



# Matrox **Xenia Series**

Xenia • Xenia Pro

## **User Guide**

20072-301-0110  
2010.06.28

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# About this user guide

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



**Note:** This guide has references specific to version 2.09.01 or later of the Matrox display driver. If you're using a previous version of the Matrox display driver, certain references in this guide may not reflect the software you have.

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## Using this guide

This guide assumes you're familiar with basic functions like click, right-click and double-click, and that you're familiar with the basics of the operating system you're using. Also, we use the following conventions:

- **Bold** for headings and for references to text that appears on-screen.
- *Italics* for emphasis, file names, paths, publication titles, and new terms.
- Keyboard keys in square brackets, with a plus sign separating keys that you press simultaneously. For example: press [Ctrl]+[Alt]+[Del] to start Windows Task Manager.
- Arrows (“→”) to separate ordered directions. For example, “click **OK** → **Close** → **OK**” is the same as “click **OK**, then click **Close**, then click **OK**”.
- [Green](#) for cross-references. If you're viewing online, click green text to jump to what's being referenced.

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## More information

We provide additional information in help and *Readme* files. Be sure to check for any last-minute release notes included with your product.

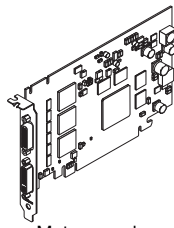
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# Overview

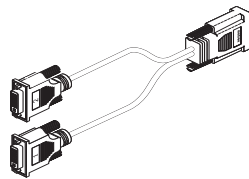
Your Matrox Xenia Series product is designed to use up to 3 high-resolution digital displays at a time – 1 Navigation Console and 2 Imaging Displays. With its high image quality, sharp grayscale and color output, and multi-display support, this product can be used for a range of medical applications, including PACS (Picture Archiving and Communication Systems), CR (Computed Radiography), and DR (Digital Radiography).

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## Hardware supplied\*



Matrox card



Dual-monitor cable  
(LFH-60 to DVI)

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## Software available (for Windows 7/Vista/XP)

- Matrox PowerDesk – to use your Matrox product

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## Installation overview



**Note:** If your Matrox 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 product.

To install your Matrox product:

- 1 Install the Matrox card – see “[Hardware installation](#)”, page 5.
- 2 Connect your monitors – see “[Connection setup](#)”, page 8.

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\* The hardware supplied with your Matrox product may vary depending on the SKU or part number of your product. For more information, contact your Matrox representative.

- 3** Install the software – To obtain a display driver for your Matrox product, contact your Matrox representative.
- 4** Set up the software – see “Display setup”, page 11.

# Hardware installation

This section describes how to install your Matrox card. If your Matrox card is already installed in your computer, skip to “[Connection setup](#)”, page 8. For information specific to your computer, like how to remove its cover, see your system manual.



**WARNING:** To avoid personal injury and to prevent damage to your computer or Matrox hardware, turn off your computer, unplug it, and then wait for it to cool before you install your Matrox product and touch any of the internal parts of your computer.

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.

Also, 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.

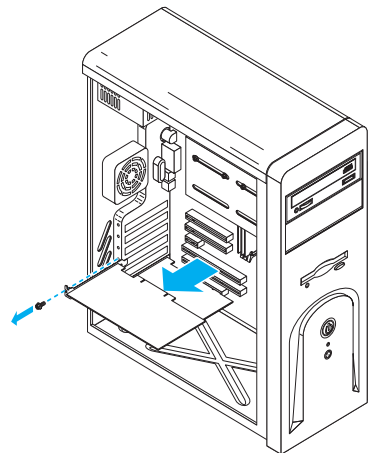
## 1 Open your computer and remove your existing graphics card \*

If a graphics card *isn't* already installed in your computer, skip to [step 2](#).

- a Using **Programs and Features** (Windows 7/Vista) or **Add/Remove Programs** (Windows XP) in the Windows **Control Panel**, remove any currently installed display drivers. Restart your computer for the changes to take effect.

After your computer restarts, you're prompted to install drivers for the new graphics hardware detected. Click **Cancel**.

- b Turn off your computer and all peripherals such as your monitor or printer.

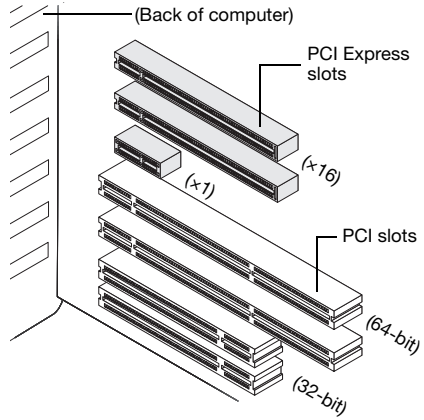


\* With multi-display mode, you may be able to use your existing graphics card. For Windows XP, see Windows online help under “Install additional monitors”. For Windows Vista, see Windows online help under “Add a second monitor”.

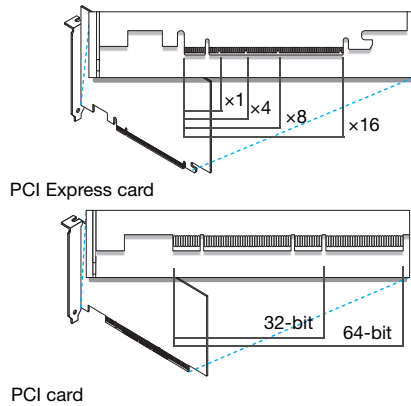
- c Open the computer and remove your existing graphics card (if any). (If graphics hardware is built into the motherboard of your computer, you may need to disable it manually. For more information, see your system manual.)

## 2 Choose an expansion slot

Most computers have different types of expansion slots. Choose a PCI Express ×16 (PCIe) slot for your Matrox card. Your system manual should identify the location of each type of expansion slot in your computer.

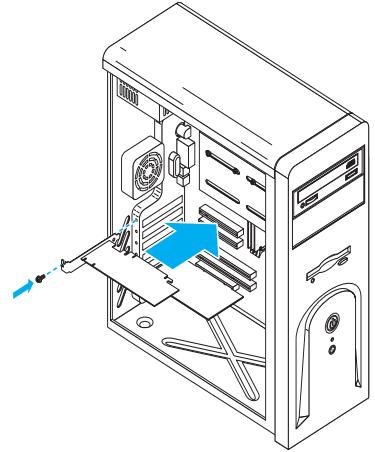


**WARNING:** Inserting your Matrox card into the wrong type of slot could damage your card, your computer, or both.



### 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 restarting your computer*, connect your monitor or monitors (see “[Connection setup](#)”, page 8). *After connecting*, restart your computer and install your Matrox software (see “[Software setup](#)”, page 11).

# Connection setup

This section describes how to connect monitors to your Matrox product.

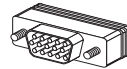


**WARNING:** Don't change monitor connections while your computer is turned on. While your computer is turned on, it may be using monitor settings that are specific to the current monitor connections. *Some* devices may be permanently damaged if incorrect settings are used.

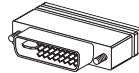


**Note:** To connect a *digital* monitor (a monitor that uses digital input, usually a flat panel monitor) to your Matrox product, your monitor must have a DVI connector.

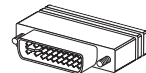
Some monitors with DVI connectors support both digital and analog input. If you're using one of these monitors with your Matrox product, make sure it's configured to use the correct type of input. For more information, see your monitor documentation.



HD-15 connector (analog)



DVI connector  
(DVI-D: digital)



DVI connector  
(DVI-I: analog/digital)



**Note:** Your Matrox dual-monitor cable supports only digital monitors. If analog monitors are connected to the dual-monitor cable, the two displays remain blank (black).

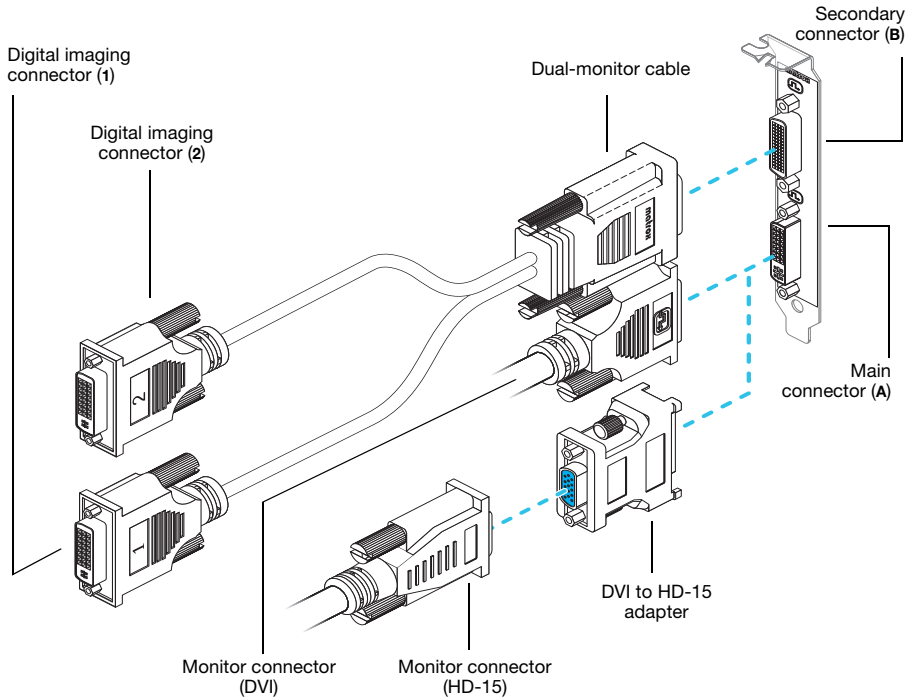


**Note:** Whenever you change your connection setup, make sure you're using the correct connectors and that all connectors are properly fastened.



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## Connector overview



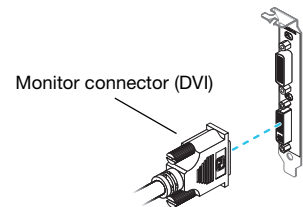
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## Step-by-step connection setup

The following describes how to connect analog or digital monitors to your Matrox product.

### 1 Connect the navigation console (optional)

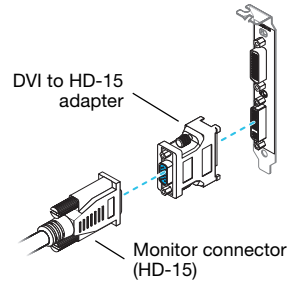
Connect your navigation console directly to the main connector (A) on your Matrox card.



If your monitor has an HD-15 connector, use a DVI to HD-15 adapter (sold separately) to connect your monitor to the main connector.

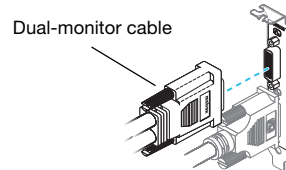


**Note:** While using an analog monitor, certain limitations may apply. Specifically, certain features are supported only while using a digital monitor.

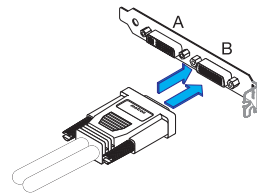


## 2 Attach the dual-monitor cable

Attach your dual-monitor cable to the secondary connector (B) on your Matrox card. Make sure the connectors are properly fastened.



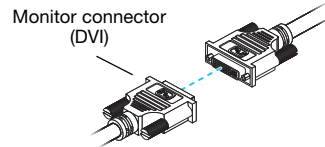
**WARNING:** To avoid damaging the LFH-60 connector on your dual-monitor cable or on your graphics card, carefully insert the connector on your dual-monitor cable as straight as possible into the connector on your graphics card. Specifically, inserting the connectors into each other at an angle is likely to bend and damage the pins on the connector of the dual-monitor cable.



## 3 Connect the digital imaging displays



**Note:** Your Matrox dual-monitor cable supports only digital monitors.



Connect your first digital imaging display to the DVI connector labeled **1** of the dual-monitor cable.

Connect your second digital imaging display to the DVI connector labeled **2** of the dual-monitor cable.

Your Matrox card is now installed. Restart your computer and install your Matrox software (see “Software setup”, page 11).

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# Display setup

Your Matrox display driver includes Matrox PowerDesk software. This software helps you get the most out of your Matrox card. This section has important information on how to install your Matrox software and configure your display settings using Matrox PowerDesk software.

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## Software setup



**Note: Windows 7/Vista/XP** – You may need administrator rights to install certain software. For information on administrator rights, see Windows documentation.

Your system vendor may have provided an installation CD-ROM containing your Matrox display driver and software. To install your Matrox display driver and software, insert the installation CD-ROM in your CD-ROM drive – the CD-ROM installation program automatically starts. Follow the on-screen instructions.

If a CD-ROM wasn't provided, contact your system vendor to obtain a Matrox display driver for your Matrox product.

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## Accessing PowerDesk

Many display controls are available through Matrox PowerDesk.

To access Matrox PowerDesk:

Windows 7/Vista/XP –

- Click **Start** → **All programs** (or **Programs**) → **Matrox Graphics** → **Matrox PowerDesk**.
- Right-click your Windows desktop and select **Launch Matrox PowerDesk**.

For more information, see Matrox PowerDesk help.

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## Monitor setup

Before changing your display resolution, color palette, or other Matrox PowerDesk settings, make sure correct software monitor settings are selected. If you have a Plug-and-Play (DDC) monitor, correct settings are usually automatically selected. The following explains how to make sure your monitor settings are okay.



**WARNING:** If incorrect software monitor settings are applied or if certain software features are used (such as the Matrox *Mode management* feature), *some* monitors can be permanently damaged. For more information, see your monitor manual or contact your monitor vendor.

If you have a Plug-and-Play (DDC) monitor, Windows should automatically use correct settings for your monitor. To make sure the correct monitor is selected in Windows:

#### Windows 7 –

- 1 Right-click your Windows desktop background, then click **Screen resolution** → **Advanced settings** → **Monitor**. If you're using a multi-display desktop, select a display before clicking **Advanced settings**.
- 2 If the monitor name listed isn't **Generic PnP Monitor** or doesn't match your monitor, click **Properties** → **Driver** → **Update Driver**. Follow the on-screen instructions.
- 3 If you're using a multi-display desktop, repeat steps 1–2 for each display in your Windows desktop.

#### Windows Vista –

- 1 Right-click your Windows desktop background, then click **Personalize** → **Display Settings** → **Advanced Settings** → **Monitor**. If you're using a multi-display desktop, select a display before clicking **Advanced Settings**.
- 2 If the monitor name listed isn't **Generic PnP Monitor** or doesn't match your monitor, click **Properties** → **Driver** → **Update Driver**. Follow the on-screen instructions.
- 3 If you're using a multi-display desktop, repeat steps 1–2 for each display in your Windows desktop.

#### Windows XP –

- 1 Right-click your Windows desktop background, then click **Properties** → **Settings** → **Advanced** → **Monitor**. If you're using a multi-display desktop, select a display before clicking **Advanced**.
- 2 If the monitor name listed isn't **Plug-and-Play** or doesn't match your monitor, click **Properties** → **Driver** → **Update driver**. Follow the on-screen instructions.
- 3 If you're using a multi-display desktop, repeat steps 1–2 for each display in your Windows desktop.



**Note:** Windows 7/Vista/XP – You may need administrator rights to change certain settings. For more information, see Windows documentation.

For more information on Windows monitor settings, see Windows documentation.

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## Portrait monitor setup

Most standard monitors are *landscape* monitors – that is, they’re wider than tall. *Portrait* monitors are taller than wide. Different models of portrait monitors may have different types of support for this orientation.

Some portrait monitors support portrait mode by rotating the monitor signal and reporting support for portrait display resolutions to the graphics hardware. For most monitors, the display resolutions supported are automatically detected and used by the Matrox display driver.



If your monitor supports *both* portrait and landscape orientations, it may have one connector for landscape mode and one for portrait mode. Which connector you use determines whether portrait or landscape mode is used. For more information, see your monitor documentation. Before changing your connection setup, always shut down your computer.

Some portrait monitors are merely landscape monitors physically rotated 90 degrees. These monitors don’t rotate the monitor signal and don’t report support for portrait resolutions. In this case, use Matrox software to rotate the display to match the monitor orientation.

To rotate your display with Matrox software:

Windows 7/Vista/XP –

- 1 From the main PowerDesk interface (see “[Accessing PowerDesk](#)”, page 11), click **Multi-Display Setup**.
- 2 Select the display you want to configure.
- 3 Next to **Rotation**, select the degree of rotation for your display.
- 4 Click **OK** or **Apply** for your changes to take effect.

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## Multi-display setup

To set up multi-display mode:

Windows 7/Vista/XP –


- 1 From the main PowerDesk interface (see “[Accessing PowerDesk](#)”, page 11), click **Multi-Display Setup**.
- 2 Under **Basic configurations**, select the multi-display setup you want to use.
- 3 Click **OK** or **Apply** for your changes to take effect.

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## 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.

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# Troubleshooting


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## Basic procedures

This section explains basic procedures that are referred to by some troubleshooting items in this guide.

### Restarting in VGA mode

Windows 7/Vista/XP – To restart your computer in *VGA mode*:

- 1 **Windows 7/Vista** – Click **Start**, point to the arrow (  ), then select **Restart** to restart your computer.

**Windows Vista/XP** – Click **Start** → **Shut Down\*** → **Restart** → **OK\*** to restart your computer. (\* Depending on your version and configuration of Windows, this part of the step may not be necessary.)

If your primary monitor is unusable, see your system manual for information on how to restart your computer using a hardware control.

- 2 **Before** Windows starts, press [F8] for the Windows startup menu to appear. (If [F8] doesn't work, instead try pressing and holding [Ctrl] before Windows starts.)
- 3 Select “VGA mode” (or “Low resolution video”), then press [Enter].



**Note:** If your system stops responding while it's in VGA mode, select “Safe mode” instead.

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## Main troubleshooting

This section addresses possible problems that could prevent you from using your computer.

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

**Cause** Your Matrox card may not be properly installed.

**Solution** Make sure your Matrox card is properly installed. Specifically, make sure the card is firmly inserted in its expansion slot and that all connections to it are firmly in place. For more information, see “[Hardware installation](#)”, page 5.

**Cause** If you have more than one PCIe ×16 slot, your graphics card may be using a slot wired electronically to support PCIe ×1, ×4, or ×8 speeds.

**Solution** Try moving your PCIe card to another PCIe slot in your computer. For more information on the PCIe support of your system, see your system manual.

**Cause** There may be unsupported graphics hardware in your computer.

**Solution** If an unsupported graphics card is plugged into an expansion slot, remove it.

**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.

**Cause** Your computer BIOS (Basic Input/Output System) settings may be incorrect.

**Solution** Change your BIOS settings. For more information on your computer BIOS, see your system manual.

**Cause** Your computer BIOS may not be up to date. For more information on your computer BIOS, see your system manual.

**Solution** Reinstall your previous graphics card and, if possible, update your computer BIOS. This can usually be done with software from the manufacturer of your computer. Contact your system vendor or manufacturer to get a BIOS update for your computer.

To get the correct BIOS update, you may need to know the serial number your computer displays when it restarts. (This number is usually in the lower-left corner of the display.)

**Cause** The BIOS of your Matrox card may need to be updated or restored.

**Solution** For **advanced users** – If you have another VGA-compatible graphics card, you can try resetting the BIOS of your Matrox card.

- 1 Turn off your computer and insert the other graphics card into an expansion slot. For more information on expansion slots, see [“Choose an expansion slot”](#), page 6.
- 2 Plug your monitor into the other graphics card and restart your computer.
- 3 Install Matrox System Utilities. To obtain this software, contact your Matrox dealer.
- 4 Click **Start** → **Run**, type `d:\SysUtils`. You will need to use the **PBIOSWin** program to update the BIOS of your Matrox card. For more information on how to use this program, contact your Matrox dealer.
- 5 Turn off your computer, remove the other graphics card, then plug your monitor into your Matrox card.
- 6 Restart your computer.





**Note:** Make sure your computer uses the other graphics card to control your primary display. The graphics card that controls your primary display is the one that first displays information when you restart your computer.

Your computer BIOS (Basic Input/Output System) and the slot type (see “[Choose an expansion slot](#)”, page 6) of each graphics card help determine which graphics card controls your primary display.

To control which graphics card is used for your primary display, you may be able to change the configuration of your computer BIOS. For information on how to change your computer BIOS settings, see your system manual.

## **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.

**Solution** Make sure you’re using the correct connectors (see “[Connection setup](#)”, page 8) and that all connectors are properly fastened.

**Solution** Make sure the monitor power cable is firmly in place.

**Solution** Make sure the connection to the back of the monitor is firmly in place.

**Cause** If display problems occur after the startup screen of your operating system, your software monitor settings may be incorrect.

**Solution** Make sure correct software monitor settings are selected.

If your primary display is still usable, see “[Monitor setup](#)”, page 11. Otherwise, see the next troubleshooting item.

**Cause** Your monitor may not be properly calibrated.

**Solution** Make sure your monitor is calibrated for the gray palette you’re using.

**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 [“Connection setup”](#), page 8.

**Problem** **After the startup screen, or after display settings are changed, the screen image is garbled or unusable**  
(blank screen, rolling or overlapping screen images)

**Cause** **Analog monitors only** – The Matrox display driver may be trying to use settings your monitor doesn’t support. This can happen if a monitor was never selected in the software and the display resolution was changed to one your monitor doesn’t support, or if the monitor connected to your computer was changed without changing it in the software.



**WARNING:** If incorrect software monitor settings are applied, *some* monitors can be permanently damaged. For more information, see your monitor manual.

**Solution** Make sure your monitor supports the display mode currently in use. After installing your Matrox product, your system uses either the preferred display mode for your monitor or a display mode of 800 × 600 at 60 Hz.

**Solution** If none of your displays are available, reinstall your Matrox display driver. For more information on reinstalling your display driver, see the following solution.

**Cause** Files on your system may have been deleted or corrupted.

**Solution** Uninstall, then reinstall Matrox software:



**Note:** Before uninstalling software, make sure you have all the necessary files to reinstall software that may still be needed. Also, make sure the display driver you reinstall supports *all* Matrox products in your computer.



**Note:** **Windows 7/Vista/XP** – You may need administrator rights to remove certain software. For more information, see Windows documentation.

**Windows 7/Vista/XP** –

- 1 If your primary display is unusable, restart your computer in VGA mode (see [“Restarting in VGA mode”](#), page 15).

- 2 To uninstall Matrox software:

Windows 7 /Vista –

- a Click **Start** → **Settings\*** → **Control Panel** → **Programs\*** → **Programs and Features** → **Matrox PowerDesk** → **Uninstall** → **Yes**. (\* Depending on your version and configuration of Windows, this part of the step may not be necessary.)
- b Click **Matrox Driver** → **Uninstall/Change** → **Yes**.

Windows XP –

- a Click **Start** → **Settings\*** → **Control Panel** → **Add/Remove Programs** (double-click\*) → **Matrox PowerDesk** → **Change/Remove** → **Yes**. (\* Depending on your version and configuration of Windows, this part of the step may not be necessary.)
- b Click **Matrox Driver** → **Change/Remove** → **Yes**.

- 3 Restart your computer for the changes to take effect.
- 4 After your computer has restarted, install the latest display driver for your Matrox card. You may also need to reinstall other Matrox software.

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## Extra troubleshooting

The following are extra troubleshooting items related to graphics hardware.

### **Problem** Can't select one or more display resolutions supported by your monitor

**Cause** Windows 7/Vista/XP – Windows may be disabling display resolutions that it can't detect as supported by your monitor.

**Solution** Install the latest monitor software from your monitor manufacturer.

**Solution** Change Windows monitor settings:

Windows 7 –

- 1 Right-click your Windows desktop background, then click **Screen resolution**.
- 2 If you're using a multi-display desktop, select a display.
- 3 Click **Advanced settings** → **Monitor**, disable **Hide modes that this monitor cannot display**, then click **OK** → **OK**.

Windows Vista –

- 1 Right-click your Windows desktop background, then click **Personalize** → **Display settings**.

- 2 If you're using a multi-display desktop, select a display.
- 3 Click **Advanced settings** → **Monitor**, disable **Hide modes that this monitor cannot display**, then click **OK** → **OK**.

Windows XP –

- 1 Right-click your Windows desktop background, then click **Properties** → **Settings**.
- 2 If you're using a multi-display desktop, select a display.
- 3 Click **Advanced** → **Monitor**, disable **Hide modes that this monitor cannot display**, then click **OK** → **OK**.

## **Problem** Can't use Windows, Windows reports a configuration error, and/or can't install or uninstall Matrox display driver



**Note:** Windows 7/Vista/XP – You may need administrator rights to change certain software settings. For more information, see Windows documentation.

**Cause** The problem may be specific to the motherboard in your computer.

**Solution** There may be a software update available for your motherboard. To find out what motherboard model your computer is using, see your system manual. For more information, contact the maker of your motherboard or computer. Many motherboard or computer manufacturers have software updates available on their Web site.

**Cause** Files on your system may have been deleted or corrupted.

**Solution** Uninstall, then reinstall Matrox software. For more information, [see page 19](#).

## **Problem** Monitor settings aren't automatically detected



**WARNING:** If incorrect software monitor settings are used, your display may become unusable and *some* monitors can be permanently damaged. For more information, see your monitor manual.

**Cause** If a monitor was changed or added while Windows was running, the new monitor may not be detected by the software.

**Solution** Restart your computer. If your monitor is a Plug-and-Play monitor, it should be automatically detected by the software.

## Problem 3D and video programs don't work

**Cause** Your computer BIOS (Basic Input/Output System) settings may be incorrect.

**Solution** Reset your computer BIOS settings to the factory defaults using your computer's built-in BIOS setup utility. The factory defaults are usually the "safest" settings. Check your system manual for more information.

## Problem Using multiple displays under Windows 7/Vista/XP, program doesn't work with main graphics card

**Cause** Your main graphics card may not be controlling your primary display. The graphics card that controls your primary display is the one that first displays information when you restart your computer.

A program that doesn't recognize multiple displays may not work with a graphics card unless it's controlling your primary display.

Your computer BIOS (Basic Input/Output System) and the slot type (see "Choose an expansion slot", page 6) of each graphics card help determine which graphics card controls your primary display.

**Solution** If you're having problems with a program that can be moved on your Windows desktop, run this program on your primary display. Make sure the program window doesn't overlap any other display. If the program doesn't work with the graphics card controlling your primary display, or you want your main graphics card to control your primary display, see the other solutions.

**Solution** **Windows XP** – If you're having problems with a program that can't be moved on your Windows desktop, try changing your primary display.

- 1 Right-click your Windows desktop background, then click **Properties** → **Settings**.
- 2 Select the display you want as the primary display and enable **Use this device as the primary monitor**.
- 3 Click **OK** or **Apply** for your changes to take effect.

**Solution** Change the configuration of your computer BIOS so that the slot type of your main graphics card has priority for becoming the primary display. For information on how to change your computer BIOS settings, see your system manual.

If your computer BIOS doesn't let you select which slot type has priority for becoming the primary display, a BIOS update may be available to let you do this. (The BIOS of most computers can be updated with software.) For a possible BIOS update for your computer, contact your system vendor.

**Solution** If there's a graphics controller built into the motherboard of your computer, by changing your computer BIOS settings, you may be able to change which device controls your primary display. For more information, see your system manual.

**Solution** If you don't need to use the graphics card that's controlling your primary display, remove it from your computer. If your primary display is controlled by the motherboard of your computer, see your system manual for information on how to disable this graphics controller.

**Cause** The program you're using may not work properly with systems using more than one display at a time.

**Solution** An update may be available for the program you're using. This update may fix problems this program has with multi-display systems. For more information, contact the software distributor for the program you're using.

**Solution** If you're using multiple displays in *independent* mode, try using *stretched* mode instead. Programs that don't work in independent mode may work in stretched mode. For more information, see Matrox PowerDesk help.

**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 you have different models of graphics cards in your computer, your Matrox display driver may not support all the graphics cards in your computer.

**Solution** Under Windows 7/Vista/XP, a display driver may support one or more graphics cards. If a display driver doesn't support a certain card, a different display driver must be used for that card. Software that depends on a certain display driver may not work with a graphics card that's not using the same display driver.



**Note:** If your Matrox 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.

**Solution** If a graphics card isn't supported, you may need to remove it. If there's graphics hardware built into the motherboard of your computer that's not supported by your software, see your system manual for information on how to disable this graphics hardware.

**Cause** Windows 7/Vista/XP – 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.

**Cause** Windows 7/Vista – You may be using a WDDM (Windows Vista Display Driver Model) display driver that doesn't support all the graphics hardware installed in your computer. For more information, see the Microsoft Web site ([www.microsoft.com](http://www.microsoft.com)).

**Solution** Make sure you're using a WDDM display driver that supports all your graphics hardware.

**Solution** Uninstall the WDDM driver and install XDDM (Windows XP Display Driver Model) display drivers for all your graphics hardware. Windows 7/Vista supports multiple XDDM drivers running at once.

**Solution** Disable or remove any graphics hardware you don't need.

**Problem** **Screen image defects appear, program doesn't run properly, or Windows doesn't work properly**  
(example: mouse pointer not drawn properly)

**Cause** Some programs may not work properly with some Matrox acceleration.

**Solution** Windows 7/Vista/XP – Disable Windows effects:

Windows 7 –

**1** Click **Start** → **Settings\*** → **Control Panel** → **System and Security\*** → **System** → **Advanced system settings**.

(\* Depending on your version and configuration of Windows, this part of the step may not be necessary.)

**2** Under **Performance**, click **Settings**.

**3** Disable one or more features.

**4** Click **OK** → **OK**.

Windows Vista –

**1** Right-click your Windows desktop background, then click **Personalize** → **Window Color and Appearance**.

**2** Click **Effects** and then disable one or more features.

**3** Click **OK** → **OK**.

#### Windows XP –

- 1 Right-click your Windows desktop background, then click **Properties** → **Appearance** → **Effects**.
- 2 Disable one or more features.
- 3 Click **OK** → **OK**.

**Solution** If possible, update your Matrox display driver. For more information, contact the computer or monitor vendor who provided your Matrox card.

**Solution** **Windows 7/Vista/XP – Disable Matrox hardware acceleration:**

#### Windows 7 –

- 1 Right-click your Windows desktop background, then click **Screen resolution** → **Advanced settings** → **Troubleshoot**.
- 2 Click **Change settings**, then move the **Hardware acceleration** slider to **None**.
- 3 Click **OK** → **OK** to accept the changes.

#### Windows Vista –

- 1 Right-click your Windows desktop background, then click **Personalize** → **Display Settings** → **Advanced Settings** → **Troubleshoot**.
- 2 Click **Change Settings**, then move the **Hardware acceleration** slider to **None**.
- 3 Click **OK** → **OK** to accept the changes.

#### Windows XP –

- 1 Right-click your Windows desktop background, then click **Properties** → **Settings** → **Advanced** → **Troubleshooting** (or **Troubleshoot**).
- 2 Move the **Hardware acceleration** slider to **None**.
- 3 Click **OK** → **OK** to accept the changes.

### **Problem** Program window or dialog box doesn't appear on screen

**Cause** Another window or dialog box may be covering the window or dialog box you want to see.

**Solution** Move, close, or minimize any window or dialog box that may be covering the window or dialog box you want to see.



**Cause** If you're using multi-display mode, the program window or dialog box may be in a display or on a monitor that's unusable. (For example, your monitor may not be properly connected or configured.)

**Solution** Make sure all the displays and monitors you want to use are usable. For more information, see other troubleshooting items in this guide.

**Cause** The software may be using a display you didn't intend to use or the software may be configured to use more displays than the actual number of monitors you have. (For example, you may be in DualHead Multi-Display mode but you only have one monitor.)

**Solution** Disable the display:

Windows 7/Vista/XP –

- 1 From the main interface of PowerDesk (see “[Accessing PowerDesk](#)”, page 11), click **Multi-Display Setup**.
- 2 In the work area, select the display you want to disable, and then drag it to the **Unused outputs** section. (You can also disable the display by right-clicking it and selecting **Remove**.)
- 3 Click **OK** to apply your changes.

**Cause** The program window or dialog box may be somewhere off-screen.

**Solution** If the program window you want to see is named on the Windows taskbar, right-click on it and select **Maximize**. (If you click **Restore** the program window goes back to its previous position. To fix this problem, see the other solutions.)

**Solution** Manually move the program window or dialog box:

- 1 Make sure the window you want to move is selected, then press [Alt]+[Space].
- 2 If you see a pop-up menu, click **Move**. If you don't see a pop-up menu, press [M] (for **Move**).
- 3 Press one of the arrow keys once and move your mouse pointer to where you want the window or dialog box to appear, then click. The program window or dialog box should appear where you clicked.

**Solution** Windows 7/Vista/XP –

- 1 From the main interface of PowerDesk (see “[Accessing PowerDesk](#)”, page 11), click **Desktop Management**.
- 2 Enable one or more of the following features:
  - **Open program windows**
  - **Maximize windows**

- **Center dialog boxes and message boxes**

**3** Choose where you want the program window or dialog box to appear.

For more information, see Matrox PowerDesk help.

**Problem** **Display on digital monitor appears blurry or uses only a portion of the screen**

**Cause** You may be using a lower display resolution than what your digital monitor supports. If your monitor supports display scaling, the image on your screen may appear blurry. If display scaling isn't supported, the display may use only a portion of your screen.

**Solution** Select the highest display resolution available. This generally results in better image quality.

# Product information

## Specifications

	Matrox Xenia	Matrox Xenia Pro
<b>Operating systems supported</b>	Windows 7, Windows Vista, and Windows XP	
<b>Key features*</b>	Grayscale support · Hardware pivot · Portrait monitor support · Multi-display support in <i>independent</i> and <i>stretched</i> modes, Programmable gamma LUTs, Image color profiling (ICP), Digital luminance correction (DLC), Hardware window IDs, Hardware window LUTs	
<b>Memory type</b>	DDR2 (Double Data Rate 2)	
<b>Memory</b>	512 MB	1024 MB
<b>Card type</b>	PCIe x16	PCIe x16
<b>Form factor</b>	ATX	ATX
<b>Maximum resolution (Navigation Console)</b>	3.3 MP	4 MP
<b>Maximum resolution (Imaging Displays)</b>	3.3 MP	8 MP
<b>Connectors</b>	1× DVI-I 1× LFH-60	1× DVI-I 1× LFH-60
<b>Certifications†</b>	Class B: FCC, CE, CSA, VCCI, ACMA	

\* Full feature support is available only while using digital output.

† For more information, [see page 33](#).

## Notes

- For a list of supported monitor and partner solutions, see [www.matrox.com/graphics/med](http://www.matrox.com/graphics/med).
- Your Matrox card is 100% VGA compatible and supports all VESA standards: VBE 3.0 (Super VGA modes), DPMS (energy saving), DDC-2B (Plug-and-Play monitor), and DDC-CI.
- The display resolutions and refresh rates available depend on your Matrox card, display driver, software monitor settings, and monitor. For information on the capabilities of your monitor, see your monitor documentation.
- **Analog monitors only** – While using an analog monitor as your Navigation Console, the maximum supported display mode for your analog monitor is 1920 × 1200 at 85 Hz. Full feature support is available only while using digital output.

- Your Matrox dual-monitor cable supports only digital monitors.
- While using 3 displays at a time *all* at the highest display resolution, certain display limitations may apply.

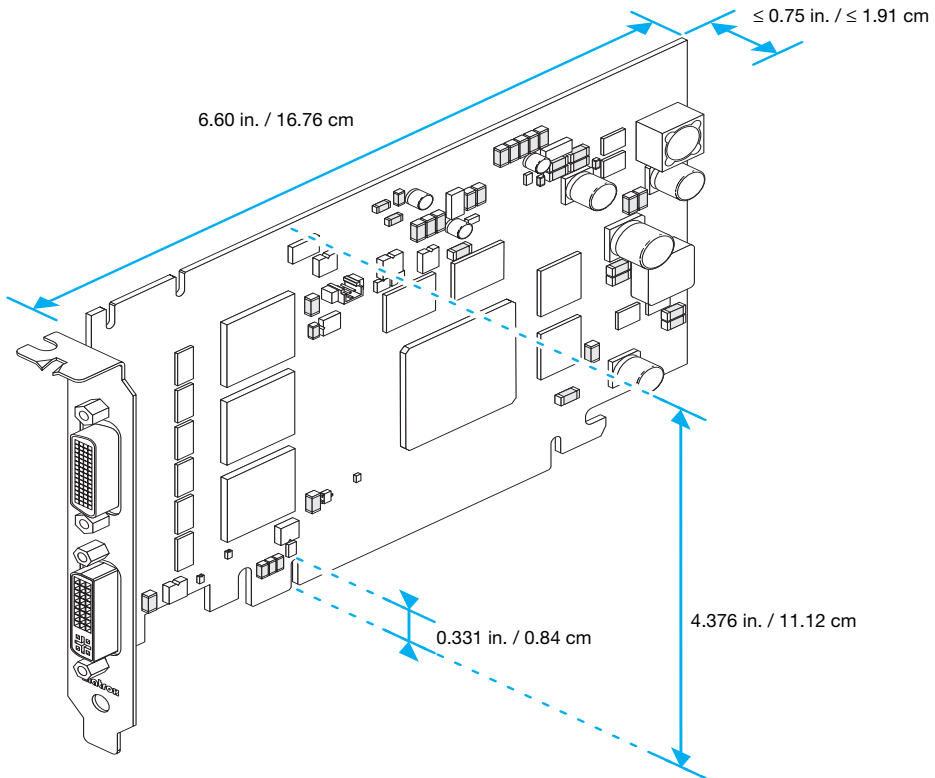
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## Digital monitor information

- TMDS (Transition Minimized Differential Signaling) encoding
- DDWG (Digital Display Working Group) compliant DVI 1.0 standard
- EDID (Extended Display Identification Data) 1.2 and 1.3 support

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## Maximum card dimensions



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## More information

We provide additional documentation in help files, *Readme* files, and Adobe Acrobat PDF (Portable Document Format) files. To view or print PDF files, use the **Adobe Reader** program.

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## Customer support

Matrox medical imaging products are available for purchase through Matrox partners. To speak with a Matrox sales representative, call 1-800-786-9836 in North America, or see the Matrox medical imaging Web site for a list of our worldwide sales offices.

For more information, see the Matrox medical imaging Web site: [www.matrox.com/graphics/med](http://www.matrox.com/graphics/med).

For technical support, contact your dealer. This is the quickest and most effective method of technical assistance. Your dealer is familiar with your complete system. In the case of hardware warranty assistance, the product must be returned to the dealer, who will return it to Matrox.

If your Matrox product was provided by your computer manufacturer, contact this manufacturer. For contact information, see your computer documentation or contact the vendor.

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# Warranty

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## A. Limited Warranty Statement

1. Matrox Graphics Inc. (“Matrox”) warrants to the end-user customer, who provides adequate proof of purchase that Matrox hardware products purchased from Matrox authorized dealers will be free from defects in materials and workmanship for a period of one (1) year from the date of purchase. This warranty applies only to the original end-user purchaser and is non-transferable. Conditions and limitations of Matrox’s warranty are stated below.
2. Matrox’s limited warranty covers only those defects which arise as a result of normal use of the hardware and does not apply to any:
  - a. improper or inadequate maintenance;
  - b. incompatibilities due to the user’s hardware or software applications with or in which the Matrox product interfaces;
  - c. product of a special or custom-made nature;
  - d. unauthorized modification or misuse;
  - e. improper installation, misapplication or negligence;
  - f. operation outside the product’s environmental specifications;
  - g. improper site preparation or maintenance;
  - h. software;
  - i. other causes that do not relate to a product defect;
  - j. defects or damage suffered as a result of force majeure (including theft);
  - k. defects or damage suffered as a result of normal wear and tear; and/or
  - l. stolen goods.
3. If Matrox receives, during the applicable warranty period, notice of a defect in a warranted hardware product and the defective Matrox product in question, Matrox shall at its sole option, either repair or replace the product, and shall return the repaired product or a replacement product within a reasonable delay. The replacement product may not be new, provided that it has functionality at least equal to that of the product being replaced.
4. This warranty is valid in any country where Matrox hardware products are distributed by Matrox or its authorized dealers.
5. This Limited Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.

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## B. Limitations of Warranty

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3. To the extent allowed by local law, the remedies provided in this Limited Warranty Statement are the customer’s sole and exclusive remedies.

---

## **C. Limitations of Liability**

1. EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THE LIMITED WARRANTY STATEMENT, IN NO EVENT SHALL MATROX BE LIABLE FOR:
  - a. any direct, indirect, special, incidental, consequential, foreseeable or unforeseeable, or punitive damages, whether based on contract, tort, delict or any other legal theory and whether advised of the possibility of such damages; and/or
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2. Without prejudice to the foregoing, any liability of Matrox for any breach of warranty shall be limited to the amount paid by the customer for the defective hardware in question.
3. To the extent allowed by local law, Matrox's entire liability and the customer's exclusive remedy shall be the repair or replacement of any defective product during the warranty period. Matrox does not offer any other warranty with respect to Matrox hardware or software or any other hardware or software.
4. Customer shall be responsible for all applicable taxes, duties and customs fees on any replacement unit, as well as all transport, insurance, storage and other charges incurred on all returned products.

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## **D. Obtaining Service**

1. Verify that your Matrox product was installed and configured according to the information in its accompanying documentation.
2. If you are still experiencing difficulties, please contact your dealer where you purchased your Matrox product.
3. If you must return a Matrox product, leave the configuration as it was when you were using it, and leave all identification stickers on the product. Pack the product in its original box and return to your Matrox dealer where the product was purchased, together with your proof of purchase. Your Matrox dealer will return the product for you.

---

## **E. General**

This limited warranty shall be governed by the laws of the Province of Quebec, Canada and the federal laws of Canada applicable therein and the courts of the Province of Quebec shall have exclusive jurisdiction to hear and decide any dispute instituted by the customer in connection with this limited warranty; the customer waives, by accepting the product, its rights to institute proceedings in connection with this warranty against Matrox in any jurisdiction other than Quebec.

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**USA**

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**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, 625 State Route 3, Unit B, Plattsburg, NY 12901 • 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.

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**CANADA**

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**(English) Industry Canada Compliance Statement**

**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) Conformité avec les exigences du ministère de l'Industrie 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.

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**JAPAN**

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**VCCI Compliance Statement**

**Remark for the Matrox hardware products supported by this guide** This is a Class B product based on the standard of the Voluntary Control Council for Interference from Information Technology Equipment (VCCI). If this is used near a radio or television receiver in a domestic environment, it may cause radio interference. Install and use the equipment according to the instruction manual.

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。

取扱説明書に従って正しい取り扱いをして下さい。

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**Remark for the Matrox hardware products supported by this guide** These devices comply with EC Directive 89/336/EEC for a Class B digital device. They have been tested and found to comply with EN55022/CISPR22 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 – Déclaration de conformité**

**Remarque sur les produits matériels Matrox couverts par ce guide** Ces unités sont conformes à la directive communautaire 89/336/EEC pour les unités numériques de classe B. Les tests effectués ont prouvé qu'elles sont conformes aux normes EN55022/CISPR22 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 – Konformitätserklärung**

**Anmerkung für die Matrox Hardware-Produktunterstützung durch dieses Handbuch** Diese Geräte entsprechen EC Direktive 89/336/EEC für ein digitales Gerät Klasse B. Sie wurden getestet und entsprechen demnach EN55022/CISPR22 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 – Dichiarazione di conformità**

**Nota per i prodotti hardware Matrox supportati da questa guida** Questi dispositivi sono conformi alla direttiva CEE 89/336/EEC relativamente ai dispositivi digitali di Classe B. Sono stati provati e sono risultati conformi alle norme EN55022/CISPR22 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 – 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 89/336/EEC para dispositivos digitales de Clase B. Dichos dispositivos han sido sometidos a prueba y se ha comprobado que cumplen con las normas EN55022/CISPR22 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.

### **(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](http://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](http://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](http://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](http://www.matrox.com/environment/en/weee)) per le informazioni di riciclaggio.

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