

THUNDERBOARD FOR WINDOWS
MOST COMMONLY-ASKED
QUESTIONS & ANSWERS
JULY 13, 1992

*****THUNDER BOARD FOR WINDOWS PACKAGE CONTAINS*****

Media Vision Thunder Board Sound Card
Thunder Board for Windows User's Guide
Thunder Board for Windows and Pocket Recorder V1.0 on one 5 1/4" High Density disk
At Your Service on three 3.5" High Density disks
Lotus Sound V1.0 on one 5 1/4" High Density disk
Monologue for Windows on one 5 1/4" High Density disk
Sound Forge on one 5 1/4" High Density disk
Master Track Pro Demo with Music Clips on one 5 1/4" High Density disk
Thunder Board For Windows Product Registration Card

*****ABBREVIATIONS*****

TB = Thunder Board
WIN31 = Windows v3.1
BBS = Bulletin Board System
RMA = Return Material Authorization

*****SOUND TYPES*****

Digital Audio = Recorded sounds, usually speech and sound effects.
These sounds are played back by the Digital-

To-Analog Converter (DAC) on the TB.

Synthesized Audio = FM sounds, usually music but can also be used to produce
speech and sound effects. These sounds are played back by the FM Synthesizer on the
TB.

PC Speaker = Crude music tones, speech and sound effects
produced by the System Timer Chip on the Motherboard. These sounds are played back
by the internal PC Speaker.

*****DEFAULT SETTINGS*****

DMA 1. This setting is fixed.

IRQ 5 at default. Selectable between (2,3,5,7) by changing the jumper at J1.

I/O 220h at default. Selectable between (210-260h) by changing the AD0-AD2 switches
at SW1.

Make sure that you do not have another peripheral board which uses the same settings
in the computer.

*****TB HARDWARE INSTALLATION*****

1. Q: Do I have to change any switches or jumpers before I install the TB?
A: The default setting will work in most computers. Only try with different I/O
port address and IRQ settings if you experience any problems. Please refer to pages 5, 6
and 7 of the TB For Windows User's Guide.

2. Q: The TB works in another computer but it does not work in a 486/33 which
uses the OPTI chipset and AMI BIOS.

A: Go to the "Advanced Chipset Setup" in the AMI BIOS and select AT CYCLE
WAIT ENABLED, HIDDEN REFRESH DISABLED. Please contact the computer's
manufacturer for additional assistance.

3. Q: TBTEST (not included with Thunder Board for Windows package) issues
"Null" and does not generate the tone or play the THUNDER.VOC file, or,

The TB produces synthesized audio properly but does not produce digital audio.

A: First, make sure that there are no DMA 1, IRQ or I/O port conflicts. Second, the TB's design allows DMA 1 share which means that another peripheral board can share the same DMA 1 channel with the TB. However, some computers, in particular 386/33MHz machines that use the Chips & Technology Peak Chipset, do not support DMA 1 share. To resolve the problem, the TB must be sent in with an RMA number to get a hardware fix to disable DMA 1 share.

4. Q: Does the TB use the PC speaker?

A: No. It uses 4 or 8-ohm speakers or headphones. Self-amplified speakers are optional.

5. Q: The TB does not make any sound.

A: With some speakers, if AC adapter is used, the built-in amplifier must be turned off. If batteries are used, the built-in amplifier must be turned on. Please refer to the operating manual of the speakers for specific information. Try with headphones to verify the problem.

*****WINDOWS 3.1*****

1. Q: Which disk do I install first.

A: You must install the Thunder Board for Windows and Pocket Recorder v1.0 disk first before any other disks.

2. Q: How do I install the TB's sound drivers for Windows 3.1:

A: Insert the Thunder Board for Windows and Pocket Recorder v1.0 disk into drive A: (or B:). From the Windows Program Manager, select CONTROL PANEL, which is in the MAIN group. When CONTROL PANEL loads, all the applets are displayed. Select the DRIVERS applet. The DRIVERS applet will display a list of all the currently installed drivers. Click on the ADD button. A screen will be displayed, presenting a list of drivers that you can install. Select ADD UNLISTED OR UPDATED DRIVER. Click on OK. You will be prompted for the drive letter. Type A: (or B:) and then click on OK. A list of drivers on the Thunder Board for Windows and Pocket Recorder v1.0 disk will then be displayed. Highlight the THUNDER BOARD WAVE driver. Click on OK. A new window will appear, called Thunder Board, asking you to specify a port and an interrupt. Select port 220 and interrupt 5, then click on OK. Windows will then ask you if you want to restart Windows. Select YES; the newly installed driver will not take effect until you exit and re-enter Windows.

You should also install the ADLIB COMPATIBLE SYNTH driver. To do this, use the same procedure that you used to install the THUNDER BOARD WAVE driver. When finished installing this FM driver, make sure you exit and restart Windows.

Pocket Recorder is installed when the Thunder Board Wave driver is installed. To create an icon for Pocket Recorder, highlight the ACCESSORIES group and maximize the window by clicking on the up arrow in the upper right hand corner. Click on Program Manager's FILE, and select NEW from the File menu. At the New dialog box, select NEW PROGRAM ITEM and click on OK. A dialog box will be presented. Under DESCRIPTION, type in "Pocket Recorder". Move the cursor to COMMAND LINE, then click on the BROWSE button. Under Browse, select SYSTEM under WINDOWS. Scroll in the file list displayed on the left until you see PREC.EXE. Highlight it and click on OK. Click OK in the Program Item Properties dialog box. Pocket Recorder is now a part of your Windows ACCESSORIES group.

3. Q: When I run WIN31, I get the error message "Invalid configuration or

Hardware configuration has occurred, Go to Control Panel to re-configure Sound Blaster driver."

A: Make sure you have loaded the TB Wave driver as described in number 2 above and set it up to match I/O and IRQ settings on your TB.

4. Q: I loaded all my programs according to the TB User's Guide and I get errors or they don't work.

A: You have to load the TB WIN31 Drivers as described in number 2 above FIRST before any other application.

5. Q: How do I test my TB to make sure it works properly? In the TB User's Guide it mentions TBTEST and WHATSUP.DOC and I can not find either one.

A: These two items are not included with the software. The best test is to run the bundled software.

6. Q: When I start WIN31 I get error message "A device has been specified more than once in SYSTEM.INI file.."

A: Use a DOS or WIN31 editor to edit your SYSTEM.INI and in [386Enh] section remove DEVICE=VSBD.386.

*****AT YOUR SERVICE*****

1. Q: I loaded At Your Service and it locks up my WIN31 or it gives me an error message "General Protect Error Caused by xxxx:xxxx".

A: Make sure you have loaded the WIN31 Drivers FIRST before At Your Service, and that you have at least 1024KB of memory available in WIN31. Also you want to load the program in the ROOT Directory not Windows.

*****MONOLOGUE FOR WINDOWS*****

1. Q: I installed Monologue For Windows using the File Manager's File Run command.

A: First, you need to run CHKDSK/F in the root directory to clean up the system. Second, install Monologue properly by using the Program Manager's File Run command.

*****MASTER TRACKS PRO DEMO*****

1. Q: In Master Tracks Pro Demo I get error message "The selected Midi output setup is not available or it's in use by another application go into GOODIES and setup application"

A: This is a DEMO version you cannot Import or Export files, so ignore the error messages and click on the play button it will play.

*****GAMES*****

All SB games use DMA1, an IRQ and an I/O port.

Some SB games look for the following statement in AUTOEXEC.BAT:

"SET BLASTER=A220 Q5 D1 T2", where
A220 is for I/O port 220h, or which ever I/O port is selected at SW1
Q5 is IRQ 5, or which ever IRQ is selected at J1
D1 is for DMA 1 which is required for SB compatibility.
Try with T2 or T3 for timer.

Other SB games do not look for this statement to find the settings but allow you to set the settings via an install program or by modifying a configuration file.

A few games default to certain settings and do not allow the user to change these

settings to match the board settings.

Make sure that the game's settings match with the settings used by the SB side of the sound card. At default, the SB side uses IRQ 5, I/O 220h. Refer to the game's user guide or contact the game manufacturer for assistance.

Some games do not work properly if the computer is running in TURBO mode. On most computers, there is a TURBO button on the front. If this button is not found, disabling the internal/external memory cache in the computer's CMOS setup achieves the same result.

1. Q: The joystick does not work at all or does not work properly when using the TB's joystick port.

A: First, some computers have a built-in joystick port on the motherboard. Other computers have a multi-I/O board that has a joystick port. Make sure that only one joystick port is enabled and the other one is disabled. Second, if the computer is too fast that may also cause a problem. Reduce the computer's BUS (I/O CLK) speed and try again. Refer to your computer's user's guide for instructions on how to adjust the BUS (I/O CLK) speed. Third, contact the game manufacturer to ask for a joystick driver that works on fast machines.

2. Q: I have games that have already been installed before I installed the TB. These games are still playing through the internal PC Speaker.

A: You need to re-select the sound card or re-install each game. Please refer to the guides for these games or contact the game manufacturers for assistance.

3. Q: Links, The Golf Game, by Access, causes my computer to lock up.

A: Links defaults to IRQ 3 and I/O 220. And the TB defaults to IRQ5 and I/O 220. Run SETBLAST.EXE (which came with Links) to change the defaults used by Links to match whichever settings used by the TB.

4. Q: Wing Commander II, by Origin, causes my computer to lock up or does not produce any digital audio.

A: First, make sure you have enabled speech in the WC II's INSTALL.EXE program. Second, make sure you have expanded memory. Third, if you use QEMM 6.0, the "Stealth" option may distort sounds and lock up the computer.

Fourth, check the WC II's WC2.CFG file. At default, this file contains "v a904 c27". "c" indicates Sound Blaster driver. "2" indicates I/O 220. "7" indicates IRQ 7. Change these two digits to match the settings on the

TB.

5. Q: Falcon 3.0, by Spectrum Holobyte, does not play any radio voice messages and produces popping sounds.

A: Try running the computer in non-TURBO mode or by disabling the internal/external memory cache. If the problem persists, please contact Spectrum Holobyte at (510) 522-1164 to request a software patch. The current revision is D. Any problems that you experience using this patch should be reported back to Spectrum Holobyte.

6. Q: I have some Disney Software games that have problems with digital audio.

A: Please contact Disney Software at (818) 567-5340 to request a software patch. Any problems that you experience using this patch should be reported back to Disney Software.

7. Q: I have some Lawrence Productions games that have problems with digital audio.

A: Please contact Lawrence Productions at (800) 421-4157 to request an updated CT-VOICE.DRV. Any problems that you experience using this patch should be reported back to Lawrence Productions.

8. Q: a. LHX, by Electronic Arts, only plays sounds out of the internal pc Speaker.

b. Ultima VI, by Origin, produces distorted/noisy sound effects and music.

A: Please slow down the computer and try again. This game does not abide by the sound requirements of the FM synthesizer chip, creating a problem when running in fast machines.

9. Q: Robin Hood, The Legend of the Long Bow, by Sierra, produces poor or no digital audio.

A: If the TB is currently set at IRQ7, please select a different IRQ, for example IRQ5, and then try again.

10. Q: My game requires that I load the AdLib SOUND.COM or the Creative Labs SBSOUND.COM driver before starting up the game.

A: Media Vision has developed our own version of this driver. It is currently available on our BBS. The filename is FM.ZIP.

11. Q: Ultima Underworld does not produce any digital audio. Music plays fine.

A: After you have finished installing the game and selected the Sound Blaster driver. Run UWSOUND, which comes with Ultima Underworld, to select the IRQ setting to match with the TB's IRQ setting.

*****HOW TO REACH MEDIA VISION*****

Main: 800-348-7116 and 510-770-8600

Fax: 510-770-8648 and 510-770-9592

Sales: 800-845-5870

Customer Service and Technical Support:

800-638-2807 and 510-770-9905

CompuServe: GO MEDIAVISION

BBS: 510-770-0968 (2400 Baud)

510-770-0527 (9600 Baud)

8 Bits, No Parity, 1 Stop Bit

Assign your own account name and password.

To download a file, for example TBWAVE.ZIP,

do as follows:

At the Main Menu, select F for Files.

At the Files Menu, select D for

Download.

Enter in the filename here.

For questions that pertain to Lotus Sound, At Your Service, Sound Forge, Monologue for Windows, and Pocket Recorder, please contact Media Vision Technical Support. For other software packages including Windows 3.1, please contact the software manufacturers for assistance.

If you need software update, a Return Material Authorization (RMA) number for a defective product, RMA status, or have any non-technical customer-related issues, please contact Customer Service. If you have technical questions that are not covered in this

list, please contact Technical Support via phone, fax or BBS.

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