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HP Matrox G250 Graphics Accelerator Card

Installation Guide

Installationshandbuch

Guide d’installation

Guía de Instalación
Léase esto primero

Guida all’installazione

www.hp.com/go/pcaccessories

English . . . . . Chapter 1

Deutsch . . . . . Kapitel 2

Français . . . . . Chapitre 3

Español . . . . . Capítulo 4

Italiano . . . . . Capitolo 5

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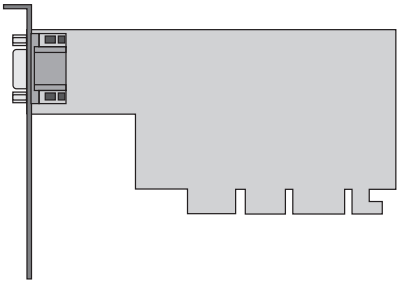
HP Matrox G250



CD-ROM Software

Installation Guide

HP Matrox G250 Installation Guide

Introduction

Congratulations on purchasing one of HP's High Performance Graphics Accelerator cards. This installation guide shows you how to install your graphics card. It includes information on how to install and configure the drivers software.

HP Matrox G250 Features

- 8 MB of Synchrous Graphics RAM (SGRAM) memory, allowing a high precision and high performance graphics acceleration.
- Support for 16:10 wide-format monitors.

Before You Install

CAUTION Your PC and graphics board can be permanently damaged by static electricity. Before handling the board, touch the unpainted part of your PC's metal chassis. Maintain grounding by wearing a wrist strap attached to the chassis. Handle the board by its backplate and top edge. Do not touch the edge connector.

Supported Platforms

To find out which PCs support your HP High Performance Graphics Accelerator card, go to the following HP Web site:
`www.hp.com/go/pcaccessories`

Supported Operating Systems

- Windows 95
- Windows 98
- Windows 2000
- Windows NT 4.0

NOTE This manual documents the procedure to upgrade an existing AGP graphics solution with a HP High Performance Graphics Accelerator card.

Overview of the Installation Procedure

Installing your HP High Performance Graphics Accelerator card is a four step process. You need to:

- Remove the Existing Video Driver Software (if necessary)
- Install your HP High Performance Graphics Accelerator card
- Install the New Driver Software
- Configure the Driver Software

NOTE It is strongly recommended that you have no video driver installed when you begin installing your new card.

Step 1: Removal of the Existing Video Driver Software

This section describes how to remove the existing driver software in a PC running Windows 95, Windows 98, Windows NT 4.0 or Windows 2000. If you do not have any specific driver software installed (for example you are using the standard VGA driver) you can proceed to "Step 2: Installing your HP High Performance Graphics Accelerator Card" on page 4.

1 Switch on your PC. Start up Windows.

2 Click on **Start ➪ Settings ➪ Control Panel.**

3 Double click on **Add/Remove Programs.**

4 Click on the **Install/Uninstall** tab
(Windows 95, Windows 98 & Windows NT 4.0 only)

5 On the list of software which appears, select the old driver software and click **Add/Remove.**(Windows 95, Windows 98 & Windows NT 4.0)
For Windows 2000 click on **Change/Remove**

6 To confirm uninstallation of the driver click **Ok.**

7 Follow the onscreen instructions.

8 When uninstallation is complete, shut down your PC.

Step 2: Installing your HP High Performance Graphics Accelerator Card

WARNING **For your safety, never remove the PC's cover without first removing the power cord, data cables and any connection to a telecommunications network. Always replace the cover before switching on again.**

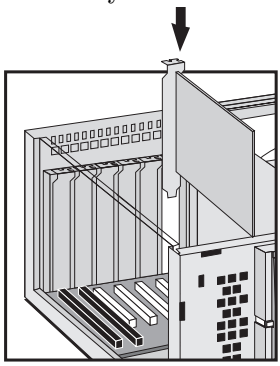
1 With the PC turned off, disconnect the power cord and any connection to a telecommunications network, then remove the cover.

2 Disconnect the monitor cable from the old graphics card.

3 Depending on the PC model, you may need to remove either the screws or the retaining bracket which secures the graphic card in place.

4 Slide the card out of the slot.

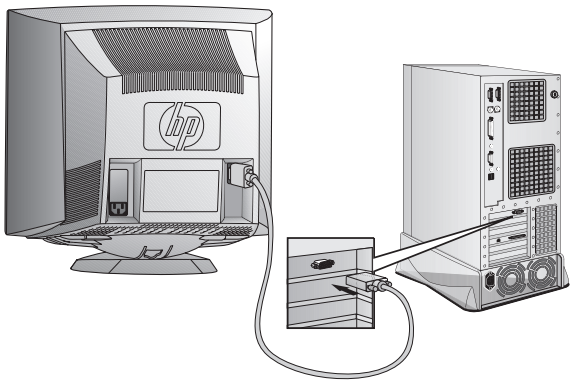
5 Slide your new HP High Performance Graphics Accelerator card into the slot and press firmly.



6 Secure the card to the chassis by either replacing the screws or the retaining bracket.

7 Replace the computer's cover.

8 Connect the video cable from your monitor to the video connector on the card.



9 Reconnect the power cables and any telecommunication cables.

Step 3: Installing the New Driver Software

NOTE

For Windows NT 4.0 users only.
Once the driver is installed you should reboot your PC and reinstall your current service pack.

If your PC has a Pentium III processor and you are using Service Pack 4 or earlier you should install the Intel SIMD driver available on the software CD-ROM.

Ensure that the Plug-and-Play Operating System setting of the BIOS is *disabled* before installation.

Windows 95, Windows 98, Windows 2000 and Windows NT4.0 users

1 Start the PC.

2 Insert the software CD-ROM disk in your drive.

3 Double-click on **setup.exe** file on the software CD-ROM. Depending on your operating system, this file can be found in:

	HP Matrox G250
Windows 95/98	**Win9x\disk01**
Windows 2000	**win2000**
Windows NT 4.0	**NT4.0\dsk01**

Step 4: Configuration of the Driver Software

The detection of the graphics card, the configuration of the operating system, and the loading of the drivers is, in most cases, automatic. Once the graphic card is physically installed in your PC, all you have to do is turn on your PC and use the new card. The graphics card driver software can be configured by using the Settings mode unless otherwise documented. For additional information on configuration refer to the CD-ROM supplied with your graphics card.

Windows 95, Windows 98 and Windows 2000 users

1 Click on **Start ➪ Settings ➪ Control Panel.**
2 Double click on **Display**.
3 Click on the **Settings** tab.
4 Click on **Advanced** and **Adapter.**

Windows NT4.0 users

1 Click on **Start ➪ Settings ➪ Control Panel**
2 Double click on **Matrox Display Settings**.
3 Click on the **Matrox Display Properties** tab.

Troubleshooting

This section describes how to solve problems which may occur with your HP High Performance Graphics Accelerator card.

If the PC fails to start or if the screen is blank and there are no error messages

Solution	Explanation
Check that the PC and monitor are turned on. (The power light should be illuminated.)	Useful routine checks, especially if you have just moved the PC or the monitor.
Check the monitor's contrast and brightness settings.	
Make sure the power outlet is working.	
Check that the graphics card is correctly installed.	

The PC starts normally but the screen is blank or the contents are corrupted.

Solution	Explanation
Check that your monitor supports the graphics card resolution and refresh rate. If the monitor does not support the selected resolution, boot in Safe mode (Windows 95, Windows 98, Windows 2000) or VGA mode (Windows NT 4.0).	This problem may occur if you have just changed your monitor.
The graphics card driver may be corrupted or not properly installed. Reboot in Safe mode (Windows 95, Windows 98, Windows 2000) or VGA mode (Windows NT 4.0).	If the driver files are corrupted, the PC Workstation may boot but may be unable to switch to high-resolution mode.
Remove the graphics card and then reinstall it. Ensure that the board is properly inserted in the AGP slot.	The graphics card may not be seated correctly. This causes the screen to go blank at this point.

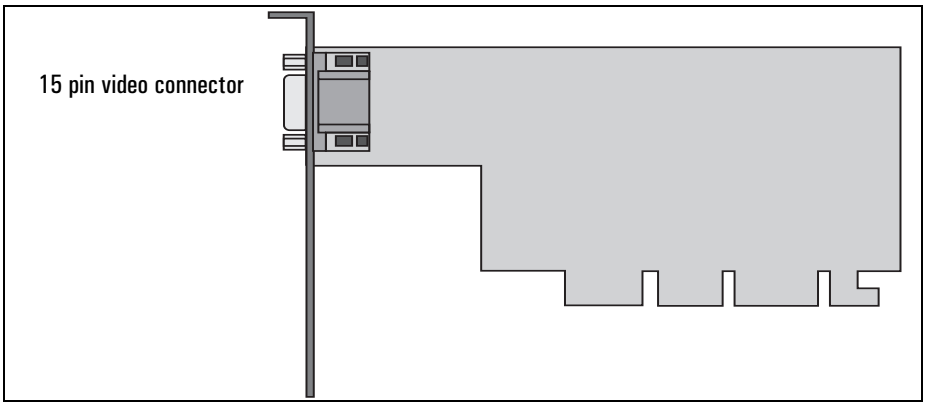
Graphics performance is below expectations

Solution	Explanation
The graphics card driver may be corrupted or not properly installed. Reboot in Safe mode (Windows 95, Windows 98 and Windows 2000) or VGA mode (Windows NT 4.0).	If the driver files are corrupted, the PC Workstation may boot but may be unable to switch to high-resolution mode.
Try reducing the screen resolution, for example, from 2048x1536 to 1280x1024. Selecting a high screen resolution may be incompatible with the accelerated 3D graphics applications.	Some 3D applications obtain higher performance when using lower screen resolution settings. Using lower screen resolutions can leave more video memory free for 3D acceleration features such as texture mapping and z-buffering.
Check HP Support Services (refer to page 10) for an updated driver version for your application.	HP frequently updates the graphic drivers to incorporate feature and performance enhancements or to fix problems found when running specific applications.
Check for additional information on the web. Refer to “HP Support Services” on page 10.	HP provides additional documentation, such as “Frequently Asked Question (FAQs)” to help you solve any problems you may have with your graphics card.

Technical Specifications

Feature/Function	Implementation
Card size	Half size AGP, single-slot
Power requirement	4W
AGP support	Full AGP 2X
Operating temperature	0 ºC to 55 ºC
Operating humidity	20% to 80% (non-condensing)
3D features:	• New MGA G2xx 128-bit DualBus graphics chip • High performance video card with full AGP 2X support featuring Symmetrical Rendering Architecture or PCI support • Gouraud shading & Z buffering • Advanced 2D, 3D features - alpha blending, anti-aliasing • Vibrant Color Quality 3D rendering engine • 8MB of Graphics memory upgradeable to 16MB (option) • High Speed 250 MHz RAMDAC with ultrasharp image quality • Support for high resolutions and colors
RAMDAC frequency	250 MHz
Memory	8 MB SGRAM upgradeable to 16MB

Physical Layout



Your HP High Performance Graphics Accelerator Card supports resolutions and refresh rates listed below:

Resolution (true colour)	Refresh Rates
640 x 480	200 Hz
800 x 600	180 Hz
1024 x 768	140 Hz
1152 x 864	120 Hz
1280 x 1024	90 Hz
1600 x 1200	65 Hz
1920 x 1080	60 Hz
1920 x 1200	24 bit max

HP Support Services

For more information on your graphics board and other accessories available for your PC Workstations, you can visit the following pages on HP's Web site

For HP Kayak PC **www.hp.com/go/kayaksupport**

For HP Vectra PCs **www.hp.com/go/vectrasupport**

For HP Brio PCs **www.hp.com/go/briosupport**

Regulatory Information

FCC (for USA only)

Federal Communications Commission Radio Frequency Interference Statement
Warning:

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 and 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 does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged 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 the 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.

Hewlett-Packard's FCC Compliance Tests were conducted with HP-supported peripheral devices and HP shielded cables, such as those you receive with your system. Changes or modifications not expressly approved by Hewlett-Packard could void the user's authority to operate the equipment.

Notice for Canada

This Class B digital apparatus with the Canadian ICES-003 Regulations.
Cet appareil numérique est conforme à la norme NMB-003 du Canada.

Hardware Warranty

This HP accessory is covered by a limited hardware warranty for a period of one year from the date of purchase by the original end-user. The type of service provided is return to an HP or repair-authorized reseller service-center.

At Hewlett-Packard's discretion, a defective accessory will be repaired or replaced by a new unit, either of the same type or of an equivalent model.

If this accessory is purchased and used together with an HP Vectra or HP Brio personal computer or HP Kayak PC Workstation, it will be covered by the warranty of this computer or workstation, under the same conditions of service and duration.

Please, refer to the warranty statement provided with your HP personal computer or PC workstation for warranty limitations, customer responsibilities and other terms and conditions.

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HP warrants for a period of NINETY (90) DAYS from the date of the purchase that the software product will execute its programming instructions when all files are properly installed. HP does not warrant that the software will be uninterrupted or error free. HP does not warrant to the performance of usefulness of any software provided with your computer product. Unless otherwise expressly provided by HP, it is your own responsibility to obtain the latest version of any software and support directly from the software owner or authorized distributor. In the event that this software product fails to execute its programming instructions during the warranty period, Customer's remedy shall be a refund or repair. Should HP be unable to replace the media within a reasonable amount of time, Customer's alternate remedy shall be a refund of the purchase price upon return of the product and all copies.

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HP warrants the removable media, if supplied, upon which this product is recorded to be free from defects in materials and workmanship under normal use for a period of NINETY (90) DAYS from the date of purchase. In the event the media proves to be defective during the warranty period, Customer's remedy shall be to return the media to HP for replacement. Should HP be unable to replace the media within a reasonable amount of time, Customer's alternate remedy shall be a refund of the purchase price upon return of the product and destruction of all other nonremovable media copies of the software product.

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Customer must notify HP in writing of any warranty claim not later than thirty (30) days after the expiration of the warranty period.

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(9 Nov 1998)

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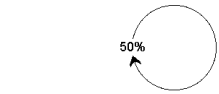

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