

Veethree Universal Engine Gateway Monitor (EGM) Software Download Instructions

Step 1

Download and save the zipped software folder from our website onto your desktop using the following link:

https://drive.google.com/open?id=0BxCG_NU-McDiVUNFbIJ6bG5FeWs

Step 2

Unzip the folder, extract the files and copy them onto your USB drive. Place the files in the main directory of your USB drive and not inside a folder. The EGM will not recognize the software if it is hidden inside a folder.

Note: Please ensure that the USB drive is formatted to FAT 32 for a successful installation.

Step 3

Once you have copied the software to the main directory of the USB drive, please insert it into the USB port on the back of the EGM to update the unit. Please make sure the EGM is powered up when you insert the USB and remains powered during the entire installation process. Once the USB is inserted properly, the software download process will begin with different messages flashing on the screen indicating the EGM is installing the latest software. Once installed, the screen will flash the message: "Update Finished. Please Remove USB Stick" indicating the software is successfully installed. At this point, you can unplug the USB and the EGM will restart automatically.

Note: Do not unplug the USB when the screen is flashing the following message during the installation process "Updating – Please Wait." Doing so might corrupt the software and render the unit inoperable.

Step 4

Once the unit restarts with the latest EGM software, a screen will flash with the following message:



Please email the Request Key (exactly as seen on the screen, including dashes) to the following person: Andrew Federsel

andrew.federsel@veethree.com

Andrew or some other representative from Veethree will email you a License Key containing the actual license for that particular unit.

Please note that the License Key is unique for each unit and will only work with the Request Code for a particular unit.

Copy the License Key file on to the same USB you used to download the EGM software but please delete all the files on the USB before copying the License Key file on the USB. Place the file in the main directory of your USB and not inside a folder. The EGM will not recognize the License Key if it is hidden inside a folder. Once you have copied the License Key to the main directory of the USB drive, please insert it into the USB port on the back on the EGM to unlock the unit. Please make sure the EGM is powered up when you insert the USB and remains powered during the unlock process. Once the USB is inserted properly and the License Key contains the License for the current unit, the unit will unlock in approximately 5 seconds and you can unplug the USB.

This unlock procedure is one time only. Restarting the unit will not trigger the Request Code Screen as the unit is already licensed for this App.

In case you need any assistance with the software installation process, please contact our technical support representative:

Marcin Maleszka

(001) 941-538-7775 Ext. 350

marcin.maleszka@veethree.com