

Frequently asked questions from home owners about Home Director

- **Documentation was not provided with my system, how can I obtain this?**
 - ✓ Homeowner manuals are located on-line at:
<http://www.homedirector.com/library.php3>
- **What options are available, and how can I purchase them?**
 - ✓ See the “Product Catalog” found on-line at:
<http://www.homedirector.com/products.php3>
 - ✓ You can purchase products on-line from:
Home Controls: <http://www.homecontrols.com>
HomeAutomationNet.Com: <http://www.homeautomationnet.com>
- **My system appears to be in need of service or I want to expand my system. Who can help me?**
 - ✓ Contact the original system installer. If you are unsure of what company performed the installation contact the home builder.
 - ✓ Refer to our “Integrator Locator” found on-line at:
<http://www.homedirector.lunarpages.com/findintegrator/findintegrator.php>
Contact the integrator nearest you.
 - ✓ Contact Home Director technical support at 800-426-7144 or e-mail to support@homedirector.com
 - ✓ You can purchase parts from the on-line retailers noted above.
- **I have a “Classic” series Home Network Connection Center. Are replacement parts still available for these systems? Can I upgrade the system?**
 - ✓ Yes. Contact Home Director technical support at 800-426-7144 or e-mail to support@homedirector.com
- **The computer and telephone outlets look the same, how do I know which is which?**
 - ✓ Contact your installer, they can help you identify the outlets.
 - ✓ If that is not possible, you can test the outlets to determine what service is available. For example, if you have a computer network in your home, temporarily power off your computer network devices (routers, hubs, etc.) and then connect a telephone to the outlets to determine if there is dial tone. Those outlets which have dial tone are telephone outlets. If no dial tone is present at the outlet, plug your computer into the outlet after your power on your computer network devices and check for a link light on your computer. If the light is there, then it’s a computer outlet. If the outlet does not work with your phone or computer it probably has a wire inside the Connection Center that is not connected to any modules.

- **Some of the outlets in my home are not operating. How do I correct this?**
 - ✓ Remove the cover from your Home Director system and look for cabling that may not be connected to any modules. If so, there should be labels present to help you identify which cables are associated with each outlet. After you locate the cable, connect it to the output of the module for the service desired. For example, for telephone service, connect it to the telecom unit or Starter Pack, for computer service connected it to your router or network hub/switch.

- **I want to change phone outlet to a computer outlet, or from a computer to a phone outlet. Can I do that?**
 - ✓ Yes! You can easily reconfigure the outlets from inside the Connection Center. Open the Connection Center and find the wire associated with the outlet you want to change. Disconnect the wire from the current module and plug it into the new module. For example, if you are changing a telephone to a computer outlet, unplug the wire from the telecom module then check to make sure that there is no longer dial tone at that outlet (to ensure you disconnected the right wire). Then plug the wire into your networking device (router, hub, etc.) and you now have a new computer port.

- **I have broadband internet service in my home, how do I use this with my Home Director system?**
 - ✓ Most Home Director systems have computer networking cabling installed so that you can share your internet service throughout your home. Refer the “Broadband Internet Connection Guide” found at: <http://www.homedirector.com/btc/EducationCenter/HighSpeedInternetGuide.html>

- **Do I need to use DSL filters if I have a Home Director system?**
 - ✓ Usually. Your telephone outlets will need to have a filter attached to remove DSL noise. However, Home Director offers the CallPoint 3500 DSL-Ready Telecom module which can be installed in your Network Connection Center. This module has DSL filters incorporated so you do not need to apply them to the wall outlets.

- **Can I use my own router with my system?**
 - ✓ Yes, but make sure that the router you select will fit if you want to place it inside the Connection Center. Some routers are large and do not fit easily.
 - ✓ Consider purchasing mounting hardware for your router such as the NCCM11 Universal Mounting Shelf or the NCCM14 Multi-Unit Mounting Module. These will allow you to have a neat, clean installation with proper support for your networking devices.

- **I purchased a wireless router, will it work inside the Network Connection Center?**
 - ✓ Home Director recommends that wireless routers not be placed inside the Network Connection Center. The best approach to adding wireless capability to your network is to install an access point in your home (such as the NCCG07 shown in the product catalog). Connect the access point to a wall outlet that is connected to your router. You can move the access point inside your home or install additional access points to provide the best possible coverage.

- **Will the Base Telecom Module or Starter Pack network my computers?**
 - ✓ No. Even though these modules have the same type receptacle as computer networking devices, only telephones are to be connected to them. However if you have a DSL modem, you can connect the line-in for the modem to the telecom modules so that the modem receives a signal from your phone company. Do not connect the computer output port of the modem to the telecom module or Starter Pack.

- **I only have one wall outlet at a location where I need both telephone and computer service. What do I do?**
 - ✓ Even though your home is pre-wired, you may not have enough outlets for the services desired at every location. You may want to consider a wireless telephone at that location or a wireless computer connection.
 - ✓ Contact your system installer to determine if they can retrofit another outlet at that location.

- **I have added another phone line, how do I get access to the line?**
 - ✓ Some Home Director models have the ability to reassign what lines are delivered to your outlets. See:
<http://www.homedirector.com/btc/pdf/homeowner/ConfigurePorts.pdf>
 - ✓ Contact your system installer.

- **Some of my wall outlets have two coaxial or video ports. Why?**
 - ✓ One of the ports is used to send a video signal to your TV. The second port is used with some Home Director systems to input a video source into the network so that you can view that source in other rooms.
 - ✓ For satellite subscribers, the second port can be used to connect receivers that have recording capability.

- **My video unit has “Internal” and “External” ports. What is the difference?**
 - ✓ External ports are used to distribute video signals to your televisions. Normally, but not always, external signal cables are black. Internal ports are inputs to your video system to allow you to send signals that you create in your home to multiple outlets. These cables are usually white. For more information about setup of this function see the owners manual:
<http://www.homedirector.com/btc/pdf/homeowner/NCCOwnMan.pdf>

- **Can I connect a video source like a satellite receiver or DVD player to an internal port?**
 - ✓ Yes, but you need an RF Modulator. The modulator provides a boost to the video signal to ensure it will drive through your home's cabling. Additionally, the modulator will allow you to assign a channel to your video source so that you can view that channel on all of your TV's. Connect your source to the modulator and then the modulator to the wall outlet.

- **When I connect cable TV service to my video unit, my surveillance cameras or other video sources do not work. It was fine one day and now my camera signals are trash. What happened?**
 - ✓ Usually this problem occurs when there is a channel conflict between your cameras and the cable service. In other words, the cable company is delivering content to you on the same channels as you have assigned to your cameras. Note that you may not be able to see the cable content on your TV, just because you see snow on any given channel does not mean that it is blank! The solution is to use a notch filter or a low-pass filter on the incoming cable TV signal to "clean-out" part of the feed so that your cameras are not conflicting. These filters can be found on-line from the same retailers that sell Home Director products.

- **Can I connect additional satellite receivers to my dish using the video unit?**
 - ✓ You cannot distribute the satellite signal to multiple outlets with the CATV/Ant and Ext. Connections. If you need to connect more receivers than the number of cables available from your dish, you will need a satellite multiswitch such as Home Director model NCCV02.

- **The AudioPoint Desktop Control Center software will not install, an error such as "No line matching interface" is reported.**
 - ✓ The audio driver for the computer's sound card is outdated. Contact the sound card manufacturer and load the latest drivers.

- **I am attempting to connect to an AudioPoint Digital Audio Receiver but the Desktop Control Center software cannot find it.**
 - ✓ Power off the AudioPoint by removing the power plug, wait 10 seconds, and re-insert the power plug. Close the Desktop Control Center and then reopen it.
 - ✓ Restart the network by powering off the router if present, or computer enabled with internet connection sharing (ICS), plus the AudioPoint and the computer being used with the Desktop Control Center. Wait for about a minute and restart the network beginning with the router or ICS computer, then the AudioPoint and Desktop Control Center.
 - ✓ If the previous steps are unsuccessful, connect the AudioPoint directly to your computer network card using the crossover cable provided with the AudioPoint. Make sure the link light is lit on both the computer and AudioPoint. Power both of them off, then restart the AudioPoint first and then the computer. If the computer cannot find the AudioPoint call technical support for assistance.

- **The AudioPoint Desktop Control Center says “playing” when I try to start music, but after a short time it says “stopped” without producing any sound.**
 - ✓ The AudioPoint requires two-way communications with your computer to operate. Usually this problem is caused by firewall software operating on the computer. If this software is being used ensure that the range of IP addresses assigned by the router is in a “trusted” zone so that full access is granted.
 - ✓ Internet Connection Firewall (ICF) bundled with Windows operating systems can affect AudioPoint operation if ICF is enabled. ICF is found on the “Advanced” tab for the properties of the network adapter, located at Start, Settings, Network Connections. A personal firewall and a trusted zone can be setup with firewall software instead of using ICF.
- **Additional questions? Contact us at 800-426-7144 or support@homedirector.com**

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