Install System Update

This guide includes procedures for installing system firmware or software updates on Juno and Ares patient simulators **with a Samsung Galaxy tablet**.

Updates can be downloaded using any computer with an internet connection but must be installed from your instructor workstation device. See *Step 1: Download the Update File* below for instructions on downloading and transferring files to your workstation.

Installation Steps	
1	Download the Update file
2	Verify and Update Chrome Browser
3	Install the Update File via **Samsung Tablet**
4	Reboot the Simulator

Step 1: Download the Update File

To download the update file for your specific simulator platform:

a. Open your Internet browser on your Windows computer and navigate to:

https://elevatehealth.net/solutions/product-types/software/software-updates/

b. Select your specific simulator platform and click on the View Update Files link.

c. Scroll to the Simulator Updates section and download the Maestro update.

Step 2: Verify and Update Chrome Browser

To verify and update the Chrome browser:

a. Verify your Android version.

b. At the Home screen, swipe down from the top to display the Quick Settings menu.

c. Tap the **Gear** icon in the upper-right corner of the menu and the **Settings** screen appears.

d. On the left side of the screen, Scroll down and Tap **About tablet.**

e. On the right side of the screen, tap **Software information** and take note of the Android version.

f. On the left side of the screen, tap the **Apps** icon.

g. Tap the **Chrome** icon and take note of the version of Chrome (Android 7 version is found on top of the Chrome information and Android 8/9 is on the bottom of the Chrome information after you scroll down).

h. If you have the following versions of Chrome (see below), it has the most current version, and no update is needed. Please proceed to Step 3.

- Android 7 – 119.0.6045.193
- Android 8/9 – 127.0.6533.64

i.   If you have a different version of Chrome, proceed to step 2g.

j.   You will need a Gmail/Google account in order to sign into the Play Store site.

k.   Verify Samsung Tablet is connected to a network with internet access.

l.   At the Home screen, tap on the **Apps** icon or swipe up from the bottom to display the Apps window.

m.   Tap the **Play Store** icon and sign in with a Gmail/Google account.

n.   If this is the first time login:

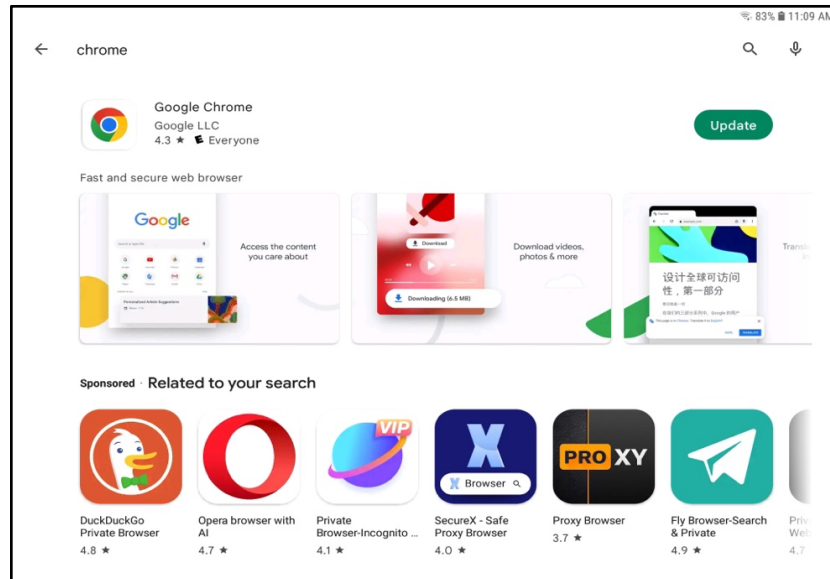- Tap **I agree** to accept the Google Terms of Service.
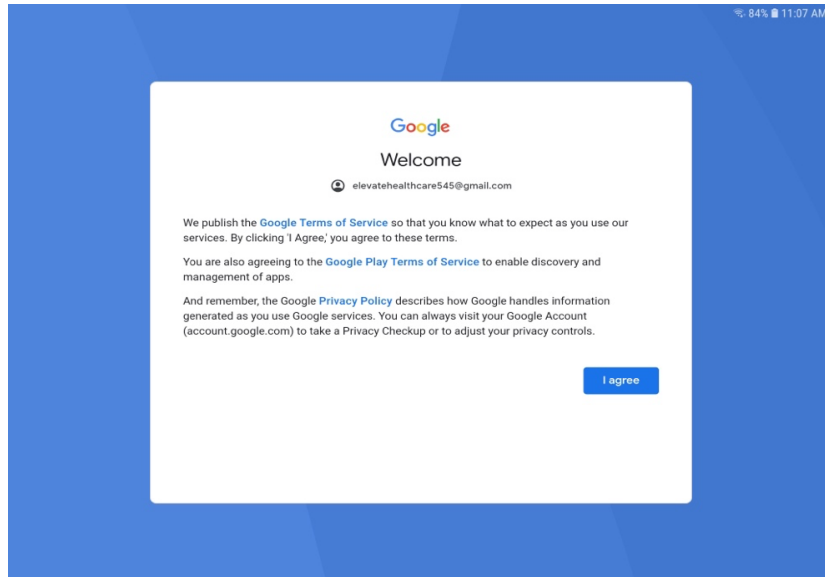
- De-select **Use basic device backup** and tap **ACCEPT** to confirm your selection.
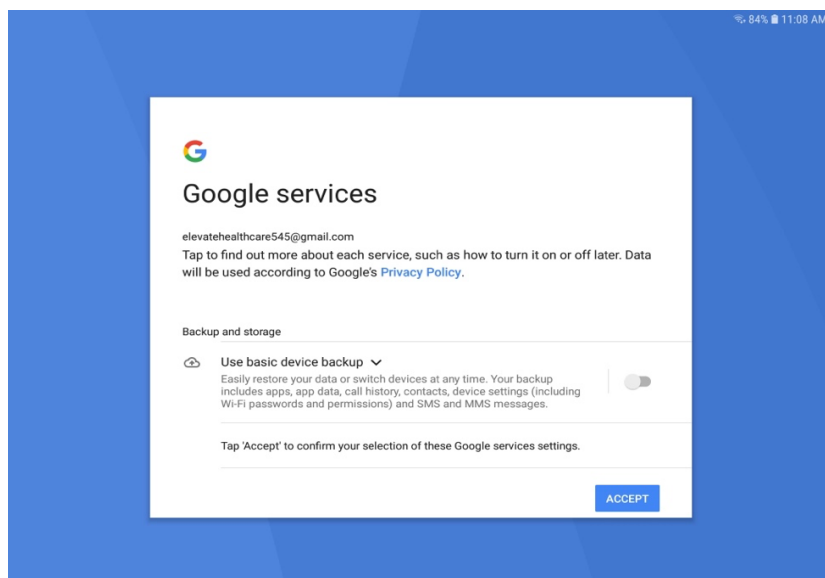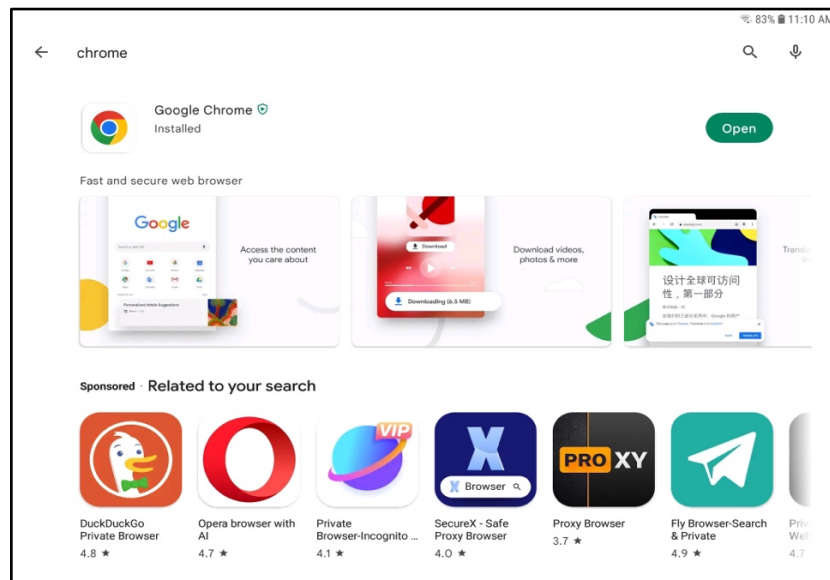

o.   In the search area of the Play Store, type **Chrome** and tap the **magnifying glass** on the keyboard.

p. Click **Update** and wait for tablet to download file. After download, the Samsung Tablet will automatically install the file.

q. Once the **Open** button is solid green, close the Play Store app.

r. Go back to Settings menu and verify your Chrome browser is updated.

s. Proceed to Step 3.

Step 3: Install the Update File via Samsung Tablet

To install the Maestro 2.12 update on a Samsung tablet:

a. Power on the Samsung tablet and connect it to the Windows PC using the USB-C interface cable.

b. On the tablet, when a message appears asking to allow access to device data, tap **Allow**.

c. On the Windows PC, open Windows Explorer. Navigate to Galaxy Tab S3 > Tablet > Download folder.

d. Move the desired update file from the PC to the tablet's **Download** folder.

e. After the files are transferred, disconnect the cable from the PC.

f. Power on the manikin and wait for it to say, "Hello."

g. On the tablet, verify there is a WiFi connection to the simulator and at the Home screen, tap the **Maestro** icon.

h. Ensure the manikin is plugged in and the battery is charged to at least 35%.

i. Select the **CAEMaestro** Application in the Applications window

j. In the upper-right corner, tap the **Gear** icon and select **System** from the dropdown menu.

k. On the About screen, tap **Install Update**.

   Note: The software version of your simulator may differ from the image below.
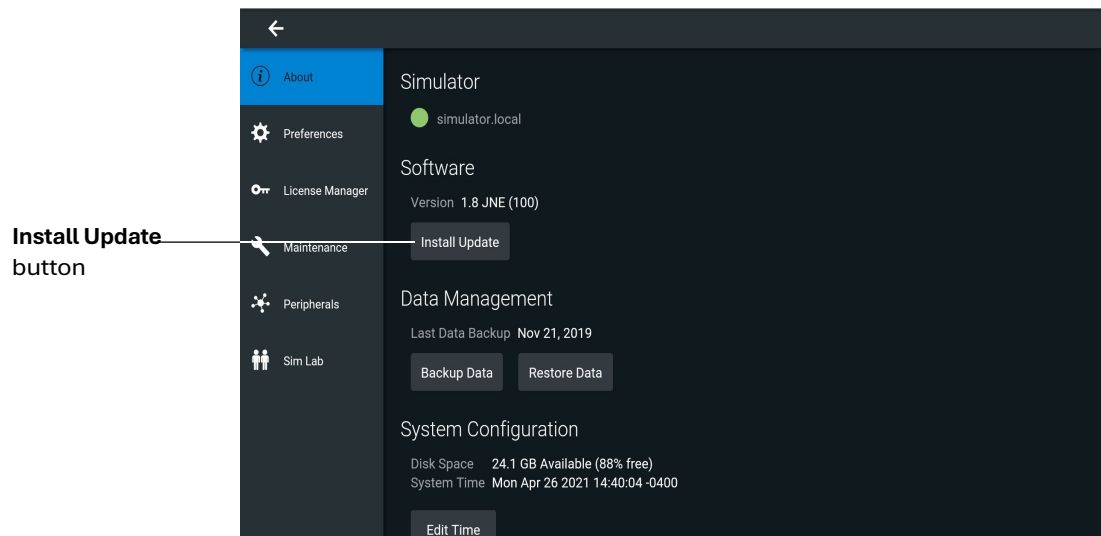
About Screen

l. When the reminder to back-up your files appear, do one of the following:

   • Tap **Cancel** to return to the previous window and back up your files before proceeding.

   • Tap **Update** without backing up your files.

m. At the prompt "Select an action," tap either the **Files** or **Documents** icon.
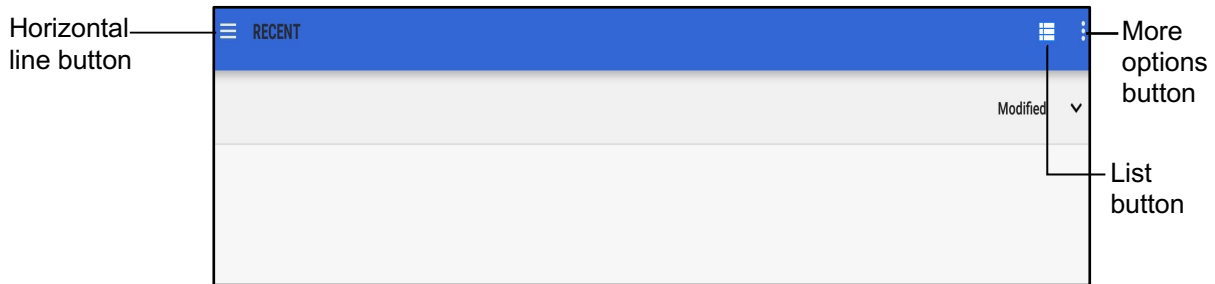
   A new window opens allowing file access
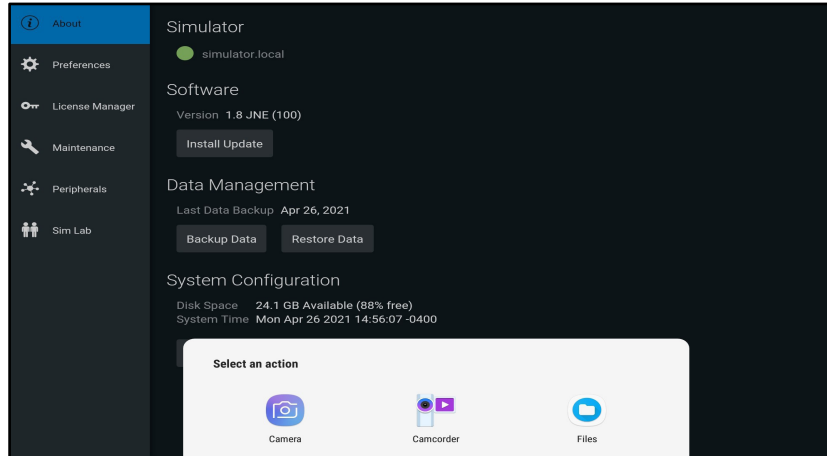
Select an Action Prompt

Install the Update File

To install the update file on your tablet:

a. From the File Manager screen, tap the **List** button to switch to list view.

File Manager Screen

b. Tap the **More options** button (three vertical dots) in the upper-right corner of the screen. On the pop-up menu, tap **Show Internal storage**.

   Note: If "Hide Internal Storage" pops up, tap anywhere on the screen to close the menu.

c. Tap the List button to show a list view and more detailed view of the files.

d. Tap the **Horizontal line** button in the top-left corner of the screen and from the left panel, select **Galaxy Tab S3**.
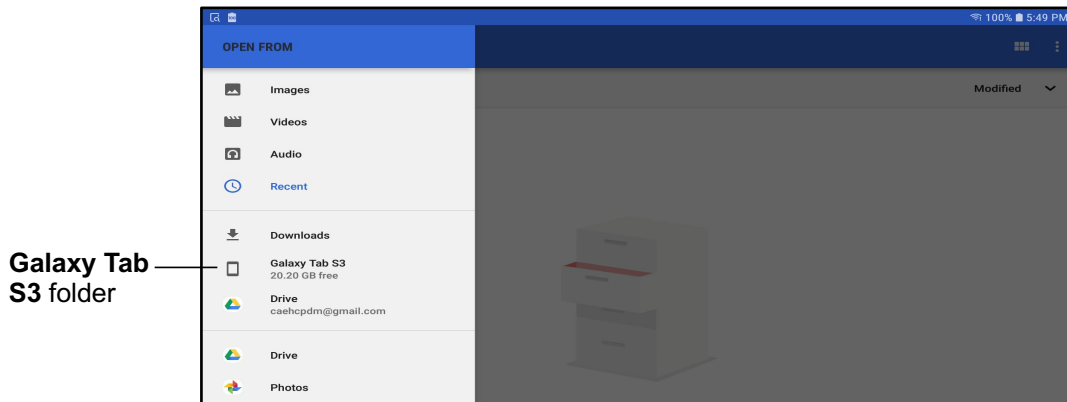
e. Locate and tap the **Download** folder (verify it is the **Download** folder within the **Galaxy Tab S3** folder).

f. Tap on the desired update file, which will have a file extension of either .msu or .swu, and the update begins.

CAUTION: This may take a few minutes. Do not interrupt the update or power off the tablet.

g. When the simulator says, "Hello," and the "Not connected to simulator. Please connect to a simulator via the Wi-Fi network" message appears, press the Home button on the tablet.

h. Press the **Recent Apps** button located below the Home button on the tablet. All running apps appear on screen.

i. Tap **Close All** to close all running applications and the tablet returns to the Home screen.

Updating the Maestro App

**Note:** This section applies only to Maestro software updates. It is not applicable to firmware updates.

To update the Maestro app on your Samsung tablet:

a. On the tablet, verify you are connected to the simulator via Wifi or ethernet cable.

b. At the Home screen, tap on the **Apps** icon or swipe up from the bottom to display the Apps window.

c. Tap the **Maestro** Icon in the Apps section.

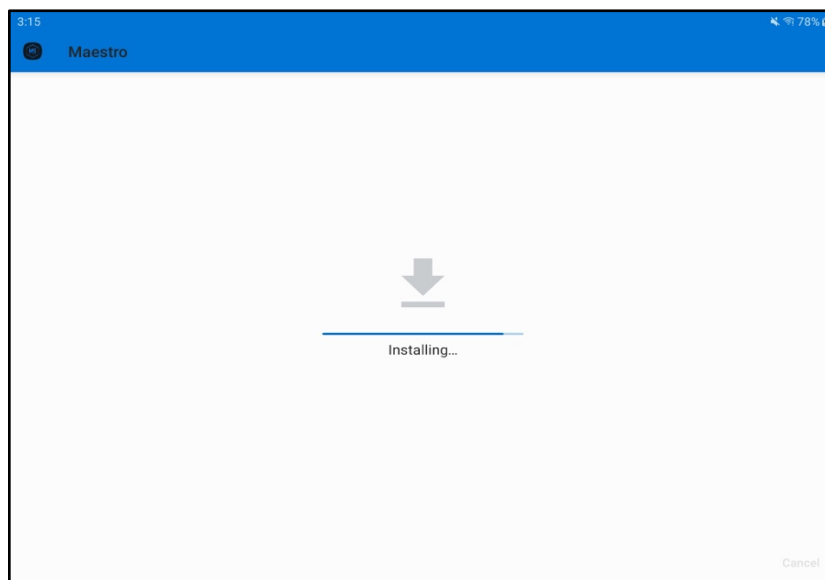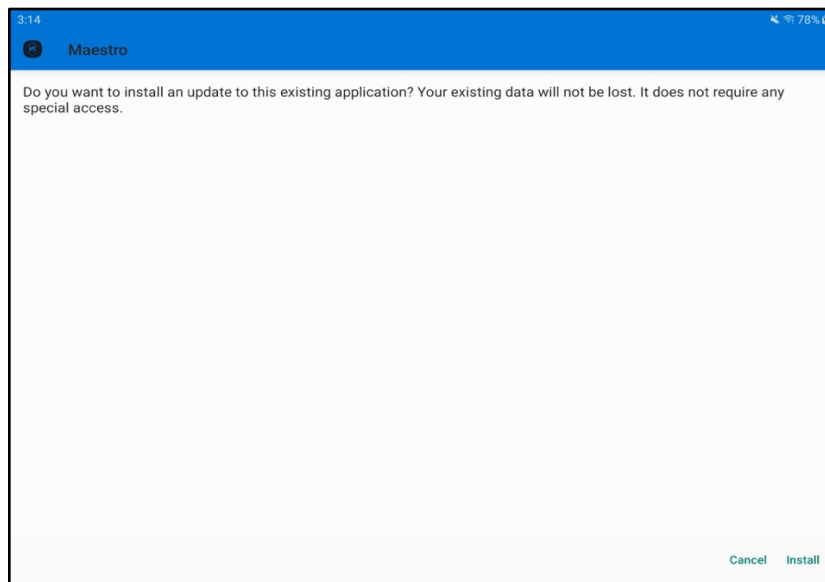d. Maestro will install and update the Maestro app on the tablet.
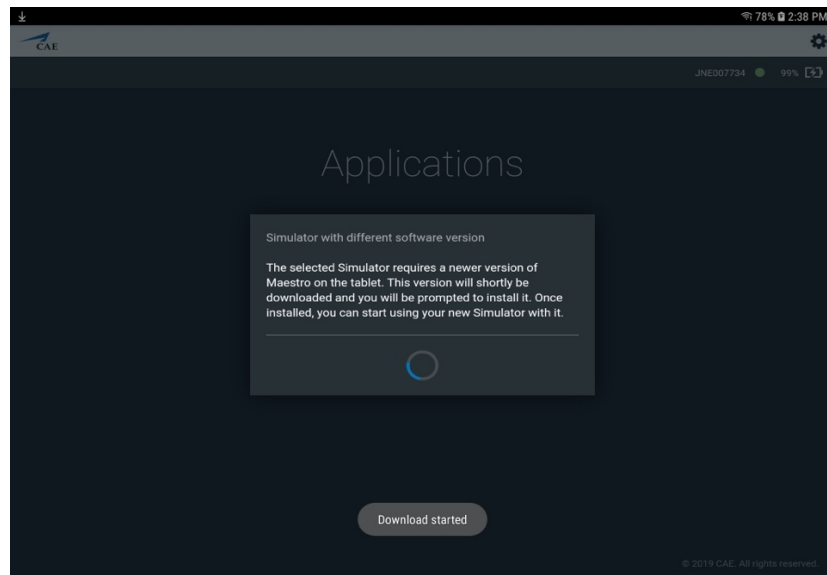
e. Tap **SETTINGS**, if a Maestro window appears to "install unknown apps from this source".
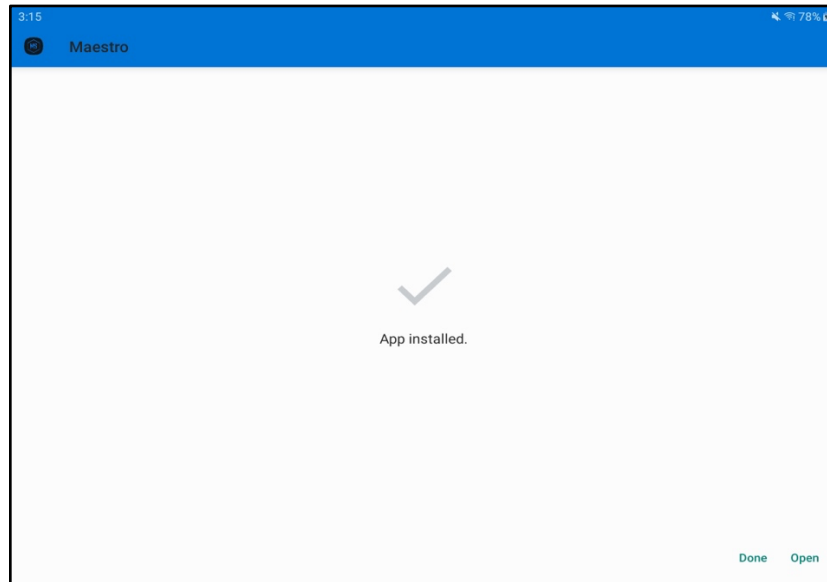
f.   Tap to enable **Allow from this source**.
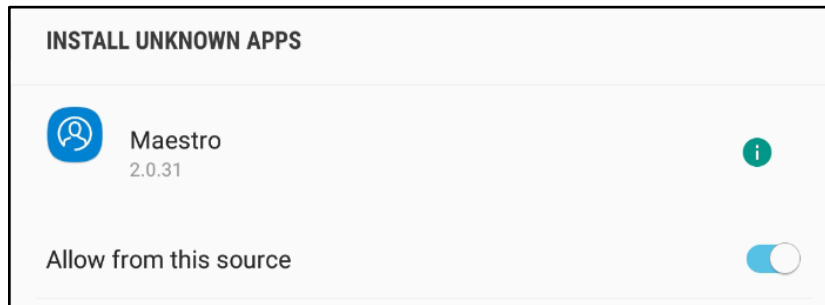
g.   Tap the back button on the tablet (U-shaped arrow).

h.   Maestro will continue to install. If it does not continue to install, tap **INSTALL**.

i.   After the Maestro app installs, tap **OPEN** to start the Maestro software and verify software has been updated.

Step 4: Reboot the Simulator

For the update to be complete, it is important to reboot the simulator. This step ensures that the update is installed throughout the simulator's systems. Follow these steps:

a.   Log out of CAE Maestro.

b.   Shut down the Samsung Tablet and manikin.

c.   Power on the manikin.

d.   Allow the manikin to complete the startup process.

e.   Power on the Samsung Tablet.

f.   Re-launch the Maestro start screen.

Install the CAE Patient Monitor Update

Note: This section applies only to Maestro software updates. It is not applicable to firmware updates.

To update software for the Patient Monitor, the following software and hardware is required:

- One simulator updated with the most recent software

- Patient Monitor dedicated device

Prior to beginning, complete the steps outlined in the *Patient Monitor Getting Started Guide* provided with the Patient Monitor shipment.

Patient Monitor Update Steps	
1	Connect Patient Monitor to Network
2	Launch Patient Monitor

Step 1: Connect Patient Monitor to Simulator

To connect the CAE Patient Monitor to the simulator:

a. Tap the **Network** icon in the Windows taskbar to expand the available networks list. Verify the simulator network is selected.

b. From the Available Networks list, tap the simulator network
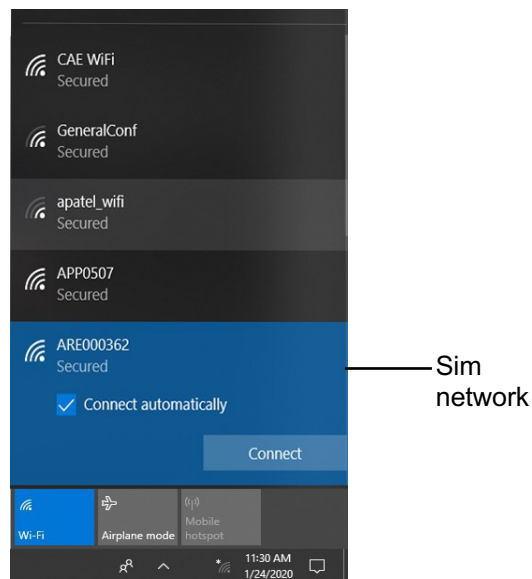
WiFi Connection - Sim Network

c. Tap the **Connect Automatically** checkbox and then tap **Connect**.

The network security key prompt appears.


WiFi Connection - Network Security Key Prompt

d.   Tap in the Enter the security network key field and type _caeadmin_ (for Microtik router, type _metiadmin_).

e.   Tap Next.

f.   If the discoverable PC prompt appears, tap Yes.

g.   Wait a few moments while the Patient Monitor connects to the simulator network.

Step 2: Launch Patient Monitor

To launch CAE Patient Monitor:

a.   From the desktop screen, tap the **CAE PatientMonitor** icon.

Upon launch, the _Simulator with different software_ prompt informs the user that the instructor device update is in progress.
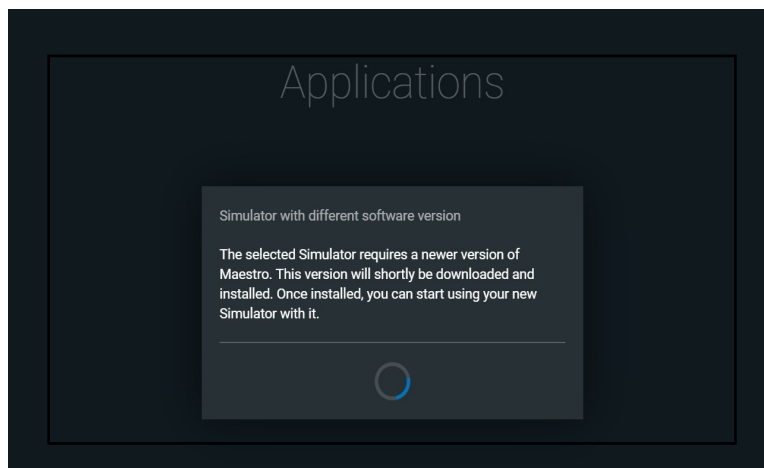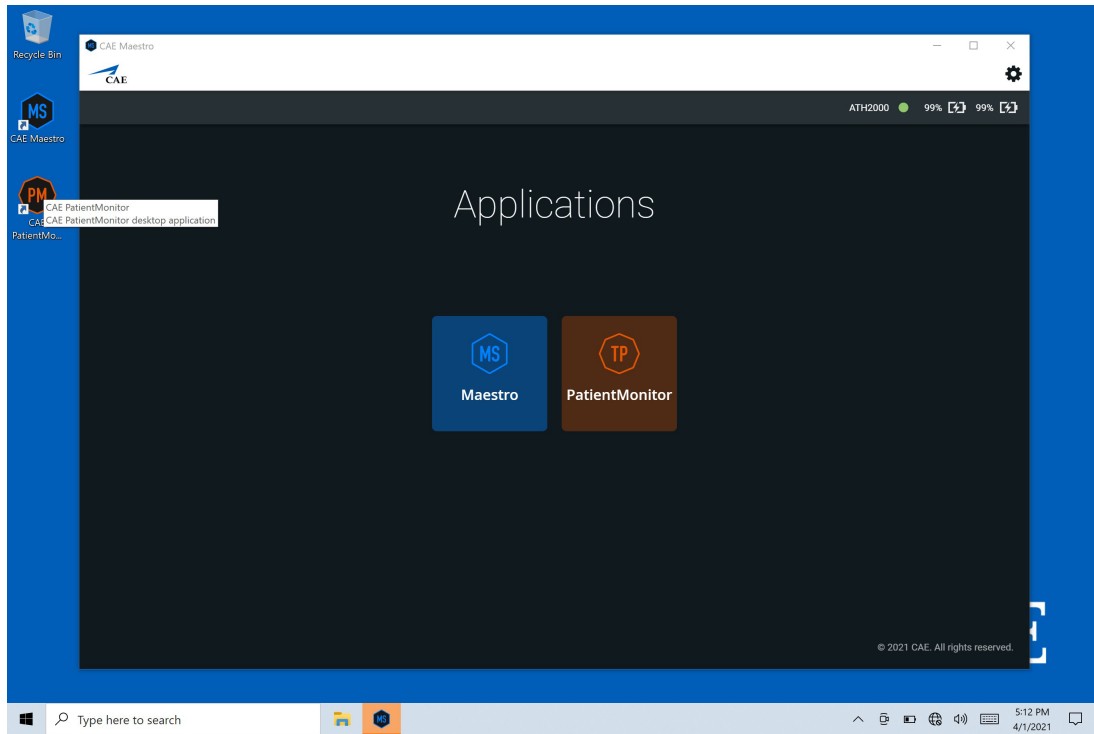

Simulator with Different software Prompt

After the update, the application will close and automatically restart Maestro.

b.   Exit out of the Maestro start screen.

c.   From the desktop, tap the **CAE PatientMonitor** icon

d. From the Applications screen, tap PatientMonitor to launch the patient monitor software.

Applications Screen

CAE

Healthcare

For more information about CAE products, contact your regional sales manager or the CAE distributor in your country, or visit caehealthcare.com.

Tel +1 941-377-5562 or 866-233-6384

For customer support, please contact CAE.

Customer Support Headquarters - United States
Monday - Friday from 7:00 a.m. to 6:00 p.m. ET
Phonel-866-462-7920
Email: srqcustomerservice@cae.com

Customer Support -Canada
Monday - Friday from 8:00 a.m. to 5:00 p.m. ET
Phonel-877-223-6273
Email: can.service@cae.com

Customer Support - Europe, Middle East, and Africa
Monday - Friday from 8:00 a.m. to 5:00 p.m.CET
Phone +49 (0) 6131 4950354
Email: international.service@cae.com

Customer Support - 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 Support - 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 Support - 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