

Matrox® **LUMA Series™**

A310 • A310F • A310FP
• A380 • A380P

User Guide

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Matrox safety information



To ensure safe and reliable operation of your Matrox product, to avoid personal injury, and to prevent damage to your computer or Matrox hardware, read the following guidelines.

Installation and operation

- Read and retain all instructions. Only use your Matrox product according to the instructions, operating ranges, and guidelines provided in the Matrox user guide and other related Matrox documentation. Failure to follow these instructions could result in damage to your product or injury to the user or installer.

- Don't expose your Matrox product to rain, water, condensation, or moisture.

- **Caution: Hot Surface, Do Not Touch**

Your Matrox product can become hot while operating. Ensure that your computer cover is secured in place before turning it on.



Always turn off your computer, unplug it, and then wait for it to cool before removing the cover of your computer to touch any of its internal parts or to install your Matrox card. Allow hot surfaces to cool before touching your Matrox unit.

- **Attention: Surface chaude, ne pas toucher**

Votre produit Matrox peut devenir chaud durant son fonctionnement. Assurez-vous de bien fermer le couvercle de votre ordinateur avant de l'allumer.



Éteignez votre ordinateur, débranchez-le et attendez qu'il refroidisse avant d'ouvrir son couvercle pour accéder à ses parties internes ou pour installer votre carte Matrox. Laissez les surfaces chaudes refroidir avant de toucher votre appareil Matrox.

- 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.
- Don't stack devices or place devices so close together that they're subject to recirculated or preheated air.
- Don't operate your system or Matrox product near a heat source or restrict airflow to your system, and make sure the ambient temperature doesn't exceed the maximum recommended temperatures. Don't block ventilation holes on your unit or system.

If a power supply (internal or external) was included with your product

- Don't place the external power supply directly on top of the device.
- Only use power supplies originally supplied with the product or use a replacement that's approved by Matrox. Don't use the power supply if it appears to be defective or has a damaged chassis.
- Any AC-powered product must be connected to a grounded outlet installed by a licensed electrician. Don't defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding-type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug doesn't fit into your outlet, consult a licensed electrician to replace the obsolete outlet.
- Make sure that nothing rests on the power cables and that the cables aren't located where they can be stepped on, pinched, or tripped over.
- Don't use damaged power cables.
- Unplug your system or device during lightning storms or if unused for long periods of time.

If your product includes laser-based technology

- The device contains a Class 1 laser product for use only under the recommended operating conditions and guidelines. For more information, see your Matrox user guide.
- Invisible laser radiation may be emitted from disconnected fibers or connectors. Don't stare into beams or view directly with optical instruments.
- Only use optical transceivers originally supplied with the product or use a replacement that's approved by Matrox.
- For more information on laser support and compliance, see your Matrox user guide.

If your product includes a battery

- The battery is non-replaceable.
- To dispose of your product, see www.matrox.com/environment/weee.



Repair

- Don't attempt to open or repair a power supply unit (if one was supplied).
- Don't attempt to open or repair your Matrox product.
- If there's a fault with your Matrox product, review your Matrox warranty for more information.

Overview

Thank you for purchasing a Matrox LUMA Series graphics card. This is a high-performance graphics card that supports PCIe® (PCI Express®) ×16 / ×8 compliant systems and multi-monitor setups.

Operating systems supported

The following operating systems are supported:

- Microsoft Windows® 11 64-bit
- Microsoft Windows® 10 64-bit (20H2 and up)
- Microsoft Windows® 10 64-bit LTSC (2021)

Systems and platforms supported

The following systems and platforms are supported:

- 11th Gen Intel® Core™ processor family and up
- AMD Ryzen™ 5000 and 7000 series
- Intel® Xeon® W 24xx and 34xx processors
- Matrox validated systems



Note: Requires Resizable BAR (reBAR) or Smart Access Memory (SAM) supported systems.

For more information, please contact Matrox Video.

Installation overview



Note: If your Matrox Video 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 Video product.

To install your Matrox Video product:

- 1 Install your Matrox Video graphics hardware – [see page 9](#).
- 2 Connect your monitors – [see page 14](#).
- 3 Install your Matrox Video software – [see page 17](#).

More information

Your Matrox Video user guide provides information on installing and using your Matrox Video hardware. For information on Matrox PowerDesk software features and options, see the help file included with your PowerDesk software.

For the latest updates, bug fixes, and improvements, see the release notes included with your product. Also, check the Matrox Video web site (video.matrox.com) for the latest Matrox Video software, technical support, and product information.

Installing your graphics hardware

This section describes how to install your Matrox card. For information specific to your computer, like how to remove its cover, see your system manual.

Before you begin

To avoid personal injury and to prevent damage to your computer or Matrox hardware, read the following guidelines before installing your Matrox graphics hardware.

Preventing damage to your graphics hardware

- Always turn off your computer, unplug it, then wait for it to cool before touching any of the internal parts of your computer or installing your Matrox product.
- 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.
- 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.
- Always try to insert or remove your card as straight as possible.
- Don't operate your system near a heat source or restrict airflow to your system, and make sure the ambient temperature doesn't exceed the maximum recommended temperatures.

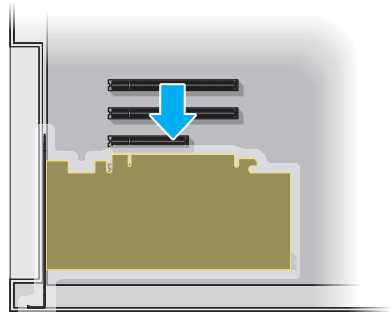
Step-by-step installation

1 Open your computer and remove your existing non-Matrox graphics card

If a graphics card *isn't* already installed in your computer, skip to step 2 given below (Choose an expansion slot).

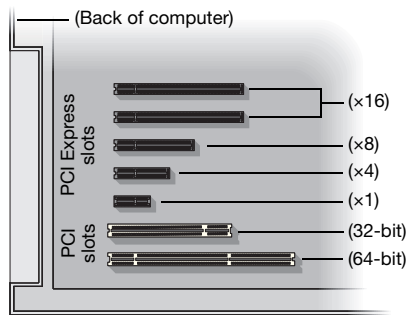
If a graphics card *is* already installed in your computer:

- a Using **Programs and Features** in Windows, remove any currently installed display drivers. Restart your computer for the changes to take effect.
- b Turn off your computer and all peripherals such as your monitor or printer.
- c Open the computer and remove your existing add-in non-Matrox graphics card (if any). (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 an expansion slot

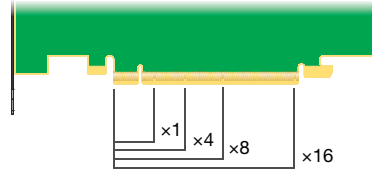
Most computers have different types of expansion slots. Choose a PCI Express (PCIe) $\times 16$ or $\times 8$ slot depending on the type of card you have. Your system manual should identify the location of each type of expansion slot in your computer.



Note: We recommend using a PCIe $\times 16$ or $\times 8$ (PCIe version 3.0 or newer) slot for your Matrox LUMA card. If your system has multiple PCIe $\times 16$ or $\times 8$ slots, your choice of PCIe slot may affect your card or system performance. For more information, see your computer manual.



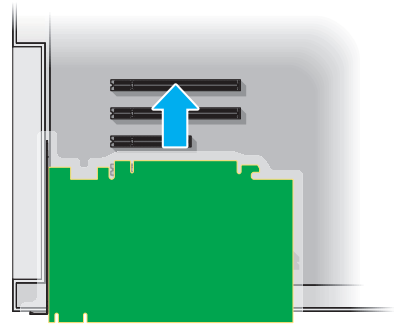
WARNING: Inserting your Matrox card into the wrong type of slot could damage your card, your computer, or both.



PCI Express card

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 powering up your computer*, connect your monitor or monitors (see “Connecting your monitors”, page 14). *After connecting*, restart your computer and install your Matrox software (see “Installing your Matrox software”, page 17).

Installing multiple graphics cards

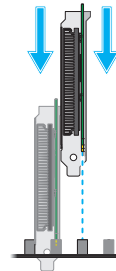
You can install up to two (2) identical Matrox LUMA Series or up to four (4) Matrox LUMA Pro Series graphics cards in your system (mixing different models of LUMA cards is not supported).



Note: If you are adding a second card to an existing setup, make sure to uninstall the drivers first then add the second card and do a fresh driver install.



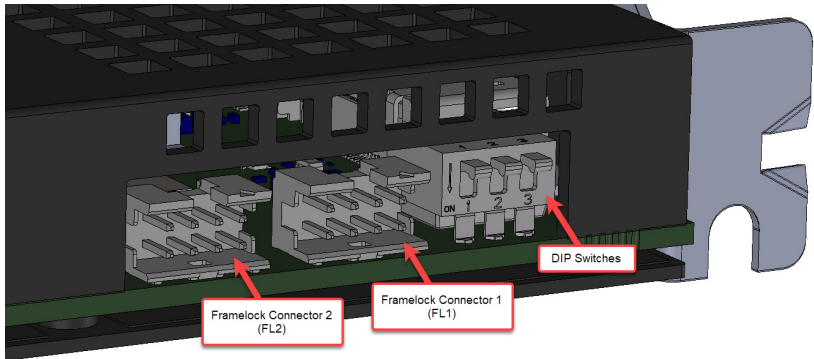
WARNING: To avoid damaging your cards, always insert your card as straight as possible into the slot. Don't rock the card from side to side. If you meet resistance, don't force the card into the slot.



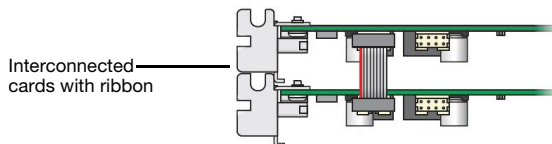
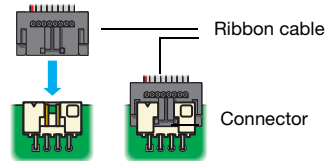
Interconnecting multiple graphics cards (FrameLock)

If you have multiple Matrox LUMA Pro Series graphics cards installed in your system, you can frame-lock your outputs by interconnecting your graphics cards with a ribbon cable. You can interconnect four (4) Matrox LUMA Pro Series graphics cards.

Attach the ribbon cable to the connector labeled **FL1** or **FL2** on one card and to the connector with the same label on the next graphics card.



WARNING: To make sure the cable is inserted properly, the cable edge marked with a red line should be closest to the bracket.



Setting the DIP switches on your LUMA Pro Series cards

If you're setting up your LUMA Pro Series based display wall for the first time, review this section before you begin.

Setting the order for multiple LUMA Pro Series cards

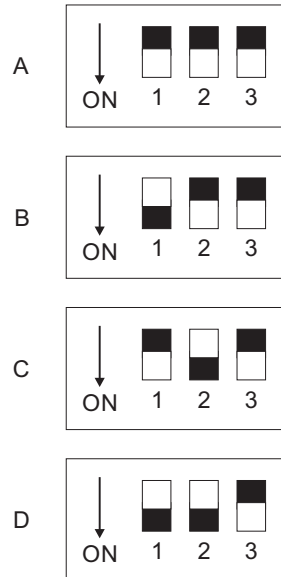
The DIP switches on your LUMA Pro Series output cards are used to control the order in which the GPUs of your cards are used. Setting the DIP switches is useful if you're setting up a large display wall layout that uses multiple cards.

Ordering the output connectors enables PowerDesk software to properly lay out the outputs of your display wall and avoids you having to manually set up your multi-display layout.

The default position of the DIP switch on your LUMA Pro Series card is as shown in A in the diagram.

You can identify the location of the DIP switches as shown in the section [“Interconnecting multiple graphics cards \(Framelock\)”](#) on page 12. To set the DIP switches on your cards, use the tip of a pen or pencil to flip the switch positions.

We recommend setting your card order for multi-card setups. An example is shown in the diagram, starting with the first card identified by PowerDesk as A*.



* The DIP switches use binary counting to set the card order.

Connecting your monitors

This section describes how to connect your monitors to your Matrox graphics hardware. Depending on your Matrox product, your connection setup changes (see “[Step-by-step connection setup](#)”, page 15).

Before you begin

To avoid possible problems that could damage your monitors or prevent you from using your Matrox product, read the following guidelines before connecting your Matrox graphics hardware.

- Your Matrox product supports the following adapters:

Matrox A310 Series –

- Mini DisplayPort to DisplayPort
- Mini DisplayPort to DVI
- Mini DisplayPort to VGA (active)
- Mini DisplayPort to HDMI*

Matrox A380 Series –

- DisplayPort to DVI
- DisplayPort to VGA (active)
- DisplayPort to HDMI*

- To get the most out of your Matrox product, we recommend you use identical monitors.
- Whenever you change your connection setup, make sure you’re using the correct connectors, and that all connectors are properly fastened.
- 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.
- 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.

* Passive adapters are supported up to 4K30.

Step-by-step connection setup

This section guides you through the step-by-step connection setup of your graphics hardware.

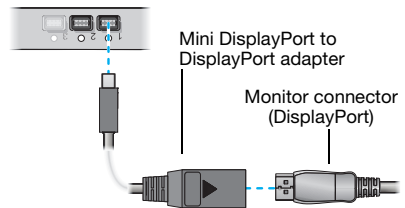


Note: If your monitor can support a combination of connectors, our recommended order of priority for choosing your connector type would be: DisplayPort first, followed by HDMI, then DVI, and lastly VGA connector.

Matrox A310 Series

1 Connect the first monitor

If your monitor has a DisplayPort connector, use a mini DisplayPort to DisplayPort adapter to connect your monitor cable to the mini DisplayPort connector labeled **1** on the bracket of your Matrox card.



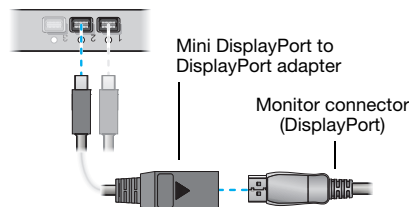
If your monitor has an HDMI connector, use a mini DisplayPort to HDMI adapter to connect your monitor cable to the mini DisplayPort connector labeled **1** on the bracket of your Matrox card.

If your monitor has a DVI connector, use a mini DisplayPort to DVI adapter to connect your monitor cable to the mini DisplayPort connector labeled **1** on the bracket of your Matrox card.

If your monitor has a VGA connector, use a mini DisplayPort to VGA adapter (active[†]) to connect your monitor cable to the mini DisplayPort connector labeled **1** on the bracket of your Matrox card.

2 Connect the other monitors

Repeat step 1 for each monitor you want to connect.



Your Matrox card is now installed. Restart your computer and install your Matrox software (see [“Installing your Matrox software”, page 17](#)).

[†] Only identical third-party active adapters (sold separately) are supported.

Matrox A380 Series

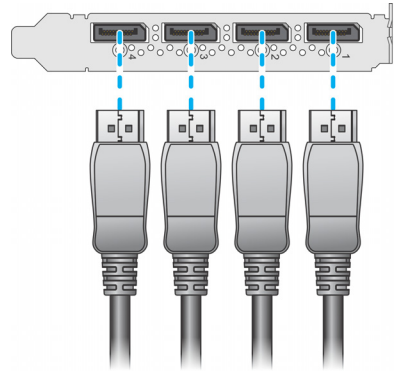
1 Connect the first monitor

If your monitor has a DisplayPort connector, connect your monitor cable to the DisplayPort connector labeled **1** on the bracket of your Matrox card.

If your monitor has an HDMI connector, use a DisplayPort to HDMI adapter to connect your monitor cable to the DisplayPort connector labeled **1** on the bracket of your Matrox card.

If your monitor has a DVI connector, use a DisplayPort to DVI adapter to connect your monitor cable to the DisplayPort connector labeled **1** on the bracket of your Matrox card.

If your monitor has a VGA connector, use a mini DisplayPort to VGA adapter (active‡) to connect your monitor cable to the mini DisplayPort connector labeled **1** on the bracket of your Matrox card.

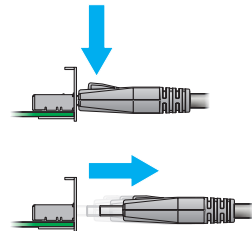


2 Connect the other monitors

Repeat step 1 for each monitor you want to connect.



WARNING: To avoid damaging the DisplayPort connector on your DisplayPort monitor cable or on your Matrox product, carefully remove the DisplayPort cable by pressing the latch on the top of the DisplayPort connector while removing the connector.



Your Matrox card is now installed. Restart your computer and install your Matrox software (see “Installing your Matrox software”, page 17).

‡ Only identical third-party active adapters (sold separately) are supported.

Installing your Matrox software

This section describes how to install your Matrox display driver and PowerDesk software for the supported operating systems (see “[Operating systems supported](#)”, page 7).

Before you begin

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

Obtaining a display driver

- Matrox Video makes the latest display drivers available on the Matrox Video Technical Support web site (video.matrox.com/en/apps/drivers/home).

Matrox PowerDesk software



Your Matrox display driver 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.



Note: To avoid possible problems, unless otherwise specified, we recommend you use *only* PowerDesk software to change your display settings.

Accessing PowerDesk


Windows 10 – To access Matrox PowerDesk, right-click on your Windows desktop and select **Launch Matrox PowerDesk**.

Windows 11 – To access Matrox PowerDesk, right-click on your Windows desktop, open the **More Options** menu and select **Launch Matrox PowerDesk**.

Accessing Matrox PowerDesk help

For information on Matrox PowerDesk software features and options, see the help file included with your PowerDesk software.

While using Matrox PowerDesk software, you can access the help file in several ways:

- From the main PowerDesk interface, click **Help and Troubleshooting** → **PowerDesk help**.
- For information on a specific feature or control on a page, click the **Help** button () on that page.
- To find all topics that contain specific words, use the **Search** tab in the navigation window of the help file.

Troubleshooting

What to do if you have a problem

If you experience problems with your Matrox product:

- Make sure your Matrox card is properly installed, you're using the correct connectors, and that all connectors are properly fastened. For more information, see [“Installing your graphics hardware”](#), page 9 and [“Connecting your monitors”](#), page 14.
- Review the documentation provided with your Matrox product, including the information in this section, to see if your problem is already addressed.
- If graphics hardware is built into your computer, make sure you disable your computer's built-in graphics hardware. Also, remove any currently installed display drivers for that graphics hardware.

If your problem persists, contact Matrox. For more information, see [“Customer support”](#), page 26.

Common problems and solutions

This section addresses common problems that could prevent you from using your computer or graphics hardware.

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

Cause If you have more than one Matrox LUMA Series card in your system, a different card might be booting up as the primary device.

Solution Try moving your display cable to another Matrox LUMA Series card.

Cause There may be unsupported graphics hardware in your computer.

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.

Problem **PowerDesk detects a problem with the driver installation**
(Setup program keeps prompting you to restart your system)

Cause There is another graphics adapter or built-in chip that is present in the system.

Solution In Windows **Device Manager**, enable the Matrox graphics hardware currently installed in your system.

Problem **PowerDesk software isn't installed**

Cause If the Matrox display driver was installed or updated through Windows Update automatic driver installations, Matrox PowerDesk software may not be installed.

Solution Run the setup program included with the Matrox display driver. The setup program automatically installs PowerDesk software for your Matrox product. For more information, see [“Installing your Matrox software”](#), page 17.

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 (the connectors aren't properly fastened or the monitor power cable isn't firmly in place) or may have been disconnected.

Solution Make sure you're using the correct connectors, that all connectors are properly fastened, and that all power cables are firmly in place. For more information, see [“Connecting your monitors”](#), page 14.

Cause If your monitor supports multiple input sources (analog/digital), it may be configured to use the wrong source.

Solution Make sure your monitor is using the correct input source. For more information on selecting the input source for your monitor, see your monitor documentation.

Solution Change your connection setup to use a different input source. For more information, see [“Connecting your monitors”](#), page 14.

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 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.

Product information

Specifications

	Matrox LUMA A310	Matrox LUMA A310F	Matrox LUMA A380
Operating systems supported	Windows 11, Windows 10 (20H2 and up), and Windows 10 LTSC (2021)		
Graphics processing unit (GPU)	Intel Arc A310 [®]	Intel Arc A310 [®]	Intel Arc A380 [®]
Memory	4 GB GDDR 6	4 GB GDDR 6	6 GB GDDR 6
Card type	PCIe 4.0 x16 (x8 electrical)		
Form factor	Low profile	Low profile	Full height
Monitors supported	4	4	4
Connectors	4x Mini DisplayPort™ 2.1		4x DisplayPort™ 2.1
Maximum resolution	2x 8K @ 60 Hz / 5K@ 120 Hz or 4x 5K @ 60 Hz HDR 12b		
Audio output	4 multi-stream audio through Mini DisplayPort		4 multi-stream audio through DisplayPort
HDCP compliant*	✓	✓	✓
Framelock	-	-	-
Power consumption	30 W	50 W	75 W
Maximum card dimensions†	L: 18.10 cm (7.13") / W: 1.979 cm (0.779") / H: 12.08 cm (4.76")		L: 26.62 cm (10.48") / W: 1.981 cm (0.780") / H: 12.69 cm (4.996")
Regulatory compliance	Class B: CE, FCC, ICES-3, KC, RCM, UKCA		
Electrical safety considerations	<p>The card d.c. input is to be separately approved with Reinforced Insulation to MAINS, and power to the card is to be limited to 250 VA. The card must only be installed and operated in a system meeting the fire enclosure requirements of the IEC/CAN/CSA-C22.2/ANSI/UL 62368-1 and IEC/CAN/CSA-C22.2/ANSI/UL 60950-1 safety standards.</p> <p>L'accès CC de la carte doit être approuvé séparément avec une isolation renforcée au SECTEUR et la puissance fournie à la carte doit être limitée à 250 VA.</p> <p>La carte doit seulement être installée et utilisée dans un système qui rencontre les exigences liées aux enveloppes ignifuges des normes de sécurité IEC/CAN/CSA-C22.2/ANSI/UL 62368-1 et IEC/CAN/CSAC22.2/ANSI/UL 60950-1.</p>		

* Certain limitations may apply. Matrox strongly recommends that you review the HDCP web site (www.digital-cp.com) and make sure you understand your legal obligations and responsibility.

† Maximum dimensions of full assembly including fansink / heatsink and bracket.

	Matrox LUMA A310FP	Matrox LUMA A380P
Operating systems supported	Windows 11, Windows 10 (20H2 and up), and Windows 10 LTSC (2021)	
Graphics processing unit (GPU)	Intel Arc A310 [®]	Intel Arc A380 [®]
Memory	4 GB GDDR 6	6 GB GDDR 6
Card type	PCIe 4.0 x16 (x8 electrical)	
Form factor	Low profile	Full height
Monitors supported	4	4
Connectors	4x Mini DisplayPort™ 2.1	4x DisplayPort™ 2.1
Maximum resolution	2x 8K @ 60 Hz / 5K@ 120 Hz or 4x 5K @ 60 Hz HDR 12b	
Audio output	4 multi-stream audio through Mini DisplayPort	4 multi-stream audio through DisplayPort
HDCP compliant*	✓	✓
Framelock	✓	✓
Power consumption	50 W	75 W
Maximum card dimensions†	L: 18.10 cm (7.13") / W: 1.979 cm (0.779") / H: 12.08 cm (4.76")	L: 26.62 cm (10.48") / W: 1.981 cm (0.780") / H: 12.69 cm (4.996")
Regulatory compliance	Class A: CE, FCC, ICES-3, KC, RCM, UKCA	
Electrical safety considerations	<p>The card d.c. input is to be separately approved with Reinforced Insulation to MAINS, and power to the card is to be limited to 250 VA.</p> <p>The card must only be installed and operated in a system meeting the fire enclosure requirements of the IEC/CAN/CSA-C22.2/ANSI/UL62368-1 and IEC/CAN/CSA-C22.2/ANSI/UL 60950-1 safety standards.</p> <p>L'accès CC de la carte doit être approuvé séparément avec une isolation renforcée au SECTEUR et la puissance fournie à la carte doit être limitée à 250 VA.</p> <p>La carte doit seulement être installée et utilisée dans un système qui rencontre les exigences liées aux enveloppes ignifuges des normes de sécurité IEC/CAN/CSA-C22.2/ANSI/UL 62368-1 et IEC/CAN/CSAC22.2/ANSI/UL 60950-1.</p>	

* Certain limitations may apply. Matrox strongly recommends that you review the HDCP web site (www.digital-cp.com) and make sure you understand your legal obligations and responsibility.

† Maximum dimensions of full assembly including fansink / heatsink and bracket.

Environmental

Temperature, operational	0 to 45 °C (32 to 113 °F) (near board ambient)
Temperature, non-operational storage and transportation	-40 to 70°C (-40 to 158 °F)
Humidity, operational (indoor)	20 to 80% (non-condensing)
Humidity, non-operational storage and transportation	10 to 95% (non-condensing)
Atmospheric pressure, operational	650hPa (3,580 meters / 11,745 feet) to 1013hPa (0 meters / 0 feet)
Atmospheric pressure, non-operational and transportation	192hPa (12,000 meters / 39,370 feet) to 1020hPa (-50 meters / -164 feet)

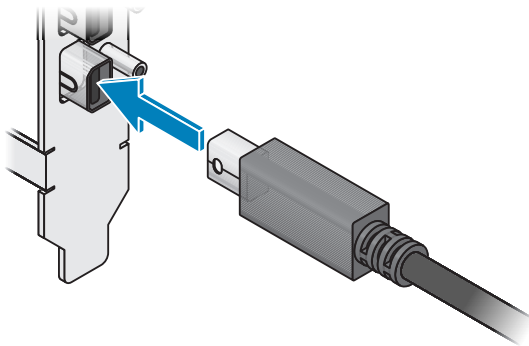
Notes and limitations

- Your Matrox graphics card is 100% VGA compatible. It's also compatible with the following VESA® standards: VBE 3.0 (Super VGA modes), DPMS (energy saving), and DDC-2B (Plug-and-Play monitor), and DDC-CI.
- EDID (Extended Display Identification Data) 1.2, 1.3, and 1.4 are supported.
- 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.
- When installing multiple cards in a system, mixing different models of LUMA Series cards is not supported.

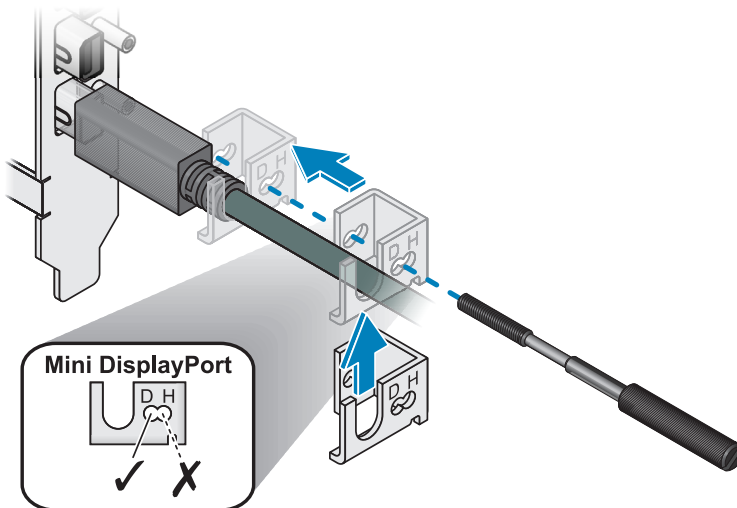
Appendix – Matrox secure cable solution

Mini DisplayPort™ – A310 Series

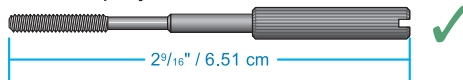
1



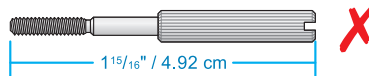
2



Mini DisplayPort™



Mini HDMI®



Customer support

Matrox web

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 video.matrox.com.

Technical support

Matrox values your business and offers professional support for your Matrox product. If you have a problem, we recommend you follow the procedure below for the quickest results.

- 1 Contact your integrator** – This is usually the quickest and most effective method of technical assistance. Your integrator is familiar with your complete system. In the case of hardware warranty assistance, the product must be returned to the integrator, who will return it to Matrox.
- 2** If your Matrox product was provided by your computer manufacturer, contact this manufacturer. For contact information, see your computer documentation or contact the vendor.
- 3 Direct Matrox technical support** – If you still can't resolve a problem (and your Matrox product wasn't provided by your computer manufacturer), you can get technical assistance by contacting Matrox technical support at lumasupport@matrox.com.

Information we need

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

- Matrox product serial number, model number, revision number, and firmware version.
- 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.

Software package download

From your integrator or manufacturer – If your product was purchased through an integrator or a manufacturer, contact them for the latest display driver, firmware, software, and system utilities as they're familiar with your complete system. An integrator or a manufacturer may also have directives regarding software updates.

Directly from Matrox – A more recent software package may support more features and may offer increased capabilities (such as higher display resolutions). Matrox makes the latest display drivers, firmware, software, and system utilities available on the Matrox Technical Support Web site (video.matrox.com/en/apps/drivers/home).

View your warranty information

Matrox makes warranty information available on the Matrox site (video.matrox.com/en/support/warranty).

View the third party software notices

Matrox makes third party software notices and/or additional terms and conditions available on the Matrox site (<https://thirdpartylicenses.matrox.com>).

Register your Matrox product

Please register online (video.matrox.com/en/apps/registration/login) to receive new product announcements and information on special offers and upcoming events.

USA

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 A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

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.

CANADA

(English) Innovation, Science and Economic Development Canada

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

(Français) Innovation, Sciences et Développement économique Canada

Remarque sur les produits matériels Matrox couverts par ce guide Ce présent appareil numérique n'émet aucun bruit radioélectrique dépassant les limites applicables aux appareils numériques de Classe A prescrites dans le Règlement sur le brouillage radioélectrique édicté par Industrie Canada.

UNITED KINGDOM

United Kingdom user's information - Declaration of Conformity

Remark for the Matrox hardware products supported by this guide These devices comply with Directive UK SI 2016 No. 1091 relating to electromagnetic compatibility for a Class A digital device. They have been tested and found to comply with EN55032/CISPR32 and EN55035/CISPR35. In a domestic environment these products may cause radio interference in which case the user may be required to take adequate measures. To meet UK 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.

USA

(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.

KOREA

A 급 기기 (업무용 방송통신기자재)

이 기기는 업무용 (A 급) 전자파적합기기로서 판 매자 또는 사용자는 이 점을 주의하시기 바
라 며 , 가정외의 지역에서 사용하는 것을 목적으 로 합니다 .

EUROPE

(English) European user's information - Declaration of Conformity

Remark for the Matrox hardware products supported by this guide These devices comply with EC Directive 2014/30/EU for a Class A digital device. They have been tested and found to comply with EN55032/CISPR32 and EN55035/CISPR35. 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 Ces unités sont conformes à la directive communautaire 2014/30/EU pour les unités numériques de classe A. Les tests effectués ont prouvé qu'elles sont conformes aux normes EN55032/CISPR32 et EN55035/CISPR35. 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 Diese Geräte entsprechen EC Richtlinie 2014/30/EU für ein digitales Gerät Klasse A. Sie wurden getestet und entsprechen demnach EN55032/CISPR32 und EN55035/CISPR35. 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 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 Questi dispositivi sono conformi alla direttiva CEE 2014/30/EU relativamente ai dispositivi digitali di Classe A. Sono stati provati e sono risultati conformi alle norme EN55032/CISPR32 e EN55035/CISPR35. 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 Estos dispositivos cumplen con la directiva de la CE 2014/30/EU para dispositivos digitales de Clase A. Dichos dispositivos han sido sometidos a prueba y se ha comprobado que cumplen con las normas EN55032/CISPR32 y EN55035/CISPR35. 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.

(APPLICABLE FOR ALL PRODUCTS BASED ON PHOENIX AND OLDER CHIPS - NOT APPLICABLE FOR MAEVEX- AND SV2-BASED PRODUCTS.)

EUROPE

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

Please refer to the Matrox Web site (www.matrox.com/environment/en/weee) for recycling information.



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

Se référer au site Web de Matrox (www.matrox.com/environment/en/weee) pour l'information concernant le recyclage.

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

Bitte wenden Sie sich an der Matrox-Website (www.matrox.com/environment/en/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/en/weee) per le informazioni di riciclaggio.

FRANCE

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.

USA

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, 2002 Ridge Road, Champlain, NY 12919 • 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.

CANADA

(English) Innovation, Science and Economic Development Canada

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) Innovation, Sciences et Développement économique 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.

KOREA

B 급 기기 (가정용 방송통신기자재)

이 기기는 가정용 (B 급) 전자파적합기기로서 주로 가정에서 사용하는 것을 목적으로 하며, 모든 지역에서 사용할 수 있습니다.

EUROPE

(English) European user's information – Information on Conformity

Remark for the Matrox hardware products supported by this guide These devices comply with EC Directive 2014/30/EU for a Class B digital device. They have been tested and found to comply with EN55032/CISPR32 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 – Informations sur la conformité

Remarque sur les produits matériels Matrox couverts par ce guide Ces unités sont conformes à la directive communautaire 2014/30/EU pour les unités numériques de classe B. Les tests effectués ont prouvé qu'elles sont

conformes aux normes EN55032/CISPR32 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 – Konformitäts-Informationen

Anmerkung für die Matrox Hardware-Produktunterstützung durch dieses Handbuch Diese Geräte entsprechen EC Direktive 2014/30/EU für ein digitales Gerät Klasse B. Sie wurden getestet und entsprechen demnach EN55032/CISPR32 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 – Informazioni sulla conformità

Nota per i prodotti hardware Matrox supportati da questa guida Questi dispositivi sono conformi alla direttiva CEE 2014/30/EU relativamente ai dispositivi digitali di Classe B. Sono stati provati e sono risultati conformi alle norme EN55032/CISPR32 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 – Información sobre la conformidad

Observación referente a los productos de hardware de Matrox apoyados por este manual Estos dispositivos cumplen con la directiva de la CE 2014/30/EU para dispositivos digitales de Clase B. Dichos dispositivos han sido sometidos a prueba y se ha comprobado que cumplen con las normas EN55032/CISPR32 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.

(APPLICABLE FOR ALL PRODUCTS BASED ON PHOENIX AND OLDER CHIPS - NOT APPLICABLE FOR MAEVEX-AND SV2-BASED PRODUCTS.)

EUROPE

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

Please refer to the Matrox Web site (www.matrox.com/environment/en/weee) for recycling information.



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

Se référer au site Web de Matrox (www.matrox.com/environment/en/weee) pour l'information concernant le recyclage.

(Deutsch) Information für europäische Anwender – Europäische Regelungen zu Elektro- und Elektronikaltgeräten (WEEE)

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

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

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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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Video Electronics Standards Association. DisplayPort™

VideoLAN VideoLAN®, VLC®, VLC® media player

Vimeo, LLC Vimeo®

Wibu-Systems WIBU®

Wowza Media Systems, LLC..... Wowza™

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(English) Disclaimer

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