Customer support

Matrox Web and FTP sites

Matrox is on the Internet with a World Wide Web (WWW) and File Transfer Protocol (FTP) site. Our Web site has product literature, press releases, technical material, a sales office list, trade show information, and other relevant material. Our FTP site contains current drivers for Matrox products. You can download drivers using the Internet FTP site, in addition to our BBS. You can access our FTP server independently, or from the Matrox Web site.

Our address for Matrox Graphics Inc. is:

WWW: **http://www.matrox.com/mga**

FTP: **ftp.matrox.com/pub/mga/**

Send questions or comments regarding the site to:

e-mail: **webmaster@matrox.com**

If you have a problem

If you have a problem, we recommend that you follow the procedure below for the quickest results.

1 **Contact your dealer** - This is usually the quickest and most effective method of technical assistance. Your dealer is local and may be familiar with your complete system. In the case of hardware warranty assistance, the product must be returned to the dealer, who will return it to Matrox.

2 **CompuServe**® - If you have a modem and an account on CompuServe, you can get technical assistance and driver updates directly from Matrox by typing *GO MATROX* at the "!" prompt.

3 **Matrox BBS** - You can download driver updates (which may eliminate a particular bug), utilities, and other information from our 24-hour Bulletin Board Service (BBS). The phone number is **514-685-6008**. The communication parameters are 8 data bits, 1 stop bit, and no parity. You'll be prompted to enter your first and last name and a password. If you don't have an account, it's created when you enter your name for the first time. See also "Matrox Web and FTP sites".

4 **MATFAX instant fax** - Call our dial-up Matrox fax service at **514-685-0174**. Using a touch tone phone, you can have faxes sent to you automatically 24 hours a day. Available documents include common installation problems,

available drivers and updates, and product data sheets.

5 **Direct Matrox Technical Assistance** - If you still can't resolve a problem, you can get direct technical assistance four ways:

☎Call Technical Support (Canada) at **514-685-0270**. For residents of Quebec only, call **514-822-6330**.

☎Send a FAX to **514-822-6363**, Att: Graphics Technical Assistance.

☎Send e-mail to **graphics.techsupport@matrox.com**.

☎Write a letter to Graphics Customer Support at our Corporate Headquarters. The address is: **Matrox Graphics Inc., 1025 St. Regis Blvd., Dorval, QC, Canada, H9P 2T4**.

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 name, system BIOS manufacturer and version number or date, bus type, model, processor speed, and amount of memory. For system information in Windows 95/98 and Windows NT 4.0, right-click the **My Computer** icon on your desktop background, then click the **Properties** menu item.

● Monitor brand and model name.

● Operating system (Windows 95/98 or Windows NT) and version - if you're using a memory manager, its brand and version. Also, list any memory-resident programs in use.

● If you're using a network, its brand and version.

● Brand and model of any other cards and devices installed on your system.

● If you're using Windows 95/98, we may need to know the contents of your *autoexec.bat*, *config.sys, win.ini* and *system.ini* files.

Program Specific Problems

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

● Display settings (color palette, display area resolution, and so on) applied when the problem occurs.

● Program name and version. Name any add-on packages you're using.

● If the problem is a General Protection Fault (GPF) in Windows 95/98, take note

of the file and segment address that caused the problem.

- Detailed steps known to cause the bug, so we can reproduce it.