

Pro Sonic 16 FAQ
October 1994

The following document contains over 60 questions. These are many of the same questions that Media Vision technicians answer on a daily basis. Please be aware that this document is approximately 30 printed pages long. Media Vision is committed to providing technical support. Please feel free to contact us via any of the following methods.

Compuserve: GO MEDIAVISION

BBS: (510) 770 - 0527
24 lines
24 hr. / day
14.4k baud and downward compatible
Z - Modem recommended

Tech support 541-882-1177 or 900-555-1133

If you find it necessary to contact Technical Support, please have the following information ready:

Customer ID # _____
The ID # is provided to you during your first call.

Multimedia Product purchased
Date of purchase
Name and version of Multimedia Software installation disk
Type of computer (386, 486, etc.)
Operating system and version (MSDOS, PCDOS, OS/2)
Memory (RAM) installed (2 MB, 4 MB, etc.)

Other devices in your system and their IRQ, DMA, and I/O addresses if relevant to the problem or call.

Bus mouse
Scanner
Sound Card
CD-ROM drive
Fax/modem
Game card
MIDI device
Video Capture card
Other

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58. I am getting the following error message, "Can't find ver. 2.00 of VDMAD.386."
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61. Ever since I installed your card, Windows locks up when I try to exit.
What is happening?
62. Why am I getting a GPF (General Protection Fault) in "user.exe" when I try to use Pocket Recorder?
63. I am getting the following error message,
"Illegal DMA Channel Specified."
64. I know that the Pro Sonic 16 uses a thumbwheel to control volume, is there a way to control the volume via my keyboard?
65. When PROS.SYS loads, I get one of the following error messages,
"Invalid DMA Channel Selected" or "Unknown Jazz Family Found."
66. I am getting the following error message, "Cannot acquire int 2F interface failing load."
67. I am getting the following error message, "No interrupts, stopping playback," when using PLAYFILE.
68. Some of my sounds under Windows play fast. It sounds like my card

is one of the Chipmunks. How do I fix this?

1. What are valid DMA channels?

CHANNEL	USAGE
8 BIT CHANNELS:	
0	MEMORY REFRESH
1	UNASSIGNED
2	FLOPPY DISK
3	UNASSIGNED
16 BIT CHANNELS, AT ONLY:	
4	UNASSIGNED
5	UNASSIGNED
6	UNASSIGNED
7	UNASSIGNED

2. What are valid IRQ channels?

INT#	Description
LOW ORDER INTERRUPTS	
IRQ "0"	TIMER *
IRQ "1"	KEYBOARD *
IRQ "2"	RESERVED(XT), CASCADE
IRQ "3"	COM 2 + 4
IRQ "4"	COM 3 + 1
IRQ "5"	LPT2
IRQ "6"	FLOPPY DISK
IRQ "7"	LPT 1
HIGH ORDER INTERRUPTS	
IRQ "8"	REAL-TIME CLOCK
IRQ "9"	CASCADE
IRQ "10"	UNASSIGNED
IRQ "11"	UNASSIGNED
IRQ "12"	UNASSIGNED
IRQ "13"	80287 COPROCESSOR
IRQ "14"	HARD DISK
IRQ "15"	UNASSIGNED

* These interrupts exist on the system board and are not available on the bus connector.

3. What computers will the Pro Sonic 16 work in?

The Pro Sonic 16 was designed around the IBM AT specification. It will work in a 486/50 if the bus (I/O CLK) speed is lowered down to 8 Mhz. Please note that the bus speed is not the same as the CPU speed. The minimum requirements would be a 386 or higher processor.

4. How much disk space is required to load all of the files onto the hard drive?

About 2 megs for the Pro Sonic 16.

5. Can I have two sound cards in my computer?

No. Other than specialized software that would be developed by an end user, there are currently no applications that will utilize more than one sound card at a time. Please note that the only exception to this rule is if you are installing a Wavetable upgrade card that was designed to enhance your current sound card.

6. Is there a software developer's kit available for the Pro Sonic 16?

Yes, please contact the Media Vision Sales department to purchase the SDK. You can reach the Sales Department at 800-845-5870.

7. Can I use the same DMA and IRQ values for both the Pro Sonic 16 and Sound Blaster emulation portions of the card?

You can use the same DMA and IRQ for the Pro Sonic 16 and Sound Blaster emulation portions of the board. The DMA values can be different if you like.

8. How many IRQ's and DMA's will the Pro Sonic 16 occupy on my system?

The Pro Sonic uses 1 IRQ and 2 DMA's. The MPU-401 emulation also requires a port address and IRQ if enabled. All values are assigned via software switches on the PROS.SYS line in the CONFIG.SYS file. Please see questions 38 - 40 for more information on PROS.SYS.

9. What type of microphone will work with the Pro Sonic 16?

The Pro Sonic 16 accepts dynamic microphones with impedance of 600 to 20K Ohms.

10. What emulation modes does the Pro Sonic 16 card offer?

Both Sound Blaster and Sound Blaster Pro are supported.

11. How is Sound Blaster Pro emulation attained?

The Pro Sonic 16 uses the Media Vision JAZZ Digital to Analog Converter (DAC) chipset to emulate the Sound Blaster Pro sound card.

12. How is Sound Blaster emulation attained?

The Pro Sonic 16 uses the Media Vision Thunderboard DAC chipset to emulate the Sound Blaster original sound card.

13. What does the Pro Sonic 16 card use as a FM chip?

The Pro Sonic 16 uses the Yamaha OPL-3 FM chipset.

14. Is the Pro Sonic 16 supported under OS/2?

The Pro Sonic 16 is not supported under OS/2 ver. 2.21

15. Is the Pro Sonic 16 supported under UNIX?

Unfortunately, there is no support for the Pro Sonic 16 under UNIX.

16. What causes a Memory Parity error?

This is typically caused by a DMA conflict. You will find the DMA parameter on the PROS.SYS line in the CONFIG.SYS file. The DMA is set with the Hx parameter. Many times increasing the DMABUFFERSIZE in the [386Enh] section of the SYSTEM.INI file will resolve this problem. Here is a sample line.

```
DMABUFFERSIZE=128
```

17. How do I edit my files?

You can use Notepad in Windows to edit your files. You can also use the EDIT command under DOS. You can also use the SYSEDIT program in Windows. To use the SYSEDIT program in Windows:

- 1.) Ensure that you are at your Program Manger.
- 2.) Click on FILE under Program Manager.
- 3.) Click on RUN
- 4.) Enter the following on the command line:
SYSEDIT [enter]
- 5.) Edit the file. When you are ready to save the file, click on FILE and then SAVE.
- 6.) Click on FILE and then EXIT to exit the editor.

To use the EDIT program under DOS:

- 1.) Enter the following at the DOS prompt:
CD\ [enter]
- 2.) Enter the following at the prompt:
EDIT CONFIG.SYS [enter]
- 3.) Edit the file. When you are ready to save the file, hold down [ALT] + [F]. Then, press [X] to exit. You will be prompted to save the file. When prompted to save the file, press [Y].

18. What are the changes that are made to my system after I install the Pro Sonic 16 card?

```
CONFIG.SYS
```

DEVICE=C:\PROSONIC\PROS.SYS A220 I7 D1 E5 Q2 T330 V

AUTOEXEC.BAT

SET BLASTER=A220 I7 D1 H5 T4

SYSTEM.INI

```
[386Enh]
device=vprosd.386
device=vprosfm.386
dmabuffersize=064
```

```
[drivers]
mixer=prosmxd.drv
wave=pros.drv
midi=prosfm4.drv
midil=pros401.drv
```

```
[pros.drv]
port=220
int=5
dmachannel=5
```

```
[pros401.drv]
port=330
int=2
```

```
[prosfm]
drumchannel=10
```

19. Can I load the Pro Sonic 16 device drivers high?
Yes. The Pro Sonic 16 device drivers can be loaded into upper memory.
Here is a sample line which loads PROS.SYS into upper memory.

DEVICEHIGH=C:\PROSONIC\PROS.SYS A220 I7 D1 E5 Q2 T330 V

Here is sample line that loads MSCDEX.EXE into upper memory.

LH C:\DOS\MSCDEX.EXE /D:somename /M:10

20. Do you offer an upgrade policy?
Media Vision does not currently have an upgrade program.

21. Which jumpers on the sound card should I change?
There are three jumpers which you should might need to move on the card.

1.) The joystick port is configured via the DISJS jumper on the sound card.
If the jumper is OPEN, the joystick port is enabled.

2.) The MPU 401 emulation is configured via the DISMPU jumper. If the jumper is OPEN, then MPU-401 is enabled.

3.) J6 is used to set the port address for a Panasonic CD-ROM drive.
The default is port address 340h. Here are all of the possible port address settings:

Pins 5+6	Pins 3+4	Pins 1+2	I/O
ON	ON	ON	300h
ON	ON	OFF	310h
ON	OFF	ON	320h
ON	OFF	OFF	330h
OFF	ON	ON	340h default

22. When I boot my system or go into Windows, I get read

errors from my floppy drive. What is happening?
Check your CONFIG.SYS and AUTOEXEC.BAT files for references to your floppy drives. Unless you typically boot from your floppy drive, none of your lines should try to load drivers or TSRs from a floppy drive. Check the PATH statement in your AUTOEXEC.BAT file. It is likely that you will find some reference to your floppy drive on this line.

23. Why am I getting an "Incorrect DOS Version" error message?

This error message is coming from the MSCDEX.EXE line in the AUTOEXEC.BAT file. MSCDEX.EXE is a TSR that is used in conjunction with a CD-ROM drive.

If you do not have a CD-ROM drive, you can eliminate this line from your AUTOEXEC.BAT file.

MSCDEX stands for Microsoft CD Extensions. MSCDEX is a DOS version sensitive program. If you do have a CD-ROM drive, then here are the steps that you would take to resolve the problem.

1.) Use the MSCDEX.EXE from the DOS directory. Here is a sample line.

```
C:\DOS\MSCDEX.EXE /D:MVCD001 /M:10
```

If you are using DOS 5.00, the version that MSCDEX.EXE should report is 2.21.

If you are using DOS 6.00, the version that MSCDEX.EXE should report is 2.22.

If you are using DOS 6.20, the version that MSCDEX.EXE should report is 2.23.

2.) Assign the drive letter to the CD-ROM drive (on the MSCDEX line in the AUTOEXEC.BAT) with the /L:\$ parameter where \$ is the drive letter for the CD-ROM drive. In our example, the CD-ROM drive is going to be drive D. Here is a sample line.

```
C:\DOS\MSCDEX.EXE /D:MVCD001 /M:10 /V /L:D
```

3.) Make sure you have a LASTDRIVE statement in your CONFIG.SYS file:

```
LASTDRIVE=$
```

Where \$ is at least one drive letter BEYOND the last physical drive on the system. Again, in our example the CD-ROM drive letter is D. So, the sample line is:

```
LASTDRIVE=E
```

24. How do I correct a "not enough driver letters" error message?

You will want to make the following changes to correct this error.

1.) Assign the drive letter to the CD-ROM drive (on the MSCDEX line in the AUTOEXEC.BAT) with the /L:\$ parameter where \$ is the drive letter for the CD-ROM drive. In our example, the CD-ROM drive is going to be drive D. Here is a sample line.

```
C:\DOS\MSCDEX.EXE /D:MVCD001 /M:10 /V /L:D
```

2.) Make sure you have a LASTDRIVE statement in your CONFIG.SYS file. The LASTDRIVE must equal at least one drive letter BEYOND the last physical drive on the system. Again, in our example the CD-ROM drive letter is D. Here is a sample line:

```
LASTDRIVE=E
```

25. I've installed the card and software, but I do not get any sound under DOS or Windows. What is happening? Here are some suggestions that should help you sort out what is happening on your system. The first thing you want to do is to make sure that the sound card is functioning under DOS.

Here is a sample configuration for your CONFIG.SYS file.

```
DEVICE=C:\PROSONIC\PROS.SYS A220 I7 D1 E5 Q2 T330 V
```

Here is a sample configuration for your AUTOEXEC.BAT file:

```
SET BLASTER=A220 I7 D1 H5 T4
```

It is imperative that you have a SET BLASTER line in your AUTOEXEC file.

Reboot the system. Make sure that your speakers or headphones are plugged into the OUT jack on the back of the sound card. Change directories to the Media Vision directory (PROSONIC). Test the sound by entering the following line: Please note that you may use something other than the TEST.WAV file to test your sound.

```
PLAYFILE TEST.WAV [enter]
```

You should hear the .WAV file play. If you hear no sound, reverse the thumbwheel on the back of the card. Try PLAYFILE again.

If this does not work, try a different DMA / IRQ combination. Once there is sound in DOS, Windows should also have sound. If you still have no sound in Windows, then check to make sure that the DMA and IRQ settings match the D and I parameters on the PROS line.

You should also try the card in a different slot. Make sure that the BUS speed on your system is set to 8.33 MHz.

26. After I installed your card, my modem stopped working. Is this what is called an IRQ conflict? Yes, this is an IRQ conflict. It is likely that you are using IRQ 3 for your sound card as well as your modem. You will need to stop using IRQ 3 for the sound card. Here are some steps to assist you in finding a suitable IRQ.

Please make the following changes to your system files.

```
CONFIG.SYS
```

```
DEVICE=C:\PROSONIC\PROS.SYS P220 I7 D1 E5 T330 V
```

```
AUTOEXEC.BAT
```

```
SET BLASTER=A220 I7 D1 H5 T4
```

Test the DMA and IRQ settings by using PLAYFILE under DOS.

Use PLAYFILE under DOS to make sure that we are using a solid DMA channel. Make sure that your speakers or headphones are plugged into the OUT jack on the back of the sound card. Change directories to the Media Vision directory (PROSONIC). Test the sound by entering the following line: Please note that you may use something other than the TEST.WAV file to test your sound.

```
C:\PROSONIC>PLAYFILE TEST.WAV [enter]
```

You should hear the .WAV file play once.

If this does not sound normal, adjust the IRQ setting on the PROS.SYS line in your CONFIG.SYS file. Once you have sound

under DOS, the Windows sound should follow. Make sure that you are using the same DMA and IRQ settings under DOS and Windows. The DMA and IRQ settings for Windows can be found in the [pros.driv] section near the bottom of the SYSTEM.INI file.

27. None of my games work with sound. What am I doing wrong?

The lack of sound is probably related to insufficient conventional memory for the program.

Consult your DOS manual regarding memory management. The Media Vision drivers can load into upper memory without any problems. It is recommended that your conventional memory be at least 590 kb. This should be adequate to run most applications.

If enough memory cannot be made available, you may need to create a boot disk, with a minimal number of drivers.

Finally, please refer to your instruction manual that came with the game. You may also find it helpful to contact the game manufacturer.

28. What do I need to do to get my joystick to work?

The joystick port is configured on the sound card with the DISJS jumper. If jumper DISJS is OPEN, the joystick port is enabled.

Here are some other tips that should ensure that your joystick port works.

1.) Make sure that you have only 1 active game port on your system. Some motherboards have a built in game port. You will need to disable the built in game port to use the game port on the sound card. It does not matter which game port you use. So, if you are unable to disable a game port already on the system, just disable the game port on the sound card.

2.) Try turning the TURBO switch off on your PC.

3.) Try putting the card in a different slot.

4.) Make sure that the BUS speed on your system is set to 8 MHz.

Some Hard drive controllers and motherboards may have a joystick port built into them.

Remove the sound card and connect the joystick to the Multi I/O card game port. If it works the game port is NOT disabled.

Sometimes you will not be able to find the actual port that you would plug the Joystick into, however the interface may still be there and enabled! Look on all cards (including the mother board) for 16 pin header connectors with nothing plugged into them. It is possible that this is a header connector for a joystick interface.

Finally, you may need to reinstall your game to get the joystick recognized by the software.

29. What are the pin outs for the Joystick/Midi port?

1	+5VDC
2	JOYSTICK 1 FIRE 1
3	JOYSTICK 1 X
4	GROUND
5	GROUND
6	JOYSTICK 1 Y
7	JOYSTICK 1 FIRE 2
8	+5VDC
9	+5VDC
10	JOYSTICK 2 FIRE 1
11	JOYSTICK 2 X
12	MIDI OUT (GROUND on MIDI Mate)
13	JOYSTICK 2 Y

14 JOYSTICK 2 FIRE 2
15 MIDI IN (+5VDC on MIDI Mate)

30. Does the Pro Sonic 16 support dual joysticks?
The Pro Sonic 16 will not support dual joysticks in its current configuration. Here are the pin outs to create a modified joystick to support a dual joystick.

D15S (male)-----D15S(female)
to PRO SONIC-----to joystick
1-----1
2-----2
3-----3
4-----4
5-----x----5
6-----|---6
7-----|---7
8-----|---8
9 -x-----|---9
10----|.....|--10
11----|.....|--11
12----|.....12
13----|-----13
14----|-----14
15....|-----15

(.....) = no connection

If you have a Midimate, the Midimate joystick port will support dual joysticks.

31. What is a Midimate?
A Midimate is a device that will allow you to connect a music keyboard to your sound card. The Midimate connects to the joystick/midi connector and your music keyboard.

32. How is the MPU 401 emulation enabled on the Pro Sonic?
MPU-401 emulation is enabled / disabled via the DISMPU jumper. If DISMPU is OPEN, then MPU-401 emulation is enabled. You also assign an I/O address and an IRQ on the PROS.SYS line in the CONFIG.SYS file.

Use the T and Q parameters to do this. See question # 40 for more information on the T and Q parameters.

33. MIDI doesn't work on my system. How do I configure the Midimapper?

- 1) Double-click on Control Panel (in the Main group).
- 2) Double-click on MIDIMAPPER.
- 3) Click on NEW. A dialog box will come up.
- 4) Enter "Music1" in the name field.
- 5) Click on OK. A grid will now come up.
- 6) In the center column, titled "PORT NAME," click once on [None] to bring down a list of available MIDI sound sources.
- 7) Select "Pro Sonic-401 Midi Output" This selection uses the sound card to create the MIDI sound for MIDI channel 1.
- 8) Repeat steps 6 and 7 for MIDI channels 1-10.
- 9.) Select "Pro Sonic OPL 3 FM" for channels 13 - 16.
- 10) Click on OK. When prompted to save the changes, click on YES.
- 11) Click on the CLOSE button located near the right of the screen.

34. What is Wavetable synthesis?
Wavetable synthesis uses a digital recording samples of real instruments to play MIDI music.

35. Is my card Wavetable upgradeable?
The Pro Sonic 16 is not a Wavetable upgradeable sound card. The Premium 3-D and Pro 3-D sound cards from Media Vision are Wavetable upgradeable.

36. What is the KORG Wavetable upgrade? Will it work on my system?

The KORG Wavetable upgrade card is a Waveblaster compatible card. As long as your card is Waveblaster compatible, the KORG card will work on your system.

37. What are the features of the KORG Wavetable upgrade card?

General MIDI compatible

WaveBlaster compatible feature connector

32 voice polyphony (simultaneous notes)

16 part multitimbral (16 instruments at once)

4Mb of sample ROM containing:

128 musical instruments

4 drum set/effects of 47 instruments each

32 oscillators

32 dynamic digital low-pass filters

Onboard DSP provides Reverb and Chorus effects.

38. What is PROS.SYS?

PROS.SYS is the driver that configure the Pro Sonic 16.

The Pro Sonic 16 Windows drivers do not depend on PROS.SYS.

39. What is the latest version of PROS.SYS?

As of September 1994, the latest version of PROS.SYS is dated 1-14-94. The file is available on the BBS or CompuServe as PROS.SYS.

40. What are all of the switches for PROS.SYS?

Default: P220 I7 D1 E5 T330 Q2

or

Default: A220 I7 D1 E5 T330 Q2

Use A: OR P: NOT BOTH.

Options

P# base address for sound board, 210, 220, 230, 240, 250, 260

A# base address for sound board, 210, 220, 230, 240, 250, 260

I# IRQ for sound board, 2, 3, 4, 5, 7, 10, 15

D# 8-bit DMA for Sound Blaster emulation, 1, 3

E# 16-bit DMA for Pro Sonic, 5, 7

T# base address for MPU-401 emulation, 300, 310, 320, 330

Q# IRQ assignment for MPU-401, 2, 3, 5, 7

Optional Parameters

V display hardware settings during load

N don't print sign on banner

41. How do I change the DMA and IRQ settings on the Pro Sonic 16?

The DMA and IRQ settings for the sound card are software controllable.

You will need to modify the D#, E# and I# parameters on the PROS.SYS line in your CONFIG.SYS file. Please see "What are all of the switches for PROS.SYS?" for even more information regarding the D#, E#. and I# parameters. Here is a sample PROS.SYS line. In this example, the 8-bit DMA will be 3, the 16-bit DMA will be 5, and the IRQ will be 7.

```
DEVICE=C:\PROSONIC\PROS.SYS P220 I7 D3 E5 T330 Q2 V
```

42. What does the SET BLASTER statement do?

The SET BLASTER statement sets environment variables for the Sound Blaster emulation on your card that many multimedia applications need to function properly.

43. Can I have more than one SCSI host adapter in my system?

Yes. You can have as many SCSI host adapters in the same system as there are available slots. The Pro Sonic 16 does not use a SCSI host adapter. The CD-ROM adapter on the card should not interfere with other SCSI host adapters on your system.

44. Can I connect a SCSI device to the Pro Sonic 16?

The card that came in your kit uses a proprietary CD-ROM connector. It is not a SCSI host adapter, so unfortunately, you will not be able to use the sound card as a host adapter for SCSI devices.

45. Can I connect any CD-ROM drive to the CD-ROM controller on my card?

You can only connect a Panasonic CR 563-B CD-ROM drive to the controller on the Pro Sonic 16.

However, you can connect the CD-audio output from any CD-ROM drive to the Pro Sonic 16 as long as you have the appropriate audio cable. You would only need to make this connection if you plan on using the mixer on the sound card to control CD-Audio. You can purchase an Audio cable for your CD-ROM drive and sound card from TTS. The telephone and fax numbers for TTS are:

Voice 800 - 887 - 4968
Voice 408 - 982 - 0653
FAX 408 - 982 - 0738

46. What type of CD-ROM adapter is on the end of my card?

The adapter used on the Pro Sonic 16 is for a Panasonic CR 563-B CD-ROM drive.

47. Where do I get the drivers for the Panasonic CD-ROM drive?

Due to contractual reasons, Media Vision is unable to provide the CD-ROM drivers for the Panasonic CD-ROM drives. You will need to contact Reveal for the drivers for the Panasonic CD-ROM drive. Here is the BBS number for Reveal.

BBS: (818)718-8188

You will need to download the SGCDU.SYS driver from the Reveal BBS. Once you have the file in your PROSONIC directory, here are the lines that you will need to add to your CONFIG.SYS and AUTOEXEC.BAT files to get your drive functioning.

Add the following line at the bottom of your CONFIG.SYS

```
DEVICE=C:\PROSONIC\SGCDU.SYS /D:MVCD001 /P:340 /N:1
```

Where:

/D:MVCD001 Specifies the device name.
/P:340 Specifies the port address used by the CD-ROM drive.
/N:1 Specifies the number of CD-ROM drives attached to the card. Without this parameter, you may find that you have 4 CD-ROM drives attached to the card.

The port address is assigned on the sound card via J6. Here are all of the possible settings for J6.

Pins 5+6 Pins 3+4 Pins 1+2 I/O

```
=====
ON          ON          ON          300h
ON          ON          OFF         310h
ON          OFF         ON          320h
ON          OFF         OFF         330h
```

OFF ON ON 340h default

Add the following line to the top of your AUTOEXEC.BAT:

```
C:\DOS\MSCDEX.EXE /D:MVCD001 /M:10
```

48. I am getting CDR 101 errors. What can I do to fix this?
Troubleshoot your CD-ROM drive while in DOS. A CDR 101 error is a very difficult error to troubleshoot via FAQ. Here are all of the possible trouble shooting tips that will either eliminate the problem, or at least narrow it down. The PC is assuming that the driver is loaded properly, but the CD-ROM drive is having problems reading the disk. Please try the following.

- 1.) Make sure that you are not trying to read an audio disc.
- 2.) Check the internal flat ribbon cable. Disconnect and reconnect the ribbon cable that connects the CD-ROM drive to the interface card. Do this at both ends of the cable. Try a different or new ribbon cable. It is possible that the cable is bad. If the cable is correctly connected to the card, it is possible that it is plugged in backwards on the CD-ROM drive. In most cases the drive's connector is "keyed" so the cable cannot be put on wrong, however, it may be possible to force the cable on incorrectly. Check the cable for damage, kinks, or being stretched to the maximum length. Make sure the ribbon cable is seated completely. When you re-install the cable, check for bent pins; also, check the cable to make sure that it is not off-set where it is not covering all of the pins.
- 3.) Make sure there is a LASTDRIVE statement in the CONFIG.SYS and that it is high enough to cover the CD-ROM drive plus one drive. In other words, if the CD-ROM drive is drive E, then the statement should read as follows:

```
LASTDRIVE=F
```

This is a requirement of MSCDEX.EXE. You don't need a LASTDRIVE statement if the CD-ROM drive is drive D.

- 4.) The CD-ROM driver should ideally be located at the bottom of the CONFIG.SYS file. Very rarely should it be at the top of the file. If the CD-ROM driver loads first, it's possible to cause other problems. As a test, move the CD-ROM driver to the top of the CONFIG.SYS file. Make sure that you are using the latest version of MSCDEX.EXE on your system. Here is a sample line for your AUTOEXEC.BAT file that will ensure that you are using the proper version of MSCDEX.EXE for you system.

```
C:\DOS\MSCDEX.EXE /D:MVCD001 /M:10 /L:$
```

Where \$ is the drive letter for the CD-ROM drive. This is where you will assign the drive letter to the CD-ROM drive.

If you are using DOS 5.00, the version that MSCDEX.EXE should report is 2.21.

If you are using DOS 6.00, the version that MSCDEX.EXE should report is 2.22.

If you are using DOS 6.20, the version that MSCDEX.EXE should report is 2.23.

If you have run Memmaker and it has put memory locations at the front of the CD-ROM driver lines, please remove the memory locations. Here is a sample line that loads the MSCDEX.EXE driver high without the memory location.

```
LH C:\DOS\MSCDEX.EXE /D:MVCD001 /M:10
```

5.) If your drive uses a caddie, make sure the caddie lid is closed. Make sure the metal door on the caddie will move smoothly to the left or right, as well as return freely to the center. Try a different caddie. Make sure the CD is not skewed in the drive bay or in the CD caddie. Confirm that the CD is not up-side down. In the drive bay, you can read the label of the CD when the drive door is open. With a caddie, you can see the label of the CD through the clear plastic.

Remove the CD from the CD-ROM drive; replace it with a different CD, or use a replacement of the original CD. See if the same error occurs. If there are no more errors, then the first CD was bad. If it continues with the same problem, then something else is wrong.

6.) Re-seating... Pull the interface card out of the slot it is currently in and put it back in the same slot. Or, pull the card out of its current slot, and put it back into a different slot.

7.) Reduce your CONFIG.SYS and AUTOEXEC.BAT files to the bare minimums. You will only want to load CD-ROM driver in the CONFIG.SYS. In the AUTOEXEC.BAT file, you will only want to load MSCDEX.EXE.

8.) Change EMM386 to the version that came with Windows 3.1. Here is a sample line:

```
DEVICE=C:\WINDOWS\EMM386.EXE RAM 1024
```

If these suggestions do not work, the drive needs to be serviced.

49. How do I get CD audio from my third party CD-ROM drive? You will need to contact a company by the name of TTS. TTS is not affiliated with Media Vision. TTS will be able to provide you with the appropriate audio cable necessary to connect any CD-ROM drive to the Pro Sonic 16. Inform TTS that you are looking for a Sound Blaster Pro CD audio cable for a NEC, Mitsumi, Sony, Texel or Toshiba, etc., etc.. Here are the telephone and fax numbers for TTS.

```
Voice 800 - 887 - 4968
Voice 408 - 982 - 0653
FAX 408 - 982 - 0738
```

50. What are the Audio cable pin-outs on the Pro Sonic 16? Here are the pin-outs for the audio connector on the Pro Sonic 16

```
PIN - 1 = NC
PIN - 2 = LEFT
PIN - 3 = GROUND
PIN - 4 = RIGHT
```

51. Pocket CD won't work. I am getting the following error message. "There is an undetectable problem in loading the specified device driver." First, make sure that you have a music CD in the drive before and when you launch PocketCD. If not, you will get this error every time.

If you do have a music CD in the drive, and still get the error, you will need to:

- 1) Go to the Control Panel (in Main).
- 2) Open DRIVERS, and look for [mci] CD Audio. Double-click on this.
- 3) If you get a "One CD-ROM found" message, restart Windows, and try PocketCD again. If there is no message, you will need to make sure your CD-ROM driver is loading in DOS.
- 4) You may need to delete and then reinstall the [mci] CD Audio driver. This is a Microsoft driver. Once you have replaced the [mci] CD Audio driver and if PocketCD is still not working, you need to exit Windows and shut the system down. Restart your system, and try PocketCD one more time.

5.) Make sure that you are using the proper version of MSCDEX for your system. MSCDEX stands for Microsoft CD Extensions. MSCDEX is a DOS version sensitive program. Here is a sample line for your AUTOEXEC.BAT file that will ensure that you are using the proper version of MSCDEX.EXE for your system.

```
C:\DOS\MSCDEX.EXE /D:MVCD001 /M:10
```

If you are using DOS 5.00, the version that MSCDEX.EXE should report is 2.21.

If you are using DOS 6.00, the version that MSCDEX.EXE should report is 2.22.

If you are using DOS 6.20, the version that MSCDEX.EXE should report is 2.23.

Finally, update your CD-ROM driver, (if available), since this can also create an error with PocketCD.

52. I am unable to use the Media Player in Windows to play audio CD's. How can I correct this problem?

If you do not have an option for CD Audio with Media Player, then you will need to edit the MPLAYER.INI file for Windows. You can use Notepad to edit the file. All you need to do is make sure that you have the following line in the [Devices] section.

```
[Devices]
CDAudio=17, CD Audio
```

53. I am only getting sound from one channel when playing a music CD.

The only driver that affects CD Audio is the [mci] CD Audio driver. This is a Windows driver. Before we automatically assume that the driver needs to be replaced, try adjusting the BALANCE on the Pocket Mixer.

If you now start hearing Stereo sound, then your mixer was out of adjustment.

If your drive has a headphones jack, try plugging the speakers or a set of headphones into the headphones jack on the CD-ROM drive. If you still do not hear Stereo, then the drive is malfunctioning.

If you hear Stereo out of the headphones jack, then the problem is probably with the audio cable itself or its connection to the sound card. Double check all of your connections. If it is SAFE to operate your PC with the cover off, you might try to GENTLY wiggle the audio cable at each end. You may just have a bad connection.

If it can be determined that the audio cable is good, then the sound card is going to be the source of the trouble.

If the Pocket Mixer is set properly, then you should reinstall the [mci] CD Audio driver. You will find the driver in the Drivers Applet under Control Panel. Once you have replaced the [mci] CD Audio driver and if the Windows CD player is still not working properly, you need to exit Windows and shut the system down. Restart your system, and try the player one more time.

54. How do I increase the performance of my CD-ROM drive?
Here are some tips on possible ways to increase CD-ROM performance:

- 1) Increase M-parameter (memory buffers) on MSCDEX.EXE (32 is max.)
- 2) Use Expanded memory , and the /E switch on MSCDEX (only on certain computers.)
- 3) Try use the CD-ROM caching feature contained in SMARTDRV that comes with DOS 6.2. CD-ROM caching is a feature of SMARTDRV that comes with DOS 6.2. To ensure that SMARTDRV is caching

your CD-ROM drive, make sure that you do not have the /U switch on your SMARTDRV line.

55. What will decrease the performance of my CD-ROM drive?
In general, here are some things that reduce CD-ROM performance:

- 1) Loading MSCDEX into high memory (most common)
- 2) Incorrect MSCDEX for your DOS version (common)
- 3) Using Expanded memory , and the /E switch on MSCDEX (only on certain computers)
- 4) Sound card conflicts (DMA, IRQ, or port address)
- 5) Loading CD-ROM driver into high memory (uncommon)
- 6) Using the CD-ROM caching that defaults with SMARTDRV that comes with MS-DOS 6.2. To disable the caching feature, add the /U switch on your SMARTDRV line.

56. I am getting "ADLIB is already in use" errors when I try to run my DOS applications through Windows. How do I get rid of this error message?

If you are getting this type of an error, you are loading unnecessary drivers when you load Windows. Check your SYSTEM.INI file for any of the following drivers. If you find any of these, please remark them out with semi-colons (;;). These lines will reside in the [386Enh] section of your SYSTEM.INI file.

```
DEVICE=VADLIBD.386
DEVICE=VPASD.386
DEVICE=VSBD.386
DEVICE=VSBPD.386
DEVICE=VSGLX16.386
DEVICE=VSGLD.386
DEVICE=VSGD.386
DEVICE=VSGLX.386
```

57. My DOS applications will not work properly when run through Windows.
Try remarking out the following drivers in the SYSTEM.INI with semi-colons.

```
;;DEVICE=VPROSD.386
;;DEVICE=VPROSFM.386
```

You should find these drivers in the [386 Enh] section.

58. I am getting the following error message, "Can't find ver. 2.00 of VDMAD.386."
Some Windows applications replace this driver by their own DMA driver. To correct this problem, you need to edit your SYSTEM.INI file. Look in the [386Enh] section for the following line:

```
DEVICE=VDMADX.386
```

Comment this line out of your file with semi-colons (;;).

```
;; DEVICE=VDMADX.386
```

Then, add the following statement to the very beginning of the [386Enh] section:

```
DEVICE=*VDMAD
```

Restart Windows. The error message should disappear.

59. Why is Windows making this annoying looping sound when Windows first starts?

You are having an IRQ conflict. You should be able to resolve this quite easily. Please make the following changes to your system files, and you should be fine.

CONFIG.SYS

```
DEVICE=C:\PROSONIC\PROS.SYS A220 D1 I7 E5 T330 Q2 V
```

AUTOEXEC.BAT

```
SET BLASTER=A220 I7 D1 H5 T4
```

Test the DMA and IRQ settings by using PLAYFILE under DOS.

Use PLAYFILE under DOS to make sure that we are using a solid DMA channel. Make sure that your speakers or headphones are plugged into the OUT jack on the back of the sound card. Please note that you may use something other than the TEST.WAV file to test your sound. Change directories to the Media Vision directory (PROSONIC). Test the sound by entering the following line:

```
C:\PROSONIC>PLAYFILE TEST.WAV [enter]
```

You should hear the .WAV file play once.

If this does not sound normal, adjust the IRQ setting on the PROS.SYS line in your CONFIG.SYS file. Once you have sound under DOS, the Windows sound should follow. Make sure that you are using the same DMA and IRQ settings under DOS and Windows. The DMA and IRQ settings for Windows can be found in the [pros.driv] section near the bottom of the SYSTEM.INI file.

60. I am getting an error message stating that I need to "load Multimedia Extensions" before I run the installation program. How do get rid of this message? Before you can successfully install the Window drivers, you need to edit your SYSTEM.INI (in the Windows directory). Look in the [boot] section, and locate a line that looks like this:

```
DRIVERS=MMSYSTEM.DLL
```

If this line is gone, add it. If there is anything else on the end of this line, put two semi-colons in front of the whole line. Here is an example:

```
;; DRIVERS=MMSYSTEM.DLL POWER.DRV
```

Add a new line right below the original, and make it look just like the first sample line above. Save the file; re-boot Windows. Now you can run the installation. After it has completed, remove the new line, and remove the semi-colon on the original.

61. Ever since I installed your card, Windows locks up when I try to exit. What is happening? When exiting Windows, a .WAV file is trying to play. The sound card is not able to play the .WAV file, and at this point, the computer is waiting for the file to be played. It is likely that you are having an IRQ or DMA conflict. Here are some troubleshooting tips that should help you solve this problem. Here is a sample line for your CONFIG.SYS file.

CONFIG.SYS

```
DEVICE=C:\PROSONIC\PROS.SYS A220 D1 I7 E5 T330 Q2 V
```

You should first determine that you do not have an IRQ conflict. You will want to test the IRQ values under DOS. Here is a simple test that will tell us whether or not we have a solid IRQ setting.

Reboot the system. Make sure that your speakers or headphones are plugged into the OUT jack on the back of the sound card. Change directories to the Media Vision directory (PROSONIC). Test the sound by entering the following line: Please note that you may use something other

than the TEST.WAV file to test your sound.

```
PLAYFILE TEST.WAV      [enter]
```

You should hear the .WAV file play once. If you hear no sound, adjust the thumbwheel on the back of the sound card.

Try the PLAYFILE command again

If this does not work, try a different DMA / IRQ combination. Once there is sound in DOS, Windows should also have sound. If you still have no sound in Windows, then check to make sure that the DMA and IRQ settings for Windows match the D and I parameters on the PROS.SYS line. You will find the DMA and IRQ settings near the bottom of your SYSTEM.INI file for Windows. Here are the changes that should have been made to your SYSTEM.INI.

```
SYSTEM.INI
```

```
[386Enh]
device=vprosd.386
device=vprosfm.386
dmabuffersize=064
```

```
[drivers]
mixer=prosmxd.drv
wave=pros.drv
midi=prosfm4.drv
midi1=pros401.drv
```

```
[pros.drv]
port=220
int=5
dmachannel=5
```

```
[pros401.drv]
port=330
int=2
```

```
[prosfm]
drumchannel=10
```

62. Why am I getting a GPF (General Protection Fault) in "user.exe" when I try to use Pocket Recorder?

If you are unable to record, you may have to "reset" the Pocket Recorder section of your WIN.INI file before the Pocket Recorder will start working again. Here is how you would "reset" the section.

- 1.) Edit the WIN.INI file.
- 2.) Find the section labeled: [Media Vision Pocket Recorder]
- 3.) Highlight (select) the entire section with your mouse. Make sure that you ONLY select the [Media Vision Pocket Recorder] section.
- 4.) Press the DELETE key. This will remove the entire section.
- 5.) Save the WIN.INI.
- 6.) Exit Windows.
- 7.) Restart Windows. Try the Pocket Recorder.

63. I am getting the following error message, "Illegal DMA Channel Specified."

Make sure the PROS.SYS driver is loaded after HIMEM.SYS and EMM386.EXE. Also try adding the V switch on the end of the PROS.SYS line. Here is a sample line:

DEVICE=C:\PROSONIC\PROS.SYS A220 D1 I7 E5 T330 Q2 V

If adding the V switch to the PROS.SYS line does not solve the problem, please download PROS.SYS from the Media Vision BBS. The updated driver should be the solution to the problem. The number for the BBS is (510) 770 - 0527.

64. I know that the Pro Sonic 16 uses a thumbwheel to control volume, is there a way to control the volume via my keyboard?

Yes, you can use CTRL + ALT + U to increase the volume. You can use CTRL + ALT + D to decrease the volume. You can also use CTRL + ALT + M to mute and unmute the volume. Please note that these controls will only work under Windows.

65. When PROS.SYS loads, I get one of the following error messages, "Invalid DMA Channel Selected" or "Unknown Jazz Family Found."

Move PROS.SYS above DoubleSpace in CONFIG.SYS. Load PROS.SYS from the uncompressed partition on your hard drive. Ensure that you are only loading one copy of PROS.SYS in the CONFIG.SYS file.

66. I am getting the following error message, "Cannot acquire int 2F interface failing load."

This error will occur if a previous PROS.SYS device driver has been loaded. Look for another PROS.SYS line in CONFIG.SYS

67. I am getting the following error message, "No interrupts, stopping playback," when using PLAYFILE.

The Pro Sonic 16 PROS.SYS driver is loaded more than one time in the CONFIG.SYS. Verify that the CONFIG.SYS has only one DEVICE or DEVICEHIGH statement for the PROS.SYS driver.

You will also get this error in PLAYFILE if the SET BLASTER line in AUTOEXEC.BAT does not reflect the same settings as on the PROS.SYS line which you will find in your CONFIG.SYS file.

68. Some of my sounds under Windows play fast. It sounds like my card is one of the Chipmunks. How do I fix this? You can fix this by adding the following line to the [PROS.DRV] driver settings in the SYSTEM.INI file.

Samplemode=Soundblaster

Here is a sample section:

```
[PROS.DRV]
PORT=220
INT=5
DMACHANNEL=5
Samplemode=Soundblaster
```