# QUICK TROUBLESHOOTING GUIDE
## VGA [GRAPHICS] CARDS

1. Does anything show up on the monitor when the computer turns on?
   YES, skip to #2
   NO – do the following:
   - Disable your computer's on-board or integrated video from the BIOS menu. Press "F1"or "Delete" during the boot sequence to access the BIOS. Refer to your computer's manual or contact your computer manufacturer for specific details. Once disabled, return to #1
   - If your product is a PCI card, place or install the card in a different PCI slot, preferably the 2$^{nd}$ or 3$^{rd}$ PCI slot below the CPU.
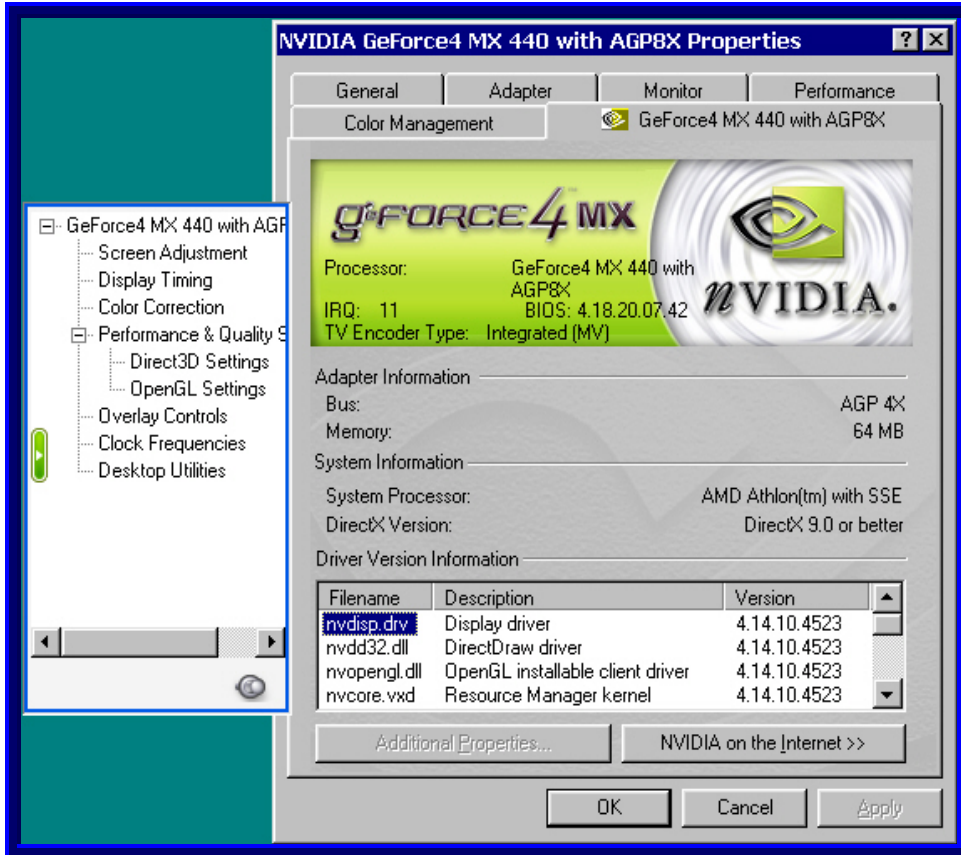   - If you still have no video, please contact technical support.

2. Video on the monitor. Is the picture clear? i.e. clear and sharp image without distortions.
   YES, skip to #3
   NO – If there are black, yellow, orange or other colored stripes across the display or other problems with the display as the computer is booting up, please contact technical support.

3. No video problems as the computer is booting. Check the driver options tabs by navigating as follows:
   - Right-button click on the desktop to display the selection menu
   - Select "Properties"
   - Select the "Settings" tab
   - Click on "Advanced"
   - Select the tab showing the name of the video card, for example, "Nvidia GeForce 4 MX 440 with AGP 8X" or "GeForce FX 5200". See example image below. Once there, you should see a dialog box showing numerous driver options and settings.

- If these are not visible, proceed to "NO" below and follow the instructions

Did the drivers install correctly?

YES, Skip to #4

NO – do the following:

- Restart the computer
- As the computer is booting tap the F8 key a few times
- When the Windows startup menu is displayed, choose SAFE MODE
- Once in SAFE MODE, go to Control Panel, and double-click the "System" icon
- In Windows 95,98, and ME go to DEVICE MANAGER
- Windows 2000, XP select the HARDWARE [tab] and then DEVICE MANAGER [button]
- Click on the "+" next to DISPLAY ADAPTERS

- Remove everything listed below Display Adapters; right-button click on the item and selec either REMOVE or UNINTSALL
- Restart the computer
- Let windows detect the video card.  Do not cancel.  When finished, DO NOT RESTART
- Insert the Mad Dog Installation CD in your Optical drive
- Select "Setup" when the Installer options are displayed
- Once setup is finished, restart the computer

4. Run Setup from the Mad Dog CD.
- If you have problems running the installation please contact support.
- Once setup is finished, restart the computer.  Problems should now be corrected.
- For all other issues please contact support
- For all other issues including TV-out, please contact technical support.

If you have problems running the installation or the above guidelines did not resolve your technical problems, please visit www.mdmm.com and navigate to the support page.

Thank you for choosing Mad Dog Multimedia!