INSTALLING CAE MAESTRO STANDALONE FOR WINDOWS

This guide describes how to install CAE Maestro standalone software on any personal computer with Windows. The software can be downloaded to any Windows computer with an Internet connection.

Note: To install updates for the Instructor Workstation, see the *Installing Maestro Updates* guide on the CAE Healthcare website. For Apollo and Athena, see the corresponding *CAE Maestro Software Conversion* guide.

Installation Steps	
1	Download and Install CAE Maestro Standalone
2	Activate the Software License and Launch CAE Maestro Standalone

Step 1: Download and Install CAE Maestro Standalone

a. Maestro Standalone requires an administrator account. Please ensure you are logged into a computer administrator account before continuing with installation.

b. If not already done, navigate to the the Software Updates website (https://caehealthcare.com/support/software-updates/) and follow the prompts to download the **Maestro Standalone Version x.x**.

c. In Windows Explorer, navigate to where you downloaded the file.

d. Double-click the **cae-maestro-standalone-win-1.x.x. exe** file and follow the prompts to complete the installation.
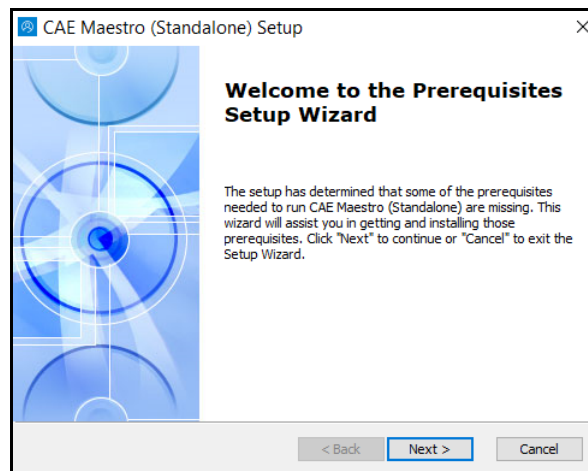
   Note: Installation can take up to 30 minutes.

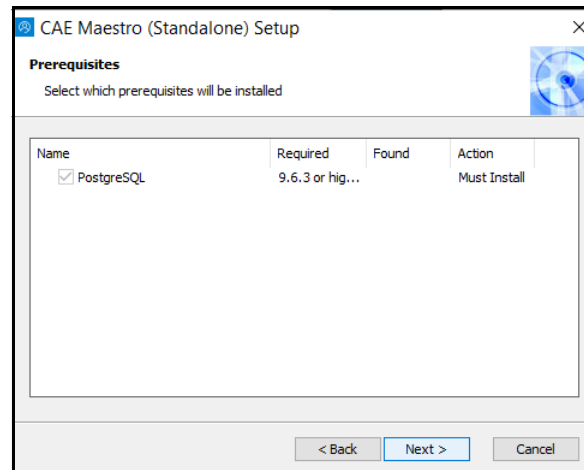e. The User Account Control box may appear. Enter the admin password if prompted and click **Yes**.
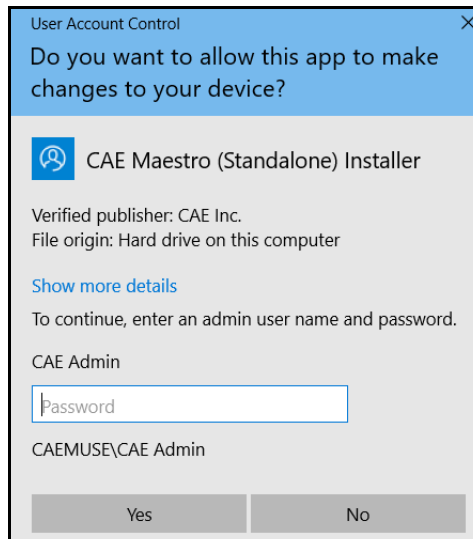
User Account Control Box

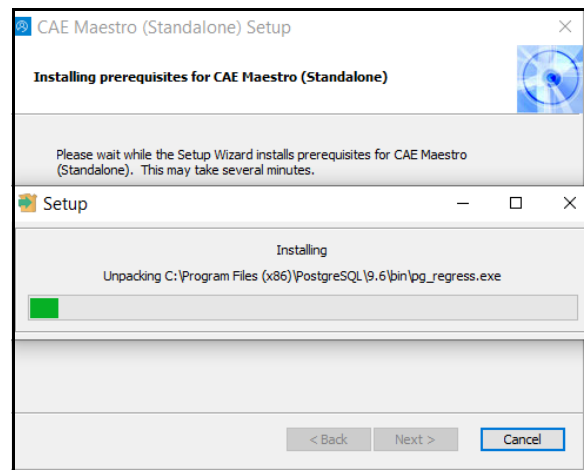f. The Prerequisites Setup Wizard appears. Click **Next**.

Prerequisites Setup Wizard

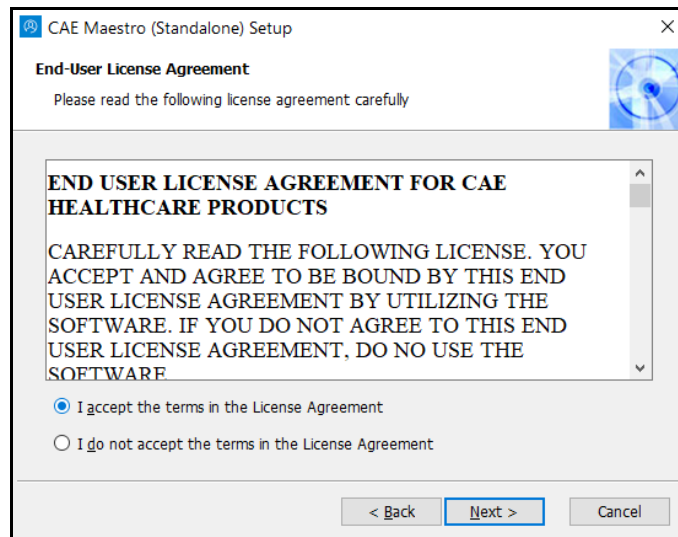g. The PostgreeSQL install window appears. Click **Next**.

PostgreeSQL Install Window

Wait while the PostgreeSQL installs.
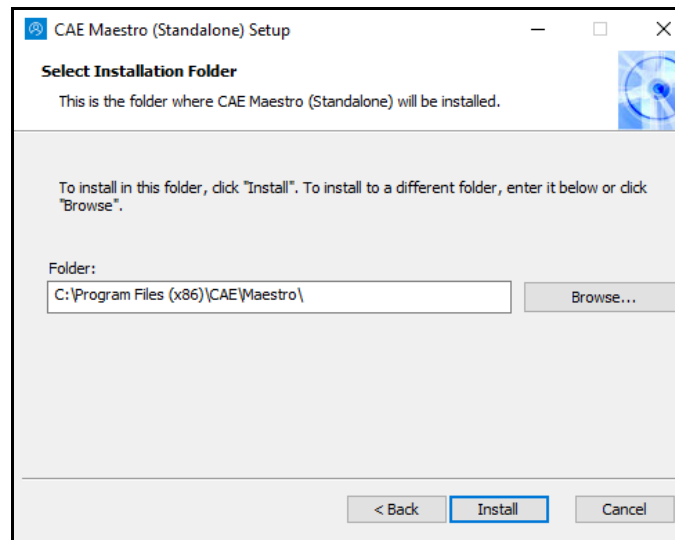

PostgreeSQL Installing

The CAE Maestro (Standalone) Setup End-User License Agreement window appears.

CAE Maestro (Standalone) Setup End User License Agreement Window

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

The Select Installation Folder window appears.

Select Installation Folder Window

i. 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 (Standalone) Setup Wizard completion window appears.
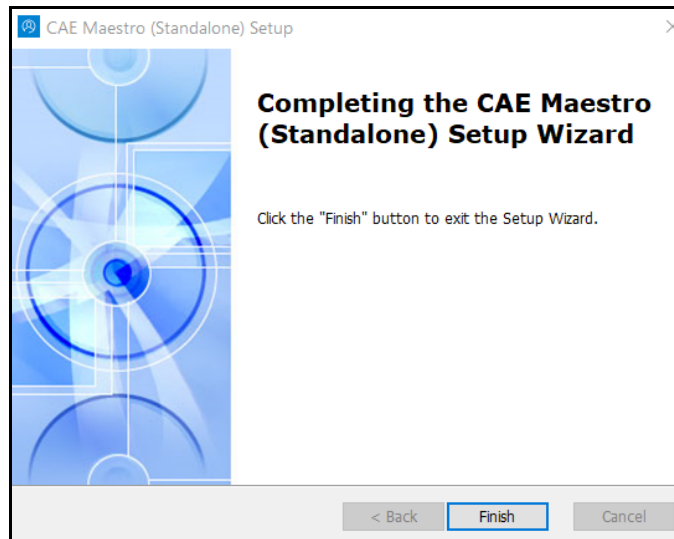
Select Installation Folder Window

j. Click **Finish** to complete the installation.

k. Once installed, restart the computer.

# Step 2: Activate the Software License and Launch CAE Maestro Standalone

Each patient simulator includes one free license for CAE Maestro Standalone. You must activate the software license either online or by calling CAE Customer Service before the update takes effect.

Prior to activating the software license in Maestro, you must locate the license key included in the simulator documentation or provided by CAE via email.

Note: If you cannot access our server via Internet, the computer will generate a 25-character Simulator Number to be used when contacting Customer Service.

To launch the Maestro Standalone software:

a. From the desktop, click on the new **CAE Maestro Standalone** shortcut icon to open the new version of CAE Maestro Standalone.
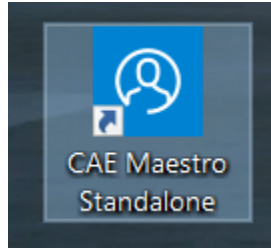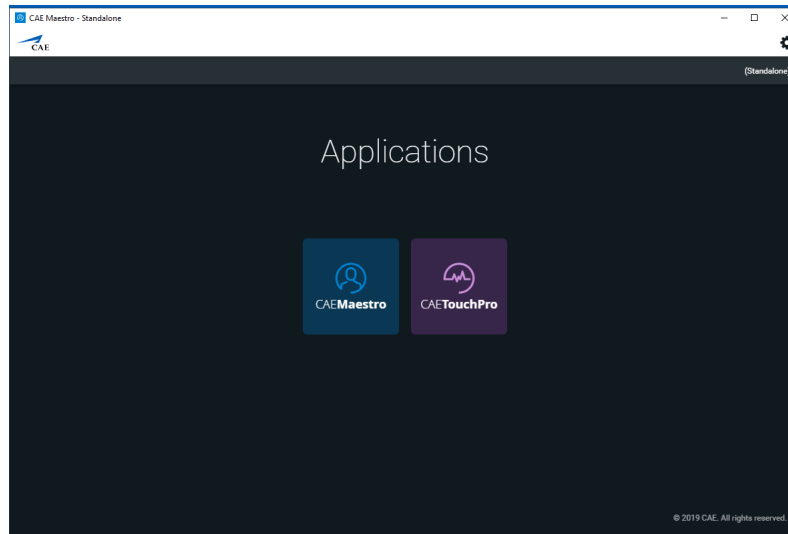

CAE Maestro Standalone Shortcut Icon

b. A window titled "Windows Security Alert" may appear saying, "Windows Defenders Firewall has blocked some features of this app." Place a checkmark beside private and public networks, then click **Allow access**.
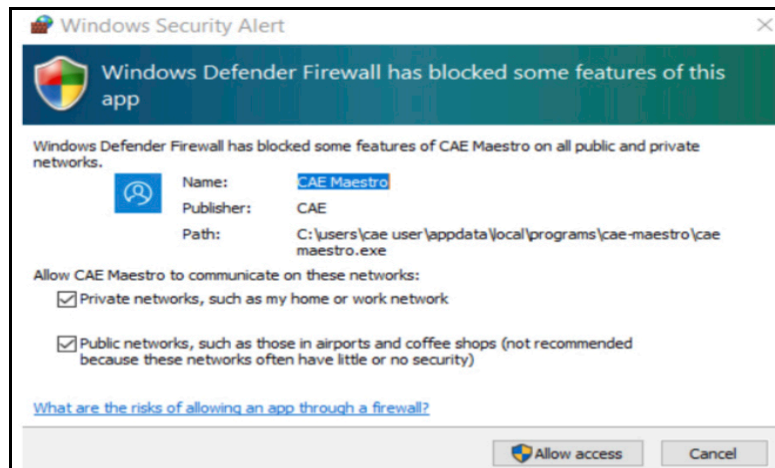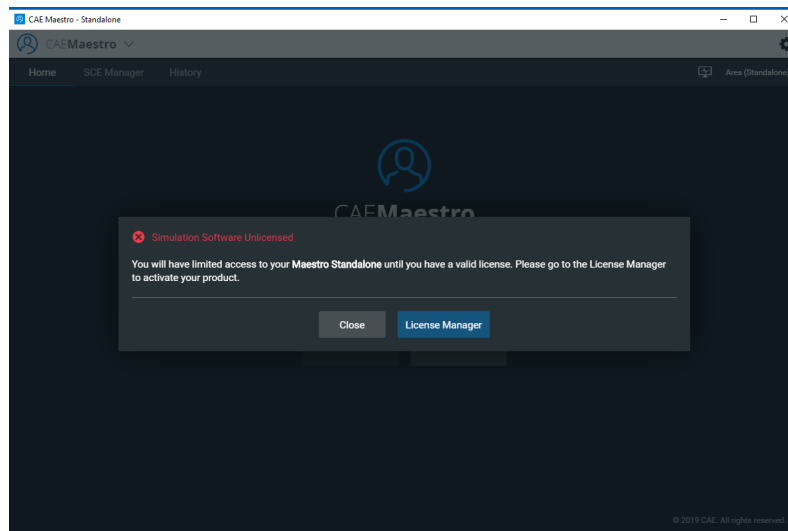

Windows Security Alert

c. From the CAE Maestro Home screen, click the **CAE Maestro** icon.

Maestro Home Screen

Select the simulator window and click **Continue**.
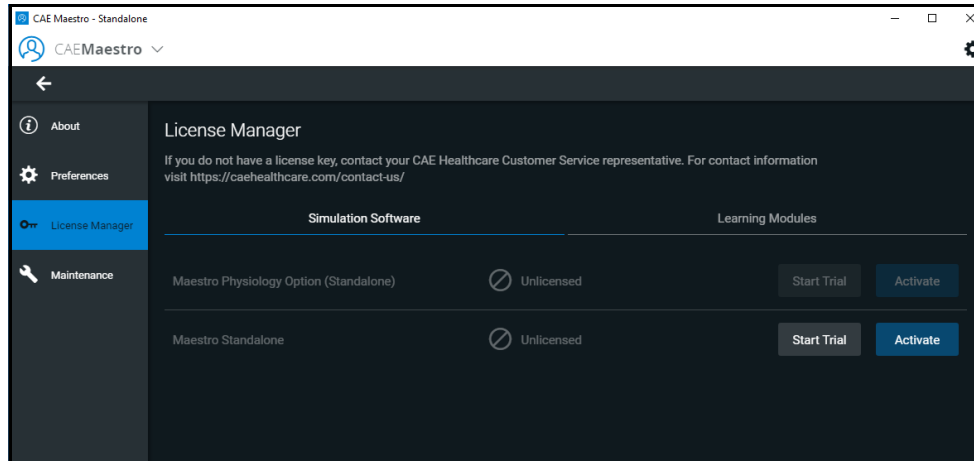
The Simulator Software Unlicensed message appears.

Simulator Software Unlicensed Message

d. Click **License Manager** to activate the license online or offline.

Online Activation

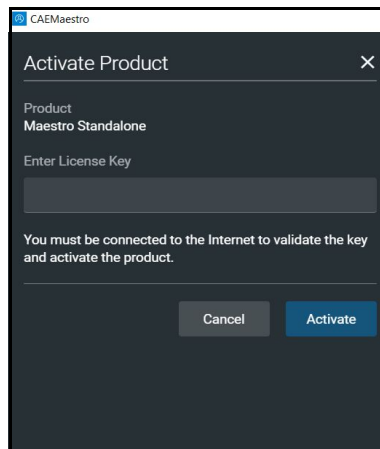To activate the software license online:

a. From the License Manager screen, on the Simulation Software tab, click **Activate**.

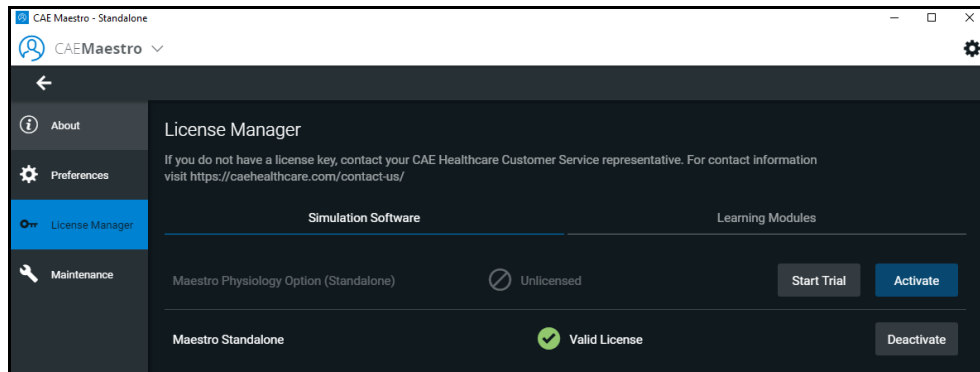*License Manager Screen*

The Activate Product screen appears.

Activate Product Screen

b. Enter the license key provided in your simulator documentation or email from CAE and click **Activate**.

The Success message appears.

c. Confirm the software license is activated on the License Manager screen. A "Valid License" indicator appears in line with the software.
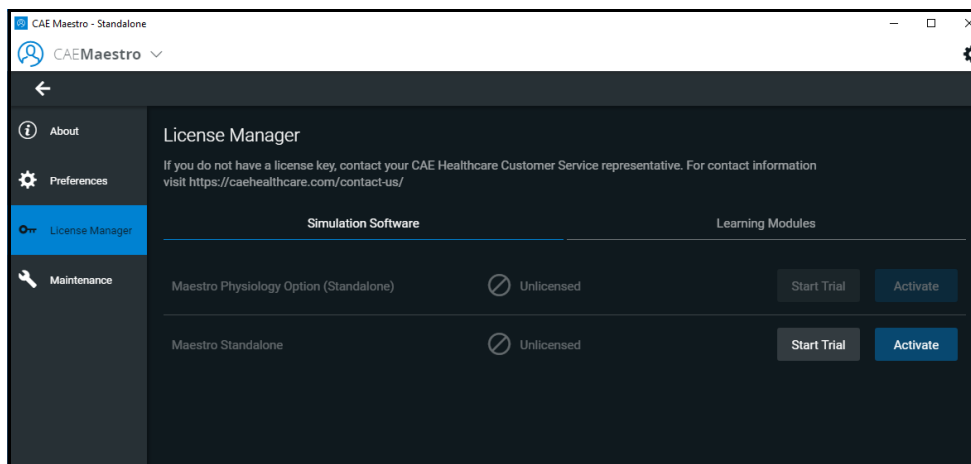

Activated License

Note: Follow the same procedure to license the CAE Maestro Physiology.

Offline Activation

To activate offline:

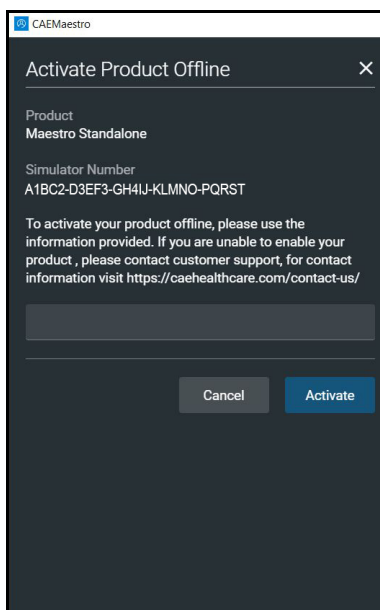a. From the License Manager screen, on the Simulation Software tab, click **Activate**.

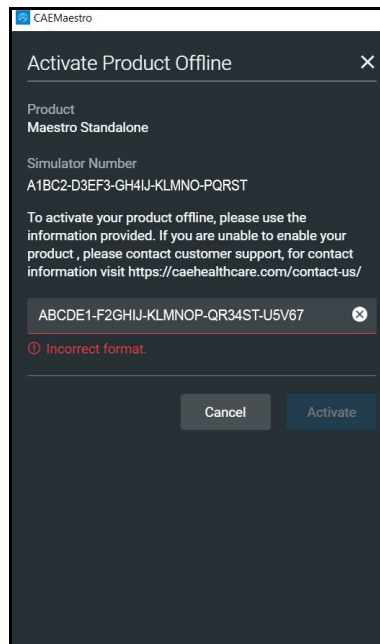*License Manager Screen*

The Activate Product Offline screen appears.

b. Call Customer Service (see *Customer Service and Training on page 14*) with your License Key and 25-character Simulator Number.
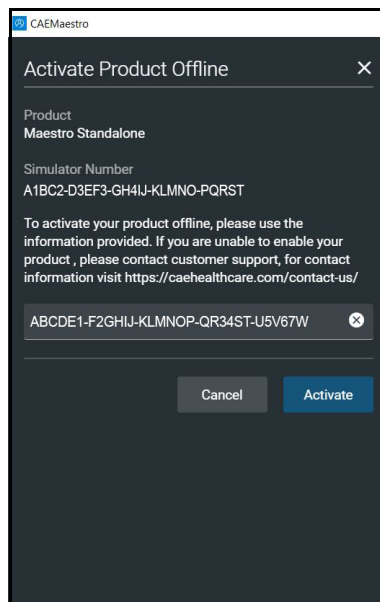
You will receive an activation key.

Activate Product Offline Screen

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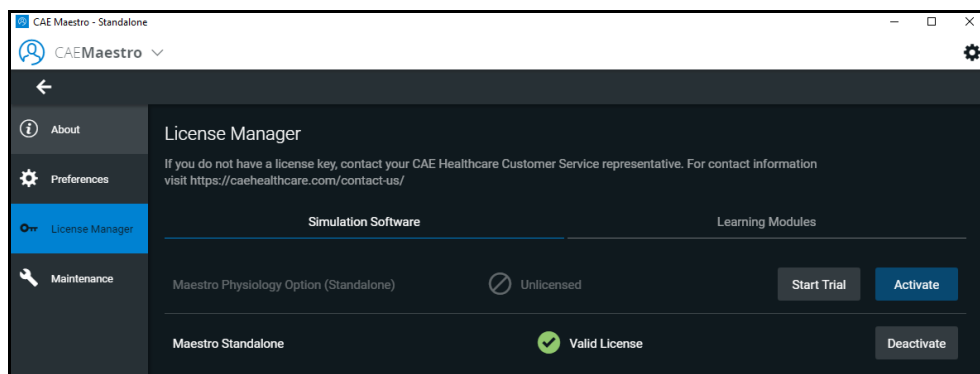

Activate Product Offline Screen

d. When completed, click **Activate**.

Activate Product Offline Screen

The Success message appears.

e. Confirm the software license is activated on the License Manager screen. A "Valid License" indicator appears in line with the software.

Activated License

Note: Follow the same procedure to license the CAE Maestro Physiology.

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