TableEDU 11 Online Full Installer Instructions

Anatomage

Thank you for requesting your Table 11 online software update! Please follow the instructions below to process the update. See the final page for common questions and error solutions.

While you can prepare for the update now by placing the Table 11 installer file on your Table, **you will not be able to proceed with the update until an Anatomage team member emails you your personalized activation code.**

It may take up to 5 business days from the date of request to receive your activation code.

Please wait for this email from Anatomage, and check your spam folder if you do not receive it.

If 5 days have passed, and you have not received your authorization code, reach out to training@anatomage.com with your name and Table serial number to request a code.

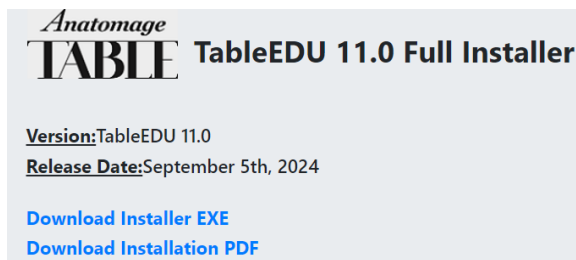TableEDU 11 installation instructions begin on the next page...

TableEDU 11 Online Full Installer Instructions

1. Place the installer file on the Table

    a.   Navigate to the update installer link: https://anatomagetable.com/Software/EDU11_full

    b.   Enter the password in the web page: **anatomagetablesoftware**
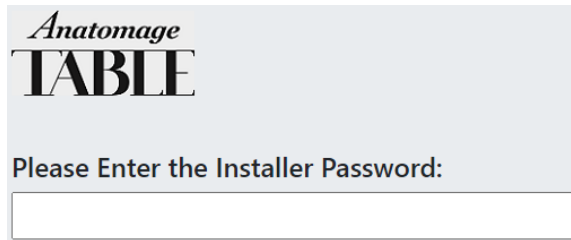
    c.   Tap **Download Installer EXE** to download the installer.

Note: If you follow these steps on the Table, you can download the installer directly onto the Table PC.
If you follow these steps on another computer, you can move the installer file onto the Table PC using a flash drive. **Do not open or run the installer file on any computer other than the Anatomage Table.**


Wait.

You cannot proceed with the installation until an Anatomage team member emails you your personalized activation code. This code will arrive once your update request form is received and processed. The code may take up to 5 business days to arrive.

If the code has not arrived in your inbox or spam folder after 5 days, reach out to training@anatomage.com with your Table serial number to request a code.

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2. Run the TableEDU11 Installer program

    a.   Locate the **TableEDU_11.0.1_Installer** file you downloaded onto the Table, and double click it to run the program.

    b.   An installer dialog welcome message will pop up once the .exe file is tapped. Press "Next" on the installer dialog.
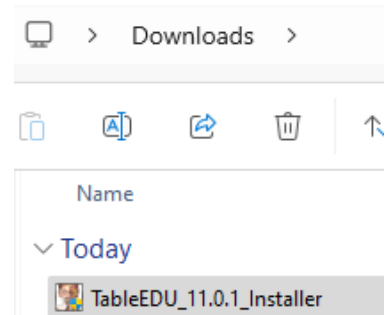
c. A **TableEDU Setup** Software Activation dialog will pop up. Enter the authorization code provided to you by Anatomage in the Authorization Code window.
   i. *An Anatomage Team member will have emailed you this code ahead of time.*
   ii. *Each code is unique to each Table.*
   iii. *An authorization code can only be used one time.*
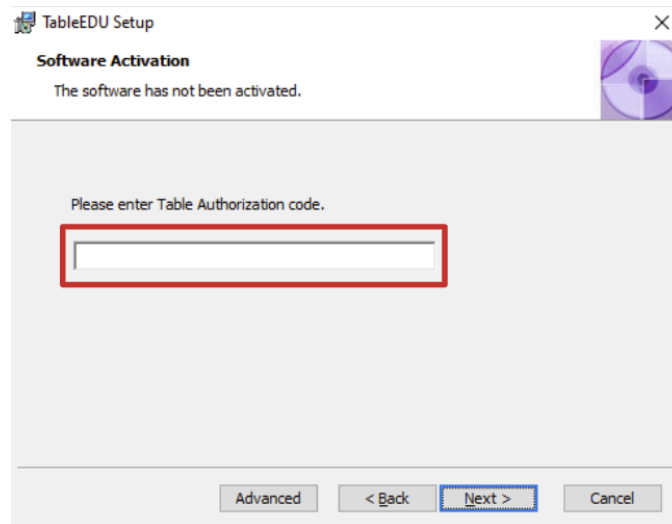
d. Press "Next", and proceed with the installation.
e. The installation will begin. Installation process may take several hours. We recommend allowing the installation to run overnight.
   i. **The Table must stay connected to the internet for the entire duration of the install.**

If you have any error messages or issues with this process, please refer to the next page and the FAQ document sent to you by Anatomage. If the FAQ document does not resolve your problem, contact the team member who sent you the update codes or training@anatomage.com.

IMPORTANT: DO NOT SHUT DOWN TABLE WHILE INSTALLATION IS RUNNING

4. Post-Installation
a. After the installation is complete, please verify the new software is opening correctly and confirm this with us via email.
b. **Please email the team member who sent you the update code or training@anatomage.com to confirm the update is complete and successful.** Upon confirmation, we will send updated resources for you to review.
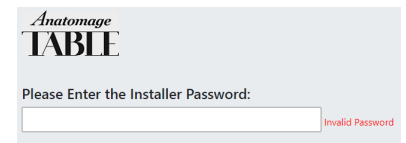
Common Issue Solutions

For a complete list of FAQs, see the Table 11 Update FAQ document.

Downloading the Installer Link (Step 1)

<u>Invalid Password</u>

Double check that the password you entered is **anatomagetablesoftware.** You may have entered your authorization code instead.

Entering the Activation Code (Step 2.c)

<u>Invalid Authorization Code</u>

Double check that you have correctly entered the Activation Code and have not included any extra numbers or spaces. If you are confident the code was entered correctly and continue to get an error message, reach out to the team member who sent you the code or training@anatomage.com.
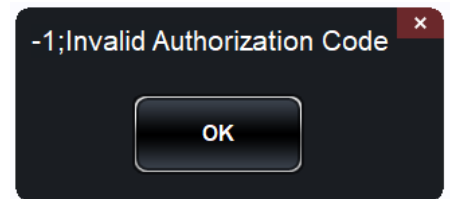
<u>Authorization Code is already activated</u>

Reach out to the team member who sent you the code or training@anatomage.com. Include the **serial number** of the Table so they can quickly locate your manual activation license code and send it to you.
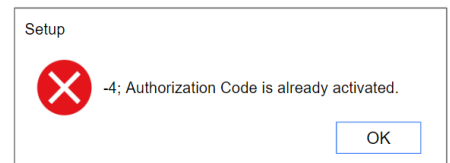
Running the Installer (2.d)

<u>Cannot Access URL / Cannot access Network Location / Error to access License Server</u>

A restriction in your internet network is blocking the Table's ability to access our license server. Options to resolve include:

- Disable the network firewall on the Table, or permit access to the destination server installer.anatomagetable.com and the port 8433. Re-run the update.
- Request an offline update USB from the Anatomage Team.
  - https://anatomage.com/table11/
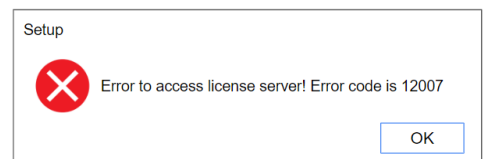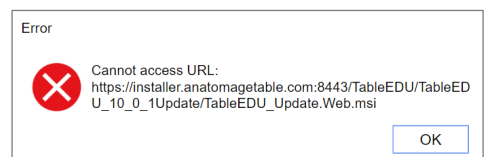
<u>Update fails or does not complete</u>

Update failure can happen due to loss of power or internet connection, and will cause the Table to have no functional version of the software installed. Re-run the update.