Introduction

Following the initial 0.76.4 pilot release of Mentor EM, there were many changes to the menus and user interface for installing the update to the Mentor EM instrument software. In order to provide instruction for both old and new user interface versions, the Mentor EM instrument software is divided into three sections:

- **Updating Mentor from Version 1.2**
  - [Update from NDT Solution Center (Internet)]
  - [Update from USB]

- **Updating Mentor from Version 1.0 and 1.1**
  - [Update from NDT Solution Center (Internet)]
  - [Update from USB]

- **Updating Mentor from Versions Prior to 1.0**
  - [Update from NDT Solution Center (Internet)]
  - [Update from USB]

This document also covers the installation instructions for the following software:

- [Mentor Create Windows PC software]
- [Mentor Workflows]
  - [Installing Mentor Workflows from NDT Solution Center]
  - [Installing Mentor Workflows from USB]
Updating Mentor from Version 1.2

Update from NDT Solution Center (Internet)

- Make sure that your Mentor is connected to AC power or has a full charge. Running out of battery in mid upgrade could cause your instrument permanent damage. The upgrade process will not start if there is less than a 10% charge on the battery.
- Begin by connecting your Mentor to your local Wireless network with internet access.
- Tap the System Menu (tiles) button on the navigation bar
• Tap Settings

![Settings](image)

• On the Settings page, select the **Wi-Fi** tab. Turn on Wi-Fi

![Wi-Fi Setting](image)

continued on next page...
• Select your wireless network and connect using the information provided by your local network administrator.

• The network name will turn blue when connected.

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• After the connection is established, select the Updates tab
• In the Select Location drop-down control, select the NDT Solutions Center

Tap the update package list item to view its description and obtain the Install Update option.
• Press Install Update to start the update process.
- Mentor will close and the Update Utility will display the update progress.

- The instrument will re-boot at the completion of the update process.

- After the re-boot, the instrument may need to perform additional updates, please wait for these updates to complete.

- Once the installation is complete, the instrument is ready for use.
Update from USB
These instructions require the optional Mentor EM connectivity module with USB port.

- **On your PC**, navigate to the NDT Solution Center Updates Download Area.
- Navigate into the Updates folder.
- Select all revisions of .MUP files of the same Mentor EM Version and click on the green download arrow.

**NOTE**: Do not rename the files. Save the downloaded file to the root of your USB drive.

- Safely eject the memory stick from your PC.
- Make sure that your Mentor is connected to AC power or has a full charge. Running out of battery in mid upgrade could cause your instrument permanent damage. The upgrade process will not start if there is less than a 10% charge on the battery.
- Insert USB Flash drive into the USB connector in connectivity module at the back of the Mentor EM.
- Tap the System Menu (tiles) button on the navigation bar:

![System Menu](image)

continued on next page…
• Tap **Settings**

![Settings](image)

• Select the **Updates** tab
• In the **Select Location** drop-down control, choose **USB**

![Updates](image)

![Select Location—USB](image)

• Tap the update package list item to view its description and obtain the **Install Update** option.
• Press Install Update to start the update process.

• The installation will take several minutes, and there may be times when it looks like nothing is happening. Do not turn off power during the update process.

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Mentor Update Procedure

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- Mentor will close and the Update Utility will display the update progress.
- The instrument will re-boot at the completion of the update process.
- After the re-boot, the instrument may need to perform additional updates, please wait for these updates to complete.
- Once the installation is complete, the instrument is once again ready for use.

![Installing Update](image-url)
Updating Mentor from Version 1.0 and 1.1

IMPORTANT: In order to upgrade to version 2.0, Mentor has to be updated with version 1.2.

Update from NDT Solution Center (Internet)

- Make sure that your Mentor is connected to AC power or has a full charge. Running out of battery in mid upgrade could cause your instrument permanent damage. The upgrade process will not start if there is less than a 10% charge on the battery.
- Begin by connecting your Mentor to your local Wireless network with internet access.
- Tap the System Menu (tiles) button on the navigation bar

- Tap Settings
- On the Settings page, select the Wi-Fi tab. Turn on Wi-Fi.

- Select your wireless network and connect using the information provided by your local network administrator.
• The network name will turn blue when connected.

OR

• After the connection is established, select the **Updates** tab
• In the Select Location drop-down control, select the **NDT Solutions Center**

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• Tap the update package list item to view its description and obtain the Install Update option.
• Press **Install Update** to start the update process.

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Mentor will close and the Update Utility will display the update progress.

The instrument will re-boot at the completion of the update process.

After the re-boot, the instrument may need to perform additional updates, please wait for these updates to complete.

Once the installation is complete, the instrument is once again ready for use.

**Update from USB**

- **On your PC**, navigate to the [NDT Solution Center Updates Download Area](#).
- Navigate into the **Updates** folder.
- Select all revisions of .MUP files of the same Mentor EM Version and click on the green download arrow.

**NOTE**: Do not rename the files. Save the downloaded file to the root of your USB drive.

- Safely eject the memory stick from your PC.
- Make sure that your Mentor is connected to AC power or has a full charge. Running out of battery in mid upgrade could cause your instrument permanent damage. The upgrade process will not start if there is less than a 10% charge on the battery.
- Insert USB Flash drive into the USB connector in connectivity module at the back of the Mentor EM.

continued on next page...
• Tap the System Menu (tiles) button on the navigation bar:

![System Menu]

• Tap **Settings**

![Settings]

Or

continued on next page...
• Select the **Updates** tab
• In the **Select Location** drop-down control, choose **USB**

![Select Location—USB]

• Tap the update package list item to view its description and obtain the **Install Update** option.
• Press **Install Update** to start the update process.

![Update Package]

• The installation will take several minutes, and there may be times when it looks like nothing is happening. **Do not turn off power during the update process.**
Informs that update has started.
Mentor will close and the Update Utility will display the update progress.

The instrument will re-boot at the completion of the update process.

After the re-boot, the instrument may need to perform additional updates, please wait for these updates to complete.

Once the installation is complete, the instrument is once again ready for use.
Updating Mentor from Versions Prior to 1.0

IMPORTANT: In order to upgrade to version 2.0, Mentor has to be updated with version 1.2. To do that, you must
- Update the instrument to version 1.0
- From version 1.0, update the instrument to version 1.2

Update from NDT Solution Center (Internet)
- Make sure that your Mentor is connected to AC power or has a full charge. Running out of battery in mid upgrade could cause your instrument permanent damage. The upgrade process will not start if there is less than a 10% charge on the battery.
- Begin by connecting your Mentor to your local Wireless network with internet access.

- Tap the System Menu (tiles) button on the navigation bar:
• Tap Settings

![Settings page]

• On the Settings page, select the Wi-Fi Settings tab. Turn on Wi-Fi, and Available Connections.

![Wi-Fi settings]

• Select your wireless network and connect using the information provided by your local network administrator.

• After the connection is established, select the Install/Upgrade tab, then select the Settings page:
On the Settings Page select the **Receive Updates from GE Solution Center** option, then Select Save:

- Tap the “Refresh” button (arrow) to get a list of the updates available on the NDT Solution Center.

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- Tap the update package list item to view its description and obtain the Install Update option.
- Press Install Update to start the update process.

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- Notifications Bar will indicate that the update file download process has begun.

- Mentor EM will close and the Update Utility will display the update progress.
- The instrument will reboot at the completion of the update process.
- After the reboot, the instrument may need to perform additional updates, please wait for these updates to complete.
- Once the installation is complete, the instrument is once again ready for use.

**Update from USB**

- **On your PC**, navigate to the [NDT Solution Center Updates Download Area](#).
- Navigate into the InstrumentUpdates folder.
- Select all revisions of .MUP files of the same Mentor EM Version and click on the green download arrow.

**NOTE:** Do not rename the files. Save the downloaded file to the root of your USB drive.
- Safely eject the memory stick from your PC.
- Make sure that your Mentor is connected to AC power or has a full charge. Running out of battery in mid upgrade could cause your instrument permanent damage. The upgrade process will not start if there is less than a 10% charge on the battery.
- Insert USB Flash drive into Mentor EM.
• In Mentor EM, tap the System Menu (tiles) button on the navigation bar:

• Tap Settings

continued on next page...
• On the Settings page, select the **Install/Upgrade** tab, then select the Settings page:

![Install/Upgrade tab](image)

• On the Settings Page select the “Install Update(s) from USB” option, then Select Save:

![Settings page](image)

continued on next page...
• On the Update Manager page, tap the “Refresh” button (arrow) to get a list of available updates on the USB device.

• Tap the update package list item to view its description and obtain the Install Update option.
• Press Install Update to start the update process.
The installation will take several minutes, and there may be times when it looks like nothing is happening. Do not turn off power during the update process.

- Mentor EM will close and the Update Utility will display the update progress.
- The instrument will re-boot at the completion of the update process.
- After the re-boot, the instrument may need to perform additional updates, please wait for these updates to complete.
- Once the installation is complete, the instrument is once again ready for use.
Mentor Create Installation Instructions

Installation Instructions for Mentor Create for Microsoft Windows PC

- Installation Instructions
  - Go to the NDT Solution Center Create Download Area to get the latest version of Create
  - Navigate to the Create folder
  - Click on the desired Create version installation executable and save to your computer.
  - Uninstall any prior Create versions
  - Run the installation executable
Mentor Workflows Installation Instructions

Installing Mentor Workflows from NDT Solution Center (Internet)

Note: Adding a workflow that is already installed on the instrument, will update that workflow

- Perform the Mentor update before loading new workflows
- Connect Mentor to a network with internet access
- In Mentor,
  - Go to the workflow launcher (desktop) screen.
  - Press the Add a Workflow (‘+’) icon at the bottom of the screen in the navigation bar
  - Press the “Select Location” button
  - Choose “NDT Solutions Center”
  - Press the circle icon to the left of the desired workflow (circle will fill when selected)
  - Press the “Install” button
  - If workflow does not appear immediately, please wait at least 30 seconds before trying again...Mentor needs to download and put the workflow files in place before the workflow will show.

Installing Mentor Workflows from USB

- On your PC, navigate to the following URL: NDT Solution Center Mentor Workflows
- Navigate to the Workflows folder.
- Select (check the checkbox) for each desired workflow and click the DOWNLOAD ALL FILES (green down arrow) button
- Copy the workflow file(s) to a USB flash drive.
  
  **CAUTION!** Do not rename the workflow files.

- Eject USB Flash drive from PC
- Insert USB Flash drive into Mentor.
- In Mentor,
  - Go to the workflow launcher (desktop) screen.
  - Press the Add a Workflow (‘+’) icon at the bottom of the screen in the navigation bar
  - Press the “Select Location” button
  - Choose “USB”
  - Press the circle icon to the left of the desired workflow (circle will fill when selected)
  - Press the “Install” button

If workflow does not appear immediately, please wait at least 30 seconds before trying again...Mentor needs to download and put the workflow files in place before the workflow will show.