

3D Blaster Voodoo2 Technical Supplement

Potential Visual Errors While Running in SLI Mode

During final testing of the 3D Blaster Voodoo2, an issue was uncovered that *may* affect image quality under the following conditions:

1. You are using two boards in one system, connected together using the 3" SLI cable provided.
2. Your resolution is set to 800x600 or 1024x768 at a refresh rate of 75Hz or greater

The problem does not occur on every system, nor does it occur if you're using only one 3D Blaster Voodoo2 card. While our SLI cables comply to the original specification provided by the manufacturer of the Voodoo2 chipset, the 3" length provides too much impedance under some conditions and may affect your display.

The errors appear as one of several possible visual defects, with most common being some colors may be incorrectly displayed (blue might turn pink, for example). You may also see color "bleeds" between two adjacent pixels of different colors. The good news is these are visual errors only and do not present a risk to your 3D Blaster Voodoo2 cards, your system, or your monitor. Also, the problem can be corrected easily.

As a temporary fix, you can reduce the vertical refresh rate to 60Hz. This should prevent the problem so you can keep on playing games! To lower your refresh rate, launch the Control Panel in Windows 95, double-click on the Display Properties icon and then select the 3Dfx Voodoo2 tab. Using the sliders, you can adjust the refresh rate for each resolution. Make sure you set the refresh rate for 800x600 and 1024x768 to 60Hz, then click OK.

To permanently correct the problem, you'll need a shorter SLI cable. If you're comfortable with "do-it-yourself" work, you can purchase a 34-pin female connector (the displacement style works best here) and shorten the cable to 1.5" or less. If you aren't comfortable with this approach, you can also obtain a replacement cable directly from Creative Labs.

To order a cable, please visit our Web site at www.soundblaster.com and look under the Tech Support section. There you'll find instructions for ordering a replacement SLI cable. You can also contact our Customer Service department at 800-998-1000 and request a "3D Blaster Voodoo2 Replacement Cable." Whether you visit us online or call us directly, please have the serial number of your 3D Blaster Voodoo2 handy.