

### **Pinnacle System Memory Troubleshooter**

This Troubleshooter will help you to configure your system's upper memory to work with the Multi Sound Pinnacle sound card. Please follow the instructions carefully.

You can move back to a previous step in the troubleshooter by clicking the Back button at the top of each Help window.

{button ,JI('PINTRBS.HLP >',`The\_Device\_Manager`)} Click here to begin the Troubleshooter.



Click here to run SysEdit.

## The Device Manager

First, we have to find out what memory setting Windows has reserved for the Pinnacle card. We'll begin by running the System Properties - Device Manager. This application controls the settings for the various peripherals in your system.

Click here  to view the System Properties.

{button ,JI('PINTRBS.HLP',`Automatic\_Settings')} Click here to continue (Plug and Play Installation.)

{button ,JI('PINTRBS.HLP',`Navigating\_to\_Hardware\_Resources')} Click here to continue (Non Plug and Play Installation.)

### **Navigating to Hardware Resources**

Next, you need to access the Pinnacle audio driver resource:

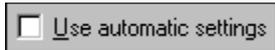
1. Double-click on "**Sound and game controllers**"
2. Double-click on "**TBS Pro Series Digital Audio**"
3. Click on the "**Resources Tab**"

{button ,JI('PINTRBS.HLP', 'Memory\_Settings')} Click here to continue.

### Automatic Settings

Next, you need to access the Pinnacle audio driver resource window and turn off Windows automatic settings feature if necessary:

1. Double-click on "Sound and game controllers"
2. Double-click on "TBS Pro Series Digital Audio"
3. Click on the "**Resources Tab**"
4. Make sure the "**Use automatic settings**" box is unchecked.



{button ,JI('PINTRBS.HLP','Configuration')} Click here to continue.

## Configuration

Next, change the settings to Basic configuration 0001:

§ Click on the "**Settings based on:**" drop-down box and change the configuration to "Basic Configuration 0001"

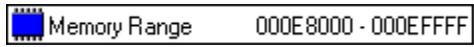
Setting based on:

{button ,JI('PINTRBS.HLP', 'Memory\_Settings')} Click here to continue.

### Memory Settings

You now need to determine which Memory Range Windows is currently using for the Pinnacle card:

§ In the Resource Settings list, look for the line that says “Memory Range.”



Select the item below that matches the current Memory Range value displayed in the Resource Settings list.

§ [000C8000-000CFFFF](#)

§ [000D0000-000D7FFF](#)

§ [000D8000-000DFFFF](#)

§ [000E0000-000E7FFF](#)

### Memory Settings

Press "OK" to close this window.

You may receive several error and warning messages. Press OK/Test and/or Close for each of these until the window is gone. Don't worry about these messages for now.

{button ,JI('PINTRBS.HLP','SysEdit\_C8000')} Click here to continue.

## SysEdit

Now that we know the memory settings, we need to add them to the config.sys file. To do this, you will use SysEdit. This is a simple application that displays some of your systems configuration files so you can view and edit them

Click here  to run SysEdit.

1. From the Window menu, select the window labeled "**CONFIG.SYS**"
2. Look for a line in config.sys that looks like this:  
C:\WINDOWS\EMM386.EXE
3. Do you see this line in config.sys?

{button ,Jl('PINTRBS.HLP',`Editing\_EMM386\_C8000')} Yes

{button ,Jl('PINTRBS.HLP',`Adding\_EMM386\_C8000')} No

### Editing EMM386

You need to modify this line:

1. Add X=C800-CFFF so it looks something like this:  
C:\WINDOWS\EMM386.EXE NOEMS X=C800-CFFF
2. If you already have another exclude (X=???????) just add the new one on the end so it might look like this:  
C:\WINDOWS\EMM386.EXE NOEMS X=??????? X=C800-CFFF
3. Save this file.

{button ,JI('PINTRBS.HLP','Checking')} Click here to continue.

### **Adding EMM386**

This line needs to be added:

1. Highlight the following two lines and press Control C to copy them.  
C:\WINDOWS\HIMEM.SYS  
C:\WINDOWS\EMM386.EXE NOEMS X=C800-CFFF
2. Add these to the CONFIG.SYS file by clicking in the CONFIG.SYS window and pressing Control V to paste them in.
3. Save this file.

{button ,JI('PINTRBS.HLP','Checking')} Click here to continue.

### **Memory Settings**

Press "**OK**" to close this window.

You may receive several error and warning messages. Press OK/Test and/or Close for each of these until the window is gone. Don't worry about these messages for now.

{button ,JI('PINTRBS.HLP','SysEdit\_D0000')} Click here to continue.

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C:\WINDOWS\EMM386.EXE
3. Do you see this line in config.sys?

{button ,JI('PINTRBS.HLP',`Editing\_EMM386\_D0000')} Yes

{button ,JI('PINTRBS.HLP',`Adding\_EMM386\_D0000')} No

### Editing EMM386

You need to modify this line:

1. Add X= D000-D7FF so it looks something like this:  
C:\WINDOWS\EMM386.EXE NOEMS X= D000-D7FF
2. If you already have another exclude (X=???????) just add the new one on the end so it might look like this:  
C:\WINDOWS\EMM386.EXE NOEMS X=??????? X= D000-D7FF
3. Save this file.

{button ,JI('PINTRBS.HLP', 'Checking')} Click here to continue.

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This line needs to be added:

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C:\WINDOWS\EMM386.EXE NOEMS X= D000-D7FF
2. Add these to the CONFIG.SYS file by clicking in the CONFIG.SYS window and pressing Control V to paste them in.
3. Save this file.

{button ,JI('PINTRBS.HLP','Checking')} Click here to continue.

### Memory Settings

Press "OK" to close this window.

You may receive several error and warning messages. Press OK/Test and/or Close for each of these until the window is gone. Don't worry about these messages for now.

{button ,JI('PINTRBS.HLP','SysEdit\_D8000')} Click here to continue.

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3. Do you see this line in config.sys?

{button ,JI('PINTRBS.HLP',`Editing\_EMM386\_D8000')} Yes

{button ,JI('PINTRBS.HLP',`Adding\_EMM386\_D8000')} No

### Editing EMM386

You need to modify this line:

1. Add X=D800-DFFF so it looks something like this:  
C:\WINDOWS\EMM386.EXE NOEMS X=D800-DFFF
2. If you already have another exclude (X=???????) just add the new one on the end so it might look like this:  
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3. Save this file.

{button ,JI('PINTRBS.HLP','Checking')} Click here to continue.

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2. Add these to the CONFIG.SYS file by clicking in the CONFIG.SYS window and pressing Control V to paste them in.
3. Save this file.

{button ,JI('PINTRBS.HLP','Checking')} Click here to continue.

### Memory Settings

Press "OK" to close this window.

You may receive several error and warning messages. Press OK/Test and/or Close for each of these until the window is gone. Don't worry about these messages for now.

{button ,JI('PINTRBS.HLP','SysEdit\_E0000')} Click here to continue.

## SysEdit

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2. Look for a line in config.sys that looks like this:  
C:\WINDOWS\EMM386.EXE
3. Do you see this line in config.sys?

{button ,JI('PINTRBS.HLP',`Editing\_EMM386\_E0000')} Yes

{button ,JI('PINTRBS.HLP',`Adding\_EMM386\_E0000')} No

### Editing EMM386

You need to modify this line:

1. Add X=E000-E7FF so it looks something like this:  
C:\WINDOWS\EMM386.EXE NOEMS X=E000-E7FF
2. If you already have another exclude (X=???????) just add the new one on the end so it might look like this:  
C:\WINDOWS\EMM386.EXE NOEMS X=??????? X=E000-E7FF
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3. Save this file.

{button ,JI('PINTRBS.HLP','Checking')} Click here to continue.

## Checking SYSTEM.INI

We now need to check the SYSTEM.INI file for any EMMExclude statements.

Remaining in the SysEdit:

1. Click the window titled SYSTEM.INI.
2. Use the mouse or the arrow keys to browse through the file and look for the section labeled [386Enh].
3. Once you are there, look for any lines that look similar to this:

```
[386Enh]  
EMMExclude=D000-D7FF
```

If you find any of these lines and you know that the memory area is not being used by another device in the system, REM the line out by adding a semicolon before it. The line should look like this:

```
[386Enh]  
;EMMExclude=D000-D7FF
```

If you suspect that a particular range is being used by another device operating with older Windows 3.1 drivers, you will need to avoid that range for the MultiSound Pinnacle.

4. Save the file and Exit SysEdit.

{button ,JI('PINTRBS.HLP','Restart')} Click here to continue.

**Restart**

Now you will need to restart Windows for the changes to register. Once Windows has restarted, run the Testing and Troubleshooting file to diagnose and correct any problems.

If you experience difficulty re-entering Windows 95, start in Safe Mode, open this document, run SysEdit and remove the REM statement from the lines you have changed in your SYSTEM.INI file.

**NOTE**

You may also want to check your computer's BIOS to make sure there is no memory shadowing for the memory range the Pinnacle needs. Shadowing is usually found under Advanced Setup options in the CMOS/BIOS setup. If memory shadowing is active, you will need to setup the card in non-Plug and Play mode and select a memory range that is not in use. Otherwise, Windows 95 may try to automatically configure the card for a memory address that is being shadowed and you will receive an error message.

