

Frequently asked questions from Integrators about Home Director

- **What is Home Director's relationship with Sears and how may it benefit my business?**
 - ✓ Together, Sears and Home Director have created the "Sears Connected Home Integrator Program" which offers many benefits to integration professionals. Please see our website for details concerning the program:
http://www.homedirector.com/Sears_CHIP.php3
- **Can I install Home Director product without participating in the Sears Connected Home Integrator Program?**
 - ✓ Yes.
- **How do I become a Home Director authorized integrator?**
 - ✓ Home Director currently does not have an authorized integrator program. We encourage participation in the Sears Connected Home Integrator Program.
- **How do I receive training?**
 - ✓ Training classes are offered from time to time at various locations, please contact our support line 800-426-7144 or support@homedirector.com for further information.
 - ✓ A 3-D training CD is available from Home Director for a nominal charge. Again, contact our support lines if interested.
- **Where can I purchase your products?**
 - ✓ Home Director products are available from distributors throughout the US and Canada. Some of these distributors are ADI; Automation and Security Technologies, Inc.; ALARMAX Distributors, Inc.; Cybersmart DBA Ghiz Company, Inc.; Edson Electric Supply, Inc.; Key Electric; Lenbrook Industries Limited (Canada); Security, Data & Cable HQ, LTD; Security Engineering, Inc.; Texas Systems Supply; Ward Electric Supply
- **What products and options are available, and how are they configured?**
 - ✓ See the "Product Catalog" found on-line at:
<http://www.homedirector.com/products.php3>
 - ✓ We offer three different enclosures that will accommodate a wide range of options, plus you can easily install multiple enclosures for the largest homes. Select the "rough-in" enclosure that best fits your application and install the rough-in at approximately the same time electrical wiring is installed.
 - ✓ Pre-configured trim kits are available which include a video and telecom distribution unit. Install the trim kit that best fits your application after the home is secure (i.e. lock and key).
 - ✓ Additional options such as audio distribution and computer networking can be installed as needed along with the trim kits.

- **Can I purchase trim kit components separately?**
 - ✓ Yes, you can purchase the video distribution system and telephone units separately, refer to the product catalog.
- **Documentation was not provided with the system, how can I obtain this?**
 - ✓ Installation manuals are located on-line at:
<http://www.homedirector.com/library.php3>
- **I understand that Home Director offers lifetime warranty on some products, please explain.**
 - ✓ A lifetime parts-only warranty applies to video and telephone distribution products. Please refer to our warranty statement available on-line at:
<http://www.homedirector.com/btc/pdf/HDWarranty.pdf>
- **Will Home Director video units pass a digital cable or off-air signal? Are they compatible with CATV set-top boxes?**
 - ✓ Yes. You can input the analog/digital cable feed directly into the CATV/Ant. input ports on the video units. The video units are bi-directional so they will pass communications from the CATV set-top box to the cable company.
- **Will Home Director video units pass a satellite signal?**
 - ✓ Only through the “DBS” or “Satellite” ports if provided. You cannot distribute a satellite signal through the “CATV/Ant” input. Home Director makes available the NCCV02 3x8 Satellite Multiswitch for connection to a dual LNB DirecTV dish, for distribution to up to eight receivers.
- **The video unit has “Internal” and “External” ports. What is the difference?**
 - ✓ External ports are used to distribute video signals to televisions. Normally, but not always, external signal cables are black. Internal ports are inputs to the video system to allow signals created in the home to be distributed to TV’s through the external ports. Internal cables are usually white.
 - ✓ Signals inserted into the Internal ports must be modulated using an RF modulator. For example, connecting a DVD player directly to an internal port usually will not work because the signal from the DVD player is not strong enough to drive through the cabling.
- **When I connect cable TV service to the video unit, surveillance cameras or other video sources do not work.**
 - ✓ Usually this problem occurs when there is a channel conflict between the cameras and the cable service. In other words, the cable company is delivering content on the same channels as the cameras. Note that you may not be able to see the cable content on the 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.

- **Why do some video units have a “Digital Cable Input” present?**
 - ✓ The digital cable input is useful to send an unfiltered video signal directly to three CATV digital set-top boxes, and the fourth output is filtered before entering the video distribution amplifier. A second coax can be run from the video amplifier to the same set-top box locations and input into the TV’s RF tuner. This setup will allow the homeowner can view full CATV content on their TV through their set-top box, and modulated signals on their TV using the TV’s RF tuner.
 - ✓ If there is a failure in the video amplifier then the Digital Cable Input can be used temporarily to send service to TV’s.

- **The picture quality on the TV looks fine if I bypass the video amplifier, but it becomes snowy if I run the signal through the amp. Is it damaged or defective?**
 - ✓ If the CATV signal is too strong it can cause the amplifier to malfunction. Apply a video attenuator (such as the NCCM05 6dB video attenuator) to the feed and recheck the picture. If it improves you may try other values of attenuators to yield the best result.
 - ✓ The video power supply may have failed. Check for the presence of an indicator on the amplifier. If it is dark the supply needs to be replaced.
 - ✓ The video amplifier may be damaged due to surge. If attenuating the signal does not help the amplifier should be replaced.

- **The analog CATV channels are fine but the digital channels are “blocking” or have pixilation. Why?**
 - ✓ Cable signals are attenuated unevenly as they pass through coax. The higher channels suffer more loss than the lower ones which can be significant if the subscriber drop (run from the street or pole to the home) is long, in excess of 150 feet for example. The cable company may need to install RG-11 coax for the drop to reduce the high frequency attenuation, or apply equalization to the signal to balance the high and low channels.

- **Do I need to apply 75 ohm terminators to the unused ports?**
 - ✓ Absolutely. Video units will not operate properly with un-terminated ports in the network. Without terminators, the video units will not distribute the signal evenly across all channels.
 - ✓ Un-terminated video ports are entry points for noise. Even if there is a cable attached to each amplifier port, a terminator must be applied at the end of the cable such as at the wall port. Do not skip this step!!
 - ✓ Apply terminators even to unused “internal” and “camera” ports on video units such as the NCCPL01E or NCCPL02. If you are using a camera power kit to power the cameras, apply a DC block to any open camera ports and then a terminator.

- **I installed the camera power kit for five or six cameras, but the picture quality is poor. If I remove some of the cameras it looks fine. What's wrong?**
 - ✓ The power supply with the NCCV01 Camera Power Kit is designed to power up to a total of four Home Director cameras (type NCCV04 through NCCV07). If you need to power more than four contact Home Director technical support, a free power supply will be provided to replace the supply in the NCCV01.

- **The Signature video kit is missing the coaxial power supply.**
 - ✓ The Signature power supply inserts into a power receptacle in the rear of the tray, not on the top. Note the small round opening in the rear with two metal mesh flaps. The power receptacle is behind the flaps. The coaxial power port on the top of the tray is used to route power to an auxiliary amp for A/B cable installations.

- **My customer has broadband internet service, how does that work with the Home Director system?**
 - ✓ Refer the "Broadband Internet Connection Guide" found at: <http://www.homedirector.com/btc/EducationCenter/HighSpeedInternetGuide.html>

- **Do I have to use a CallPoint 3500 DSL-Ready Telecom Module with DSL service?**
 - ✓ No. You can provide the modem with a phone company connection directly from the Base Telecom Module, Expansion Telecom Module, or a Starter Pack, and then apply filters to the wall outlets connecting to the telephones.
 - ✓ The CallPoint 3500 provides the cleanest installation since the filters are on-board. Plus, you can select which phone line has the DSL service and reconfigure the on-board DSL output port accordingly.

- **Can I use OEM routers or hubs/switches with the system?**
 - ✓ Yes, but make sure that the router 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 the 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 the networking devices.

- **How do I connect a cable modem to the video distribution unit?**
 - ✓ The video units are all "bi-directional" so you can use one of the "Ext" (External) ports to connect to the cable feed to the modem.
 - ✓ The best approach is to bypass the video unit and connect the modem to a dedicated coax from the side of the home (network interface). Alternately, install a high-quality two-way splitter in the Connection Center and run one leg to the video unit and the second leg to the modem.

- **Will a wireless router 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 the network is to install an access point in the home (such as the NCCG07 shown in the product catalog). Connect the access point to a wall outlet that is connected to the router. You can move the access point inside the home or install additional access points to provide the best possible coverage.

- **How does the line re-assignment feature work on the telecom modules?**
 - ✓ Some Home Director models have the ability to reassign what lines are delivered to the outlets by repositioning jumpers beneath the faceplate. These jumpers reroute the lines to either the primary position (pins 4 and 5) or the secondary position (pins 3 and 6) in the RJ-45 jacks. Please refer to the document “How to Configure Selectable Ports on the Telecom Modules” available on-line: <http://www.homedirector.com/btc/pdf/homeowner/ConfigurePorts.pdf>

- **Why is there a passthru jack on some of the telecom modules?**
 - ✓ The passthru jack is provided for connection to a second incoming telecom service, for example, a second feed for DSL if the line is split at the network interface. Also, the passthru is useful to help diagnose outages because it bypasses circuitry in the telecom module. Connecting the incoming service cable to the “in” jack, and a phone to the “out” jack will establish the presence or absence of service from the phone company.

- **What phone systems are compatible with the NCCT10 Advanced Telecom Interface?**
 - ✓ The NCCT10 was designed to work specifically with the Panasonic KX-TA624.

- **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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