

Graphics Solutions for Professionals

# Matrox **Epica Series**

## **User Guide**

10963-301-0111  
2008.01.28

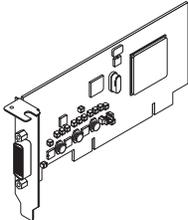
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# Overview

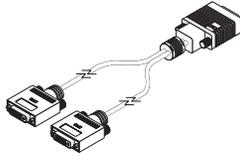
Thank you for purchasing a Matrox EpicA graphics card. Your Matrox EpicA product is a high performance, low-powered graphics card designed for thin client systems. Matrox EpicA server-side software manages your Windows desktop in remote sessions.

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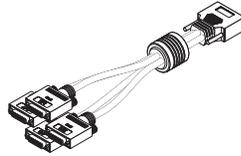
## Hardware supplied



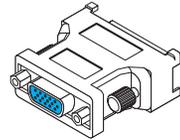
Matrox EpicA card  
(EpicA TC2 card shown)



DVI dual-monitor cable\*



DVI quad-monitor cable†



DVI-to-HD15 adapters ‡

\* Included with Matrox EpicA TC2 or TC2-Lite products.

† Included with Matrox EpicA TC4 products.

‡ 2 adapters included with a dual-monitor cable and 4 with a quad-monitor cable.

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## Software supplied

Matrox software is available from the Matrox Web site

([www.matrox.com/graphics/en/finent/products/epica/drivers\\_software.php](http://www.matrox.com/graphics/en/finent/products/epica/drivers_software.php)).

### Client-side software (Windows 2000/XP/XPe and Linux)

- Matrox display drivers and PowerDesk-SE – to use your Matrox graphics hardware and manage program windows in your local session
- Matrox PowerSpace – to organize your Windows desktop in your local session

### Server-side software (Windows 2000/XP and Windows Server 2003)

- Matrox PowerDesk EpicA – to manage program windows in remote sessions
- Matrox PowerSpace EpicA – to organise your Windows desktop in remote sessions

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## Installation overview



**Note:** If your Matrox product is already partially or fully installed on your computer, some or all the installation information in this guide may not apply to you. However, this information may be useful if you need to reinstall your Matrox product.

To install your Matrox product:

- 1 Install the Matrox card – see “[Hardware installation](#)”, page 4.
- 2 Connect your monitors – see “[Connection setup](#)”, page 7.
- 3 Install the software – see “[Software setup](#)”, page 11.

# Hardware installation

This section describes how to install your Matrox card. If your Matrox graphics card is already installed in your computer, skip to “[Connection setup](#)”, page 7. For information specific to your computer, like how to remove its cover, see your system manual.



**WARNING:** To avoid personal injury and to prevent damage to your computer or Matrox hardware, turn off your computer, unplug it, and then wait for it to cool before you install your Matrox product and touch any of the internal parts of your computer.

While your computer is turned off but still plugged in, some electrical current is supplied to the motherboard. This current may prevent newly installed hardware from working properly.

Also, static electricity can severely damage electronic parts. Before touching any electronic parts, drain static electricity from your body (for example, by touching the metal frame of your computer). When handling a card, carefully hold it by its edges and avoid touching its circuitry.



**Note:** Matrox low-profile graphics cards ship with ATX brackets compatible with most systems. If you have a low-profile system, you may need to change the standard bracket on your graphics card to a low-profile bracket. For more information, see “[Replacing brackets on a low-profile graphics card](#)”, page 6.



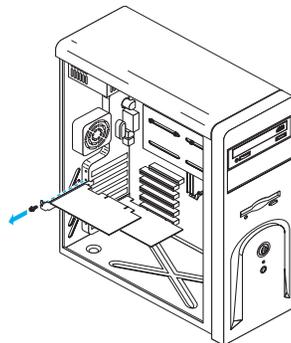
**Note: Server only** - If you’re not installing a Matrox graphics card on your server, skip to “[Server-side software setup](#)”, page 12.

## 1 Open your computer and remove your existing graphics card \*

If a graphics card *isn't* already installed in your computer, skip to [step 2](#).

- a Using **Add/Remove Programs** in the Windows **Control Panel**, remove any currently installed display drivers. Restart your computer for the changes to take effect.

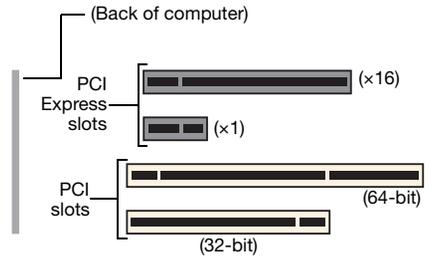
After your computer restarts, you’re prompted to install drivers for the new graphics hardware detected. Click **Cancel**.



- b Turn off your computer and all peripherals such as your monitor or printer.
- c Open the computer and remove your existing graphics card. (If graphics hardware is built into the motherboard of your computer, you may need to disable it manually. For more information, see your system manual.)

## 2 Choose a PCI slot

Most computers have different types of expansion slots. Choose a *PCI* (not *PCI Express*) slot for your graphics card. Your card supports both 64-bit and 32-bit PCI slots. Your system manual should identify the location of each type of expansion slot in your computer.

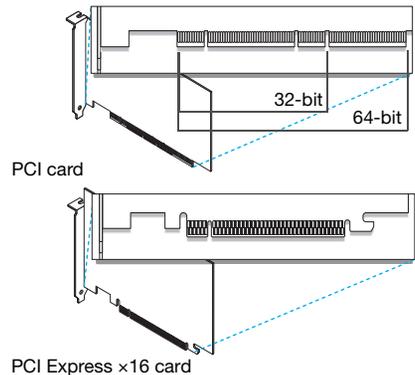


**Note:** If you're using a PCI graphics card in a PCI 64-bit compatible slot, your choice of PCI slot may affect your card or system performance. For more information, see your computer manual.



**WARNING:** Inserting your Matrox card into the wrong type of slot could damage your card, your computer, or both.

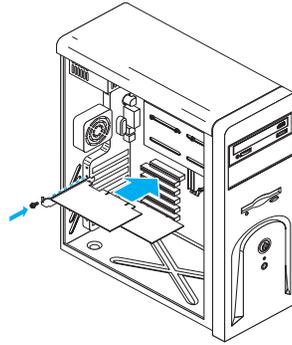
If you have a PCI card and the versions (32- or 64-bit) of your card and PCI expansion slot are different, only part of the card's edge connector (the part closest to the bracket) or expansion slot (the part closest to the back of the computer) should be used.



\* With multi-display mode, you may be able to use your existing graphics card. For Windows 2000/XP, see Windows 2000/XP online help under "Install additional monitors".

### 3 Insert your Matrox card

- a** Position your Matrox card over the expansion slot you've chosen.
- b** Push the card in firmly and evenly until it's fully seated in the slot.
- c** Secure the bracket of your Matrox card to the computer frame.



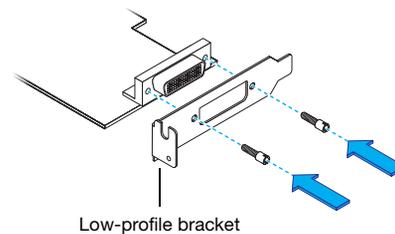
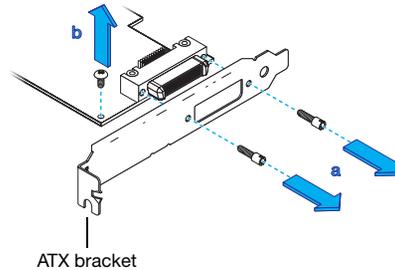
Your Matrox card is now installed. *Before restarting your computer*, connect your monitor or monitors (“[Connection setup](#)”, page 7). *After connecting*, restart your computer and install your Matrox software (see “[Software setup](#)”, page 11).

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## Replacing brackets on a low-profile graphics card

Matrox low-profile graphics cards ship with ATX brackets compatible with most systems. The following explains how to change your standard bracket to a low-profile bracket.

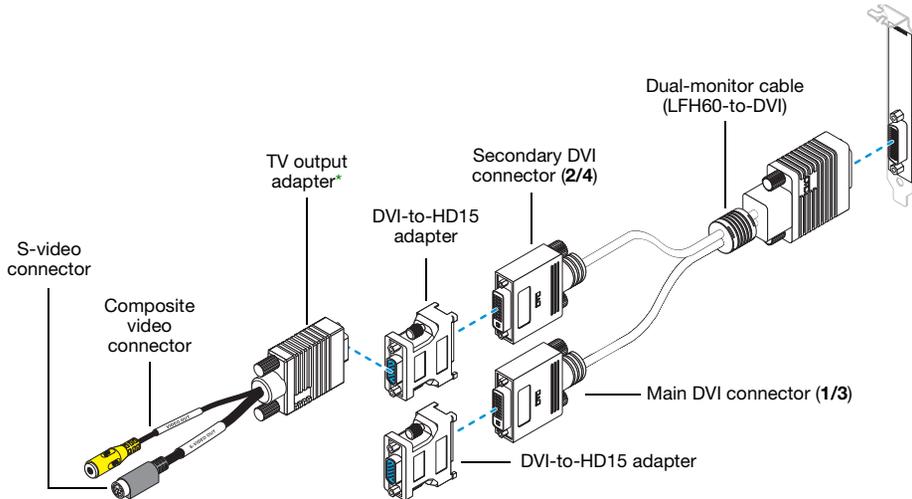
- 1** Remove the standard bracket from your Matrox graphics card by removing the nuts (**a**) on either side of the monitor connector. Depending on your Matrox product, you may need to remove a screw (**b**) on top of the graphics card.
- 2** Attach and fasten the low-profile bracket with the two nuts you just removed.



# Connection setup

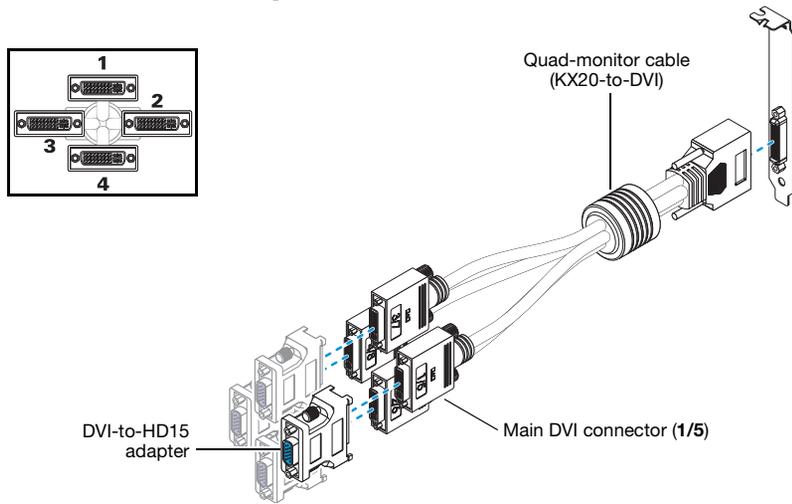
This section describes how to connect your monitors to your Matrox product.

## Connector overview – Epica TC2 and Epica TC2-Lite



\* Supported with Epica TC2-Lite and Epica TC2 only. TV output adapters are sold separately (see <http://shopmatrox.com>).

## Connector overview – Epica TC4



## Step-by-step connection setup



**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.

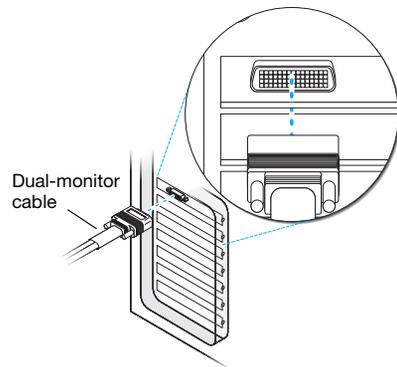


**Note:** Whenever you change your connection setup, make sure you're using the correct connectors and that all connectors are properly fastened.

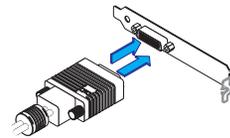
Whenever you restart your computer, make sure your monitors are already turned on. Otherwise, the software may not be able to properly detect your monitors.

### 1 Attach the dual-monitor cable or quad-monitor cable

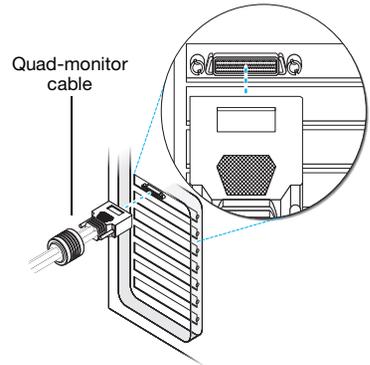
**EpicA TC-2 and EpicA TC-2-Lite** – Attach your Matrox dual-monitor cable to the connector on the bracket of your Matrox card. Make sure the connectors are properly fastened.



**WARNING:** To avoid damaging the LFH-60 connector on your dual-monitor cable or on your graphics card, carefully insert the connector on your dual-monitor cable as straight as possible into the connector on your graphics card. Specifically, inserting the connectors into each other at an angle is likely to bend and damage the pins on the connector of the dual-monitor cable.



**Epica TC4** – Attach your Matrox quad-monitor cable to the connector on the bracket of your Matrox card. Make sure the connectors are properly fastened.

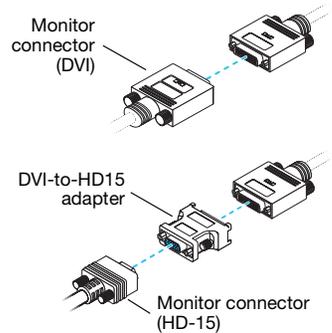


## 2 Connect your monitors

Connect your preferred monitor to the main DVI connector of your multi-monitor cable.

If your monitor has a DVI connector, connect it directly to the main DVI connector of your multi-monitor cable.

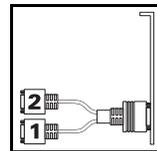
If your monitor has an HD-15 connector, use the DVI-to-HD15 adapter included with your product to connect your monitor to the main connector. Make sure the connectors are properly fastened



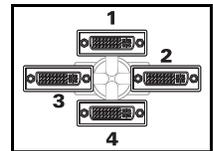
Your Matrox card is now installed. Restart your computer and install your Matrox software (see “Software setup”, page 11).



**Note:** Monitors are numbered consecutively based on which connector each is attached to. Numbering starts with the *primary display* – the one that first displays information when you restart your computer. If another graphics card is installed in your computer, display numbering may be different.



Epica TC2 and  
Epica TC2-Lite

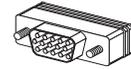


Epica TC4



**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.

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.



HD-15 connector (analog)



DVI connector  
(DVI-D: digital)



DVI connector  
(DVI-I: analog/digital)

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# Software setup

This section describes how to install Matrox software for *Windows 2000/XP/XPe* and *Windows Server 2003*. For the Linux operating system, see the documentation included with your Linux software package.

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

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## Software overview

### Client-side software

- Matrox PowerDesk-SE and display drivers for EpicA
- Matrox PowerSpace (optional)

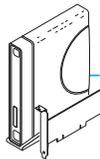
### Supported OS

- Microsoft Windows 2000/XP/XPe
- Linux

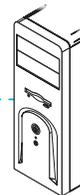
### Client-side hardware

- Matrox EpicA

### Client



### Server



RDP  
(Remote Desktop Protocol)

### Server-side software

- Matrox PowerDesk EpicA
- Matrox PowerSpace EpicA (optional)

### Supported OS

- Microsoft Windows XP and Windows Server 2000/2003

### Supported remote protocols

- Microsoft RDP
- Linux rDesktop
- Citrix ICA (Windows only)

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## Client-side software setup

### 1 Download your Matrox software package

Download the latest client-side software package for your EpicA product from the Matrox Web site ([www.matrox.com/graphics/en/finent/products/epica/drivers\\_software.php](http://www.matrox.com/graphics/en/finent/products/epica/drivers_software.php)). Your software package includes Matrox display drivers and Matrox PowerDesk software.

To run Matrox PowerSpace locally on the client side, download Matrox PowerSpace from the Matrox Web site ([www.matrox.com/graphics/support/drivers](http://www.matrox.com/graphics/support/drivers)).

### 2 Install your software package

Windows detects new hardware when you restart. If Matrox display drivers haven't been previously installed, Windows prompts you to install a display driver. Click **Cancel**, then run the software package you downloaded.

### 3 Install Matrox PowerSpace (optional)

Run the Matrox PowerSpace software package you downloaded. While PowerSpace is running on the client side, it organizes your Windows desktop in your local session. Matrox PowerSpace Epica needs to be installed on the server to organise your Windows desktop in remote sessions.

### 4 Configure your monitor settings (Epica TC2 and Epica TC2-Lite)

To take full advantage of your graphics card, make sure you have the correct monitor settings selected in Windows for *each* of your monitors:

- a Right-click your Windows desktop background, then click **Properties** → **Settings** → **Advanced** → **Monitor**. If you're using a multi-display desktop, select a display before clicking **Advanced**.
- b If “**Hide modes that this monitor cannot display**” is available, make sure it's enabled. Under **Screen refresh rate**, select the highest refresh rate listed.
- c Click **OK** → **OK**.

For more information on Windows monitor settings, see Windows documentation.



**WARNING:** If incorrect software monitor settings are applied, *some* monitors can be permanently damaged. For more information, see your monitor manual.

### 5 Set up your display software

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, you may need to click the **Show hidden icons** button (  ) on your Windows taskbar. For more information on how to use Matrox PowerDesk, see the online help.

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## Server-side software setup

### 1 Download your Matrox software package

Download the latest server-side Matrox PowerDesk Epica software package for your product from the Matrox Web site ([www.matrox.com/graphics/en/finent/products/epica/drivers\\_software.php](http://www.matrox.com/graphics/en/finent/products/epica/drivers_software.php)). Make sure you download the proper package for the clients and operating system you want to support.

Download Matrox PowerSpace EpicA if you want PowerSpace to organize your Windows desktop in the remote sessions of your clients.



**Note:** Matrox PowerDesk and PowerSpace software can be run locally on the server only if Matrox hardware is installed in your server.

## **2 Install your software package**

Run the software package you downloaded and follow the on-screen instructions.

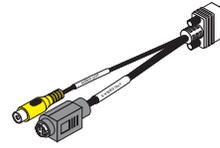
For more information, see the *README* file included with your software package.

## **3 Install Matrox PowerSpace EpicA (optional)**

Run the PowerSpace software package you downloaded.

# TV output (EpicA TC2-Lite and EpicA TC2 only)

If your Matrox product supports TV output, you can use the TV output adapter to connect a video recorder or a TV to your Matrox graphics card. This adapter is only included with certain Matrox products. To purchase a Matrox TV output adapter for your product, see the Matrox online store (<http://shopmatrox.com>).



TV output adapter

This section describes how to use the *TV output* feature.



**Note:** TV output isn't supported with full-screen DOS display modes (for example, the information you see before Windows starts) or with standard VGA mode (for example, when you restart Windows in "safe mode"). Older programs may use these display modes. While one of these display modes is in use, your TV displays nothing (black).

## Connection setup

### 1 Turn off computer

Windows 2000/XP – To shut down your computer, click **Start** → **Shut Down** → **Shut down** → **OK**, then turn off your computer.

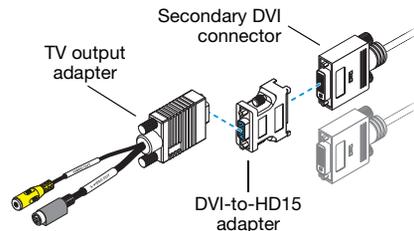


**WARNING:** Don't change monitor connections while your computer is turned on. While your computer is turned on, it may be using monitor settings that are specific to the current monitor connections.

If a display device (monitor, TV, or video recorder) is connected while your computer is using settings intended for another display device, the display of the new device may be garbled or unusable. *Some* devices may be permanently damaged if incorrect settings are used.

### 2 Attach TV adapter

Use a DVI-to-HD15 adapter to connect the TV output adapter to the secondary DVI connector (2/4) on your dual-monitor cable.



### 3 Connect video output

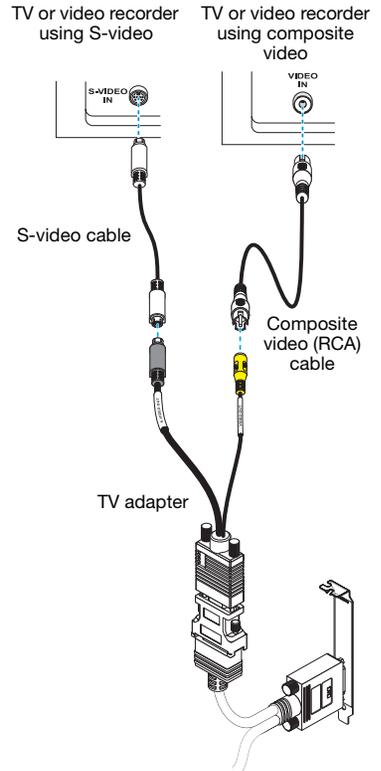
To connect to a TV or a video recorder, you'll need a composite video (RCA) or S-video cable.

If your video device (a TV or a video recorder) didn't come with one of these cables, these types of cable are available at most electronics stores. The type of cable you use depends on what your video device supports. Many video devices support composite video connections, and some higher-quality video devices support S-video connections.

- a Attach one end of your composite video or S-video cable to the appropriate connector on your TV adapter.
- b Attach the other end to the **VIDEO IN\*** connector on your TV† or video recorder.
- c Before viewing or recording video output directly from your computer, make sure your TV or video recorder is set up to use *line* input. For example, if your TV has a **TV/VIDEO** switch, set it to **VIDEO**; or if your video recorder has a **TUNER/LINE** switch, set it to **LINE**.

Optionally, if you use the composite video *and* S-video connectors on your Matrox TV adapter, you can directly connect two different video devices at the same time.

To view *and* record output from the same Matrox video connector, you can connect it to a video recorder and connect the video recorder to a TV. For more information, see your video recorder and TV manuals.



(Note: Using the Matrox composite video *and* S-video connectors at the same time is optional.)

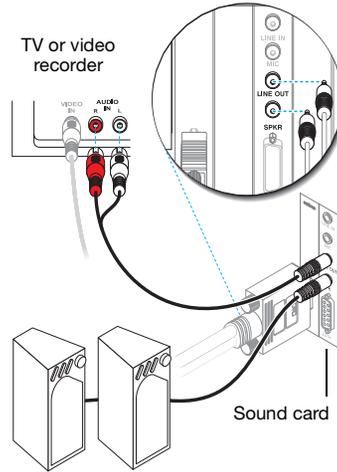
\* The labels on your devices may not be consistent with what's in this guide. Different manufacturers sometimes use different labels for the same type of controls and connectors. For example, the **VIDEO IN** connector on your TV may be labeled **VIDEO 1** (or **VIDEO 2**). To match labels, see the documentation for your video devices.

† If your TV only has an antenna or cable TV connector, you can use an *RF modulator* to connect it to your Matrox card. RF modulators are available at most electronics stores.

## 4 Connect audio output

Typically, the sound output from a computer comes from speakers connected to your sound card. If you prefer, you can hear or record the sound output from your computer using the same TV or video recorder you connect to your graphics card. To do this, you need an audio cable with a stereo jack on one end and two RCA connectors on the other end. If you don't have this type of cable, you can buy one at most consumer electronics stores.

- a Plug the stereo-jack end of the audio cable into the **LINE OUT** (🔊) connector on your sound card.
- b Plug the other end of the cable into the left (**L**) and right (**R**) **AUDIO IN** connectors of your video device. For more information, see your sound card manual.



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## Software setup

If a TV or video recorder is connected to your Matrox product, you can use TV output mode to view or record your display on your TV or video recorder. (To connect video devices to your computer, see [page 14](#).)

TV settings have lower resolutions and refresh rates than typical computer monitor settings. Lower refresh rates may result in more noticeable flicker.



**Note:** Two TV standards are supported for TV output. The NTSC standard is used in North America and Japan, among other places. The PAL standard is used in most of Western Europe and in China, among other places.

If an incorrect TV standard is selected in Matrox software, the output from your computer may not appear or record properly on your TV or your video recorder. To find out what standard your TV or video recorder supports, see its documentation.

**Windows 2000/XP** – To adjust TV settings, access the Multi-Display Setup dialog box for your Matrox product (see [“Set up your display software”](#), [page 12](#)).

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\* If your computer has no audio **LINE OUT** connector, you can use its **SPKR** (speaker) connector instead. In this case, all your computer sound output goes to the video device you connected to.

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# Troubleshooting

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## Basic procedures

This section explains basic procedures that are referred to by some troubleshooting items in this guide.

### Restarting in VGA mode

Windows 2000/XP – What follows is information on how to restart your computer in *VGA mode*.

- 1 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.
- 2 *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.)
- 3 Select "VGA mode", then press [Enter].

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## Graphics – Main troubleshooting

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

### **Problem** Computer doesn't display information or boot after Matrox card is installed

**Cause** Your Matrox card may not be properly installed.

**Solution** Make sure your Matrox card is properly installed. Specifically, make sure the card is firmly inserted in its expansion slot and that all connections to it are firmly in place. For more information, see "[Hardware installation](#)", page 4.

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

**Solution** If an unsupported graphics card is plugged into an expansion slot, remove it.

**Solution** If graphics hardware is built into your computer motherboard, your system may not have automatically disabled it when you inserted your Matrox card. Check your system manual for instructions on how to disable your computer's built-in graphics hardware.

**Cause** Your computer BIOS (Basic Input/Output System) settings may be incorrect.

**Solution** Change your BIOS settings. For more information on your computer BIOS, see your system manual.

**Cause** Your computer BIOS may not be up to date. For more information on your computer BIOS, see your system manual.

**Solution** Reinstall your previous graphics card and, if possible, update your computer BIOS. This can usually be done with software from the manufacturer of your computer. Contact your system vendor or manufacturer to get a BIOS update for your computer.

To get the correct BIOS update, you may need to know the serial number your computer displays when it restarts. (This number is usually in the lower-left corner of the display.)

## **Problem Wrong color balance, screen image off-center, or no picture at all**

**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.

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

**Solution** Make sure you're using the correct connectors ( see [“Connection setup”](#), page 7) and that all connectors are properly fastened.

**Solution** Make sure the monitor power cable is firmly in place.

**Solution** Make sure the connection to the back of the monitor is firmly in place.

**Cause** If display problems occur after the startup screen of your operating system, your software monitor settings may be incorrect.

**Solution** Make sure correct software monitor settings are selected.

If your primary display is still usable, see [“”](#), page 12. Otherwise, see the next troubleshooting item.

**Solution** **Windows 2000/XP** – Make sure you're not using inappropriate monitor setting customizations:

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

- 3 Select the appropriate device.
- 4 Click **Adjust visible area and refresh rate** → **Restore defaults**.

**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** The Matrox display driver may be trying to use settings your monitor doesn't support. This can happen if a monitor was never selected in the software and the display resolution was changed to one your monitor doesn't support, or if the monitor connected to your computer was changed without changing it in the software.



**WARNING:** If incorrect software monitor settings are applied, *some* monitors can be permanently damaged. For more information, see your monitor manual.

**Solution** Windows 2000/XP –

- 1 If your primary display is unusable, restart your computer in VGA mode (see “Restarting in VGA mode”, page 17).
- 2 Right-click your Windows desktop background, then click **Properties** → **Settings**.
- 3 Move the **Screen area** (Windows 2000) or **Screen resolution** (Windows XP) slider down to its lowest setting, then click **OK**.
- 4 Restart your computer normally.
- 5 Make sure the correct monitor is selected in Windows (see “”, page 12).
- 6 Restore your original display settings (see steps 2 and 3).

**Cause** Files on your system may have been deleted or corrupted.

**Solution** Remove, then restore Matrox software:



**Note:** Before removing software, make sure you have all the necessary files to reinstall software that may still be needed.



**Note:** Windows 2000/XP – You may need administrator rights to remove certain software. For more information, see Windows documentation.

## Windows 2000/XP –

- 1 If your primary display is unusable, restart your computer in VGA mode (see “Restarting in VGA mode”, page 17).
- 2 To remove Matrox software, click **Start** → **Settings\*** → **Control Panel** → **Add/Remove Programs** (double-click\*) → **Matrox PowerDesk-HF and Driver** → **Change/Remove** → **Yes**. (\* Depending on your version and configuration of Windows, this part of the step may not be necessary.)
- 3 Restart your computer for the changes to take effect.
- 4 After your computer has restarted, install the latest display driver for your Matrox card. You may also need to reinstall other Matrox software.

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## Graphics – Extra troubleshooting

The following are extra troubleshooting items related to graphics hardware.

### **Problem** Can't use Windows, Windows reports a configuration error, and/or can't install or uninstall Matrox display driver



**Note:** Windows 2000/XP – You may need administrator rights to install certain software. For more information, see Windows documentation.

**Cause** The problem may be specific to the motherboard in your computer.

**Solution** There may be a software update available for your motherboard. To find out what motherboard model your computer is using, see your system manual. For more information, contact the maker of your motherboard or computer. Many motherboard or computer manufacturers have software updates available on their Web site.

**Cause** Files on your system may have been deleted or corrupted.

**Solution** Remove, then restore Matrox software. For more information, see page 19.

### **Problem** Monitor settings aren't automatically detected



**WARNING:** If incorrect software monitor settings are used, your display may become unusable and *some* monitors can be permanently damaged. For more information, see your monitor manual.



**Note:** Windows 2000/XP – To check if your monitor settings are properly selected:

- 1 Right-click your Windows desktop background, then click **Properties** → **Settings** → **Advanced** → **Monitor**. If you're using multiple displays in *independent* mode, select a display before clicking **Advanced**.
- 2 If you see the name of your monitor or “Plug-and-Play”, your monitor settings are properly selected.  
If you see the wrong monitor name or **Default monitor**, your monitor settings aren't properly selected.

**Cause** Your monitor may not be Plug-and-Play. Most new monitors are Plug-and-Play but many older ones aren't. Software can't automatically detect settings for monitors that aren't Plug-and-Play.

**Solution** Manually select your monitor settings in the software. For more information, see “”, page 12.

**Cause** If a monitor was changed or added while Windows was running, the new monitor may not be detected by the software.

**Solution** Restart your computer. If your monitor is a Plug-and-Play (DDC) monitor, it should be automatically detected by the software.

## **Problem Using multiple displays under Windows 2000/XP, program doesn't work with main graphics card**

**Cause** Your main graphics card may not be controlling your primary display. The graphics card that controls your primary display is the one that first displays information when you restart your computer.

A program that doesn't recognize multiple displays may not work with a graphics card unless it's controlling your primary display.

Your computer BIOS (Basic Input/Output System) and the slot type (AGP, PCI, or PCIe – see “Choose a PCI slot”, page 5) of each graphics card help determine which graphics card controls your primary display.

**Solution** If you're having problems with a program that can be moved on your Windows desktop, run this program on your primary display. Make sure the program window doesn't overlap any other display. If the program doesn't work with the graphics card controlling your primary display, or you want your main graphics card to control your primary display, see the other solutions.

**Solution** Change the configuration of your computer BIOS so that the slot type of your main graphics card has priority for becoming the primary display. For information on how to change your computer BIOS settings, see your system manual.

If your computer BIOS doesn't let you select which slot type has priority for becoming the primary display, a BIOS update may be available to let you do this. (The BIOS of most computers can be updated with software.) For a possible BIOS update for your computer, contact your system vendor.

**Solution** If there's a graphics controller built into the motherboard of your computer, by changing your computer BIOS settings, you may be able to change which device controls your primary display. For more information, see your system manual.

**Solution** If you don't need to use the graphics card that's controlling your primary display, remove it from your computer. If your primary display is controlled by the motherboard of your computer, see your system manual for information on how to disable this graphics controller.

**Cause** The program you're using may not work properly with systems using more than one display at a time.

**Solution** An update may be available for the program you're using. This update may fix problems this program has with multi-display systems. For more information, contact the software distributor for the program you're using.

**Solution** If you're using multiple displays in *independent* mode, try using *stretched* mode instead. Programs that don't work in independent mode may work in stretched mode. For more information, see Matrox PowerDesk help.

**Solution** **Windows 2000/XP – For advanced users** – To use a program that doesn't support multi-display systems, you can disable all displays other than your primary display:

- 1 Double-click the PowerDesk icon (  ) on your Windows taskbar to access the PowerDesk main interface. To see the PowerDesk icon in Windows XP, you may need to click the **Show hidden icons** button (  ) on your Windows taskbar.
- 2 Click **Multi-Display Setup**. Make sure you're using **1 display**.
- 3 Click **Start** → **Settings\*** → **Control Panel** → **Performance and Maintenance\*** → **System** (double-click\*) → **Hardware** → **Device Manager**. (\* Depending on your version and configuration of Windows, this part of the step may not be necessary.)
- 4 Click the plus sign to the left of the **Display adapters**.
- 5 For each display adapter, *except* for the one controlling your primary display, right-click the name of a display adapter, then click **Disable** → **Yes**.



**Note:** Your primary display can't be disabled.

6 Restart your computer for changes to take effect.

**i** **Note:** To restore display adapters, repeat steps 3–5, but click **Enable** in step 5.

**Problem** **Not all graphics cards in the computer are fully supported**  
(Software doesn't work with a certain graphics card, or another graphics card doesn't work at all)

**Cause** If you have different models of graphics cards in your computer, your Matrox display driver may not support all the graphics cards in your computer.

**Solution** Under Windows 2000/XP, a display driver may support one or more graphics cards. If a display driver doesn't support a certain card, a different display driver must be used for that card. Software that depends on a certain display driver may not work with a graphics card that's not using the same display driver.

**i** **Note:** If your Matrox product was provided by the manufacturer of your computer, check the Web site of that manufacturer for the latest display driver. A display driver provided by the manufacturer of your computer is more likely to be tested with your computer model.

**Solution** If a graphics card isn't supported, you may need to remove it. If there's graphics hardware built into the motherboard of your computer that's not supported by your software, see your system manual for information on how to disable this graphics hardware.

**Cause** **Windows 2000/XP** – If the Windows method for display driver installation was used (instead of running the setup program included with your Matrox display driver), the driver may not be installed for all the graphics cards it supports.

**Solution** Run the setup program included with the Matrox display driver. The setup program automatically installs the display driver for each Matrox graphics card it supports.

**Problem** **In multi-display mode, displays aren't numbered consecutively**

**Cause** If you have more than one graphics card in your computer, the display numbering may not be consecutive for the displays of a multiple-display card (for example, a DualHead supporting card). Display numbering depends on the types of expansion slots used in your computer (AGP, PCI and PCIe) and the BIOS settings of your computer.



**Solution** **Windows\* 2000/XP** – Move the displays in Windows.  
(\* Only while using multiple displays in “independent” mode. For more information, see PowerDesk help.)

**1** Right-click your Windows desktop background, then click **Properties** → **Settings**.

- 2 Select a display and move it according to the physical position of the monitor it's associated with.



**Note:** In multi-display mode, you may have limited control over the arrangement of your displays. For more information, see Matrox PowerDesk documentation.

**Problem** **Screen image defects appear, program doesn't run properly, or Windows doesn't work properly**  
(example: mouse pointer not drawn properly)

**Cause** Some programs may not work properly with some Matrox acceleration.

**Solution** Disable specific types of software acceleration:

Windows 2000/XP –

- 1 Double-click the PowerDesk icon (  ) on your Windows taskbar to access the PowerDesk main interface. To see the PowerDesk icon in Windows XP, you may need to click the **Show hidden icons** button (  ) on your Windows taskbar.
- 2 Click **Help** → **Troubleshooting settings**.
- 3 Disable one or more features. For more information, see Matrox PowerDesk help.
- 4 Click **OK** or **Apply** for your changes to take effect. (Depending on the feature you disabled, you may have to restart your computer for the changes to take effect.)

**Solution** Disable Windows effects:

Windows 2000 –

- 1 Right-click your Windows desktop background, then click **Properties** → **Effects**.
- 2 Disable one or more features under **Visual effects**.

Windows XP –

- 1 Right-click your Windows desktop background, then click **Properties** → **Appearance** → **Effects**.
- 2 Disable one or more features.

**Solution** If possible, update your Matrox display driver. Matrox makes new display drivers available on the Matrox Web site ([www.matrox.com/mga](http://www.matrox.com/mga)).



**Note:** If your Matrox product was provided by the manufacturer of your computer, check the Web site of that manufacturer for the latest display driver. A display driver provided by the manufacturer of your computer is more likely to be tested with your computer model.

**Solution** Windows 2000/XP – Disable Matrox hardware acceleration:

- 1 Right-click your Windows desktop background, then click **Properties** → **Settings** → **Advanced** → **Troubleshooting**.
- 2 Move the **Hardware acceleration** slider to **None**.
- 3 Click **OK** → **OK** to accept the changes.



**Note:** If you identify a program that doesn't work well with Matrox acceleration, please contact Matrox technical support (see page 40) and describe the problem. This information may help us come up with a fix or work-around in a future driver release.

## **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 software may be using a display you didn't intend to use or the software may be configured to use more displays than the actual number of monitors you have. (For example, you may be in DualHead Multi-Display mode but you only have one monitor.)

**Solution** Disable the display:

**Windows\* 2000/XP –**

(\* Only while using multiple displays in "independent" mode. For more information, see PowerDesk help.)

- 1 Right-click your Windows desktop background, then click **Properties** → **Settings**.
- 2 Select the display you want to disable, then clear the **Extend my Windows desktop onto this monitor** check box.
- 3 Click **OK** or **Apply** for your changes to take effect.

**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 on 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** Windows 2000/XP –

- 1 Double-click the PowerDesk icon (  ) on your Windows taskbar to access the PowerDesk main interface. To see the PowerDesk icon in Windows XP, you may need to click the **Show hidden icons** button (  ) on your Windows taskbar.
- 2 Click **Desktop Management**.
- 3 Enable one or more of the following features:
  - **Open program windows**
  - **Maximize windows**
  - **Center dialog boxes and message boxes**
- 4 Choose where you want the program window or dialog box to appear.

For more information, see Matrox PowerDesk help.

## **Problem** Display on digital monitor appears blurry or uses only a portion of the screen

**Cause** You may be using a lower display resolution than what your digital 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. (While using 2 digital monitors at the same time, certain limitations may apply. For more information, [see page 34.](#))

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## Video

The following troubleshooting items address problems related to video files.

### Problem Video file playback is jerky (skipping frames)



**Note:** Jerky video file playback may be the result of slow playback or recording. Slow recording causes frames to be dropped (frames aren't recorded). If jerky video is caused by frames that were dropped during recording or by the video settings such as the encoding method, the problem can only be fixed by recapturing the video under better conditions or with different video settings.

**Cause** Your hard disk may be too slow.

**Solution** Try *defragmenting* your hard disk. To defragment a hard disk:

Windows 2000/XP – Click **Start** → **Programs** → **Accessories** → **System Tools** → **Disk Defragmenter**.

**Solution** If possible, try using a faster disk.



**Tip:** If your computer has more than one hard disk, you may get better results if you play back video files from a disk *other than* the one where the Windows swap file is stored. The Windows swap file is usually stored on drive “C:”.

**Solution** Make sure the drive you're using (a hard disk or DVD drive) is using DMA (if your drive supports DMA transfers). To use DMA:



**WARNING:** Not all drives support DMA well. For more information, see the documentation that came with your hard disk.

Windows 2000/XP –

- 1 Click **Start** → **Settings\*** → **Control Panel** → **Performance and Maintenance\*** → **System** (double-click\*) → **Hardware** → **Device Manager**. (\* Depending on your version and configuration of Windows, this part of the step may not be necessary.)
- 2 Double-click the **IDE ATA/ATAPI controllers** list item to expand it, then double-click the name of the appropriate controller.
- 3 Change each **Transfer Mode** setting to “**DMA if available**”.
- 4 Click **OK** to accept the changes.

**Cause** Too many programs may be running (using up computer resources).

**Solution** Close other programs, including memory-resident programs like **System Agent**.

**Cause** Your Matrox graphics card may be sharing an IRQ (interrupt request) with another PCI card in your computer (for example, a network card).

**Solution** Try moving the PCI card to another PCI slot in your computer. For more information, see the documentation for this card or see your system manual.

## **Problem Mouse pointer flickers or disappears when it's over a video window**

**Cause** You may be using a customized mouse pointer. Windows draws customized mouse pointers in a way that may cause them to flicker or disappear while they're over a video window.

**Solution** **Windows 2000/XP** – Use default Windows mouse pointers:

- 1 Click **Start** → **Settings\*** → **Control Panel** → **Printers and Other Hardware\*** → **Mouse** (double-click\*). (\* Depending on your version and configuration of Windows, this part of the step may not be necessary.)
- 2 Click the **Pointers** tab.
- 3 In the **Scheme** box, select (or reselect) “**(None)**”, then click **OK**.

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## **DVD**

The following troubleshooting items address problems related to DVD. (For general video-related troubleshooting items, see “[Video](#)”, page 27.)

### **Problem DVD video playback is jerky (skipping frames)**

**Cause** Your DVD drive may be too slow.

**Solution** If your DVD drive supports DMA transfers, enable this feature (see page 27).

### **Problem Can't play certain DVD videos**

**Cause** A DVD video may not play back because the region setting on your DVD player doesn't match the region code on the DVD-ROM disc. DVD players and videos use region codes to prevent the playback of video that was intended only for a certain region or market.

**Solution** To get a copy of a DVD video that's compatible with the region code of your DVD player, contact the vendor of that video.

## Problem Can't record DVD video

See “Can't record video with a video recorder”, page 31.

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## TV output

The following troubleshooting items are related to TV output support (see “TV output (Epica TC2-Lite and Epica TC2 only)”, page 14).

### Problem TV image is garbled or unusable.

(blank screen, rolling or overlapping screen images)

**Cause** Your TV or video recorder may not be properly connected.

**Solution** Make sure your TV or video recorder is properly connected. For more information, see “Connection setup”, page 14.

**Cause** Your TV or video recorder may not be properly set up.

**Solution** If a TV is connected to your Matrox graphics card and the TV has a **TV/VIDEO** switch, set it to **VIDEO**. For more information, see your TV manual.

**Solution** If a video recorder is connected to your Matrox graphics card and the video recorder has a **TUNER/LINE** switch, set it to **LINE**. For more information, see your video recorder manual.

**Cause** Matrox software may not be set up for TV output. Particularly, the TV standard selected may not be correct.

**Solution** Windows 2000/XP – See “Software setup”, page 16.

**Cause** TV output isn't supported with full-screen DOS display modes (for example, the information you see before Windows starts) or with standard VGA mode (for example, when you restart Windows in “safe mode”). Older programs may use these display modes. While one of these display modes is in use, your TV displays nothing (black).

**Solution** View the program you're using with your computer monitor instead of your TV.

## **Problem Computer text is hard to read with a TV**

**Cause** The resolution of a TV is lower than a typical computer display. As a result, some text may be harder to read with a TV than with a computer monitor.

**Solution** Lower your computer display resolution:

Windows 2000/XP –

- 1 Right-click your Windows desktop background, then click **Properties** → **Settings**.
- 2 Move the **Screen area** (Windows 2000) or **Screen resolution** (Windows XP) slider to a lower setting.
- 3 Click **OK** to close the dialog box and apply changes.

**Solution** If you're using a display area larger than 640 × 480, you can use larger system fonts to make some text more readable:

Windows 2000/XP –

- 1 Right-click your Windows desktop background, then click **Properties** → **Settings** → **Advanced** → **General**.
- 2 Under **Font size**, select **Large Fonts**.
- 3 Click **OK** to close the dialog box and apply changes.

## **Problem Poor TV or video recorder image quality**

**Cause** Your software TV settings may need adjusting.

**Solution** See “Software setup”, page 16.

**Cause** There may be too many video devices between your video source and destination, or one or more of the video devices may be degrading the quality of the video signal. Demodulators, long cables, cable extensions and improper connections can all affect video signal quality.

**Solution** If your video equipment supports it, use S-video connections. For more information, see “Connection setup”, page 14.

**Solution** Try changing one or more video devices.

**Solution** If possible, use fewer connections. For example, don't use cable extensions.

**Cause** The image settings on your TV may need adjusting.

**Solution** Some TVs have an aperture control sometimes called **PICTURE**. Lowering this setting may reduce this problem. Reducing your TV's brightness setting may also improve image quality. For more information, see your TV manual.

## Problem Can't record video with a video recorder

**Cause** The video source may be copy protected. Your Matrox product may not let you make copies of copy-protected video. (Some video sources let you make a copy of a video, but you may not be able to make a copy of that copy.)

**Solution** To get copies of a copy-protected video, contact the vendor of the video.

## Problem Video appears stretched or squished on a TV

**Cause** **Windows 2000/XP** – If you're using the *PureVideo/DVDMax* feature to view video full-screen on your TV, the aspect ratio of a video may not match the aspect ratio of your TV.

**Solution** Adjust software settings:

- 1 Double-click the PowerDesk icon (  ) on your Windows taskbar to access the PowerDesk main interface. To see the PowerDesk icon in Windows XP, you may need to click the **Show hidden icons** button (  ) on your Windows taskbar.
- 2 Click **Video Playback Settings** → **PureVideo/DVDMax settings**.
- 3 Select **Preserve aspect ratio**.
- 4 Select **Detect video aspect ratio based on** → **Video window**.
- 5 Select the aspect ratio of your TV (4:3 or 16:9 – most TVs are 4:3).
- 6 Click **OK** or **Apply** for your changes to take effect.

For more information, see context-sensitive help.

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## Sound

The following troubleshooting items address problems related to sound cards.

### Problem Sound doesn't record, video files play back with no sound, or sound output is distorted or too loud

**Cause** If the sound problem is with a particular device (for example, TV or speaker), the volume control on the device itself may need adjusting.

**Solution** Adjust the volume control on the device itself.

**Cause** Audio cables may be loose or incorrectly wired.

**Solution** Make sure your sound card cables are properly connected (see “Connect audio output”, page 16).

**Cause** Your sound card's Windows software settings may be incorrect. Specifically, input or output may be disabled, or volume levels may be too low or too high.

**Solution** **Windows 2000/XP** – Make sure your sound card's Windows software settings are correct.

- 1 Double-click the speaker icon (  or  ) on the Windows taskbar.

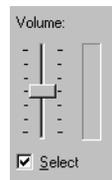
If you *don't* see the speaker icon:

**Windows 2000** –

- a Click **Start** → **Settings** → **Control Panel**.
- b Double-click the **Multimedia** or **Sounds and Multimedia** icon.
- c Enable “**Show volume control on the taskbar**”.
- d Click **OK**.
- e Double-click the speaker icon on the taskbar.

**Windows XP** –

- a Click **Start** → **Settings\*** → **Control Panel** → **Sound, Speech, and Audio Devices\*** → **Sounds and Audio Devices** (double-click\*). (\* Depending on your configuration of Windows, this part of the step may not be necessary.)
  - b Enable “**Place volume icon in the taskbar**”.
  - c Click **OK**.
  - d Double-click the speaker icon on the taskbar.
- 2 Click **Options** → **Properties**.
  - 3 Click the **Recording** button, enable all check boxes in the list box, then click **OK**.
  - 4 For the **Line In** and/or **Microphone** controls, make sure the **Volume** slider levels are okay (if you're not sure, try half level), and the appropriate **Select** check box is enabled.
  - 5 Click **Options** → **Properties**.
  - 6 Click the **Playback** button, enable all check boxes in the list box, then click **OK**.
  - 7 For the **Master**, **Line**, **Aux**, and/or **Wave** controls, make sure the **Volume** sliders are at one-quarter to one-half levels (if you're not sure, try half level), and the **Mute** check boxes are cleared.



8 Close the dialog box.



**Note:** Depending on your sound driver, certain labels may be different. For example, **Line In** may be labeled **Line**.

**Cause** The problem may be specific to the sound card you have.

**Solution** For more information, see your sound card manual.

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## 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. Also, check the Matrox Web site ([www.matrox.com/mga](http://www.matrox.com/mga)) for the latest Matrox software, technical support, and product information.

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# Display information

- Your Matrox graphics card is 100% VGA compatible and supports all VESA standards: VBE 2.0 (Super VGA modes), DPMS (energy saving), and DDC-2B (Plug-and-Play monitor).
- To get the most of your Matrox product, we recommend using the highest color palette setting (a 32-bit color palette) for all your displays.
- If you're using BNC connectors with a Plug-and-Play monitor, the Plug-and-Play feature of your monitor can't be used. To use the Plug-and-Play feature of your monitor, instead of the BNC connectors, use the 15-pin connector at the back of your monitor.
- The display resolutions and refresh rates available depend on your Matrox graphics card, display driver, software monitor settings, and monitor. For information on the capabilities of your monitor, see your monitor documentation.
- While using the highest number of displays at a time at the highest resolution, certain limitations may apply. For example, video playback may be limited.
- While using full-screen remote sessions, your maximum display resolution may be different than the maximum of your Matrox graphics hardware.
- Wide screen modes may be available. For more information, contact your Matrox representative.

## Epica TC2-Lite

- Your Matrox product supports DualHead features. *DualHead* features control 2 displays at a time.
- While using only 1 display, your Matrox graphics card supports display resolutions up to 2048 × 1536.
- While using 2 displays at a time, your Matrox graphics card supports display resolutions up to 1600 × 1200.
- The highest display resolution supported for digital monitors is 1280 × 1024.
- While using 2 displays in independent mode, each monitor has its own monitor settings (refresh rates).

## Epica TC2

- Your Matrox product supports DualHead features. *DualHead* features control 2 displays at a time.
- While using only 1 display, your Matrox graphics card supports display resolutions up to 2048 × 1536.

- While using 2 displays at a time, your Matrox graphics card supports display resolutions up to  $1920 \times 1440$ .
- The highest display resolution supported for digital monitors is  $1920 \times 1200$ .
- While using 2 displays in independent mode, each monitor has its own monitor settings (refresh rates).

### **Epica TC4**

- While using Matrox advanced display control with multiple displays in independent mode, monitor settings are shared by pairs of monitors. monitors 1 and 2 have their own monitor settings (display resolution and refresh rates) and monitors 3 and 4 have their own monitor settings (display resolution and refresh rates)
- The highest display resolution supported for analog and digital computer monitors is  $1600 \times 1200$ .

# Hardware information

## Features

	Matrox EpicA TC2-Lite	Matrox EpicA TC2	Matrox EpicA TC4
# of displays supported	2	2	4
TV output	✓*	✓*	—
Display rotation	—	✓	✓
Main RAMDAC	360 MHz	400 MHz	400 MHz
Secondary RAMDAC	230 MHz	400 MHz	400 MHz
Memory	32 MB	64 MB	128 MB
Memory type	DDR (Double Data Rate) SDRAM	DDR (Double Data Rate) SDRAM	DDR (Double Data Rate) SDRAM
Card type	PCI	PCI	PCI
Form factor	Low-profile	Low-profile	Low-profile

\* TV output adapter sold separately (see <http://shopmatrox.com>).

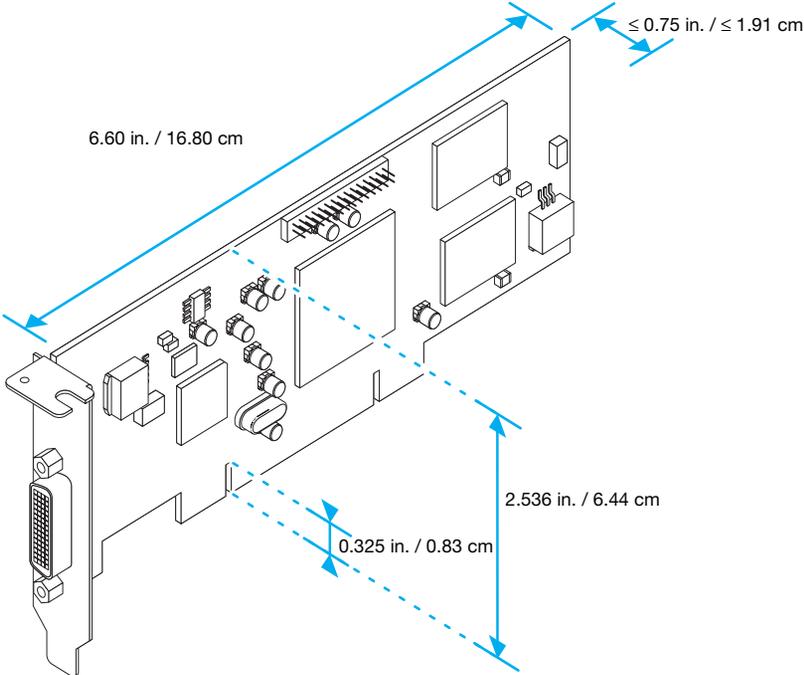
## Environmental specifications

- 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)

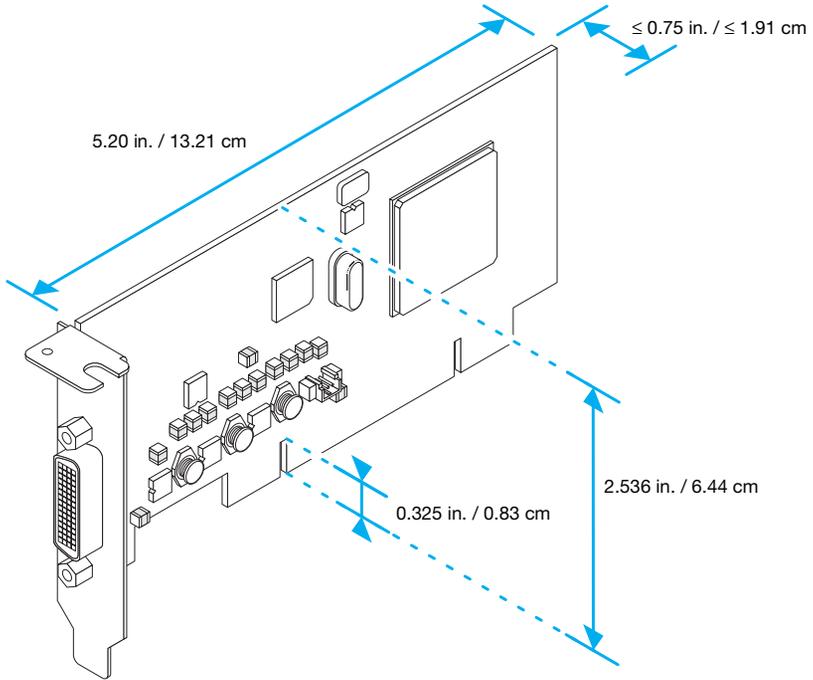
## Digital monitor information

- TMDS (Transition Minimized Differential Signaling) encoding based on the Silicon Image Panellink standard
- DDWG (Digital Display Working Group) compliant DVI connector
- EDID (Extended Display Identification Data) 1.2, 1.3 (without the extended data block), and 2.0 support

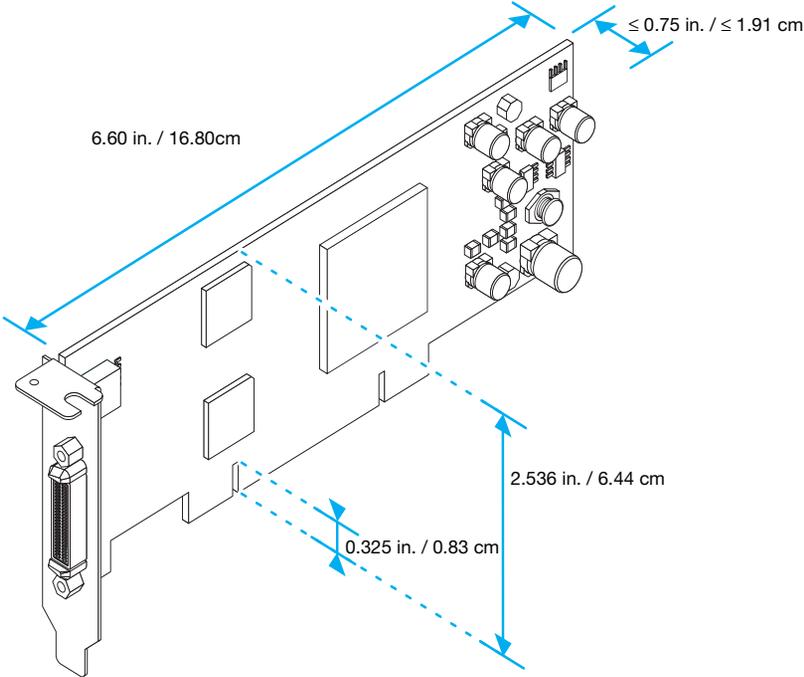
# Maximum card dimensions – Matrox Epica TC2-Lite



## Maximum card dimensions – Matrox EpicA TC2



# Maximum card dimensions – Matrox Epica TC4





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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 professional 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 card serial number, model number, revision number, BIOS number, driver type and version, and memory address at which the Matrox card is installed.
- Computer brand and model name.
- Monitor brand and model name.
- Operating system, version, and service pack.
- Brand and model of any other cards and devices installed on your system.

### Program specific problems

If a problem appears with a specific program, please give us the following information:

- Display settings (color palette, display resolution, and so on) applied when the problem occurs.
- If possible, take note of the file and segment address that caused the problem.
- Detailed steps known to cause the bug, so we can reproduce it.

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## Where to get information

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/XPe – 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.)

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# Warranty

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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 that Matrox hardware products purchased from Matrox authorized dealers will be free from defects in materials and workmanship for a period of 3 years from the date of purchase. This warranty applies only to the original end-user purchaser and is non-transferable. Conditions and limitations of Matrox's warranty are stated below.
2. Matrox's limited warranty covers only those defects which arise as a result of normal use of the hardware and does not apply to any:
  - a. improper or inadequate maintenance;
  - b. incompatibilities due to the user's hardware or software applications with or in which the Matrox product interfaces;
  - c. product of a special or custom-made nature;
  - d. unauthorized modification or misuse;
  - 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;
  - j. defects or damage suffered as a result of force majeure (including theft);
  - k. defects or damage suffered as a result of normal wear and tear, and/or
  - l. stolen goods.
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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2. If you are still experiencing difficulties, please contact your dealer where you purchased your Matrox product.
3. 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 an 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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## **Thank you for choosing Matrox**

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**USA**

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**FCC Compliance Statement****Remark for the Matrox product support by this guide (Matrox EpicA TC2, Matrox EpicA TC2-Lite)**

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 (Matrox EpicA TC2, Matrox EpicA TC2-Lite) 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**

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

**Remarque sur les produits matériels Matrox couverts par ce guide (Matrox EpicA TC2, Matrox EpicA TC2-Lite)**

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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**USA**

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**FCC Compliance Statement**

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**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.

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**CANADA**

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**JAPAN**

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**VCCI Compliance Statement**

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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。

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**JAPAN**

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**EUROPE**

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

### **Remarque sur les produits matériels Matrox couverts par ce guide (Matrox EpicA TC2, Matrox EpicA TC2-Lite)**

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 (Matrox EpicA TC2, Matrox EpicA TC2-Lite)** 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 (Matrox EpicA TC2, Matrox EpicA TC2-Lite)**

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 (Matrox EpicA TC2, Matrox EpicA TC2-Lite)** 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 – Declaration of Conformity**

**Remark for the Matrox hardware products supported by this guide (Matrox EpicA TC4)** These devices comply with EC Directive 89/336/EEC for a Class A 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 A compliant host system. It is assumed that these products will also achieve compliance in any class A compliant system.



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

**Remarque sur les produits matériels Matrox couverts par ce guide (Matrox EpicA TC4)** Ces unités sont conformes à la directive communautaire 89/336/EEC pour les unités numériques de classe A. 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 A. On suppose qu'ils présenteront la même compatibilité dans tout système compatible classe A.

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

### **Anmerkung für die Matrox Hardware-Produktunterstützung durch dieses Handbuch (Matrox EpicA TC4)**

Diese Geräte entsprechen EC Direktive 89/336/EEC für ein digitales Gerät Klasse A. 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 Produkte wurden in einem typischen, der Klasse A entsprechenden, Host-System getestet. Es wird davon ausgegangen, daß diese Produkte auch in jedem Klasse A entsprechenden System entsprechend funktionieren.

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

**Nota per i prodotti hardware Matrox supportati da questa guida (Matrox EpicA TC4)** Questi dispositivi sono conformi alla direttiva CEE 89/336/EEC relativamente ai dispositivi digitali di Classe A. 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 A. Inoltre, si dà per scontato che questi prodotti acquisiranno la conformità in qualsiasi sistema conforme alla classe A.

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

### **Observación referente a los productos de hardware de Matrox apoyados por este manual (Matrox EpicA TC4)**

Estos dispositivos cumplen con la directiva de la CE 89/336/EEC para dispositivos digitales de Clase A. 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 A. Se supone que estos productos cumplirán también con las normas en cualquier sistema que responda a los requisitos de la clase A.

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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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## **MACROVISION**

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