

GENERAL MIDI FAQ**Q: I've just installed a Plug and Play device, and I stopped getting MIDI input.**

A. When there's an IRQ conflict, that is the symptom. The PnP device must have installed on top of the Winman's IRQ. To get Plug and Play to avoid using the IRQ of an ISA card that uses jumpers for resource settings, go into your BIOS, sometimes referred to as System Setup or CMOS Setup. How to do this varies from computer to computer, but usually there's a message on the screen while the system is booting that tells you which key to press to enter the system's setup utility. Once you are there, you want to go to a section generally called PnP/PCI configuration. Whatever IRQ you are using for the Winman, you want to reserve this for a "Legacy ISA" device. This will keep PnP device from trying to grab that IRQ.

Q: I just upgraded to Windows 98, and now my card no longer works? Do I need a different driver?

A. Windows 98 supports a Universal Serial Bus Host Controller, and installs it when doing the upgrade from Windows 95. Very often, the USB Host Controller will install on top of an existing device, such as your Winman card, so a new driver is not the issue. There aren't many devices designed yet for USB, so a quick fix might be to disable it from the device manager. If this doesn't cause it to disappear from the Computer Properties IRQ list, you may have to go to the BIOS PCI/PnP Configuration page and disable the USB's IRQ assignment. We are currently designing MIDI devices for the Universal Serial Bus, so keep an eye on the website in early 99.

If you do have an IRQ available, changing the BIOS setting to Legacy ISA as described in the previous question will cause the USB controller to change IRQs. Another option is to disable a Serial Port that is not in use, freeing up an IRQ and causing the USB Host Controller to jump to that available IRQ.

Q: When should I update a driver? What's the best way to do that?

A. You can keep your eye on a website for newer drivers, but you really only need to reinstall drivers if you have a problem that the new driver is designed to fix, or if there's a new driver for a new operating system. This should be clear in the driver's description.

Our drivers are posted as self-extracting files (they're compressed, and need to be expanded). If you click on "Drivers" from our Homepage, you'll be offered a drop-down list with product names or types. Locate the name of the driver for the exact product that you have. Clicking on that name will open your browser's "download manager" dialog box, pointing you either to your floppy drive, C drive, or a special download folder on your hard drive (possibly the desktop).

Wherever you downloaded to, you'll now need to expand that file by double clicking on it. This will bring up a dialog box asking where you want to expand the file to. We suggest that you expand to a new disc on your floppy drive if possible, otherwise create a temporary folder on your hard drive with a name that you'll remember.

On PCs: You can update the driver from the Device Manager by opening the list under Sound, video & game controllers. Highlight the device, then click Properties. Click the Drivers tab, then click "Update Drivers". Choose the recommended method to search for the best drivers, then check the box of the drive you wish to search. If you've created a temp folder on your hard drive, then specify the location by typing the proper path, i.e. the drive letter and the folder name (such as c:\tempdriver).

If your device does not show up in the Device Manager, you'll most likely find it under Multimedia Properties. This will be true of Winman series other than the 4x4 and also Portman series interfaces. You'll want to remove the driver, then proceed as if you were installing for the first time. To remove the driver, go to Control Panel | Multimedia | Advanced (in Win95) or Devices (in Win 98) and open the MIDI Devices and Instruments list. Highlight the driver (or the first entry if it has multiple ports), click Properties, then click the "Remove" button in the middle of the box. Restart the computer.

On Macs: If your driver update consists of system extension files and/or an OMS driver file, then simply replace the older file with the new one. A surefire way is to send the existing file to the trash, then drag the new file to the appropriate folder. If there is a readme file included in the download, then do read it first. If the update is an installer program, then double click on the install icon or read the readme file.

Q: I can't find my manual. What now?

A. Manuals are also available on the website. Click on the Products/Manuals button, click the "Resources" dropdown list, then scroll down and click on "Manuals." These are either PDF files that can be read and printed from [Adobe Acrobat](#), or MS Word 6.0 files and can be opened in Word Pad or versions of MS Word 6.0 or later.

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