



WELCOME!

Congratulations on purchasing a Diamond product and Shotgun. Shotgun is an application that lets you monitor and control two bonded modem connections. The connections are made using Microsoft's™ Dial-Up Networking. Shotgun allows you to view the status of the connections, and it lets you decide whether you want to control when the second line is added or dropped, or if you want Shotgun to provide Bandwidth on Demand.

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HOW DO I KNOW IF MY ISP SUPPORTS SHOTGUN?

You can use Shotgun if your ISP supports accounts with Multilink PPP Protocol or Multichannel Protocol Plus. If your ISP supports Multilink PPP Protocol, you'll need to ask them for a phone number for your second modem. This is shown on the ["Advanced Tab" on page 12](#).

You can still use Shotgun if your ISP doesn't support the two protocols mentioned above. The limitation is that you will only be able to connect with Line 1. To make bonded connections with Line 1 and Line 2, the ISP must have either Multilink PPP Protocol or Multichannel Protocol Plus.

You also need to ask whether or not you are able to log in twice on the same account. You need to have this capability so that both your phone lines can be connected at the same time to your account at your ISP.

BEFORE YOU INSTALL SHOTGUN

Both Modems Must Be Installed

Make sure that both the modems you plan to use are already installed. You must have two different modems installed (one must be a Diamond 56K modem), and they must be configured on different COM ports.

Your ISP Must be Able to Support Shotgun

You must also have contacted your ISP to find out whether they support Shotgun or not. Read the section ["How do I Know if my ISP Supports Shotgun?" on page 2](#).

You Must Remove any Previous Installation of Shotgun

If you've installed Shotgun before, you must remove the earlier installation before you reinstall. To uninstall, use the Uninstall Shield in Windows 95. Click Start, select Settings, select Control Panel and double-click Add/Remove Programs. Select Diamond Multimedia Shotgun then click the Add/Remove button. Shotgun must be off for it to be removed.

You Must be Using Windows 95

Shotgun currently only works with Windows 95.

INSTALLING SHOTGUN

The following sections will tell you everything you need to do to install Shotgun. Your computer was probably not set up for bonding modem connections, so you may need to install some extra applications to work with Shotgun.

Finding Out if You Have Installed Dial-Up Networking 1.2

Make sure you've read **"Before You Install Shotgun" on page 2.**

If you're installing Shotgun from Diamond's CD-ROM	If you've downloaded Shotgun from Diamond's web site
<i>Remove any previous Shotgun installation (see "Before You Install Shotgun" on page 2.)</i>	
1 Insert the CD-ROM into your CD drive.	1 Find the file you've just downloaded.
2 From the CD-ROM's Main Menu, click the Shotgun logo. This will take you to the Shotgun page, where you'll click the Install button	2 Follow the instructions on the web site for starting the Installer.

- 3 If you don't see any messages about installing Dial-Up Networking 1.2, go to **"Continuing With the Shotgun Installation" on page 3.**

If a message is displayed that you need to install Dial-Up Networking 1.2, you'll exit the Shotgun installation and continue with **"Installing Dial-Up Networking 1.2" on page 3.**

Microsoft's Dial-Up Networking is on the Diamond CD-ROM in the Shotgun section, or you can find it on the Shotgun page on our web site at <http://www.diamondmm.com>.

Installing Dial-Up Networking 1.2

Select the instructions that describe how you're installing, from the CD-ROM or from the web page.

Installing Dial-Up Networking 1.2 from the Diamond CD-ROM

- 1 Click the Dial-Up Networking 1.2 Installer button on the Shotgun Installer page (this page is accessible from the Main Menu of the CD-ROM by clicking the Shotgun logo), and follow the installation instructions.
- 2 Go to **"Continuing With the Shotgun Installation" on page 3.**

Installing Dial-Up Networking 1.2 from the Shotgun Web Page.

- 1 Click the link for downloading Dial-Up Networking 1.2. Follow the installation instructions.
- 2 Go to **"Continuing With the Shotgun Installation" on page 3.**

Continuing With the Shotgun Installation

If you've already started the installation continue with Step 1.

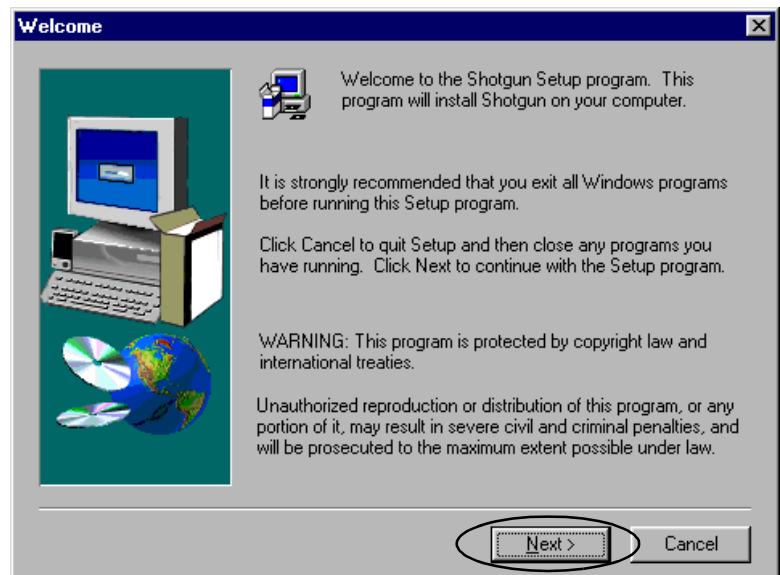
If you had to quit the Shotgun installation to install Dial-Up Networking 1.2, restart your Shotgun installation from either the Diamond CD-ROM (click the Shotgun

icon on the Main Menu to go to the Shotgun page), or from the file you downloaded from Diamond's web site.

- 1 You should exit all Windows programs before running the Shotgun setup program.

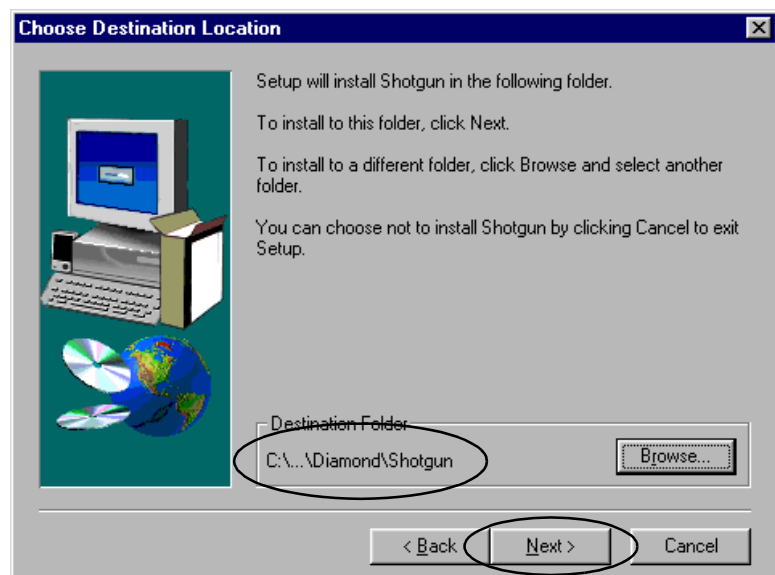
If you need to close some programs, click Cancel, and exit the programs that are running. Then double-click the installer to restart the Shotgun setup.

If you don't need to exit any programs, click Next.

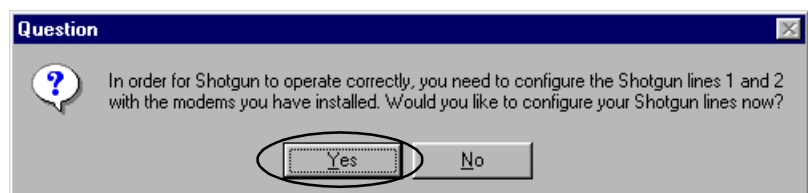


- 2 If the location shown under Destination Folder is where you want to install the software, click Next.

If you want to change where the software is installed on your hard drive, use the Browse button to choose the new location, click OK in that window, then return to this window and click Next.



- 3 Click Yes to select your modems.



- 4 Select which modem is assigned to which line.

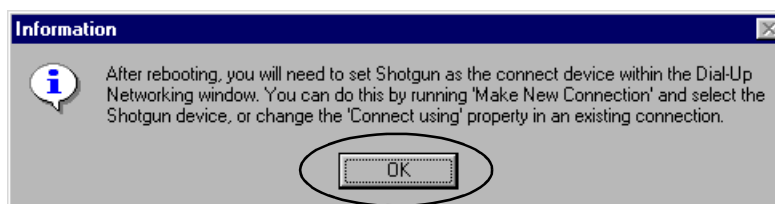
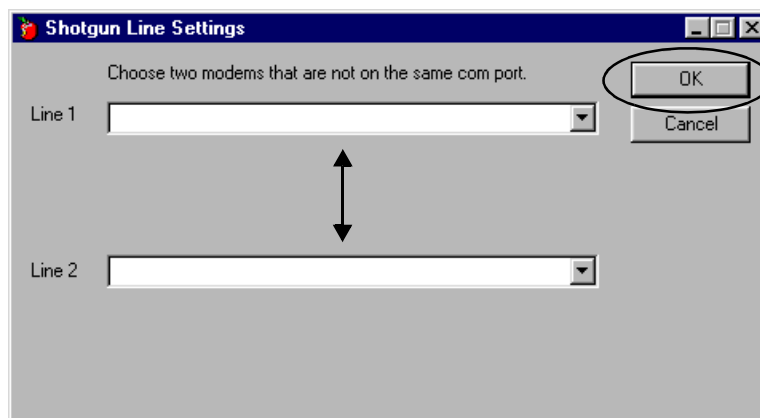
You must select two different modems which are on two different COM ports.

Click OK when you are finished.

NOTE—Line 1 should be the phone line you use the most for data connections, and Line 2 should be the line you use the most for voice calls.

If you are using the SupraSonic II modem, and want to use the features on the Voice Priority Tab (see [page 11](#)), Line 2 must be a phone line which has Call Waiting (contact your local phone company for information about subscribing to Call Waiting).

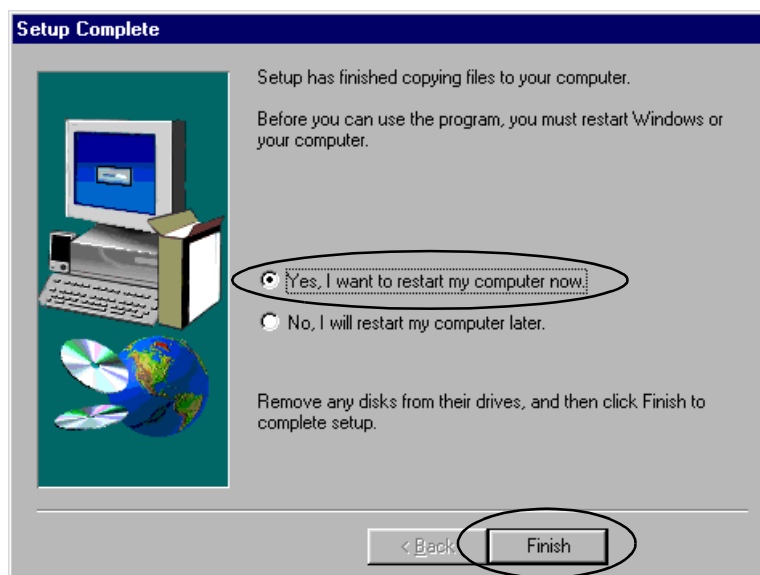
- 5 Click OK.



- 6 Select Yes to restart your computer now.

Click Finish.

Shotgun starts automatically when your computer starts. To verify that Shotgun is running, look for the Shotgun icon. See [page 8](#) for information about the Shotgun icon.



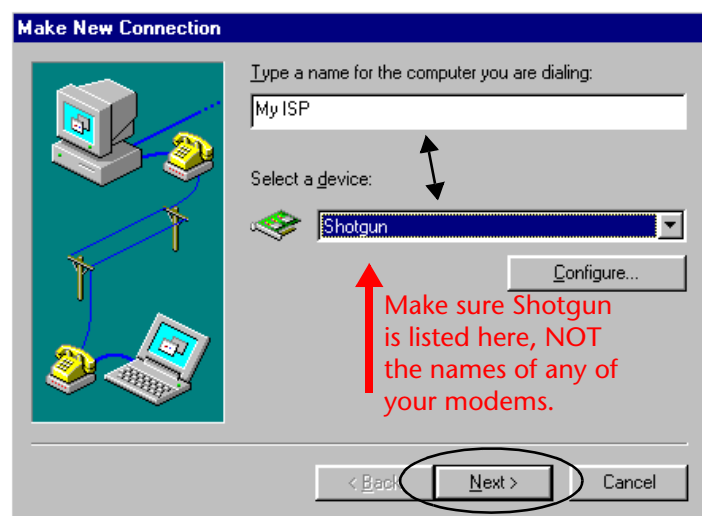
MAKING A NEW CONNECTION IN DIAL-UP NETWORKING

You must have installed Microsoft's Dial-Up Networking version 1.2 for Shotgun to work properly. If you need to install it, it see ["Installing Dial-Up Networking 1.2" on page 3](#). If you don't know whether or not you need to install it, see ["Finding Out if You Have Installed Dial-Up Networking 1.2" on page 3](#).

- 1 If you've just installed Shotgun, wait for your computer to restart, then beginning at Start, select Programs, Accessories, and Dial-Up Networking.
- 2 Double-click the Make New Connection icon.



- 3 Enter the name you want to use for the connection.
Select Shotgun for the device.
Click Next.



- 4 Type the area code and phone number you dial to connect to your Internet Service Provider.
Select the country code.
Click Next.

Make New Connection

Type the phone number for the computer you want to call:

Area code: 360 Telephone number: 555-5555

Country code: United States of America (1)

< Back Next > Cancel

- 5 Click Finish to complete setting up your New Connection.

Make New Connection

You have successfully created a new Dial-Up Networking connection called:

My ISP

Click Finish to save it in your Dial-Up Networking folder. Double-click it to connect.

To edit this connection later, click it, click the File menu and then click Properties.

< Back Finish Cancel

MAKING A CONNECTION WITH SHOTGUN

If you are using Shotgun with an external modem, your external modem must be turned on before you start Shotgun. Because Shotgun starts when your computer starts, you can either turn your computer off, turn your modem on, then turn your computer on again, or you can right-click the Shotgun icon in the taskbar tool tray and select Exit. Turn your modem on. Go to C:\Program Files\Diamond\Shotgun (or wherever you installed Shotgun), and double-click Shotgun.exe.

- 1 From Start, select Program, Accessories, Dial-Up Networking.

Double-click the icon that represents the connection that you just set up for dialing your ISP.

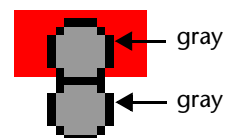
- 2 Dial-Up Networking dials your ISP and makes a connection with the modem you assigned to Line 1 of Shotgun.

Shotgun Icon

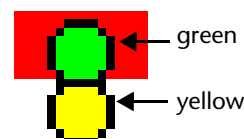
Double-click the Shotgun Icon in the desktop tool tray (in the Windows 95 taskbar) to display the Shotgun window. (The desktop tool tray is where the time is displayed if you have that option turned on.)

The three icons and their meanings are:

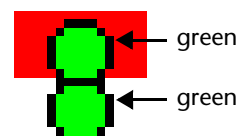
Shotgun is inactive.



Line 1 is in use.



Both lines are in use.



Speed Display

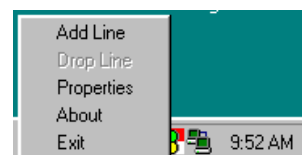
If you hold the mouse over the icon, Shotgun displays the connection speed in BPS. If only one connection is in use, that speed is displayed. If both connections are in use, the sum of the speeds is displayed.



Shotgun Menu

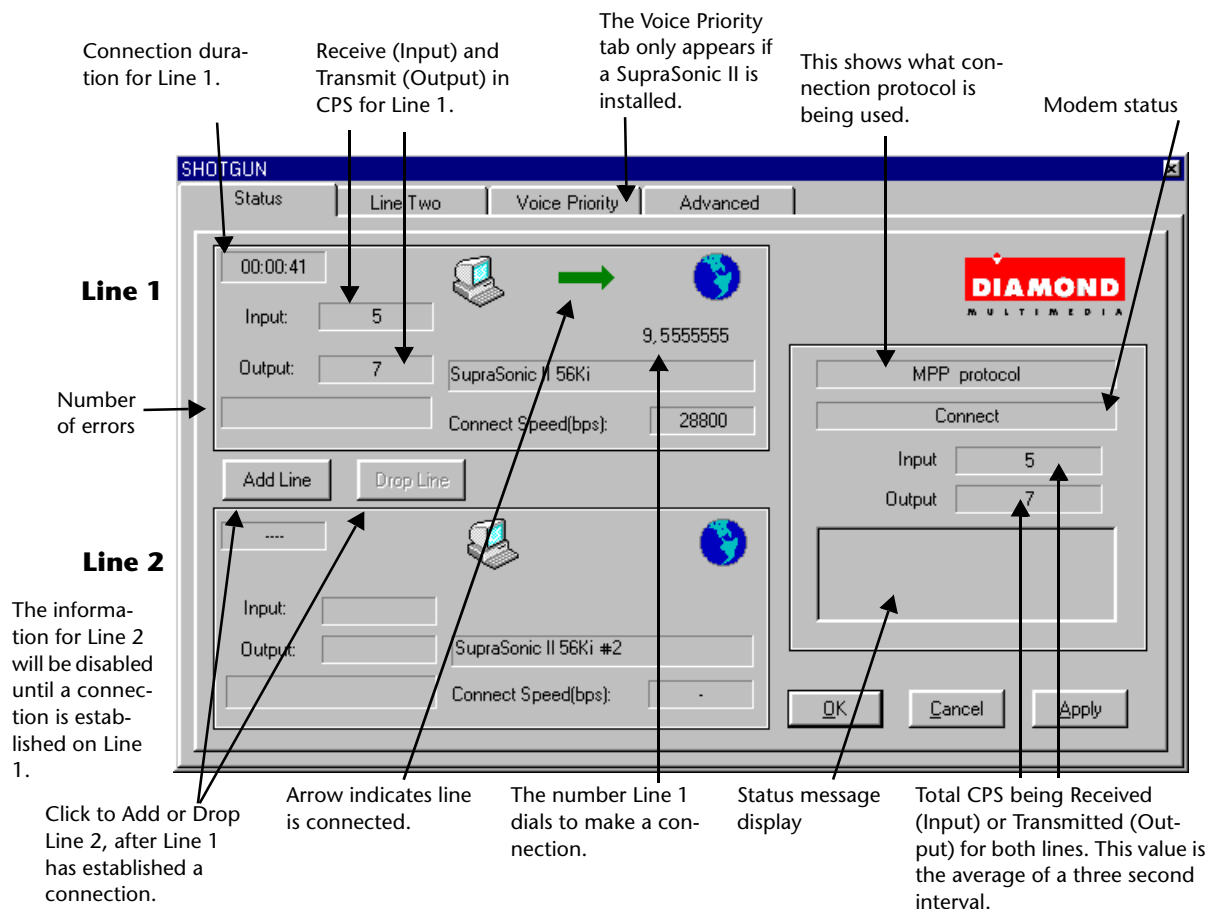
Right-clicking the Shotgun icon displays the Shotgun menu.

If Line 1 is connected, you can use the Add Line command to add Line 2. Drop Line drops Line 2 when both lines are connected.

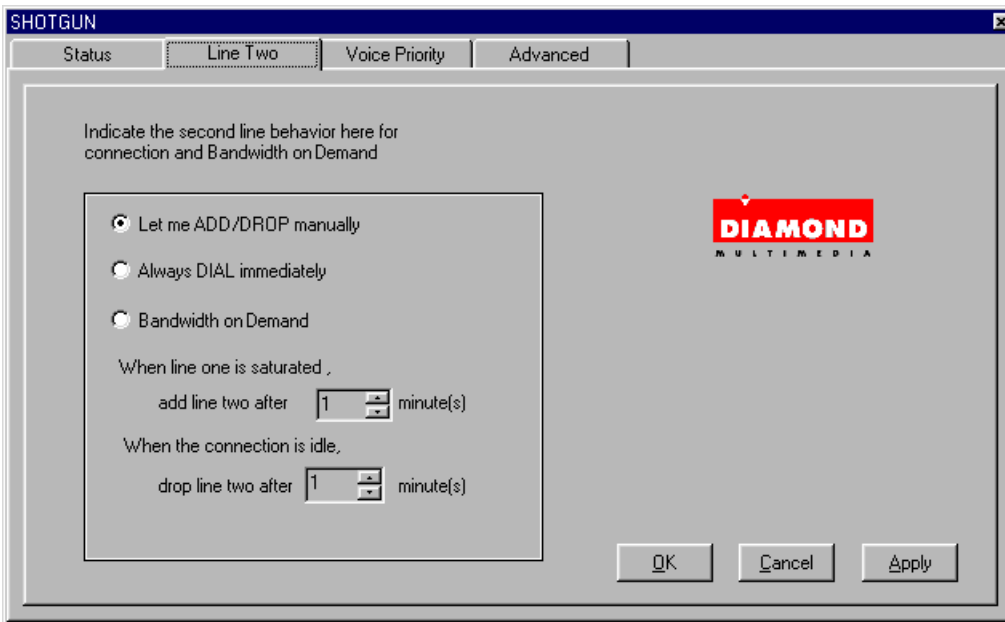


Exit quits the Shotgun application and will remove the icon from the tool tray. To restart Shotgun either restart your machine, or go to C: Program Files\Diamond\Shotgun and double-click Shotgun.exe. (If your hard drive isn't C, substitute the correct letter. If you changed the directory for installing Shotgun while you were installing it, you'll need to look there for the file Shotgun.exe, or use Find from the Windows 95 Start menu.)

Status Tab



Line Two Tab



Let me ADD/DROP manually

You control when Line 2 is added/dropped by using the Add Line button on the Status Tab, or by using the menu in the tool tray (right-click the Shotgun icon).

Always DIAL immediately

Line 2 will be automatically dialed as Line 1 is being dialed.

Bandwidth on Demand

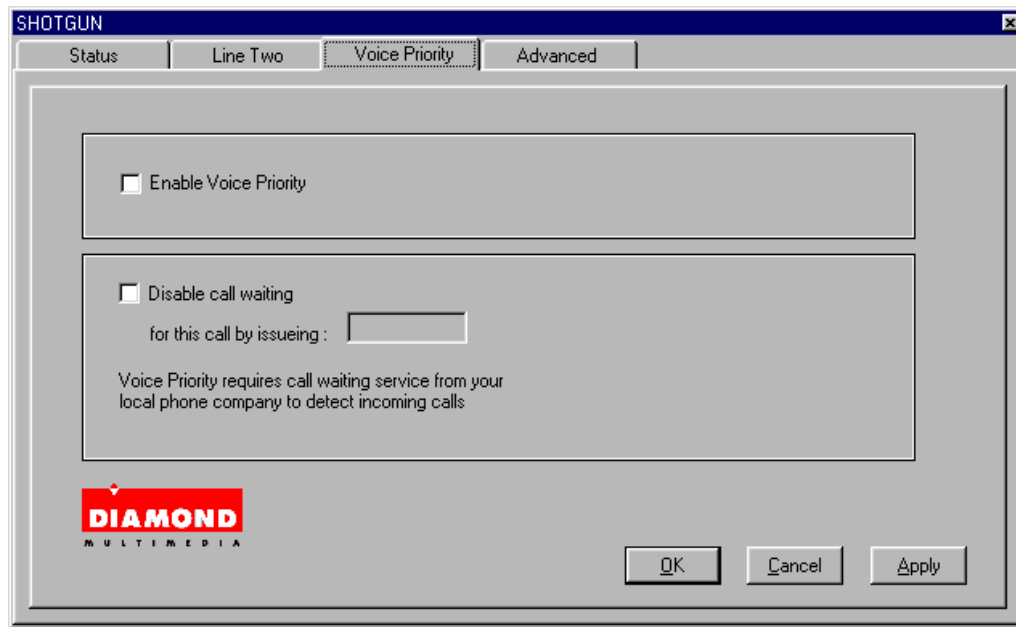
You tell Shotgun to decide when to add/drop Line 2 based on your time settings.

“When line one is saturated” means that if more than two-thirds of Line 1’s capacity is used for the amount of time selected above, Line 2 will be dialed and connected automatically.

“When the connection is idle” means that if Line 2 is not used for the amount of time you specify, then Shotgun will drop Line 2.

Voice Priority Tab

(This is only available if the SupraSonic II modem is installed.)



Enable Voice Priority

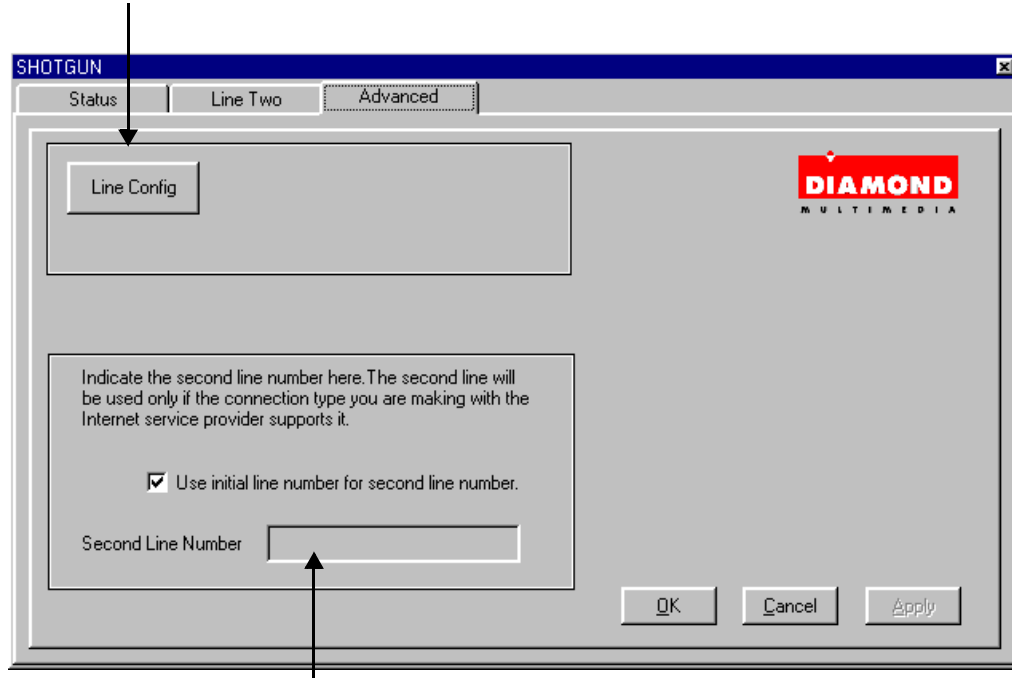
If you have Call Waiting service (you must contact your local phone company for this service), and if you have checked this box, Shotgun will drop Line 2 if an incoming call is detected.

Disable Call Waiting

If you have Call Waiting service, you can tell Shotgun that you don't want Line 2 dropped when a call comes in on Line 2. Check the checkbox and enter the number/symbol sequence (e.g. *70) that turns off Call Waiting (your local phone company can tell you what this sequence is).

Advanced Tab

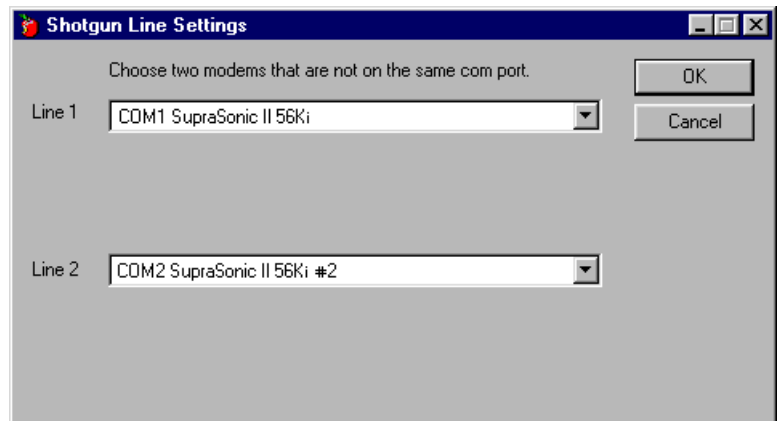
Click the Line Config button to display the window that is shown after this one.



If the checkbox is checked, the number used for dialing Line1 will also be used for dialing Line 2. If your ISP tells you to use a different number, uncheck the box, and add the number. Remember to include any dialing prefixes (e.g., 9,555-555-5555).

This window is accessed by clicking the Line Config button on the Advanced Tab.

Select which modem will be assigned to which of Shotgun's lines. Line 1 is always used first when connecting.



TROUBLESHOOTING

My browser says the DNS settings are incorrect.

Make sure your TCP/IP settings are correct in Dial-Up Networking. Your ISP will be able to help you with this.

Dial-Up Networking says it's dialing, but nothing is happening.

If you've installed fax software, turn it off and retry dialing your connection. You may have to reset the modem that's on Line 1. One way to do this is to click Start, select Settings, Control Panel, and double-click Modems. Click the Diagnostics tab, and select the COM port that's associated with the modem that's on Line 1 of Shotgun (if you don't know which one this is, look at the next paragraph). Click the More Info... button, this will reset your modem.

If you don't know which modem is on Line 1, double-click the Shotgun icon in your taskbar tool tray, click the Advanced tab, then click the Line Config button. This shows you which modem you've assigned to which line.

How do I uninstall Shotgun?

From Start, select Settings, and Control Panel. Double-click Add/Remove Programs. Select Diamond Multimedia Shotgun and click the Add/Remove button. If Shotgun is running, you'll need to exit it (right-click icon, select Exit) before you can remove it.

How do I turn Shotgun off?

Right-click the Shotgun icon in the taskbar tool tray and select Exit. You must close your modem connections first. You can drop the second line in Shotgun, then you must close Line 1 the same way you established the connection, through Dial-Up Networking.

Why won't Line 2 establish a connection? You may see an error message stating the request to connect Line 2 has been refused by the server.

There are a few reasons why this may happen.

- Your ISP may not support Multilink PPP or Multichannel Protocol Plus (or maybe they do support one of the protocols, but it's just that your account is not set up for this service). Look at the Status Tab (page 9). In the box right under the Diamond logo, you will see the name of the protocol your modem is using. If you don't see MP or MPP, you need to ask your ISP if you can get an account that allows you to use one of these protocols. See **"Before You Install Shotgun" on page 2** for more information.
- Your ISP may not have any available phone lines at the moment you made the call. Try calling again.
- Your ISP may not allow you to have two connections to the same account at the same time.

- You may be calling into two servers that aren't connected, therefore they can't talk to each other which allows them to bond your two connections together.
- If you are using Shotgun with an external modem, your external modem must be turned on before you start Shotgun. Because Shotgun starts when your computer starts, you can either turn your computer off, turn your modem on, then turn your computer on again, or you can right-click the Shotgun icon in the taskbar tool tray and select Exit. Turn your modem on. Go to C:\Program Files\Diamond\Shotgun (or wherever you installed Shotgun), and double-click Shotgun.exe.

YOUR SUGGESTIONS AND COMMENTS

If you'd like to give us some suggestions for this manual, our address is manuals@diamondmm.com.

Some questions we have are:

- What do you think of manuals in PDF?
- What do you think of manuals in HTML?
- How do you use this manual, online or printed on paper?
- If you print, what format would you prefer printing from, PDF or HTML?

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