LUNA FIRMWARE INSTALLATION GUIDE

The Luna Firmware Installation Guide provides instructions for users to download and install firmware updates to their Luna simulator. Firmware updates are developed and released to support various improvements and bug fixes.

There are two firmware updates available to Luna Maestro version 1.8.112.

Downloading Firmware Updates

To retrieve the firmware update files:

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.

Preparing the Simulator for Updates

For additional information on steps 1 through 5, see the *Luna Getting Started Guide* or *Luna User Guide*.

To prepare the simulator for updates:

1. Prior to installing firmware updates, ensure the manikin is charged to at least 50% battery.

2. Connect the Luna manikin to a power source using the AC/DC power adapter with USB-C connector. DO NOT power on the manikin.

3. Connect instructor tablet to a power source.

4. Power on the instructor tablet.

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

6. 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, remove the wireless dongle.

7. 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.

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

9. Tap X to close the keyboard.

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

    The File Explorer window appears.

11. 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.

12. Drag the **DSC_IOT_NEO_HEAD.bin** file to Desktop to copy the file onto the instructor tablet.

13. Repeat step 9 for the **DSC_IOT_NEO_TORSO.bin** file.

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

    Note: Failure to safely remove the USB will cause issues when trying to connect the manikin to the computer.
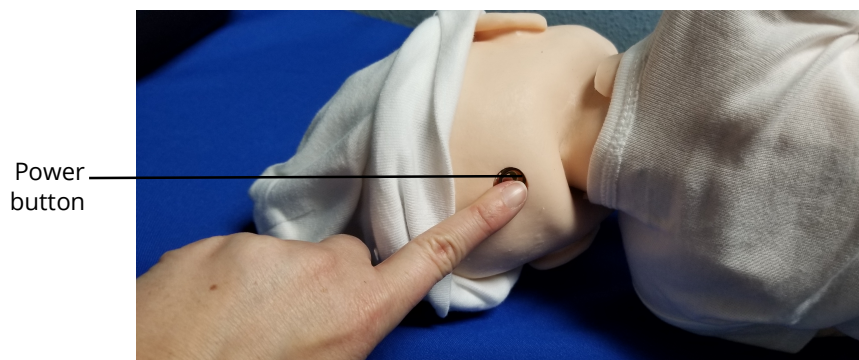
15. Remove USB key from USB-C adapter.

Installing Firmware Updates

Prior to installing firmware updates, ensure the manikin is charged to at least 50% battery.
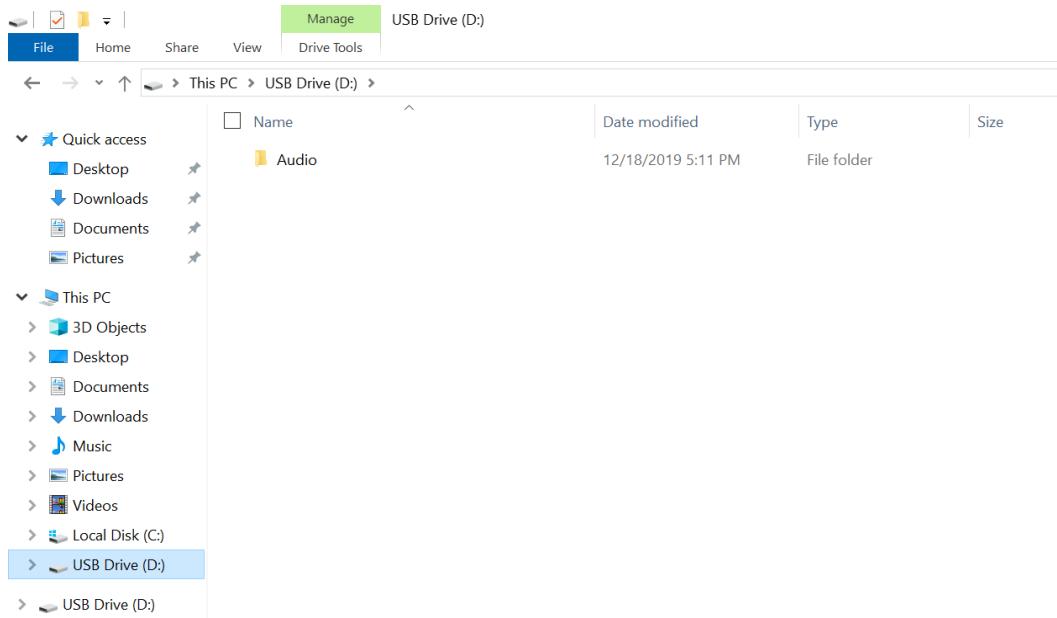
To install firmware updates on the simulator:

1. Remove the AC/DC power adapter from manikin.

2. Connect the 6-foot USB-C cable into the female end of the USB-C adapter (already attached to instructor tablet).

3. Plug the USB-C end of the power cord into the Luna manikin power port.

4. Ensure that the Luna manikin is powered off.

5. On the back of the Luna manikin's head, press and hold down the Power button for approximately 6 seconds to initiate "bootloader" mode.

Power button

Power Button on Head

This mode is indicated by solid blue LED light.

6. On the instructor tablet, open File Explorer App (as previously instructed in steps 8 through 10 of *Preparing the Simulator for Updates*) and tap the **USB Drive (D:)** to open the folder to access the simulator files.

File Explorer - USB Drive Folder

Note: If the **USB Drive** does not appear, the power cord was probably removed unsafely from the computer. Retry a few times.

If it does not work, restart the manikin (press and hold down the Power button on the manikin for approximately 6 seconds to power off) power off the instructor tablet.

7. Drag the **DSC_IOT_NEO_HEAD.bin** file from the desktop into the main pane of the File Explorer window.

8. Repeat step 7 for the **DSC_IOT_NEO_TORSO.bin** file.

9. Use the **Safely Remove Hardware and Eject Media** icon in the System Tray to properly eject the USB (Simulator).

Note: Failure to safely remove the manikin will cause issues when trying to connect the manikin to the computer.

10. Disconnect interface cable from Luna.

11. On the back of the Luna manikin's head, press and hold down the Power button for approximately 6 seconds to power off.

12. Press the Power button to power on the manikin. The LED light flashes blue while the update occurs.

The update process may take up to 15 minutes.

When the firmware update process is complete, the simulator will restart (baby cries), and the power button LED will turn ORANGE (charging) or GREEN (fully charged).

13. Press the power button to power off the manikin.

14. On the instructor tablet, from the desktop, drag the **DSC_IOT_NEO_HEAD.bin** file into the Recycle Bin icon.

15. Repeat step 14 for the **DSC_IOT_NEO_TORSO.bin** file.

16. Power off the instructor tablet and store the simulator according to storage instructions in the user guide.

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