

3D Blaster Banshee

User Guide

On-line Version

Installation Guide

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ATTENTION: Ce carte est destiné à être installé par l'utilisateur, dans un ordinateur compatible certifié CSA/TUV/UL ou listé IBM AT, à l'intérieur de la zone définie par le fabricant. Consulter le mode d'emploi ou le fabricant de l'appareil pour vérifier ou confirmer si l'utilisateur peut y installer lui-même des cartes périphériques.

Notice for the USA

FCC Part 15: 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, this notice is not a 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 try one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the distance between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician.

CAUTION: To comply with the limits for the Class B digital device, pursuant to Part 15 of the FCC Rules, this device must be installed in computer equipment certified to comply with the Class B limits.

All cables used to connect the computer and peripherals must be shielded and grounded. Operation with non-certified computers or non-shielded cables may result in interference to radio or television reception.

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Any changes or modifications not expressly approved by the grantee of this device could void the user's authority to operate the device.

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Cet appareil est conforme aux normes de CLASSE "B" d'interférence radio tel que spécifiée par le Ministère Canadien des Communications dans les règlements d'interférence radio.

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This product conforms to the following Council Directive:

- Directive 89/336/EEC, 92/31/EEC (EMC)

Declaration of Conformity

According to the FCC96 208 and ET95-19 documents,

Name: **Creative Labs Inc.**

Address: **1901 McCarthy Boulevard
Milpitas, CA. 95035
United States
Tel: (408) 428-6600**

declares under its sole responsibility that the product

Trade Name:**Creative Labs**

Model Number:**CT6760**

has been tested according to the FCC / CISPR22/85 requirements for Class B devices and found compliant with the following standards:

EMI/EMC: ANSI C63.4 1992, FCC Part 15 Subpart B

This device complies with part 15 of the FCC Rules.

Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesirable operation.

Ce matériel est conforme à la section 15 des règles FCC.

Son Fonctionnement est soumis aux deux conditions suivantes:

1. Le matériel ne peut être source D'interférences et
2. Doit accepter toutes les interférences reçues, Y compris celles pouvant provoquer un fonctionnement indésirable.

Supplementary Information:

CT6760 is PCI interface

**Compliance Manager
Creative Labs, Inc.
13 August 1998**

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Introduction

3D Blaster Banshee is a state-of-the-art, fully integrated 128-bit VGA/2D/3D/video accelerator with full VMI interface. Engineered to meet the demands of value-conscious but discerning gamers, 3D Blaster Banshee combines the best of VGA and 3D game accelerator technologies to eliminate the need for a separate 3D accelerator card.

As a VGA card, it harnesses an outstanding graphics engine to enhance your overall visual experience. Its powerful graphics engine and rich 3D features give you smoother, more realistic play for games and let you do real-time 3D design work – far surpassing the average VGA card.

Equally uncompromising in the 2D arena, 3D Blaster Banshee speeds up your navigation within the Windows environment while you work on your documents and spreadsheets or use other applications.

As a 3D game accelerator, its processor and impressive RAM deliver neck-breaking speed and breathtaking performance. Advanced features include anti-aliasing, bilinear and trilinear filtering. All these translate into overall visual improvement with complex 3D gaming environments.

The README file on the CD-ROM contains information not available at the time of printing. Read the file before you continue.

In addition, read the following:

- System Requirements
- Driver Updates

System Requirements

The minimum system requirements for your 3D Blaster Banshee are:

- IBM PC-compatible Pentium-90 with a CD-ROM drive installed
- 16 MB RAM
- 15 MB free hard disk space
- Vacant 32-bit PCI 2.1 expansion slot
- VGA monitor
- Windows 95, Windows 98 or Windows NT 4.0

Driver Updates

To download the latest Banshee drivers, visit Creative's website (refer to the *Technical Support* leaflet for details).

Getting More Information

For 3D Blaster Banshee

The Help file for 3D Blaster Banshee gives a brief introduction to the features supported by your graphics card.

To open the Help file 3DBB.HLP, click the Start button, point to Programs, followed by Creative, followed by 3D Blaster Banshee, and then click the 3D Blaster Banshee Help icon.

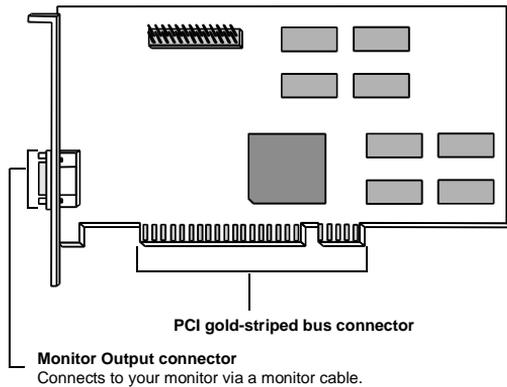
Setting Up Your 3D Blaster Banshee

This chapter familiarizes you with the 3D Blaster Banshee and shows you how to set it up.

- ❑ 3D Blaster Banshee Connectors
- ❑ Setting Up 3D Blaster Banshee Card

3D Blaster Banshee Connectors

Connectors are multiple pins or multiple-pin receptacles that allow you to attach other devices to your 3D Blaster Banshee.



Setting Up 3D Blaster Banshee Card

To install your 3D Blaster Banshee in the computer:

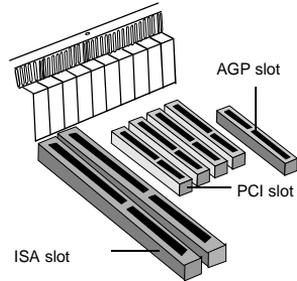
1. Switch off the power to the computer system and all peripheral devices. Unplug the power cord from the wall outlet.
2. Touch a metal part of your computer to discharge any static electricity.

3. Remove the cover from your computer.



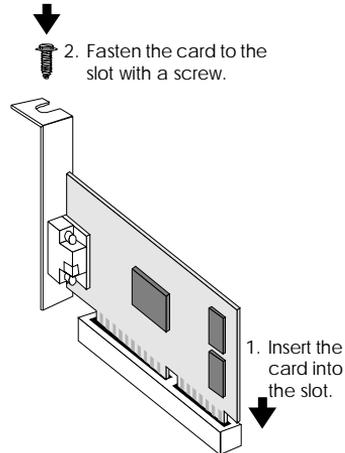
If you are replacing an existing VGA card with 3D Blaster Banshee, remove the existing VGA card.

4. Locate a free PCI expansion slot for your 3D Blaster Banshee. The relative length and position of the PCI expansion slots are shown in the figure.



PCI systems usually give slot 1 top priority. For best performance and compatibility, place the 3D Blaster Banshee into slot 1 if possible. See your computer's manual for the location of slot 1.

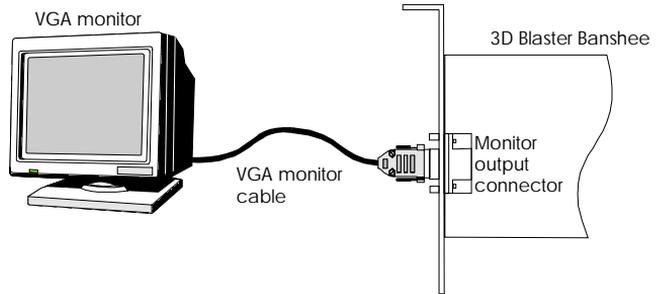
5. Remove the metal plate from the expansion slot. Keep the screw and the metal plate in case you need them later.
6. Align the 3D Blaster Banshee's PCI connector with the free PCI expansion slot and insert the card into the slot. Ensure that the card's tabs fit firmly in the PCI expansion slot.



Do not force the 3D Blaster Banshee into place. If it does not fit properly, remove it and try again.

7. Secure the card to the expansion slot with a screw.
8. Replace your computer cover.

9. Connect the monitor cable to the Monitor Output connector of your 3D Blaster Banshee.



If you are using a multi-frequency monitor, you may need a 15 pin PS/2-compatible adapter cable. If your multi-frequency monitor has a *TTL* or *analog* switch, set the switch to *analog*. Refer to your monitor's manual for additional information.

Installing Software

After you have installed your 3D Blaster Banshee, you can install the software. The 3D Blaster Banshee CD contains the following drivers and applications:

- Drivers for Windows 95 and Windows 98 (common to both)
- Drivers for Windows NT 4.0
- Creative BlasterControl for Windows 95 and Windows 98
- Creative BlasterControl for Windows NT 4.0
- Creative SoftMPEG for Windows 95
- Glide drivers
- Colorific™ for Windows 95, Windows 98 and Windows NT 4.0
- 3Deep™ for Windows 95, Windows 98 and Windows NT 4.0



For information on how to install and use these drivers and applications, refer to the labels or README files on the diskettes or CD.

This chapter is organized as follows:

- Installing in Windows 95 (Retail version)
- Installing in Windows 95 (OSR version 2.1 and above)
- Installing in Windows 98
- Installing Software in Windows NT 4.0



To determine your Windows 95 version number, refer to the Troubleshooting section on page 3-1.

Installing in Windows 95 (Retail version)

1. Switch on your system.
Windows 95 automatically detects the graphics card.
A New Hardware Found message box appears, informing you that a display adapter has been detected.

2. When a dialog similar to Figure 2-1 appears, ensure that the Driver From Disk Provided By Hardware Manufacturer option is selected.



Figure 2-1: Select driver from disk provided by hardware manufacturer.

3. Click the OK button.
4. Insert the 3D Blaster Banshee CD into your CD-ROM drive.
5. In the Install From Disk dialog, type **D:\WINDOWS** (where D: represents your CD-ROM drive) and click the OK button.
6. If prompted to select drivers, click the 3D Blaster Banshee drivers.
The drivers are copied to your system.
7. When prompted to restart your system, click the Yes button.
8. After the system has restarted, proceed to install the applications. Click the Start button on your taskbar, and then click Run.
9. In the Run dialog, type **D:\WINDOWS\SETUP** and click the OK button.
10. Follow the instructions on the screen to complete the setup.
If you do not install all the applications now, you can install them later.

Installing in Windows 95 (OSR version 2.1 and above)

1. Switch on your system.
Windows 95 automatically detects the graphics card.
A New Hardware Found message box appears, informing you that a display adapter has been detected.

2. When a dialog similar to Figure 2-2 appears, click the Next button.



Figure 2-2: The Update Device Driver Wizard dialog.

3. When the Other Locations button appears in the Update Device Driver Wizard dialog, click the Other Locations button.
4. Insert the 3D Blaster Banshee CD into your CD-ROM drive.
5. In the Select Other Location dialog, type **D:\WINDOWS** (where D: represents your CD-ROM drive) and click the OK button.
6. In the Update Device Driver Wizard dialog, click the Finish button.
7. In the Insert Disk message box, click the OK button.
8. In the Copying Files dialog, type **D:\WINDOWS** and click the OK button.
9. In the Update Device Driver Wizard dialog, click the OK button.
10. When prompted to restart your system, click the Yes button.
11. After the system has restarted, proceed to install the applications. Click the Start button on your taskbar followed by Run.
12. In the Run dialog, type **D:\WINDOWS\SETUP** and click the OK button.
13. Follow the instructions on the screen to complete the setup. If you do not install all the applications now, you can install them later.

Installing in Windows 98

1. Switch on your system.
Windows 98 automatically detects the graphics card.
An Add New Hardware Wizard message box appears, informing you that a display adapter has been detected.
2. When a dialog similar to Figure 2-3 appears, ensure that the Display A List Of All The Drivers In A Specific Location, So You Can Select The Driver You Want option is selected.



Figure 2-3: *Selecting the Display A List Of All The Drivers In A Specific Location, So You Can Select The Driver You Want option.*

3. Click the Next button.
4. Insert the 3D Blaster Banshee CD into your CD-ROM drive.
5. When a dialog similar to Figure 2-4 appears, click the Have Disk button.



Figure 2-4: *Clicking the Have Disk button.*

6. In the Install From Disk dialog, type **D:\WINDOWS** (where D: represents your CD-ROM drive) and click the OK button.



If you are installing Banshee as a second or subsequent card to make use of Windows 98's multi-monitor capability, you will see an Update Driver Warning message telling you that the driver you have selected may not work correctly. You *must* click the No button to confirm that you want to use the selected driver. Otherwise, the system will install the wrong driver and will not recognize the card as a Banshee card (for details, See "Windows 98 Multi-Monitor Display Problems" on page 3-2.).

7. In the Select Device dialog, make sure the 3D BLASTER BANSHEE entry in the Models list is selected and click the OK button.
8. Click the Next button.
9. Click the Finish button.
The drivers are copied to your system.
10. When prompted to restart your system, click the Yes button.
11. After the system has restarted, proceed to install the applications. Click the Start button on your taskbar, and then click Run.
12. In the Run dialog, type **D:\WINDOWS\SETUP** and click the OK button.
13. Follow the instructions on the screen to complete the setup.
If you do not install all the applications now, you can install them later.



If you are installing two or more Banshee cards, verify that each Banshee card is working properly with its corresponding monitor after completing the hardware and driver installation. Repeat this procedure for each subsequent card.

Installing Software in Windows NT 4.0

To install the 3D Blaster Banshee software for Windows NT 4.0:

1. Switch on your system. In Windows NT, right-click your desktop, and then click Properties on the shortcut menu.
2. In the Display Properties dialog, click the Settings tab.
3. On the Settings tab page, click the Display Type button.
4. In the Display Type dialog, click the Change button.
5. In the Change Display dialog, click the Have Disk button.

6. Insert the 3D Blaster Banshee CD into your CD-ROM drive.
7. In the Install From Disk dialog, type **D:\WINNT40** (where D: represents your CD-ROM drive) and click the OK button.
8. In the Display list box, select the 3D Blaster Banshee drivers.
9. Click the OK or Close button until you are prompted to restart your system, and then click the Yes button.
10. If the Invalid Display Settings message box appears after your system has restarted, click the OK button and change the display settings.
For details, see “Changing Display Settings in Windows NT 4.0” on page 2-6.
11. Proceed to install the applications.
Click the Start button on your taskbar, and then click Run.
12. In the Run dialog, type **D:\WINNT40\SETUP** and click the OK button.
13. Follow the instructions on the screen to complete the setup.
If you do not install all the applications now, you can install them later.

Changing Display Settings in Windows NT 4.0

1. Right-click your desktop, and then click Properties on the shortcut menu.
2. In the Display Properties dialog, click the Settings tab.
3. In the Desktop Area group box, move the slider to set the desired resolution.
4. In the Color Palette group box, select the desired color. Certain colors may not be available for some display resolutions.
5. In the Refresh Frequency group box, select the desired refresh rate.
6. To test the settings, click the Test button, and then click the OK button. When the Testing Mode dialog re-appears:
 - If the test bitmap is properly displayed, click the Yes button.
 - If not, click the No button. A warning message will be displayed. Click the OK button and repeat steps 3 through 6, changing one or more of the settings.
7. Click the OK button to close the Display Properties dialog.

Troubleshooting

Determining your Windows 95 Version

To determine your Windows 95 version number:

1. Right-click the *My Computer* icon, and select *Properties*. The System Properties dialog appears.
2. On the *General* tab, note your Windows 95 version number. Possible version numbers are:
 - 4.00.950
 - 4.00.950A
 - 4.00.950B

System Hangs, Blank Screen or Corrupted Display

After installing 3D Blaster Banshee and starting your system, the monitor displays a blank screen.

- Switch off your system and wait a while before switching it on again.
- Verify that any built-in VGA on your motherboard is disabled and that you have removed any other video display card from your system.
- Ensure that your 3D Blaster Banshee card is properly inserted into the expansion slot. Ensure this by pressing it gently and evenly into the slot.
- Verify that the pins of your monitor's VGA Input connector are not bent and that the connector is properly connected to the VGA Out connector of 3D Blaster Banshee.

Windows 98 Multi-Monitor Display Problems

The monitor connected to the second or successive Banshee card remains blank even though the card and its drivers have been installed.

If you do not specify Banshee's drivers during the software installation (see "Installing in Windows 98" on page 4), the system installs the second or successive Banshee card as a VGA card which does not support Windows 98's multi-monitor feature.

Update the device drivers to Banshee's drivers:

1. Right-click your desktop, and then click Properties on the shortcut menu.
2. In the Display Properties dialog, click the Settings tab.
3. On the Settings tab page, click the Advanced Properties button.
4. In the Advanced Display Properties dialog, click the Change button.
5. In the Select Device dialog, click the Have Disk button.
6. Insert the 3D Blaster Banshee CD into your CD-ROM drive.
7. Follow steps 6 through 13 of the procedure in "Installing in Windows 98" on page 4 to complete the update.

Other Display Problems

Monitor display flickers after Windows 95 or Windows 98 starts.

Your monitor may not support the resolution or refresh rate that you have set.

Use display settings supported by the monitor.

To change the display settings:

1. Restart your system in Windows 95/ Windows 98 **Safe mode**.
To do so:
 - a. Restart your system and when the message "Starting Windows 95..." or "Starting Windows 98..." appears, press F8.
A list of options such as Safe Mode and Command Prompt Only Mode appears.
 - b. Select Safe Mode and press ENTER.



2. Lower your monitor's resolution.

For the resolutions supported by your monitor, refer to its manual.

Monitor display exhibits pixel drop (that is, pixels, usually white in color, appear on the screen) or other abnormal behavior.

The settings that you have selected for your graphics card may be incompatible with one or more games or applications that you are running.

Use the factory default settings.

1. Right-click your desktop, and then click Properties on the shortcut menu.
2. In the Display Properties dialog, click the BlasterControl tab.
3. On the BlasterControl tab page, click the Advanced icon.
4. Click the Factory Default button.

Beeping Sounds During System Startup

When the system is starting up, there is a series of prolonged beeps.

Your 3D Blaster Banshee card may not be firmly inserted into the expansion slot.

Ensure that the gold-striped bus connector of the graphics card is properly inserted into the expansion slot. Ensure this by pressing the card gently and evenly into the slot. Alternatively, remove the card and re-insert it.

Problems Installing Software

In Windows 95 or Windows 98, the installation program for BlasterControl and SoftMPEG does not run automatically after you have inserted the installation CD into your drive.

The AutoPlay feature in your Windows 95 or Windows 98 system is not enabled.

Install the software from the CD:

1. Double-click the My Computer icon on your Windows 95 or Windows 98 desktop

2. In the My Computer window, double-click the Creative Banshee icon.
If the installation program does not run, double-click the Win95/Win98 folder icon followed by the Setup icon.
3. Follow the instructions on the screen to complete the installation.

Creative SoftMPEG

Creative SoftMPEG launches and quits immediately without giving any error messages

This is probably due to the application resource DLL file MPGRS32S.DLL being missing from the application directory.

Try locating the file and copying it to the same directory as the application. If you cannot find the file in your system, you will need to reinstall the application.

Problems adjusting the volume

If there is no effect when you adjust the volume:

- Check that the sound card supports the device.
- Check that the audio cable is properly connected from the CD-ROM drive to the sound card.
- Check that the speakers are properly connected to the sound card.
- Increase the volume output to the speakers by turning the volume knob on the sound card (if present).
- If you have more than one sound card, check that you are controlling the correct one.
- Launch the Mixer and check that the Mixer mute control is not enabled.

Error messages:

- ***OLE 2.0 initialization failed. Make sure that the OLE libraries are the correct version.***

Cause Creative SoftMPEG supports OLE 2.0 Automation and requires the OLE libraries to run.

Action Try running the application again. If it fails again, the OLE libraries in your system are not the correct version or they are missing. Try installing the application again.

- ***Unable to display About box. Ensure that CTRES32.DLL is present in your system.***
Cause The file CTRES32.DLL is required to display Creative SoftMPEG's About box.
Action Check that the file is in your system. If it is not, you may want to reinstall the application. Creative SoftMPEG can still run without this file.
- ***Unable to load mixer. Try running the Creative Mixer application from its program group to verify if it is installed properly.***
Cause The mixer application has probably been deleted or moved to another directory.
Action Locate the mixer application and run it to check that it is working.
- ***This file cannot be played on the specified MCI device. The file may be corrupted, or not in the correct format.***
Cause SoftMPEG can only play MPEG files. If a MPEG file cannot be played, then it is probably corrupted.
Action Remove the file from the playlist.
- ***The device needed to play the file is already in use. Wait until it is free, and then try again.***
Cause Another application is playing an MPEG file.
Action Try quitting the other application, or wait until that application has stopped playing the MPEG file.
- ***Failed accessing file. Check that this file exists and is not in use (locked).***
Cause The file has probably been deleted or moved to another directory.
Action If the file cannot be located, remove the file from the playlist.
- ***Failed accessing file. This file is already in use.***
Action Check that the MPEG file is not opened by another application like the Media Player.
- ***The file cannot be opened. Try closing other open files and then try again.***
Cause There are too many files opened in Windows.
Action Try closing some of the files first and then try opening the file again.

- *Failed to launch Multimedia Properties. Check if application is installed.*

Action Make sure that CONTROL.EXE exists in the Windows directory and MMSYS.CPL exists in the Windows system directory. If not, you may want to reinstall your Windows. The player can still run without these files.

Using BlasterControl

After you install the Graphics Blaster, the BlasterControl property pages indicated by the  logo are added to the Display Properties dialog, and the Settings page is modified to include a virtual desktop control. The other unmarked pages are standard Windows Display property pages.



Only the new and modified BlasterControl property pages are covered in the *Installation Guide*. For information on other display property pages, refer to your Windows documentation.

You can use the BlasterControl property pages to customize screen resolution, color depth, and refresh rate; you can also assign hot keys to frequently used resolutions.



Your monitor may not support some of the display settings that can be controlled by BlasterControl. In this case, the buttons or options of unsupported display settings may be grayed out; some display property pages may also be absent.

Getting More Information

BlasterControl help describes how to use the utility to customize your screen resolution, color depth, and refresh rate.

To open the BlasterControl help file:

1. Click the BlasterControl icon  on the right end of the Taskbar.
2. Click Help on the menu.

Opening Display Properties Dialog

The Display Properties dialog provides you with controls to customize screen elements.

There are three ways to open the Display Properties dialog:

- Right-click on the Windows desktop to display a shortcut menu. Click Properties.
- Click the BlasterControl graphic  in the right-hand corner of the taskbar.
- Right-click the BlasterControl graphic  in the right-hand corner of the taskbar. The shortcut menu (Figure 4-1) appears. Click Display Properties.

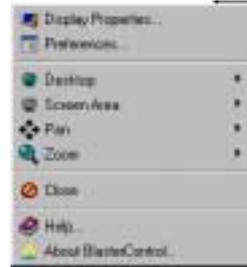


Figure 4-1: BlasterControl shortcut menu.

The Display Properties dialog contains several new tabs. The tabs for the BlasterControl property pages are indicated by the  logo.

Clicking the BlasterControl tabs lead you to:

- Monitor Property Page
- Hotkey Property Page
- Color Correction Page

Additionally, the Settings page has a new Desktop area for selecting a virtual desktop.

Adjusting Display Settings

Several of your display settings can be changed using the Monitor property page in BlasterControl (Figure 4-2):

- Refresh Rate
- Display Position
- Display Size

A few test patterns are provided to help you adjust the size and position of your display. Click the Test Pattern area to display different test patterns on the screen. Whatever changes you make are immediately reflected by the test pattern.



Figure 4-2: Monitor property page.

Changing Refresh Rate

To select a particular refresh rate:

1. Click the down-arrow button at the side of the Refresh Rate list box (Figure 4-3).



Figure 4-3: Refresh Rate list.

A list of all the refresh rates that are supported by your Graphics Blaster card appears (Figure 4-4).

2. Click the desired frequency.
3. Click the OK or Apply button. A confirmation dialog (Figure 4-5) prompts you to confirm the refresh rate selection:

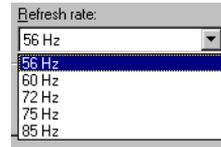


Figure 4-4: Selecting the refresh rate.

- If the display is not correct, click the No button.
- If the refresh rate setting is acceptable, click the Yes button.
- If the Yes button is not clicked within five seconds, the refresh rate automatically reverts to the last saved refresh rate setting. This feature is useful when you chose a setting that causes a distorted display.

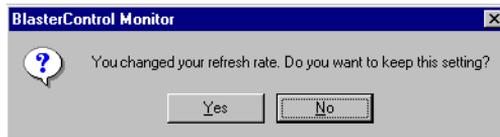


Figure 4-5: BlasterControl Monitor confirmation dialog.



Do not change the default refresh rate unnecessarily—other settings may not be supported by your display. If the selection causes distortion, correct the setting by using BlasterControl Rescue. See “Correcting Display Settings” on page 4-10.

BlasterControl obtains the name and model of your monitor through the information you enter on the Settings property page. To change the name and model of your monitor, go to the Settings property page and click the Change Display Type button.

Changing Display Position

To adjust the position of the screen display, click the Up, Down, Left, and Right positional buttons in the Alignment group (Figure 4-6).

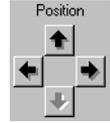
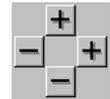


Figure 4-6: Positional buttons in the Alignment group.

Changing Display Size

To change the size of the display area, click the plus (+) and minus (-) buttons (Figure 4-7) shows the buttons for sizing the displayed area. Clicking the plus (+) buttons increase the height and width; clicking the minus (-) buttons decrease the height and width of the displayed area.

Figure 4-7: Sizing controls.



The position and maximum size of the display depend on the model of your monitor.

Assigning and Clearing Hot Keys

The Hotkey property page (Figure 4-8) allows you to assign hot keys to your screen resolutions, color depths, and virtual desktop controls. This allows you to switch between display modes quickly. For example, you may switch the color depth from 256 colors to 16.8 million colors by pressing a key.

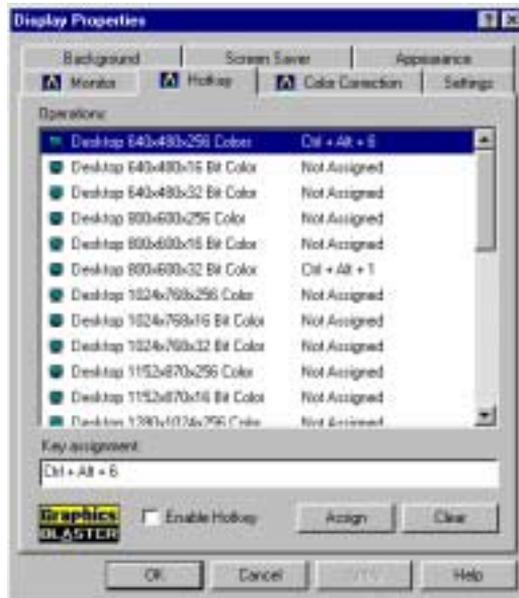


Figure 4-8: Hotkey property page.

Assigning Hot Keys

To assign a hot key to a combination of resolution and color depth:

1. Click the desired combination of resolution and color depth. The combination is highlighted (Figure 4-9).



Figure 4-9: Selecting an option.

2. Place your text cursor in the Key Assignment text box.

3. Press the hot key you want to assign. For example, if you press the F12 key, “F12” appears in the Key Assignment text box (Figure 4-10) under the Operations list.



Figure 4-10: Assigning the F12 key.

4. Click the Assign button. The hot key assigned is displayed next to the selected resolution and color depth (Figure 4-11) in the Operations list.



Figure 4-11: Hot key is assigned.

5. To use the hot keys immediately, select the Enable Hotkey check box. If you do not want to use them yet, clear the Enable Hotkey check box.



The hot key combination that you assign must be unique. To prevent a conflict with an existing hot key, BlasterControl adds the CTRL (CONTROL) or ALT (ALTERNATE) key. For example, if you press the R key, BlasterControl automatically configures the hot key as CTRL+ALT+R.

Clearing Hot Key Assignments

If you no longer want the hot key assignment for a particular combination of resolution and color depth, you can clear it by:

1. Select the combination and corresponding hot key assignment in the Operations list on the Hotkey property page.
2. Click the Clear button. The hot key assignment for that combination is removed and the Key Assignment text box shows “Not Assigned.”

Adjusting the Virtual Desktop

BlasterControl adds a Desktop area function to the familiar Settings tab page. Now, in addition to selecting your display resolution, color palette, and font size, you can select a virtual desktop that extends beyond the physical screen resolution of your monitor. The virtual desktop feature allows you to take advantage of the high resolutions offered by Graphics Blaster RIVA TNT even if your monitor is not large enough for you to use those modes effectively. For example, if you have a 15" monitor that is capable of displaying 1280x1024 but find the screen difficult to read at this resolution, you can select a Desktop area of 1280x1024 and a screen area of 1024x768 or less.

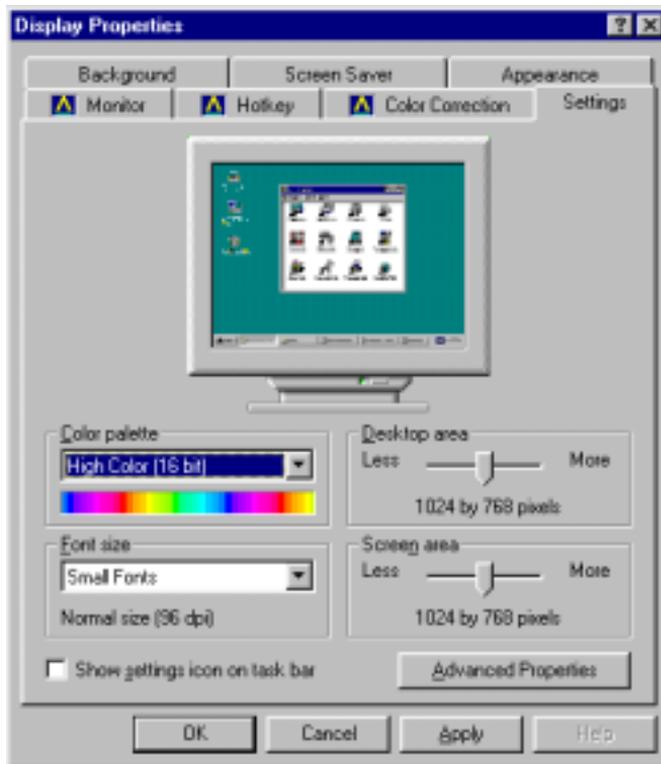


Figure 4-12: Display Properties, Settings tab page.

You can configure the virtual desktop feature by clicking the BlasterControl graphic  in the right-hand corner of the taskbar, selecting Preferences..., and selecting the Virtual Desktop tab.

The Hotkey property page allows you to activate two powerful virtual desktop features by assigning hotkeys to them: *Zoom In/Out* and *Pan Lock*.

Zoom In lets you get a close-up view of your work by reducing the screen resolution. For example, if you are using a resolution of 1024x768, pressing the *Zoom In* key instantly switches your Graphics Blaster to a screen area of 800x600 pixels and a desktop area of 1024x768 pixels. Pressing the *Zoom In* hotkey again reduces the screen area to 640x480. Pressing the *Zoom Out* reverses the effect.

Pan Lock temporarily stops the mouse from scrolling the screen around the virtual desktop. You can use the *Virtual Desktop* tab in *BlasterControl*'s Preferences dialog to configure the *Pan Lock* feature to lock the vertical axis, the horizontal axis, or both. Pressing the assigned *Pan Lock* hotkey again resumes normal virtual desktop operation.

Correcting Display Settings

You may inadvertently select a display setting that causes distortion, for example, a high refresh rate that is not supported by your monitor. The monitor starts to flicker.

To correct the settings:

1. Restart the system in **Windows Safe mode**:
 - a. Restart your system. When the message “Starting Windows...” appears, press the F8 key on your keyboard. A list of options appears.
 - b. Select Safe Mode and press the ENTER key.
2. Click the Start button, select Programs, then the Graphics Blaster program folder, and then click Creative Rescue Utility. The BlasterControl Rescue dialog (Figure 4-13) appears.



Figure 4-13: *BlasterControl Rescue* dialog.

3. In the Product Name list, click the name of your Graphics Blaster video card. A list of resolutions appears in the Display Setting To Clean Up list. Each resolution represents a group of display settings.
4. Select the resolution that caused the screen distortion and click the Clean Up button. For example, if a refresh rate of 75 Hz and a resolution of 1024 x 768 caused the display problem, select the “1024 x 768” entry and click the Clean Up button.
5. Click the Close button.
6. Restart your system in **Windows Normal mode**.

Using Creative SoftMPEG

Creative SoftMPEG is an MPEG player that plays Karaoke CDs, Video CDs, and .MPG files.

This chapter includes the following sections:

- Getting More Information
- Starting Creative SoftMPEG
- Playing Tracks
- Working with the MPEG File Playlist
- Using the Preferences Dialog
- Using Command Line Switches
- Using Keyboard Shortcuts



Track and *file* are used interchangeably throughout this chapter to refer to MPEG files, and Karaoke CD or Video CD tracks.

Getting More Information

Creative SoftMPEG help explains how to use the utility to play Video CDs and MPEG files.

To open the SoftMPEG help file:

1. With SoftMPEG running, click the Menu button .
2. Click Help On Creative SoftMPEG on the menu.

Starting Creative SoftMPEG

To start Creative SoftMPEG:

1. Double-click the Creative SoftMPEG icon in your Graphics Blaster's program group to open the interface (Figure 5-1).

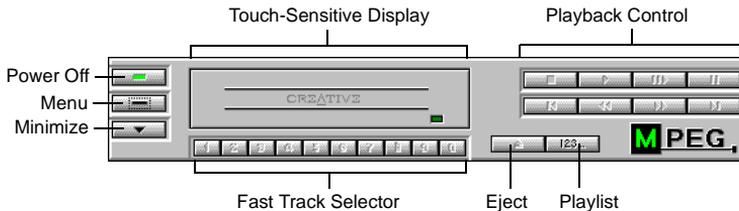


Figure 5-1: Creative SoftMPEG interface.

The Creative SoftMPEG interface consists of:

- Touch-Sensitive Display
- Menu Button
- Minimize Button
- Playlist Button
- Playback Control Buttons
- Eject Button
- Fast Track Selector
- Power Off Button

Touch-Sensitive Display

By clicking the touch-sensitive display, you can switch among:

- Track number and duration
- Track title and collection
- Track title and artist
- Track title and sequence
- MPEG Player graphics

Or, click the touch-sensitive display with your right mouse button and choose a display from the shortcut menu that appears. For example, if

you select the “Display Track Number and Duration” option in the shortcut menu, the touch-sensitive display (Figure 5-2) appears.

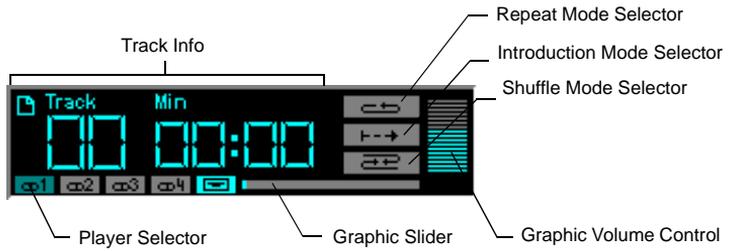


Figure 5-2: Creative SoftMPEG's touch-sensitive display.

Graphic Slider

Portion of current track that has played. Also, controls playback position of current track.

Graphic Volume Control

Shows the volume level of the player.

Player Selector

Plays Video CD from the selected CD-ROM drive (1 to 4). Toggles between Video CD ver 1.1 and ver 2.0 formats. The last player  lets you play MPEG files instead of Video CDs.

Repeat Mode Selector

Repeats the current track or the whole playlist when the final track is played.

Introduction Mode Selector

Plays the first seconds of each track in playlist.

Shuffle Mode Selector

Randomly plays the tracks in the playlist.

Menu Button

The Menu button  displays the Control menu:

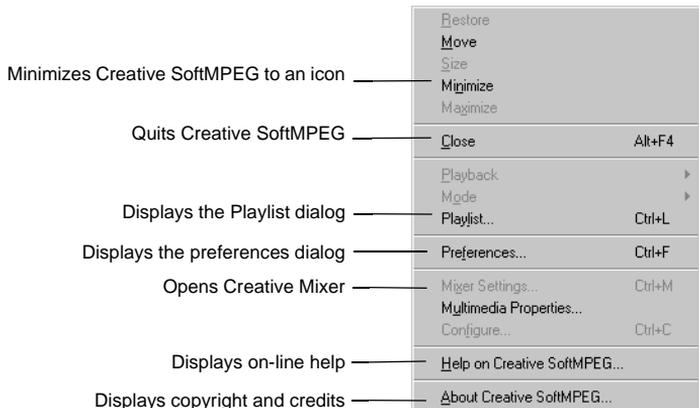


Figure 5-3: Creative SoftMPEG's Control menu.

Minimize Button

The Minimize button minimizes Creative SoftMPEG to a button on the Windows 95 taskbar.

Playlist Button

The Playlist button  opens the MPEG File Playlist dialog. Use the MPEG File Playlist dialog to create sets of tracks for playing.

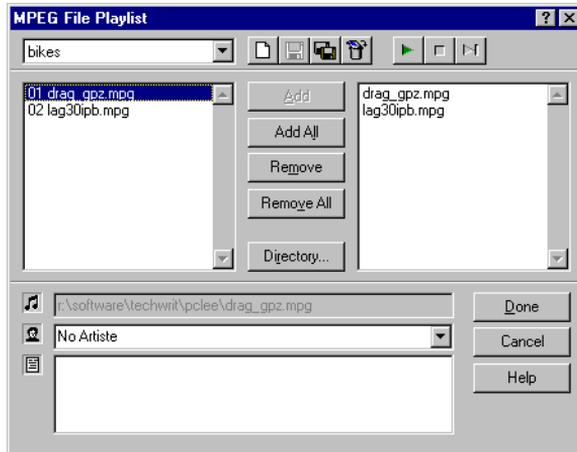


Figure 5-4: MPEG File Playlist dialog.

Collection Title Give a title to your playlist.



Display files specified in List Files of Type.



Assign an artist name to a track.



Make notes relating to a track.



Create a new collection.



Save the playlist using the name in Collection box.



Save the playlist with a new name.



Delete a collection.



Play the selected tracks.



Stop a playing track.



Play the next file.

File List

List tracks that can be added to your playlist.

Playlist

Display the files you have included in the playlist.

Add	Add selected tracks to the Playlist.
Add All	Add all the tracks to Playlist.
Remove All	Remove all the tracks in the Playlist.
Remove	Remove selected tracks from the Playlist.
Directory	Specify the drive, path and type of files to view in the File List.
Done	Confirm the compilation of tracks in the Playlist.
Cancel	Cancel changes made in the Playlist. The playlist reverts to its last saved copy.
Help	Display the online help facility.

Playback Control Buttons

Playback Control allows you to perform the playback operations.

	Stop the track.
	Play the track.
	Pause the track.
	Play the previous track in the playlist.
	Quickly rewind the track.
	Quickly forward the track.
	Play the next track in the playlist.
	Load or unload the CD.

Eject Button

Use the Eject button to load or eject the CD.

Fast Track Selector

Use the Fast Track selector to select and play a track in the playlist (see Figure 5-5) by clicking the track's number.



Figure 5-5: Creative SoftMPEG's Fast Track Selector.

Power Off Button

Use the Power Off button  to close Creative SoftMPEG.

Playing Tracks

To start playing a track, click the Play button  .

To stop playing a track, click the Stop button  .

Playing a Particular Track

To play a track using the Fast Track selector:

1. Click a number button on the Fast Track selector to select that track. To select a two-digit track number, click both numbers consecutively within two seconds. For example, to choose track 15, click button 1 and then button 5.

Playing the Track at a Different Position

To play a track from a certain position:

1. Click and hold down the left mouse button on the Graphic slider and move it to the position you want to start playing the track.
2. When the highlighted portion of the Graphic slider reaches the desired position, release the mouse button. If the player is already playing, it immediately moves to the new position.
3. If your player is not playing, click Play to start playing the track from the position you have chosen.

Pausing and Resuming Playback

Click the Pause button  to pause.

Click the Play button  or Pause button again to resume playing.

Changing to a Different Track

To change to the next track in the playlist, click the Skip Forward button  .

To change to the previous track in the playlist, click the Skip Backward button  .

Moving Forward and Backward Within a Track

You can also move forward and backward within a track:

- Click the Fast Forward  or Rewind button  .
- Move the Graphic slider to the track that you want.

If you are already playing a track, Creative SoftMPEG immediately goes to the new position and starts playing.

If your player is not playing a track, click the Play button to start playing the track from the chosen position.

Playing Tracks in Random Order

To play tracks in random order, select the Shuffle Mode selector  in the touch-sensitive display. The Shuffle mode shuffles the playlist and randomly rearranges the playlist.



If Creative SoftMPEG is already playing, selecting Shuffle mode stops the current playback and starts playback from the first track of the reordered playlist.

Playing the First Few Seconds of Tracks

To play only the first few seconds of all tracks in the playlist, select the Intro Mode selector  in the touch-sensitive display.

Playing Tracks in the Playlist Repeatedly

To play tracks in the playlist repeatedly, set the Repeat Mode selector to Repeat Playlist Mode .

Playing the Current Track Repeatedly

To play the current track repeatedly, set the Repeat Mode selector to Repeat Track Mode .

Playing Video CD Version 2.0

You can simply click the CD Player selector  which is in use to switch the Creative SoftMPEG between playing Video CD ver 1.1 and Video CD ver 2.0.

A Video CD ver 1.1 plays the first track on the CD and proceeds to play the rest of the tracks in sequence.

A Video CD ver 2.0, however, displays a main menu with a list of tracks. The selection of songs is based on the track numbers displayed on the main menu. The Fast Track selector buttons are used for selecting these songs once the main menu appears.



You can use hot keys to select the songs. For example, press the 1 key to select the first song and the S key to stop playing.

Adjusting the Volume

You can adjust the volume of Creative SoftMPEG using the Graphic Volume slider on the touch-sensitive display. Click and drag the Graphic Volume slider to the level you want.

Selecting Sound Card and Volume Device

SoftMPEG allows you to control multiple sound cards installed in your system, and control multiple volume devices of a sound card.

To select the sound card to control:

1. Click the right mouse button on the Graphic Volume slider, or press CTRL+SHIFT+V.
2. From the shortcut menu, select the sound card you want.

To select the volume device to control:

1. Click the right mouse button on the Graphic Volume slider, or press CTRL+SHIFT+V.
2. From the shortcut menu, select the volume device you want.

Working with the MPEG File Playlist

A playlist is a collection of tracks that are grouped for playing. You can compile tracks in the playlist using the MPEG Playlist.

Compiling the Playlist

To compile the playlist:

1. Click the Playlist button .
2. Perform the desired operations in the Playlist dialog:
 - Add tracks to the playlist
 - Preview tracks
 - Set directory, path, and type of files to display in the File List
 - Remove tracks from the playlist
 - Rearrange tracks in the playlist
 - Assign the names of artists to tracks in the playlist
 - Enter notes for tracks in the playlist
 - Name the playlist
3. Click Done after you have finished compiling the playlist. To cancel all changes made to the playlist, click Cancel.

Adding Tracks to the Playlist

To add tracks to the playlist:

1. Select tracks to add to the playlist from the File List (see Figure 5-4). The Playlist is on the left; the File List is on the right.
2. To add the selected tracks to the Playlist, click Add.
To add all the tracks in the File List to the Playlist, click Add All.

You can also add tracks to the playlist by:

- Double-clicking the tracks in the File List.
- Dragging tracks from the File List and dropping in the Playlist.
- Dragging selected tracks from Explorer or File Manager and drop them in Creative SoftMPEG. The tracks are added to the playlist. This operation is done outside the Playlist dialog.

Previewing Tracks

To preview tracks:

1. Select the tracks from the Playlist or File List.
2. Click Play. The track starts playing.

Removing Tracks from the Playlist

To remove tracks from the playlist:

1. Select the tracks from the Playlist.
2. To remove selected tracks, click Remove.
To remove all tracks in the Playlist, click Remove All.



You can also remove a track from the playlist by either:

- Double-clicking the track in the Playlist.
- Pressing the CTRL+SHIFT+R keys to remove current track.

Selecting Tracks in the Playlist

You can select multiple tracks for previewing, adding, or removing by holding down CTRL or SHIFT while you select them.

- To select specific tracks, hold CTRL while you select tracks.
- To select a group of consecutive tracks, hold down SHIFT and select the first and last tracks in the list.

Rearranging Tracks in the Playlist

To rearrange a track in the playlist:

1. Click the track in the Playlist and drag it to the new position. The track is inserted at that position in the Playlist.

Assigning Names of Artists to Tracks

To assign a name to a track:

1. Select the track.
2. For a new artist, type in the name in the Track artist box. For an existing artist, select the name in the artist Name box.



You can also assign a single artist name to multiple tracks in the playlist by selecting the tracks and assigning a name to them.

Entering Notes for Tracks in the Playlist

To enter notes for a track in the playlist:

1. Select the track you want to enter notes into.
2. Type in the notes for that track in the Track Notes text box.



You can enter the same notes for multiple tracks by selecting the tracks and entering the notes in the Track Notes text box.

Naming the Playlist

Once you have compiled your playlist, you may want to give the playlist a title.

To give your playlist a title:

1. Click Save As.
2. Type the title of the playlist in the text box of the Save As Collection dialog.
3. Click OK.



If you click Cancel, you will return to the Playlist dialog without saving the title.

Using the Preferences Dialog

The Preferences dialog similar to that in Figure 5-6 allows you to set preferences for Creative SoftMPEG.



Figure 5-6: Preferences dialog.

- | | |
|----------------------------------|---|
| Balloon Help | Display information about a control or button currently selected.
Enable/disable balloon help by selecting/clearing the Balloon Help check box. |
| Show Track Time Remaining | Display the time remaining on a track in addition to displaying the time played.
Enable/disable this feature by selecting/clearing the Show Track Time Remaining check box. |
| Minimize On Play | Automatically minimize Creative SoftMPEG each time a track starts playing.
Enable/disable this feature by selecting/clearing the Minimize On Play check box. |
| Play On Startup | Automatically play Creative SoftMPEG when it is launched.
Enable/disable this feature by selecting/clearing the Play On Startup check box. |
| Play On New Playlist | Automatically plays Creative MPEG when Playlist dialog is closed and when there is a change in the playlist.
Enable/disable this feature by selecting/clearing the Play On New Playlist check box. |
| Play On Disc Insert | Automatically start playing when a disc is inserted.
Enable/disable this feature by selecting/clearing the Play On Disc Insert check box. |

Intro Length	Specify the amount of time in seconds between tracks when Creative SoftMPEG is in Intro mode.
Step	Specify the number of frames for each step command. The greater the value, the greater the number of frames for each step.
Save Settings On Exit	Save changes made in the Preferences dialog when you exit from Creative SoftMPEG.

Using Command Line Switches

The following command line switches are supported by the application:

Switch	Description
/play or /p	Starts playback of the current track.
/play <i>track-number</i> or /p <i>track-number</i>	Plays specified track.
/stop or /s	Stops playback of the current track.
<i>track-name</i>	Add a specified track to the collection.

Using Keyboard Shortcuts

The following keyboard shortcuts are supported by this application:

CTRL+P	Plays the current track.
CTRL+A	Pauses the playing track.
CTRL+S	Stops the playing track.
CTRL+R	Steps the current track.
CTRL+B	Plays the previous track.
CTRL+O	Plays the next track.
CTRL+L	Shows the Playlist dialog.
CTRL+F	Sets preferences.
CTRL+M	Shows mixer settings.
CTRL+D	Switches the display mode.
CTRL+SHIFT+D	Shows select display mode menu.
CTRL+SHIFT+R	Removes current track from the playlist.
CTRL+SHIFT+V	Displays the Select Volume Device menu.

Sonnetech's Colorific® and 3Deep®

Colorific® True Color Matching

Colorific color management software is the industry-standard process for monitor-to-monitor and monitor-to-printer color management. It accurately matches colors between your screen and printer or over the Internet by calibrating the monitor colors. The software leads you through a series of choices about what you see on your screen. From this information, Colorific builds a precise description of how your monitor displays color, taking into account variable viewing conditions, monitor control settings, and video card adjustments.

Running Colorific

Calibrate with Colorific before doing critical color work and whenever you change monitor color settings.



- If your monitor has a color temperature control, adjust it to 5000 K or 6500 K to get the best results.
- When printing to an inkjet printer, it is best to use special coated paper.

To run Colorific in Windows 95/98 and Windows NT 4.0:

1. Click the Colorific Control Panel icon in the taskbar. The Display Properties dialog appears.
2. Click the Colorific tab.
3. Click the Recalibrate button.
The Colorific calibration utility is opened.
4. Click the Reset And Calibrate button to start the Colorific calibration process.
5. Follow the instructions on the screen to complete the process.

After Running Colorific

When you complete the Colorific calibration, Colorific creates a color profile of your monitor and loads those settings each time you turn on your computer. The way you use this profile depends on your operating system and applications.

Windows 95/98 only

Colorific creates a custom profile for your monitor for use with the ICM (Image Color Matching) module built into Windows 95/98. This profile automatically replaces Windows' default profile and is used at print-time whenever ICM is enabled. (If you do not see an ICM option for your color printer's driver, contact your printer vendor to obtain the latest Windows 95/98 printer driver.) For more information about ICM, see Colorific's online Help.

Advanced Windows Users (all versions)

In addition, all Windows version of Colorific create a Kodak Precision-format monitor profile that can be used by any program that incorporates Kodak's Precision Color Management System, such as CorelDraw 7, Photoshop 3, and PageMaker 6. Go to the Kodak CMS module within your application and select the Colorific monitor profile.

3Deep

3Deep is an exciting new tool that allows gamers to experience 3D games as the game developers intended. Only 3Deep can provide accurate 3D lighting and shading for 3D games because it adjusts the user's monitor.

3Deep uses Colorific's technology (the industry standard for monitor calibration) to measure the unique characteristics of each gamer's display. Once 3Deep captures this information, it communicates it to the game (via DirectX) and the game sets an accurate gamma value for perfect imagery.

Using 3Deep

To use 3Deep to calibrate monitor gamma value:

1. Click the Start button, point to Settings and then click Control Panel.
2. In the Control Panel window, double-click the 3Deep icon.
3. On the 3Deep Control Panel, move the Tweak slider or click the Calibrate Display button.

About True Internet Color®

Colorific works in conjunction with browsers, tools, and plug-ins to provide accurate color when you view or create Web sites. Similar to other Web plug-ins, True Internet Color has two parts—one part lets a designer create color-correctable Web pages, the other part lets consumers view those pages with True Internet Color. Visit Colorific's web page at www.colorific.com/products/true_internet_color.html to learn more about True Internet Color.

Colorific and 3Deep

The Help file for Colorific contains the *User's Manual*.

To open the Help file for Colorific

1. Click the Start button, point to Programs and then click Colorific.
The Colorific calibration utility is opened.
2. On the right-hand corner of the menu bar, click Help.
The Help menu appears.
3. Click Help Contents.



You can also print a copy of the User's Manual, MANUAL.RTF, found in the Documents folder on the installation disk.

To open the Help file for 3Deep

1. Click the Start button, point to Settings and then click Control Panel.
2. In the Control Panel window, double-click the 3Deep icon.
The 3Deep Control Panel appears.
3. On the 3Deep Control Panel, click the Help button.

Technical Support

Updated information about using Colorific and 3Deep can be obtained from Sonnetech's web site at **www.colorific.com**. Alternatively, you can call Sonnetech's 24-hour fax-on-demand system at (415) 957-9941 with a fax phone. If you can't find the information you need in these sources or in the program's Help screens, call Colorific Technical Support at (415) 957-0152 or send e-mail to **info@colorific.com**.



Technical Specifications

General Features

- ❑ Fully integrated 128-bit VGA/2D/3D video accelerator
- ❑ Full VMI interface
- ❑ VESA DDC2B support

3Dfx® Banshee™ Chipset

- ❑ 2D acceleration
 - Single-cycle 128-bit Windows GUI acceleration
 - Full featured 128-bit BitBlt engine
- ❑ 3D acceleration
 - Full triangle parameters hardware setup
 - 16-bit integer and floating-point Z-buffering with biasing
 - Alpha blending on source and destination pixels
 - Sub-pixel and sub-texel correction
 - 24-bit color dithering applied to native 16-bit RGB color
 - Per-pixel atmospheric fog with programmable fog zones
 - Polygon-based full scene edge anti-aliasing
 - Perspective-correct (true divide-per-pixel) 3D texture mapping and Gouraud shading
 - True per-pixel LOD MIP mapping
 - Bilinear and trilinear texture filtering
- ❑ Video acceleration
 - Bilinear horizontal and vertical filtering
 - YUV 4:2:2 and YUV 4:2:0 planar support
 - Bob-and-Weave de-interlacing

Memory Configuration

- ❑ 250 MHz integrated RAMDAC with 16 MB SDRAM onboard.

PCI 2.1 Compliant (for Banshee PCI)

- Full support for PCI system bus, with the ease of Plug and Play installation

Addressing and Interrupts

- Plug and Play configurable I/O addresses and interrupts

Utilities

- BlasterControl
- Creative SoftMPEG Player
- Sonnetech Colorific/3Deep

Applications Supported

- All Windows 95 applications, including DirectDraw and Direct3D games and applications
- Glide applications under Windows 95, Windows 98 and Windows NT 4.0

Table 2: 2D and 3D resolutions and refresh rates supported

Resolution	Color Depth (Bits Per Pixel)	Refresh Rates (Hz)
640x480	8, 16, 24, 32	60, 75, 85, 100, 120
800x600	8, 16, 24, 32	60, 75, 85, 100, 120
1024x768	8, 16, 24, 32	60, 70, 75, 85, 100, 120
1152x864	8, 16, 24, 32	60, 75, 85, 100
1280x1024	8, 16, 24, 32	60, 75, 85, 100
1600x1200	8, 16, 24, 32	60, 65, 70, 75, 85
1792x1344	8, 16, 24, 32	60, 72
1856x1392	8, 16, 24, 32	60
1920x1440	8, 16, 24, 32	60

Note: The refresh rates shown in the table are the highest obtainable and are monitor-dependent. Resolutions, pixel depths, and refresh rates are also driver-dependent and may not be available for some applications or operating systems.

B

Technical Support

At Creative Labs, we are committed to giving our customers the best product possible with excellent technical support. The information below is correct as this manual goes to press; check the software disk for a README file that will give any changes.

Updated information about using Colorific and 3Deep can be obtained from Sonnetech's web site at www.colorific.com. Alternatively, you can call Sonnetech's 24-hour fax-on-demand system at (415) 957-9941 with a fax phone. If you can't find the information you need in these sources or in the program's Help screens, call Colorific Technical Support at (415) 957-0152 or send e-mail to info@colorific.com.

Before You Contact Us

Please be seated at your computer and have the following information:

- Model and serial numbers (usually found on the back of the device) of the product, and date of purchase.
- Error message on the screen and how it came about.
- Information on the adapter card that conflicts with the product, if applicable.
- Hardware configuration information such as the base I/O address, IRQ line, or DMA channel, if applicable.
- Computer type and speed (for example, Pentium 166) and memory available.
- Type and version of your operating system; for example, DOS 6.22, Windows 3.1x, or Windows 95/98/NT.

You can contact Technical Support through one of the following addresses or numbers:

Creative Labs, Inc.
Technical Support
1523 Cimarron Plaza
Stillwater, OK 74075 U.S.A.

- Telephone: **405 742 6622**
- Facsimile: **405 742 6633**

- TTD (hearing-impaired):**405 372 7341**
Monday—Friday:10:00 a.m.—6:00 p.m.
- Webphone:**clvwp1@clock.creaf.com**
Monday—Friday:10:00 a.m.—6:00 p.m.

Operating hours (U.S.A. Central Time)

- Monday—Saturday:8:00 a.m.—10:00 p.m.
- Sunday:Noon—8:00 p.m.
- Public Holidays:Closed

You can get our latest program and driver updates, technical data, and answers to frequently asked questions through these 24-hour services:

- BBS:**405 742 6660**
- CompuServe:**Go Blaster**
- Fax Back:**405 372 5227**
- Internet:**<http://www.soundblaster.com>** or
www.creaf.com/wwwnew/tech/support/c-usa.html

You need a modem to access a bulletin board service (BBS).

Product Return

To return a Creative product for factory service, contact the Creative Technical Support office. Once the staff has verified the product is defective, you will be given a Return Merchandise Authorization (RMA) number.

NOTE: Retain your purchase receipt, as well as all packaging and contents, until all product components are functioning to your satisfaction. They are required in the unlikely event you need to return the product to Creative.

When returning a product for factory service:

- Shipment to Creative is at your expense and you assume all risk. Ship the package through a carrier that provides proof of delivery; insure the shipment at full product value.
- Place the RMA number on the outside of the package.
- Use proper materials for packing the product for shipment.
- For free repair or replacement, you must include a copy of a dated proof of purchase (store receipt), proving the product is still under Warranty

Creative may replace or repair the product with new or reconditioned parts, and the faulty parts or product will become the property of Creative.