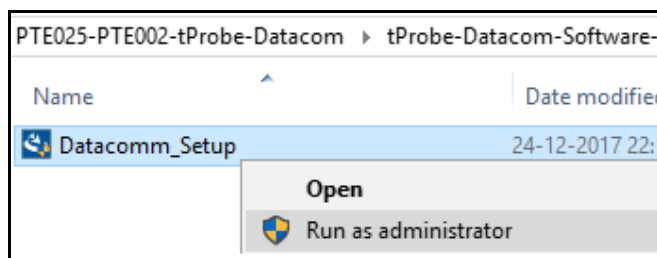


Normal Instructions – Follow these precisely

DO NOT CONNECT **tProbe™ Datacom Analyzer** unit to the PC.

Perform Software installation first, followed by Hardware Licenses installation.

- System Requirements:
 - Windows® 10 and above operating system
 - Core i3 to i7 or equivalent, 4 GB Memory, USB 2.0/USB 3.0 Ports
- Plug-in the **USB Installation Stick** (pen drive) to the PC. This is provided with the shipment package by **GL Communications**.
- Navigate to **|PTE025-PTE002-tProbe-Datacom\tProbe-Datacom-Software** folder, execute **Datacomm_Setup.exe** in **Run as Administrator** mode.



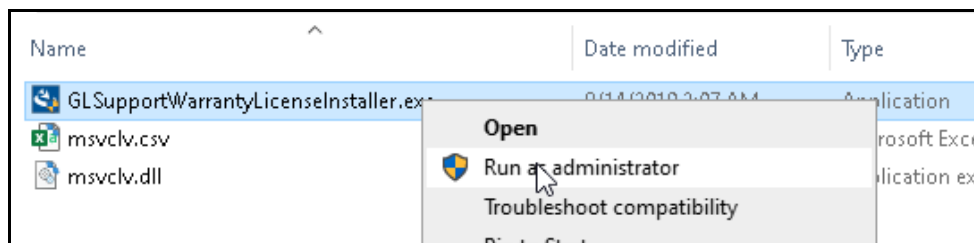
Note:

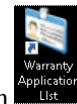
- On Windows® 64-bit OS, installer will prompt options to select 32-bit or 64-bit tProbe Datacom installation. Choose appropriate option and continue with the installation.

- Execute **GLHWLicenseInstaller.exe** from the **USB Installation Stick** to install hardware licenses.
- Follow onscreen instructions, the device driver for the new hardware is automatically loaded but not installed as the USB unit is not yet connected to the PC.
- NOW connect **tProbe™ Datacom Analyzer** unit to power adapter and connect the power adapter to the AC power outlet.
- Then connect the **tProbe™ Datacom Analyzer** unit to USB 2.0/USB 3.0 connector on PC using the USB cable provided with the device.
- The **tProbe™ Datacom Analyzer** is recognized and the hardware device driver is installed at this point.

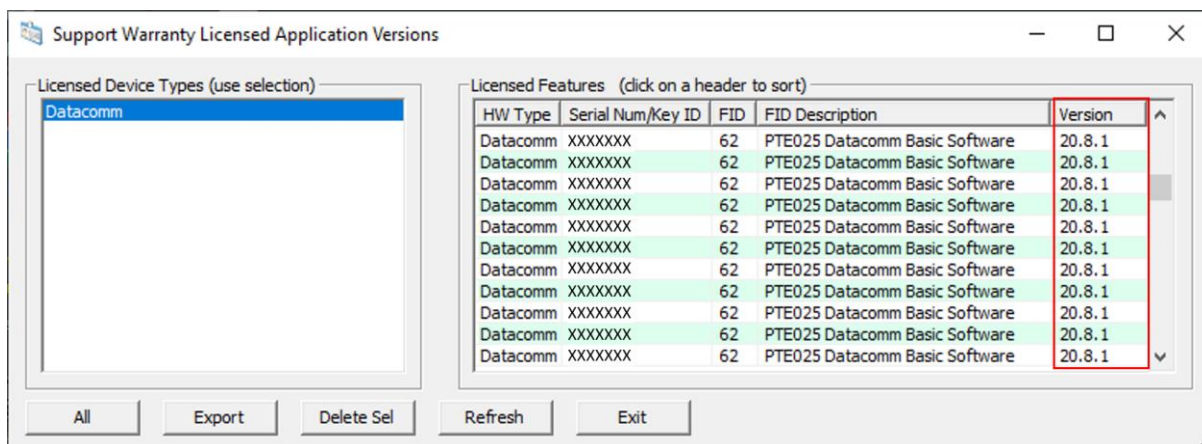
Warranty License Installer

- Users must install the **Warranty License** for the software to run.
- Navigate to root directory in **USB installation stick** (pen drive) to **|Warranty_LicenseInstaller** folder, execute **GLSupportWarrantyLicenseInstaller.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.



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



Note:

- The tProbe™ Datacom software versions continue to operate normally. But any latest software updates after warranty period will not be available until warranty licenses are renewed.

- For functional verification of **tProbe™ Datacom Analyzer** refer to **tProbe-Datacom-Quick-Verification-Guide.pdf** provided by GL Communications Inc. in the USB pen drive.

Troubleshoot

If you did not follow the above instructions in the given sequence, troubleshoot using the steps below

- Ensure that the additional **Warranty License** has been installed or if the Warranty License has been installed already, please contact GL to renew the warranty license.



- If you connected the tProbe™ Datacom Analyzer to the PC prior to installing the software, then the proper USB device driver will not be installed. Users have to search for the driver and install it manually. Do the following:
 - Ensure that you have performed the Software Installation steps as explained in the previous section
 - On the Desktop, right-click on **My Computer** → **Manage** → **Device Manager**
 - Verify that there is an entry with "!" mark against the T1 E1 Analyzer unit
 - Right click on the device, click **Update Driver** option, and choose **Browse My Computer For Driver Software**
 - Navigate the path to USB installation folder under the **C:\Program Files (x86)\GL Communications Inc\Datacomm Analyzer\Datacomm_Drivers**. The driver should then be found and the device driver loaded and installed.
 - If you are still having problems, please refer to detailed installation instructions in the USB stick (**PTE025-PTE002-tProbe-Datacom\ tProbe-Datacom-Documents\ tProbe-Datacom-Installation-Guide.pdf**).
- Ensure that the USB cable is securely connected to the tProbe™ Datacom Analyzer and to the USB 2.0/USB 3.0 Port on the PC. One can identify the type of USB port as shown in the image below.



- Ensure that the Power Adapter is connected to the tProbe™ Datacom and to the AC Power on the strip or Wall. Ensure that the Power Strip is ON.
- Make sure that the USB cable is securely connected to the tProbe™ and to the USB 2.0/USB 3.0 Connector.
- If you are still having issues or have any other related questions, please contact GL Communications Inc.