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# 1 Introduction

Keeping your device up to date is essential, not only to ensure you have the latest security protections but also to benefit from improved performance, updated features, and enhanced interface designs. Regular updates also maintain the health of your device's database and ensure all the latest modules are ready for you, should you choose to add new capabilities in the future.

## 2 What we will need

1. **A windows PC or Laptop with an ethernet (Network) port** – Since many modern laptops lack Ethernet ports due to their slim designs, you can easily work around this by using a USB-to-Ethernet adapter. These adapters are affordable and available at most electronics stores. They are also plug-and-play, meaning you simply plug the adapter into an available USB port, and Windows will automatically configure it for you.



*LAN USB Adapter*

2. **The latest satellite software** – Download the latest satellite software from our website or update your current satellite software. When downloading our satellite software from our website for the first time, please note that the files are compressed in ZIP format. To use them, you'll need to extract the contents. Here's how to do this on a Windows PC:

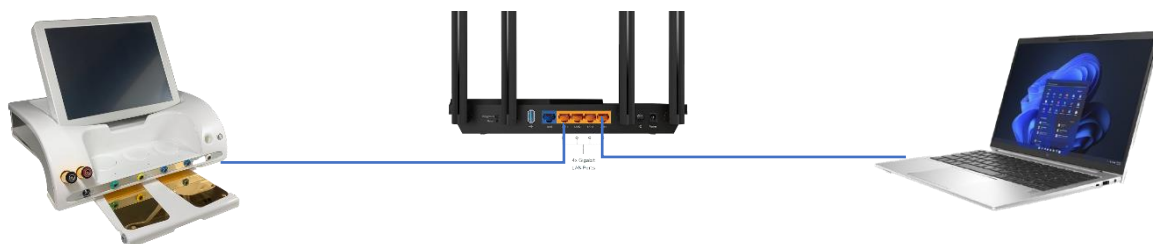
Using Windows' Built-in ZIP Functionality:

- a. Locate the ZIP File (normally the "Downloads" folder):
  - b. Extract the Entire ZIP File:
    - Right-click on the ZIP file.
    - Select "Extract All..." from the context menu.
    - Choose a destination folder where you want the extracted files to be saved, the "Documents" folder is usually adequate.
    - Click "Extract."
3. **Two ethernet network cables** – These cables were delivered with your device.
  4. **A network switch or internet router** – The network switch is delivered with your device. Both methods will be covered below.

## 3 Hardware Setup

### 3.1 Method 1: Direct connection to your Internet router

For this method we will connect both the laptop and the MORA Nova device directly to the internet router, using the ethernet cables supplied with the device. Simply connect one cable to the LAN port on the back of the MORA Nova and any free port on the internet router, the other cable should be connected to your laptop and another free port on the router.



*Connect both Nova and Laptop to the internet router*

### 3.2 Method 2: Indirect connection to your Internet router, using the supplied switch.

In some cases, the internet router is inaccessible or difficult to reach, in this case we can use an indirect method of connecting the hardware, using the network switch that was supplied with your device.

To accomplish this, we will connect the MORA nova to an open port on the switch using one of the LAN cables, and the other LAN cable should connect the laptop to another open port on the switch. In this setup the LAN cables will transfer the update information to the device and the laptops Wi-Fi connection will download the required files from our servers.



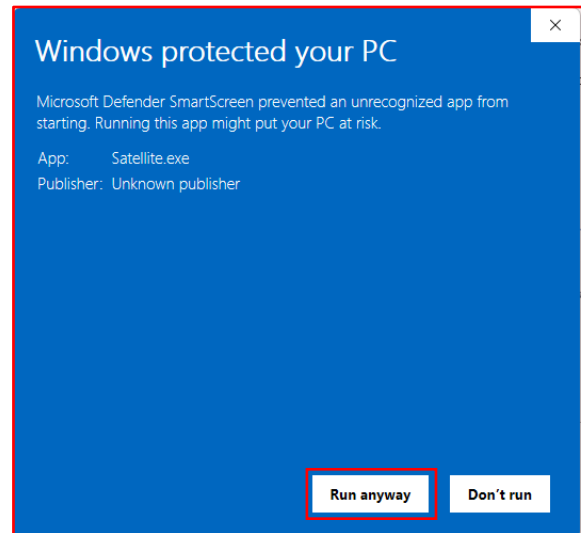
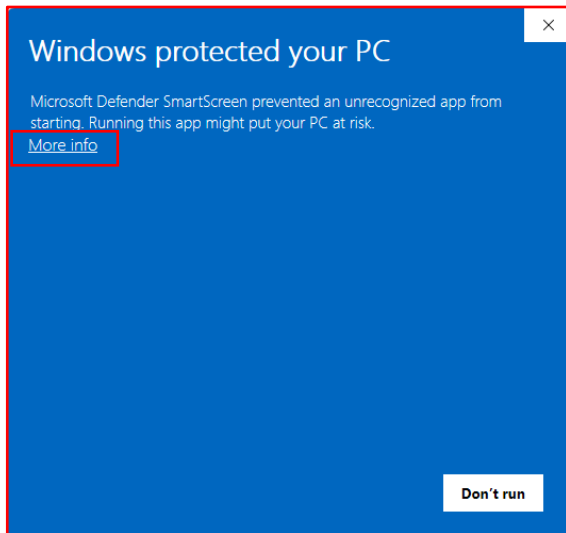
**IMPORTANT:** Always use LAN cables to connect the laptop and MORA Nova device. Never attempt an update over using your laptops wifi connection to the Nova, even if the satellite software finds the device in this manner, this will corrupt the database.

## 4 Software setup

The following software setup works for both connection methods described in the previous chapter.

Once the devices are connected, and the satellite software has been extracted, start the satellite software by double clicking the “Satellite.exe” file.

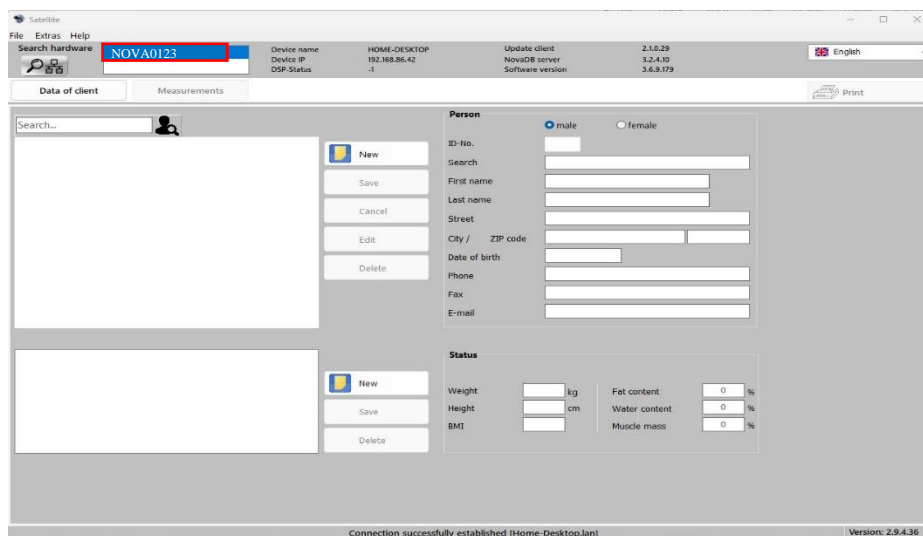
Upon initial start, your windows system may warn you that the software you are running is a possible threat, this normal. Click the “More info” text and then “Run anyway”.



**IMPORTANT!** At this point windows may ask you if you want to allow network connections, answer “yes”! Answering “no” will negate any network connections.

Once the satellite software starts, it will automatically search for your device and display your NOVA number in the top left corner of the screen. Clicking the number will initiate the connection process. This only needs to be done once, as in future the software will automatically connect to your device.

Note: If you do not see the NOVA number, please refer to the Troubleshooting section of this document.

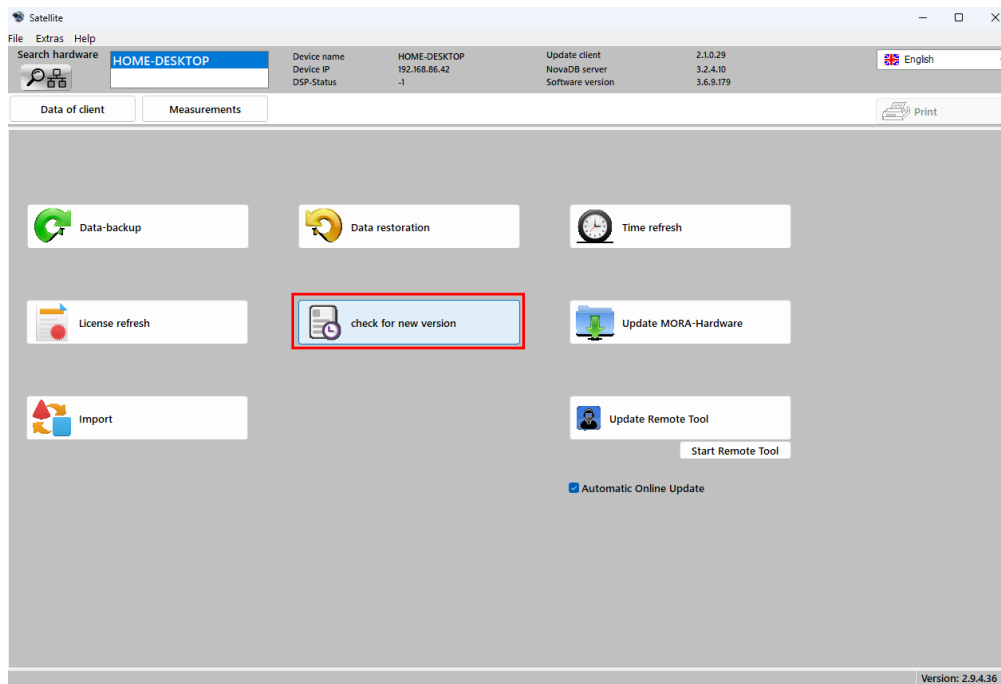


Now that the connection to the device has been established, we can update the device and/or licenses as well as run backups and recoveries if need be.

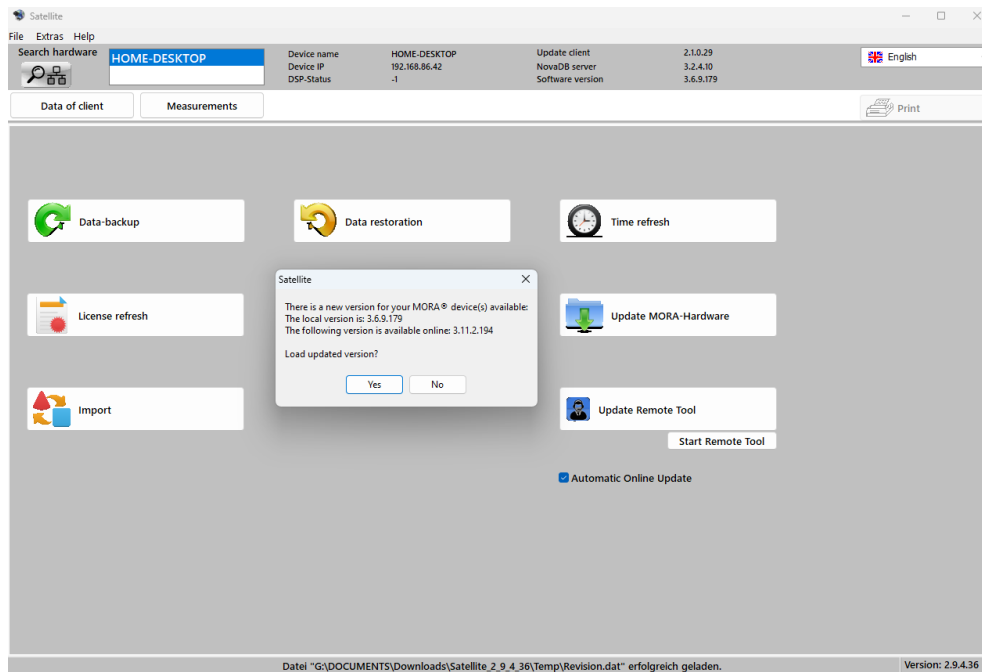
## 5 Updating the MORA Nova device

Now that the device is connected, we can proceed with updating the software and/or license.

1. Open the options menu by clicking “Extras” and selecting “Options”.
2. Within the options, click check for new version

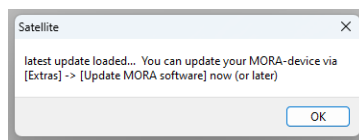


If a new software version exists, then a window will popup on screen asking if you would like to download the new version.

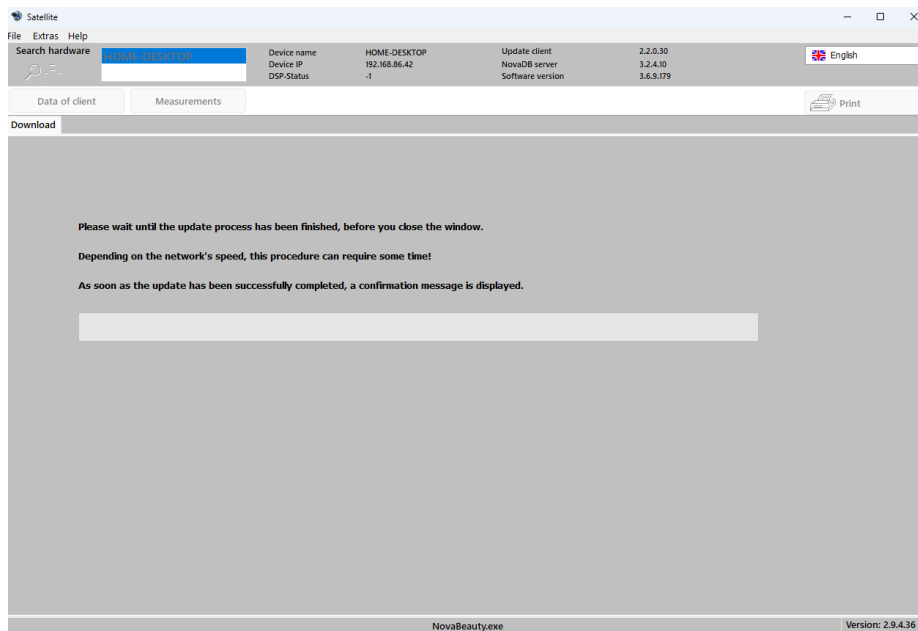


Clicking “Yes” will initiate the new version download. This is not the device update.

3. Once the file has been downloaded a window will appear informing you the download has completed.



4. Now we can click on the “Update MORA-Hardware” button. In doing so a window will appear asking if we wish to initiate a data backup, select “Yes”, this will backup your current data, including patient data and self-written programs, this process can take some time depending on the amount of data there is to backup. Once the backup process is finished it may seem like nothing is happening, be patient, the screen on your Nova device will now change to a grey color and your laptop should present the screen below.



5. Wait until the update is finished, do not interrupt or turn off your device or laptop until the process is completed, the MORA nova will turn off when the update is complete. The update process can take up to 40 minutes to complete.

**TIP:** Run a backup at least once a week. Backups can be found in the satellite software folder, in the folder “Backup”.

## 6 Troubleshooting

### 6.1 The satellite software does not find my device.

Check the IP number on the MORA Nova device, this can be found in the system menu. If the IP number looks similar to this 170.10.10.3, then the IP number is still at the manufacturing default.

1. Tap the IP number and on the number pad that appears tap “C” to clear the number. Do the same for the network gateway.
2. Now tap the save button and exit to the main menu.
3. Return to the system menu, if the IP number has now changed, then start the satellite software and the device should be found.

### 6.2 The IP number is correct but my device is still not found.

This is a rare occurrence, but it can happen.

1. Note the IP number of the device and in the satellite software, click on “Help” in the top menu, then on “manual connection”.
2. In the box that appears type in the IP number of the Nova device with dots eg, 192.168.100.10, then tap connect. The connection should now be established.

### 6.3 After the update my self-written program are missing.

This is also a rare situation. But considering we made a backup before the update nothing is lost.

1. In the Options menu in the satellite software click on “Data Restoration”, in the window that appears navigate to the folder where your satellite software is stored and open the “Backup” folder.
2. Open the folder of your Nova number. All backup files are stored in separate folders with the date and time of the backup. Open the folder of the latest backup.
3. Now select the MORA.MBF file and click OK.

Your backup will be restored, restart your device and all your programs will back in the therapy list.