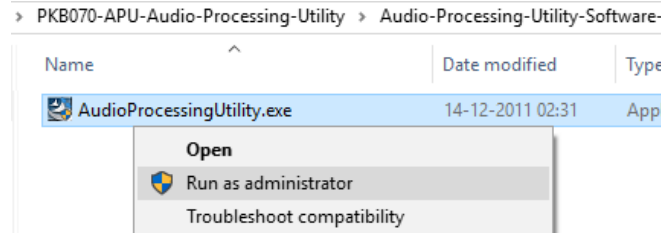## Normal Instructions – Follow these precisely

START WITH DONGLE UNPLUGGED FROM MACHINE

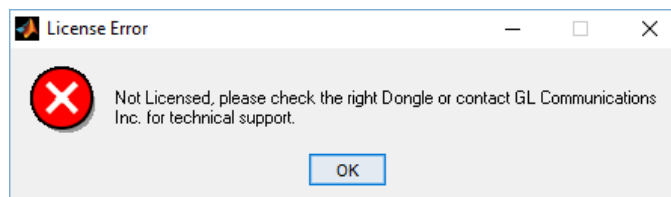Perform Software installation first, followed by Dongle Licenses installation.

- System Requirements:
  - Windows® 7 and above (32 bit or 64 bit) Operating System.
  - Core i3 to i7 or equivalent, 4 GB Memory, USB 2.0 Ports.
- Plug-in the **USB Installation Stick** (pen drive) to the PC. This is provided with the shipment package by **GL Communications**.
- Navigate to **\PKB070-APU-Audio-Processing-Utility \ Audio-Processing-Utility-Software** folder, right-click on **AudioProcessingUtility.exe** and select **Run as Administrator**.

- Follow the on-screen instructions to complete the software installation. It is recommended to reboot the system after the software installation.
- Execute *GLDongleLicenseInstaller.exe* from the **USB Installation Stick** on the PC.
- Once the license installation is completed, plug the dongle to the USB 2.0 port of your computer. 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.

- Double-click on the **GL Audio Processing Utility** shortcut icon from the desktop. The application should invoke without any errors.

Troubleshoot

- If you see the below error when you run **GL Audio Processing Utility** 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 or 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 *PKB070 Audio Processing Utitlity* 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. Refer to the **Installation** section in **APU User's Manual.**
- If you are still having issues or have any other related questions, please contact GL Communications Inc.