INSTALLING LUNA MAESTRO UPDATE

This guide provides instructions for users to download and install updates to their Luna Maestro software.

Installation Steps	
1	Download the Update file
2	Install the Update file
3	Activate the Maestro Luna Physiology software license

Download the Update File

To download the Luna Maestro update file:

1. On a Windows device, open your Internet browser and navigate to https://caehealthcare.com/support/software-updates and follow the prompts to download the files.

2. Save the files onto a USB key.

Install the Update File

For additional information on steps 1 through 3, see the *Luna Getting Started Guide* or *Luna User Guide*.

To install the update file:

1. Power on the instructor tablet.

2. Connect the CAE-provided USB-C adapter into the USB-C port on the side of the tablet.

3. Connect the USB key into the female end of the USB-C adapter.

   Note: If the wireless dongle is currently attached to the female end of the USB-C adapter, please remove the wireless dongle.

4. From the Desktop screen on the instuctor tablet, navigate to the task bar and tap the Search icon in the lower-left corner of the screen.

5. Tap the Keyboard icon in the lower-right corner of the taskbar to summon the on-screen keyboard and type "File Explorer."

6. Tap X to close the keyboard.

7. Tap on File Explorer app in the search result menu.

   The File Explorer window appears.

8. Under the **This PC** menu, tap the USB name to access the files from the USB key.

The USB contents appear in the main pane.

9. Drag the **cae-maestro-luna-win-1.x.x. exe** update file to the Desktop screen.

10. Use the **Safely Remove Hardware and Eject Media** icon in the System Tray to properly eject the USB key.

11. Navigate to the Desktop and tap the update file and follow the prompts to complete installation.

12. If a User Account Control dialog box appears and prompts you to allow the program to make changes to your computer, tap **Yes**.

    Note: Installation can take up to 30 minutes.

    The CAE Maestro Luna Setup End-User License Agreement window appears.
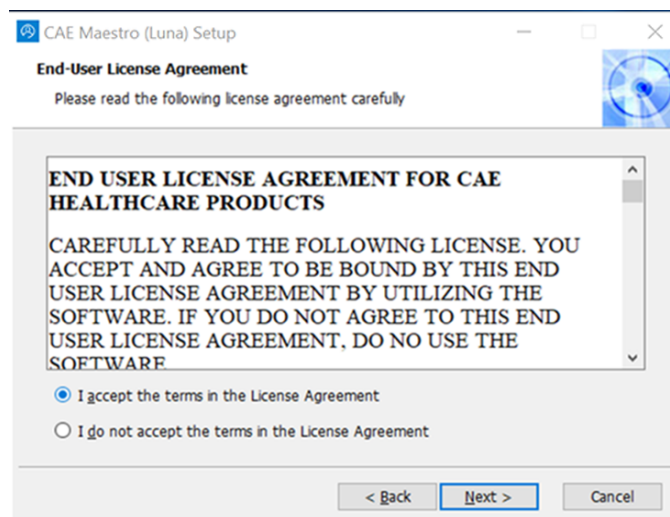
CAE Maestro Luna Setup End User License Agreement Window

13. Select the "I accept the terms in the License Agreement" option and click **Next**.

The Select Installation Folder window appears
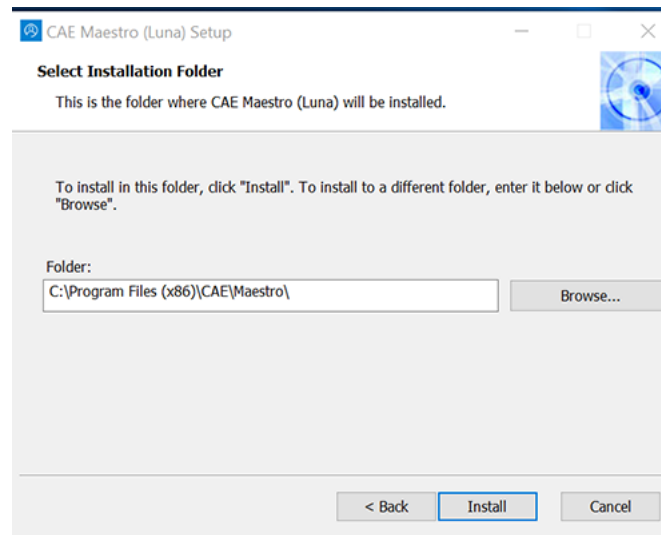
Select Installation Folder Window

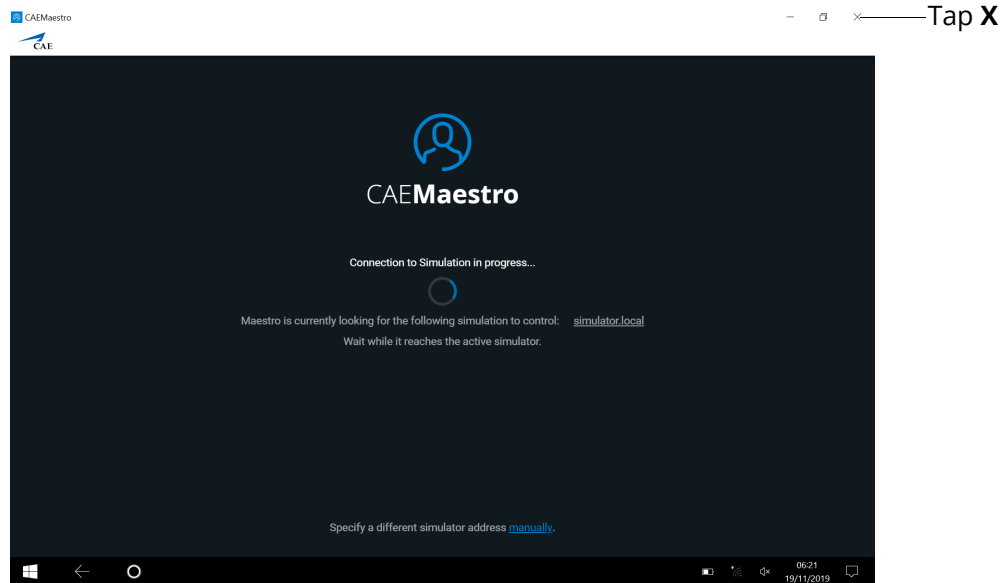14. Confirm the destination folder (or change the file path using the the **Browse** button) and click **Install**.

Once the installation is complete, the CAE Maestro Luna Setup Wizard completion window appears.
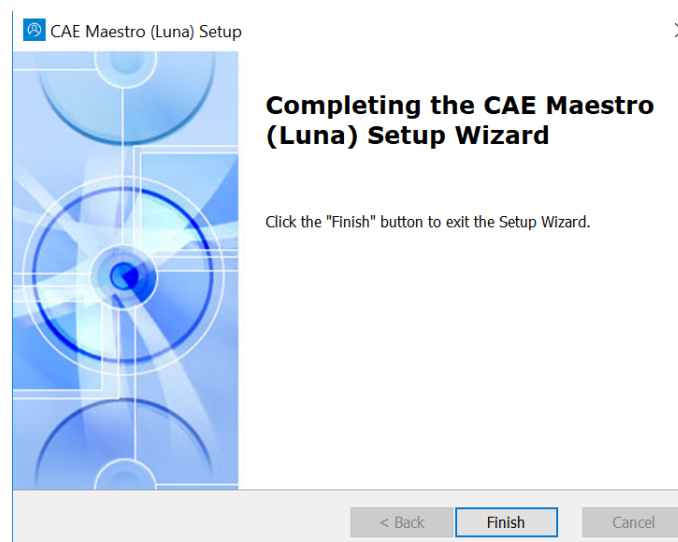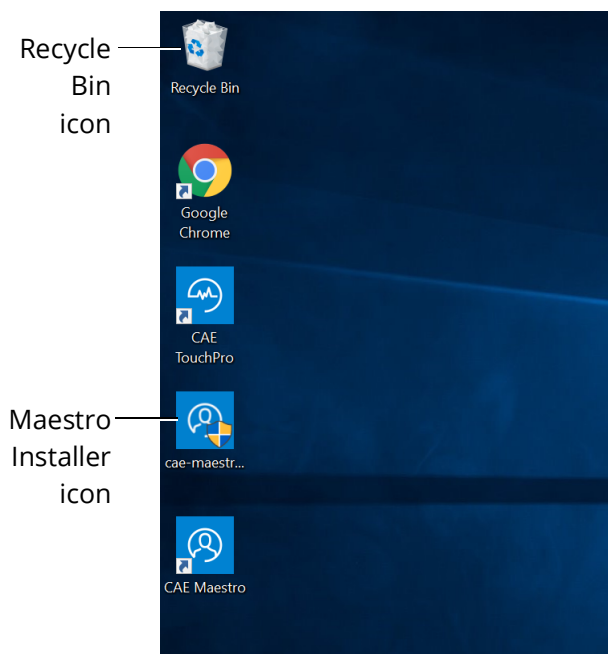

Setup Completion Window

15. Tap **Finish**.

The Maestro Connection screen appears.
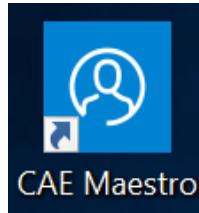
Tap **X**

Maestro Connection Screen

16. Tap the **X** in the upper-right corner to exit the screen and return to desktop.

Recycle Bin icon

Maestro Installer icon

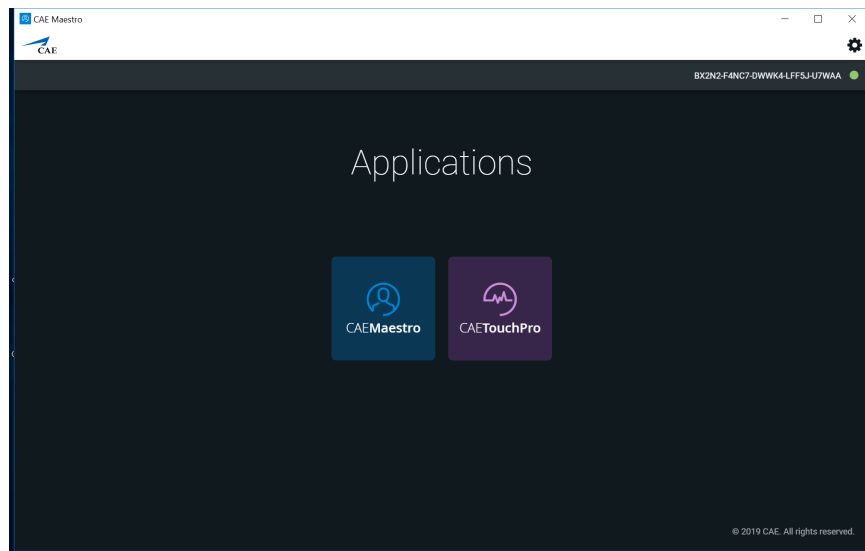*Installer Desktop Icon Removal*

17. From the desktop, drag the Maestro Installer icon into the Recycle Bin.

18. From the desktop, tap the **CAE Maestro** shortcut icon to open the new version of CAE Maestro.
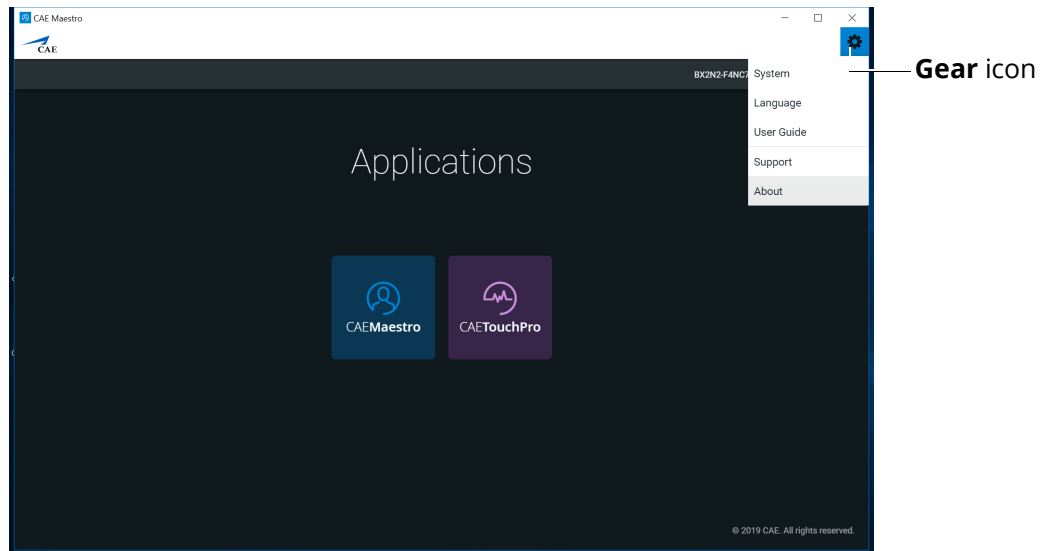

CAE Maestro Desktop Icon
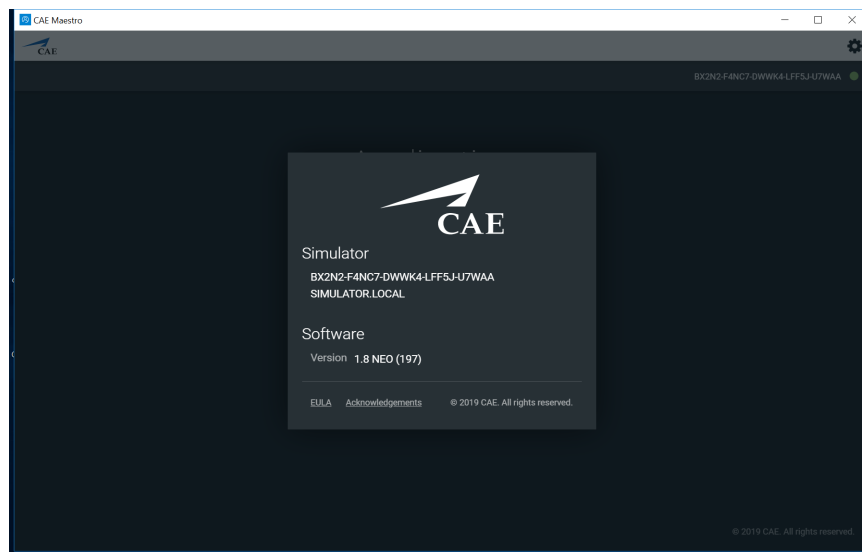
The CAE Maestro start screen appears.

CAE Maestro Start Screen

19. From the CAE Maestro start screen, click on the **Gear** icon in the upper-right corner and select **About**.

CAE Maestro Start Screen

20. Ensure the CAE Maestro software version number corresponds to the version number from the website.


CAE Maestro Software Version

Optional: Activate the Maestro Physiology Option

Prior to activating the software license in Maestro, be sure to locate the Maestro Physiology Option (Simulator) license key included in the simulator documentation or provided by CAE via email.

Note: The computer will generate a 25-character Simulator Number to be used when contacting Customer Service or Sales Representative to obtain license key.

To activate the Maestro Physiology Option (Simulator) software:
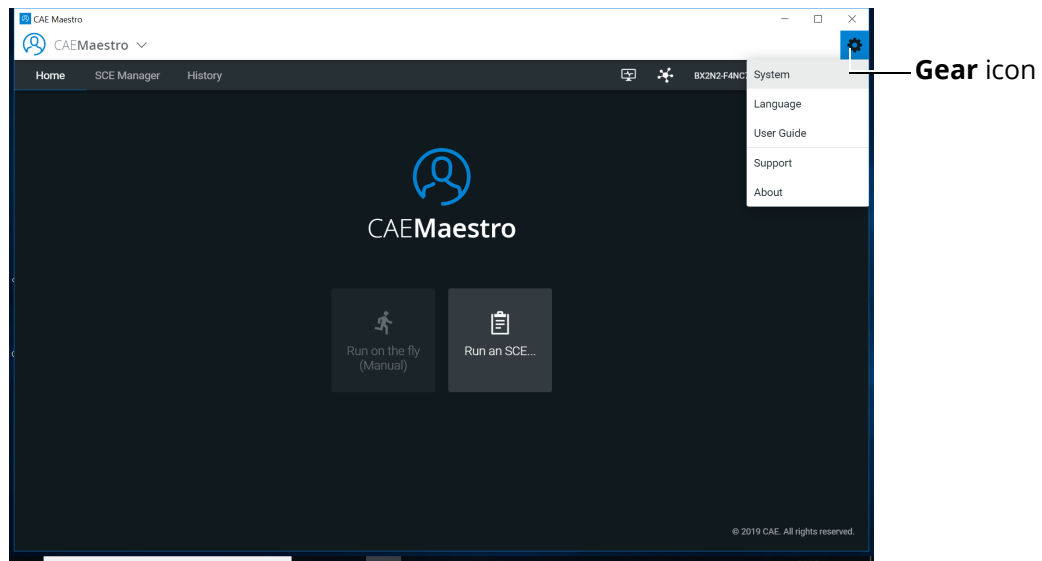
1. From the Maestro Start Screen, tap **CAEMaestro** icon.
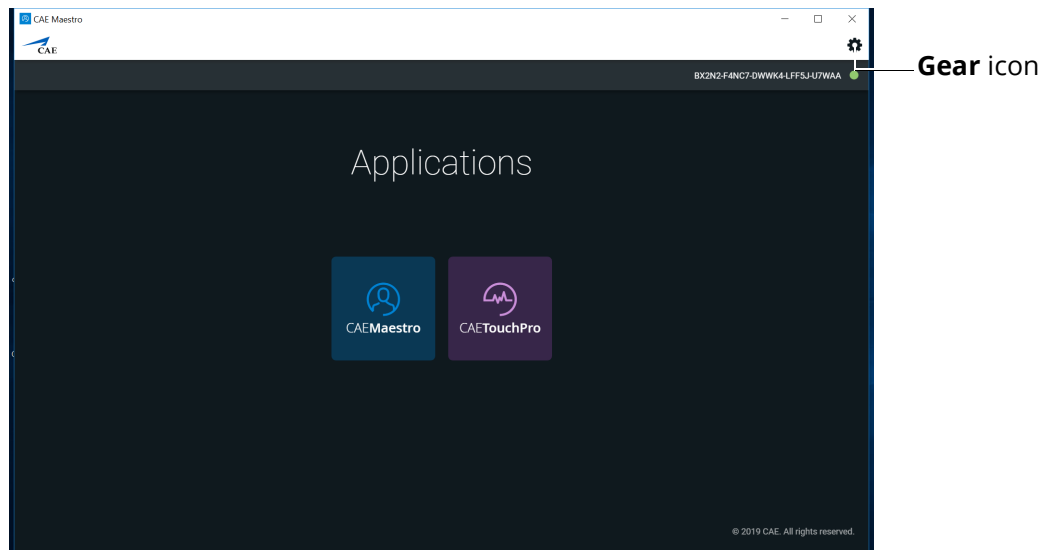
Gear icon

CAE Maestro Start Screen

The Maestro Home screen appears.
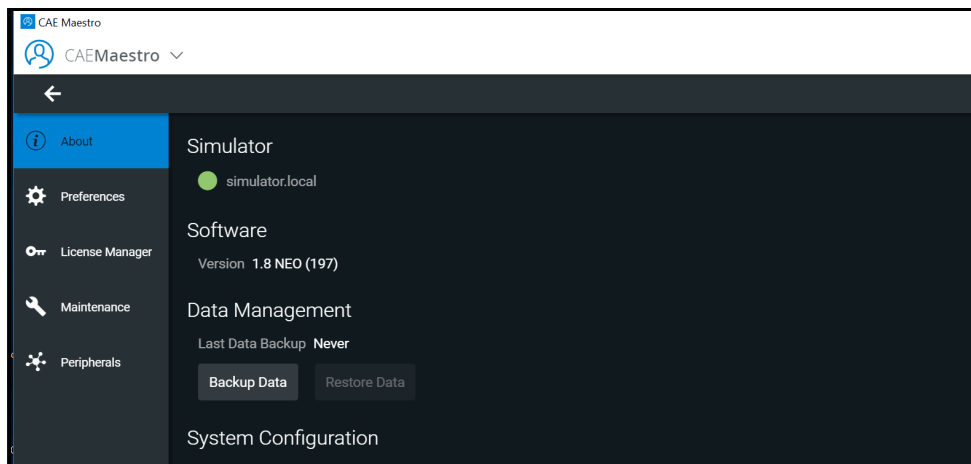
2. From the Home screen, tap the **Gear** icon.

CAE Maestro Home Screen

The drop-down menu appears.

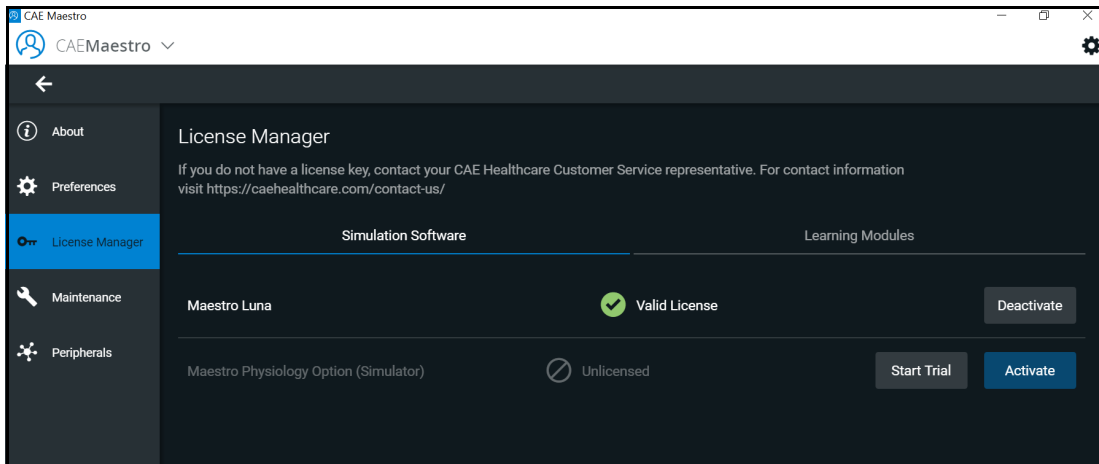3. From the drop-down menu, select **System**.

The Sysem Settings screen appears.

System Settings Screen

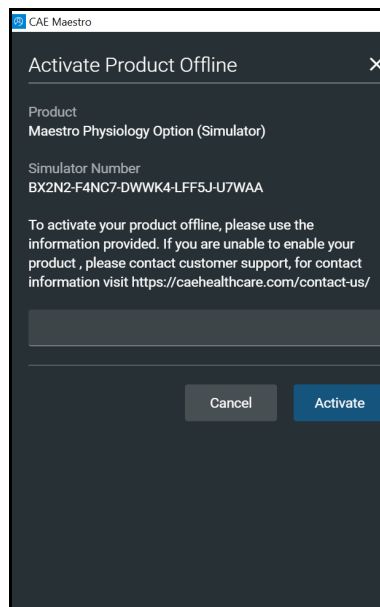4. From the System Settings screen, tap **License Manager** tab to view available licenses.

5. From the License Manager screen, in the Maestro Physiology Option (Simulator) row, click **Activate**.
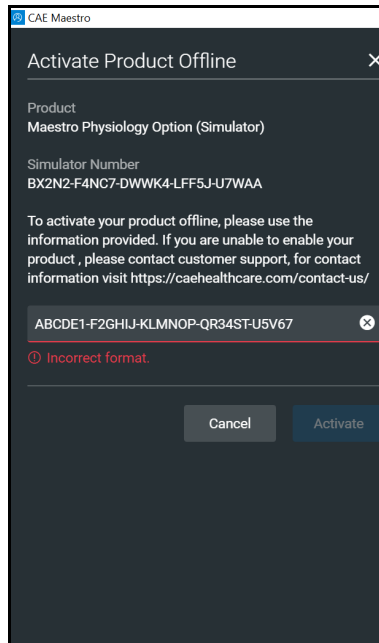

License Manager Screen

The Activate Product Offiline screen appears.

Activate Product Offline Screen

6. Call Customer Service (see *"Customer Service and Training" on page 12*) or Sales Representative with your Maestro Physiology Option (Simulator) License Key and 25-character Simulator Number shown above.

7. Tap in the text field.

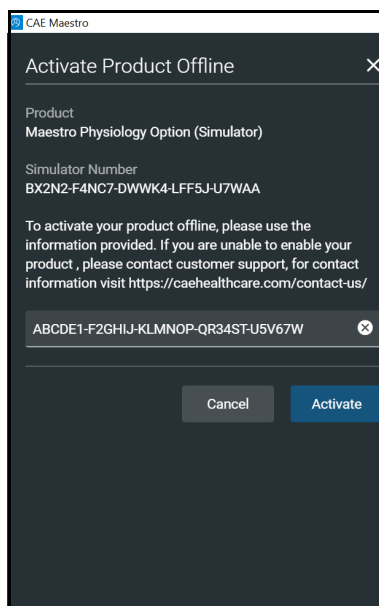8. Tap the Keyboard icon in the lower-right corner of the taskbar to summon the on-screen keyboard.

9. Type the Maestro Physiology Option (Simulator) license key provided by Customer Service.
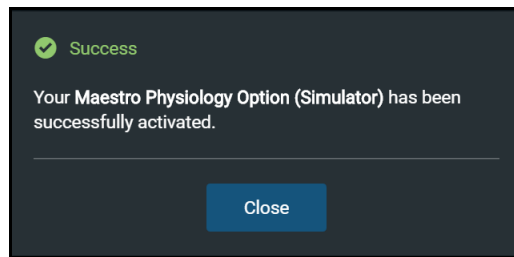

Activate Product Offline Screen

The Incorrect format message will appear until the full license key is entered.

10. Tap X to close the keyboard.

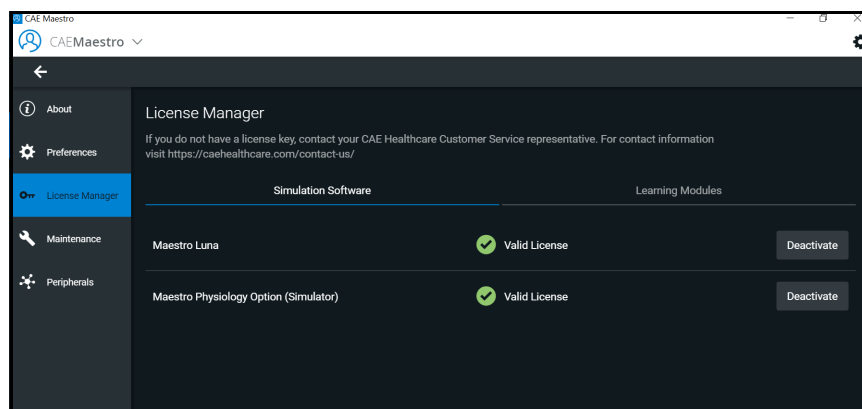11. When completed, click **Activate**.

Activate Product Offline Screen

The Success message appears.

Successful Acitvation Message

12. Confirm the software license is activated on the License Manager screen.

Activated License

A "Valid License" indicator appears in line with the software.

Customer Service and Training

For assistance, contact customer service.

Customer Service Headquarters - United States

Monday - Friday from 7:00 a.m. to 6:00 p.m. ET
Toll Free: +1 (866) 462-7920
Fax: +1 (941) 342-5600
Email: srqcustomerservice@cae.com
Website: www.caehealthcare.com

Customer Service - Canada

Monday - Friday from 8:00 a.m. to 5:00 p.m. ET
Toll Free: +1 (877) 223-6273
Email: can.service@cae.com

Customer Service - Europe, Middle East and Africa

Monday - Friday from 8:00 a.m. to 5:00 p.m. CET
Phone: +49-(0) 6131 4950354
Fax: +49 (0) 6131 4950351
Email: international.service@cae.com

Customer Service - United Kingdom and Ireland

Monday - Friday from 9:00 a.m. to 5:00 p.m. GMT
Phone: +44(0)800-917-1851
Email: uk.service@cae.com

Customer Service - Latin America

Monday - Friday from 9:00 a.m. to 5:00 p.m. BRT / BRST
Phone: +55 11 5069-1510
Email: la.service@cae.com

Customer Service - Asia Pacific

Monday - Friday from 8:00 a.m. to 5:00 p.m. CET
Phone: +49 (0) 6131 4950354
Email: ap.service@cae.com