



Quick Installation Guide

1. Login to your account at www.robpapen.com or if you do not have an account then please create one. Please remain logged into www.robpapen.com during install.
2. Register your eXplorer-9 using your serial (copy/paste) on the 'My Products' section. The registration will appear in 'My Products' and next please open the download page at the left-hand side. Download the correct version of the eXplorer-9 for your music program (host) and computer. .
3. Please close your music host program ahead of running the installer!
4. Once installed the eXplorer-9 using your serial number, reboot if you are using a Mac computer.
5. Open your music program and please select and open Go2-X as your product. The activation screen is shown, which will show your Computer ID.
6. Enter this Computer ID in the entry box for your eXplorer-9 in the 'My Products' page at www.robpapen.com
You will then see an activation code appearing on the website.
Enter this activation code in the Go2-X activation screen, and the eXplorer-9 will be activated and ready to use.
Note: Please enter the activation via keyboard rather than copy & paste due to problems with some music hosts.
7. Activation failure may be caused by an incorrect typing/input error.
If this is the case then visit 'My Products' at www.robpapen.com and there you can 'deactivate' the product to redo the activation process.
After this if you still have problem then please contact our Support.
8. You can install the software on 2 of your own systems. Use your serial again during install and also request the activation code for this 2nd system at 'My Products'

General note about our software protection:

- In the case of a new computer system you can deactivate your current activation in the 'My Products' section.
- In the case of a hard disk failure and you are unable to deactivate at 'My Products', please log in to robpapen.com and create a support ticket.
- Note that our activation system is offline, which means that there is no direct connection between the plugin and the robpapen.com homepage.

Check the next pages of detailed installation guide and help.



Detailed Installation Guide & Help

Registering your eXplorer-9

1. If you have purchased a boxed version of the Rob Papen eXplorer-9 please download the latest version of the eXplorer-9 by following the steps below.
2. Login to your account at www.robpapen.com or if you do not have an account there please create one.
3. Then, register your RP eXplorer-9 using your serial on the 'My Products' section and enter the serial code from your registration email, receipt, or the serial card inside the boxed product.

After you have registered you will then be able open the download page on the left-hand side below the registration. Please download the correct version for your computer.

Installing your eXplorer-9 on the PC

1. Please close your music program ahead of running the installer!
2. Run the eXplorer-9 installer and enter your serial when asked to.
3. During installation, you will be asked which version to install and where to install it.

64-Bit VST version – install this version if you are using a 64 bit music program (host).
Default location of the installer is: 'Program Files\steinberg\VSTplugins'

64-Bit VST3 version - install this version if you are using a 64 bit music program (host) with VST3 support.

Default location of the installer is: C:\Program Files\Common Files\VST3\

64-Bit AAX version - install this version if you are using a 64 bit Pro Tools.

Default location of the installer is: C:\Program Files\Common Files\Avid\Audio\Plug-Ins

For details on how to use plug-in's in general, please check your music software (host) documentation.

Continue now by reading page 4.

Installing your eXplorer-9 on the Mac

1. Please close your music program ahead of running the installer!!!
2. Run the eXplorer-9 installer and enter your serial when asked to.
Please reboot your system after running the installer for the first time!!!
3. For details on how to use plug-in's in general, please check your music software (host) documentation.

Continue now by reading page 4.

Activating your eXplorer-9

1. Next you will need to activate your eXplorer-9 at the www.robpapen.com.
The First plug-in you need to select is Go2-X
Until it is activated the Go2-X will show the activation screen when opened and you will not be able to use the products.
Note: you do not need to be connected to the internet on the machine that the eXplorer-9 is installed on.
2. Once installed, open first Go2-X in your music host program and the Go2-X activation screen will appear (similar as shown in the example image below). Here you can see your serial (RMD3-1234-ABCD-2345-BCDE-3456-CDEF-4567 in this example) & computer ID(22899 in this example).



3. Click on the 'here' button, or login in to www.robpapen.com (Your Details) and open the 'My Products' page. Please make sure you have register your serial at the website beforehand.
4. Here, enter the "Computer ID" shown in your activation screen (22899 in the example above), and press enter. The activation code will then appear in the 'activation' box.
5. Enter this activation code in the activation code entry box in the activation screen of the GO2-X (this box has 99999 in it in the example above) and then press the green 'Activate' button next to it.
Your product will then have been activated, press the 'Rob Papen logo' to go to the GO2-X itself. In the case of activation failure please check point 6
Note: enter the serial via keyboard rather than copy & paste due to problems with some music hosts.
6. Activation failure may be caused by an incorrect typing/input error. See point 4 above. If this is the case, then visit 'My Products' at www.robpapen.com and there you can 'de-activate' the product to redo the activation.
In the case of a hard disk failure and you are unable to deactivate at 'My Products', please log in to robpapen.com and create a support ticket.

Additional install on a 2nd system

You can install the software on 2 of your own systems.

Use your serial again during install and also request the activation code for this 2nd system at 'My Products' .

New Computers / Hard Drive Failure

In the case of new computer / hard disk failures, you can deactivate one machine and activate another. For this, log-in and visit the 'My Products' section.

In general you are allowed one reactivation per month, in case where you need additional re-activations, **please contact Support.**

Other Issues

If you have any questions regarding the installation of your RP software please log-in and check the F.A.Q section or contact our support team.

www.robpapen.com/yourdetails

