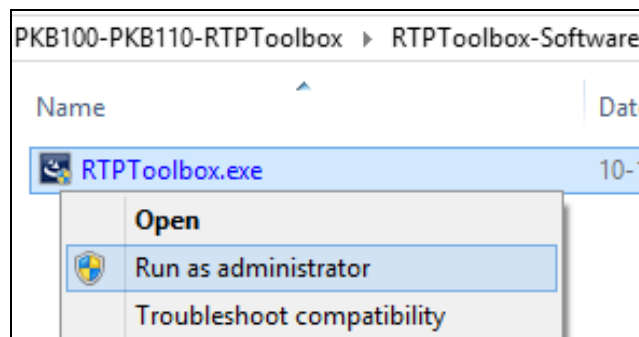


**Normal Instructions – Follow these precisely**

**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 **\PKB100-PKB110-RTPToolbox \ RTPToolbox-Software** folder, execute **RTPToolbox.exe** in **Run as Administrator** mode.



- Run the RTP ToolBox™ executable (**RTPToolbox.exe**) from the **USB Installation Stick**. Follow the on-screen instructions to complete the software installation.
- It is recommended to reboot the system after the software installation.
- Right click on the **GLDongleLicenseInstaller.exe** and **Run as Administrator** 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.

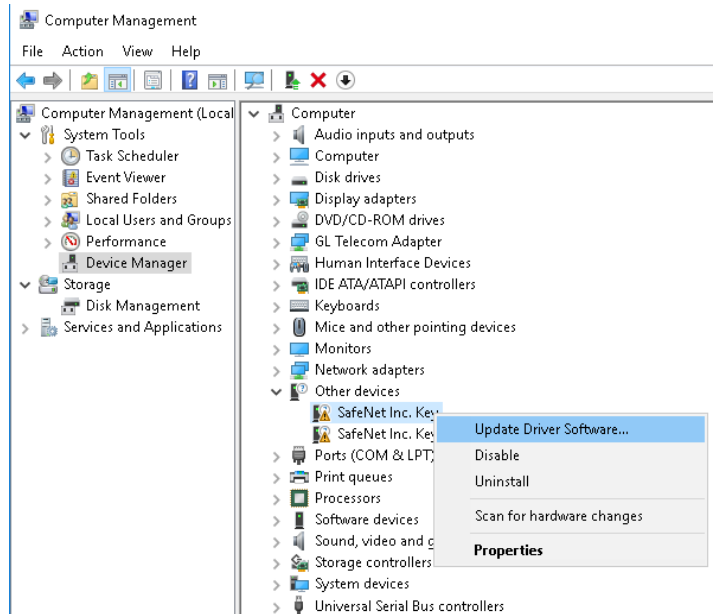


- Double-click the **RTP ToolBox™** icon from the desktop. The application should invoke without any errors. After successful RTP ToolBox™ initialization, SIP Core and SIP Timer console windows are invoked.
- For functional verification, refer to **RTPToolbox-Quick-Verification-Guide**.

## 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 RTP ToolBox™ 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*
  - 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 **PKB100 RTP ToolBox™ (VoIP/RTP Simulation and Analysis)** 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 are still having issues or have any other related questions, please contact GL Communications Inc.