



Matrox Graphics eXpansion Modules (GXMs)

## Matrox **TripleHead2Go**

Analog Edition • Digital Edition

### User Guide

20020-301-0100  
2007.05.22

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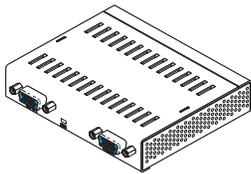
# Overview

Thank you for purchasing Matrox TripleHead2Go. This product allows your single-display graphics hardware to support Matrox TripleHead features. *TripleHead* features control 3 displays at a time. Depending on your Matrox product, you can connect up to 3 analog or digital monitors at a time to your Matrox TripleHead2Go product.

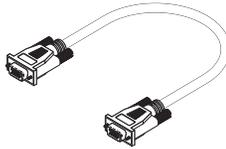
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## Hardware supplied

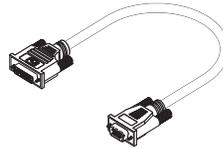
### TripleHead2Go Analog Edition



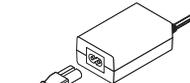
Matrox hardware



Matrox cable  
(HD15-to-HD15)

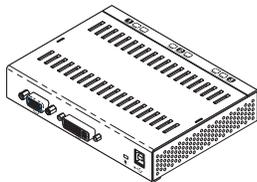


Matrox cable  
(DVI-to-HD15)

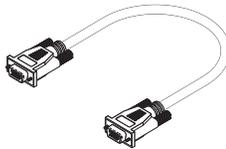


Power supply

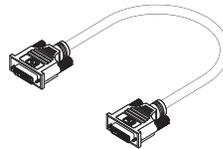
### TripleHead2Go Digital Edition



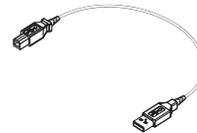
Matrox hardware



Matrox cable  
(HD15-to-HD15)



Matrox cable  
(DVI-to-DVI)



USB cable

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## Software supplied (for Windows 2000, Windows XP, Windows XP Professional x64, and Windows Vista)

- Matrox PowerDesk-SE – to use your Matrox product
- Other software – see the CD-ROM *Readme* file

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## Installation overview

To install your Matrox product:

- 1 Connect your monitors – see “Connection setup – TripleHead2Go Analog Edition”, page 4 or “Connection setup – TripleHead2Go Digital Edition”, page 7.
- 2 Install the software – see “Software setup”, page 13.

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# Connection setup – TripleHead2Go Analog Edition

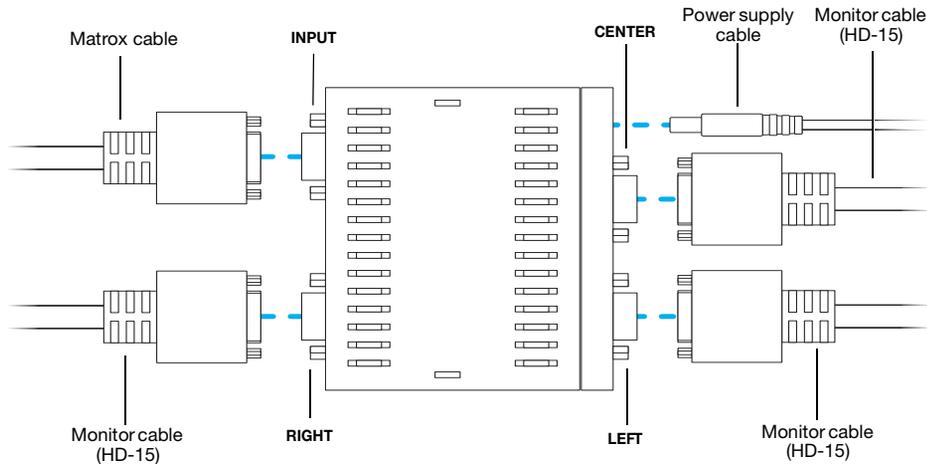
This section describes how to connect 3 analog monitors to your Matrox product.



**Note:** To get the most out of your Matrox product, we recommend you use 3 identical monitors (that is, monitors that support the same settings such as display resolution and refresh rate). For information on the settings your monitor supports, see your monitor documentation.

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## Connection overview



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## Step-by-step connection setup

### 1 Turn off computer

Before you connect your Matrox product, make sure you shut down your system and turn off your computer.



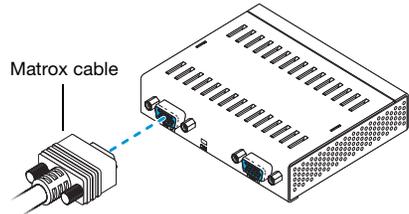
**WARNING:** Don't change monitor connections while your computer is turned on. While your computer is turned on, it may be using monitor settings that are specific to the current monitor connections. *Some* devices may be permanently damaged if incorrect settings are used.

## 2 Attach the Matrox cable

Attach one end of the cable provided with your Matrox product to the connector on your computer. Attach the other end of the cable to the connector labeled **INPUT** on your Matrox product.

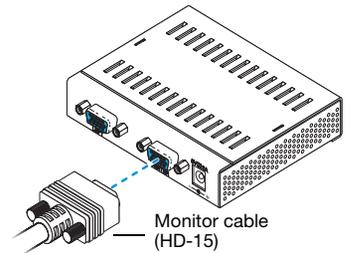
If your graphics hardware has an HD-15 connector, use the Matrox HD15-to-HD15 cable to connect your Matrox product.

If your graphics hardware has a DVI connector, use the Matrox DVI-to-HD15 cable to connect your Matrox product.



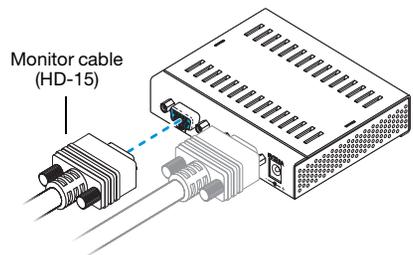
## 3 Connect the first monitor

Use your monitor cable to connect your preferred monitor to the connector labeled **CENTER** (  ) on your Matrox product.



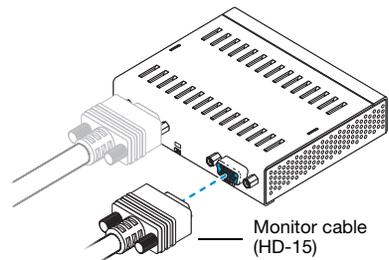
## 4 Connect the second monitor

Use your monitor cable to connect your second monitor to the connector labeled **LEFT** (  ) on your Matrox product.



## 5 Connect the third monitor

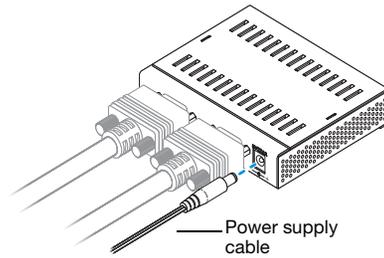
Use your monitor cable to connect your third monitor to the connector labeled **RIGHT** (  ) on your Matrox product.



## 6 Connect the external power supply

Attach one end of the power supply cable provided with your Matrox product to the power connector on your Matrox product.

Plug the power supply cord into an electrical outlet.



Your Matrox product is now connected. Restart your computer and install your Matrox software (see “Software setup”, page 13).

# Connection setup – TripleHead2Go Digital Edition

This section describes how to connect up to 3 analog or digital monitors to your Matrox product.

**i** **Note:** While using the DVI input connector on your Matrox product, the highest display resolutions are available only with graphics hardware that supports dual-link DVI. For information on the capabilities of your graphics hardware, see its documentation. For more information on your Matrox product, see “Product information”, page 21.

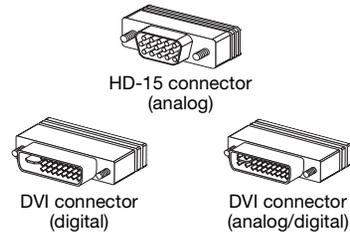
**i** **Note:** To get the most out of your Matrox product, we recommend you use identical monitors (that is, monitors that support the same settings such as display resolution and refresh rate). For information on the settings your monitor supports, see your monitor documentation.

**!** **WARNING:** Don’t change monitor connections while your computer is turned on. While your computer is turned on, it may be using monitor settings that are specific to the current monitor connections. *Some* devices may be permanently damaged if incorrect settings are used.

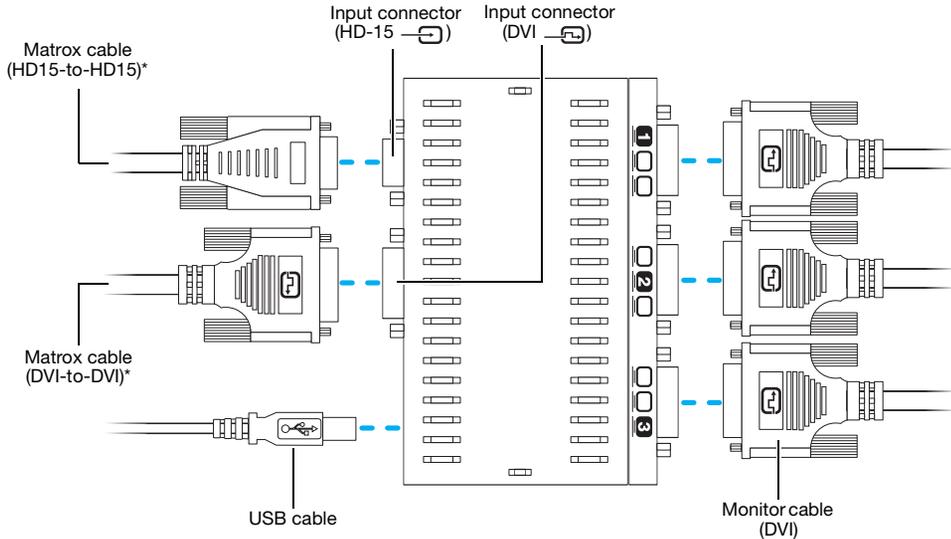
**i** **Note:** To connect a *digital* monitor (a monitor that uses digital input, usually a flat panel monitor) to your Matrox product, your monitor must have a DVI connector.

If you have an *analog* monitor (a monitor that uses analog input) with a DVI connector and you want to connect it to an HD-15 connector, you’ll need a separate adapter. If this adapter isn’t included with your monitor, contact your monitor vendor.

Some monitors with DVI connectors support both digital and analog input. If you’re using one of these monitors with your Matrox product, make sure it’s configured to use the correct type of input. For more information, see your monitor documentation.



## Connection overview – TripleHead setup



\* Depending on your graphics hardware, you need to attach either the Matrox HD15-to-HD15 cable or the Matrox DVI-to-DVI cable to the input connector on your Matrox product.

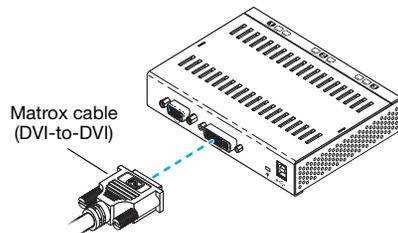
## Step-by-step connection setup – TripleHead setup

### 1 Turn off computer

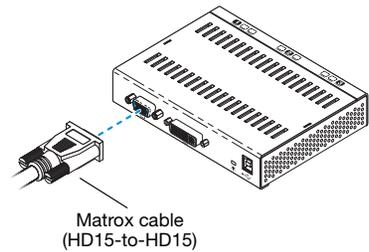
Before you connect your Matrox product, make sure you shut down your system and turn off your computer.

### 2 Attach the Matrox cable

If your graphics hardware has a DVI connector, attach one end of the Matrox DVI-to-DVI cable provided with your Matrox product to the graphics connector on your computer. Attach the other end of the cable to the DVI input connector (—) on your Matrox product.



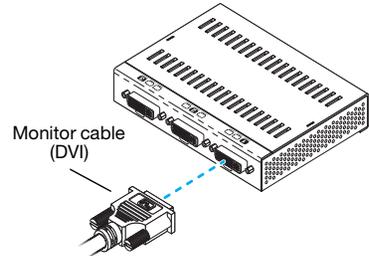
If your graphics hardware has an HD-15 connector, attach one end of the Matrox HD15-to-HD15 cable provided with your Matrox product to the graphics connector on your computer. Attach the other end of the cable to the HD-15 input connector (  ) on your Matrox product.



### 3 Connect the first monitor

If your monitor has a DVI connector, use your monitor cable to connect your first monitor directly to the first connector (    ) on your Matrox product.

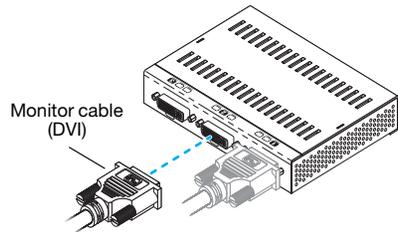
If your monitor has an HD-15 connector, use a DVI-to-HD15 adapter (sold separately) to connect your monitor to the connector.



### 4 Connect the second monitor

If your monitor has a DVI connector, use your monitor cable to connect your second monitor directly to the second connector (    ) on your Matrox product.

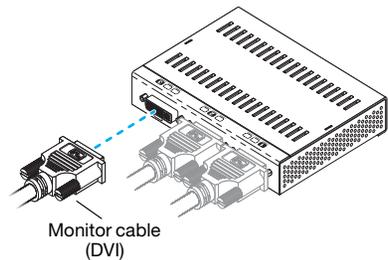
If your monitor has an HD-15 connector, use a DVI-to-HD15 adapter (sold separately) to connect your monitor to the connector.



### 5 Connect the third monitor

If your monitor has a DVI connector, use your monitor cable to connect your third monitor directly to the third connector (    ) on your Matrox product.

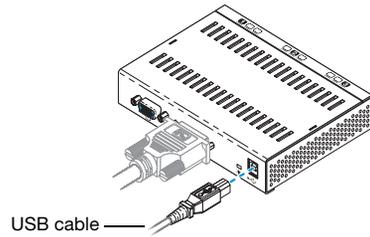
If your monitor has an HD-15 connector, use a DVI-to-HD15 adapter (sold separately) to connect your monitor to the connector.



## 6 Connect the USB cable

Plug one end of the USB cable provided with your Matrox product into the USB connector (•↔) on your Matrox product.

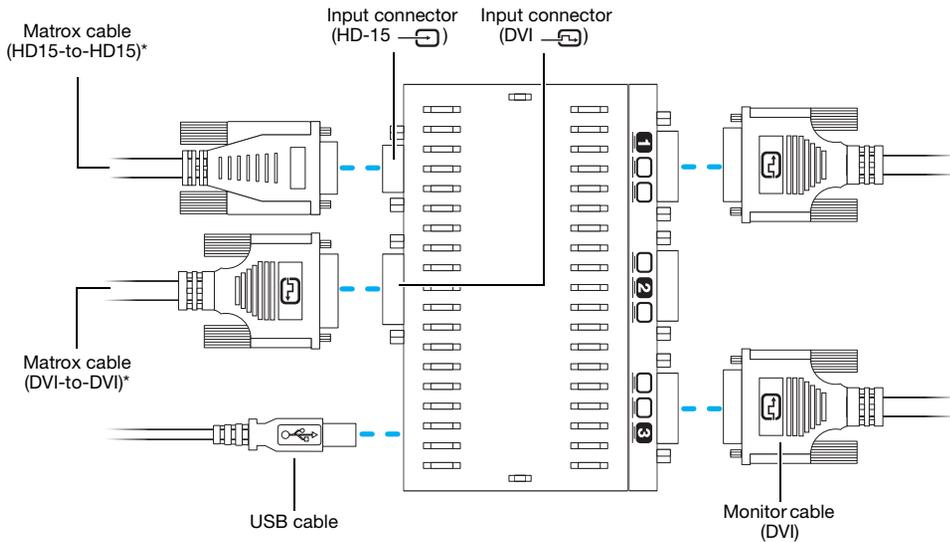
Plug the other end of the USB cable into a powered USB port on your computer. For more information on powered USB ports, see your system manual.



**Note:** If your computer doesn't have a powered USB port, you'll need a separate adapter. To purchase a Matrox power adapter for your product, see the Matrox online store (<http://shopmatrox.com>).

Your Matrox product is now connected. Restart your computer and install your Matrox software (see “Software setup”, page 13).

## Connection overview – DualHead setup



\* Depending on your graphics hardware, you need to attach either the Matrox HD15-to-HD15 cable or the Matrox DVI-to-DVI cable to the input connector on your Matrox product.

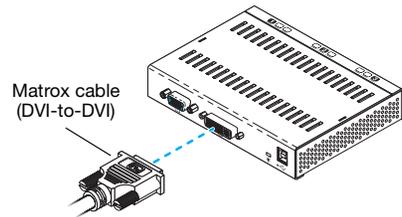
## Step-by-step connection setup – DualHead setup

### 1 Turn off computer

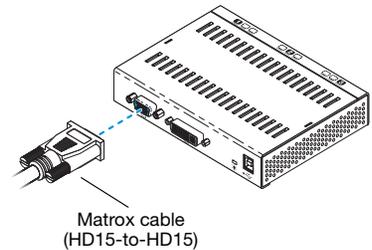
Before you connect your Matrox product, make sure you shut down your system and turn off your computer.

### 2 Attach the Matrox cable

If your graphics hardware has a DVI connector, attach one end of the Matrox DVI-to-DVI cable provided with your Matrox product to the graphics connector on your computer. Attach the other end of the cable to the DVI input connector (—) on your Matrox product.



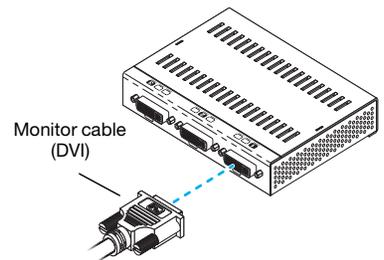
If your graphics hardware has an HD-15 connector, attach one end of the Matrox HD15-to-HD15 cable provided with your Matrox product to the graphics connector on your computer. Attach the other end of the cable to the the HD-15 input connector (—) on your Matrox product.



### 3 Connect the first monitor

If your monitor has a DVI connector, use your monitor cable to connect your first monitor directly to the first connector (—  ) on your Matrox product.

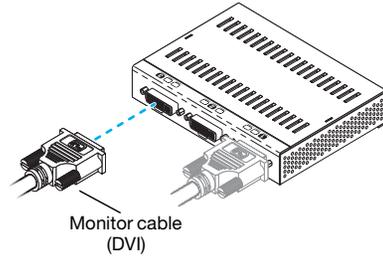
If your monitor has an HD-15 connector, use a DVI-to-HD15 adapter (sold separately) to connect your monitor to the connector.



#### 4 Connect the second monitor

If your monitor has a DVI connector, use your monitor cable to connect your second monitor directly to the third connector (    ) on your Matrox product.

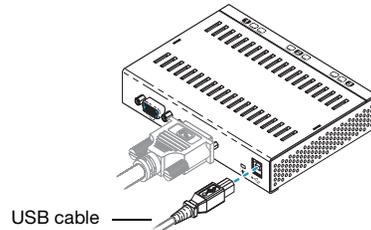
If your monitor has an HD-15 connector, use a DVI-to-HD15 adapter (sold separately) to connect your monitor to the connector.



#### 5 Connect the USB cable

Plug one end of the USB cable provided with your Matrox product into the USB connector (  ) on your Matrox product.

Plug the other end of the USB cable into a powered USB port on your computer. For more information on powered USB ports, see your system manual.



**Note:** If your computer doesn't have a powered USB port, you'll need a separate adapter. To purchase a Matrox power adapter for your product, see the Matrox online store (<http://shopmatrox.com>).

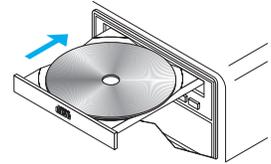
Your Matrox product is now connected. Restart your computer and install your Matrox software (see “Software setup”, page 13).

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# Software setup

This section describes how to install Matrox software for *Windows 2000*, *Windows XP*, *Windows XP Professional x64*, and *Windows Vista*.

You may need administrator rights to install certain software. For more information, see Windows documentation or contact your system administrator.



## 1 Install your Matrox software



**Note: Windows 2000** – If you're using a laptop computer, make sure your TripleHead2Go product is set as your primary display and your computer's flat panel monitor is set as your secondary display before installing your Matrox software. Otherwise, your Matrox software won't install. For more information on enabling your displays, see your graphics hardware documentation.

Insert the Matrox installation CD-ROM in your CD-ROM drive – the CD-ROM installation program automatically starts.\* Follow the on-screen instructions.

## 2 Change your display settings (optional)

After the installation is complete, you should be using a stretched display mode. While using stretched mode, your individual displays are combined to form a single stretched display.

If you're not using a stretched display mode or if you want to change your current display settings (for example, your display resolution), use Matrox PowerDesk software to change these settings. For more information on changing display settings, see Matrox PowerDesk help.

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## Accessing PowerDesk

Your Matrox software includes Matrox PowerDesk software. This software helps you get the most out of your Matrox product. Use Matrox PowerDesk software to change certain display settings or access Matrox features. To access PowerDesk, click its icon (  ) on your Windows taskbar. To see the PowerDesk icon in Windows XP/Vista, you may need to click the **Show hidden icons** button (  ) on your Windows taskbar. For more information on how to use Matrox PowerDesk, see Matrox PowerDesk help.

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\* If Windows doesn't automatically start the setup program, you can run the setup program from the *Umbrella* folder of the CD-ROM.

# Troubleshooting

This section addresses possible problems that could prevent you from using your Matrox product.

## **Problem** Computer doesn't display information after Matrox product is connected

**Cause** Your Matrox product may not be properly connected.

**Solution** Make sure your Matrox product is properly connected and that all connectors are properly fastened.

**Solution** Try reconnecting your monitors, power supply cable, or USB cable. For more information, see [“Connection setup – TripleHead2Go Analog Edition”](#), page 4 or [“Connection setup – TripleHead2Go Digital Edition”](#), page 7.

**Cause** Your Matrox product may not support the selected display mode.

**Solution** Make sure your Matrox product supports the selected display mode. For more information, see [“Supported display modes”](#), page 21.

## **Problem** No power indicator light (black)

**Cause** Your power supply cable or USB cable may not be properly connected.



**Solution** Make sure your power supply cable or USB cable are properly connected. For more information, see [“Connection setup – TripleHead2Go Analog Edition”](#), page 4 or [“Connection setup – TripleHead2Go Digital Edition”](#), page 7.

**Cause** **TripleHead2Go Digital Edition only** – Your USB cable may not be connected to a powered USB port.

**Solution** Make sure your USB cable is connected to a powered USB port. If the USB port you're currently using isn't powered, try using a different USB port.

## Problem Power indicator light is red

**Cause** Your Matrox product may not support the selected display mode.

**Solution** Make sure your Matrox product supports the selected display mode. For more information, see “Supported display modes”, page 21.

**Cause** There may be unsupported graphics hardware in your computer.

**Solution** Make sure your Matrox product supports your graphics hardware by running the *Matrox System Compatibility Tool* ([www.matrox.com/graphics/triplehead2go/support](http://www.matrox.com/graphics/triplehead2go/support)).

## Problem After the startup screen, or after display settings are changed, the screen image is garbled or unusable (blank screen, rolling or overlapping screen images)

**Cause** An unsupported display mode may have been selected.

**Solution** If one of your displays is usable, use Matrox PowerDesk to change your display mode. For more information, see Matrox PowerDesk help.

**Solution** If all your displays are unusable, change your display resolution in Windows.

- 1 Restart your computer in VGA mode.

Windows 2000/XP/Vista –

- a Click **Start** → **Shut Down** → **Restart** → **OK**\* to restart your computer. (\* Depending on your version and configuration of Windows, this part of the step may not be necessary.)

If your primary monitor is unusable, see your system manual for information on how to restart your computer using a hardware control.

- b *Before* Windows starts, press [F8] for the Windows startup menu to appear. (If [F8] doesn't work, instead try pressing and holding [Ctrl] before Windows starts.)

Select “VGA mode” (or “Low resolution mode”), then press [Enter].

- 2 Change your display resolution:

Windows 2000 –

- a Right-click your Windows desktop background, then click **Properties** → **Settings**.
- b Move the **Screen area** slider to a stretched mode resolution (for example, 2400 × 600), then click **OK**.

#### Windows XP –

- a Right-click your Windows desktop background, then click **Properties** → **Settings**.
- b Move the **Screen resolution** slider to a stretched mode resolution (for example, 2400 × 600), then click **OK**.

#### Windows Vista –

- a Right-click your Windows desktop background, then click **Personalize** → **Display Settings**.
  - b Move the **Resolution** slider to a stretched mode resolution (for example, 2400 × 600), then click **OK**.
- 3 Restart your computer normally.

### **Problem Desktop isn't stretched across monitors**

**Cause** A stretched display mode may not be selected.

**Solution** From the Matrox PowerDesk main interface, select a stretched mode. For more information, see “Supported display modes”, page 21.

**Cause Laptop users only** – Your secondary display may not be enabled in Windows.

**Solution** Make sure your display is enabled:

#### Windows 2000/XP –

- 1 Right-click your Windows desktop background, then click **Properties** → **Settings**.
- 2 Select any disabled display, enable the **Extend my Windows desktop onto this monitor** check box, then click **Apply**.

#### Windows Vista –

- 1 Right-click your Windows desktop background, then click **Personalize** → **Display Settings**.
- 2 Select any disabled display, enable the **Extend the desktop onto this monitor** check box, then click **Apply**.

**Solution** If no secondary display is available in Windows, your secondary display may not be enabled on your system. For more information on how to enable your secondary display, see your system or graphics hardware documentation.

## Problem Certain display resolutions are unavailable

**Cause** The image quality of your displays may need to be adjusted.

**Solution** Make sure your Matrox product supports your graphics hardware by running the *Matrox System Compatibility Tool* ([www.matrox.com/graphics/triplehead2go/support](http://www.matrox.com/graphics/triplehead2go/support)).

**Cause** Certain display resolutions may be listed even though they may not be supported by your Matrox product.

**Solution** Make sure your Matrox product supports the selected display resolution. For more information, see “Supported display modes”, page 21.

**Solution** Make sure your Matrox software is installed. For more information, see “Software setup”, page 13.

**Cause** **TripleHead2Go Digital Edition only** – While using the DVI input connector on your Matrox product, the highest display resolutions are available only with graphics hardware that supports dual-link DVI.

**Solution** If your graphics hardware has an HD-15 connector, use this connector instead. For more information, see “Connection setup – TripleHead2Go Digital Edition”, page 7.

**Solution** If your graphics hardware has only a DVI connector, use a DVI-to-HD15 adapter to connect your graphics hardware to the HD-15 input connector on your Matrox product. To purchase a Matrox DVI-to-HD15 adapter for your product, see the Matrox online store (<http://shopmatrox.com>).

**Cause** Windows identifies the highest display mode and discards all modes with a higher vertical or horizontal resolution. In Windows 2000/XP, the highest display mode is the one with the highest horizontal resolution. In Windows Vista, the highest display mode is the one with the highest vertical resolution.

**Solution** Disable Windows mode pruning to view all available display modes:

- 1 **Windows 2000/XP** – Right-click your Windows desktop background, then click **Properties** → **Settings**.  
**Windows Vista** – Right-click your Windows desktop background, then click **Personalize** → **Display Settings**.
- 2 Select the display for your GXM hardware, then click **Advanced** → **Monitor**. Make sure **Hide modes that this monitor cannot display** is clear.
- 3 Click **OK** → **OK**.

**Solution** In the Matrox PowerDesk reported mode list, keep a display mode with a higher display resolution (such as 1920 × 1200) and remove a mode with a lower display resolution (such as 1024 × 768). For more information, see Matrox PowerDesk help.

**Problem** **Display on flat panel monitor appears blurry or uses only a portion of the screen**

**Cause** The image quality of your displays may need to be adjusted.

**Solution** Use the **Adjust Image Quality** option in Matrox PowerDesk to adjust the image quality of your displays. For more information, see Matrox PowerDesk help.

**Cause** You may be using a lower display resolution than what your flat panel monitor supports. If your monitor supports display scaling, the image on your screen may appear blurry. If display scaling isn't supported, the display may use only a portion of your screen.

**Solution** Select the highest display resolution available. This generally results in better image quality.

**Problem** **Wrong color balance, blurry text, or screen image off-center**

**Cause** You may be using different types of monitors.

**Solution** To get the most of your Matrox product, we recommend you use identical monitors while using Matrox TripleHead2Go.

**Cause** Your monitor video controls may be improperly set.

**Solution** Adjust your monitor controls (brightness, contrast, and so on). For more information, see your monitor manual.



**Note:** While using Matrox TripleHead2Go, gamma correction for each monitor isn't supported.

**Cause** Your monitors may not be properly connected.

**Solution** Make sure all connectors are properly fastened (see “[Connection setup – TripleHead2Go Analog Edition](#)”, page 4 or “[Connection setup – TripleHead2Go Digital Edition](#)”, page 7).

**Cause** The image quality of your displays may need to be adjusted.

**Solution** Use the **Adjust Image Quality** option in Matrox PowerDesk to adjust the image quality of your displays. For more information, see Matrox PowerDesk help.

**Solution** If your monitor has an auto-adjust control, try using it to adjust the image quality of your displays. For more information, see your monitor manual.

**Problem** **Screen image defects appear (tearing)**

**Cause** You may be using a higher display resolution than what your graphics hardware supports.

**Solution** Select a lower display resolution. This generally results in better image quality.

**Solution** If you're using a 32-bit color palette, try using a 16-bit color palette instead.

**Problem** **Matrox product isn't automatically detected**

**Cause** Your Matrox product may not support the selected display mode or the graphics hardware in your computer.

**Solution** Make sure your Matrox product supports the selected display mode. For more information, see ["Supported display modes"](#), page 21.

**Solution** Make sure your Matrox product supports your graphics hardware.

**Problem** **Program window or dialog box doesn't appear on screen**

**Cause** Another window or dialog box may be covering the window or dialog box you want to see.

**Solution** Move, close, or minimize any window or dialog box that may be covering the window or dialog box you want to see.

**Cause** If you're using multi-display mode, the program window or dialog box may be in a display or on a monitor that's unusable. (For example, your monitor may not be properly connected or configured.)

**Solution** Make sure all the displays and monitors you want to use are usable. For more information, see other troubleshooting items in this guide.

**Cause** The program window or dialog box may be somewhere off-screen.

**Solution** If the program window you want to see is named on the Windows taskbar, right-click on it and select **Maximize**. (If you click **Restore** the program window goes back to its previous position. To fix this problem, see the other solutions.)

**Solution** Manually move the program window or dialog box:

- 1 Press [Alt]+[Space].

- 2 If you see a pop-up menu, click **Move**. If you don't see a pop-up menu, press [M] (for **Move**).
- 3 Press one of the arrow keys once and move your mouse pointer to where you want the window or dialog box to appear, then click. The program window or dialog box should appear where you clicked.

- Solution**
- 1 Click the Matrox PowerDesk icon (  ) on your Windows taskbar, then click **Desktop Management**.
  - 2 Enable one or more of the following features:
    - **Open program windows**
    - **Center dialog boxes and message boxes**
  - 3 Choose where you want the program window or dialog box to appear.

For more information, see Matrox PowerDesk help.

### **Problem 3D programs don't work**

**Cause** While using display resolutions above 2048 × 1536, certain graphics hardware may not properly support 3D acceleration.

**Solution** For information on the capabilities of your graphics hardware, see its documentation.

### **Problem After game starts, monitor doesn't display properly**

**Cause** You may not be using *Matrox Surround Gaming Utility* to run your game.

**Solution** Try using *Matrox Surround Gaming Utility* to run your game. This utility configures your game to run properly with your Matrox product.

---

## **More Information**

We provide additional information in help and *Readme* files. Be sure to check for any last-minute release notes included with your product and in the Matrox CD-ROM *Readme* file. Also, check the Matrox Web site ([www.matrox.com/graphics/gxm](http://www.matrox.com/graphics/gxm)) for the latest Matrox software, technical support, and product information. This user guide is also available on the CD-ROM as an Adobe Reader file (*Guide\Guide.pdf*).

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# Product information

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## Supported display modes

### TripleHead2Go Analog Edition

Multi-display setup	Display resolution	Vertical refresh rate (Hz)
Stretched mode	3840 × 1024	60
	3072 × 768	75*
	2400 × 600	60
	1920 × 480	60

\* While using flat panel monitors, we recommend using a refresh rate of 60 Hz.

### TripleHead2Go Digital Edition

Multi-display setup	Display resolution	Vertical refresh rate (Hz)*
Stretched mode	3840 × 1024†	60
	3072 × 768†	60
	2400 × 600	60
	1920 × 480	60

\* Listed are the manufacturer's default settings. For TripleHead2Go Digital Edition, additional display modes are available through Matrox PowerDesk software. For more information, see Matrox PowerDesk help.

† Available only with graphics hardware that supports HD-15 or dual-link DVI connections.

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## Notes

- For the latest compatibility information, see the Matrox Web site ([www.matrox.com/graphics/triplehead2go/support](http://www.matrox.com/graphics/triplehead2go/support)).
- Only one (1) Matrox TripleHead2Go product at a time can be connected to your computer.
- Matrox PowerDesk software supports only Windows 2000, Windows XP, Windows XP Professional x64, and Windows Vista.
- The display resolutions and refresh rates available depend on your monitor and software monitor settings. For more information on the capabilities of your monitor, see your monitor documentation.

- **TripleHead2Go Digital Edition only** – While using the DVI input connector on your Matrox product, the highest display resolutions are available only with graphics hardware that supports dual-link DVI.
- **TripleHead2Go Digital Edition only** – While using graphics hardware that supports only single-link DVI output, the maximum display resolution is 2048 × 768 at 60 Hz in DualHead mode and 2400 × 600 at 60 Hz in TripleHead mode.
- Certain Intel integrated chipsets aren't supported with Matrox TripleHead2Go.
- While using display resolutions above 2048 × 1536, certain graphics hardware may not properly support 3D acceleration. For information on the capabilities of your graphics hardware, see its documentation.
- While using some graphics hardware and software, certain limitations may apply. For information on the capabilities of your graphics hardware, see its documentation.
- To get the most of your Matrox product, we recommend you use identical monitors (that is, monitors that support the same settings such as display resolution and refresh rate). For more information on the settings your monitor supports, see your monitor documentation.
- While using Matrox TripleHead2Go, using software-based *On-Screen Display* (OSD) controls to adjust the image quality of your monitors isn't supported.
- While adjusting your image quality, your displays may become blank for a few seconds.
- While an unsupported display mode is selected, your displays may be unusable.

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## Environmental specifications

- Minimum/maximum ambient operating temperatures: 0 to 55° C
- Minimum/maximum storage temperature: -40 to 75° C
- Maximum altitude for operation: 3,000 meters
- Maximum altitude for transport: 12,000 meters
- Operating humidity: 20 to 80% relative humidity (non-condensing)
- Storage humidity: 5 to 95% relative humidity (non-condensing)



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# Customer support

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## Matrox Web

Matrox is on the Internet with a World Wide Web (WWW) site. Our Web site has product literature, press releases, technical material, a sales office list, trade show information, and other relevant material.

- Visit the Matrox Graphics Web site at [www.matrox.com/graphics](http://www.matrox.com/graphics).
- E-mail questions or comments regarding the site to [webmaster@matrox.com](mailto:webmaster@matrox.com).

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## If you have a problem

Matrox values your business and offers preferred support for your Matrox product. For product support, contact your Matrox representative or visit our technical support Web site at [www.matrox.com/graphics/support](http://www.matrox.com/graphics/support).

### Information we need

Please give a complete description of the problem, and include:

- Matrox product serial number, model number, revision number, display mode (display resolution and refresh rate), firmware version, and PowerDesk version.
- System compatibility information.
- Graphics hardware model, processor speed, and amount of memory.
- Operating system, version, and service pack.
- Brand and model of any other graphics cards and devices installed on your system.

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## Where to get information

For information on PowerDesk software:

Windows 2000/XP/Vista –

- 1 Click the PowerDesk icon (  ) on your Windows taskbar to access the main PowerDesk menu. To see the PowerDesk icon in Windows XP/Vista, you may need to click the **Show hidden icons** button (  ) on your Windows taskbar.
- 2 Click **About**.

For system information:

- Windows 2000 – Right-click the **My Computer** icon on your Windows desktop background, then click **Properties**.
- Windows 2000/XP – Click **Start** → **Programs** → **Accessories** → **System Tools** → **System Information**.
- Windows XP – Click **Start** → **Settings\*** → **Control Panel** → **Performance and Maintenance\*** → **System** (double-click\*). (\* Depending on your configuration of Windows, this part of the step may not be necessary.)
- Windows Vista – Click **Start** → **Settings\*** → **Control Panel** → **System and Maintenance** → **System**. (\* Depending on your configuration of Windows, this part of the step may not be necessary.)

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# Warranty

Shall only apply after the Matrox System Compatibility Tool has been successfully completed.

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## A. Limited Warranty Statement

1. Matrox Graphics Inc. ("Matrox") warrants to the end-user customer, who provides adequate proof of purchase and adequate proof of system validation from the Matrox System Compatibility Tool that Matrox hardware products purchased from Matrox authorized dealers will be free from defects in materials and workmanship for a period of two (2) years from the date of purchase. This warranty applies only to the original end-user purchaser and is non-transferable. MATROX DOES NOT WARRANT THAT THE OPERATION OF THE PRODUCTS PURCHASED FROM MATROX WILL BE UNINTERRUPTED OR ERROR-FREE, THAT DEFECTS IN THE PRODUCTS WILL BE CORRECTED, OR THAT THE PRODUCTS WILL MEET THE CUSTOMER'S REQUIREMENTS OR PERFORM WITH ANY HARDWARE OR SOFTWARE PROVIDED BY THIRD PARTIES. Conditions and limitations of Matrox's warranty are stated below.
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  - e. improper installation, misapplication or negligence;
  - f. operation outside the product's environmental specifications;
  - g. improper site preparation or maintenance;
  - h. software;
  - i. other causes that do not relate to a product defect;
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3. If Matrox receives, during the applicable warranty period, notice of a defect in a warranted hardware product and the defective Matrox product in question, Matrox shall at its sole option, either repair or replace the product, and shall return the repaired product or a replacement product within a reasonable delay. The replacement product may not be new, provided that it has functionality at least equal to that of the product being replaced.
4. This warranty is valid in any country where Matrox hardware products are distributed by Matrox or its authorized dealers.
5. This Limited Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.

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3. To the extent allowed by local law, the remedies provided in this Limited Warranty Statement are the customer's sole and exclusive remedies.

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4. Customer shall be responsible for all applicable taxes, duties and customs fees on any replacement unit, as well as all transport, insurance, storage and other charges incurred on all returned products.

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### **D. Obtaining Service**

1. Verify that your Matrox product was installed and configured according to the information in its accompanying documentation.
2. Read the "Troubleshooting" information included with the Matrox product to see if you can solve the problem yourself.
3. If you are still experiencing difficulties, please contact your dealer where you purchased your Matrox product.
4. If you must return a Matrox product, leave the configuration as it was when you were using it, and leave all identification stickers on the product. Pack the product in its original box and return to your Matrox dealer where the product was purchased, together with your proof of purchase. Your Matrox dealer will return the product for you. Alternatively, if this first option is unavailable to you, you may contact the Matrox Technical Support group who will issue a Return Merchandise Authorization (RMA) number, upon receipt of adequate proof of purchase, and inform you of shipping instructions. DO NOT RETURN THE PRODUCT TO MATROX WITHOUT MATROX'S RMA NUMBER AND EXPRESS AUTHORIZATION.

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### **E. General**

This limited warranty shall be governed by the laws of the Province of Quebec, Canada and the federal laws of Canada applicable therein and the courts of the Province of Quebec shall have exclusive jurisdiction to hear and decide any dispute instituted by the customer in connection with this limited warranty; the customer waives, by accepting the product, its rights to institute proceedings in connection with this warranty against Matrox in any jurisdiction other than Quebec.

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2. The Software is properly recorded upon the CD/disks included.
3. The documentation is substantially complete and contains all the information Matrox deems necessary to use the software.
4. The Software functions substantially as described in the documentation.

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## **Thank you for choosing Matrox**

Please register online (<http://www.matrox.com/graphics/registration>) to be eligible for customer support, new product announcements, and information on special offers and upcoming events.

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## USA

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### FCC Compliance Statement



**Remark for the Matrox hardware products supported by this guide** This equipment has been tested and found to comply with the limits for 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 causes 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 relocate 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.

**WARNING** Changes or modifications to this unit not expressly approved by the party responsible for the compliance could void the user's authority to operate this equipment. The use of shielded cables for connection of the monitor to the card is required to meet FCC requirements.

### Declaration of conformity of a Class B digital device according to the FCC rules

**We, the Responsible Party** Matrox, 625 State Route 3, Unit B, Plattsburg, NY 12901 • Telephone: (514) 822-6000 (extension 2026) • Attention: Conformity Group Matrox

**Declaration** The Matrox hardware products supported by this guide comply with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) these devices may not cause harmful interference, and (2) these devices must accept any interference received, including interference that may cause undesired operation. Any question regarding this declaration should be forwarded to the above coordinates.

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## CANADA

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### (English) Industry Canada Compliance Statement

**Remark for the Matrox hardware products supported by this guide** These digital devices do not exceed the Class B limits for radio noise emission from digital devices set out in the Radio Interference Regulation of Industry Canada.

### (Français) Conformité avec les exigences du ministère de l'Industrie Canada

**Remarque sur les produits matériels Matrox couverts par ce guide** Ces appareils numériques n'émettent aucun bruit radioélectrique dépassant les limites applicables aux appareils numériques de Classe B prescrites dans le Règlement sur le brouillage radioélectrique édicté par Industrie Canada.

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## JAPAN

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### VCCI Compliance Statement



**Remark for the Matrox hardware products supported by this guide** This is a Class B product based on the standard of the Voluntary Control Council for Interference from Information Technology Equipment (VCCI). If this is used near a radio or television receiver in a domestic environment, it may cause radio interference. Install and use the equipment according to the instruction manual.

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。

取扱説明書に従って正しい取り扱いをして下さい。

### **(English) FDA (Food and Drug Administration) requirements for Laser Products**

**Remark for the Matrox hardware products supported by this guide** This product includes a 850 nm Laser Product compliant to 21CFR Subpart J Class 1.

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### EUROPE

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### **(English) European user's information – Declaration of Conformity**

**Remark for the Matrox hardware products supported by this guide** These devices comply with EC Directive 89/336/EEC for a Class B digital device. They have been tested and found to comply with EN55022/CISPR22 and EN55024/CISPR24. In a domestic environment these products may cause radio interference in which case the user may be required to take adequate measures. To meet EC requirements, shielded cables must be used to connect the monitor and other peripherals to the card. These products have been tested in a typical class B compliant host system. It is assumed that these products will also achieve compliance in any class B compliant system.



### **(Français) Informations aux utilisateurs Européens – Déclaration de conformité**

**Remarque sur les produits matériels Matrox couverts par ce guide** Ces unités sont conformes à la directive communautaire 89/336/EEC pour les unités numériques de classe B. Les tests effectués ont prouvé qu'elles sont conformes aux normes EN55022/CISPR22 et EN55024/CISPR24. Le fonctionnement de ces produits dans un environnement résidentiel peut causer des interférences radio, dans ce cas l'utilisateur peut être amené à prendre les mesures appropriées. Pour respecter les impératifs communautaires, les câbles de connexion entre le moniteur ou autres périphériques et la carte doivent être blindés. Ces produits ont été testés dans un système hôte typique compatible classe B. On suppose qu'ils présenteront la même compatibilité dans tout système compatible classe B.

### **(Deutsch) Information für europäische Anwender – Konformitätserklärung**

**Anmerkung für die Matrox Hardware-Produktunterstützung durch dieses Handbuch** Diese Geräte entsprechen EC Direktive 89/336/EEC für ein digitales Gerät Klasse B. Sie wurden getestet und entsprechen demnach EN55022/CISPR22 und EN55024/CISPR24. In einer Wohnumgebung können diese Produkte Funkinterferenzen erzeugen, und der Benutzer kann genötigt sein, entsprechende Maßnahmen zu ergreifen. Um EG-Anforderungen zu entsprechen, müssen zum Anschließen des Monitors und anderer Peripheriegeräte an die Karte abgeschirmte Kabel verwendet werden. Diese Produkt wurden in einem typischen, der Klasse B entsprechenden, Host-System getestet. Es wird davon ausgegangen, daß diese Produkte auch in jedem Klasse B entsprechenden System entsprechend funktionieren.

### **(Italiano) Informazioni per gli utenti europei – Dichiarazione di conformità**

**Nota per i prodotti hardware Matrox supportati da questa guida** Questi dispositivi sono conformi alla direttiva CEE 89/336/EEC relativamente ai dispositivi digitali di Classe B. Sono stati provati e sono risultati conformi alle norme EN55022/CISPR22 e EN55024/CISPR24. In un ambiente domestico, questi prodotti possono causare radiointerferenze, nel qual caso all'utente potrebbe venire richiesto di prendere le misure adeguate. Per soddisfare i requisiti CEE, il monitor e le altre periferiche vanno collegati alla scheda grafica con cavi schermati. Questi prodotti sono stati provati in un tipico sistema host conforme alla classe B. Inoltre, si dà per scontato che questi prodotti acquisiranno la conformità in qualsiasi sistema conforme alla classe B.

### **(Español) Información para usuarios europeos – Declaración de conformidad**

**Observación referente a los productos de hardware de Matrox apoyados por este manual** Estos dispositivos cumplen con la directiva de la CE 89/336/EEC para dispositivos digitales de Clase B. Dichos dispositivos han sido sometidos a prueba y se ha comprobado que cumplen con las normas EN55022/CISPR22 y EN55024/CISPR24. En entornos residenciales, estos productos pueden causar interferencias en las comunicaciones por radio; en tal caso el usuario deberá adoptar las medidas adecuadas. Para satisfacer las disposiciones de la CE, deberán utilizarse cables apantallados para conectar el monitor y demás periféricos a la tarjeta. Estos productos han sido sometidos a prueba en un típico sistema anfitrión que responde a los requisitos de la clase B. Se supone que estos productos cumplirán también con las normas en cualquier sistema que responda a los requisitos de la clase B.

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## EUROPE

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### **(English) European user's information – Directive on Waste Electrical and Electronic Equipment (WEEE)**

Please refer to the Matrox Web site ([www.matrox.com/environment/weee](http://www.matrox.com/environment/weee)) for recycling information.



### **(Français) Informations aux utilisateurs Européens – Règlementation des déchets d'équipements électriques et électroniques (DEEE)**

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### **(Deutsch) Information für europäische Anwender – Europäische Regelungen zu Elektro- und Elektronikgeräten (WEEE)**

Bitte wenden Sie sich an der Matrox-Website ([www.matrox.com/environment/weee](http://www.matrox.com/environment/weee)) für Recycling-Informationen.

### **(Italiano) Informazioni per gli utenti europei – Direttiva sui rifiuti di apparecchiature elettriche ed elettroniche (RAEE)**

Si prega di riferirsi al sito Web Matrox ([www.matrox.com/environment/weee](http://www.matrox.com/environment/weee)) per le informazioni di riciclaggio.

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## FRANCE

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### **Avertissement sur l'épilepsie**

**À lire avant toute utilisation d'un jeu vidéo par vous-même ou votre enfant** Certaines personnes sont susceptibles de faire des crises d'épilepsie ou d'avoir des pertes de conscience à la vue de certains types de lumières clignotantes ou d'éléments fréquents dans notre environnement quotidien. Ces personnes s'exposent à des crises lorsqu'elles regardent certaines images télévisées ou qu'elles jouent à certains jeux vidéo. Ces phénomènes peuvent apparaître alors même que le sujet n'a pas d'antécédent médical ou n'a jamais été confronté à une crise d'épilepsie.

Si vous-même ou un membre de votre famille avez déjà présenté des symptômes liés à l'épilepsie (crise ou perte de conscience) en présence de stimulations lumineuses, veuillez consulter votre médecin avant toute utilisation.

Nous conseillons aux parents d'être attentifs à leurs enfants lorsqu'ils jouent avec des jeux vidéo. Si vous-même ou votre enfant présentez un des symptômes suivants: vertige, trouble de la vision, contraction des yeux ou des muscles, perte de conscience, trouble de l'orientation, mouvement involontaire ou convulsion, veuillez immédiatement cesser de jouer et consultez un médecin.

**Précautions à prendre dans tous les cas pour l'utilisation d'un jeu vidéo**

- Ne vous tenez pas trop près de l'écran.
- Jouez à bonne distance de l'écran de TV et aussi loin que le permet le cordon de raccordement.
- Utilisez de préférence les jeux de vidéo sur un écran de petite taille.
- Évitez de jouer si vous êtes fatigué ou si vous manquez de sommeil.
- Assurez-vous que vous jouez dans une pièce bien éclairée.
- En cours d'utilisation, faites des pauses de dix à quinze minutes toutes les heures.

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