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Q: What are the system requirements?

A: System Requirements



Note: User MUST install the software as a Windows Administrator

- Windows XP, Windows Vista, and Windows 7
- Dual Core CPU (2 GHz or higher recommended)
- 2 GB of RAM
- At least 2 GB of free disk space on the computer's local hard drive. The final amount required will vary depending on your included add-ons, but in general it is good to have at least 10 GB of free disc space available.
- Adobe AIR runtime (installed with LUMA)
- DirectX 9.0c or higher
- Minimum display resolution set to at least 1280x720, screen colors set to at least High Color 32-bit
- Video card with at least 32 MB of dedicated Video RAM (128 MB or higher recommended)
- Windows compatible audio card and speakers
- **Internet connection**
 - Ongoing access to <http://services.eyemaginations.com> (IP -> 207.114.55.3); this is via port 80
 - During initialization, <https://drm.eyemaginations.com> (IP -> 207.114.55.2); this is via port 443

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Q: Is LUMA compatible with the new Windows 7 operating system?

A: Yes. LUMA is also compatible with Windows Vista and XP.

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Q: Is LUMA compatible with 64-bit operating system?

A: Yes. LUMA is a 32-bit program, but it will work fine on 64-bit Windows OSes.

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Q: Is LUMA compatible with Macs?

A: Not currently, but a Mac version is being considered for a future release. However, LUMA can be effectively installed and run using Windows emulation software such as [Parallels](#) and [Fusion](#).

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Q: Can I run this on a loop in my waiting room?

A: Yes. To create a playlist, use the Media Center tool. Once your playlist is ready, set playing times using the Scheduler, then press Start Schedule. The playlist will loop automatically.

Because LUMA is software based, you will need to connect a computer to your waiting



room television. Please refer to this basic [document](#) for viable connection types, and consult your I.T. professional for specific A/V recommendations.

Additionally, please see here for information on setting LUMA to play on an extended display, such as a TV attached to a PC: <http://tinyurl.com/LUMAtoTV>

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Q: Will Eyemaginations LUMA work over a wireless connection?

A: Yes. To improve download times and integrity, a hardwired connection is recommended for downloading updates, though not required.

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Q: What is my account number?

A: When your account is ready, you will receive an email from our Customer Care Team with your account number, and further instructions for installing and activating LUMA. If you do not have this information, please contact a member of our Customer Care Team at 877.321.5481 (intl 410.321.5481), or support@eyemaginations.com. If you have not previously received emails from Eyemaginations' Customer Care team, be sure to check your junk or spam folders for these messages, and mark the sender as Safe.

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Q: How will I know when an update for Eyemaginations LUMA is available?

A: If you are using version 1.5, a pop-up notice will alert you regarding an available update as soon as you open LUMA. Follow the instructions to load the LUMA Manager, and install the update(s).

If you are using an older version of LUMA, a notification will appear on the Main screen of the LUMA software, informing you that an update is available. We recommend downloading and installing these updates at your earliest convenience.

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Q: Do you have a downloadable list of all the animations?

A: Yes, you can printout an Excel version of our complete animation list from here: <http://tinyurl.com/LUMAVideoList>

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Q: How often must LUMA connect to the internet?

A: LUMA *must* have an internet connection during the installation and initial activation process. Once this has completed, LUMA *must* be connected to the Internet at least once every 30 days for license and software updates.

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Q: LUMA is taking a long time to download. Can I make installations faster?

A: Yes, although the full program must be downloaded in its entirety at least once, first. For more information on speeding up the download/installation process, please visit:

<http://tinyurl.com/AdvLUMAInstall>



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Q: Can I copy my playlist from one machine to another?

A: Yes.

To Export ->

1. Open the LUMA Manager by clicking Start -> All Programs -> Eyemaginations LUMA -> Manage Eyemaginations LUMA
2. Select the Export/Import tab.
3. To Export, click the large green "Export" button. The dialogue will ask which of the listed settings to export: Hidden Media, My Media, My Playlists, Preferences and Schedule. Once you've checked off the appropriate boxes and hit "OK", you will be asked where you want to save your "*.luma" file. This .luma file is a collection of all of these settings, and we recommend keeping in a safe location for backup purposes.
4. Once the Export has completed, a dialog will pop up to indicate that the settings have been exported.

To Import to another computer ->

1. Open the LUMA Manager, and then choose the Export/Import tab.
2. Click the large green "Import" button. This will bring up the standard Windows Explorer screen, allowing you to locate your saved .luma file.
3. Choose the file and press Open. Once the Import has completed, a dialog will pop up to indicate that the settings have been imported.
4. Launch LUMA to enjoy all of your copied settings.

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Q: My LUMA installation disc is not working. How do I install LUMA?

A: LUMA is a very large program. To fit the entire program onto a single disc, we use DVD media. The most common reason for the DVD not running when you insert it into your PC is that the computer's drive is only meant to read CDs.

Try inserting the DVD in another PC and see if your results are different. If the DVD will simply not work on any PCs, please download the latest installer from this link:

<http://tiny.cc/LUMAv1-5>

If you *are* able to successfully read the DVD on at least one PC, please [refer to this guide](#) to copy the contents of the DVD to a USB or shared network location, which will then allow you to install on all of your office PCs.

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Q: What's new with v1.5?

A: ENT content:



- Updated trivia slides
- Updated sinus content
- Content now available in Spanish (voice and closed-captions)

Eyecare content:

- Crosslinking
- Wavefront Optimized LASIK
- LASIK: Creating the Flap (Microkeratome)
- Updated trivia slides
- Non-looping treatment clips in Exam Advisor
- Content now available in French, German and Spanish (voice and closed-captions)

Facial Aesthetics Content:

- 11 narratives
- Facial Advisor
- 12 trivia slides

Software Enhancements:

- Easier access to content and media lists
- Simplified main icons on home screen
- Additional Corporate sponsorship skin (Vision Source)
- New replay functionality for treatment clips within Exam Advisor
- New option to launch LUMA when the computer starts
- Additional detection and intelligence - If an internet connection is not found during installation, the LUMA Manager will notify via a warning message

Packages:

- Facial Aesthetics

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Q: When launching LUMA I receive the following message: "Communication Error: License is inactive or not assigned to this account"?

A: The most likely cause for this error is an incompatible update to the Adobe AIR program. However, you will only encounter this if you are using version 1.3 or older. If you are using v1.3 or older, please update to the latest available version of LUMA at your first opportunity.

Please follow these directions to restore normal functionality:

1. Hold the Windows Key and press the 'R' button. This will open a 'Run' prompt.



2. Type: **appwiz.cpl** then press OK. This will open Add/Remove programs applet window.
3. Locate Adobe AIR, then select Remove, or Uninstall. Follow through with the on-screen prompts to finish the un-installation.
4. Re-install an older version of Adobe AIR from this location:
{location of Program Files folder, usally C:\Program Files}\Eyemaginations LUMA\util\AdobeAIRInstaller.exe
Follow through with all of the on-screen prompts, and allow the installation to finish.
5. Launch LUMA once, and then close it. This will refresh your account status.
6. Launch LUMA again. Normal functionality should now be restored. Update to the latest available version of LUMA.

This error could also occur if there is a problem with your license. First, attempt to rerun the activator:

LUMA 1.4 and 1.5:

If this is a 32-bit OS, download and run this application: <http://chilp.it/075931>

If this is a 64-bit OS, download and run this application: <http://chilp.it/dfcc4e>

LUMA 1.3 or prior:

If this is a 32-bit OS, download and run this application: <http://chilp.it/91eb04>

If this is a 64-bit OS, download and run this application: <http://chilp.it/362741>

If LUMA continues to indicate the Communications Error, please contact technical support for more information.

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Q: My LUMA buttons have disappeared from the main screen. How do I fix this?

A: Most likely, your license period has expired. To confirm, please select the Preferences wrench at the top right corner of the main menu to view your license status. If you have expired, please contact our Renewals department at 877.321.5481 or email renewals@eyemaginations.com.

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Q: The LUMA v1.5 installation began, but immediately closed.

A: Because of some other applications can block the LUMA Manager from opening automatically, it may be necessary to manually run LUMA in order to continue the installation.

To do this, click **Start -> All Programs -> Eyemaginations -> Manage Eyemaginations LUMA**

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Q: The trivia slides are illegible. Can I replace these?

A: Yes, please close LUMA and run the patch below that corresponds to your version of LUMA to correct the slides:

LUMA Eyecare: <http://tinyurl.com/LUMAHEYslides>

LUMA ENT: <http://tinyurl.com/ENTSlidesFix>

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Q: Can I run LUMA from my limited rights user account?

A: Yes, but the LUMA Manager can only be run by an admin. On your limited rights accounts, remove the existing shortcut, and then create a new shortcut to the following location:

C: \Program Files\Eyemaginations LUMA\application\Luma.exe

***Please note that the location above will vary if you did not install LUMA to the default location.**

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Q: Whenever I try to play back a video, all I get is a blank white screen. What happened to my videos?

A: If your computer is not regularly connected to the Internet, then the DRM vouchers for the video content will expire. While you can still use most features of LUMA, the copyright protected videos will not play.

To correct this:

1. Close LUMA, and connect the PC to the Internet.
2. Hold the Windows Key and press the 'R' button. This will open a 'Run' prompt.
3. Type: **%appdata%** then press OK. This will open a new window (your Application Data folder).
4. Open the Eyemaginations.LUMA.... folder, then open Local Store, then data, then UserData.
5. Right-click on the file called drmmmanifest(.xml) and select Delete. Confirm deletion of this file.
6. Launch LUMA to reinitialize the video files.

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