








## Adjustment

### To adjust the screen position

- 1 Click here  to view Display properties.
- 2 Click the ATI Adjustment tab.
- 3 Click one of the four Position arrows in the Adjustment box to change your screen position.

The four Position arrows shift your display left, right, up, or down.

### Tip

- Under Size, the up and down arrows increase/decrease the vertical size of your display. The left and right arrows increase/decrease the horizontal size of the display.


---

{button ,KL(`adjusting`)} Related Topics



## Adjustment

### To adjust the screen size

- 1 Click here  to view Display properties.
- 2 Click the ATI Adjustment tab.
- 3 Click one of the four Size arrows in the Adjustment box to change your screen size.

The four Size arrows increase or decrease the vertical and horizontal size of your display.

### Tip

- Under Position, the four arrows shift your display left, right, up, or down.


---

{button ,KL(^adjusting')} Related Topics



## Adjustment

### To adjust the horizontal and vertical frequencies

- 1 Click here  to view Display properties.
- 2 Click the ATI Adjustment tab.
- 3 Click the Size arrows in the Adjustment box to change the horizontal and vertical frequencies.
  - Clicking the the left and right arrows increases/decreases the horizontal frequency.
  - Clicking the up and down arrows increases/decreases the vertical frequency.

#### Note

- The Frequencies box displays the current horizontal and vertical frequencies.


---

{button ,KL(^adjusting')} Related Topics



## Adjustment

### To adjust the synchronization

- 1 Click here  to view Display properties.
- 2 Click the ATI Adjustment tab.
- 3 In the Synchronization box, click the Horizontal or Vertical buttons to toggle synchronization between positive and negative.


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{button ,KL(^adjusting')} Related Topics



## Adjustment

### To adjust the refresh rate

- 1 Click here  to view Display properties.
- 2 Click the ATI Adjustment tab.
- 3 Click the Change Refresh... button.
- 4 In the Change Refresh Rates list, choose the refresh rate that you want to use.

### Tip

- To display all the refresh rates that the current graphics adapter can use, click Show all refresh rates.

**WARNING**  
**Consult your user's manual before adjusting refresh rates. Applying the wrong refresh rate may seriously damage your monitor.**


---

{button ,KL(^adjusting')} Related Topics



## Adjustment

### To display Test Patterns

- 1 Click here  to view Display properties.
- 2 Click the ATI Adjustment tab.
- 3 Click the screen icon.

Each time you click the screen icon, one of six different test patterns are displayed.

---


{button ,KL(^adjusting')} Related Topics





## Adjustment

**To reset your display to default or factory settings**

- 1 Click here  to view Display properties.
- 2 Click the ATI Adjustment tab.
- 3 Click the Defaults... button.
- 4 Click one of the following selections:
  - restore the settings that Windows recommends
  - reset the settings to factory defaults

---


{button ,KL(^adjusting')} Related Topics





## Color

### To recall a color correction scheme

- 1 Click here  to view Display properties.
- 2 Click the ATI Color tab.
- 3 In the list in the Scheme area, click the [color correction](#) scheme you want to recall.  
The properties on the color correction page are now set to the selected scheme's properties.
- 4 Click either OK or Apply to enable the selected scheme's properties.


---

{button ,AL(`color`)} Related Topics



## Color


### To load a new color correction bitmap

- 1 Click here  to view Display properties.
- 2 Click the ATI Color tab.
- 3 Click Load Bitmap...
- 4 To open a bitmap file, enter the filename and click Open, or double-click its icon.

### Note

- Only simple bitmap (.bmp) files are supported.

### Tips

- To switch back to the previous folder, click  on the toolbar.
- To see the hierarchy of all drives on your computer, click in the Look in box.

---

{button ,AL(^color')} Related Topics

## ■ Color

### To save a color correction scheme

- 1 Click here ■ to view Display properties.
- 2 Click the ATI Color tab.
- 3 Click Save As...  
The Save Scheme dialog box opens.
- 4 Enter the name for your color scheme, then click OK.  
The name you select appears in the Scheme list.

---

{button ,AL(^color')} Related Topics

## ■ Color

### To delete a color correction scheme

- 1 Click here ■ to view Display properties.
- 2 Click the ATI Color tab.
- 3 In the list in the Scheme area, click the scheme you want to delete.
- 4 Click Delete.

---

{button ,AL(`color`)} Related Topics

## ■ Color

### To adjust the brightness/contrast of your screen

- 1 Click here ■ to view Display properties.
- 2 Click the ATI Color tab.
- 3 Under the Target Gamma area, drag the slider right (to increase) or left (to decrease) the brightness/contrast of your screen.

### Note

- A value of 1.0 represents a flat (unmodified) setting.

---

{button ,AL(^ color)} Related Topics

## ■ Color

### To adjust your screen's color

- 1 Click here ■ to view Display properties.
- 2 Click the ATI Color tab.
- 3 Under the Color area, click the radio button corresponding to the desired [color component](#) (Red, Green or Blue).
- 4 Move the mouse cursor over the control point and click and hold the left mouse button.
- 5 While holding the button down, drag the control point to its new location.

### Notes

- Points cannot be dragged past another adjacent point on the curve.
- The left-most end point cannot be dragged up from the bottom edge.
- The right-most end point cannot be dragged down from the top edge.

### Tip

- Individual settings can be saved by clicking Save As... and then typing a name for the scheme. That name appears in the Scheme list, so you can easily restore the scheme later.

---

{button ,AL(`color`)} Related Topics



## ■ Color

### To add/remove color correction control points

- 1 Click here ■ to view Display properties.
- 2 Click the ATI Color tab.
- 3 Under the Color area, click the radio button corresponding to the desired color component (Red, Green or Blue).
- 4 To add a control point, hold the SHIFT key down while clicking the mouse cursor at the desired point on the [color curve](#).  
A control point appears on the color curve at the selected spot.
- 5 To remove a control point, hold the CTRL key down while clicking the mouse cursor on the control point to be removed.  
The control point disappears from the color curve.

### Tip

- By adding, removing or moving control points, you smoothen or harshen the gradation of a color tone.

---

{button ,AL(^color')} Related Topics

### **Color Correction**

This allows you to correct for discrepancies between the real color value and the way your monitor displays it. Color discrepancies can be caused by a variety of sources, including:

- lighting conditions in the work area
- color shifts in the monitor

### Color Curve

A color curve represents all of the values of intensity (from 0 to 255) for the corresponding color component (Red, Green or Blue). For each color curve, the horizontal axis represents the input value (i.e., the color value which the Windows program wants to display), while the vertical axis represents the output value (i.e., the color value that the display driver will write to your monitor). A value of 0 (in the lower left corner) represents the darkest tint of a particular color, while a value of 255 (in the upper right corner) represents the lightest tint of that color.

**Color Component**

Three color components - Red, Green and Blue (or simply RGB) - combine in various intensities to determine the color of each pixel on your monitor. The values of each color component are graphically represented by a corresponding [color curve](#).



Displays test patterns that illustrate how your display looks with different colors. Each time you click the screen icon, one of six different test patterns is displayed.

Positions your screen display and adjusts its size.

- The four arrows under Position shift your display left, right, up, or down.
- The up and down arrows under Size increase/decrease the vertical size of your display. The left and right arrows increase/decrease the horizontal size of your display.

In the Frequencies area, the Horizontal field displays the current horizontal frequency and the Vertical field displays the current vertical frequency

- Horizontal frequency specifies the rate at which lines are drawn on your screen.
- Vertical frequency specifies the rate at which your screen is redrawn.

Consult your monitor's specifications for the best settings.



Adjusts the Horizontal, Vertical and Composite synchronization. Consult your monitor's specifications for the best setting.

- Clicking the Horizontal or Vertical buttons toggles synchronization between positive and negative.

Click this to open the Change Refresh Rate dialog box, listing all available refresh rates for each resolution.

- If Show Compatible refresh rates is selected, lists the available refresh rates for your monitor.
- If Show all refresh rates is selected, lists all the refresh rates that your current graphics adapter will support.

**Warning**

- **Consult your user's manual before adjusting refresh rates. Applying the wrong refresh rate may seriously damage your monitor.**

Click this to list the refresh rates that your monitor can use.

Click this to list all refresh rates that your graphics adapter can use.

**Warning**

- **Consult your user's manual before adjusting refresh rates. Applying the wrong refresh rate may seriously damage your monitor.**

Closes this dialog box without saving any changes.

Changes the refresh rate to the value you select.

Displays your current screen resolution (width x height, in pixels) and color depth (in bits per pixel - bpp).



Click this to open the Defaults dialog box. You can reset your display to default values or factory settings.

Closes this dialog box and saves any changes you have made.

Closes this dialog box without saving any changes you have made.

Resets your display to the settings Windows suggests for the monitor type selected in the Settings page.

Resets your display to the factory default values for the monitor type selected in the Settings page.

Click on a panning option in the Name list to

- assign a hotkey.
- view its description.

Displays the hotkey for the current selection in the Name list.

Displays a description of the current selection in the Name list.



Check this box to disable mouse panning.

Sets the hotkeys to factory settings.

Shows how the current settings will look on your screen.

Lists all the desktop schemes you have saved using the Save As.. button.

Click this to save your current screen settings. The name you specify will appear in the Scheme list, so you can easily restore these settings later.

Deletes the scheme that is selected in the Scheme list.

Specifies the key combination that recalls the current scheme.

Increases or decreases the amount of information that appears on your screen. Your monitor and display adapter determine whether you can change this setting. This is sometimes referred to as Screen Resolution.



Increases or decreases the size of your desktop. When your desktop is larger than your screen resolution, it is known as a Virtual Desktop.

Serves as a visual aid for adjusting color settings. You can install a different bitmap using the Load Bitmap... button.

Lists all the color correction schemes you have saved using the Save As.. button.

Click this to save your current color settings. The name you specify will appear in the Scheme list, so you can easily restore these color settings later.

Deletes the scheme that is selected in the Scheme list.

Adjusts the selected color component (Red, Green, or Blue) when a control point on the color curve is moved with the mouse.

Increases or decreases the color brightness and contrast of your display. The higher the gamma value, the higher the brightness and contrast of your display, with 1.0 being flat (unmodified).

Click this to search a drive or network server for a bitmap to replace the one displayed at the top of this Color page. Only simple bitmap (.bmp) files are supported.



[Click this to restore all color settings to the factory default values.](#)



#### **Tell me how to...**

{button ,JI(>taskwin1',`ADJUST\_ScreenPosition');CW(`subcon')}} adjust my screen position

{button ,JI(>taskwin1',`ADJUST\_ScreenSize');CW(`subcon')}} adjust the size of my screen

{button ,JI(>taskwin1',`ADJUST\_Synchronization');CW(`subcon')}} adjust the synchronization

{button ,JI(>taskwin1',`ADJUST\_RefreshRate');CW(`subcon')}} adjust the refresh rate

{button ,Contents()}} get more detailed information



#### **Tell me how to...**

{button ,JI(>taskwin1`,`COLOR\_color\_correction\_bitmap`);CW(`subcon`)} load a new color bitmap

{button ,JI(>taskwin1`,`COLOR\_control\_points`);CW(`subcon`)} add or remove color control points

{button ,JI(>taskwin1`,`COLOR\_calibrate\_color`);CW(`subcon`)} calibrate my display's colors

{button ,JI(>taskwin1`,`COLOR\_adjust\_brightness`);CW(`subcon`)} adjust color brightness and contrast

{button ,JI(>taskwin1`,`COLOR\_save\_scheme`);CW(`subcon`)} save a color scheme

{button ,Contents()} get more detailed information



#### **Tell me how to...**

{button ,JI(>taskwin1`,`SETTINGS\_desktop\_size`);CW(`subcon`)} set my virtual desktop

{button ,JI(>taskwin1`,`To\_assign\_panning\_hotkeys`);CW(`subcon`)} assign panning hotkeys

{button ,JI(>taskwin1`,`To\_change\_the\_speed\_of\_your\_hotkeys`);CW(`subcon`)} change the hotkey speed

{button ,JI(>taskwin1`,`To\_disable\_mouse\_panning`);CW(`subcon`)} disable mouse panning

{button ,Contents() } get more detailed information

■

#### **Tell me how to...**

{button ,JI(>taskwin1,'SETTINGS\_screen\_resolution');CW('subcon')}} change my screen resolution

{button ,JI(>taskwin1,'SETTINGS\_desktop\_size');CW('subcon')}} create a virtual desktop

{button ,JI(>taskwin1,'SETTINGS\_color\_palette');CW('subcon')}} change my color palette

{button ,JI(>taskwin1,'SETTINGS\_change\_fonts');CW('subcon')}} change the desktop font size

{button ,JI(>taskwin1,'SETTINGS\_save\_scheme');CW('subcon')}} save a desktop scheme

{button ,JI(>taskwin1,'SETTINGS\_assign\_hotkey');CW('subcon')}} assign a desktop scheme hotkey

{button ,JI(>taskwin1,'ChangeDisplayType2');CW('subcon')}} change my display driver

{button ,JI(>taskwin1,'ChangeMonitor2');CW('subcon')}} change my monitor

{button ,Contents()}} get more detailed information

Provides descriptions of the current settings, and suggests optimal values.

Displays information about your graphics adapter, and lets you display and change current hardware settings.

Resets the graphics adapter to factory settings.

**Note** All changes to your adapter settings will be lost.



Lists all available hardware settings for the installed graphics adapter.

Lists available values for the current selection in the Setting list.

■

### **Display Adapter Hardware Settings**

This page allows you to view or change the current low-level hardware settings of your ATI graphics adapter. The Settings list shows all of the hardware settings for the installed ATI display adapter. The Value box lists the current value of the selected Settings item. A brief description of the selected hardware setting is shown in the Description box.

#### **Notes**

- If the value of a hardware setting cannot be changed, the Value box is disabled.
- It is recommended that you do not change any hardware settings on this page.
- Any changes you do make to this page will not take effect until you click OK. In some cases, a system restart may be requested.

#### **Tip**

- To restore the display adapter to the manufacturer's recommended hardware settings, click the Factory Defaults button.

Displays an icon illustrating the selected option in the Name list.


Lists the color palettes that your display adapter and monitor support.

Changes the size of the text that Windows displays. If this setting is unavailable, you cannot change the font size.

Click this to customize the size of the fonts that Windows displays. If this button is unavailable, you cannot change the font size.

[Click this to install the software for a new display adapter or monitor.](#)



Help is available for each item in this group. Click  at the top of the dialog box, and then click the specific item you want information about.

Check this to enable the ATI Taskbar icon.

Check this if you want dialog boxes to open in the center of your screen. This is especially useful when you are using a Virtual Desktop.



## ■ **ATI Setup**

### **Welcome to the ATI DeskTop help system!**

This help system is your single-point access to your ATI product features.

If this is your first time installing this ATI product, you may want to take a few minutes following the installation to familiarize yourself with its enhanced features.

Click here ■ to begin installation.

## ■ **ATI Setup**

### **To install a new display driver**

- 1 Click here ■ to view Display properties.
- 2 Click the Settings tab.
- 3 Click Change Display Type...
- 4 In the Adapter Type area, click Change.
- 5 Click Have Disk.
- 6 Type the following:

**A:\WIN95**, then click OK.

(To install from drive B, substitute B: for A:)

- 7 Click OK.

The new ATI display driver files are copied to your computer.

- 8 For help on selecting the monitor which matches your hardware, click here ■.  
Otherwise, click Close.

- 9 Click Apply to save changes, then click Yes to restart Windows.

### **Note**

- Following the reset, ATI DeskTop Help will guide you through some of the enhanced features of your new card.

## ■ **ATI Setup**

### **To change your monitor**

- 1 In the Monitor Type area, click Change.
- 2 Click Show all devices.
- 3 In the Manufacturer's box, select the appropriate monitor manufacturer.
- 4 In the Models box, select the model that matches your hardware (refer to the manufacturer's specifications if you need help).
- 5 Click OK.
- 6 Click Close.
- 7 Click Apply to save changes.
- 8 Click Yes to restart Windows.

### **Note**

- Following the reset, ATI DeskTop Help will guide you through some of the enhanced features of your new card.

## ■ Getting Started...

### Setting ATI Display Properties

Now that the new ATI display drivers are installed, you may want to take a few moments to familiarize yourself with your display card's enhanced features.

For information on using help, press the **F1** key at any time during a Help session.

#### Tell me how to...

- change my screen resolution
  - set my virtual desktop
  - assign my panning hotkeys
  - adjust my screen position
  - set color correction controls
  - get more detailed information
- ☒ Show this screen next time you start Windows.



## ■ **Getting Started...**

### **Setting ATI Display Properties**

Now that the new ATI display drivers are installed, you may want to take a few moments to familiarize yourself with your display card's enhanced features.

For information on using help, press the **F1** key at any time during a Help session.

### **Tell me how to...**

- change my screen resolution
- set my virtual desktop
- assign my panning hotkeys
- adjust my screen position
- set color correction controls
- get more detailed information
- Show this screen next time you start Windows.

## ■ Settings

### **To setup your monitor**

- 1 Click Change Display Type...
- 2 In the Monitor Type area, click Change.
- 3 In the Manufacturer's box, select the appropriate monitor manufacturer.
- 4 In the Models box, select the model that matches your hardware (refer to the manufacturer specifications if you need help).
- 5 Click OK, then click Close.
- 6 Click OK to save changes and close Display properties.
- 7 You must restart Windows before these changes will take effect. To do this, click the Start button, click Shut Down, and then click Restart The Computer.

## ■ Panning

### To assign panning hotkeys

- 1 Click here to ■ view Display Properties.
- 2 Click the ATI Panning tab.
- 3 Select an item in the Name list.

The Description box indicates the operation of the selected hotkey control.

- 4 Click in the Value field.
- 5 Assign a [hotkey](#) by typing a unique key combination, for example, ALT + UP  
or

Click on the [Defaults](#) button to assign the default hotkeys.

### Tips

- You must first set your virtual desktop to enable panning.
- You can assign hotkeys to pan your desktop, [zoom](#) in and out, and [pan lock](#) your screen.
- Click here {button ,Jl(' >taskwin1', 'To\_change\_the\_speed\_of\_your\_hotkeys')}

---

{button ,KL('Panning')} Related Topics

**Hotkey**

One or more keys, used in conjunction with CTRL and/or ALT, to perform an action. For example, ALT + UP can be assigned to pan your desktop upwards.

**Defaults**

The default or factory settings assigned by the manufacturer.

**Zoom**

Zoom In decreases the screen resolution on the desktop. Zoom Out increases the screen resolution on the desktop.

**Pan Lock**

Locks/unlocks the screen in the current position on the desktop.

## ■ Panning

### To disable mouse panning

- 1 Click here to ■ view Display Properties.
- 2 Click the ATI Panning tab.
- 3 Check the Disable Mouse Panning box.

### Note

- If you have not set your virtual desktop, this option will not be available.

---

{button ,KL(`Panning`)} Related Topics



## ■ Panning

### To change the panning speed of your hotkeys

- 1 Click Start, and point to Settings.
- 2 Click Control Panel.
- 3 Double-click Keyboard.
- 4 In the Repeat rate area, drag the slider.

### Note

- The keyboard repetition rate determines the panning speed of your hotkeys.

---

{button ,KL(`Panning')} Related Topics



## ■ Settings

### To change the display driver

- 1 Click here ■ to view Display properties.
- 2 Click the Settings tab.
- 3 Click Change Display Type...
- 4 In the Adapter Type area, click Change.
- 5 Click Have Disk.
- 6 Insert the diskette labeled Windows 95 and type the following:  
**A:\WIN95**, then click OK.  
(To install from drive B, substitute B: for A:)
- 7 Click OK.  
The display driver files are copied to your computer.
- 8 Click Close.
- 9 Click Apply to save changes, then click Yes to restart Windows.

---

{button ,AL(^settings')} Related Topics

## ■ Settings

### To change your monitor

- 1 Click here ■ to view Display properties.
- 2 Click the Settings tab.
- 3 Click Change Display Type...
- 4 In the Monitor Type area, click Change.
- 5 Click Show all devices.
- 6 In the Manufacturer's box, select the appropriate monitor manufacturer.
- 7 In the Models box, select the model that matches your hardware (refer to the manufacturer specifications if you need help).
- 8 Click OK, then click Close.
- 9 Click OK to save changes and close Display properties.

### Note

- The changes will not take effect until you restart Windows. To do this, click the Start button, click Shut Down, and then click Restart The Computer.

---

{button ,AL(^settings')} Related Topics

## ■ Settings

### To save a desktop settings scheme

- 1 Click here ■ to view Display properties.
- 2 Click the Settings tab.
- 3 Click Save As...  
The Save Scheme dialog box opens.
- 4 Enter the name for your settings scheme, then click OK.  
The name you select appears in the Scheme list.

### Tip

- In the Hotkey box, you can assign a hotkey combination which can be used later to recall this desktop settings scheme.

---

{button ,AL(`settings')} Related Topics

## ■ Settings

### To delete a desktop settings scheme

- 1 Click here ■ to view Display properties.
- 2 Click the Settings tab.
- 3 In the list in the Scheme area, click the scheme you want to delete.
- 4 Click Delete.

---

{button ,AL('settings')} Related Topics

## ■ Settings

### To recall a desktop settings scheme

- 1 Click here ■ to view Display properties.
- 2 Click the Settings tab.
- 3 In the list in the Scheme area, click the scheme you want to recall.  
The properties on the Settings page are now set to the selected scheme.
- 4 Click either OK or Apply to enable the selected scheme's properties.

---

{button ,AL(` settings`)} Related Topics

## ■ Settings

### To change your screen resolution

- 1 Click here ■ to view Display properties.
- 2 Click the Settings tab.
- 3 In the Display Area, drag the top slider.
- 4 Click Apply.
- 5 To preview the new desktop setting, click OK.
- 6 To accept this setting, click YES. Otherwise, click No.

### Note

- Your monitor and display adapter determine whether you can change your [screen resolution](#).
- When your desktop size (bottom slider) is larger than your screen resolution, the [Virtual Desktop](#) feature is enabled.

---

{button ,AL(`settings`)} Related Topics



## ■ Settings

### To set your virtual desktop

- 1 Click here ■ to view Display properties.
- 2 Click the Settings tab.
- 3 In the Display area, select a [virtual desktop](#) size by dragging the bottom slider to the right.
- 4 Click Apply.
- 5 To preview the virtual desktop setting, click OK.
- 6 To accept the setting, click Yes.  
or  
Otherwise, click No.

### Note

- To see portions of the virtual desktop not visible on the screen, pan the screen using the mouse or assigned hotkeys.

---

{button ,AL(` settings`)} Related Topics

## ■ Settings

### To change the number of colors your monitor displays

- 1 Click here ■ to view Display properties.
- 2 Click the Settings tab.
- 3 In the Color Palette list, click the number of colors that you want your monitor to display.

#### Note

- Your monitor and display adapter determine the maximum number of colors that can appear on your screen.

---

{button ,AL(^ settings')} Related Topics

## ■ Settings

### To use larger or smaller display fonts

- 1 Click here ■ to view Display properties.
- 2 Click the Settings tab.
- 3 In the Font Size box, click the size you want your displayed fonts to be.
- 4 To customize the size of displayed fonts, click Custom.

### Note

- If the Font Size area is unavailable, make sure your Desktop size in the Display area is higher than 640 by 480 pixels. If 640 by 480 pixels is the only setting available to you, you cannot change your display font.

---

{button ,AL('settings')} Related Topics

## ■ Settings

### To assign a hotkey to a desktop scheme

- 1 Click here to ■ view Display Properties.
- 2 Click on the Settings tab.
- 3 Select the desired desktop scheme in the Scheme list.
- 4 Click in the Hotkey field.
- 5 Assign a [hotkey](#) by typing a key combination. For example, CTRL+ALT + UP.

### Note

- Only certain Hotkey combinations are allowed.

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{button ,AL(`settings`)} Related Topics

## Screen Resolution

Screen Resolution is the number of [pixels](#) displayed on your screen, expressed as a number in the form WxH, where W is the number of pixels displayed horizontally (width) and H is the number of pixels displayed vertically (height). Typical screen resolutions include 640x480, 800x600, 1024x768, 1152x864 and 1280x1024.

**Pixel**

A pixel is one 'dot' on your display. Each pixel can be a different color. The number of possible colors is determined by the color depth.

### **Color Depth/bpp**

The number of colors that are available, or color depth, is determined by the number of bits associated with each [pixel](#) to represents that pixel's color. This is specified as the bpp (bits per pixel) setting. Common values are:

- 8 bpp - gives 256 colors
- 16 bpp - gives 65K colors
- 24 bpp - gives 16.7M colors.

**Virtual Desktop**

The Windows work area is known as the Desktop. When the Desktop is larger than the [Screen Resolution](#), it is known as a Virtual Desktop. With a Virtual Desktop, only a portion of the Desktop is visible on the screen at one time.





## ▪ Troubleshooting

{button ,JI(`,`TROUBLE\_tips')}} Troubleshooting Tips

{button ,EF(`atipr.exe`,`1`,`')}} Problem Report Wizard

{button ,JI(`,`TROUBLE\_customer\_support')}} Contacting Customer Support

## ■ Troubleshooting

### Troubleshooting Tips

Difficulties with your computer display can arise from a combination of things. Listed below are several checks you can make to help determine the problem.

### What's Wrong?

- |  |  |
|--|--|
| {button ,JI('`,`TROUBLE_tips_system_lockup')}  | After installing the display card, my computer system occasionally locks up. |
| {button ,JI('`,`TROUBLE_tips_no_sync')}        | My display does not synchronize.   |
| {button ,JI('`,`TROUBLE_tips_low_resolution')} | I cannot select the desired colors/screen resolution.                        |
| {button ,JI('`,`TROUBLE_tips_no_install')}     | My display driver does not work correctly.                                   |

## ■ Troubleshooting

### **If your system is locking up**

- Ensure that the card is seated correctly and that it has been installed using the proper Control Panel “Add New Hardware” wizard. Refer to your ATI user guide or Windows Help for information on accessing this wizard.
- Try starting Windows in Safe Mode. To find out how, click [here](#)
- Try the display card in a different system. If the card works in another system, the problem is likely due to incorrect configuration or a hardware conflict. To start the Hardware Conflict Troubleshooter, start Windows Help and, in the Index, type “hardware conflict”.

---

{button ,EF(^Windows.hlp',`,1,`") Click here to start Windows Help

## ▪ Troubleshooting

### **If your display goes out of sync**

- The wrong monitor type has been selected.
- To select a new monitor, click [here](#)
-

## ■ Troubleshooting

### **If your display driver does not operate correctly**

- Install a standard driver which was included with your Windows 95 installation disks, using the following steps:

- 1 Click here ■ to view Display properties.
- 2 Click the Settings tab.
- 3 Click Change Display Type...
- 4 In the Adapter Type area, click Change.
- 5 If it is not selected already, click Show all devices.
- 6 In the Manufacturer's list, select ATI Technologies.
- 7 In the Models list, select the display driver which matches your ATI display adapter.
- 8 Click OK, then click Close.
- 9 Click Apply to save changes, then click Yes to restart Windows.

### **Note**

- ATI driver updates can be downloaded from the ATI Download BBS, via the ATI FTP site, and from the ATI's forum on CompuServe. For the relevant information, click here ■.

## ■ Troubleshooting

### **If you cannot set your desired display colors/resolution**

- The combination of [color depth](#) and [screen resolution](#) that is available on the Settings page is dependent on the capabilities of the installed display card.
- It is likely the BIOS is told that this combination is unavailable, based on the selected monitor/display card configuration.

### **Note**

- Windows 95 can dynamically change the screen resolution without a system restart, but a change in color depth (16 bpp to 24 bpp, for example) requires a system restart.

## ▪ Customer Support

### Contacting ATI Customer Support

ATI provides technical support to registered users.

So that we can help you as quickly and efficiently as possible, have you:

{button ,JI(`,`TROUBLE\_faqs')}` reviewed the FAQs?

{button ,JI(`,`TROUBLE\_tips')}` tried the Troubleshooting Tips?

{button ,EF(`atipr.exe',`,1,`)}` filled in the Problem Report Wizard?

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ATI Customer Support Hours are as follows:

Mondays to Fridays:

9:00am to 7:00pm E.S.T.

Telephone:

(905) 882-2626

Facsimile:

(905) 882-0546

BBS\*:

(905) 764-9404

ATI FTP Site:

ftp://ftp.atitech.ca

Compuserve:

GO ATITECH

@ATI SUPPORT 74740,667

\*(14400/9600/2400/1200 baud, 8 data, no parity, 1 stop bit)



## ■ Troubleshooting

### **To start Windows in safe mode**

- 1 Print this topic for reference.
- 2 Restart your computer by clicking the Start button, clicking Shut Down, and then clicking Restart The Computer.  
or  
If the system is locked up, press CTRL+ALT+DEL, or press the computer's reset button, to restart the computer.
- 3 When you see the message "Starting Windows 95", press F8.
- 4 To start Windows without network support, choose Safe Mode.  
To start Windows with network support, choose Safe Mode With Network Support.  
In safe mode, Windows uses default settings (no network, VGA monitor, Microsoft mouse driver, and the minimum device drivers required to start Windows). There is no access to a CD-ROM drive, a printer, or other devices.

### **Note**

- If your system works properly in safe mode with your ATI display adapter but not in normal mode, then the fault is likely due to a faulty display driver or a hardware conflict.
- To try to resolve a hardware conflict, click the Back button and follow the instructions given.
- To change display drivers, click [here](#)
-

■

## Frequently Asked Questions

{button ,JI('`WIN31\_utilities')}} Can I use the existing Windows 3.1x utilities under Windows 95?

{button ,JI('`DPMS\_support')}} Does Windows 95 have DPMS support?

{button ,JI('`NEW\_drivers')}} Where can I get the new *mach64* drivers?

{button ,JI('`WINSWITCH\_capability')}} I used to have 'WinSwitch' with Windows 3.1x.Do I still have this capability with Windows 95?

{button ,JI('`DDC1\_ddc2b')}} Is DDC-1 and DDC-2b support still available if I install Windows 95?

{button ,JI('`MPEG\_videos')}} What do I need to play MPEG videos under Windows 95?

{button ,JI('`UNINSTALL\_drivers')}} How can I uninstall the enhanced *mach64* drivers?

{button ,JI('`TaskbarIcon')}} What is the ATI Taskbar icon for?

**Can I use the existing Windows 3.1x utilities under Windows 95?**

The previous *mach64* drivers, FlexDesk+ and WinSwitch were designed for the capabilities of Microsoft's Windows 3.1x and will not work with Windows 95. The ATI-specific drivers which ship on the Windows 95 installation disk, or the enhanced drivers available from ATI, should be used as you will find these drivers are faster and more stable under Windows 95.

### **Does Windows 95 have DPMS support?**

ATI's *mach64*-based products all support DPMS.

#### **To enable DPMS support**

- 1 Click [here](#) ■ to view Display properties.
- 2 Click the Settings tab.
- 3 Click Change Display Type...
- 4 In the Monitor Type area, check the Monitor is Energy Star compliant box, and click Close.
- 5 Click the Screen Saver tab.
- 6 In the Energy saving features of monitor area, check the Low-power standby box.
- 7 Enter the time after which the monitor will enter standby mode.
- 8 In the Energy saving features of monitor area, check the Shut off monitor box.
- 9 Enter the time after which the monitor will shut off.

**Where can I get the new *mach64* drivers?**

ATI's *mach64* driver updates may be downloaded from the ATI Download BBS, via the ATI FTP site, and from ATI's forum on CompuServe. For the relevant information, click [here](#) ■.

**I used to have 'WinSwitch' with Windows 3.1x. Do I still have this capability with Windows 95?**

Windows 95 does not support 'hot-switching', which was available in Windows 3.1x. ATI's Windows 95 drivers (both Windows 95 CD-ROM version and the enhanced versions) currently do not provide the ability to hot-switch between color depths. You can hot-switch between resolutions via the Display properties sheet.

**Is DDC-1 and DDC-2b support still available if I install Windows 95?**

Yes. Our *mach64*-based products which have built-in DDC-1 and DDC-2b support will still operate with all versions of the Windows 95 ATI *mach64* drivers. If you have a DDC -1 or DDC-2b compliant monitor, those boards will take advantage of it and help to configure the optimum refresh rate and synchronization.

**What do I need to play MPEG videos under Windows 95?**

ATI offers a software MPEG player designed for the *mach64*-based graphics accelerator products for use under Windows 95. The ATI Player supports Pentium-based MPC-3 compliant systems and is strictly a software update that allows existing *mach64*-based boards to take advantage of MPEG-based videos, without the extra expense of costly MPEG hardware boards. The ATI Player provides full-motion, full-screen video, excellent color quality playback and MPEG video playback up to 30 frames per second.



### How can I uninstall the enhanced *mach64* drivers?

ATI's drivers do not have the built-in ability to be uninstalled. However, users of Windows 95 who have installed the Microsoft Plus! software (available from Microsoft as an add-on program) prior to the video driver installation, can go into the Control Panel, click Add/Remove Programs, and the driver installation will be listed on the lower menu. Select this and the driver will be removed, and your system will be reset to the driver that Windows 95 detected upon initial installation.

#### Note

- To *change* display drivers, click here
- .



## ■ Display Properties

The following [Display Properties](#) pages have been added or modified to support the new ATI enhanced display driver utilities:

- Settings page - for customizing your desktop settings such as desktop size, screen resolution and color depth, and to store various desktop preferences for easy recall later.
- Panning page - for setting hotkeys to control panning of the desktop within a Virtual Desktop.
- Adjustment page - for adjusting the position and size of your screen, as well as manipulating the screen refresh rate, frequencies and synchronization.
- Color correction page - for correcting color tone differences between real color values and the way your monitor displays them, and for storing various color correction preferences for easy recall later.

## ■ **Device Manager**

The following display adapter [Device Manager](#) page has been added to support the new ATI enhanced display driver utilities:

- Settings page - provides low-level hardware configuration of your ATI *mach64* display adapter.

## ■ **ATI Taskbar Icon**

An ATI “shortcut” icon provides instant access to various display settings and the ATI Desktop online help system.

If you position the mouse cursor over the ATI icon, you can view the following settings:

- screen resolution
- desktop size
- color depth

If you click the right mouse button on the ATI icon, a menu appears with the following five options:

- select a previously-saved desktop scheme
- select a previously-saved color correction scheme
- launch a troubleshooting help session
- launch the ATI Desktop help system
- remove the ATI icon from the taskbar.

### **Tip**

- You can also launch the ATI Desktop help directly by double-clicking the left mouse button on this icon.
- If the ATI Icon is not in the taskbar, click here {button ,EF('Atiicon.exe',`,1,`)} to install it.

## **Display Properties**

Using the Display Properties dialog box, you can customize various screen elements in Windows. To access this dialog box, click the right mouse button in an empty area of the desktop, and then click Properties.

## Device Manager

The Device Manager is accessed as one tab of the [System Properties](#) dialog box. It provides a categorized list of all the hardware on your computer (including your display adapter), allowing you to view or change a particular [device driver](#), or modify its configuration.

**Device Driver**

This is the lowest-level software which deals directly with the hardware of a particular computer device (such as a mouse, keyboard, display adapter, etc.).



## **System Properties**

Using the System Properties dialog box, you can view or modify your system configuration settings, including your ATI display adapter hardware configuration (through the [Device Manager](#)). To display the System Properties, double-click the System icon in the Control Panel.

