

## Support Center

### How to do an Offline Software Update

Not connected to the Internet? You can still update the software on your enTourage eDGe or Pocket eDGe. If your device DOES have an Internet connection, we **highly recommend** that you [follow the instructions at this link](#) to check for the latest software.

Otherwise, follow these steps:

1. Open this page in an Internet browser on a computer. Download the update file (update.zip) by clicking [this link for the Pocket eDGe](#) or [this link for the enTourage eDGe](#). Choose to save the file.
2. Copy the update.zip file to a USB storage device (or SD/micro SD). It MUST be located in the root of the device, do not put it in a folder.
3. Shut down the Pocket eDGe or enTourage eDGe and remove any microSD card, SD card, or mini-USB cable.
4. Insert the USB device (or SD card) that has the update.zip file.
5. Press and hold the Menu button and the Rotate button. (The menu button is located at the top right of the color screen. The rotate button is the third button down, marked with a circular arrow).
6. While still holding the Menu button and Rotate button, slide the power switch over to turn on the Pocket eDGe or press the power button to turn on the enTourage eDGe.
7. Release the Menu and Rotate buttons 4-5 seconds after turning on the power.
8. During boot up, your device should display a splash screen indicating it is installing the update. Wait for it to finish updating. Once complete, it will reboot on its own and should start normally.
9. Check that the update.zip file is no longer on the USB storage device. It must not be present when you try to download a normal update from the Internet in the future.

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