

User Guide

Home*Free*[™]

Wireless *Network*

Desktop Pac

Combo Pac

FCC Certification

For home and office use.

This equipment has been tested and found to comply with the limits of a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or rotate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Modifications to this device not expressly approved by the manufacturer could void the user's authority to operate this device.

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Introducing **HomeFree**

HomeFree is a revolutionary technology that enables two or more PCs, located anywhere in your home or small office, to communicate without wires. With *HomeFree*, your computers can:

- Share your fastest Internet connection
- Share printers and other peripheral devices
- Transfer files
- Play games between two or more computers

HomeFree can transmit data through walls and between floors of a typical home or small office at distances up to 100 feet, and at speeds up to one megabit per second. You can locate your computers wherever you want, without the hassles of drilling holes and snaking cables through your walls.

Unlike wired office networks, you'll find that *HomeFree* is a snap to install and easy to use. There are no servers or hubs, and no need for a system administrator. Your computers will function just as they always did—but with the added advantages of wireless connectivity.

About this User Guide

This user guide will help you install, use, and maintain your HomeFree wireless network. It is divided into six chapters:

- [Chapter 1: Introducing HomeFree](#) —contains general information about HomeFree, installation, documentation, and product registration.
- [Chapter 2: An Overview of HomeFree](#) —describes some of the main features of the HomeFree wireless technology and explains some general networking and Internet terminology used on HomeFree screens and in this guide. This information may be particularly helpful if you've never used a computer network.
- [Chapter 3: Installing HomeFree](#) —provides detailed instructions for installing HomeFree and setting up your wireless network. You can use this chapter as a supplement to the Start Here poster.
- [Chapter 4: Using HomeFree](#) —explains how to share your Internet connection, share printers, transfer files from one computer to another and play games using two or more computers simultaneously. It also includes instructions for checking and reestablishing network connections.
- [Chapter 5: Maintaining HomeFree](#) —gives instructions for updating your HomeFree network when you make changes, such as adding a new computer, adding or removing a printer and changing the computer that serves as your Internet Computer.
- [Chapter 6: Troubleshooting HomeFree](#) —helps you diagnose and solve installation, network connectivity and other problems.

If You Don't Like to Read Manuals...

If you don't like reading user manuals and just want to get started...

- Open the Start Here poster, and follow the installation instructions.
Refer to [Chapter 3](#) in this guide if you need additional help with the installation and setup.
- Once your HomeFree network is up and running, you can get online help at any time by clicking Start on the Windows task bar and choosing Programs→HomeFree→Help.

Product Contents

HomeFree is available in two different packages:

- Desktop Pac, Model HFDKISA-XL1—for connecting two desktop computers.
- Combo Pac, Model HFCKISA-XL1—for connecting a laptop computer to a desktop computer.

Make sure you have the correct package for your configuration, and check the contents lists below to be sure your package is complete. If you should find any missing or damaged items, please contact Diamond Customer Service at (800) 468-5846.

Desktop Kit	Combo Kit
1 HomeFree ISA card	1 HomeFree ISA card
1 HomeFree PCI card	1 HomeFree PC Card
Installation CD-ROM	Installation CD-ROM
Start Here poster	Start Here poster
Getting Started or online User Guide	Getting Started or online User Guide

- ▲ **Note:** If you need to connect an extra desktop PC or laptop to your HomeFree network, you can purchase individual HomeFree desktop or laptop cards from Diamond Multimedia Customer Service or directly from our Web site. See the back cover of this User Guide for contact information.
- ▲ **Note:** If one of your computers does not have a CD-ROM drive, you can obtain a set of HomeFree installation floppy disks from Diamond Customer Service. Alternatively, if you have both a CD-ROM and floppy drive on another computer, you can create your own set of installation floppies from the HomeFree CD-ROM. Please contact Diamond Customer Service or visit our Web site for instructions. See [“Contacting Customer Support” on page 99](#).

System Requirements

In order to use the Home*Free* network, your computers must meet the following minimum system requirements:

Desktop Computers	Laptop Computers
Microsoft Windows 95 or 98	Microsoft Windows 95 or 98
486/33 CPU or better	486/33 CPU or better
8 MB RAM (16 MB recommended)	8 MB RAM (16 MB recommended)
10 MB free hard drive space	10 MB free hard drive space
1 free PCI (or ISA, if you purchased the Combo Pac) card slot	1 free Type II PC Card slot
CD-ROM or floppy disk drive	CD-ROM or floppy disk drive

Product Registration

Before you forget, please take a moment to register your product from the CD-ROM that came with HomeFree. You can register your information with a modem, or by printing and sending us the registration form.

To register your Home*Free* network product:

- 1 Insert the Home*Free* CD-ROM in the drive.
- 2 Click Start on the Windows task bar, and choose Run.
- 3 Type D:\Start.exe in the text entry box. (If your CD-ROM drive uses a letter other than D, substitute that letter for D.)
- 4 Choose Register Your Product from the main menu.

You only need to send in one registration. It is not necessary to complete the registration from each computer.

Getting Help

In addition to this User Guide, we've created a number of other sources of information about HomeFree, including:

- Start Here poster
- Getting Started Guide
- Online Help
- Internet Support
-

Online Help

The *HomeFree* software installer places a set of online help files on each computer in your *HomeFree* network. These help files include most of the information in this user guide, plus additional technical and troubleshooting information.

To access the *HomeFree* online help files:

- Click Start on the Windows Task Bar, and choose Programs→*HomeFree*→*HomeFree* Help.

Internet Support

We have also included both the online help files, plus the electronic versions of this user guide in the *HomeFree* product section of the Diamond Multimedia World Wide Web site. The address of our home page is:

www.diamondmm.com/homefree

HomeFree Telephone Support

If you run into problems installing or using *HomeFree* that you cannot diagnose or solve using the troubleshooting procedures in [Chapter 6](#) or the information sources listed above, we also provide customer service and technical support by telephone:

***HomeFree* Telephone Support**

Customer Service	800-468-5846
Technical Support	541-967-2450

Chapter **2** **An Overview of HomeFree**

This chapter provides an overview of the HomeFree network. It includes the following sections:

- [The Magic of Wireless.](#) A brief introduction to wireless networking.
- [Some Useful Terms.](#) A glossary of important terms used in this guide.
- [A Typical HomeFree Setup.](#) A picture of a typical HomeFree network and a brief description of its main features.
- [HomeFree Reliability.](#) A quick look at the features that maintain the reliability of HomeFree data transmission.
- [HomeFree Security.](#) A summary of the features built into HomeFree that ensure privacy and security of your data.

The Magic of Wireless

“Any sufficiently advanced technology is
virtually indistinguishable from magic.”

—Arthur C. Clarke

HomeFree is such a technology. When you plug HomeFree ISA/PCI or PC Cards that you purchased into two computers and start transmitting data from one end of your house to the other without any wires, it seems like magic.

Wireless is unquestionably the best technology for connecting PCs and peripherals in your home or small office. With HomeFree, there's no need to open walls to snake cables around your house. Simply plug a HomeFree card in each of your PCs, install the software, and you're up and running! HomeFree integrates seamlessly with Windows 95 and Windows 98. Your computers will function the same as always, but with the added benefits of connectivity. You can locate your computers anywhere inside or outside your house, within a 100 foot circle—you can even take your laptop out in the yard and stay connected.

Some Useful Terms

There are a few terms used in this guide and on screen that you'll need to be familiar with:

Term	Meaning
Browser	A software program that enables you to view pages on the World Wide Web. Two browsers are commonly available: 1) <i>Navigator</i> or <i>Communicator</i> from Netscape Corporation 2) <i>Internet Explorer</i> from Microsoft Corporation Browsers are included on the HomeFree CD-ROM. If one of your computers does not have a browser, you can install one.
Driver	Software that tells your computer how to configure a particular piece of hardware, such as a printer, modem or a network card. We provide drivers on your HomeFree installation CD-ROM. You don't need to worry about installing these yourself. Windows will do this for you after you install the card and restart your computer.

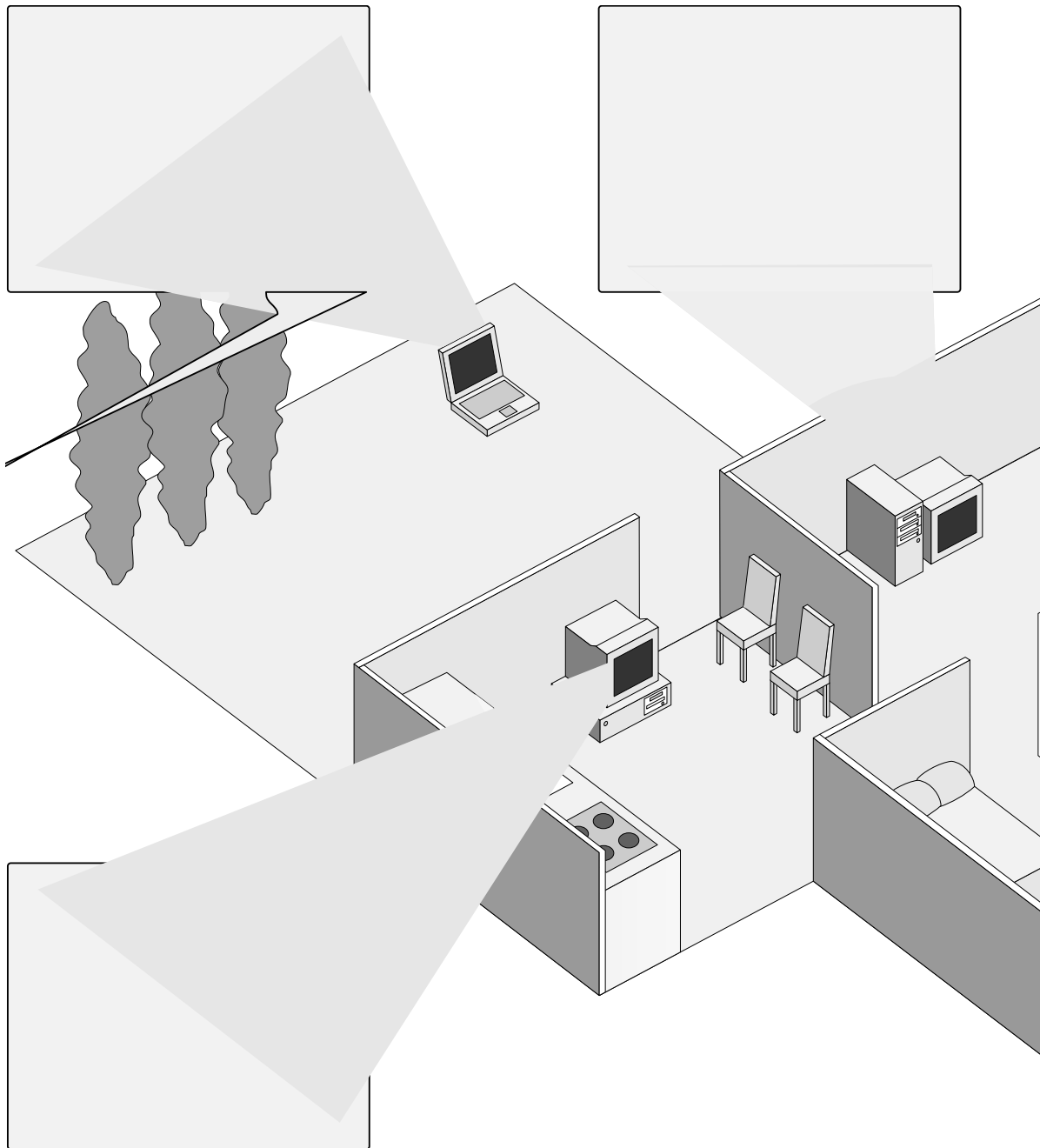
Term	Meaning
Internet Computer	The <i>one</i> computer in your HomeFree network that is directly connected to the Internet and provides shared access to the Internet for all of the other computers. Before installing HomeFree, you'll need to set up one of your computers as your Internet Computer. If two or more of your computers have direct Internet connections, you must choose which one will be your Internet Computer.
ISA Card	A standard type of circuit card, used for adding peripheral devices (e.g. modems or network adapters) to desktop PCs. ISA cards are installed inside a PC. ISA connector slots are color coded black to distinguish them from PCI slots which are shorter and colored white.
ISP	Internet Service Provider. A company that sells Internet accounts and services. ISP software is included on the HomeFree CD-ROM.
Network	Two or more computers connected together so they can exchange information. Traditional networks use cables to connect the computers; HomeFree uses radio waves, similar to cellular phones.
PC Card	A pocket-sized circuit card, adhering to the PCMCIA standard, used for adding peripheral devices (e.g. modems or network adapters) to laptop computers. HomeFree is a Type II PC Card.
PCI Card	A standard type of circuit card, used for adding peripheral devices (e.g. modems or network adapters) to desktop PCs. PCI cards are installed inside a PC. PCI connector slots are color coded white to distinguish them from ISA slots which are longer and colored black.

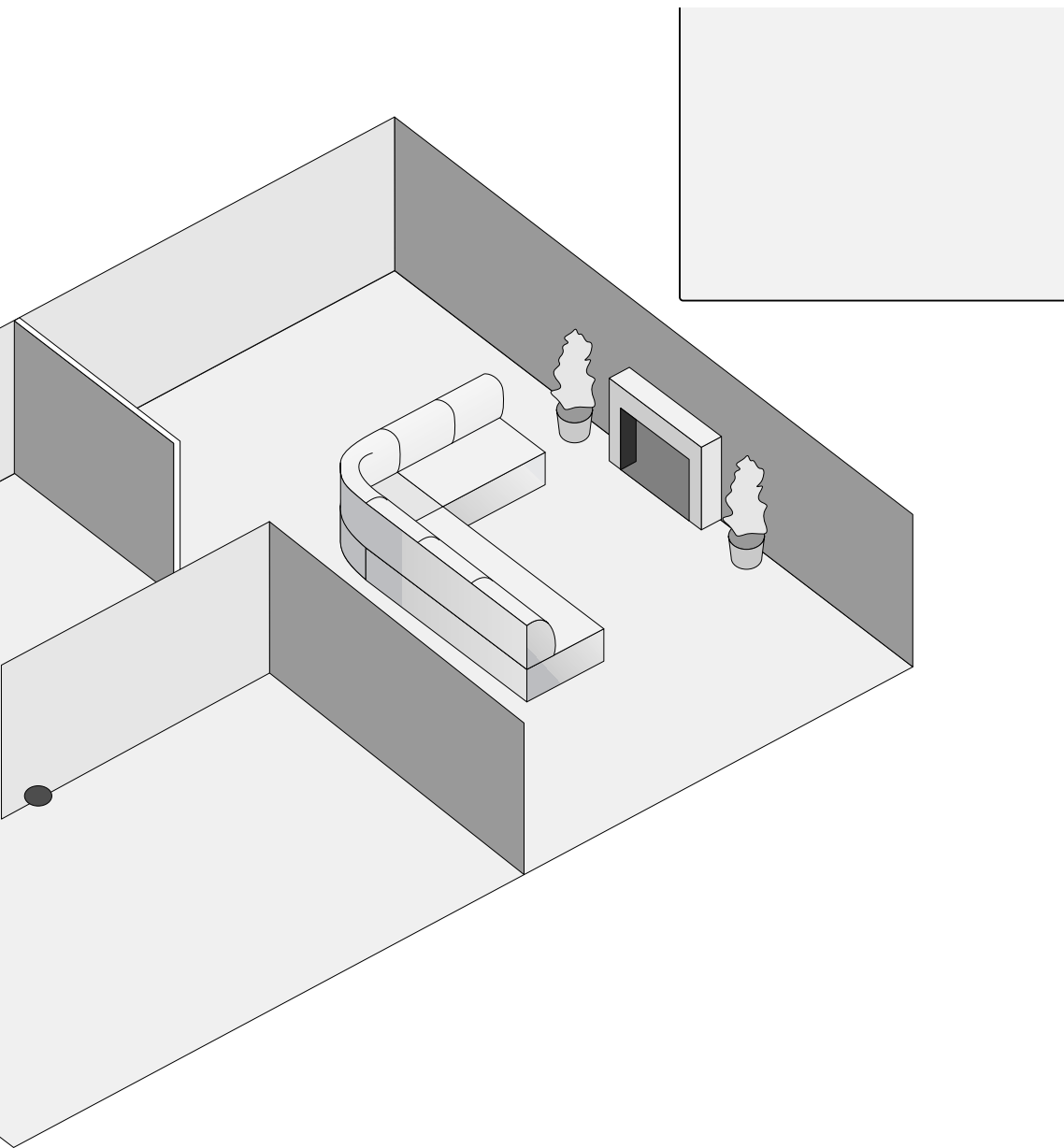
A Typical HomeFree Setup

The drawing on the following two pages shows how the HomeFree network might be set up in a typical home. (The same principles apply for a small office.)

As you look at the drawing, notice the following things:

- The laptop in the yard is playing a game against the computer with the printer in the family room. The laptop is also receiving a file from the computer in the kitchen.
- The computer in the study, next to the kitchen, is sending a file to the printer in the family room.
- The computer in the kitchen is retrieving email from the Internet through the Internet Computer in the front room.
- The Internet Computer is surfing the Web.





HomeFree Reliability

HomeFree incorporates sophisticated wireless technology to provide an extremely high level of reliability. It transmits and receives data in a special high frequency band to avoid conflicts with cordless phones, baby monitors, and other common wireless devices you may have. It also includes “collision avoidance” technology that is constantly adjusting the transmission signal to deliver error-free data transmission.

HomeFree Security

Your HomeFree network provides a high degree of security. There’s no need to worry when transferring your banking, investment, or home business files between computers on your network. HomeFree employs “spread spectrum frequency hopping” technology, which simply means that it randomly switches transmission frequencies very rapidly on 79 different channels. This makes it extremely difficult to intercept and decode the data transmissions.

Furthermore, you need not worry about interference or “eavesdropping” by other wireless networks in your neighborhood or apartment building. You could have several HomeFree networks running in the same room, and the computers on any one of these networks would never sense the presence of the computers on any of the others.

Chapter 3 Installing HomeFree

This chapter guides you step by step through the process of installing your HomeFree hardware and software.

This chapter has two main sections:

- [Installing the HomeFree Hardware](#)
- [Installing the HomeFree Software](#)

You'll install both the hardware and software on your computers, one by one, building your wireless home network as you go.

You can either refer to the Start Here poster or the more detailed instructions in this chapter to guide you through the installation. Should you encounter problems while installing HomeFree on any of your computers, please refer to the section, [“I'm Having Trouble Installing HomeFree” on page 82](#) for help.

This chapter also includes the sections, [“Opening an Internet Account”](#) and [“Installing an Internet Browser”](#), in case you want to access the Internet from your network but haven't yet set up Internet service.

Finally, should the need ever arise, the section, [“Uninstalling HomeFree”](#) is included at the end of the chapter.

Getting Ready to Install HomeFree

Before you begin installing HomeFree, please go through the checklist below:

Pre-installation Checklist

☐ *Windows 95 or Windows 98 CD-ROM*

Have your Windows Installation CD-ROM or floppy disks handy. Windows may ask you to insert them during the installation.

If your computer came with Windows pre-installed, but without a Windows CD-ROM, the necessary Windows files for changing or updating your system are most likely stored on your C: drive. Write down the following path, and enter it in the path box if you are asked to insert the Windows CD-ROM during the driver installation:

C:\Windows\Options\Cabs

☐ *Printers*

Make sure any printer you want to use with HomeFree is functioning properly. If you haven't already:

- 1 Connect the printer to a computer.
- 2 Install the printer software following the manufacturer's instructions.
- 3 Test the printer to make sure it is working.

▲ **Note:** You can always install a printer at a later time.

☐ *Internet Computer*

All of your HomeFree computers can be on the Internet at the same time, using a single Internet connection (modem, cable modem, ISDN line, etc.) If you want to have shared access to the Internet, you'll need to set up one computer as your *Internet Computer*. If you don't want HomeFree to provide shared Internet access, skip this section and proceed with the installation.

▲ **Note:** You can always set up the Internet Computer at a later time.

- 1 Select one of your computers to serve as your *Internet Computer*.

2

- 3 Go to your Internet Computer, and make sure the Internet connection is working properly:
 - Phone line is plugged into the modem.
 - Modem (if external) is turned on.
 - Internet browser is installed and working—i.e. you can connect to the Internet and view Web pages.
- 4 Write down the following information on a piece of paper, and keep it handy. You'll need to enter this information during the software installation.
 - The name of the Dial Up Networking profile you are using to connect to your ISP.
 - Your User Name that you set up with your ISP.
 - Your Password that you use to connect to your ISP.
 - Your Domain (if your ISP requires you to use one).

Installation Overview

The *HomeFree* installation will build your wireless network one computer at a time, starting with your Internet Computer. On each computer, you'll first install the hardware and then the software. Here is a quick summary of the installation steps for each computer:

- Install the desktop ISA/PCI card or the laptop PC card.
- Start up the computer.
- Windows copies the *HomeFree* drivers from your installation CD-ROM. Windows may also need to copy certain system files from the Windows CD-ROM.
- The *HomeFree* installer asks you to name the computer to identify it on your network, and then it restarts your computer, if necessary.
- On the Internet Computer, you must select your Internet dial-up profile, and enter your User Name and Password for your ISP account. The Internet Computer restarts again.
- When you've installed *HomeFree* on the last computer, *HomeFree* sets up the shared resources (computers, printers, Transfer folders) for all the computers on your wireless network.

You're now ready to install HomeFree on your computers. You can either follow the instructions below or use the Start Here poster to install the hardware. For instructions on completing the software installation on each computer, turn to [“Installing the HomeFree Software” on page 28](#).

Installing the HomeFree Hardware

In this section, you'll install the HomeFree hardware—either the HomeFree ISA/PCI card in a desktop computer or a HomeFree PC card in a laptop.

The ISA and PCI desktop computer cards are in bags that are marked with their slot type, ISA or PCI. If you've mixed them up, or just want to double-check, see the illustrations of the gold connectors below.

ISA card



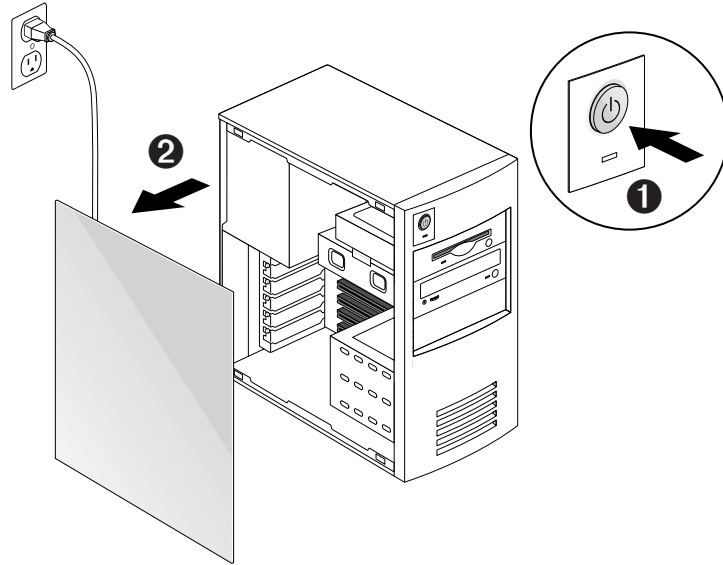
PCI card



- ▲ **Important:** Install HomeFree on the *Internet Computer first*. (If you don't plan to access the Internet over the network, then you can begin with any computer.)
- ▲ **Note:** If you're installing a HomeFree PC card in a laptop, skip to [page 27](#).

To install a HomeFree ISA or PCI card in a desktop computer:

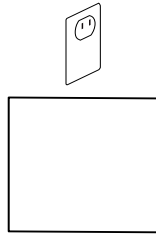
- 1 Turn off the computer.



- 2 Open the case.

▲ **Note:** Your computer may differ slightly from the one pictured above. If you have any problems removing the case, refer to the documentation provided by the computer manufacturer.

- 3 Touch the chassis to ground yourself.



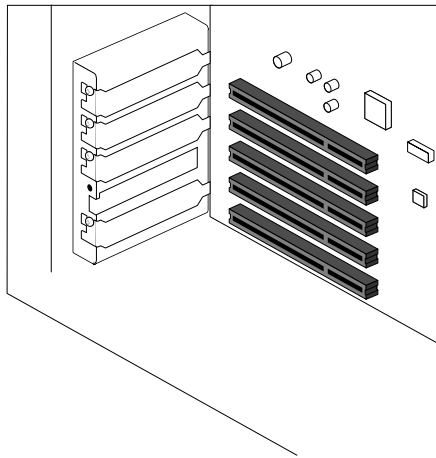
- 4 Unplug the computer.
 - 5 Locate an empty ISA or PCI slot, and remove its slot cover. Keep the slot cover screw handy; you'll need it later.
- ▲ **Important:** Most Pentium PCs have two types of slots: ISA and PCI. The ISA slots are colored black, to distinguish them from the PCI slots which are smaller and colored white. Make sure you choose a slot that matches your HomeFree card.

The following illustrations only show ISA slots.

- 6 Carefully, insert the HomeFree card in the open ISA/PCI slot.

Holding the card by its edges, slip the plastic antenna cover at the end of the card through the opening, and align the connector pins at the bottom of the card with the front end of the slot (the end closest to the opening). Press gently, but firmly until the card is fully seated in the slot.

- Do not rock the card from end to end; rocking can damage the slot. Instead, press the card straight into the slot.
- Do not force the card. If the card won't "snap" into the slot, pull it out and try again.



- ▲ **Note:** The HomeFree ISA card will not completely fill the second segment of pin receptacles in the ISA slot.

When the card is correctly installed, the antenna cover will protrude slightly from the back of the computer.

- 7 Replace the slot cover screw to secure the card in place.

- 8 Close the case.
- 9 Plug in the computer.



- 10 Turn on any peripheral devices, such as the monitor, a printer, or an external modem; then turn on the computer.

To install a HomeFree laptop PC card:

- 1 Simply plug the PC card into an empty Type II PC card slot.
- ▲ **Note:** You do not need to turn off the laptop to insert or remove a PC card, providing there is an available slot.

- 2 If the laptop was not on, turn it on now.

Installing the HomeFree Software

During the software installation, four things happen:

- The HomeFree driver is installed by Windows.
- You name the computer, and the HomeFree files are installed.
- The shared Internet connection is set up on the Internet Computer (optional).
- The installation is completed by setting up shared resources for all the computers on the network.

Installing the HomeFree Driver

When you start up each computer, Windows should automatically detect the HomeFree card you just installed, and it will ask you to provide a driver enabling it to communicate with the new hardware. Because different computers have slightly different versions of Windows 95, and with the recent release of Windows 98, each of your computers may not detect and install the new hardware in exactly the same way. The basic process is the same though, and is summarized below:

Steps for installing the HomeFree driver in Windows:

- 1 Windows automatically detects the HomeFree ISA/PCI card when you startup the computer, or it detects the HomeFree PC card when you insert it in a laptop.
 - 2 Windows asks for the location of the HomeFree drivers.
Windows will either display a wizard or the New Hardware Found dialog box, as shown on the next page.
 - 3 You tell Windows where to look for the drivers.
- ▲ **Note:** The HomeFree drivers are located on the HomeFree CD-ROM.
- 4 Windows finds the drivers and installs them.
- ▲ **Note:** Windows may also need to install certain system files from the Windows CD-ROM.

If you see a wizard...

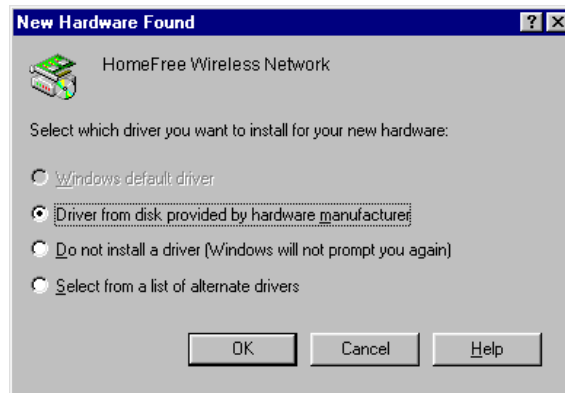


Insert the HomeFree CD-ROM in the CD drive, click Next, and follow the instructions on the screen.

Let Windows search for the driver, and when you tell Windows to look for your CD-ROM, make sure you uncheck the floppy check box, and check the CD-ROM check box.

▲ **Note:** The wizard on your screen may differ slightly from the one pictured above.

If you see a dialog box...



Insert the HomeFree CD-ROM in the CD drive, click OK, and follow the instructions on the screen.

- ▲ **Important:** If neither a wizard nor the “New Hardware Found” dialog box appears on your screen, Windows has failed to detect the HomeFree hardware. Turn to the section, [“HomeFree Card Not Detected by Windows” on page 82](#), before continuing with the software installation.

Naming the Computer and Installing HomeFree

- ▲ **Tip:** Choose a name that will easily identify this computer from a remote location. You might include a person's name or a household location as part of the name—for example, "Bob'sLaptop," "FamilyPC," or "DenComputer."

2 Click Next.

The installer builds a driver database and copies more files from the HomeFree CD-ROM. At this point, Windows may ask you to insert your Windows 95 or Windows 98 CD-ROM.

- ▲ **Note:** If you don't have a Windows installation CD-ROM, try typing the following path in the Location box:

`C:\Windows\Options\Cabs`

After Windows finishes copying the necessary system files, there may be a long pause while it updates your system settings. Windows then displays an alert, asking if you want to restart your computer so that the system changes you've made can take effect.

3 Click Yes.

After the computer restarts, you'll see a dialog box for choosing a destination directory for the HomeFree files. The installer copies the HomeFree program files to that directory.

The first time through, the Installer asks you to confirm that the current computer is, in fact, the *first* one that HomeFree is being installed on. If you answer "Yes," and indicate on the next screen that you want to share this computer's Internet connection, the Installer sets up your shared Internet connection, as described in the next section. On computers other than the first one, the installer finishes the installation, as described in the section, ["Finishing the Installation" on page 33](#).

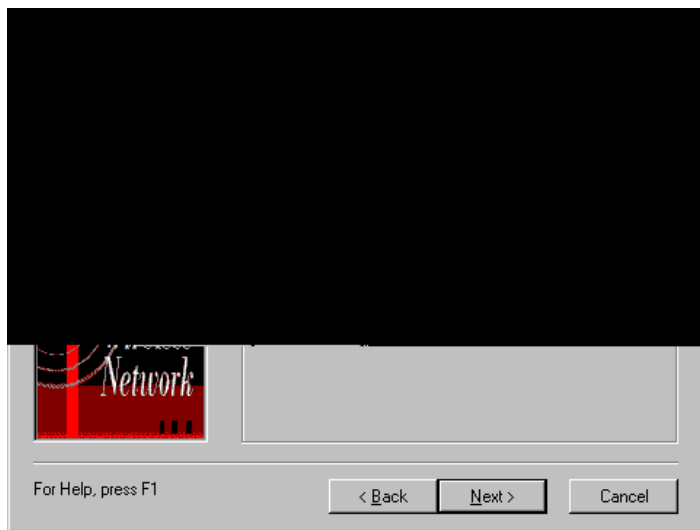
- ▲ **Important:** If you're installing HomeFree on the second or any subsequent computer, and the Installer still asks if it is the first one, then your computers are not communicating properly. See ["HomeFree Cannot Detect Other Installed Computers" on page 89](#) to diagnose and correct the problem.

Setting up the Shared Internet Connection

- ▲ **Note:** If this is not the first computer you're installing, or if you are not planning to access the Internet from your HomeFree network, skip this section.

In order to enable all the computers on your network to access the Internet, the installer must configure the Internet Computer for shared Internet access. The installer only goes through the following steps on the first computer—which is why you must begin the installation with your Internet Computer.

After you confirm that this is the first computer, the Installer asks if you want this computer to share its Internet connection. If you answer “Yes” you’ll be asked to enter your ISP information.



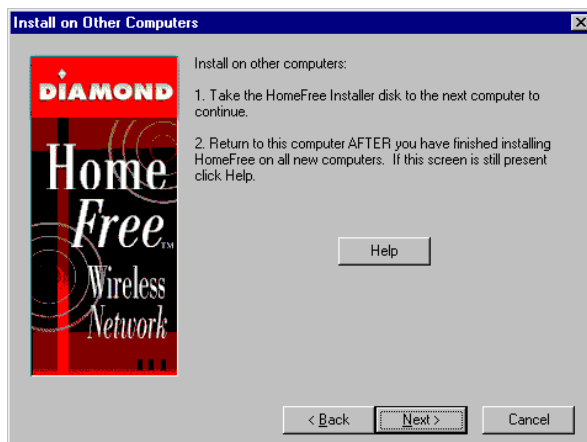
- ▲ **Note:** The window displayed on your screen may differ slightly from the one shown above. If you have a cable modem or other direct Internet connection, or if you are using America Online as your ISP, this window will *not* appear on your screen.

To set up Internet sharing on your Internet Computer:

To install more computers on your HomeFree network:

- 1 Click the Yes button; then click Next.

The “Install on other computers” window appears:

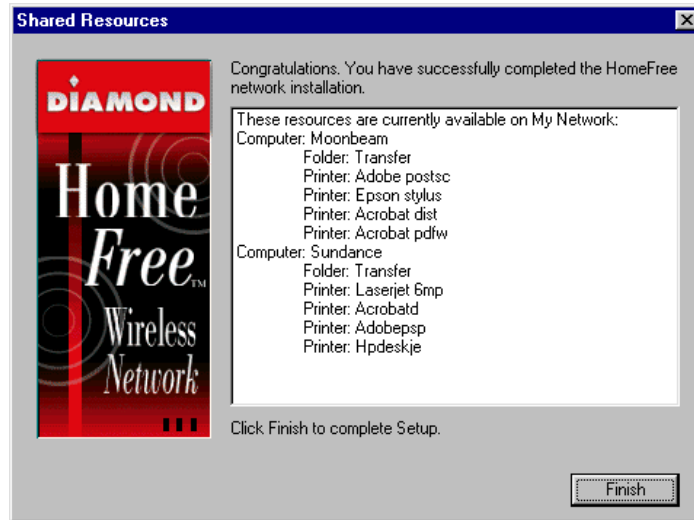


- ▲ **Important:** Leave this computer turned *on*, with the window shown above open on the screen. For security reasons, it needs to be actively communicating on your HomeFree network when you install the other computers.
- 2 Remove the HomeFree CD-ROM from the drive, and take it to the next computer to be set up.
- 3 Turn back to [“Installing the HomeFree Hardware” on page 23](#), and begin installing the HomeFree hardware on the next computer.

When you’ve installed HomeFree on the last computer:

- 1 Click “No” in answer to the question, “Would you like to install HomeFree on another computer?”
- 2 Click Next.

Simultaneously, each computer searches the network for shared resources (computers, transfer folders and printers). Each computer then displays a Network Connections screen listing all of the shared resources found, as shown below:



- ▲ **Important:** The list of shared network resources in the Network Connections screens should be the *same on all of your computers*. If any computer shows a different list from the others, see [“Solving Network Connection Problems” on page 57](#).

Congratulations! Your HomeFree installation is now complete, and you can begin enjoying the benefits of wireless home connectivity.

Opening an Internet Account

If you want to set up Internet Service but haven't yet done so on any of your computers, we've included Internet starter kits on the HomeFree CD-ROM.

You can set up Internet service by following the instructions below:

- ▲ **Note:** You'll need a credit card number and expiration date in order to open an account with an ISP over the Internet. You can also open an ISP account by phone.

To open an ISP account from the HomeFree CD-ROM:

- 1 Turn on your Internet Computer. If it has an external modem, turn it on.
- 2 Make sure the modem is connected to a phone line that is not in use.
- 3 Insert the HomeFree CD-ROM in the drive.
Click Start on the task bar, and choose Run.
- 4 Type D:\Start.exe in the text entry box. (If your CD-ROM drive uses a letter other than D, substitute that letter for D).
- 5 Choose *Internet Service Providers* from the main menu.
- 6 Choose the ISP you want and click Install.
Follow the instructions on screen to open an ISP account and set up Internet service.

If you have any problems during this process, contact the ISP's Customer Service department for help. Diamond Multimedia Systems does not provide support for setting up Internet service.

Installing an Internet Browser

Any computer from which you want to access the Internet must have a browser. Currently, the two most popular browsers are Netscape Navigator from Netscape Corporation and Internet Explorer from Microsoft. We've included browsers on the HomeFree CD-ROM that you can install on any computer that needs one.

To install a browser from the HomeFree CD-ROM:

- 1 Insert the HomeFree CD-ROM in your drive, and wait a moment for the drive to spin up.
Click Start on the task bar, and choose Run.
- 2 Type D:\Start.exe in the text entry box. (If your CD-ROM drive uses a letter other than D, substitute that letter for D).
- 3 Choose *Internet Utilities* from the main menu.
- 4 Choose the browser you want, click Install, and follow the instructions on the screen.

Uninstalling HomeFree

- ▲ **Note:** The section [“Removing a Computer from Your Network” on page 73](#) discusses some potential problems that could occur as a result of uninstalling HomeFree from a computer on your network. It is advisable to read this section before you permanently remove a computer from your network.

You can permanently remove HomeFree from any of your computers by following these two steps:

- Remove the HomeFree software, delete the HomeFree folder, and restart the computer.
- Remove the HomeFree drivers, shut down the computer, remove the HomeFree ISA, PCI or PC card, and restart the computer.

Following are more detailed instructions for each of these steps.

Removing the HomeFree Software and Folder

You can permanently remove the HomeFree software from a computer by using the Add/Remove programs utility in the Windows Control Panel. If you are removing HomeFree from your Internet computer, the HomeFree Internet sharing software will automatically be removed as well.

To remove the HomeFree software and folder:

- 1 Click Start on the task bar, and choose Settings→Control Panel
- 2 In the Control Panel window, double-click on Add/Remove Programs.
- 3 Double-click on HomeFree, and confirm that you really want to remove this software.

If Windows asks about removing the shared file, INETWH32.DLL., keep this file.

4

Removing the HomeFree Drivers and Hardware

To completely remove HomeFree from a computer, you'll also need to remove the drivers and the HomeFree ISA, PCI or PC card.

To remove the HomeFree drivers and hardware from a computer:

- 1 Right mouse-click the My Computer icon on your Window desktop, and choose Properties from the pop-up menu.
- 2 Click the Device Manager tab in the System Properties dialog.
- 3 Click the plus (+) sign next to Network Adapters to display the list of currently installed adapters.
- 4 Select the Diamond Multimedia HomeFree ISA, PCI or PC card, and click Remove.

In the dialog that follows, confirm that you really want to remove this device.

- 5 Click OK.
- 6 When Windows asks if you want to restart your computer now, answer "No."

Instead, shut down the computer, and remove the HomeFree ISA, PCI or PC card.

- 7 Restart the computer.

Chapter 4 Using HomeFree

HomeFree was designed to integrate seamlessly with Microsoft Windows. That is, Windows functions just as it always did, with HomeFree working unobtrusively in the background. But with HomeFree, you'll have access to shared network resources in addition to those already available on each computer. In other words, you don't have to learn anything new about Windows or any of your applications to use HomeFree. This chapter provides complete instructions for using your HomeFree network. It contains six sections:

- [Sharing the Internet Computer.](#) How to access the Internet from any computer on your HomeFree network.
- [Sharing Printers.](#) How to use any printer on your HomeFree network.
- [Transferring Files.](#) How to transfer files from one computer to another over the HomeFree network.
- [Playing Games.](#) How to play multi-player computer games at home or over the Internet, using your HomeFree network.
- [Checking Network Connections.](#) How to find out if the computers on your HomeFree network are communicating properly.
- [Solving Network Connection Problems.](#) How to diagnose network connection problems and reestablish communication.

Sharing the Internet Computer

One of the greatest benefits of HomeFree is that all the computers in your home or small office can be on the Internet *at the same time*, through a *single* Internet connection— it's no longer necessary for you to get off the Internet so others can use it (or vice versa). You can be checking your email while other family members are surfing the Web or playing Internet games.

Getting Ready for Internet Sharing

In order to access the Internet from any computer on your HomeFree network, there are three things you must check:

- One of the computers must be set up as your Internet Computer. If you have not yet set up your Internet Computer, see [“Setting up Internet Service on the Internet Computer” on page 21](#). Then follow the instructions in [“Changing Your Internet Computer” on page 67](#) to set up your Internet Computer.
- The Internet Computer and its modem must be turned on and active on the HomeFree network. (See [“Checking Network Connections” on page 53](#).)
- Any computer from which you want to access the Internet must have a browser installed—e.g. Netscape Navigator/Communicator or Microsoft Internet Explorer.
See [“Installing an Internet Browser” on page 36](#) if you need to install a browser on any of your computers.

Accessing the Internet

Once your Internet Computer and HomeFree network are set up and running, accessing the Internet is simply a matter of opening a browser or email program from any computer on the network.

To access the Internet from any computer on the network:

- Double-click the Internet icon on your Windows desktop, or click Start on the task bar, and choose your browser from the Programs menu.

If the Internet Computer is not already connected to the Internet, it will automatically dial into your ISP and connect. (This may take a moment if it is not already connected.)

You can now use the Internet just as you did when connecting directly from a single computer.

▲ **Note for America Online Users:** If you are using America Online (AOL) as your ISP, the Internet Computer will *not* automatically connect to the Internet when you launch a browser from another HomeFree computer. You must *manually* log onto AOL from the Internet Computer in order for any of your computers to have access to the Internet over your HomeFree network.

▲ **Note for Internet users whose ISP does not use Windows Dial-Up Networking:** Your Internet Computer may *not* automatically connect to the Internet when you launch a browser from any HomeFree computer. If this is the case, you'll have to *manually* log onto the Internet from the Internet Computer in order to provide shared Internet access to the rest of your network.

▲ **Note for laptop users:** When you install HomeFree on a computer, its browser is automatically set up to access the Internet over your HomeFree network. If you want to access the Internet using the laptop's modem while you're away from home, you must *manually* open a Dial-Up Networking connection to your ISP *before* launching your browser.

If you have problems connecting to the Internet via your HomeFree network, there may be an easy solution. See ["I Can't Connect to the Internet" on page 94](#) to diagnose common problems.

Using Two Phone Lines for Your Internet Connection

Shotgun™ is Diamond's exclusive technology that bonds together two modems to work over two ordinary phone lines. For example, if you have a 33.6K modem, and you add a speedy Shotgun-enabled SupraExpress 56K modem to your PC, you get download speeds up to

89.6K. The SupraSonic® II with Shotgun technology integrates two 56K modems on one board for speeds of up to 112K. See our web site at www.diamondmm.com for more information.

Enabling File and Print Sharing

The next two sections provide instructions for sharing printers and transferring files over your HomeFree network. However, you'll need to make sure that File and Print Sharing is enabled in the Windows Networking Control Panel on each of your computers. Following are instructions turning on File and Print Sharing, if it's not already enabled.

To enable File and Print Sharing on a HomeFree computer:

- 1 On the Windows desktop, right-click on the Network Neighborhood icon, and choose Properties from the pop-up menu.
- 2 Click the *File and Print Sharing* button.
- 3 Check both boxes in the File and Print Sharing dialog, if they're not already checked.
- 4 Click OK to close the File and Print Sharing dialog, and click OK again to close the Network Properties dialog.

If you changed the status of either file sharing or print sharing, you'll have to restart the computer in order for these changes to take effect.

Sharing Printers

With HomeFree, any computer in your home or small office can access any printer, even if the printer is connected to a computer in a different room. You no longer have to buy a printer for each of your computers. Likewise, the days of carrying floppy disks to the computer with the printer are over. You can be using your laptop in the backyard and send your work to a printer in the den.

Getting Ready for Printer Sharing

In order to share a printer with any computer on your HomeFree network, there are four things you'll need to check:

- File and print sharing must be enabled in the Windows Networking Control Panel. See “Enabling File and Print Sharing” on page 42.
- The printer must be connected to a computer on your network, and both the computer and the printer must be turned on.
- The printer must be set up as a “shared” printer on the computer to which it is connected.

If the printer is being shared, its name will appear on the list of shared resources when you check network connections, and its icon will appear in the Network Neighborhood, under the computer to which it is connected. See [“Checking Network Connections” on page 53](#).

- The printer must be installed on any other computers from which you want to use it via the network.

If you want to add a new shared printer to a computer on your network, see [“Adding a New Printer” on page 77](#).

Setting Up a Shared Printer

If you don't see a printer when you check network connections (See [“Checking Network Connections” on page 53](#)) and you'd like to share it, follow the steps below.

To share a printer on your HomeFree network:

- 1 Go to the computer that's connected to the printer.
- 2 On the Windows task bar, click Start Settings Printers.
- 3 In the Printers window, right-click on the printer's icon, and choose Sharing from the menu.
- 4 Click the Shared As radio button.
- 5 Click OK.

To make sure that the printer is available on the network, check network connections again from each of your computers.

Installing a Shared Printer on Another Computer

If you want to access a shared printer over your HomeFree network, you must first install it on the computer from which you want to print. You can install the printer over the network, using Network Neighborhood.

▲ **Note:** Depending on the printer's manufacturer and model, Windows may ask you to insert the floppy disk or CD-ROM containing the printer drivers.

To install a printer over the network:

- 1 Double-click the Network Neighborhood icon on the computer where you want to install the printer.
- 2 In the Network Neighborhood window, double-click the icon of the computer that the printer is connected to.

The printer should be listed as one of the shared resources available on that computer. If it does not appear there, make sure that it is set up as a shared printer.
- 3 Click on the printer's icon to select it, and then choose File Install.

The Add Printer Wizard appears on your screen.
- 4 Follow the instructions in the Wizard to install the printer.

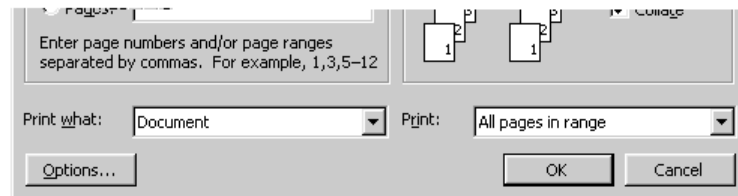
Accessing a Shared Printer Over the Network

You access a shared network printer the same way you'd access a printer that's directly connected to your computer.

To print to a network printer:

- 1 From any Windows application, choose Print from the File menu.
The Print dialog appears on your screen.
- 2 Choose the printer you want to access from the drop-down menu.

The example below shows the printer dialog from Microsoft Word, with an Epson Stylus Pro 600 inkjet printer selected.



- ▲ **Note:** The Print dialog box varies from one application to another. In some cases, it does not contain the printer selection drop-down menu, and you must click Setup and choose a printer from the Print Setup dialog box instead.

If you have trouble accessing a printer on your HomeFree network, turn to [“I Can’t Print to a Network Printer” on page 95](#) for help diagnosing the problem.

Making a Network Printer the Default

If you have more than one printer on your HomeFree network, you can assign any one of them to be the default printer for a given computer. Then, whenever you choose Print from the File menu of an application, the default printer will automatically be selected.

To make a network printer the default on a given computer:

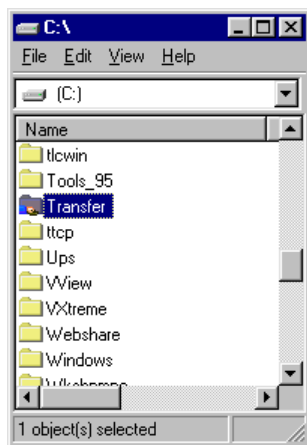
- 1 Click Start on the task bar, and choose Settings→Printers to open the Printers window.
- 2 Right mouse-click on the icon of the printer you want, and choose “Set as Default” from the popup menu.

Transferring Files

With *HomeFree*, transferring files between computers is easy, fast and reliable. You can transfer large files at the click of a mouse—no more copying files to multiple disks in order to transport them from one computer to another. Simply select the file you want to transfer and choose a computer for the destination. It's that easy.

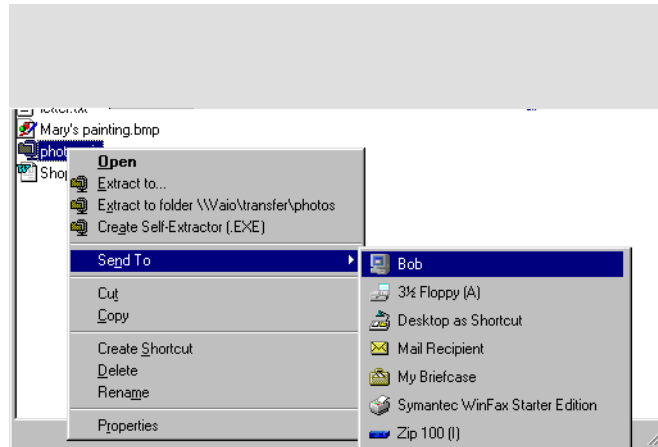
The Transfer Folder

During installation, the *HomeFree* Installer places a special *Transfer Folder* on the C:\ hard drive of each computer.



When you send a file from one computer to another, the file is automatically stored in the Transfer folder of the destination computer, as shown below:





Transferring Files—Method Two

To transfer a file using Network Neighborhood:

- 1 Double-click the Network Neighborhood icon on your Windows desktop, and locate the destination computer in the Network Neighborhood window.
- 2 Double-click the icon of the destination computer.
You should see a Transfer folder in the computer's window.
- 3 Navigate to the folder containing the file you want to transfer.
- 4 Drag the file icon from the source folder to the destination computer's Transfer folder.

The file is *copied* to the Transfer folder on the destination computer.

- ▲ **Note:** For any of these methods, if the destination computer does not appear in the Send To list, see [“I Can’t Transfer a File” on page 96](#) to diagnose the problem.

Retrieving a Transferred File

Files transferred to your computer from other computers are stored in the Transfer folder on your C:\ drive.

To access transferred files:

- Navigate to the folder C:\Transfer. Open the Transfer folder and locate the file you are looking for.

All files that have been transferred to your computer are saved in the Transfer folder.

Deleting a Transferred File

You can remove files transferred to your computer the same way that you delete any files you no longer need from your hard disk.

To delete a file from your Transfer folder:

- 1 Navigate to the folder C:\Transfer.
- 2 Open the Transfer folder, select the file you want to delete, and drag it to the Recycling Bin—or press the Delete key.

Adding a Computer to Your Send To List

If one of the computers on your HomeFree network does not appear in the Send To list for transferring files, you can add it manually.

To add a computer to the Send To list on another computer:

- 1 Double-click the My Computer icon on the Windows desktop.
- 2 Right-click on C:, and choose Find from the menu.
- 3 Type “SendTo” in the Find All Files window, and click Find Now.

▲ **Note:** The SendTo folder is generally located in the C:\Windows directory, but some computer manufacturers may move it to a different location.

- 4 Double-click on the SendTo icon that appears in the window at the bottom of the Find All Files dialog.

The Send To window opens, displaying the current contents of the Send To list.

- 5 Double-click the Network Neighborhood icon on the Windows desktop.
- 6 In the Network Neighborhood window, double-click on the icon of the HomeFree computer that you want to add to the Send To list on this computer.

▲ **Note:** If the computer you want to add does not appear in your Network Neighborhood, you may have a network connections problem. See Checking Network Connections for help diagnosing and solving the problem.

- 7 Drag the Transfer folder from the Network Neighborhood window to the Send To window.

▲ **Note:** Windows will create a shortcut to the Transfer folder in the Send To list. You can rename this shortcut, if you like.

The shortcut to the other computer will now appear in this computer's Send To list.

Removing a Computer from Your Send To List

If you remove a computer from your HomeFree network and you no longer want it to appear in the Send To list on other network computers, you can remove it from the list.

To remove a computer from a Send To list:

- 1 Double-click the My Computer icon on the Windows desktop.
- 2 Right-click on C:, and choose Find from the menu.
- 3 Type "SendTo" in the Find All Files window, and click Find Now.

▲ **Note:** The SendTo folder is generally located in the C:\Windows directory, but some computer manufacturers may move it to a different location.

- 4 Double-click on the SendTo icon that appears in the window at the bottom of the Find All Files dialog.

The Send To window opens, displaying the current contents of the Send To list.

- 5 Drag the icon for the computer you want to remove to the Recycle Bin, and empty the bin.

Playing Games

HomeFree wireless technology adds a new dimension to PC gaming. You and other family members or friends can sit at different PCs in your home and compete head-to-head in a battle of wits, skill, or adventure. In addition, you can connect with a growing community of gamers on the Internet.

About Multi-Player Gaming

Over the past two decades, computer games have evolved from simple, stylized arcade shoot-em-ups into fantastic computer-generated worlds. Pushing the envelope in multimedia computing power, PC games now feature lifelike animated 3D graphics, room-filling digital sound and a wide variety of game genres and play modalities.

Multi-player Gaming Genres

To be sure, the notorious “first person action” genre is more popular than ever. But, the role of the computer is shifting from adversary to facilitator. In the latest multi-player games, the computer provides an elaborate framework for the game, including staging and live action scenes. Your screen enemies—and there can be many—are under the control of other *people*, sitting at computers in other rooms of your home or, thanks to the Internet, across town, in another city or even in another country.

And, if blasting things to smithereens is not your cup of tea, there are plenty of alternatives, such as adventure/exploration games, where you and your teammates can explore exotic alien worlds and solve mind-bending mysteries and puzzles. There are even multi-player computer versions of classic board games, such as Chess and Go. If a

friend or relative lives far away, you can still challenge them to a sporting game of Internet Chess.

Multi-player Gaming Modalities

Multi-player games come in two basic varieties:

- Games which reside on each player's hard drive
- Games which reside on an Internet server.

Games in the first category are sold in the software games section of

To play Internet-based multi-player games, each player simply connects to the Internet and signs on to the Web site supporting the game. If the game has an associated fee, you'll have to register and set up a billing account, typically by credit card.

▲ **Note:** Internet-based games may require downloading a sizeable set of game files to your hard drive.

Checking Network Connections

It is possible for one or more of your computers to become temporarily disconnected from the network for various reasons. There are two ways you can quickly determine the connection status of all the computers and peripherals on your network:

- [Checking Connections using the HomeFree Assistant.](#)
- [Checking Connections using Network Neighborhood.](#)

▲ **Note:** Even if your computers and printers are displaying a “connected” status, too many walls, enclosures or other obstacles in the transmission path can create enough interference to reduce or inhibit the flow of data between them. If all your computers and printers appear on the network connections lists, but you are having trouble transferring files, printing, or accessing the Internet over the network, see [“Solving Network Connection Problems” on page 57](#) for help diagnosing and correcting the problem.

Checking Connections using the HomeFree Assistant

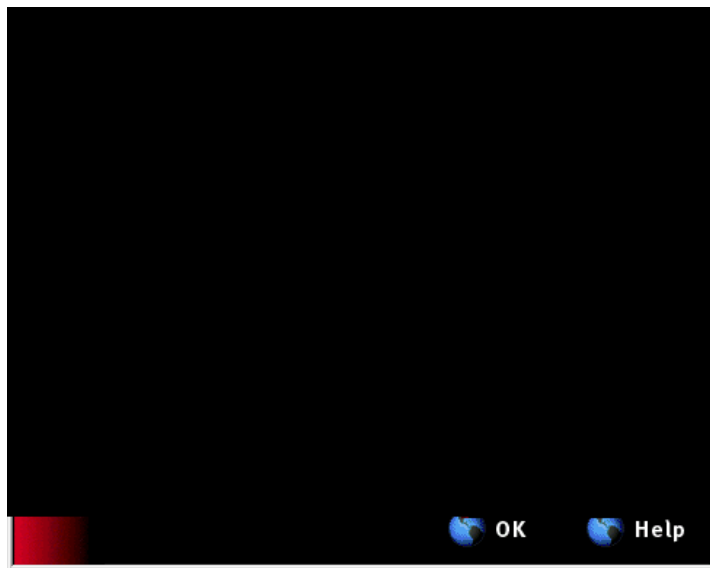
The HomeFree Assistant software is automatically installed on each computer in your HomeFree network. You can use the HomeFree Assistant to determine which computers and peripherals are connected to your network. The HomeFree Assistant also enables you to make certain changes to your network setup. (See [Chapter 5](#) for more information about the HomeFree Assistant and network changes.)

To check network connections with the HomeFree Assistant:

- 1 Go to any computer on the network.
- 2 Click Start on the task bar, and choose Programs→HomeFree→HomeFree Assistant

- 3 Choose Check Network Connections from the menu.

The Network Connections screen appears, listing the names of any computers, transfer folders and printers that are currently connected on your HomeFree network, as shown in the example below.



- ▲ **Note:** If you have three or more computers on your network, it's a good idea to run the network connections check on all of them to make sure that each one is communicating with *all the others*.
- 4 Examine the network connections list on each computer. All the lists should be the same.
 - If a computer is missing from a network connections list, see [“Solving Network Connection Problems” on page 57](#) for help diagnosing and correcting the problem.
 - If one of your printers is missing from a network connections list, or if you're having problems printing to a printer that is on the list, see [“I Can't Print to a Network Printer” on page 95](#)
 - If all of your computers and printers appear on the network connections lists, but you are still having problems completing file transfers, printing, or accessing the Internet over your

network, there may be obstacles inhibiting the data flow on your network. See [“Solving Network Connection Problems” on page 57](#) for help diagnosing and correcting the problem.

Checking Connections using Network Neighborhood

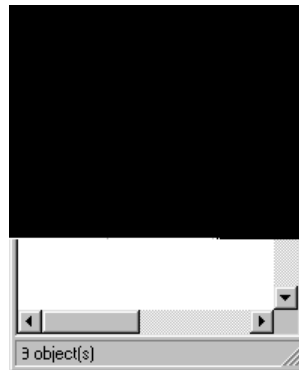
In addition to the HomeFree Assistant, you can access the Network Neighborhood, a feature built into Microsoft Windows, to determine which computers and printers are connected on your HomeFree network.

Finding out which computers are connected

To view the computers in your network neighborhood:

- 1 Double-click the Network Neighborhood icon, located on your Windows desktop.

The Network Neighborhood window displays any other computers currently accessible on your HomeFree network, as shown in the example below:



- 2 Examine the network connections list on each computer. All the lists should be the same
 - If the Network Neighborhood does not show computers that should be connected, see [“Solving Network Connection Problems” on page 57](#) to diagnose and correct the problem.

- If all of your computers appear in the Network Neighborhood, but you are still having problems completing file transfers, printing, or accessing the Internet over your network, there may be obstacles inhibiting the data flow on your network. See [“Solving Network Connection Problems” on page 57](#) for help diagnosing and correcting the problem.

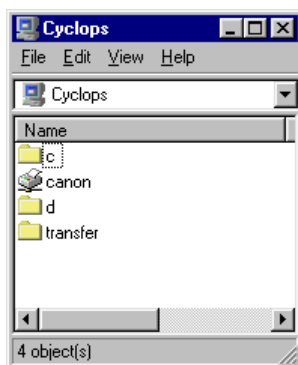
Finding out which printers are connected

You can also use Network Neighborhood to determine if a printer is available on a particular computer.

To determine if a network printer is available:

- 1 Double-click the Network Neighborhood icon, located on your Windows desktop.
- 2 In the Network Neighborhood window, double-click the icon of the computer that is directly connected to the printer you’re checking.

A window opens for that computer, displaying its shared hard drives, folders and printers, as shown in the example below:



- ▲ **Note:** If the computer you’re checking has a printer attached, but the printer does not appear in this window, make sure that you can print directly from that computer. For more information, see [“I Can’t Print to a Network Printer” on page 95](#).

Solving Network Connection Problems

If HomeFree is properly installed on each of your computers, and if all the computers and their peripherals are turned on and located within a 100 foot circle, it should perform properly. However, there are two main types of connection problems that you may encounter with HomeFree:

- A computer or printer becomes temporarily disconnected from the network and does not appear in the network connections list or the Network Neighborhood when you check network connections.
- All your computers and printers seem to be connected (i.e., they appear on the network connections lists), but you experience any of the following problems:
 - Transferring or printing files takes an exceptionally long time.
 - Transferring or printing a file results in a Windows error message stating that the target computer or printer is not available on the network.
 - Connecting to the Internet over the network launches your browser, which stalls and eventually times out with a message that it cannot locate the server for the URL you have selected.

There are four common reasons why one or more computers or peripherals may not be able to communicate properly over your HomeFree network:

- A computer or peripheral device is turned off.
- A computer switches into an energy-saving “sleep” or “hibernation” mode.
- A computer is out of range of other computers on the HomeFree network.
- An object, an enclosure, or another 2.4 GHz device is interfering with data transmission.

Any of these situations can cause computers to become temporarily disconnected. Either or both of the last two situations are typically responsible for seemingly connected computers to have transmission problems, such as those listed above.

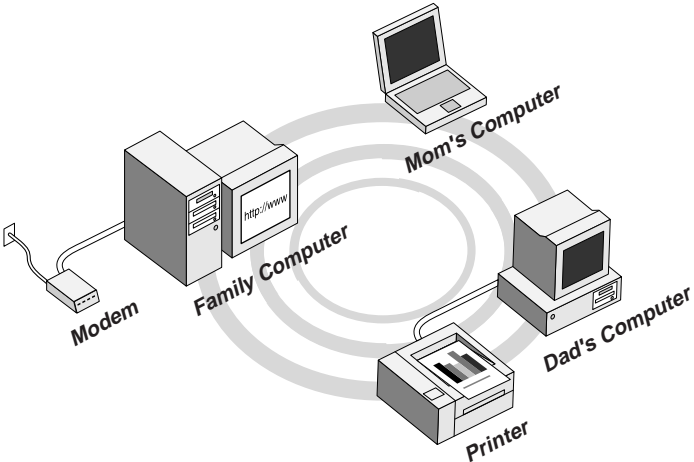
The remainder of this section discusses each of these situations and provides suggestions for reestablishing or improving network connections in each case. Also, see the section, [“I’m Having Network Connection Problems” on page 93](#), for additional troubleshooting information.

Computer or Peripheral Turned Off

If you turn off a HomeFree computer, that computer and *any peripherals connected to it* (e.g. a printer or a modem) will no longer be accessible to any other computers on the network. For example, suppose you’ve set up a HomeFree network with three computers:

Computer Name	Features
Mom’s Computer	Is a laptop computer. It accesses the Internet via the Family Computer over the HomeFree network and prints to the printer connected to Dad’s computer.
Dad’s Computer	Has a printer attached. It accesses the Internet via the Family Computer over the HomeFree network.
Family Computer	Has a modem attached and serves as the Internet Computer for this network. It prints to the printer attached to Dad’s computer.

The figure below shows this network.



The table below shows the effects of turning off each of these computers and peripherals.

Device Name	Effect of Turning Off this Device
Mom's Computer	Other computers cannot connect with Mom's Computer. (i.e. they cannot transfer files to it or play games with it.)
Dad's Computer	Other computers cannot connect with Dad's Computer, and no one can print.
Printer	No one can print, but other computers can still connect with Dad's computer.
Family Computer	Other computers cannot connect with Family Computer, and no one can access the Internet.
Modem	No one can access the Internet, but other computer can still connect with Family Computer.

In all of these cases, simply turning the computer or peripheral on will restore the lost network connection.

Computer in Sleep or Hibernation State

Virtually all computers manufactured recently are “green” compliant, meaning that they meet established energy conservation standards. The implementation of green features, which have names such as *sleep* or *standby* varies by computer brand and model. But all green modes have similar functionality: When the computer has been sitting idle for a preset amount of time, it automatically blacks out the display, spins down the hard drive and switches into a low power, standby mode. As soon as you move the mouse or touch a key, the computer “wakes up” and switches back to full power mode.

▲ **Note:** In addition to a sleep and standby state, most laptop computers have a *hibernation* or *suspend* state in which the computer saves vital status information to a hard drive and then powers down completely. When the computer is turned back on, the computer is automatically restored to its previous state.

A computer in a sleep or hibernation state *may or may not be available* to the HomeFree network. If it cannot process network signals while

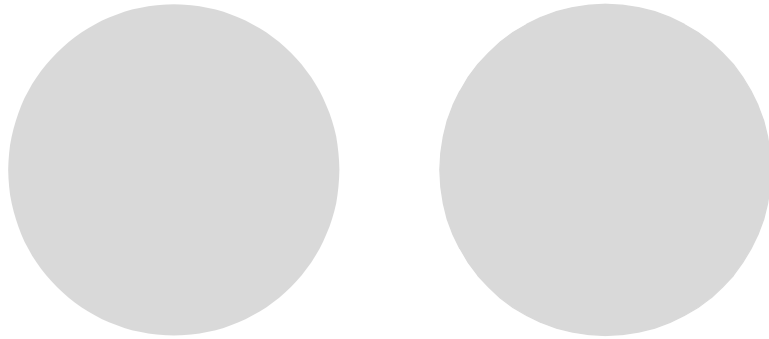
in low power mode, it will act the same way as a computer that is completely turned off. A computer that has turned itself off in a hibernation or suspend state will *not* be available to the network.

Since green features vary from computer to computer, you will have to experiment to determine the effects of sleeping or hibernating computers on your HomeFree network. On some computers, you can adjust or even turn off the sleep or hibernation timer from Windows by clicking the Start on the task bar, choosing Settings→Control Panels, and double-clicking on the Power Management icon in the Control Panels window. In most cases, you can simply “wake up” a sleeping computer that isn’t responding to the network. Refer to the user manual that came with your computer for instructions on waking it from a sleep or hibernation state.

▲ **Note:** In order to ensure that all the computers on your HomeFree network have Internet access, verify that your Internet Computer can communicate with the network while it is in a sleep or standby state. If necessary, turn off the sleep or hibernation feature on the Internet Computer.

Computer and Peripherals Out of Range

If you move a computer out of range of the network, that computer and any peripheral devices connected to it may become unavailable to some or all of the computers on the network, just as if the computer were turned off. In order to ensure that all of your computers can communicate with each other, you should place them so that they all lie within the boundary of a 100 foot imaginary circle. A computer lying outside this range, as shown in the right-hand diagram on the facing page, may or may not be able to communicate with the other computers on your HomeFree wireless network



After moving the out-of-range computer closer to the others, check its connections status using the *HomeFree* Assistant or the Network Neighborhood. You may be able to reestablish a connection by simply re-orienting the computer or moving it slightly.

- ▲ Note: Even if your computers are located within 100 feet of each other, too many walls, enclosures or other obstacles in the transmission path can create enough interference to reduce or inhibit the flow of data between them. If all your computers appear on the network connections lists, but you are still having trouble transferring files, printing, or accessing the Internet over the network, you may either have to identify and remove transmission obstacles, or move the computers closer together until they can communicate reliably.

Other Connection Problems

If your computers are turned on, not “asleep” or “hibernating,” and located within a 100 foot circle, but you are experiencing either of the following problems, something in your home or office may be blocking or limiting network data transmission:

- A computer or printer becomes temporarily disconnected from the network and does not appear in the network connections list or in the Network Neighborhood when you check network connections.
- All your computers and printers seem to be connected (i.e., they appear on the network connections lists), but you experience problems when transferring or printing files or when connecting to the Internet over the network.

Here are some obstacles that may interfere with wireless data transmission:

Large metal objects

Large metal objects, such as a metal desk can interfere with wireless data transmission. For example, if you’ve located the computer that’s having connection problems under an all-metal desk, where it is enclosed by metal on three sides, the desk may be blocking its transmission signals. Try moving the computer next to the desk or on top of it to see if the computer can connect with the network.

- ▲ **Note:** Even a wooden desk can cause some interference if the computer is placed under the desk and there are many walls between this computer and others on the network.

Large bodies of water

HomeFree’s very high frequency radio waves cannot transmit through water. For example, if you locate a computer directly in front of a large fish tank, a computer on the other side of the tank may not be able to communicate with it. Relocating the computer away from the fish tank should solve this problem.

Interference from a wall

If you locate a HomeFree computer too close to a wall, the wall may interfere with the connection to other computers on your HomeFree

Chapter 5 Maintaining HomeFree

Since your computers now communicate with each other and share resources, you'll need to update the HomeFree configuration on one or more of your computers whenever you make changes that affect the network. For example, if you change your Internet Computer, the network must be re-configured to communicate with the Internet through the new computer.

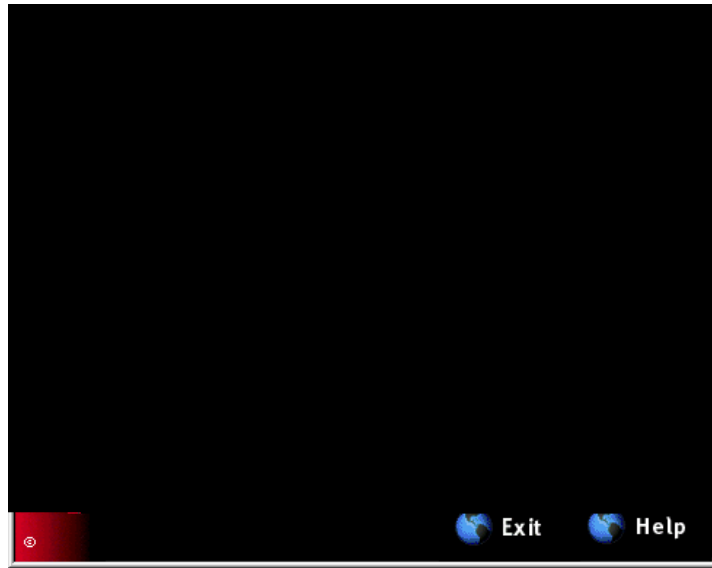
This chapter introduces [The HomeFreeAssistant](#), a program used for [Checking Network Connections](#) and for updating your network whenever you make the following changes:

- [Changing Your Connection to the Internet](#)
- [Adding a Computer to Your Network](#)

In addition, this chapter provides instructions for making other changes that don't require the HomeFree Assistant, but do affect the network. These include:

- [Removing a Computer from Your Network](#)
- [Changing Your Modem](#)
- [Adding, Removing or Moving a Printer](#)

The HomeFreeAssistant



The HomeFree Assistant is a network maintenance application that you'll need to run on one or more of your computers in any of the following situations:

To Make this Network Change:	Run the HomeFree Assistant on:
Change Internet service providers...	Your Internet Computer.
Move your Internet Computer from one computer to another...	Both the existing Internet Computer and the new Internet Computer.
Add a new computer to the network...	All of the existing HomeFree computers.

In addition, you can run the HomeFree Assistant on any computer to see which computers and peripheral devices are actively connected on your network. (See [“Checking Network Connections” on page 53.](#))

To run the HomeFree Assistant:

- Click Start on the task bar, and choose Programs→HomeFree→HomeFree Assistant

The remaining sections in this chapter provide step by step instructions for making various changes that affect your HomeFree network.

Changing Your Connection to the Internet

If you make either of the following changes to your HomeFree Internet connection, you'll need to update the settings on your Internet Computer using the HomeFree Assistant:

- [Changing Your Internet Computer](#)
- [Changing Your ISP](#)

This section provides instructions for making each of these changes.

Changing Your Internet Computer

Why change your Internet Computer? The table below shows the four main reasons and what you'll need to do in each case:

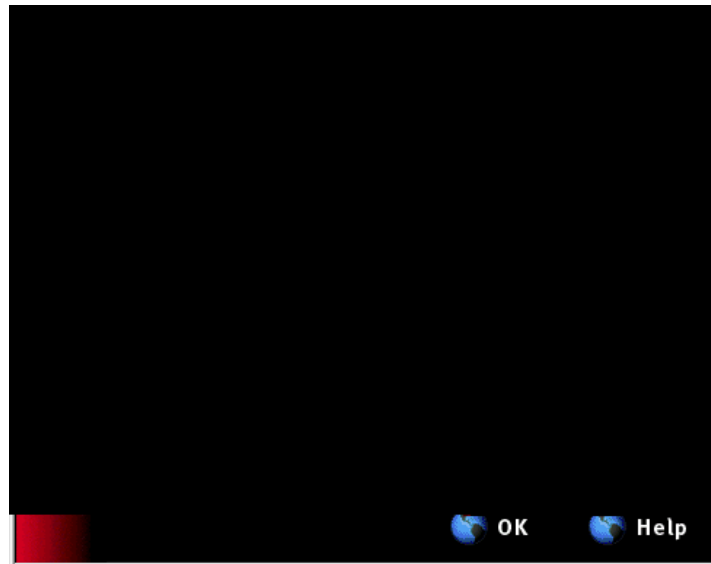
Reason for Change	What to do
When you installed HomeFree, you chose not to provide shared Internet access over your network, but you now want to make one of your computers the Internet Computer for the network.	<p>First, set up Internet Service on your chosen Internet Computer. See “Setting up Internet Service on the Internet Computer” on page 21.</p> <p>Then, begin with Step 5 in the instructions on the next page to make this your Internet Computer.</p>
You added a new computer to your HomeFree network, and you want it to be your Internet Computer.	<p>First, add the new computer to your network. (See “Adding a Computer to Your Network” on page 70 for instructions.)</p> <p>Then change the Internet Computer following the instructions below.</p>
You want to remove the existing Internet Computer from your network, and you must choose a different computer to serve as the Internet Computer.	<p>First change the Internet Computer following the instructions below.</p> <p>Then remove the old Internet Computer. (See “Removing a Computer from Your Network” on page 73 for instructions.)</p>
You decide to switch your Internet Computer among your existing computers (for example, after upgrading a modem).	Follow the instructions below to change your Internet Computer.

Following are the instructions for changing your Internet Computer.

- ▲ **Note:** If you have a cable modem, or if you are using America Online as your ISP, skip directly to Step 1 below. Otherwise, before you begin, write down the name of the Dial Up Networking profile, the user name, and the password that you use to connect to the Internet through your ISP on your current Internet Computer.

To change your Internet Computer:

- 1 Make sure that no one is using the Internet over your *HomeFree* network, that all browsers have been closed, and that the Dial-Up Networking connection is closed on the existing Internet Computer.
- 2 Go to your existing Internet Computer, click Start on the task bar, and choose Programs→*HomeFree*→*HomeFree* Assistant.
- 3 Choose Update Internet Settings from the *HomeFree* menu.
You'll see this screen:



- 4 Choose *Remove Internet Sharing from this computer*, and click Yes on the warning screen that follows.

This computer is no longer your Internet Computer.

- 5 Go to the new Internet Computer, and set up Internet service on it—if you haven't done so already. (See [“Setting up Internet Service on the Internet Computer” on page 21.](#))
- 6 Run the HomeFree Assistant on the new Internet computer by clicking Start on the task bar, and choosing Programs→HomeFree→HomeFree Assistant.
- 7 Choose *Update Internet Settings* from the Assistant's main menu.
You'll again see the window shown on the previous page:
- 8 Choose *Make this the Internet Computer*, and click Continue on the confirmation screen that follows.

You'll see an Internet Setup window on your screen:

- ▲ **Note:** If you have a cable modem or other direct Internet connection, or if you are using America Online as your ISP, the Internet Setup window will *not* appear on your screen.
- 9 Choose your ISP Dial-Up Networking connection from the drop-down list, and enter your Internet account user name and password in the appropriate boxes.
- 10 Click OK.

You'll be asked to restart the computer.

After restarting, this computer will be your new Internet Computer.

Changing Your ISP

If you decide to switch to a different Internet Service Provider, you will need to set up your new Internet service on the Internet Computer and then run the HomeFree Assistant. Follow the steps below:

- ▲ **Important:** If you are changing from a standard modem to a cable modem, or if you are switching from a standard ISP to America Online, do *not* follow the instructions in this section. Instead, contact Diamond Technical Support for help changing your ISP.

To update your ISP settings:

- 1 Make sure that no one is using the Internet over your HomeFree network, that all browsers have been closed, and that the Dial-Up Networking connection is closed on the Internet Computer.
- 2 Go to the Internet Computer, and follow the instructions provided by your new ISP for setting up Internet service.

You'll create a new Dial-Up Networking connection that includes your new ISP's access phone number, your user name and password.

- ▲ **Note:** Write down the name of the new Dial-Up Networking profile, user name and password. You'll need to enter them again when you update your ISP settings in the HomeFree Assistant.
- 3 When you've finished setting up your new Internet service, make sure you can connect to the Internet directly from your Internet Computer.
- 4 Click Start on the task bar, and choose Programs→HomeFree→HomeFree Assistant.
- 5 Choose *Update Internet Settings* from the Assistant's main menu. An Internet Setup window will be displayed on your screen.
- 6 Choose your new ISP Dial-Up connection from the drop-down list, and enter your user name and Password in the appropriate boxes.
- 7 Click OK.

Your Internet Computer is updated to access the Internet through your new ISP.

Adding a Computer to Your Network

If you want to connect a new computer to your HomeFree network, you must first run the HomeFree Assistant on all of the existing computers and then install the HomeFree hardware and software on the new computer. When you finish installing HomeFree on the new computer, your network configuration settings are automatically updated on all of the computers. Here are the steps for adding a new computer to your HomeFree network.

To add a new computer to your network:

- 1 Set up the new computer following the manufacturer's instructions.

If this computer is going to be directly connected to a printer, external modem, scanner or other peripheral—besides HomeFree—install those devices now.

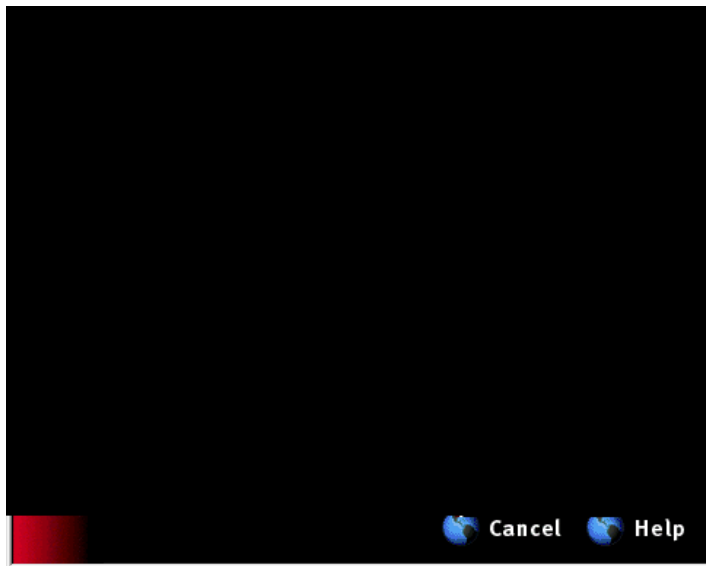
- ▲ **Important:** Do *not* install the HomeFree hardware or software yet; you'll do this at a later step.

- 2 Turn on the new computer, and make sure it is functioning properly as a stand-alone computer.
- 3 If this computer has a modem and is going to become your new Internet Computer, set up Internet service on this computer now, following the instructions provided by your ISP. If not, skip to step 4.

(See [“Setting up Internet Service on the Internet Computer” on page 21](#). If one of your computers is already set up as your Internet Computer, you can use the same access phone number, user name and password when you set up a Dial-Up Networking connection on the new computer. However, you may need to update the modem settings if the new computer uses a different modem. See [“Changing Your Modem” on page 74](#).)

- ▲ **Note:** If you have a cable modem or if you are using America Online as your ISP, skip directly to Step 4 below. Otherwise, before continuing, write down the name of the Dial-Up Networking profile, user name, and password, that you use to connect to the Internet through your ISP on your current Internet Computer. You'll need to re-enter this information on the new computer.
- 4 Turn on all of the existing computers on your HomeFree network, and make sure they are communicating with each other. (See [“Checking Network Connections” on page 53](#).)
 - 5 On each existing computer, click Start on the task bar, and choose Programs→HomeFree→HomeFree Assistant.
 - 6 Choose *Add a new HomeFree Computer* from the Assistant's main menu.

When you've finished, each of the existing computers on your network should be displaying this screen:



- 7 Install the HomeFree hardware and software on the new computer, following the HomeFree installation instructions on pages [23 - 34](#) in [Chapter 3](#).
- 8 If you have more computers to add to your HomeFree network, choose "Yes" in answer to the question, "Would you like to install HomeFree on another computer?" Then, repeat the installation steps in [Chapter 3](#).
- 9 If this is the last or only computer you're adding, choose "No" in answer to the question, "Would you like to install HomeFree on another computer?".
- 10 Click Next.

Simultaneously, all your computers search the network for shared resources (i.e., computers, Transfer folders, and printers). Each computer then displays a Network Connections screen listing the shared resources found.

- ▲ **Important:** The list of shared network resources in the Network Connections screens should be the *same on all of your computers*. If any computer shows a different list from the others, click the

Help button on that screen to troubleshoot missing network connections.

The new computer is now installed on your HomeFree network.

- ▲ **Important:** If the new computer is going to replace your existing Internet Computer, you'll need to run the HomeFree Assistant again to set up that change. See [“Changing Your Connection to the Internet” on page 67](#).

Removing a Computer from Your Network

You can permanently remove a computer from your HomeFree network by uninstalling HomeFree from it. For instructions, see [“Uninstalling HomeFree” on page 37](#).

Removing a computer from the network will affect the network in one of two ways:

- If the computer has no peripherals attached to it, then removing it will simply make it unavailable for file transfers or multi-player games.
 - If you remove the computer serving as your Internet Computer, or if you remove a computer attached to a printer, not only will the computer become unavailable, but all the other computers on your network will lose access to the shared resources—i.e., the Internet or printer. In these cases, to avoid losing network functionality, you must revise your network configuration *before* you remove the computer, as explained below.
- ▲ **Note:** Computers that are temporarily turned off, out of range, “sleeping,” or “hibernating,” will have the same effects on your network as computers that you’ve intentionally removed from the network. However, you can diagnose and correct these temporary problems by following the instructions in [“Solving Network Connection Problems” on page 57](#).

Removing the Internet Computer

If you plan to remove the computer that serves as your Internet Computer, and you still want to access the Internet from other computers on your network, you should first *change* your Internet Computer to a different computer. See [“Changing Your Connection to the Internet” on page 67](#) for instructions. After you’ve set up a different computer as your Internet Computer, then you can permanently remove the old one.

Removing a computer attached to a printer

If you uninstall HomeFree from a computer that has a shared printer attached, that printer will no longer be available over the network. However, its icon will still appear in the Printers folder on each of the other computers.

If you want to remove the printer and the computer, you can manually delete the printer’s icon from the Printers folder on each of the other computers. See [“Adding, Removing or Moving a Printer” on page 76](#) for instructions.

If you only want to remove the computer, but still have access to the printer from the other computers on your network, you’ll need to connect the printer on a different computer and install the printer software on that computer. See [“Adding, Removing or Moving a Printer” on page 76](#) for instructions on moving a printer.

When you check network connections using the HomeFree Assistant, when you restart all your computers, HomeFree will automatically detect the printer’s presence on the new computer and set it up to be shared. You can also share it manually. See [“Setting Up a Shared Printer” on page 43](#) for instructions.

Changing Your Modem

If you upgrade the modem on your Internet Computer, you’ll also need to update the modem settings in the Dial-Up Networking connection for your ISP. HomeFree uses this Dial-Up Networking connection to provide shared Internet access for all of your computers.

- ▲ **Note:** If you're using America Online as your ISP, skip these instructions and update your modem settings directly in the America Online program on your Internet Computer.

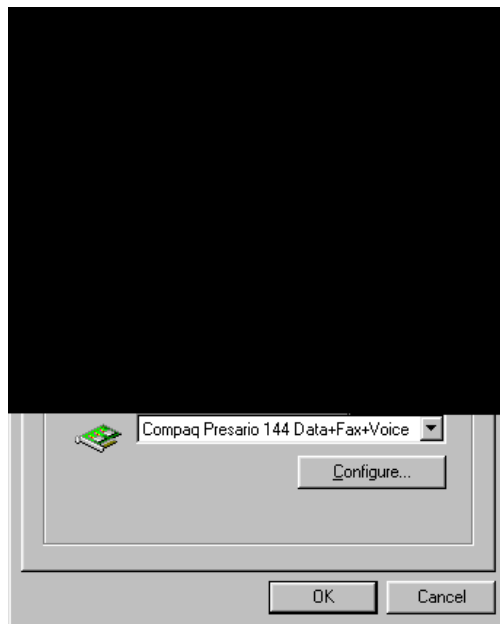
To change the modem on your Internet Computer:

- 1 Install the new modem and driver software, following the manufacturer's instructions.
- 2 Double-click on the My Computer icon on your Windows desktop.
- 3 In the My Computer window, double-click on the Dial-Up Networking folder.



- 4 In the Dial-Up Networking window, right mouse click on the icon of the Dial-Up Networking connection that you use to connect with your ISP, and choose Properties from the pop-up menu.

The General tab should be active. If not, click on it to bring it to the front.



- 5 Choose your new modem from the Connect Using drop down list.
- 6 Click OK.

Adding, Removing or Moving a Printer

This section provides instructions for adding a new printer to your network, removing a printer, or moving an existing printer from one computer to another. Whenever you check network connections using the HomeFree Assistant, or when you restart all of your computers, HomeFree will detect any changes you've made to your printer configuration, and it will automatically install any new printers and update each computer's list of shared printers. Thus, printer changes are not included in the HomeFree Assistant. However, changing your printers does have an effect on your network as a whole, so they've been included in this chapter.

Adding a New Printer

Adding a new printer to any of the computers on your HomeFree network is very straightforward:

To add a new printer:

- 1 Go to the computer where you want to install the printer.
- 2 Follow the manufacturer's instructions for connecting and installing the printer.
- 3 Test the printer on the computer it's attached to.
- 4 On each of the other computers on your network, run the HomeFree Assistant and check network connections. (See [“Checking Network Connections” on page 53](#) for instructions.)
- 5 If the new printer does not appear in the Network Connections list on other computers, share it manually, following the instructions in [“Setting Up a Shared Printer” on page 43](#).
- 6 Test the printer from other computers on the network.

If you can see the printer, but are unable to print to it from other computers, you'll need to manually install it on the other computers. See [“Installing a Shared Printer on Another Computer” on page 44 for instructions](#).

Removing a Printer

When you physically remove a printer from a computer, the printer is not automatically uninstalled from Windows. Like a ghost, its icon remains in the Printers folder of any computer on which it was installed, and its name remains on the list of available printers that appears in Print dialog boxes. There's no harm in leaving the name and icon of a printer that has been removed on your network computers, but there's less chance for confusion if you uninstall the printer on each computer.

The steps below will guide you through the process of uninstalling a printer from its computer and the other computers on the network.

To permanently remove a printer from a computer:

- 1 Turn off the printer and the computer that it's attached to.
- 2 Unplug the printer's power cable, and unplug the printer cable from the computer.

▲ **Note:** If you are replacing this printer, you can connect the new one at this time and turn it on.

- 3 Restart the computer.

If you connected a new printer, follow the manufacturer's instructions for setting it up.

- 4 Click Start on the task bar, and choose Settings→Printers.

The Printers window appears, as shown below:



- 5 Click on the icon of the printer you want to remove, and press the Delete key.
- 6 If Windows asks if you want to remove files that were only used by this printer, answer "Yes."
- 7 Go to each of the other computers on your HomeFree network, and repeat steps 4-6.

The printer and its icon is now deleted from all of the computers on your network.

Moving a Printer

If you need to move a printer from one computer to another, you should first uninstall the printer from the computer it's attached to, and then install it on the computer you want to move it to, as if you were adding a new printer. Here are the steps to follow:

To move a printer:

- 1 Go to the computer that is currently attached to the printer, and remove the printer, following the steps in the section, [“Removing a Printer” on page 77](#).
The printer will be removed from all of your computers.
- 2 Go to the computer where you want the printer connected, and add the printer, following the instructions in the section, [“Adding a New Printer” on page 77](#).

Chapter 6 Troubleshooting HomeFree

This chapter describes some problems you may encounter with your HomeFree network, and it provides suggestions for solving these problems. In most cases, you'll be able to diagnose and solve these problems quickly and easily, following the suggestions provided.

▲ **Note:** If you're having a problem with your HomeFree network, please check this chapter first, to see if the problem is included here, before contacting Diamond Multimedia Technical Support. If the problem you're having is not covered here or if the suggestions provided do not solve the problem, then please don't hesitate to contact us.

This chapter is divided into three main sections:

- [I'm Having Trouble Installing HomeFree - Page 82](#)
- [I'm Having Network Connection Problems - Page 93](#)
- [I'm Having Other Problems with HomeFree - Page 97](#)

At the end of this chapter, you'll find an information form about your network. If you should need to contact Diamond Technical Support, please print a copy of this form, and fill it out first.

I'm Having Trouble Installing HomeFree

This section contains suggestions for solving some problems that may arise during installation. If you encounter a problem that is not described here, or if the suggestions here do not help you solve the problem, please contact Diamond Technical Support. You'll find all the necessary contact information in ["Contacting Customer Support" on page 99](#).

HomeFree Card Not Detected by Windows

Problem: At the beginning of the software Installation, in the section, ["Installing the HomeFree Driver" on page 28](#), neither the Update Device Driver Wizard nor the New Hardware Found window appears on my screen.

Solution: Windows is not detecting your HomeFree hardware.

- If you are installing an ISA or PCI card in a desktop computer, turn off the computer and re-trace your steps through the hardware installation. Make sure the connector pins are properly aligned and firmly seated in the connector slot. Then, turn on the computer and see if one of the windows appears.
- If you've installed a PCI card in a desktop computer, turn off the computer and move the PCI card to another white PCI slot. Turn on the computer and see if Windows detects the card in the new slot.
- If you are installing a PC card in a laptop, make sure that it is plugged in all the way. Then, try re-booting to see if one of the windows appears.
- If you've tried the above suggestions, and still neither window appears on your screen, your computer may not be set up for Plug & Play hardware detection. Please fill out the system information sheet at the end of this chapter, and then contact Diamond Technical Support. A representative will walk you through the process of manually installing the HomeFree drivers.

I Do Not Have a Windows CD-ROM

Problem: During installation of the HomeFree drivers, Windows displayed a dialog requesting that you insert your Windows 95 or Windows 98 CD-ROM to continue. However, your computer came with Windows pre-installed, and a Windows CD-ROM was not included in the package.

Solution: Generally, if a computer manufacturer does not ship a Windows CD-ROM with the computer, the necessary Windows files for changing or updating your system are included on your hard drive.

In the dialog box requesting the Windows CD-ROM, proceed as follows:

- 1 1 In the Path box of the dialog requesting the Windows CD-ROM, type the following:
`C:\Windows\Options\Cabs`
- 2 2 Click OK to have Windows search for the files in this location.
If Windows cannot locate the necessary files in this location, contact Diamond Technical Support for further help.

Which File Should I Keep?

Problem: During the HomeFree driver installation, while installing certain Windows system files, some versions of Windows display the following dialog:

*A file being copied is older than the file currently on your computer.
It is recommended that you keep your existing file.*

Do you want to keep this file?

It is not clear whether to answer “Yes” or “No” to this question.

Solution: You should keep your existing files. Answer “Yes” whenever you see this question during the HomeFree installation.

The HomeFree Drivers were Improperly Installed

Problem: During installation of the HomeFree hardware, Windows detected the HomeFree ISA, PCI, or PC card you installed in this computer, and it displayed the new hardware wizard or dialog screen shown in the section [“Installing the HomeFree Driver” on page 28](#).

You paged through the screens to install the HomeFree drivers, but when you finished, your Windows desktop appeared, and you never saw the HomeFree Installer screen, shown in the section [“Naming the Computer and Installing HomeFree” on page 30](#).

Solution: Windows did not find the HomeFree driver at the default location or the location you entered. When you clicked Next or Finish at the end of the driver installation, Windows exited without installing the HomeFree driver. However, since Windows did detect the HomeFree ISA, PCI or PC card, it flagged this device as not being installed correctly.

To correct this problem, follow the instructions below to remove the error flag and repeat the driver installation.

To reinstall the HomeFree driver:

- 1 Right mouse-click the My Computer icon on your Windows desktop, and choose Properties from the pop-up menu.
The System Properties dialog box appears.
- 2 Click the Device Manager tab.
- 3 Locate the Diamond HomeFree ISA, PCI, or PC card. It will appear under “Other Devices.” (You may have to click the plus sign next to Other Devices to expand this section.)

You should see a bright yellow question mark (?) and/or an exclamation mark (!) in a yellow circle next to the Diamond HomeFree card, as shown above, indicating that there was a problem with the device driver for this card.

- ▲ **Important:** If the HomeFree card does not appear in the list, or if it does not have a yellow exclamation flag, do not continue with these instructions. Contact Diamond Technical Support.

- 4 Select the *HomeFree* card in the list, click Remove, and confirm that you really want to remove this device.

- 5 Click Refresh.

Windows will repeat the hardware detection process and display the wizard or dialog asking you to locate the *HomeFree* driver. Be sure to read the driver installation screens carefully, supply the correct location for the *HomeFree* drivers (usually D:\ for a CD-ROM), and insert the *HomeFree* CD-ROM in the drive when prompted.

- 6 After the *HomeFree* drivers have been installed, you'll be asked to restart the computer. When you click OK, there will be a pause while Windows reconfigures your system. Then, your computer will restart, and the *HomeFree*

“HomeFree Hardware Not Functioning Properly” Error Dialog

Problem: After Windows has finished installing the HomeFree drivers, the HomeFree Hardware Not Functioning Properly error dialog appears on your screen at the beginning of the software installation.

This message indicates that there is a problem with the HomeFree ISA, PCI or PC Card on this computer.

Solution: It is possible that your HomeFree hardware card is not properly seated in its slot. However, it is more likely that your computer does not have enough system resources (IRQs) available to install the HomeFree card. In this case, you'll need to free up system resources to continue the HomeFree installation. The following instructions will help you determine the exact nature of the problem.

Make sure the HomeFree ISA, PCI or PC Card is properly installed:

- 1 If you have an ISA or PCI card installed in a desktop computer, shut down the computer, remove the HomeFree card, and re-insert it in a different ISA or PCI slot. Make sure the card is seated all the way in the slot before closing the computer case.
- 2 If you have a laptop, eject the PC card, and re-insert it in the PC Card slot. Make sure the card is completely plugged into the PC Card slot.
- 3 Restart the computer.

Check the status of the HomeFree driver:

- 1 Right mouse-click on the My Computer icon on your Windows desktop, and choose Properties from the pop-up menu.
The System Properties dialog box appears.
- 2 Click the Device Manager tab.
- 3 Locate the Diamond HomeFree ISA, PCI, or PC card. It should be listed under “Network Adapters” or under “Other Devices.” (You

may have to click the plus sign next to the device name to expand the section.)

- 4 If the HomeFree driver is located under Network Adapters and there is no question mark or exclamation mark next to it, the driver is installed properly and there are no obvious hardware problems. Try running the HomeFree installer again.
- ▲ **Important:** Do not run Setup.exe from the HomeFree CD-ROM. Instead, run Setup.exe from your hard drive, following the instructions in the section, [“HomeFree Software Installation Not Completed” on page 92](#)
- 5 If there is a bright yellow question mark (?) and/or an exclamation mark (!) in a yellow circle next to the Diamond HomeFree card in the Network Adapters section, most likely there are not enough system resources (IRQs) available to install HomeFree.
- 6 To confirm this, select the Diamond HomeFree card in the Network Adapters list, and click Properties. You'll see a message indicating that the HomeFree driver is conflicting with other devices. If you click the Resources tab, the message box below the Resources window specifies the conflicting IRQs.

If you are knowledgeable about setting IRQs, you can try to free up system resources to solve this problem. Otherwise, contact Diamond Technical Support for help solving this problem.

No System Resources Available for HomeFree

Problem: During the installation of the HomeFree drivers, a Windows error dialog appeared stating that one or more Registry Keys were invalid and that installation of HomeFree could not continue.

This type of error message generally appears when a computer does not have enough system resources (IRQs) available to install HomeFree.

Solution: You can confirm this problem by checking the status of the HomeFree driver. If there is an IRQ problem, you'll need to free up system resources in order to continue the HomeFree installation.

Check the status of the HomeFree driver:

- 1 Right mouse-click the My Computer icon on your Windows desktop, and choose Properties from the pop-up menu.

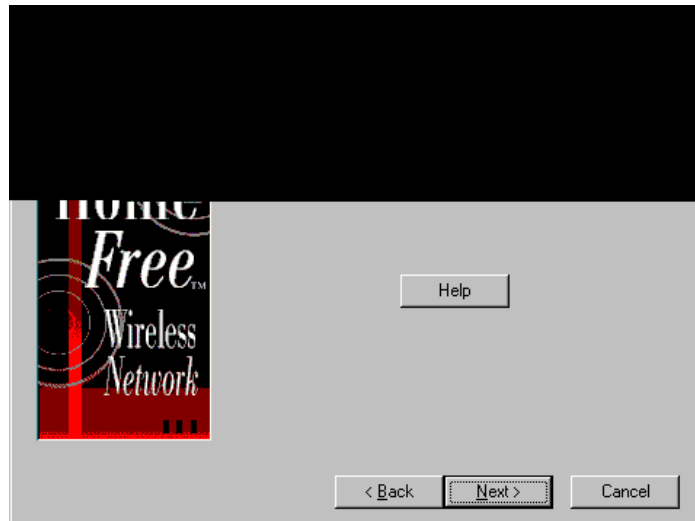
The System Properties dialog box appears.

- 2 Click the Device Manager tab.
- 3 Locate the Diamond HomeFree ISA, PCI, or PC card. It should be listed under "Network Adapters" or under "Other Devices." (You may have to click the plus sign next to the device name to expand the section.)
- 4 If there is a bright yellow question mark (?) and/or an exclamation mark (!) in a yellow circle next to the Diamond HomeFree card in the Network Adapters section, most likely there are not enough system resources (IRQs) available to install HomeFree.
- 5 To confirm this, select the Diamond HomeFree card in the Network Adapters list, and click Properties. You'll see a message indicating that the HomeFree driver is conflicting with other devices. If you click the Resources tab, the message box below the Resources window specifies the conflicting IRQs.

If you are knowledgeable about setting IRQs, you can try to free up system resources to solve this problem. Otherwise, contact Diamond Technical Support for help solving this problem.

HomeFree Cannot Detect Other Installed Computers

Problem: During the software installation, in the section, [“Naming the Computer and Installing HomeFree” on page 30](#) you indicated that this computer was *not* the first one you were installing on your HomeFree network. However, HomeFree could not detect the presence of any other computers on your network, so it displayed the following window on your screen:



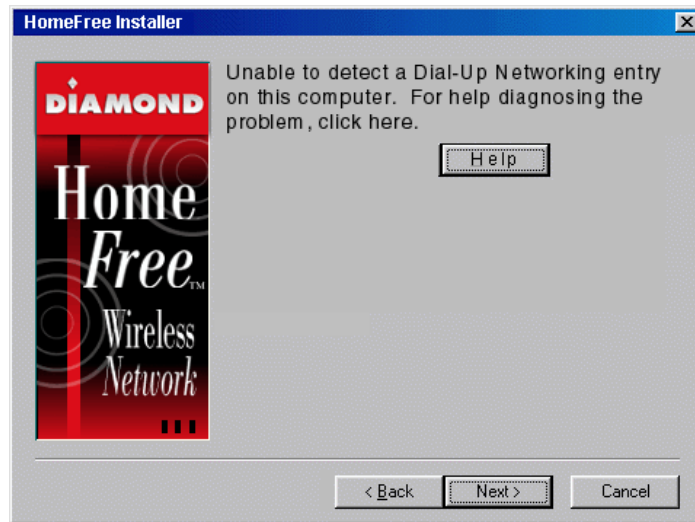
The table on the next page suggests a number of reasons why HomeFree may not be able to detect the computer(s) you've already installed. For each reason, the table provides a suggestion for what to check or try.

Computers Not Detected
Because...

Installer Can't Set Up Internet Computer

Problem: In the Installer or the HomeFree Assistant, you indicated that you want this computer to provide shared Internet access for all the computers on your network, but HomeFree cannot detect any evidence of an Internet connection on this computer.

Instead of asking for your User Name, Password and Dial-Up Networking connection, it displays this window on your screen:



To provide shared Internet access, this computer must have some kind of Internet connection, such as:

- Standard modem with Dial-Up Networking connection
- Standard modem with America Online dial-up connection
- Cable modem, ISDN, or direct Internet connection
- Wired LAN Internet connection

Solution: The table on the next page suggests possible reasons for this problem. For each reason in the left column, the corresponding right column provides instructions for what to do.

Cannot Set Up Internet Computer Because...	What to Do...
<p>Cannot detect a Dial-Up Adapter (modem connection) on this computer.</p> <p>Note: This is not applicable if you have a direct connection to the Internet or if you access the Internet via a wired LAN connection.</p>	<p>Make sure that this computer has a working modem and that the modem is properly installed and functioning. Refer to the instructions provided by the manufacturer of your modem for more information.</p>
<p>Cannot detect a Dial-Up Networking connection on this computer.</p> <p>Note: This is not applicable if you have a cable modem or if you're using America Online as your ISP.</p>	<p>When you install a modem, it is also necessary to set up a Dial-Up Networking connection to your ISP on this computer.</p> <p>Follow the instructions provided by your ISP to set up Internet service, and check the connection to make sure you can connect to the Internet directly from this computer.</p> <p>Note: For America Online or other ISPs that do not use Windows Dial-Up Networking, you'll need to set up a dial-up connection directly in the ISP's software application.</p>
<p>Your Dial-Up Networking connection shows the wrong modem.</p>	<p>If you upgraded the modem on your Internet Computer, be sure you also update your Dial-Up Networking connection. (See "Changing Your Modem" on page 74.)</p>

HomeFree Software Installation Not Completed

Problem: The installer quit, or you cancelled the installation before the HomeFree software was completely installed. In other words, the screen with the following message never appeared:

*HomeFree has been successfully installed on this computer.
Would you like to install HomeFree on another computer?*

Solution: If the HomeFree hardware and drivers are properly installed and working, do not run Setup.exe from the HomeFree CD-ROM. Instead, you can manually restart the installer and complete the installation process as follows:

To run the HomeFree installer manually:

- 1 Click Start on the task bar, and choose Run.
- 2 In the text box, type:
`C:\Hfsetup\Setup.exe`
- 3 Click OK.
- 4 Answer the HomeFree Installer questions, and finish the installation.

I'm Having Network Connection Problems

This section contains suggestions for solving network connection problems. If you encounter a problem that is not described here, or if the suggestions here do not help you solve the problem, please contact Diamond Technical Support. You'll find all the necessary contact information in ["Contacting Customer Support" on page 99](#).

Computers are Not Showing Up on my Network

Problem: When HomeFree displays Network Connections lists on each of your computers, the lists are not the same. In other words, a computer connected to the network does not appear in a network connections list.

▲ **Note:** The Network Connections lists are automatically displayed on each computer at the end of the initial HomeFree installation (see [page 33](#)) and after adding a new computer to the network (see [page 72](#)). You can display the list manually on any computer by choosing "Check Network Connections" on the HomeFree Assistant menu (see ["Checking Network Connections" on page 53](#)).

Solution: One or more computers are turned off, sleeping or hibernating, out of range or experiencing some type of transmission interference.

Go through the section, [“Checking Network Connections” on page 53](#), and make sure all of your computers are communicating with each other.

- ▲ **Important:** In order for your HomeFree network to function properly, each computer must be communicating with *all* of the other computers on your network. If you have three or more computers connected to your network, make sure that you don’t have a situation where one computer is communicating with a second one, but is out of range of a third one. In other words, when you check network connections, the lists of shared network resources *must be the same* on all of your HomeFree computers.

I Can’t Connect to the Internet

Problem: One or more of your computers cannot connect to the Internet through your Internet Computer.

Solution: Here are some tips to help you diagnose and remedy common network Internet connection problems:

- If you are using America Online or another ISP that does not use Windows Dial-Up Networking, your Internet Computer will not automatically connect to the Internet when you launch a browser from another HomeFree computer. First, you’ll need to manually connect to the Internet through AOL or your ISP from your Internet Computer. Once the Internet connection is established, the other computers on your network can access the Internet by simply opening a browser.
- ▲ **Note for laptop users:** If you install HomeFree on a laptop computer that is not your Internet Computer, the laptop’s browser will be set to automatically access the Internet over your HomeFree network. If you want to access the Internet using the laptop’s modem while you’re away from home, you must manually open a Dial-Up Networking connection to your ISP before launching your browser.
- Make sure your Internet Computer is turned on and running properly. If it has switched into a sleep or hibernation state, wake it up. (See [“Computer in Sleep or Hibernation State” on page 59](#).)

- ▲ **Note:** On some newer computer models, entering a deep sleep or hibernation state may disable the HomeFree Internet sharing software. If this happens on your Internet Computer, you'll need to restart it in order to restore Internet sharing for your network. If you are experiencing this problem, you may want to turn off the sleep or hibernation feature on your Internet Computer.
- Go through the section, [“Checking Network Connections” on page 53](#), and make sure all of your computers are communicating with each other. If your computers appear to be connected (i.e., they show up on the network connections lists), but you are having problems transferring files, printing, or accessing the Internet over the network, something in your home or office may be blocking or limiting network data transmission. See [“Solving Network Connection Problems” on page 57](#) for help diagnosing and correcting this problem.
- If you upgraded the modem on your Internet Computer, be sure you also update your Dial-Up Networking connection. (See [“Changing Your Modem” on page 74](#).)
- If everything seems ok, but you still can't connect to the Internet, close any open applications on the Internet Computer, and restart it. Then, close any open applications on your computer and restart it, as well. When both computers have finished restarting, try connecting again.

I Can't Print to a Network Printer

Problem: A printer that you installed on one of your computers is not available to other computers over your network.

Solution: Here are some tips to help you diagnose and remedy common network printer problems:

- Make sure the printer is turned on and that its host computer is also turned on and has not switched into a sleep or hibernation state.
- Make sure that your computers are connected and communicating properly. See [“Checking Network Connections” on page 53](#).

If your computers appear to be connected (i.e., they show up on the network connections list), but you are having problems transferring files, printing, or accessing the Internet over the network, something in your home or office may be blocking or limiting network data transmission. See [“Solving Network Connection Problems” on page 57](#) for help diagnosing and correcting this problem.

- Make sure your computer can see the printer. Check network connections using the HomeFree Assistant, and look for the printer in the Network Connections list. (See [“Checking Connections using the HomeFree Assistant” on page 53](#).) Alternatively, check for the printer in your Network Neighborhood. (See [“Checking Connections using Network Neighborhood” on page 55](#).)
- Make sure that File and Print Sharing is enabled on your computers. See [“Enabling File and Print Sharing” on page 42](#).
- Make sure that the printer is set up as a shared printer on the computer to which it is connected. See [“Setting Up a Shared Printer” on page 43](#).
- Make sure that you've installed the shared printer on the other computers on your HomeFree network. See [“Installing a Shared Printer on Another Computer” on page 44](#) for further instructions.
- If everything else seems OK, but the printer does not show up under its host computer in the Network Neighborhood, it may not be properly set up as a shared network printer. Re-install the printer, following the instructions for [“Moving a Printer” on page 79](#).

I Can't Transfer a File

Problem: The computer to which you want to transfer a file does not appear in the Send To list or in your Network Neighborhood.

Solution: You probably have a network connection problem. To diagnose the problem, do the following:

- Make sure that your computers are connected and communicating properly. See [“Checking Network Connections” on page 53](#).

If your computers appear to be connected (i.e., they show up on the network connections list), but you are having problems transferring files, printing, or accessing the Internet over the network, something in your home or office may be blocking or limiting network data transmission. See [“Solving Network Connection Problems” on page 57](#) for help diagnosing and correcting this problem.

- If the destination computer's name was not installed in this computer's Send To list, you can manually add it to the list. See [“Adding a Computer to Your Send To List” on page 49](#) for instructions.
- If everything else seems OK, but the destination computer still does not show up in your Network Neighborhood, try restarting both the source and destination computers.

I'm Having Other Problems with HomeFree

This section contains suggestions for solving other HomeFree problems. If you encounter a problem that is not described here, or if the suggestions here do not help you solve the problem, please contact Diamond Technical Support. You'll find all the necessary contact information in [“Contacting Customer Support” on page 99](#).

Transfer Folder Not Created

Problem: During the software installation, HomeFree did not automatically create a shared Transfer folder on this computer's C:\ drive.

Solution: You can manually create the folder and set it up to be shared.

To create a shared Transfer folder on your C:\ drive:

- 1 Double-click the My Computer icon on the Windows desktop
- 2 Double-click on the C: drive
- 3 In the C: window, choose File New Folder
- 4 Rename the new folder “Transfer,” and click next to the folder to save the new name.

- 5 Right-click on the Transfer folder and choose Sharing from the pop-up menu.
- 6 In the Sharing Setup panel, click the “Shared As” radio button.
- 7 The Share Name will already be set to “Transfer.”
- 8 In the Access Type section, click “Full.”
- 9 Click OK to save these changes and exit from the sharing set up.

When you view this folder from your desktop or using Windows Explorer, it will appear with a hand along the bottom edge, indicating that it is being shared.

“Cannot Find DHCPClient” Error Dialog

Problem: You have a laptop computer that is connected to a Windows NT server at your office, and you also want to use this computer on your HomeFree network. However, when you try to connect to the HomeFree network, the error dialog, “Cannot Find DHCP Client” appears.

Solution: You need to change a setting in the Network Neighborhood properties.

Proceed as follows:

- 1 Right-click on the Network Neighborhood icon on your Windows desktop, and choose Properties from the pop-up menu.
- 2 Click on the Configuration tab, if it is not already active.
- 3 Click on Client for Microsoft Networks in the scrolling window.
- 4 Click Properties
- 5 Uncheck the “Log on to Windows NT domain” check box.
- 6 Click OK twice to save this change and close the Network Neighborhood set up panel.

Before You Contact Customer Support

In order to expedite calls to Diamond Technical Support, please fill in the information about your network in the blanks below:

Your HomeFree product Serial Number: _____

Your Internet Computer:

Computer Manufacturer: _____

Model: _____ Processor/Speed: _____

RAM Memory: _____ MB _____ Windows 95 _____ Windows 98

Internet Service Provider: _____

Modem Model: _____ Speed: _____

Collect this information from your other computers:

Computer Manufacturer: _____

Model: _____ Processor/Speed: _____

RAM Memory: _____ MB _____ Windows 95 _____ Windows 98

Contacting Customer Support

TECHNICAL SUPPORT

Supra BBS

(541) 967-2444

Fax on Demand

1 (800) 380-0030 or
(541) 967-2424

Telephone

(M-F, 5AM - 7 PM;
Sat. 8 AM - 4 PM, PT)
(541) 967-2450

Fax

(541) 967-2401

CompuServe

GO SUPRA

Email

techsupt@diamondmm.com

Web Site

www.diamondmm.com

FTP

[ftp.diamondmm.com](ftp://ftp.diamondmm.com)

Technical Support Wizard (database search)

<http://itvweb.diamondmm.com/vweb/>

CUSTOMER SERVICE

*phone*1 (800) 468-5846

fax(408) 325-7408

*email*customerservice@diamondmm.com

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