and select "Save" from the dropdown list.
4. The downloaded file will then appear in your computer's "Downloads" folder.



Loading the File Onto Your Multi Media Card

1. The downloaded file will be in a .zip format. To unzip the file, right click on the file and select "extract/expand/unzip" from the list. Now a folder labelled "EnPointe" will appear in the same location.
2. Drag and drop the "EnPointe" file from the "Downloads" folder into your MMC's folder in the root directory (ie. make sure that the file is not placed inside another folder on your MMC.) Do not change the name of the folder, or alter any of the contents.
3. Once the file has loaded onto the MMC, safely remove the device from your computer.

Uploading the File Onto Your Relay Box

1. Open the battery compartment of the Relay Box, and remove the batteries.
2. Insert the MMC into the memory card slot (shown above as 'A.') in the battery compartment of the Relay Box.
3. Insert two batteries back into the Relay Box, and watch the lights on the front of the box.
4. If the update has been successful, all the lights on the front of the Relay Box will light up for one second. If the update was unsuccessful, the orange error lights on the left hand side will flash once. If the software version on the card is the same as what is already on the Relay Box, the orange error lights on the right hand side of the box will flash once.
5. Once the Relay Box has successfully updated, you can now remove the MMC and replace the batteries into the battery compartment. If you wish, you can leave the MMC in the Relay Box. Please remember that you will also have to re-pair (touch on) your Piste Box to your Relay Box, as you have removed and replaced the batteries.
6. If you receive an 'unsuccessful update' error make sure that the update folder's name has not been changed, and that the contents of the folder have not been altered. Check that the update folder is in the root directory of the MMC (ie. that is is not contained within any other folder on the MMC). If problems persist, please contact us at support@enpointefencing.com, and our team will be more than happy to help!