

## TROUBLESHOOTING

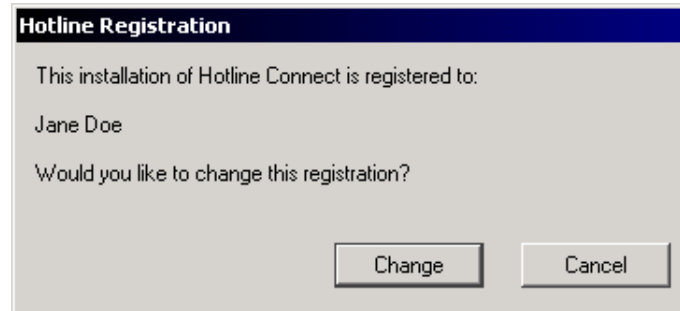
My computer display freezes when I start the Client.	Older versions of the drivers for the Voodoo video card cause problems with Hotline. To fix this, download the newest drivers. If that doesn't work, start a game that uses the video card before you start the Client.
I downloaded the Mac version, but it doesn't work. I have a 68K.	Hotline Client does not have a 68K version right now.
The Client keeps telling me I have an old version of the software and I need to download a newer version.	Check your computer's date settings. If the date is incorrect, change the date.
I got the error message: "Error has occurred ID 1/1"	Make sure that you got your copy of the Client from Hotline Communications Ltd, at either hlserver.com or download.com. If you are sure of the source of the Client, run an up-to-date virus checker. If the virus checker finds nothing, shut down and restart your computer. If that doesn't work, and you are running Windows, uninstall the Client and do a defrag and scandisk. Then reinstall the software.
When I attempt to connect to a server I get the message "Remote host has refused connection."	Any of the following may be true: you are not connected to the net, the server doesn't exist, the server is down, or you are behind a firewall or proxy server. For the last, see <b>Connecting from behind a firewall</b> .

## CHANGING YOUR REGISTRATION INFORMATION

If you get a new license code, you will need to change your registration information. To acquire a new license, please email [newcode@bigredh.com](mailto:newcode@bigredh.com).

### 1 Open the Options window

To open the **Options** window, click the **Options** button on the Toolbar. The **Hotline Registration** window will open with your current registration button.



### 2 Click the Change button

The window will display your current registration information.



### 3 Change the registration information

Enter the new license code, and click the **Ok** button.

## TIPS AND TRICKS

### Client User Functions

You can hold the Alt key on a PC while clicking the Download button. This allows you to pick a directory or rename the file.

#### Quick keys:

These functions are available to all users. PC users should note that Command on Macs is the same as Ctrl on PCs and that Option on Macs is equivalent to Alt on PCs.

Command-K	=	Connect to server
Command-U	=	Open / Close user list
Command-P	=	Open / Close public chat
Command-N	=	Open / Close news
Command-A	=	Select all chat, news, private message
Command-X	=	Cut
Command-C	=	Copy
Command-V	=	Paste
Command-W	=	Close window
Command-F	=	Show root file list
Command-E	=	View selected file (Hotline Connect 1.5 and later)
Command-S	=	Save current file viewed
Command-R	=	Open / Close Server window
Command-T	=	Open / Close tasks
Command-Z	=	Undo
Command-Q	=	Quit
Command-H (Mac OSX only)	=	Hide the application
Control-Option-F	=	Close all file windows

### Client Administration Quick Keys

These functions are available to Server administrators.

Command-M	=	Create new user or view own privileges
Command-O	=	Open existing user
Command-I	=	Get info on selected folder, file or user
Command-P	=	Broadcast (Hotline Connect 1.5 and later)
Command-Option + Drag File / Folder	=	Make Alias (Shortcut) to that File / Folder
Drag File or Folder	=	Move files & folders on the server
Command-Option and Drag File or Folder	=	Make alias/shortcut of files & folders on the server
Option-Disconnect Button	=	Ban user for 30 minutes
Control-Disconnect Button	=	Ban user permanently
Command-?	=	Show / hide names in private chat
Command-Up Arrow	=	In files or news: go to top folder
Command-Right Arrow	=	In files or news: go to bottom folder
Command-Left Arrow (Home)	=	In files or news: go to top folder
Return	=	Open selected folder/news
Return	=	Download selected file

### Function Keys

F1	=	Connect to server
F2	=	Open / close news
F3	=	Open / close public chat
F4	=	Show files
F5	=	Open / close user list
F5	=	Mark read/unread news (Hotline Connect 1.5 and later)
F6	=	Open / close tasks

## TERMS/GLOSSARY

### Agreement

An agreement is a set of rules and conditions that server administrators place on users connecting to their server. It appears during the connection process. Agreeing to it means that you promise to obey the rules set down by the administrator.

### Bookmarks

Bookmarks are Hotline files that remember the address (either IP or DNS) and any account information for servers that you want to visit often. If the server has a dynamic IP address, bookmarks will not work.

### Chat

The system in Hotline Connect that allows users connected to a server to talk to each other in real-time. Everyone connected to a server, with public chat privileges, can see the contents of the public chat.

### DNS: Domain name

A domain name is another system of locating a computer on the Internet. Domain names are usually easier to remember than IP addresses, and use letters or words instead of numbers (for example, yahoo.com).

### Firewall

A firewall is a set of programs that filter the content that passes between the Internet and a local intranet. It protects the contents of the intranet from outsiders. Hotline cannot connect through a firewall without the proper configuration.

### Hotline Connect Server

The Hotline software that turns someone's computer into a server.

### Hotline Network

A network of servers and users, linked over the Internet or within an Intranet, connected together by Hotline Connect software. The Hotline Network is independent of the Web and other Net applications.

Within the Hotline Network, there are servers that form the Hotline Community Network. These servers are registered with Hotline Communication Ltd's group of trackers.

### IP Address

An IP (Internet Protocol) address is a four-part number that your computer uses to find other computers on the Internet. A sample IP address is 207.245.14.170. Servers and Trackers can be identified using their IP addresses.

IP addresses can be assigned statically or dynamically. A computer with a static IP address will always have that IP address, every time it connects to the net. However, often people use a different address every time they connect. This often happens because ISPs will have a pool of addresses that is smaller than the number of users they service. Whenever a user connects, they are dynamically assigned one of the IP addresses in the pool. Servers that are run on computers using dynamic IP addresses cannot be bookmarked.

### Network address

The IP Address or Domain name that you have for a Hotline Server.

### News

The system of news available over the Hotline Network. The news content is server dependent (you'll only see news for Room 222 at the Room 222 server).

### Port

A port is a connection point on a server computer that client programs can connect to. Often, the client programs already know which port to connect to, because the port is specified in the client's code; this is the default port.

However, if the server is using a different port than the default (which the client program expects), the user of the client program will need to specify the port as well as the network address.

The default port for Hotline Connect Servers is 5500, and Hotline uses ports 5500, 5501, 5502, 5503, and 5498 for incoming and outgoing TCP/IP connections, and port 5499 for incoming and outgoing UDP connections. If you cannot connect to a Hotline Server, and you are sure the IP address or Domain name is correct, make sure that the Server you're trying to reach isn't using a different port.

## TERMS/GLOSSARY (CONT.)

### Private Chat

A private chat allows some users connected to a server to talk to each other privately. Only users who have been invited and have accepted can participate and read the contents.

### Private Message

A private message is a short message sent from one user to another, when both are connected to a server. No-one but the person who receives the message can read it.

### Proxy Server

A proxy server is a server that administers the transactions between a workstation and the Internet. It is used to protect the internal network, and to speed up transactions. Hotline cannot connect through a proxy server without the proper configuration.

### Queuing

A queue is a sequence of tasks waiting to act or to be handled. With Hotline Connect, queuing refers to placing the tasks you're doing into a queue, rather letting them happen all at once. Task queuing is on by default in the Client when you install it. If you don't queue your tasks, other users connected to the server will not have a fair chance to run their tasks. Many servers don't allow users who don't queue their tasks to connect.

### Server

A Hotline server is a computer in someone's home or office that's been used for a place for people to visit with the Client. There are thousands of Servers in the Hotline Network. They can be completely private, or public.

### Server Administrator

The person or people who manage a Hotline Server. Admins can grant special user privileges to people visiting their Server, and can also kick off or ban users. Usually, only one of the Administrators is the actual owner of the server, and this person has the most control. The names of full administrators appear in silver on the Users list of a Server. Administrators who have the ability to kick off other users but are not full administrators appear in red in the Users list. (Note: The silver colour for full administrators was added in Hotline Connect version 1.8.4. If you are connecting to a pre-1.8.4 Server or use a pre-1.8.4 Client, all administrators will appear in red.)

### Tracker

A Hotline tracker is a directory of available servers. Servers register with trackers, to make finding them easier. You use trackers to get to servers. When you download the Client, the hltracker.com tracker is already set up. If you think of the Client as a vehicle, and Servers as places to go, Trackers are a cross between road maps and guides to major attractions.

### User

A user is anyone connecting to a Hotline Server using the Hotline Client. A user may be a guest, an account holder, or an administrator.

### User account

The combination of login and password that controls the features of the Hotline Client that a user has access to. Almost every Server Admin provides general guest user accounts to all visitors and special user accounts to their acquaintances or colleagues.