



# Reference

This section contains reference information for the Imagine 128 Series 2 for Power Mac. You may find this information helpful in

- contacting Number Nine
- troubleshooting
- using the configuration utilities

## Contact Information

You can contact Number Nine on-line using the Internet, CompuServe, or the Number Nine Bulletin Board System (BBS). You can also contact Number Nine by telephone, fax, or mail.

When you contact Number Nine because you have a question about or suspect a problem with your Imagine 128 Series 2, please be ready to provide the following information:

- a description of the problem
- the text of any error message you receive
- the version numbers of the accelerator BIOS and the driver (You can find this information in the Window display when you use the Status utility.)
- any troubleshooting procedure you have tried and the result
- the accelerator serial number (You can find the serial number on the back of the accelerator.)
- the name of any memory-resident program you are running
- the name and version number of any application you are running



For your convenience, the following is a complete list of Number Nine contact information:

Contact Through	Address or Telephone Number
<b>World Wide Web</b>	<a href="http://www.nine.com">http://www.nine.com</a>
<b>FTP Site</b>	<a href="ftp.nine.com">ftp.nine.com</a>
<b>Number Nine BBS <sup>1</sup></b>	(617) 862-7502 0(+49) 89 614 491 66 (Germany)
<b>CompuServe</b>	Go Nine or Go Gravenc
<b>Telephone Support</b>	(617) 674-8595 (USA) <sup>2</sup> 0(+49) 89 614 491 13 (Germany)
<b>Fax</b>	(617) 674-2929 (USA) 0(+49) 89 614 491 99 Germany) 0(+81) 3 5322 2801 (Japan)
<b>Mail</b>	Number Nine Visual Technology <sup>3</sup> 18 Hartwell Avenue Lexington, MA 02173 USA Number Nine Visual Technology, GmbH Inselkammerstr. 10 82008 Unterhaching B. Munchen, Germany Number Nine Visual Technology Corp. Level 32 Shinjuku Nomura Building 1-26-3 Nishu-Shinjuku, Shinjuku-ku Tokyo, 163-05, Japan

<sup>1</sup> Supports baud rates through 28.8 KB/sec. Set modem to 8 data bits, 1-stop bit, no parity.

<sup>2</sup> Available Monday - Friday, 8:00 - 6:00 p.m Eastern time.

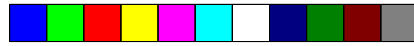
<sup>3</sup> Corporate headquarters.

The Number Nine BBS is available 24 hours a day, seven days a week. It has a separate file area for each Number Nine product. You can find the latest driver updates in each product file area, and you can find files of general interest (shareware, etc.) in the General library. An e-mail system is available for technical questions about Number Nine products or about the BBS in general. You can download a complete listing of available files by invoking the "Download List of Files" command from any file library menu.

## Troubleshooting

If you suspect you are having a problem with your Imagine 128 Series 2 accelerator, first check the information on common problems, causes, and solutions, which follows. The causes and

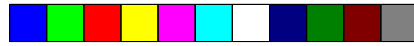




solutions are listed in order by likelihood of occurrence. If your problem is not described there, check the ReadMe 1st file on the disk included in the kit. It may contain information not included in this User's Guide. If your problem is not described there, either, contact Number Nine. (See Contact Information earlier in this section.)

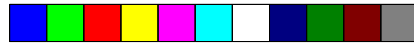
#### Common Problems, Causes, and Solutions

<b>Problem</b>	<b>Nothing is displayed on the screen or the screen image is unrecognizable.</b>
<i>Cause</i>	The monitor cable is not connected correctly to the monitor or to the accelerator.
<i>Solution</i>	Check both ends of the monitor cable. Make sure the cable is fastened securely to both the monitor and the connector on the accelerator.
<i>Cause</i>	The monitor is a fixed-frequency monitor, but the monitor setting (resolution and refresh rate) selected for it is supported only by certain multifrequency monitors.
<i>Solution</i>	Reset to the default monitor setting. (Hold down the <b>R</b> key and restart the computer.)
<i>Cause</i>	The accelerator was not installed in the computer correctly. The PCI connector edge is not completely in the connector on the motherboard. One end of the accelerator may be raised slightly.
<i>Solution</i>	Push the accelerator firmly into the PCI connector on the motherboard.
<i>Cause</i>	A pin in one of the connectors on the monitor cable is bent.
<i>Solution</i>	Try to straighten the pin. If you cannot straighten the pin, replace the monitor cable.
<i>Cause</i>	The PCI connector on the motherboard is bad.
<i>Solution</i>	Remove the accelerator from the slot in which it is installed and install it in another slot. (If you want to use the slot with the bad connector, you will need to replace your motherboard.)
<b>Problem</b>	<b>The screen image is offset or is undersized or oversized.</b>
<i>Cause</i>	The monitor has not been adjusted for optimal display of the screen image.
<i>Solution</i>	Adjust the monitor for optimal size and position of the screen image. (For information on adjusting the size and position of the screen image, see the documentation supplied with the monitor.)
<i>Cause</i>	The monitor is a fixed-frequency monitor, but the monitor setting (resolution and refresh rate) selected for it is supported only by certain multifrequency monitors.
<i>Solution</i>	Change the monitor setting to the setting supported by the monitor. (For information on changing the monitor setting, see the documentation supplied with the computer.) If the problem persists, reset to the default monitor setting. (Hold down the <b>R</b> key and restart the computer.)



### Common Problems, Causes, and Solutions

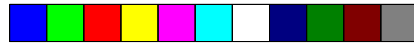
<b>Problem</b>	<b>The screen image is recognizable but is tinted green.</b>
<i>Cause</i>	The monitor does not support or is not correctly configured for Sync on Green.
<i>Solution</i>	If the monitor does not support Sync on Green, disconnect it. If the monitor does support Sync on Green, configure the monitor correctly for it. (For more information on support for or configuring Sync on Green, see the documentation supplied with the monitor.)
<b>Problem</b>	<b>The screen image has a strong tint of a single color.</b>
<i>Cause</i>	The monitor color setting is incorrect. (Some monitors have individual color adjustments or more than one default color setting.)
<i>Solution</i>	Check the color adjustments for the monitor. (For information on adjusting monitor colors, see the documentation supplied with the monitor.)
<i>Cause</i>	The video cable is defective.
<i>Solution</i>	Remove the R, G, and B leads, in turn. If you can remove any one of them without changing the picture color, that lead is defective. Replace the monitor cable.
<b>Problem</b>	<b>The hotkeys for a Zoom setting (magnification) work only during the session in which they have been set. After the computer is restarted, the hotkeys do not work.</b>
<i>Cause</i>	The hotkeys assigned to the magnification are the same as the hotkeys for another application.
<i>Solution</i>	Change the hotkeys for the magnification or the other application so that the hotkeys are not the same.
<b>Problem</b>	<b>The screen image is not redisplayed immediately when the mouse is moved or a key is pressed.</b>
<i>Cause</i>	The DPMS screen saver has been selected using the Saver utility.
<i>Solution</i>	No action required. This is a normal feature of the DPMS screen saver. (With the DPMS screen saver, there is a delay before the screen image is displayed again as the monitor powers up. The length of the delay depends on the power-saving mode in which the monitor is currently operating. If the monitor is in a fully reduced power mode, the power up takes about 20 seconds.)



## Utilities Quick Reference

The following table summarizes the HawkEye configuration utilities, the parameters for each utility, and the settings for each parameter.

Utility	Parameter	Function	Settings
Status (Display information about accelerators installed)	Card	Name of accelerator	<sup>1</sup>
	Processor	Name of on-board processor	<sup>1</sup>
	Clock speed	Clock speed of processor	<sup>1</sup>
	BIOS version	Version number of accelerator BIOS	<sup>1</sup>
	HawkEye version	Version number of driver and configuration utilities	<sup>1</sup>
Config (Set acceleration and caching)	Acceleration switch	Enable or disable acceleration	On Off
	Font cache	Amount of memory for font cache	Max 1024 kB 512 kB 256 kB 128 kB Off
Saver (Enable and customize screen saver)	Switch	Enable or disable screen saver	On Off
	Type <sup>2</sup>	Type of screen saver	Darken DPMS Logo
	Time delay <sup>2</sup>	Time mouse or keyboard is inactive before screen saver is activated automatically	1 min 2 min 3 min 5 min 10 min 30 min 1 h
	Time remaining <sup>2</sup>	Time remaining before screen saver is automatically activated	<sup>1</sup>
	Logo <sup>2</sup>	Use PICT file for logo	
	Hot Spots <sup>2</sup>	Enable hot spot in bottom left corner of screen	
<sup>1</sup> For display only.			
<sup>2</sup> Valid only if Switch is set to On.			



<b>Utility</b>	<b>Parameter</b>	<b>Function</b>	<b>Settings</b>
Gamma (Adjust color)	Color Perfect™		None Standard Your Own
	Color	Channel to be adjusted	Red Green Blue All
	Gamma	Increase or decrease gamma	+ 0 -
	Offset	Increase or decrease offset	+ 0 -
Zoom (Set zoom, mode, and autopan)	Factor	Magnification	x1 x2 x4
	Hotkeys	Hotkey(s) assigned to magnification	<sup>1</sup>
	Mode	Move mouse or center mouse and move background	Scroll Center
	Autopan	Enable or disable autopan	Freeze (blank)
Cursor (Select size and color of mouse pointer)	Size	Cursor size	
	Color	Cursor color	
Window (Enable or disable window-drag)	Window-Drag	Set window-drag	On Off

<sup>1</sup> For display only.