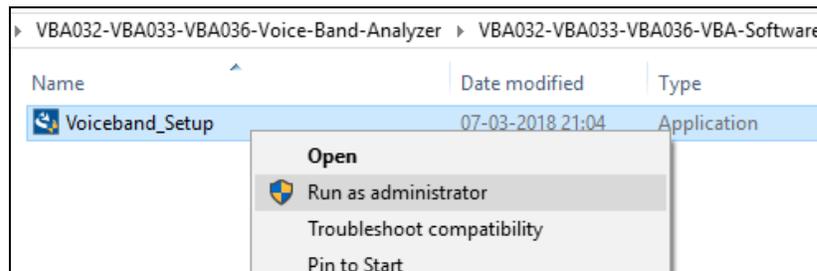


**Normal Instructions – Follow these precisely**

**DO NOT CONNECT USB DONGLE TO THE PC FIRST.** Perform Software installation first, followed by License installation and then plug-in the USB hardware dongle to the PC.

Perform software installation first, followed by dongle license installation.

- System Requirements:
  - Windows® 7 and above (32 bit or 64 bit) Operating System.
  - Core i7 or equivalent, 8 GB Memory, USB 2.0 Ports.
  - Ensure that system has latest Windows® updates and service packs installed.
- Plug-in the **USB Installation Stick** (pen drive) to the PC. This is provided with the shipment package by **GL Communications**.
- Navigate to **|PKV100 VBA032-VBA033-VBA036-Voice-Band-Analyzer|VBA032-VBA033-VBA036-VBA-Software** folder, right click on **Voiceband\_Setup.exe** and select **Run as Administrator** mode. Follow onscreen instructions to complete the installation.



- Execute **GLLdkDongleLicenseInstaller\_x64.exe** (64-bit OS) or **GLLdkDongleLicenseInstaller\_x86.exe** (32-bit OS) to install dongle licenses.
- Once the license installation is completed, plug the dongle into the USB 2.0 port of the PC. Windows® should install all required drivers automatically. A red light should appear on the dongle indicating that it is functioning correctly from a physical point of view.
- It is recommended to reboot the system after the software installation. If you had problems with installation so far, refer to [Troubleshoot](#) section explained in this document.
- You can verify if the required licenses are installed. Navigate to **C:\Program Files\GL Communications Inc\GLDONGLE** directory, execute **appl\_list.exe** and confirm that the following licenses are listed:

➤ **VBA032 - Voice Band Analyzer**



**Note:**

On 32-bit OS, navigate to **C:\Program Files (x86)\GL Communications Inc\GLDONGLE** to verify the license



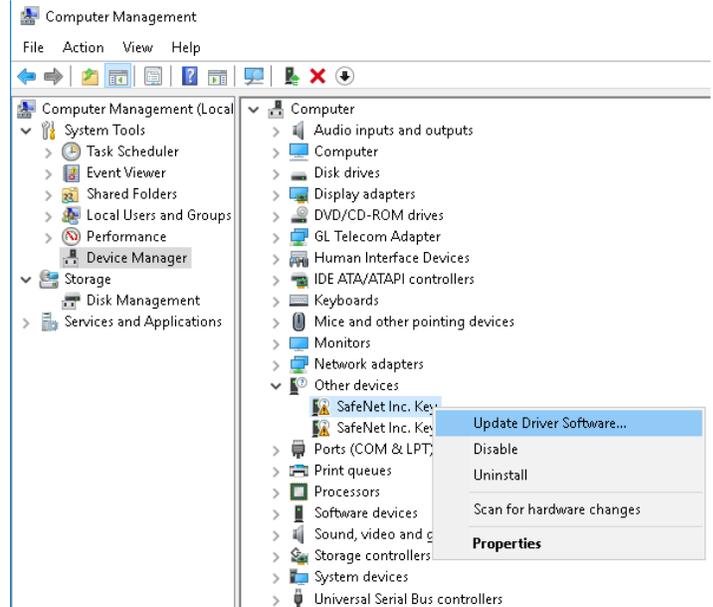
- Double-click on the Voiceband Analyzer shortcut icon  from the desktop.
- OR
- If the VBA is purchased with GL's T1 E1 application, user can invoke VBA from the T1 E1 application by selecting **Special Applications** → **Call Capture & Analysis** → **Voiceband Analyzer**. The application should invoke without any errors.

For functional verification of **Voiceband Analyzer (VBA032)** application, refer to [Voiceband Analyzer-Quick-Verification](#) guide.

**Troubleshoot**

• **“Unknown device” error while installing USB Dongle.**

- If you see this error, ensure you have installed the GL Dongle License Installer software first and then plugged the USB Dongle to the PC. The USB Dongle will then be recognized as “SafeNetInc. USB Key” and appropriate drivers will get installed automatically. If problem still persists, plug the USB Dongle to a different USB2.0 port and try again.
- In the **Device Manager** → **Other devices** list, right-click “SafeNetInc. USB Key” and select **Update Device Software**. Update device drivers for unknown USB device using internet or check and install latest windows updates.



• **“Security Error: Application is not licensed”,** if you see this error when you run application it indicates a problem with either your dongle or license file.

- First verify that the dongle is plugged in and the red light is ON
- Navigate to **C:\Program Files\GL Communications Inc\GLDONGLE**



On 32-bit OS, navigate to **C:\Program Files (x86)\GL Communications Inc\GLDONGLE**

- Run **haspinfohl.exe**. Verify that Status is **OK** and make a note of the Serial #.
- Run **appl\_list.exe**. Verify that there is a line in the table reading **VBA032 - Voice Band Analyzer** with the serial number you noted above.
- If the dongle does not appear in **haspinfohl.exe**, verify that it appears as a USB device in the Windows Device Manager. If it does not appear even in the device manager, remove the dongle and plug it into a different USB port, preferably one directly on the motherboard.

• If you cannot resolve the issues, please contact GL Communications at [info@gl.com](mailto:info@gl.com) for technical support.