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**User's Guide**

# *User's Guide*

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## 3D Blaster™ GeForce2 GTS™

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Version 1.0

May 2000

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# Contents

Introduction .....	1
Preliminary step for Windows 95 users .....	3
Step 1: Installing Your Graphics Card .....	4
Step 2: Installing Software .....	6
Step 3: Changing the Display Settings .....	11
Step 4: Changing performance settings .....	12
About E-Color Colorific/3Deep .....	12
Getting More Information .....	14
Technical Specifications .....	16
Troubleshooting .....	21
Technical Support .....	27

## Introduction

The 3D Blaster™ GeForce2 GTS™ is a quality 2D/3D video accelerator that uses NVIDIA™'s latest GeForce 2GTS™ chipset. GeForce 2GTS is the ultimate 3D processor. Its innovative architecture combines 2<sup>nd</sup> Generation Transform and Lighting (T&L) technology with the Nvidia Shading Rasterizer (NSR) that enables per-pixel shading, especially dual-texturing (two textures per-pixel at full speed).

NVIDIA's GeForce2 GTS graphics controller delivers stunning visual quality and performance with its 256-bit graphics engine. With GeForce2 GTS, developers can create special effects such as multi-texture, bump mapping to simulate rough surfaces, and environmental mapping that gives objects reflective properties. Developers can take advantage of high quality texture filtering modes (including 8-tap anisotropic filtering) with hardware anti-aliasing to create realistic images that rival more expensive graphics workstations.

The 3D Blaster GeForce2 GTS provides outstanding 2D and video acceleration as well. It supports motion compensation for MPEG-2 decoding. It guarantees a high level of 2D performance, while programmable gamma tables optimize image quality for both text- and image-based applications.

## Serial and Model Numbers

Your card's serial and model numbers can be found at the back of the card. We recommend that you record the serial and model number below. This information will be useful in the event that you need to contact our Technical Support staff for troubleshooting or your dealer for warranty service.

**Table 1: Serial numbers and model numbers.**

Hardware	Product Codes	Numbers
3D Blaster GeForce2 GTS	Serial Number	
	Model Number	

## Before You Begin

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

## Minimum System Requirements

- IBM® PC 100% compatible
- Pentium® II, Pentium III, AMD-K6® class processors or compatible
- 64 MB RAM
- 50 MB available hard disk space (for full installation)
- An AGP 2.0 compliant slot or better
- CD-ROM drive installed
- Windows 95, Windows 98, Windows NT 4.0 (with Service Pack 5), or Windows 2000
- Standard VGA monitor or multi-frequency VGA monitor

## Updating Drivers

To download the latest drivers for 3D Blaster GeForce2 GTS, visit Creative's Web site (refer to the *Technical Support* leaflet for details).



## Preliminary step for Windows 95 users



Check the appropriate box so that you can refer to the Windows' version number quickly during the software installation process.

Since Windows automatically detects new hardware and starts the software installation procedure upon startup, you should verify your Windows version number before installing the graphics card.

### To verify your Windows 95 version number

1. Click **Start** -> **Settings** -> **Control Panel**.
2. In the **Control Panel** window, double-click the **System** icon.  
Your Windows 95 version number is displayed in the **General** tabbed page of the **System Properties** dialog box.
3. Note the version number.

The following are the possible Windows 95 version numbers:

- 4.00.950 (Retail version)
- 4.00.950A (Retail version)
- 4.00.950B (OSR version 2 and 2.1)
- 4.00.950C (OSR version 2.5)



## Step 1: Installing Your Graphics Card

This section shows you the connectors on the 3D Blaster GeForce2 GTS card.

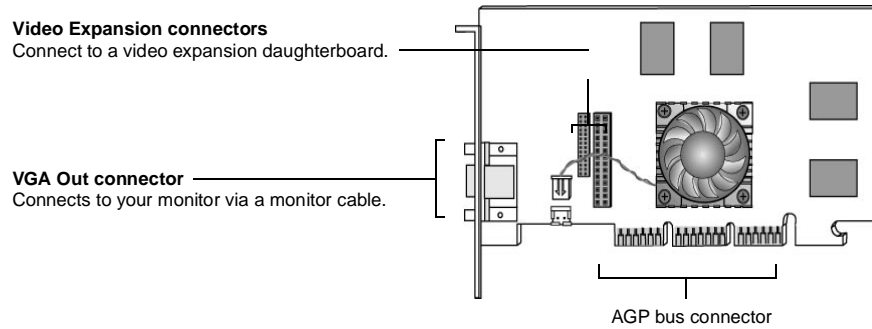


Figure 1: The 3D Blaster GeForce2 GTS card.

### To install the graphics card

**Note:** If you are replacing an existing VGA card with a 3D Blaster GeForce2 GTS, please remember to remove the existing VGA card.

1. Switch off your computer and all peripheral devices.
2. Touch any metallic surface on your computer to discharge any static electricity.
3. Disconnect the power cord from the wall outlet.
4. Remove the computer cover.

5. Locate a free AGP expansion slot.  
Figure 2 shows the various types of expansion slots.
6. Remove the metal plate from the free AGP slot.  
Keep the screw and metal plate for future use.
7. Align the bus connector of the graphics card with the expansion slot.
8. Press the card's bus connector firmly and evenly into the slot, making sure that the bus connector comes into full contact with the slot. Then, secure the card to the computer casing with a screw. See Figure 3 below.

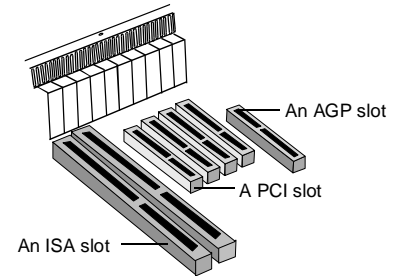


Figure 2: Types of expansion slots.

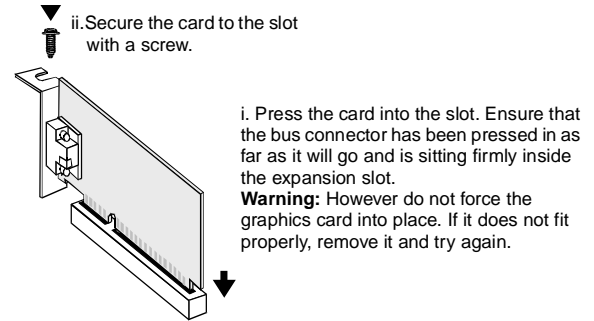


Figure 3: Securing the graphics card to the slot.



If you are using a multi-frequency monitor, you may need a special 15-pin DIN VGA cable. If your multi-frequency monitor allows you to switch between 'TTL' and 'analog' operation modes, set the switch to 'analog'. For details, refer to your monitor's manual.

9. Connect the monitor cable to the VGA Out connector of the graphics card, as shown in Figure 4.

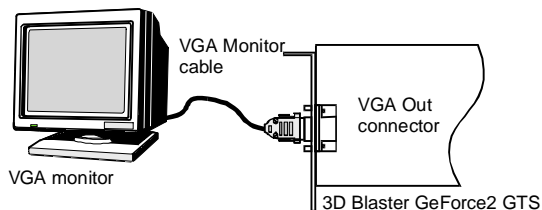


Figure 4: Connecting your VGA monitor to the graphics card.

10. Replace the computer cover and plug the power cord back into the wall outlet.



## Step 2: Installing Software

After installing the graphics card, you can install the software. The 3D Blaster GeForce2 GTS CD contains the following:

- Drivers for Windows 95 and Windows 98 (common to both)
- Drivers for Windows NT 4.0 and Windows 2000
- Creative Enhanced BlasterControl™ for Windows 95 and Windows 98, Windows NT 4.0 and Windows 2000
- E-Color Colorific®/3Deep™ for Windows 95 and Windows 98
- Creative Lava!™ Player for Windows 95 and Windows 98
- Game Launcher

This section is organized as follows:

- To install in Windows 95 (Retail version)
- To install in Windows 95 (OSR version 2.0 and later)
- To install in Windows 98

## To install in Windows 95 (Retail version)

- ❑ To install in Windows NT 4.0 (Service Pack 5)
- ❑ To install in Windows 2000

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 box similar to Figure 5 appears, ensure that the **Driver from disk provided by hardware manufacturer** option is selected.
3. Click the **OK** button.
4. Insert the 3D Blaster GeForce2 GTS CD into your CD-ROM drive.
5. In the **Install From Disk** dialog box, type **D:\GRAPHICS\ENGLISH\WIN9XDRV** (where D: represents your CD-ROM drive) and click the **OK** button.
6. If prompted to select drivers, click the **Creative GB0010** 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 **Start -> Run**.
9. In the **Run** dialog box, type **D:\GRAPHICS\ENGLISH\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.

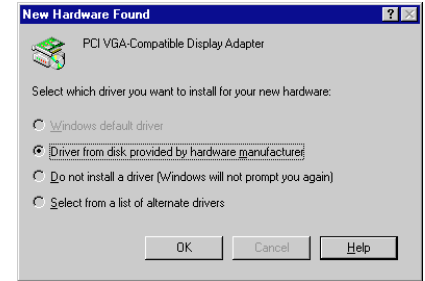


Figure 5: Selecting the **Driver from disk provided by hardware manufacturer** option.

## To install in Windows 95 (OSR version 2.0 and later)

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 box similar to Figure 6 appears, click the **Next** button.
3. Click the **Other Locations** button when it appears in the **Update Device Driver Wizard** dialog box.
4. Insert the 3D Blaster GeForce2 GTS CD into your CD-ROM drive.
5. In the **Select Other Location** dialog box, type **D:\GRAPHICS\ENGLISH\WIN9XDRV** (where D: represents your CD-ROM drive) and click the **OK** button.
6. In the **Update Device Driver Wizard** dialog box, click the **Finish** button.
7. In the **Insert Disk** message box, click the **OK** button.
8. In the **Copying Files** dialog box, type **D:\GRAPHICS\ENGLISH\WIN9XDRV** and click the **OK** button.  
The drivers are copied to your system.
9. In the **Update Device Driver Wizard** dialog box, 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 **Start -> Run**.
12. In the **Run** dialog box, type **D:\GRAPHICS\ENGLISH\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.



Figure 6: The **Update Device Driver Wizard** dialog box.

## To install 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 box similar to Figure 7 appears, select the option **Display a list of all the drivers in a specific location, so you can select the driver you want.**
3. Click the **Next** button.
4. Insert the 3D Blaster GeForce2 GTS CD into your CD-ROM drive.
5. In the **Models** list box, click the **Have Disk** button.
6. In the **Install From Disk** dialog box, type **D:\GRAPHICS\ENGLISH\WIN9XDRV** (where D: represents your CD-ROM drive) and click the **OK** button.  
If you are installing 3D Blaster GeForce2 GTS 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 **Yes** 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 3D Blaster GeForce2 GTS card (for details, see “Windows 98 Multi-Monitor Display Problems” on page 21).
7. In the **Models** list box of the **Select Device** dialog box, make sure the **Creative GB0010** entry is selected and click the **OK** button.
8. Click the **Next** button.



Figure 7: Selecting the option *Display a list of all the drivers in a specific location, so you can select the driver you want.*

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 **Start -> Run**.
12. In the **Run** dialog box, type **D:\GRAPHICS\ENGLISH\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.

### To install in Windows NT 4.0 (Service Pack 5)

1. Switch on your system.
2. Click **Start -> Run**.
3. In the **Run** dialog box, type **D:\GRAPHICS\ENGLISH\SETUP** and click the **OK** button.
4. Follow the instructions on the screen to complete the setup.  
If you do not install all the applications now, you can install them later.
5. 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 “Right-click your desktop, and then click Properties on the shortcut menu.” on page 11.

### To install in Windows 2000

1. Switch on your system.
2. Click **Start -> Run**.
3. In the **Run** dialog box, type **D:\GRAPHICS\ENGLISH\SETUP** and click the **OK** button.
4. Follow the instructions on the screen to complete the setup.  
If you do not install all the applications now, you can install them later.
5. 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 “Right-click your desktop, and then click Properties on the shortcut menu.” below.





## Step 3: Changing the Display Settings

### To do so in Windows 98 and Windows 95 and Windows 2000:

1. Right-click your desktop, and then click **Properties** on the shortcut menu.
2. In the **Display Properties** dialog box, click the **Settings** tab.
3. In the **Screen Area** group box, move the slider to set the desired resolution.
4. In the **Colors** group box, select the desired color. Certain colors may not be available for some display resolutions.
5. Click the **Apply** button.
6. If you change the colors setting, you may see a 'Compatibility Warning'. Select **Apply the new color settings without restarting** and click **OK**.
7. If you change the **Screen Area** a message will be displayed stating Windows will resize your desktop. Click **OK**.
8. If your screen becomes corrupt, wait 15 seconds and Windows will restore your original settings.

### For Windows NT 4.0:

1. Right-click your desktop, and then click **Properties** on the shortcut menu.
2. In the **Display Properties** dialog box, 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 box 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 box.



## Step 4: Changing performance settings

1. Click **Start** -> **Programs** -> **Creative** -> **BlasterControl Display Center**.
2. Click the **Tweak** button to start BlasterControl Tweak Center.
3. Select the desired settings and click the **OK** button.



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

## About E-Color Colorific/3Deep

### About Colorific

Colorific<sup>®</sup> color management software is the industry-standard process for monitor-to-monitor and monitor-to-printer color management. It gives you accurate, predictable color-matching between your screen and printer or over the Internet by calibrating the colors on your monitor. The software leads you through a series of simple 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



You can customize the settings of your graphics card for optimal performance with applications. However, if your monitor display exhibits pixel drop (that is, pixels, usually white in color, appear on the screen) or any other abnormal behavior, revert to the factory default settings (see “Troubleshooting” on page 21).

You should calibrate with Colorific before doing critical color work and whenever you change monitor color settings.

### To run Colorific in Windows 95/98

1. Click the **Colorific Control Panel** icon in the taskbar.  
The **Display Properties** dialog box appears.
2. Click the **Colorific** tab.
3. Click the **Run Color Wizard™** button.  
The **Colorific Color Wizard** is opened.
4. Follow the instructions on the screen to complete the process.

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 to match the game developer’s monitor — not too dark and not washed out.

3Deep uses the Color Wizard to measure the unique characteristics of each gamer’s display. No more dark games, and no more washed out games when you increase the contrast of your monitor. The results are awesome 3D lighting and shading effects. 3Deep is a consistent and high-quality solution for improving the 3D effect of your games!

## Using 3Deep

### To use 3Deep to calibrate your monitor’s gamma value

1. Click **Start -> Settings -> 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.
4. Before playing a game, click **Default System Gamma**.

## To uninstall Colorific and 3Deep in Windows 95 and Windows 98

You can also display the **3Deep Control Panel** by doing the following:

1. Right-click your desktop, and then click **Properties** on the shortcut menu.
2. In the **Display Properties** dialog box, click the **3Deep** tab.
  1. Right-click the **Colorific Control Panel** icon in the taskbar.
  2. On the menu that appears, click **Exit**.
  3. Click **Start -> Settings -> Control Panel**.
  4. In the **Control Panel** window, double-click the **Add/Remove Programs** icon. The **Add/Remove Programs Properties** dialog box appears with the **Install/Uninstall** tabbed page displayed.
  5. Select the entry **Colorific For Windows** from the list, and then click the **Add/Remove** button.
  6. After **Colorific For Windows** is removed, select the entry **3Deep** from the list, and then click the **Add/Remove** button.

## Getting More Information

### For 3D Blaster GeForce2 GTS

The Help file for 3D Blaster GeForce2 GTS gives a brief introduction to the features supported by this graphics card.

#### To open the Help file for 3D Blaster GeForce2 GTS

### For Creative BlasterControl

The Help file for Creative BlasterControl shows you how to use the BlasterControl utility to customize your screen resolution, color depth, and refresh rate in Windows.

#### To open the Help file for BlasterControl

- ▶ Click **Start -> Programs -> Creative -> BlasterControl Help**.

#### **For Help topics specific to a BlasterControl module**

- ▶ In the BlasterControl module you want, click the **Help** button.

### **For LAVA! Player**

The Help file for LAVA! Player shows you how to use the multimedia player.

#### **To open the Help File for LAVA! Player**

- ▶ Click **Start -> Programs -> Creative -> Creative LAVA! -> LAVA! Help**.

### **For Colorific and 3Deep**

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

#### **To open the Help file for Colorific**

1. Click **Start -> Programs -> Colorific**.  
The Colorific calibration utility is opened.
2. On the right-hand corner of the menu bar, click **Help**.
3. On the **Help** menu, click **Help Contents**.

#### **To open the Help file for 3Deep**

1. Click **Start -> Settings -> Control Panel**.
2. In the **Control Panel** window, double-click the **3Deep** icon.
3. On the **3Deep Control Panel**, click the **Help** button.

### **Technical Support for Colorific and 3Deep**

Updated information about using Colorific and 3Deep can be obtained from E-Color's Web site at [www.e-color.com/tech\\_support](http://www.e-color.com/tech_support).

# Technical Specifications

## Architecture Highlights

- Nvidia Shading Rasterizer (NSR)
- 2<sup>nd</sup>-Generation Transform and Lighting (T&L) engine
- Double Data Rate (DDR) memory
- DirectX Texture Compression
- Full Screen Anti-aliasing (Hardware)
  - Multi-sample, full scene, order independent
- 1.6 Gtexel fill rate
- 25M triangles/sec through T&L and setup
- 5.3 GB/sec total memory bandwidth
- NVIDIA Unified Driver Architecture™

## 3D Features

- Optimized DirectX and OpenGL acceleration
- 256-bit graphics engine
- 8 texture-mapped, filtered, lit texels per clock cycle
- Single pass multi-texturing
- 32-bit colors Z/Stencil (floating point or integer)
- High quality texture filtering, including anisotropic
- Advanced per-pixel, perspective-correct texturing
  - Cube environment mapping
  - Projective textures
  - Procedural textures
  - Multi-texture and multi-pass
  - Texture modulation

- Per-pixel dot product 3 bump mapping
- Per-pixel lighting and shading
- Light maps
- Reflection maps
- Bi-directional Reflectance Distribution Functions (BRDF) support
- DirectX 6 texture compression
- Fog and depth cueing
  - Radial or linear
  - Per-vertex or per-pixel

## 2D Features

- High performance 2D/GUI/DirectDraw acceleration
- Fast 32, 24, 16, 15 and 8-bit VGA/SVGA support
- True-color hardware cursor
- Multi-buffering (Double, Triple, Quad buffering) for smooth animation and video playback

## Video Support

- Video acceleration for DirectShow, MPEG-1, MPEG-2 and Indeo
- X and Y smooth up and down scaling with filtering
- Per-pixel color keying
- Multiple video windows with hardware color space conversion and filtering (YUV 4:2:2 and 4:2:0) and 5-tap horizontal by 3-tap vertical filtering
- DVD sub-picture alpha blended compositing

## Specifications

- AGP 1X, 2X and 4X support, including Fast Writes and Execute Mode\*
- VESA DDC 2B + DPMS
- Single slot 2D, 3D graphics, and video accelerator
- 256-bit graphics engine
- Integrated 350 MHz RAMDAC supporting up to a 2048x1536 resolution at 75Hz

- Memory configurations of up to 128 MB of SDR or DDR SDRAM/SGRAM
- MPEG-1, MPEG-2, and full-motion video
- Motion Compensation for MPEG-2 decoding
- Full Plug and Play compliant

\* On supported motherboards

## Drivers

- Windows NT 4.0 and Windows 2000 display drivers
- Windows 95 and Windows 98 display driver supporting DirectDraw, Direct3D, DirectVideo and ActiveX
- OpenGL ICD for Windows 95 and Windows 98, Windows NT 4.0, Windows 2000 and Linux
- Fully PC00, PC99, PC99a and VBE 3.0 compliant

## Utilities

- Creative Enhanced BlasterControl™
- E-Color Colorific/3Deep
- Creative Lava!™ Player

## Applications Supported

- All Windows 95 applications, including DirectDraw and Direct3D games and applications
- OpenGL applications under Windows 95 and Windows 98





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.

**Table 2: Refresh rates supported by different video modes (based on 350 MHz RAMDAC).**

<b>Refresh Rates</b>	<b>Number of Colors</b>		
<b>Resolution</b>	<b>256 (8-bit)</b>	<b>64k (16-bit)</b>	<b>16.7 million (32-bit)</b>
<b>640x480</b>	60, 70, 72, 75, 85, 100, 120, 140, 144, 150, 170, 200, 240	60, 70, 72, 75, 85, 100, 120, 140, 144, 150, 170, 200, 240	60, 70, 72, 75, 85, 100, 120, 140, 144, 150, 170, 200, 240
<b>800x600</b>	60, 70, 72, 75, 85, 100, 120, 140, 144, 170, 200, 240	60, 70, 72, 75, 85, 100, 120, 140, 144, 170, 200, 240	60, 70, 72, 75, 85, 100, 120, 140, 144, 150, 170, 200, 240
<b>1024x768</b>	60, 70, 72, 75, 85, 100, 120, 140, 144, 150, 170, 200, 240	60, 70, 72, 75, 85, 100, 120, 140, 144, 150, 170, 200	60, 70, 72, 75, 85, 100, 120, 140, 144, 150, 170, 200
<b>1152x864</b>	60, 70, 72, 75, 85, 100, 120, 140, 144, 150, 170, 200	60, 70, 72, 75, 85, 100, 120, 140, 144, 150, 170	60, 70, 72, 75, 85, 100, 120, 140, 150, 170
<b>1280x720</b>	60, 70, 72, 75, 85, 100, 120, 140, 144, 150, 170	60, 70, 72, 75, 85, 100, 120, 140, 144, 150, 170	60, 70, 72, 75, 85, 100, 120, 140, 150
<b>1280x960</b>	60, 70, 72, 75, 85, 100, 120, 140, 144, 150, 170	60, 70, 72, 75, 85, 100, 120, 140, 144, 150, 170	60, 70, 72, 75, 85, 100, 120, 140, 150
<b>1280x1024</b>	60, 70, 72, 75, 85, 100, 120, 140, 144, 150, 170	60, 70, 72, 75, 85, 100, 120, 140, 144, 150, 170	60, 70, 72, 75, 85, 100, 120, 140, 150
<b>1600x960</b>	60, 70, 72, 75, 85, 100, 120, 140, 144, 150	60, 70, 72, 75, 85, 100, 120, 140, 144, 150	60, 70, 72, 75, 85, 100, 120
<b>1600x1200</b>	60, 70, 72, 75, 85, 100, 120	60, 70, 72, 75, 85, 100, 120	60, 70, 72, 75, 85, 100

**Table 2: Refresh rates supported by different video modes (based on 350 MHz RAMDAC).**

<b>Refresh Rates</b>	<b>Number of Colors</b>		
<b>Resolution</b>	<b>256 (8-bit)</b>	<b>64k (16-bit)</b>	<b>16.7 million (32-bit)</b>
<b>1920x1080</b>	60, 70, 72, 75, 85, 100	60, 70, 72, 75, 85, 100	60, 70, 72, 75, 85
<b>1920x1200</b>	60, 70, 72, 75, 85, 100	60, 70, 72, 75, 85	60, 70, 72, 75, 85
<b>1920x1440</b>	60, 70, 72, 75, 85	60, 70, 72, 75	60, 70, 75
<b>2048x1536</b>	60, 70, 72, 75	60, 70, 72, 75	60

# Troubleshooting

## System Hangs, Blank Screen or Corrupted Display

*After installing 3D Blaster GeForce2 GTS and starting your system, the monitor displays a blank screen.*

**Solutions** Try the following:

- 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 GeForce2 GTS card's bus connector is fully 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 GeForce2 GTS.

## Windows 98 Multi-Monitor Display Problems

*In a multi-monitor setting, the monitor connected to the 3D Blaster GeForce2 GTS card remains blank even though the card and its drivers have been installed.*

**Cause** If 3D Blaster GeForce2 GTS's drivers are not specified during the software installation, the system installs it as a standard VGA card that does *not* support Windows 98's multi-monitor feature.

**Solution** Update the device drivers to 3D Blaster GeForce2 GTS's drivers:

1. Right-click your desktop, and then click **Properties** on the shortcut menu.
2. In the **Display Properties** dialog box, click the **Settings** tab.
3. On the **Settings** tabbed page, click the **Advanced Properties** button.
4. In the **Advanced Display Properties** dialog box, click the **Change** button.
5. In the **Select Device** dialog box, click the **Have Disk** button.
6. Insert the 3D Blaster GeForce2 GTS CD into your CD-ROM drive.

7. Follow steps 6 through 13 of the procedure in “To install in Windows 98” on page 9 to complete the update.

## Other Display Problems



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

*Monitor display flickers or the screen goes blank after Windows starts.*

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

**Solution** Use display settings supported by the monitor.

To change the display settings:

1. Restart your system in Windows 98 **Safe mode**. To do so:
  - i. Restart your system and when the message “Starting Windows 98...” appears, press <F8>. A list of options such as **Safe Mode** and **Command Prompt Only Mode** appears.
  - ii. Select **Safe Mode** and press <Enter>.
2. After your system has restarted, right-click the desktop and click **Properties**.
3. In the **Display Properties** dialog box, click the **Settings** tab.
4. Try the following:
  - Make sure that the correct monitor is selected. To verify, click the **Change Display Type** button or the **Advanced Properties** button on the **Settings** tabbed page.
  - Use a lower refresh rate or the adapter’s default. For details on this, refer to the topic “Using BlasterControl Display Center” in the BlasterControl Help file.
  - Lower your monitor’s resolution. To do so, adjust the color depth and desktop area on the **Settings** tabbed page.

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

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

**Solution** Use the factory default settings:

1. Click **Start** -> **Programs** -> **Creative** -> **BlasterControl Display Center**.
2. Click the **Tweak** button to start BlasterControl Tweak Center.
3. Click the **Defaults** button.

## Beeping Sounds During System Startup

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

**Cause** Your 3D Blaster GeForce2 GTS card may not be firmly inserted into the expansion slot.

**Solution** Ensure that the bus connector of the graphics card is fully inserted into the expansion slot. Ensure this by pressing the card gently and evenly into the slot. You can also try removing the card and re-inserting it.

## Problems Installing Software

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

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

**Solution** To install the software from the CD:

1. Double-click the **My Computer** icon on your Windows desktop.
2. In the **My Computer** window, double-click the **Creative 3D Blaster GeForce2 GTS** icon.  
If the installation program does not run, double-click the **Windows** folder icon followed by the **Setup** icon.
3. Follow the instructions on the screen to complete the installation.

*When you restart Windows, one of the following error messages appears:*

- “BlasterControl will only work on Creative graphics product drivers.  
Do you want BlasterControl to be loaded the next time you start Windows?”
- “BlasterControl will only work on Creative graphics product drivers.”

**Cause** 3D Blaster GeForce2 GTS drivers, required by BlasterControl, may have been replaced by other drivers when you installed DirectX applications.

**Solution** Re-install or revert to the 3D Blaster GeForce2 GTS drivers.

To revert to the drivers:

1. Right-click your desktop, and then click **Properties** on the shortcut menu.
2. In the **Display Properties** dialog box, click the **Settings** tab, and then click the **Change Display Type** button or the **Advanced Properties** button.
3. In the **Adapter Type** group box or on the **Adapter** tabbed page, click the **Change** button.
4. In the **Select Device** dialog box, click **Creative GB0010**, and then click the **OK** button.
5. In the **Insert Disk** message box, click the **OK** button without inserting any CD.
6. If 3D Blaster GeForce2 GTS drivers and later versions of DirectX drivers are already installed, click the **Skip File** button until the **Adapter Type** group box or the **Adapter** tabbed page appears.
7. Click the two **Close** buttons to close the **Display Properties** dialog box.
8. When prompted to restart your system, click the **Yes** button.  
After you have restarted your system, the newer DirectX drivers will work with the latest 3D Blaster GeForce2 GTS drivers.

## Problem with OpenGL Applications

*When starting OpenGL Screen Saver or applications in Windows 98, the message “No local buffer memory available” appears.*

**Solution** Set a lower resolution and color depth:

1. Right-click your desktop, and then click **Properties** on the shortcut menu.
2. In the **Display Properties** dialog box, click the **Settings** tab.
3. In the **Desktop Area** group box, move the slider to set a lower resolution.
4. In the **Color Palette** group box, set to **640x480** and **16-bit color (high color)** for OpenGL applications to work properly.

*OpenGL applications run uncharacteristically slowly in Windows 98.*

**Cause** OpenGL applications do not support Windows 98’s multi-monitor feature. Consequently, Windows 98 disables all hardware acceleration when the multi-monitor option is enabled.

**Solution** Disable the multi-monitor option:

1. Right-click your desktop, and then click **Properties** on the shortcut menu.
2. In the **Display Properties** dialog box, click the **Settings** tab.
3. Clear the **Extend my Windows desktop onto this monitor** check box.

## Problem with PCI Bridge (in Windows 95)

*After installing 3D Blaster GeForce2 GTS onto a Pentium II LX system or any other AGP system, the Resources tabbed page of the 3D Blaster GeForce2 GTS Properties dialog box in Windows 95 shows resource conflicts similar to the following:  
Memory Range used FEDC0000 - FEDDFFFF used by PCI standard PCI-to-PCI bridge.*

*Memory Range used FD800000 - FFFFFFFF used by PCI standard PCI-to-PCI bridge.  
Memory Range used FE000000 - FE7FFFFFFF used by PCI standard PCI-to-PCI bridge.*

**Cause** The “PCI standard PCI-to-PCI bridge” is the CPU chipset to AGP controller, which Windows 95 cannot identify properly.

## Problem with AGP Aperture Size



Changing settings in CMOS incorrectly can cause the system to stop functioning.



Some of the steps from step 3 onwards may not apply to your system's CMOS. Refer to your system's CMOS documentation for more details.

**Solution** No action required.

A conflict between the AGP video controller and the “PCI standard PCI-to-PCI bridge” in the Windows 95 Device Manager does not affect the functionality of the AGP card within Windows 95. This problem is common to all AGP graphics cards and does not affect 3D Blaster GeForce2 GTS's functionality. It has been resolved in Windows 98.

*DirectDraw/Direct3D fails to use hardware acceleration (HAL).*

**Cause** The CMOS setting for the AGP Aperture size is less than 8 MB.

**Solution** Set the AGP Aperture size to 8 MB or more.

Do the following in CMOS:

1. Restart your system.
2. During the memory check, press <Delete>. The CMOS setup menu appears.
3. Select **Chipset Features Setup** and press <Enter>.
4. Set your **AGP Aperture Size (MB)** to **8 MB** or more.
5. Press <Esc> to return to the CMOS setup menu.
6. Select **Save & Exit Setup**, and then press <Enter>.
7. Press <Y> and then press <Enter>.



# Technical Support

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We are committed to giving you the best product as well as the best technical support.

**For fast and efficient Technical Support solutions, please use the Creative Web Support services in the first instance. If your Creative product was pre-installed in your computer, your primary source of technical support is the Personal Computer supplier who provided the system.**

The European support area on our web site at **www.creative.com** is continuously updated and contains the following:



Before contacting “European Help Line”, please ensure that you have read the ‘Troubleshooting’ Appendix. The Creative web site at [www.creative.com](http://www.creative.com) gives you access to the latest drivers and troubleshooting tips.

## **FAQ:**

Access the latest information on Creative products with advice on how to resolve commonly asked questions

## **Solve Your Own Problem:**

Enter keywords to search the comprehensive library of product and technical information

## **Download Drivers:**

Quick access to the latest Creative drivers

## **Library:**

Find the documents for a wide range of Creative products

## If You Have a Problem

### **Email Your Problem:**

Complete the technical support web form and submit for a response

### **Telephone Support:**

European Telephone Support contact details. See also European Helpline section in manual for contact details.

Please retain all contents including packaging and proof of purchase until you are fully satisfied with product.

If you have a problem installing or using your Creative product, please use the Creative Web Support and/or Telephone Support services for assistance. Note the following information for reference should you require technical assistance:

- The model and serial number of your Creative product
- Error information on the screen and how it came about
- Information on the adapter cards which may be causing a conflict
- Hardware configuration information such as the base I/O address, IRQ line, DMA channels used
- Motherboard information: BIOS manufacturer/version and chipset manufacturer
- Type and version of your operating system, e.g., DOS 6.0, Windows 3.1x, Windows 95, Windows 98 or Windows NT

If, after using the Creative support services, you believe your Creative product to be defective, you should verify the purchase date and take the appropriate action as detailed below:

Less than 30 days since date of purchase

Should your store receipt indicate that the product is less than 30 days old, you have the option of returning the full product to the dealer/retailer for a replacement or credit. The 30-day time period may not apply in all instances, so please check the seller's replacement/credit terms.

More than 30 days since date of purchase

Contact European Technical Support to clarify the nature of the problem and to obtain details of our repair returns procedure. Creative Labs requires that all returns for repair/replacement must first be issued with an authorisation number.

Returning a product for repair

- Contact Technical Support to receive your authorisation number for repair/replacement of product.
- Technical Support will communicate how to return the product in question for repair/replacement.
- You should only return the hardware item in question and return it to the address detailed by Technical Support. Please retain all software, accessories and the original packaging.
- Please quote the authorisation number clearly on the outside of the packaging in which you return the hardware item in question.
- Upon receipt of the faulty item, Creative Labs will process your request and arrange a return or replacement.

Creative may replace or repair the product with new or re-conditioned parts, and the faulty parts will become the property of Creative. The warranty period for your repaired/replacement item is 90 days from the date of shipment from Creative, or what is left on the original item's warranty, whichever is longer.

To avoid tariffs when shipping a product to Creative Labs from outside the E.U., you must complete the relevant customs documentation before shipping the product (please allow 30 days).

## Limited Warranty

Creative Labs (Ireland) Limited (“Creative”) warrants to you, the original purchaser only, that the hardware product will be free of defects in materials and workmanship for a period of three years after the date of purchase, or such other period as may be expressly specified by Creative or required by applicable law (“Warranty Period”).

Creative’s entire liability and your remedy will be, at Creative’s sole discretion, the repair or replacement (with the same or similar model) of any hardware or accompanying item(s) not meeting the “Limited Warranty” explained above that is returned to Creative’s authorised distributor or dealer during the Warranty Period with a copy of your receipt.

### What this warranty does not cover



This warranty gives you specific legal rights. You may have other rights which vary from country to country. Certain limitations in this warranty are not permitted by the jurisdiction of some countries, so some limitations here may not apply to you.

To the maximum extent permitted by applicable law, Creative disclaims all other warranties and conditions, expressed or implied, including the conditions of quality, merchantability or fitness for a particular purpose with respect to the use of this product. Creative also disclaims any obligation to support products for all operating environments - for example, by ensuring interoperability with future versions of software or hardware. In no event shall Creative or its licensors be liable for any indirect, incidental, special or consequential loss or for any lost profits, savings or data arising from or relating to the use of this product, even if Creative or its licensors have been advised of the possibility of such loss.

Specifically, this warranty does not cover failures of the product which result from accident, abuse, misuse, alterations (by persons other than Creative or its authorized repair agents), moisture, corrosive environments, shipping, high voltage surges, or abnormal working conditions. This warranty does not cover normal wear and tear. You are specifically advised to take a backup copy of any software provided with the Creative product for security purposes.

# Creative European Help Line

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## **Operating Hours / Heures d'ouverture / Öffnungszeiten / Ore d'ufficio / Horario de oficina / Openingstijden / Horário de abertura**

### **EUROPE**

Mon-Fri	:	Business Hours	Sat-Sun & Public Holidays	:	Closed
Lun. au vend.	:	Heures de bureau	Sam., dim. et jours fériés	:	Fermé
Mo-Fr	:	Geschäftszeiten	Sa, So & gesetzl. Feiertage	:	Geschlossen
Lunedì-venerdì	:	Orario d'ufficio	Sabato, domenica e festivi	:	Chiuso
Lunes-Viernes	:	Horario de oficina	Sábados, domingos y festivos	:	Cerrado
Maandag-Vrijdag	:	Kantooruren	Zat.-Zon. & Nationale Feestdagen	:	Gesloten
Segunda a sexta-feira	:	Horário de expediente	Sábado, domingo e feriados	:	Fechado

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**Internet To receive technical support via the Internet, please e-mail: [support@europe.creative.com](mailto:support@europe.creative.com)**

Web Site [www.creative.com](http://www.creative.com)