

## Enabling the AAA app with the USB licence key

Articulate Assistant Advanced requires a USB licence key plugged into the usb port of the PC in order for the software to function fully. Without the licence key it is not possible to record or import data nor view data that has been previously recorded.

A USB key embodies each issued licence. Red licence keys, issued from 2003-2025, are now obsolete. Red AAA dongles require a driver to be installed and Windows Core Isolation Memory Integrity blocks this driver. If you are having problems with your licence key, please check if a Windows update has turned ON Core Isolation Memory Integrity. To do this, please use your Windows Start menu to search for “Core Isolation”, then in that settings page please ensure that Memory Integrity is disabled.

Since August 2025 we have issued green AAA usb licence keys which do not require dedicated drivers and work with Windows Core Isolation Memory Integrity. If you wish to replace your red dongle with a green one then you will need to return the red dongle to us or show photographic evidence that the red dongle has been destroyed. We will then ship a green dongle to you at a cost of £30 +shipping + import customs charges (payable to courier).



**IMPORTANT:** Keep your USB key safe when not in use. **It is valuable.**

Note: The red USB license key should be plugged in AFTER Articulate Assistant Advanced has been installed because the installation process sets up the USB key drivers. If the USB key is plugged in before Articulate Assistant Advanced is installed then windows will detect a new device and ask for the drivers.