
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® 10 operating system.
- Core i7 or equivalent, 8 GB Memory, USB ports.
- Ensure that system has latest Windows® updates and service packs installed.
- PCs which include GL hardware/software require Intel or AMD processors for compliance.

Software based licensing (for evaluation only)

- In case of software-based licensing, the software executables, license installer, and documents can be downloaded from the software licensing web portal (refer to email notification from GL Communications).
- Follow the instructions in the <https://www.gl.com/ses/download/GL-Software-License-Evaluation-Instructions.pdf> to install software license.
- To verify that the purchased licenses are installed correctly, open any web browser from the system on which the software license is installed and type the URL "<http://localhost:1947/int/products.html>". Click on **Features** and confirm that the following **Product licenses** are listed:
 - VBA032



Note:

Additional licenses may be required for optional applications. Verify that all licenses purchased are displayed.

- After completing software license installation, execute **Voiceband_Setup.exe** in **Run as Administrator** mode. Follow the on-screen instructions to complete the software installation.
- For functional verification, refer to the **Verification** section below.

USB Hardware Dongle based licensing (on purchase only)

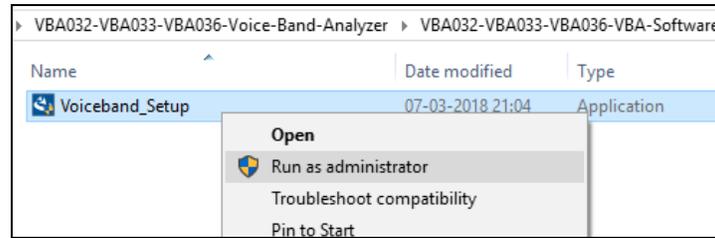
- Plug-in the **USB Installation Stick** (pen drive) to the PC. This is provided with the shipment package by **GL Communications**.
- Execute **GLLdkDongleLicenseInstaller_x64.exe** (64-bit OS) or **GLLdkDongleLicenseInstaller_x86.exe** (32-bit OS) to install dongle licenses.
- Once the license installation is completed, plug the dongle into the USB 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.
- 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:

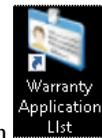
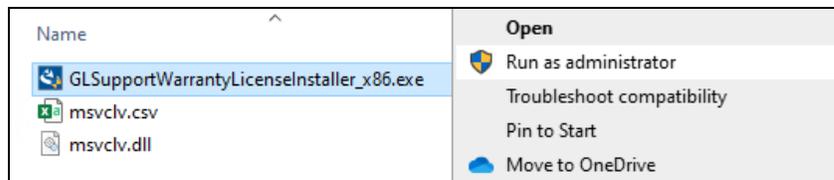
On 32-bit OS, navigate to **C:\Program Files (x86)\GL Communications Inc\GLDONGLE** to verify the license

- 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.

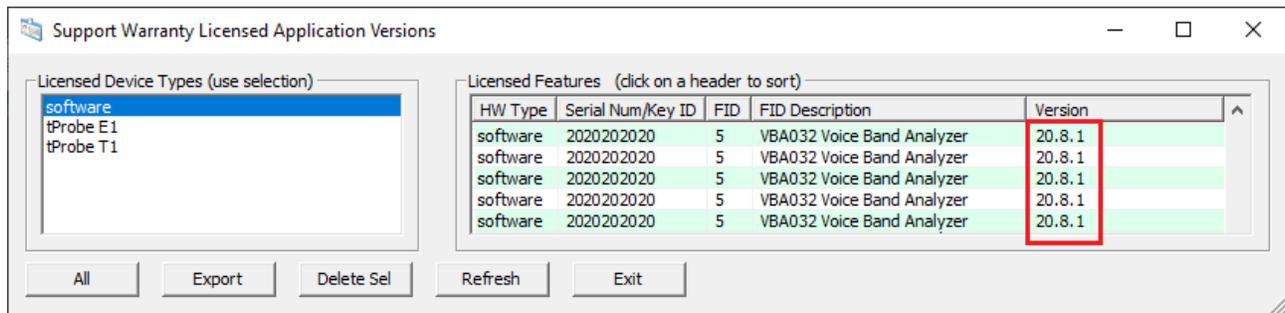


Warranty License Installer

- Navigate to root directory in **USB installation stick** (pen drive) to **Warranty_LicenseInstaller** folder, execute **GLSupportWarrantyLicenseInstaller_x86.exe**. Follow the onscreen instructions and complete the installation.



- To confirm that warranty is installed properly, double-click on **Warranty Application List** icon. This will display the list of warranty applications which are purchased. Refer to the below figure.



- Users can check the Warranty expiry date in the **Version** column that is **20.8.1** (i.e., 2020 August 1st) and can verify the date to be as expected (depending on the support warranty purchased).

 **Note:**

All the VBA software versions continue to operate normally. But any latest software updates after warranty period will not be available until warranty licenses are renewed

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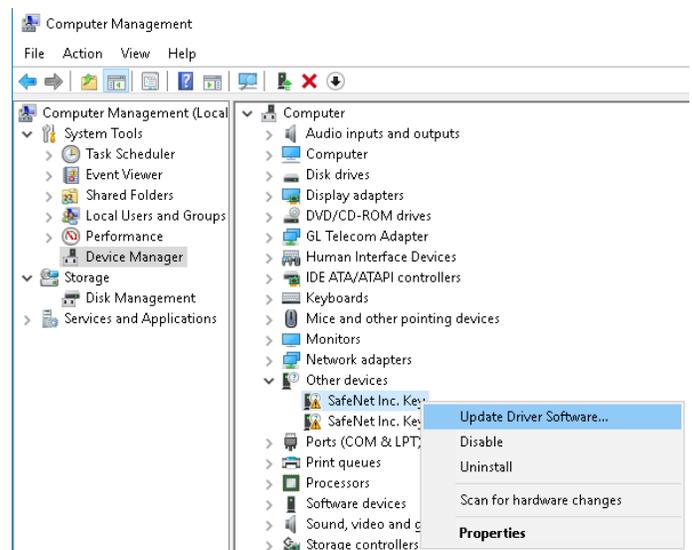


- Double-click on the Voiceband Analyzer shortcut icon from the desktop. OR
- If the VBA is purchased with GL’s T1 E1 application, user can invoke VBA from the T1 E1 application by selecting **Special Applications** → **Call Capture & Analysis** → **Voiceband Analyzer**. The application should invoke 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 persists, plug the USB Dongle to a different USB 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**



Note:

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 for technical support.