



Matrox® **DualHead2Go™**

Analog Edition • Digital Edition •
DP Edition • Digital SE

User Guide
(Windows® version)

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About this user guide

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



Note: This guide has references specific to version 2.07.00 or later of the Matrox software. If you're using a previous version of the Matrox software, certain references in this guide may not reflect the software you have.

Using this guide

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

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

More information

We provide additional information in help and *Readme* files. Be sure to check for any last-minute release notes included with your product. Also, check the Matrox Web site (www.matrox.com/graphics) for the latest Matrox software, technical support, and product information.

Overview

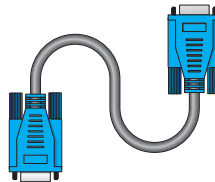
Thank you for purchasing Matrox DualHead2Go. This product allows your single-display graphics hardware to support up to two monitors at a time. Depending on your Matrox product, you can connect up to two analog, digital, or DisplayPort™ monitors at a time to your Matrox DualHead2Go product.

Hardware supplied*

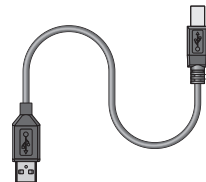
DualHead2Go Analog Edition



Matrox hardware



Matrox input cable
(HD-15 to HD-15)

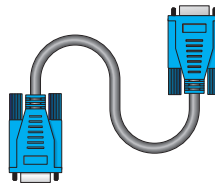


USB cable

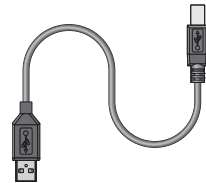
DualHead2Go Digital Edition



Matrox hardware



Matrox input cable
(HD-15 to HD-15)



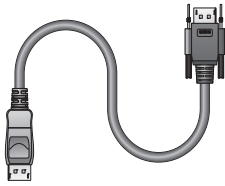
USB cable

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

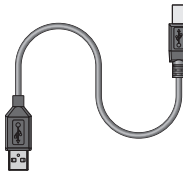
DualHead2Go DP Edition



Matrox hardware



Matrox input cable
(DisplayPort to DisplayPort)



USB cable

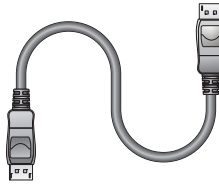


Mini DisplayPort to
DisplayPort adapter

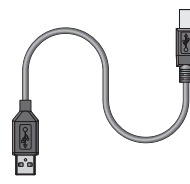
DualHead2Go Digital SE



Matrox hardware



Matrox input cable
(DisplayPort to DisplayPort)



USB cable

Optional hardware (sold separately)

Depending on your connection setup, you may also need any of the following hardware:

- DVI to HD-15 adapter
- DisplayPort to DVI adapter
- Mini DisplayPort to DisplayPort adapter
- Power adapter kit for GXM*

For more information on connecting your product, see the “Connection setup” section for your Matrox product. To purchase any Matrox cables or adapters not included with your Matrox product, see the Matrox online store (shopmatrox.com).

Software supplied

- **Matrox PowerDesk** – to use your Matrox product. Matrox PowerDesk software supports Windows® 8, Windows® 7, Windows® Vista®, Windows® Server® 2008, Windows® XP, and Windows® Server® 2003. Matrox makes new software available on the Matrox Technical Support Web site (www.matrox.com/graphics/en/support/gxm/software).

* Required if connecting two DualHead2Go Analog Edition, DualHead2Go Digital Edition, or DualHead2Go DP Edition products at a time. For more information, see “Connecting a second DualHead2Go product”, page 22.

Installation overview

To install your Matrox product:

- 1** Connect your product – see the “Connection setup” section for your Matrox product.
- 2** Install the software – see [“Installing your Matrox software”](#), page 26.

Connecting your DualHead2Go Analog Edition product

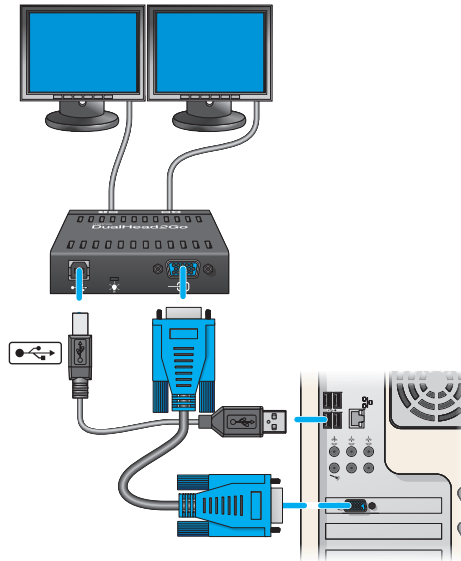
This section describes how to connect two (2) analog monitors to your Matrox product.

Before you begin

To avoid possible problems that could damage your monitors or prevent you from using your Matrox product, read the following guidelines before connecting your Matrox product.

- Whenever you change your connection setup, make sure you're using the correct connectors and that all connectors are properly fastened.
- Don't change monitor connections while your computer is turned on. While your computer is turned on, it may be using monitor settings that are specific to the current monitor connections. *Some* devices may be permanently damaged if incorrect settings are used.
- To get the most out of your Matrox product, we recommend you use two identical monitors (that is, monitors that support the same settings such as display resolution and refresh rate). For information on the settings your monitor supports, see your monitor documentation.

Connection overview



Step-by-step connection setup

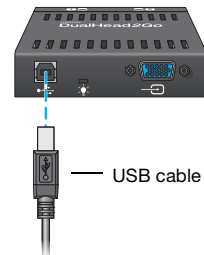
1 Turn off computer

Before you connect your Matrox product, make sure you shut down your system and turn off your computer.

2 Connect the USB cable

Plug one end of the USB cable provided with your Matrox product into the USB connector (↔) on your Matrox product.

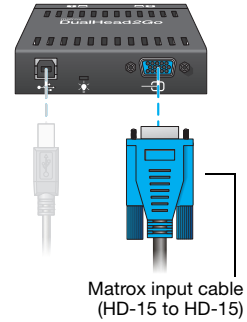
Plug the other end of the USB cable into a powered USB port on your computer. For more information on powered USB ports, see your system manual.



Note: If your computer doesn't have a powered USB port, you'll need a separate adapter. To purchase a Matrox power adapter kit for GXM, see the Matrox online store (shopmatrox.com).

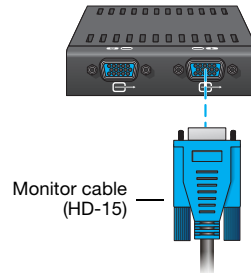
3 Attach the Matrox input cable

Attach one end of the cable provided with your Matrox product to the graphics connector on your computer. Attach the other end of the cable to the input connector (1) on your Matrox product.



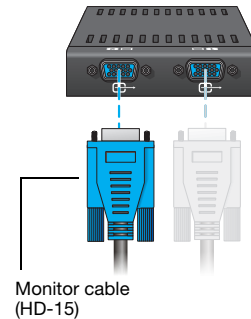
4 Connect the first monitor

Use your monitor cable to connect your first monitor to the first connector (1) on your Matrox product.



5 Connect the second monitor

Use your monitor cable to connect your second monitor to the second connector (2) on your Matrox product.



Your Matrox product is now connected. Restart your computer and install your Matrox software (see “Installing your Matrox software”, page 26).

Connecting your DualHead2Go Digital Edition product

This section describes how to connect two (2) digital or analog monitors to your Matrox product.



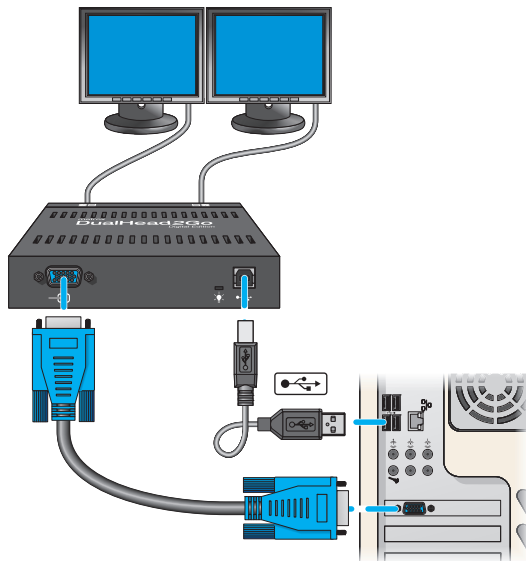
Note: To purchase any cables or adapters not included with your Matrox product, see the Matrox online store (shopmatrox.com).

Before you begin

To avoid possible problems that could damage your monitors or prevent you from using your Matrox product, read the following guidelines before connecting your Matrox product.

- Whenever you change your connection setup, make sure you're using the correct connectors and that all connectors are properly fastened.
- Don't change monitor connections while your computer is turned on. While your computer is turned on, it may be using monitor settings that are specific to the current monitor connections. *Some* devices may be permanently damaged if incorrect settings are used.
- To get the most out of your Matrox product, we recommend you use two identical monitors (that is, monitors that support the same settings such as display resolution and refresh rate). For information on the settings your monitor supports, see your monitor documentation.

Connection overview



Step-by-step connection setup

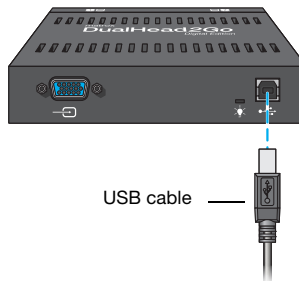
1 Turn off computer

Before you connect your Matrox product, make sure you shut down your system and turn off your computer.

2 Connect the USB cable

Plug one end of the USB cable provided with your Matrox product into the USB connector (•↔•) on your Matrox product.

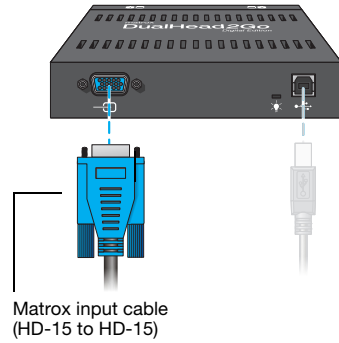
Plug the other end of the USB cable into a powered USB port on your computer. For more information on powered USB ports, see your system manual.



Note: If your computer doesn't have a powered USB port, you'll need a separate adapter. To purchase a Matrox power adapter kit for GXM, see the Matrox online store (shopmatrox.com).

3 Attach the Matrox input cable

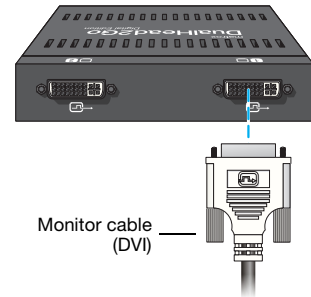
Attach one end of the cable provided with your Matrox product to the graphics connector on your computer. Attach the other end of the cable to the input connector (1) on your Matrox product.



4 Connect the first monitor

If your monitor has a DVI connector, use your monitor cable to connect your monitor directly to the first connector (1) on your Matrox product.

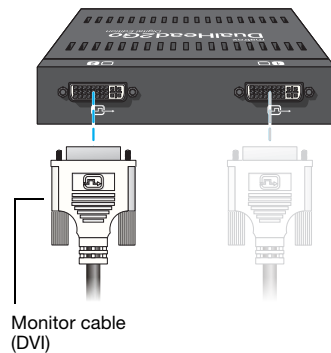
If your monitor has an HD-15 connector, use a DVI to HD-15 adapter (sold separately) to connect your monitor to the connector.



5 Connect the second monitor

If your monitor has a DVI connector, use your monitor cable to connect your monitor directly to the second connector (2) on your Matrox product.

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



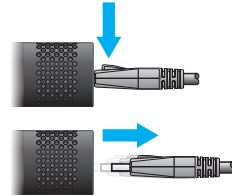
Your Matrox product is now connected. Restart your computer and install your Matrox software (see “Installing your Matrox software”, page 26).

Connecting your DualHead2Go DP Edition product

This section describes how to connect two (2) DisplayPort or digital (DVI) monitors to your Matrox product.



WARNING: To avoid damaging the DisplayPort connector on your DisplayPort monitor cable or on your Matrox product, carefully remove the DisplayPort cable by pressing the latch on the top of the DisplayPort connector while removing the connector.



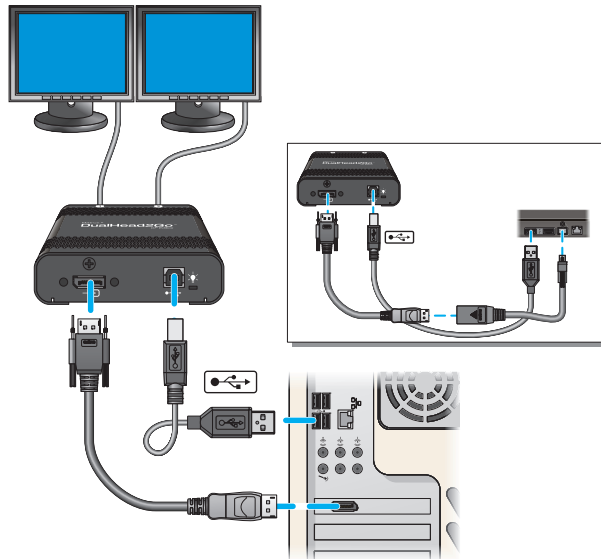
Note: To purchase any cables or adapters not included with your Matrox product, see the Matrox online store (shopmatrox.com).

Before you begin

To avoid possible problems that could damage your monitors or prevent you from using your Matrox product, read the following guidelines before connecting your Matrox product.

- Whenever you change your connection setup, make sure you're using the correct connectors and that all connectors are properly fastened.
- Don't change monitor connections while your computer is turned on. While your computer is turned on, it may be using monitor settings that are specific to the current monitor connections. *Some* devices may be permanently damaged if incorrect settings are used.
- To get the most out of your Matrox product, we recommend you use two identical monitors (that is, monitors that support the same settings such as display resolution and refresh rate). For information on the settings your monitor supports, see your monitor documentation.

Connection overview



Step-by-step connection setup

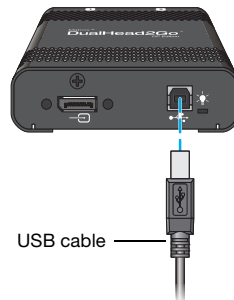
1 Turn off computer

Before you connect your Matrox product, make sure you shut down your system and turn off your computer.

2 Connect the USB cable

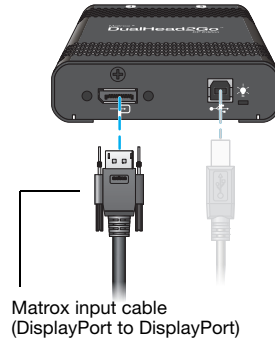
Plug one end of the USB cable provided with your Matrox product into the USB connector (↔) on your Matrox product.

Plug the other end of the USB cable into a powered USB port on your computer. For more information on powered USB ports, see your system manual.

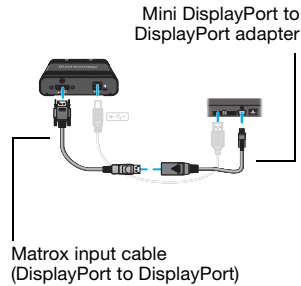


3 Attach the Matrox input cable

Attach one end of the Matrox DisplayPort cable provided with your Matrox product to the graphics connector on your computer. Attach the other end of the cable to the DisplayPort input connector (DP) on your Matrox product.

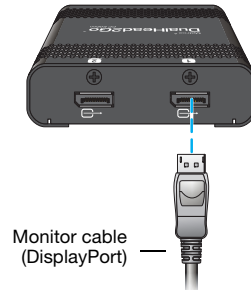


Laptops with mini DisplayPort connector – Attach one end of the mini DisplayPort to DisplayPort adapter to the DisplayPort connector on your Matrox input cable. Attach the other end of the adapter to the mini DisplayPort graphics connector on your laptop computer.

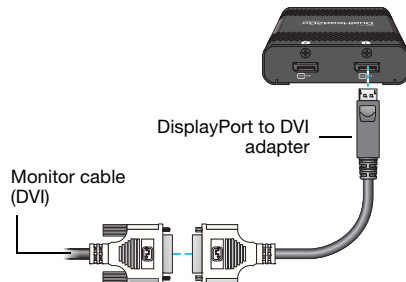


4 Connect the first monitor

Use your monitor cable to connect your monitor directly to the first connector (DP) on your Matrox product.

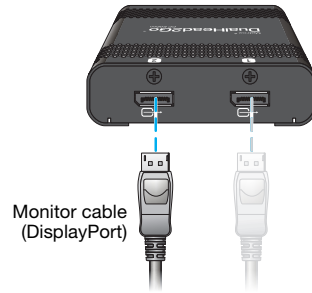


If your monitor has a DVI connector, use a DisplayPort to DVI adapter (sold separately) to connect your monitor to the connector.

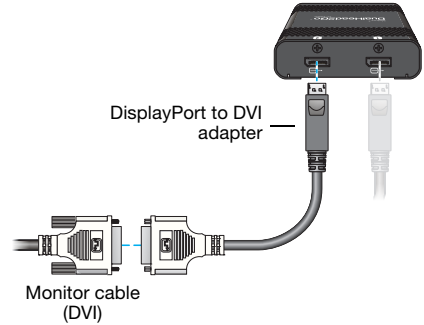


5 Connect the second monitor

Use your monitor cable to connect your monitor directly to the second connector (2) on your Matrox product.



If your monitor has a DVI connector, use a DisplayPort to DVI adapter (sold separately) to connect your monitor to the connector.



Your Matrox product is now connected. Restart your computer and install your Matrox software (see [“Installing your Matrox software”, page 26](#)).

Connecting your DualHead2Go Digital SE product

This section describes how to connect two digital (DVI-D) monitors to your Matrox product.



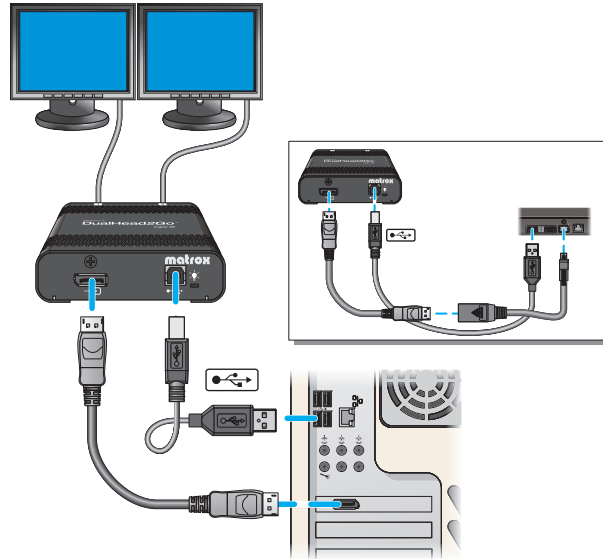
Note: To purchase any cables or adapters not included with your Matrox product, see the Matrox online store (shopmatrox.com).

Before you begin

To avoid possible problems that could damage your monitors or prevent you from using your Matrox product, read the following guidelines before connecting your Matrox product.

- Whenever you change your connection setup, make sure you're using the correct connectors and that all connectors are properly fastened.
- Don't change monitor connections while your computer is turned on. While your computer is turned on, it may be using monitor settings that are specific to the current monitor connections. *Some* devices may be permanently damaged if incorrect settings are used.
- To get the most out of your Matrox product, we recommend you use two identical monitors (that is, monitors that support the same settings such as display resolution and refresh rate). For information on the settings your monitor supports, see your monitor documentation.

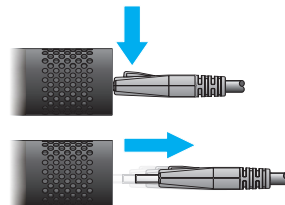
Connection overview



Step-by-step connection setup



WARNING: To avoid damaging the DisplayPort connector on your DisplayPort monitor cable or on your graphics hardware, carefully remove the DisplayPort cable by pressing the latch on the top of the DisplayPort connector while removing the connector.



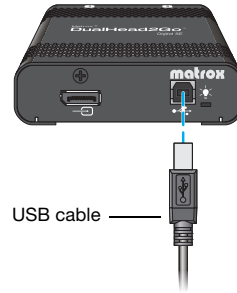
1 Turn off computer

Before you connect your Matrox product, make sure you shut down your system and turn off your computer.

2 Connect the USB cable

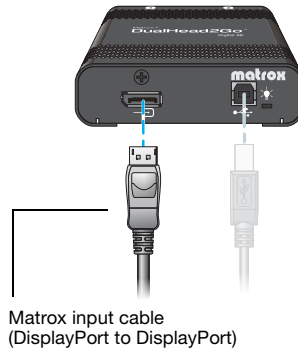
Plug one end of the USB cable provided with your Matrox product into the USB connector (•↔) on your Matrox product.

Plug the other end of the USB cable into a powered USB port on your computer. For more information on powered USB ports, see your system manual.

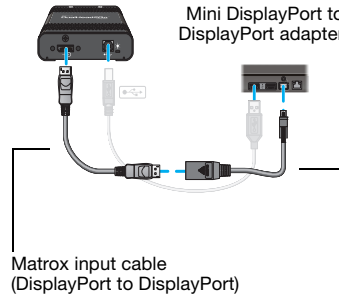


3 Attach the Matrox input cable

Attach one end of the Matrox DisplayPort to DisplayPort cable provided with your Matrox product to the DisplayPort input connector (—□) on your Matrox product.



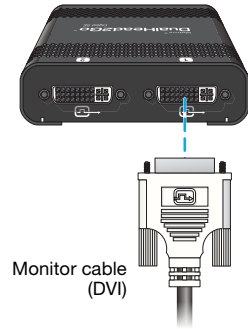
Laptops with mini DisplayPort connector –
Attach one end of the mini DisplayPort to DisplayPort adapter (sold separately) to the DisplayPort connector on your Matrox input cable. Attach the other end of the adapter to the mini DisplayPort graphics connector on your laptop computer.



Note: To avoid problems related to image quality, make sure the DisplayPort connection to your graphics hardware is firmly in place.

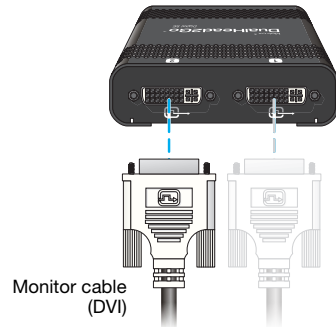
4 Connect the first monitor

Connect the DVI connector on your monitor cable directly to the first connector (1) on your Matrox product.



5 Connect the second monitor

Connect the DVI connector on your monitor cable directly to the second connector (2) on your Matrox product.



Your Matrox product is now connected. Restart your computer and install your Matrox software (see [“Installing your Matrox software”](#), page 26).

Connecting a second DualHead2Go product

If you want to further expand your desktop, you can connect a second DualHead2Go product to your graphics hardware to support up to four monitors at a time.



Note: The following provides a brief overview of how to connect a second DualHead2Go product to your graphics hardware. For more detailed information, see the “Step-by-step connection setup” for your product.

Before you begin

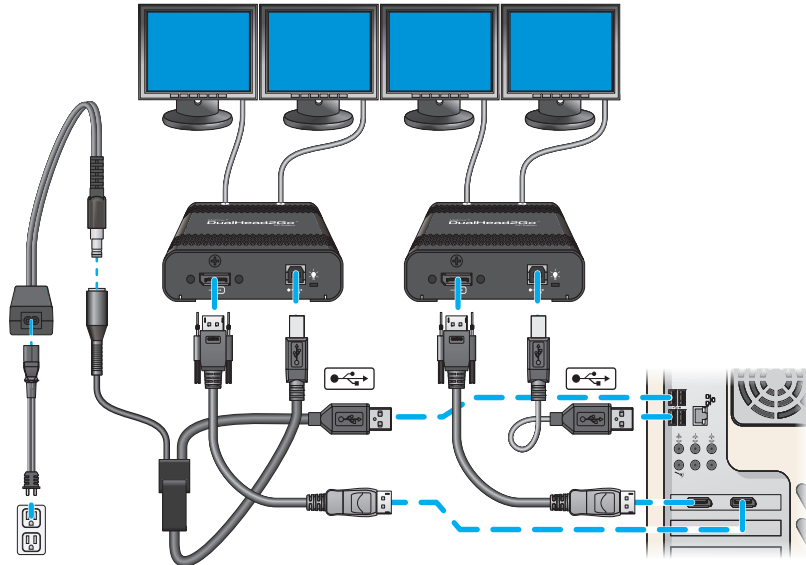
- Only two Matrox DualHead2Go products at a time can be connected to your computer.
- Connecting two DualHead2Go Analog Edition, DualHead2Go Digital Edition, or DualHead2Go DP Edition products at a time requires a Matrox power adapter kit. To purchase a Matrox power adapter kit for GXM, see the Matrox online store (shopmatrox.com).
- You can only use two DualHead2Go products from the same series (for example, you can use two DualHead2Go DP Edition products, but you can't use a DualHead2Go Digital Edition product and a DualHead2Go DP Edition product).
- To connect a second DualHead2Go product, you must have a dual-monitor graphics card or a second graphics card installed in your system.
- Support for multiple DualHead2Go products is limited to desktop computers.

Connecting two DualHead2Go products



Note: Connecting two *DualHead2Go Analog Edition*, *DualHead2Go Digital Edition*, or *DualHead2Go DP Edition* products at a time requires a Matrox power adapter kit. To purchase a Matrox power adapter kit for GXM, see the Matrox online store (shopmatrox.com).

Connection overview



(DualHead2Go DP Edition shown)

Step-by-step connection setup

1 Turn off computer

Before you connect your Matrox product, make sure you shut down your system and turn off your computer.

2 Connect the Power/USB cable

Plug one end of the Power/USB cable into the USB connector () on your Matrox product.

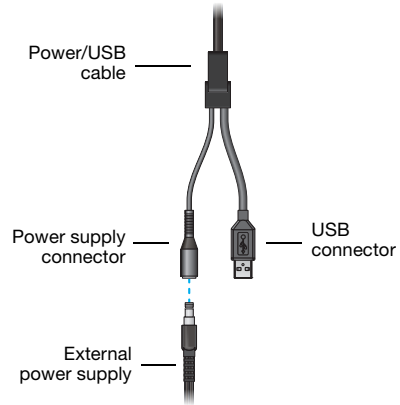


Power/USB cable

Plug the USB connector into a USB port on your computer.

Plug the power supply connector of the Power/USB cable into the external power supply.

Finally, plug the power supply cord into an electrical outlet.



3 Attach the Matrox input cable

Attach one end of the input cable either to a second connector on your graphics card or to a connector on a second graphics card installed in your system.

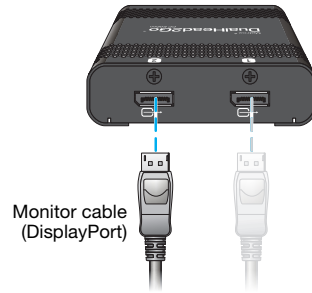
Attach the other end of the cable to the input connector on your second DualHead2Go product.



Matrox input cable
(DisplayPort to DisplayPort)

4 Connect the monitors

Use your monitor cables to connect each monitor directly to the connectors labeled **(1)** and **(2)** on your Matrox product.



For more information, see the “Step-by-step connection setup” for your product.

Installing your Matrox software

This section describes how to install Matrox software for *Windows 8*, *Windows 7*, *Windows Vista*, *Windows Server 2008*, *Windows XP*, and *Windows Server 2003*.

You may need administrator rights to install certain software. For more information, see Windows documentation or contact your system administrator.

Before you begin

If Matrox software is already installed on your system, you need to uninstall the software currently installed.

Windows 8/7/Vista/XP – To uninstall Matrox software:

Windows 8 –

- 1 Click **Settings** → **Control Panel** → **Programs** → **Programs and Features** → **Uninstall a program** → **Matrox PowerDesk** (or **Matrox PowerDesk-SE**) → **Uninstall** → **Yes**.
- 2 Restart your computer for the changes to take effect.

Windows 7/Vista –

- 1 Click **Start** → **Settings*** → **Control Panel** → **Programs*** → **Programs and Features** → **Matrox PowerDesk** (or **Matrox PowerDesk-SE**) → **Uninstall** → **Yes**.
(* Depending on your version and configuration of Windows, this part of the step may not be necessary.)
- 2 Restart your computer for the changes to take effect.

Windows XP –

- 1 Click **Start** → **Settings*** → **Control Panel** → **Add/Remove Programs** (double-click*) → **Matrox PowerDesk** (or **Matrox PowerDesk-SE**) → **Change/Remove** → **Yes**.
(* Depending on your version and configuration of Windows, this part of the step may not be necessary.)
- 2 Restart your computer for the changes to take effect.

Obtaining Matrox PowerDesk software

Matrox makes the latest software available on the Matrox Technical Support Web site (www.matrox.com/graphics/en/support/gxm/software).

Installing your Matrox PowerDesk software

Insert the Matrox CD-ROM in your CD-ROM drive, then follow the on-screen instructions.

Starting the Matrox quick setup utility

Matrox provides an easy way for you to set up and configure your Matrox product. The quick setup utility starts automatically after you install your PowerDesk software.

Matrox PowerDesk software



Matrox PowerDesk software helps you get the most out of your Matrox product. Use Matrox PowerDesk software to change certain display settings or access Matrox features.



Note: To avoid possible problems, unless otherwise specified, we recommend you use *only* PowerDesk software to change your display settings.

Accessing PowerDesk

Windows 8/7/Vista/XP – To access Matrox PowerDesk:

Windows 8 –

- Click the **Start** menu, then select **Matrox PowerDesk**.
- Right-click your Windows desktop and select **Launch Matrox PowerDesk**.

Windows 7/Vista/XP –

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

Accessing Matrox PowerDesk help

For information on Matrox PowerDesk software features and options, see the help file included with your PowerDesk software.

While using Matrox PowerDesk software, you can access the help file in several ways:

- From the main PowerDesk interface, click **Help and Troubleshooting** → **PowerDesk help**.
- For information on a specific feature or control on a page, click the **Help** button (?) on that page.
- To find all topics that contain specific words, use the **Search** tab in the navigation window of the help file.

Troubleshooting

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

What to do if you have a problem

If you experience problems with your Matrox product:

- After making any changes to your system (such as changing your graphics hardware or display driver version), we recommend you check the compatibility of your system by running the *GXM System Compatibility Tool*. For the latest compatibility information, see the Matrox Web site (www.matrox.com/graphics/en/support/gxm_main).
- Make sure your Matrox product is properly installed, you're using the correct connectors, and all connectors are properly fastened. For more information, see the "Connection setup" section for your product.
- Review the documentation provided with your Matrox product, including the information in this section, to see if your problem is already addressed.

If your problem persists, contact Matrox. For more information, see "Customer support", page 39.

Common problems and solutions

This section addresses common problems that could prevent you from using your computer or graphics hardware.

Problem Computer doesn't display information after Matrox product is connected

Cause Your Matrox product may not be properly connected.

Solution Make sure your Matrox product is properly connected and that all connectors are properly fastened.

Solution Try reconnecting your monitors and USB cable.

Cause Your Matrox product may not support the selected display mode.

Solution Make sure your Matrox product supports the selected display mode. For more information, see "Product information", page 36.

Cause Your computer's built-in graphics hardware may not be enabled.

Solution If graphics hardware is built into your computer motherboard, it may not be enabled. Check your system manual for instructions on how to enable your computer's built-in graphics hardware.

Problem Matrox product isn't automatically detected

Cause Your Matrox product may not support the selected display mode or the graphics hardware in your computer.

Solution Make sure your Matrox product supports the selected display mode. For more information, see "Product information", page 36.

Solution Make sure your Matrox product supports your graphics hardware.

Problem No power indicator light (black)

Cause Your USB cable may not be properly connected.



Solution Make sure your USB cable is properly connected.

Cause Your USB cable may not be connected to a powered USB port.

Solution Make sure your USB cable is connected to a powered USB port. If the USB port you're currently using isn't powered, try using a different USB port.



Note: The powered USB port must be able to provide up to 2.5 W (5 VDC, up to 500 mA) of power. For more information on powered USB ports, see your system manual.

Problem Power indicator light is red

Cause Your Matrox product may not support the selected display mode.

Solution Make sure your Matrox product supports the selected display mode. For more information, see "Product information", page 36.

Cause There may be unsupported graphics hardware in your computer.

Solution Make sure your Matrox product supports your graphics hardware by running the *GXM System Compatibility Tool*. For the latest compatibility information, see the Matrox Web site (www.matrox.com/graphics/en/support/gxm_main).


Solution If graphics hardware is built into your computer motherboard, it may not be enabled. Check your system manual for instructions on how to enable your computer's built-in graphics hardware.

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

Cause An unsupported display mode may have been selected.

Solution If one of your displays is usable, use Matrox PowerDesk to change your display mode. For more information, see Matrox PowerDesk help.

Solution If all your displays are unusable, change your display resolution in Windows.

- 1** Restart your computer in VGA mode.
 - a** **Windows 8** – Click **Settings** → **Power**, then select **Restart** to restart your computer.
Windows 7 – Click **Start**, point to the arrow (), then select **Restart** to restart your computer.
Windows Vista/XP – Click **Start** → **Shut Down*** → **Restart** → **OK*** to restart your computer.
(* Depending on your version and configuration of Windows, this part of the step may not be necessary.)
If your primary monitor is unusable, see your system manual for information on how to restart your computer using a hardware control.
 - b** *Before* Windows starts, press [F8] for the Windows startup menu to appear. (If [F8] doesn't work, instead try pressing and holding [Ctrl] before Windows starts.)
 - c** Select "VGA mode" (or "Low resolution video"), then press [Enter].



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

- 2** Change your display resolution:

Windows 8/7 –

- a** Right-click your Windows desktop background, then click **Screen resolution**.

- b** Next to **Resolution**, select a stretched mode resolution (for example, 2048 × 768), then click **OK**.

Windows Vista –

- a** Right-click your Windows desktop background, then click **Personalize** → **Display Settings**.
- b** Move the **Resolution** slider to a stretched mode resolution (for example, 2048 × 768), then click **OK**.

Windows XP –

- a** Right-click your Windows desktop background, then click **Properties** → **Settings**.
- b** Move the **Screen resolution** slider to a stretched mode resolution (for example, 2048 × 768), then click **OK**.

- 3** Restart your computer normally.

Problem Desktop isn't stretched across monitors (one of your displays is blank)

Cause A stretched display mode may not be selected. If you're not using a stretched display mode (or if your display mode is too low), the display may use only a portion of your desktop.

Solution Select a stretched display mode:

- 1** Access the Matrox PowerDesk main interface (see “Accessing PowerDesk”, page 28).
- 2** Click **Multi-Display Setup**.
- 3** From the **Resolution** list, select a stretched display mode. (Depending on your product, stretched display modes may be labeled “2 × 1” or “3 × 1”.)

For more information, see Matrox PowerDesk help.

Cause **Laptop users only** – Your secondary display may not be enabled in Windows.

Solution Make sure your display is enabled:

Windows 8/7 –

- 1** Right-click your Windows desktop background, then click **Screen resolution**.
- 2** Select any disabled display, choose **Extend these displays**, then click **Apply**.

Windows Vista –

- 1 Right-click your Windows desktop background, then click **Personalize** → **Display Settings**.
- 2 Select any disabled display, enable the **Extend the desktop onto this monitor** check box, then click **Apply**.

Windows XP –

- 1 Right-click your Windows desktop background, then click **Properties** → **Settings**.
- 2 Select any disabled display, enable the **Extend my Windows desktop onto this monitor** check box, then click **Apply**.

Solution If no secondary display is available in Windows, your secondary display may not be enabled on your system. For more information on how to enable your secondary display, see your system or graphics hardware documentation.

Problem Certain display resolutions are unavailable

Cause There may be unsupported graphics hardware in your computer.

Solution Make sure your Matrox product supports your graphics hardware by running the *GXM System Compatibility Tool*. For the latest compatibility information, see the Matrox Web site (www.matrox.com/graphics/en/support/gxm_main).

Problem Display on flat panel monitor appears blurry or uses only a portion of the screen

Cause The image quality of your displays may need to be adjusted.

Solution If your monitor has an auto-adjust control, try using it to adjust the image quality of your displays. For more information, see your monitor manual.

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

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

Problem Wrong color balance, blurry text, or screen image off-center

Cause You may be using different types of monitors.

Solution To get the most of your Matrox product, we recommend you use two identical monitors while using Matrox DualHead2Go.

Cause Your monitor video controls may be improperly set.

Solution Adjust your monitor controls (brightness, contrast, and so on). For more information, see your monitor manual.



Note: While using Matrox DualHead2Go, gamma correction for each monitor isn't supported.

Cause Your monitors may not be properly connected.

Solution Make sure all connectors are properly fastened.

Cause The image quality of your displays may need to be adjusted.

Solution If your monitor has an auto-adjust control, try using it to adjust the image quality of your displays. For more information, see your monitor manual.

Problem Screen image defects appear (tearing)

Cause You may be using a higher display resolution than what your graphics hardware supports.

Solution Select a lower display resolution. This generally results in better image quality.

Solution If you're using a 32-bit color palette, try using 16-bit color palette instead.

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

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

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

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

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

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

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

Solution Manually move the program window or dialog box:

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

For more information, see Matrox PowerDesk help.

Problem 3D programs don't work

Cause While using display resolutions above 2048 × 768, certain graphics hardware may not properly support 3D acceleration.

Solution For information on the capabilities of your graphics hardware, see its documentation.

Product information

Specifications

	DualHead2Go Analog Edition	DualHead2Go Digital Edition	DualHead2Go DP Edition	DualHead2Go Digital SE
Key features	Supports notebook and desktop computers · <i>Stretched</i> modes · Wide-screen resolutions			
Supported operating systems	Windows 8, Windows 7, Windows Vista, Windows Server 2008, Windows XP, and Windows Server 2003			
Supported resolutions*	2560 × 1024 @ 60 Hz 2048 × 768 @ 60 Hz 2048 × 768 @ 75 Hz† 2048 × 768 @ 85 Hz†	3840 × 1200 @ 58Hz 3200 × 1200 @ 60 Hz 2560 × 1024 @ 60 Hz 2048 × 768 @ 60 Hz	3840 × 1200 @ 60 Hz 3360 × 1050 @ 60 Hz 2880 × 900 @ 60 Hz 2560 × 1024 @ 60 Hz	3840 × 1200 @ 60 Hz 3360 × 1050 @ 60 Hz 2880 × 900 @ 60 Hz 2560 × 1024 @ 60 Hz 4096 × 1152 @ 60 Hz
Input /Output connectors	1× HD-15 / 2× HD-15	1× HD-15 / 2× DVI-I	1× DisplayPort / 2× DisplayPort	1× DisplayPort / 2× DVI-D
Analog monitor support	✓	✓‡	—	—
Digital (DVI) monitor support	—	✓	✓‡	✓
DisplayPort monitor support	—	—	✓	—
Multi-GXM support	—	✓	✓	✓
Clone mode support	✓	—	✓	✓
HDCP compliant	—	—	—	✓
Power supply	USB	USB	USB and DisplayPort	USB
Dimensions	3.8" × 3.6" × 0.94" (9.6 cm × 9.2 cm × 2.4 cm)	4.4" × 5.5" × 1.1" (11.3 cm × 14 cm × 2.8 cm)	3.5" × 3.54" × 1.1" (8.9 cm × 9 cm × 2.8 cm)	3.85" × 2.5" × 1.1" (9.78 cm × 6.35 cm × 2.8 cm)

* Your Matrox product ships with four default display modes. Additional display modes are available through Matrox PowerDesk software. For more information, see Matrox PowerDesk help.

† While using flat panel monitors, we recommend using a refresh rate of 60 Hz.

‡ Requires adapter (sold separately). To purchase an adapter for your Matrox product, see the Matrox online store (shopmatrox.com).

Environmental

Temperature, operational	5 to 45 °C (41 to 113 °F) (near box ambient)
Temperature, non-operational storage and transportation	-40 to 70 °C (-40 to 158 °F)
Humidity, operational (indoor)	20 to 80% (non-condensing)
Humidity, non-operational storage and transportation	5% to 95% (non-condensing)
Atmospheric pressure, operational	650hPa (3,580 meters / 11,745 feet) to 1013hPa (0 meters / 0 feet)
Atmospheric pressure, non-operational and transportation	192hPa (12,000 meters / 39,370 feet) to 1020hPa (-50 meters / -164 feet)

Notes

- For the latest compatibility information, see the Matrox Web site (www.matrox.com/graphics/en/support/gxm_main).
- While using some graphics hardware and software, certain limitations may apply. For information on the capabilities of your graphics hardware, see its documentation.
- The display resolutions and refresh rates available depend on your monitor and software monitor settings. For more information on the capabilities of your monitor, see your monitor documentation.
- While using Intel® chipsets, certain limitations may apply. (For example, some chipsets don't support a 2560 × 1024 display resolution.)
- While using display resolutions above 2048 × 768, certain graphics hardware may not properly support 3D acceleration. For information on the capabilities of your graphics hardware, see its documentation.
- **DualHead2Go Digital SE** – In *clone mode*, your Matrox product supports a maximum display resolution of 1920 × 1200.
- **DualHead2Go DP Edition only** – In *clone mode*, your Matrox product supports a maximum display resolution of 2560 × 1600 while using DisplayPort output and 1920 × 1200 while using DVI output.
- **DualHead2Go Digital Edition** – Certain Intel® chipsets may support display resolutions above 2560 × 1024 only with a 16-bit color palette.

- To get the most of your Matrox product, we recommend you use two identical monitors (that is, monitors that support the same settings such as display resolution and refresh rate). For more information on the settings your monitor supports, see your monitor documentation.
- While using Matrox DualHead2Go, using software-based *On-Screen Display* (OSD) controls to adjust the image quality of your monitors isn't supported.
- While an unsupported display mode is selected, your displays may be unusable.

Customer support

Matrox Web

Our Web site has product literature, press releases, technical material, a sales office list, trade show information, and other relevant material. Visit the Matrox Graphics Web site at

www.matrox.com/graphics.

Technical support

Matrox values your business and offers professional support for your Matrox product.

If your product was purchased through a Matrox dealer, contact your dealer for product support. This is the quickest and most effective method of technical assistance. Your dealer is familiar with your complete system.

If your product was purchased through Matrox, contact your Matrox representative or visit our technical support Web site at www.matrox.com/graphics/support.

Information we need

Please give a complete description of the problem, and include:

- Matrox card serial number, model number, revision number, BIOS number, driver type and version, and memory address at which the Matrox card is installed.
- Computer brand and model name.
- Monitor brand and model name.
- Operating system, version, and service pack.
- Brand and model of any other cards and devices installed on your system.

Program specific problems

If a problem appears with a specific program, please give us the following information:

- Display settings (color palette, display resolution, and so on) applied when the problem occurs.
- If possible, take note of the file and segment address that caused the problem.
- Detailed steps known to cause the bug, so we can reproduce it.

Driver and software download

A more recent display driver may support more features and may offer increased capabilities (such as higher display resolutions). Matrox makes the latest display drivers, software, and system utilities available on the Matrox Technical Support Web site (www.matrox.com/graphics/en/support/drivers).

View your warranty information

Matrox makes warranty information available on the Matrox site (www.matrox.com/graphics/en/about/warranty).

Register your Matrox product

Please register online (www.matrox.com/graphics/en/registration) to be eligible for customer support, new product announcements, and information on special offers and upcoming events.

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USA

FCC Compliance Statement



Remark for the Matrox hardware products supported by this guide This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment causes harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: • Reorient or relocate the receiving antenna • Increase the separation between the equipment and receiver • Connect the equipment into an outlet on a circuit different from that to which the receiver is connected • Consult the dealer or an experienced radio/TV technician for help.

WARNING Changes or modifications to this unit not expressly approved by the party responsible for the compliance could void the user's authority to operate this equipment. The use of shielded cables for connection of the monitor to the card is required to meet FCC requirements.

Declaration of conformity of a Class B digital device according to the FCC rules

We, the Responsible Party Matrox, 625 State Route 3, Unit B, Plattsburg, NY 12901 • Telephone: (514) 822-6000 (extension 2026) • Attention: Conformity Group Matrox

Declaration The Matrox hardware products supported by this guide comply with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) these devices may not cause harmful interference, and (2) these devices must accept any interference received, including interference that may cause undesired operation. Any question regarding this declaration should be forwarded to the above coordinates.

CANADA

(English) Industry Canada Compliance Statement

Remark for the Matrox hardware products supported by this guide These digital devices do not exceed the Class B limits for radio noise emission from digital devices set out in the Radio Interference Regulation of Industry Canada.

(Français) Conformité avec les exigences du ministère de l'Industrie Canada

Remarque sur les produits matériels Matrox couverts par ce guide Ces appareils numériques n'émettent aucun bruit radioélectrique dépassant les limites applicables aux appareils numériques de Classe B prescrites dans le Règlement sur le brouillage radioélectrique édicté par Industrie Canada.

JAPAN

VCCI Compliance Statement



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

この装置は、クラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。

取扱説明書に従って正しい取り扱いをして下さい。

VCCI-B

KCC 전자파 적합 등록 안내 (Class B)

이 기기는 가정용 (B 급) 으로 전자파적합등록을 한 기기로서 주거 지역에서는 물론 모든 지역에서 사용할 수 있습니다.

(English) European user's information – Declaration of Conformity

Remark for the Matrox hardware products supported by this guide These devices comply with EC Directive 2004/108/EC for a Class B digital device. They have been tested and found to comply with EN55022/CISPR22 and EN55024/CISPR24. In a domestic environment these products may cause radio interference in which case the user may be required to take adequate measures. To meet EC requirements, shielded cables must be used to connect the monitor and other peripherals to the card. These products have been tested in a typical class B compliant host system. It is assumed that these products will also achieve compliance in any class B compliant system.

(Français) Informations aux utilisateurs Européens – Déclaration de conformité

Remarque sur les produits matériels Matrox couverts par ce guide Ces unités sont conformes à la directive communautaire 2004/108/EC pour les unités numériques de classe B. Les tests effectués ont prouvé qu'elles sont conformes aux normes EN55022/CISPR22 et EN55024/CISPR24. Le fonctionnement de ces produits dans un environnement résidentiel peut causer des interférences radio, dans ce cas l'utilisateur peut être amené à prendre les mesures appropriées. Pour respecter les impératifs communautaires, les câbles de connexion entre le moniteur ou autres périphériques et la carte doivent être blindés. Ces produits ont été testés dans un système hôte typique compatible classe B. On suppose qu'ils présenteront la même compatibilité dans tout système compatible classe B.

(Deutsch) Information für europäische Anwender – Konformitätserklärung

Anmerkung für die Matrox Hardware-Produktunterstützung durch dieses Handbuch Diese Geräte entsprechen EC Direktive 2004/108/EC für ein digitales Gerät Klasse B. Sie wurden getestet und entsprechen demnach EN55022/CISPR22 und EN55024/CISPR24. In einer Wohnumgebung können diese Produkte Funkinterferenzen erzeugen, und der Benutzer kann genötigt sein, entsprechende Maßnahmen zu ergreifen. Um EG-Anforderungen zu entsprechen, müssen zum Anschließen des Monitors und anderer Peripheriegeräte an die Karte abgeschirmte Kabel verwendet werden. Diese Produkt wurden in einem typischen, der Klasse B entsprechenden, Host-System getestet. Es wird davon ausgegangen, daß diese Produkte auch in jedem Klasse B entsprechenden System entsprechend funktionieren.

(Italiano) Informazioni per gli utenti europei – Dichiarazione di conformità

Nota per i prodotti hardware Matrox supportati da questa guida Questi dispositivi sono conformi alla direttiva CEE 2004/108/EC relativamente ai dispositivi digitali di Classe B. Sono stati provati e sono risultati conformi alle norme EN55022/CISPR22 e EN55024/CISPR24. In un ambiente domestico, questi prodotti possono causare radiointerferenze, nel qual caso all'utente potrebbe venire richiesto di prendere le misure adeguate. Per soddisfare i requisiti CEE, il monitor e le altre periferiche vanno collegati alla scheda grafica con cavi schermati. Questi prodotti sono stati provati in un tipico sistema host conforme alla classe B. Inoltre, si dà per scontato che questi prodotti acquisiranno la conformità in qualsiasi sistema conforme alla classe B.

(Español) Información para usuarios europeos – Declaración de conformidad

Observación referente a los productos de hardware de Matrox apoyados por este manual Estos dispositivos cumplen con la directiva de la CE 2004/108/EC para dispositivos digitales de Clase B. Dichos dispositivos han sido sometidos a prueba y se ha comprobado que cumplen con las normas EN55022/CISPR22 y EN55024/CISPR24. En entornos residenciales, estos productos pueden causar interferencias en las comunicaciones por radio; en tal caso el usuario deberá adoptar las medidas adecuadas. Para satisfacer las disposiciones de la CE, deberán utilizarse cables apantallados para conectar el monitor y demás periféricos a la tarjeta. Estos productos han sido sometidos a prueba en un típico sistema anfitrión que responde a los requisitos de la clase B. Se supone que estos productos cumplirán también con las normas en cualquier sistema que responda a los requisitos de la clase B.

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EUROPE

(English) European user's information – Directive on Waste Electrical and Electronic Equipment (WEEE)

Please refer to the Matrox Web site (www.matrox.com/environment/en/weee) for recycling information.



(Français) Informations aux utilisateurs Européens – Règlementation des déchets d'équipements électriques et électroniques (DEEE)

Se référer au site Web de Matrox (www.matrox.com/environment/en/weee) pour l'information concernant le recyclage.

(Deutsch) Information für europäische Anwender – Europäische Regelungen zu Elektro- und Elektronikgeräten (WEEE)

Bitte wenden Sie sich an der Matrox-Website (www.matrox.com/environment/en/weee) für Recycling-Informationen.

(Italiano) Informazioni per gli utenti europei – Direttiva sui rifiuti di apparecchiature elettriche ed elettroniche (RAEE)

Si prega di riferirsi al sito Web Matrox (www.matrox.com/environment/en/weee) per le informazioni di riciclaggio.

FRANCE

Avertissement sur l'épilepsie

À lire avant toute utilisation d'un jeu vidéo par vous-même ou votre enfant Certaines personnes sont susceptibles de faire des crises d'épilepsie ou d'avoir des pertes de conscience à la vue de certains types de lumières clignotantes ou d'éléments fréquents dans notre environnement quotidien. Ces personnes s'exposent à des crises lorsqu'elles regardent certaines images télévisées ou qu'elles jouent à certains jeux vidéo. Ces phénomènes peuvent apparaître alors même que le sujet n'a pas d'antécédent médical ou n'a jamais été confronté à une crise d'épilepsie.

Si vous-même ou un membre de votre famille avez déjà présenté des symptômes liés à l'épilepsie (crise ou perte de conscience) en présence de stimulations lumineuses, veuillez consulter votre médecin avant toute utilisation.

Nous conseillons aux parents d'être attentifs à leurs enfants lorsqu'ils jouent avec des jeux vidéo. Si vous-même ou votre enfant présentez un des symptômes suivants: vertige, trouble de la vision, contraction des yeux ou des muscles, perte de conscience, trouble de l'orientation, mouvement involontaire ou convulsion, veuillez immédiatement cesser de jouer et consultez un médecin.

Précautions à prendre dans tous les cas pour l'utilisation d'un jeu vidéo Ne vous tenez pas trop près de l'écran.

- Jouez à bonne distance de l'écran de TV et aussi loin que le permet le cordon de raccordement.
- Utilisez de préférence les jeux de vidéo sur un écran de petite taille.
- Évitez de jouer si vous êtes fatigué ou si vous manquez de sommeil.
- Assurez-vous que vous jouez dans une pièce bien éclairée.
- En cours d'utilisation, faites des pauses de dix à quinze minutes toutes les heures.

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