# Dialogic® NaturalAccess™ Software License Key Management

While Dialogic® NaturalAccess™ is distributed free of charge to our customers, many value-added components are licensed for a fee and require product activation before the installed software will function on a particular computer. Dialogic licensed software products include PacketMedia HMP, Universal Speech Access, SIP for NCC, Video Access, and Software Video Transcoder. These products require a unique license key, obtained through the License Key Manager, to activate their features. License keys are unique to each computer and operating system, and cannot be transferred between computers.

## Instructions

1. Place a purchase order with Dialogic for the run-time licenses required for each product for each computer, and include the email address of the person who will do the installation. (You can include multiple email addresses.) An Order Confirmation email will be sent with instructions for downloading the license key files. Keep this email for future reference, especially if the order is for multiple computers.

2. Download the software products you require from www.dialogic.com.

3. Follow the instructions in the readme file to run the installer on each computer on which the software is going to run. The installer will generate a lock code for the specific computer. You will need this lock code later for generating license key files for all NaturalAccess software products requiring activation on that computer.

4. Click on the link in the Order Confirmation email to go to the Software License Key Request page (or copy the URL to your browser).

5. Log in if necessary. The Software License Key Request page is password-protected.

   - If you are a registered user and already logged in, the link will take you directly to the Software License Key Request page:



   - If you are not a registered user, follow the Registration link on the Login page or go to the following website to register and choose a user name and password:

     www.dialogic.com/SWLic/Manage?ID=A364B67D-E6EF-452D-9FA1-17BF501F59A8

   - If you receive an error about an invalid ID, contact NatAccLicenseMgr@dialogic.com for more information.

6. Select the quantity of software licenses you want to activate for each available product using the pull-down menus in the Select column on the Software License Key Request page, enter the lock code for the computer, and click **Submit**.

   - Due to a limitation of the license generator, the maximum number of license keys that can be selected for a single computer at one time is 5.

   - Some blanket orders cover multiple computer installations. Each download is limited to one target computer at a time. You can come back to the same URL for downloading the remaining licenses purchased.

   - The lock code is required and it is generated from the software installer (see Step 3 above). Click on the "What is this?" link for more detailed instructions on generating a lock code.

   - The email address is optional and will be used to send the license files as attachments. This field will be pre-filled with your email address. You can change it to another email address, or delete it if you do not want the license files to be sent by email.

   - The Comment field is optional and limited to 32 characters. This will be shown on the subject line and the body of the license email, if an email address is provided.

7. Check the information on the Confirm License Key Delivery page. If the information is correct, click **Confirm** to proceed. Otherwise click **Back**, correct the information, and resubmit.

8. Download the license file from the Download Software License Keys page. The XML file contains details of the transaction. If an email address was provided, the license files will also be sent by email.

9. The license counter will be decreased by the number of keys downloaded. The next time you return to the Software License Manager, the number of remaining license keys will have been updated. All previous download activity for the same order is listed at the bottom of the page under the heading License Download History. If you have lost previous license key files, you can download replacements from this page at any time.

## Notes

**Internet distribution and prerequisite software**

NaturalAccess licensed software can be downloaded directly from the web site free of charge. You will be required to accept a "click-through" software license agreement prior to downloading, and again prior to installation. However, this software license agreement does not activate the product; it merely states the terms and conditions for use of the Dialogic licensed software product. There may be prerequisite software, such as NaturalAccess. You should download and install prerequisite software before installing licensed software.

**Product activation – by product and by session count**

Most NaturalAccess licensed software is activated for specific products and a specific number of sessions. For example, you could purchase one license for 64 sessions of PacketMedia HMP and another license for 32 sessions of the SIP for NaturalCallControl API – all installed and activated on the same computer. NaturalAccess provides a range of part numbers for each product that will activate a specific number of sessions for that product.

**Purchase orders**

A purchase order is required to obtain the license keys needed for product activation. The purchase order may contain any volume of NaturalAccess licensed software products in any combination. As license keys are granted over time, Dialogic will track the license volume against the purchase order. You can view the remaining license volume of a purchase order, and self-fulfill these licenses, using the URL in the Order Confirmation email received when the order was placed.

**Multiple licenses**

NaturalAccess licensed software products can accept multiple license key files, which are generated using the computer's unique lock code. Some cases where this will be useful are:

- **Upgrading port density.** To upgrade from 30 ports of Video Transcoder capability to 60 ports, you can purchase an additional 30-port license vs. a new 60-port license and obtain the license key for these additional ports. The computer will now support 60 ports of Video Transcoder capability.

- **Activating an odd quantity of ports.** To activate 24 sessions of PacketMedia HMP G.729 support, you can purchase an 8-port license and a 16-port license instead of over-provisioning with a 32-port license.

- **Upgrading capability.** If you have activated PacketMedia HMP on a computer and want to expand functionality with the Universal Speech Access API, you can use the same lock code to download the license key to activate this additional capability.

**Replacing a software license on a damaged computer**

NaturalAccess licensed software is keyed to the specific platform on which it was activated, so if that platform fails, the specific instance of the NaturalAccess licensed software may no longer function. Dialogic will enable you to request an RMA for the license key file by contacting the Dialogic RMA Administrator, similar to the hardware RMA process. You must provide both the old and the new lock code. Dialogic recommends maintaining a small amount of spare licensed platforms in order to quickly replace a damaged platform.

**Evaluation license**

Most NaturalAccess licensed software will automatically provide a free evaluation license upon installation. Typically, the evaluation license permits a restricted number of sessions, and will expire after a few weeks. You do not need to re-install the licensed software when you convert an evaluation license into full product activation.

**Developer licenses**

Most NaturalAccess licensed software will have available a special product part number to activate a developer license, which is intended for internal use by customers for development and quality assurance purposes and must not be resold. Developer licenses are fully functional and provide maximum session count. The purchase order for a developer license must contain the following declaration:

"The customer understands and agrees that this product will be used solely for product development purposes and will not be used for deployment or resale."