# Hostess® and Hostess *550/554* Windows® 95/98 and Windows NT *Software Installation Card*

## Scope

Use this *Software Installation Card* to install the Hostess or Hostess *550/554* device driver for one of the following operating systems:

- Windows NT
- Windows 95/98

***Note:*** *Other drivers can be downloaded from Comtrol at:*

> ftp (ftp://ftp.comtrol.com)
>
> web site (http://www.comtrol.com)

These device drivers can support up to four of the following Comtrol cards:

- Hostess (4- and 8-port)
- Hostess *550* (4-, 8-, and 16-port)
- Hostess *554* (RJ and quad/octacable)

## Installation Overview

The installation follows these general steps:

1. Set the I/O address and interrupt DIP switches for each card.

    ***Note:*** *Make sure that you set the Mask Enable switch to OFF during the hardware installation. See the* **Hardware Installation Card** *that came with the hardware to set the DIP switches.*

2. Install the card.
3. Install the driver for each port on the card.
4. Configure and attach the interface box (if applicable).

***Note:*** *For more information, see the documentation that came with your card and interface box. This documentation is also available through the web/ftp sites.*

## Windows NT - **Removing a Hostess Port**

Use the following procedure to remove a Hostess port.

1. From the Control Panel, select the **Ports** icon.
2. Highlight the ports associated with the Hostess.
3. Click the **Delete** button.
4. Press the **OK** button to delete the selected COM port when the Ports Control Panel applet appears.
5. After removing all of the ports, reboot the system.

Go to the following discussion to install a new version of the driver.

## Windows NT - **Installing the Driver**

After installing the hardware, follow these steps to install the driver:

1. Boot the system and start Windows NT.
2. *Windows NT 4.0*: Select **Run** from the Start Button.
   *Windows NT 3.51*: From the **Program Manager**, choose **File**, and select the **Run** option.

    You are prompted to select a program to run.

3. If installing from a diskette, type in the following and press **OK** or enter the appropriate path:

    **a:\WinNT\setup**

4. Highlight the appropriate items in the dropdown menus to configure the driver:
    - Board type
    - I/O address
    - IRQ
    - Starting COM Port number
    - Board number

***Note:*** *Make sure that you select values that reflect the hardware settings on the card.*

*To install a Hostess 554, select the Hostess 550 4-port (for quadcable) or Hostess 550 8-port (for octacable) board option.*

5. See the *Verifying Installation* discussion to test the board.

## Windows 95/98 - Removing a Hostess Port

Follow these steps to remove a Hostess port:

1. From the Control Panel, double-click on the **System** icon and select the **Device Manager** tab.
2. Double-click on **Ports (COM & LPT)** to expand the selection to see all port devices.
3. Highlight the port you want to delete and press the **Remove** button.
4. Repeat Step 3 for each port you want to remove.

## Windows 95/98 - Updating the Driver

Follow these steps to update the device driver:

1. From the Control Panel, double-click on the **System** icon, and select the **Device Manager** tab.
2. Double-click on the **Ports (COM & LPT)** option, highlight the port you want to update, and select the **Properties** button
3. Select the **Driver** tab.
4. In *Windows 98*, click the **Update Driver** button and follow the "Update Device Driver Wizard".
   a. Select "Display a list of all the drivers in a specific location, so you can select the driver you want."
   b. Select the **Have Disk** button and use the **Browse** button to locate the new **hostport.inf** file.
   c. Select **Yes** to the "Are you sure you want to use the driver you selected?" query.
   d. Select the **Next** button and then the **Finish** button.
   e. Repeat Steps 4a through d for each port you want to update before allowing Windows to restart.
5. In *Windows 95*, click the **Change Driver** button.
6. Follow the on-line directions. After the changes have been made, press the **OK** button.

   It is normal for the Device Manager to freeze for a minute or so while it is making the changes.
7. Reboot the system to load the new driver.

## Windows 95/98 - Installing the Driver

Follow these steps to install the device driver onto your hard disk:

1. Boot up the computer and start the Windows 95/98 operating system.
2. Open the **Add New Hardware** installation wizard from the Control Panel.
3. On the first page, click the **Next** button.
4. If *Windows 98*:
   a. Click the **Next** button on the "Windows will search for Plug and Play devices" screen.
   b. Click on the **No** button for "No, the device isn't in the list," and select the **Next** button.
5. Select the **No** button to the "Do you want Windows to search for your new hardware?" query and press the **Next** button.

   A list of installable hardware displays.
6. Double-click on **Ports (COM & LPT)** to expand the selection to see all the port devices.
7. Select **Comtrol Corporation** on the right and **Hostess COM Port** on the left (if available), or click the **Have Disk** button and browse for the **hostport.inf** file.

   If using the diskette shipped with the board, the path is:

   > **a:\Win95_98\**

8. Select the **OK** button at the "Install from Disk" screen.
9. Continue by selecting **Next** button with the Hostess COM Port highlighted.

   Windows displays the default computer resources that it will install.
10. Click **Next**.

   ***Note***: *Resources are configured later in this process.*
11. Click the **Finish** button.
12. Answer **No**, when the system asks if you want to shut down.
13. Repeat Steps 2—13 for each port on the card.
14. To configure the resources, double-click on the **System** icon, and select the **Device Manager** tab.

15. Double-click on **Ports (COM & LPT)** to expand the selection to include all of the port devices.

16. Click on the first new port created for the Hostess card, click the **Properties** button, and select the **Resources** tab.

17. Highlight the I/O Range resource type and click the **Change Setting** button.

> ***Note:*** *You will need to adjust the resource selections to the I/O address and IRQ used by the Hostess port.*

18. For the first port, locate the I/O address value that corresponds to the I/O address DIP switch setting on the card and select the **OK** button. See the *Hardware Installation Card* for information about I/O address switch settings.

> ***Note:*** *Each Hostess port needs to be assigned an I/O address 8Hex higher than the previous one. So if the DIP switches on the Hostess card are set for an address of 280 Hex, then:*

Hostess Port 1: 280-287H

Hostess Port 2: 288-28FH

Hostess Port 3: 290-297H

Hostess Port 4: 298-29FH

Hostess Port 5: 2A0-2A7H

19. If necessary, highlight **Interrupt Request**:
    a. Select the **Change Setting** button
    b. Select the value that you set the interrupt (IRQ) on the card and then the **OK** button. See the *Hardware Installation Card* for information about IRQ switch settings.

20. Select **OK** on the "Hostess COM Port Properties" sheet.

21. Select **No** when the Device Manager prompts you to reboot.

22. Repeat Steps 17 through 19 for each Hostess port.

23. Select **OK** on the System Properties sheet.

24. Select **Yes** when the Device Manager prompts you to reboot. The system reboots and Windows is restarted.

25. You can use the *Verifying Installation* discussion to verify that the ports are working.

## Verifying Installation

To test the Hostess driver installation:

1. Insert the loopback plug into Port 0 of the interface.
2. Run the **WCOM.EXE** program bundled with the driver.
3. From the **Ports** menu, select the **Open Port** option.
4. Select the first COM port for the first controller. (Usually, COM5.)
5. From the **Ports** menu, select **Data Send**.
6. You should see data running across the window to indicate that the controller is working properly.
7. Select **Close** or **Exit** to discontinue the test.

## Resolving Installation Problems

If installation fails or if you are trying to resolve a problem, try the following before contacting Comtrol technical support.

- Check the signals between your peripherals and the interface box to verify that they match (if applicable). See the documentation that came with your controller for more information.
- Check to make sure the cables are connected properly.
- Verify your I/O address and interrupt settings.
- Reseat the controller board in the expansion slot.
- Make sure that the expansion slot screw was replaced after inserting the controller.
- Reinstall the device driver, selecting a different I/O address range for the controller.

If you still cannot get the problem resolved:

1. Turn off your PC.
2. Insert the diskette with the Diagnostic that came with your controller into the diskette drive.
3. Power up and reboot the PC, and follow the instructions provided by the diagnostic program.

# Technical Support

Comtrol has a staff of support technicians available to help you. Before you call, please have the following information available:

| Item | Your System Information |
|---|---|
| Model number | |
| Serial number | |
| Interface type | |
| I/O address and IRQ | |
| OS type and release | |
| Device driver version | |
| PC make, model, and speed | |
| List other devices and their addresses | |

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