



Instructions to Download Updated Software

For Windows® 7 and above (32 bit and 64 bit)

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Section 1.0 Instructions to Download Updated Software from Web

1.1 Download Software

- Use <http://www.gl.com/login.php> link to acquire the latest software from the download page.
- New users must register on the web by providing official email address while registering to download the software. Password will be sent to the registered email address. Once the password is received, users must login as existing user and enter the registered email as user name and password as received in the registered email.



Figure 1: Login Screen

- After successful login, click 'Download GL Documentation' Link.

Please download the respective [Product Release Notes](#) and [Product Installation Guides](#) prior to downloading the software.



Figure 2: Download Software & Documentations


- Now click '**Download GL Software** Link.



Note:

You must have the hardware serial number/dongle serial number along and registered company name information handy for downloading the latest software. Note that Software downloads are available exclusively for existing GL's customers having GL cards/dongles and possessing a valid warranty license.

If the purchased product license warranty has expired, then you need to contact our sales team to renew the warranty to continue to receive regular software updates from GL Communications Inc.

- Click on the required product software category.
- Then select the software from the list and click on download icon  to download.







Software				
Item No	Product Description	Operating System	Version	Download
VQT002	VQT Software with File Monitor Utility	Windows 7 and above (32/64 bit)	7.2	
VQT006	VQT w/ POLQA Server License			
	VQT Client SDK		1.1.0.0	
VQT010	VQuad™ Software	Windows 7 and above (32/64 bit)	9.2	
	File Monitor Software		7.0	
	VQuad™ Script Editor Software		9.2	
	WinPcap - Required; VQuad™ with SIP option		4.1.3	

Figure 3: Software List

- Enter the **serial number** of the purchased GL Hardware or the Dongle, and the **registered company name** provided during the purchase. This information is required to validate the license warranty. If the product purchased in under warranty, then the page will automatically proceed to download the software.

Home | Logout | Change Password

Welcome 30099090066

Card / Dongle License Validation

Enter Dongle Serial Number

Enter the Dongle serial number (alphanumeric) that has been engraved on the Dongle supplied to you. Alternately you can also contact your administrator to find the Dongle serial number.

STEP-1

Dongle Serial Number *

Company Name

Verify *

Figure 4: Hardware/Dongle Serial Number and Company Name Validation

1.2 Install Downloaded (New) Software on PC

- Uninstall the previous version of the software as explained in the Product Installation Guide (section Software Uninstallation). To uninstall the previous version, do the following:
 - Click Start→Control Panel→Add or Remove Programs
 - Select the previous version and click Remove.
- If you need to perform fresh installation, follow the steps provided in [Performing Fresh Installation](#).
- Run the executable downloaded from GL website, and follow the instructions as provided in respective **Product Installation Guide** to install the new software.
- Restart the computer after completing the installation process.
- After rebooting the PC to desktop, invoke the software and check the Software Version by choosing **Help > About**.

1.3 Performing Fresh Installation (OPTIONAL)

- Uninstall the previous version of the hardware driver as explained in the Product Installation Guide (section Driver Uninstallation).
- Uninstall the hardware licenses and dongle licenses as explained in the Product Installation Guide (section License Uninstallation).
- The software uninstallation from control panel does not remove all the installed folders. Some folders with data may be retained. Therefore, delete the following installation folder and all its sub folders that were created during an install '\\Program Files\GL Communications Inc\<GL Product>\'