

Tropez Plus v1.1

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Customer Support via CompuServe, America Online, or Internet

An excellent alternative to customer support via phone or mail is using CompuServe, America Online, or the Internet, three of the leading online systems in the world. Turtle Beach maintains several active forums on CompuServe. For customer support contact Turtle Beach at 71333,2432 in forums MIDIVEN Section 2 and MULTIVEN Section 16 or GO TURTLE (multimedia vendors' forum) and GO TBMIDI (MIDI vendor's forum).

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Customer Support via BeachComber Bulletin Board

The BeachComber bulletin board is available 24 hours a day. The bulletin board can be reached at (510) 624-6279, up to 38,400 baud, eight (8) data bits, No parity bits, one (1) stop bit via modem. The BeachComber bulletin board maintains product demonstrations, sound files, MIDI files, and helpful information for Turtle Beach products.

Customer Support via Faxback

The Turtle Beach Faxback service can eliminate most common user problems and is an excellent alternative for off-hours support. Call (510) 624-6296 for assistance with the Faxback System.

Customer Support via Telephone

If you encounter problems or have questions about installing the Tropez Plus, call the Turtle Beach customer support staff at (510) 624-6265.

Windows 3.1, Windows 3.11, and Windows for Workgroups Installation Note

If you are performing the Tropez Plus DOS installation program, be sure you are starting from a native DOS prompt, and not a MS-DOS box. Installing from the enhanced mode DOS box will lead your Windows to repeatedly crash.

Installing the Tropez Plus in Windows 95

The Tropez Plus is fully Plug and Play compatible. Please follow the instructions outlined in the manual for Windows 95 installation.

Tropez Plus Applications in Windows 95

Most of the applications supplied with the Tropez Plus work in the Windows 95 environment. There are some exceptions as noted:

1. The Sierra audio rack does not work in Stealth mode.
2. Microwave may cause problems when used as an OLE server.
3. The Turtle Beach CD player shows a white rectangle to the right of the main controls. This does not affect the operation of the program.

Low Priority on the TB Mixer

In general, you will not need to use the "Low Priority Input" button on the TB Mixer. There are a few applications (such as "Voice Pilot," included with the Windows Sound System software) that make use of the input levels shown after clicking on the Low Priority Input button, but most applications do not. If you wish to set input levels for applications such as Sound Recorder, Quick Recorder, Wave SE, or MicroWave, click on the Wave Input button and adjust the levels shown.

MicroWave and OLE

MicroWave is functionally compatible with OLE 1.0, and with the identical functions in OLE 2.0. However, MicroWave will not function with OLE 2.0 specific calls.

Problems Recording or Playing Back .WAV Audio

If you are experiencing problems recording or playing back .WAV audio, enter the Windows Control Panel and open the Drivers section (Win 3.1x) or open the System icon in the Control Panel (Win95). Tropez Plus driver and choose Half

Duplex. Restart your machine and try recording or playing back .WAV audio.
NOTE: In this configuration, simultaneous .WAV record and playback is not available.

Recording Through Multiple Inputs

Although Tropez Plus has multiple inputs, you can only record through one audio input at a time.

Using the Line In Jack on Tropez Plus

If you are using headphone out jack on your CD-ROM drive through the Line In jack on the back of Tropez Plus, you may notice that the volume is quite loud. To remedy this, adjust the output level on the input mixer or turn down the volume knob on your CD-ROM drive.

Tropez Plus Questions & Answers

The following are common questions and answers pertaining to the installation and use of the Tropez Plus.

Installation Issues

Q. Once my installation was completed, I was unable to boot into Windows 3.1x.

A. Chances are, you have a hardware conflict with another card in your system. Boot into DOS and enter C:\TBEACH\DOSAPPS. Once in the TBEACH\DOSAPPS directory, type TBSDIAG. This will run the DOS diagnostics. Run the diagnostics and verify working hardware addresses. Now reinstall the Tropez Plus drivers following the standard install procedure. When the Windows hardware dialog appears, change the settings to match those you tested in DOS.

DOS Application Issues

Q. The audio levels for my DOS games wave audio and FM/General Midi audio are not matched?

A. Use the TBSMIX.EXE utility to set the relative sound levels to more appropriate levels. The "WAVE" level controls digital audio while the "SYNTH" level controls MIDI playback. Type TBSMIX /? at the command line prompt to see the available options.

Q. The music in my DOS games sounds "tinny" and unrealistic.

A. The Tropez Plus has two synthesizers built on to the board: An OPL3, FM Synthesizer and the ICS WaveFront, Wavetable Synthesizer. For more realistic,

sampled sounds, you should use the wavetable synthesizer. Most games have a separate choice for "Music Device" or "Music Board." You should choose General Midi, Roland MPU-401, or Waveblaster. The port setting you select should correspond to the WaveFront I/O setting that you selected during the installation. If you chose 'Quick Install,' the default is 330.

The MIDI settings for Windows games is controlled through the Windows MIDIMAPPER. The Tropez Plus Wavetable Synthesizer was changed to the default during your installation.

Q. I try to select General MIDI in one of my games, but it says that it cannot detect a General MIDI device. What's going on?

A. The WaveFront Synthesizer needs to be initialized before it can be used in DOS. This is taken care of during bootup in your Autoexec.bat file. The SETUPSNM program will run and initialize the synthesizer, the effects processor, and any RAM that you have on the Tropez Plus. If you hear a 'triple beeping' sound during boot-up, there is a good chance that the synth is not being initialized and you may have a resource conflict. To fix this, insert disk 1 of your Tropez Plus drivers disks and type 'Install.' Select 'Configure' from the opening menu and proceed to the settings screen. Choose alternate settings for either the 'WaveFront Port Setting' or 'WaveFront IRQ Setting.' It is better to only change one of these at a time for troubleshooting purposes. After making the changes, you will need to let the Configure program update the appropriate files. Reboot the system to try the new settings.

**Q. How do I change the DOS configuration settings for the board?
(Win 3.1x installation Only: Windows 95 users see Appendix B)**

A. Insert your Tropez Plus drivers diskette and type 'install.' Choose 'Configure' from the menu and follow the directions to change your settings. You can choose to reconfigure DOS, Windows, or both using this utility. You will also be asked if you wish to test the settings before changing them. If you choose to test the settings before trying them, it is best to do a complete shut-down before running the install.

Q. How do I change the DOS default startup volumes for the Tropez Plus?

A. Once your computer has booted to DOS, enter the TBEACH\DOSAPPS directory and type the command TBSMIX. All of the default levels will be displayed. Adjust the levels with the mouse or the keyboard and the tab key. Click on 'Save' to keep the settings.

You can also insert default volume levels in your AUTOEXEC.BAT file with the

TBSMIX utility. Type TBSMIX /? in the TBEACH/DOSAPPS directory for the parameters.

Q. In some of my DOS games, the DOS Hot Key Mixer does not function?

A. Some DOS games do not allow the DOS Hot Key Mixer to effect the volume levels. Many of these games have their own level adjustments.

Windows 3.1x Application Issues

Q. How do I reconfigure my Windows hardware settings?

A. You can reconfigure your Windows settings using the 'Configuration' utility on your original install disk. Exit Windows and return to a DOS prompt. Insert your Tropez Plus drivers diskette and type 'install.' Choose 'Configure' from the menu and follow the directions to change your settings. You can choose to reconfigure DOS, Windows, or both using this utility. You will also be asked if you wish to test the settings before changing them. If you choose to test the settings before trying them, it is best to do a complete shut-down before running the install.

Q. When I am preparing to record and I want to check the levels in the mixer, I notice a slight phase shift (fading in and out of sound) in the audio from my speakers. What is causing this phase shift?

A. The Turtle Beach mixer is designed for maximum user control. One capability allows you to switch between Master Out and Wave Input and hear the audio signal as output and input simultaneously. This means you can mute the sound in Master Out and switch to Wave Input to adjust the signal to an appropriate level for recording. This capability may lead to a slight phase shift in your output, but it will not be detectable in any .WAV file recording.

Q. I have an application that can utilize Full Duplex capability. Can the Tropez Plus take advantage of this?

A. The Tropez Plus is fully capable of handling Full Duplex (Simultaneous playback and Record) if you have the resources free to use it. To enable Full Duplex, exit Windows and insert disk 1 of your Tropez Plus Drivers Disks and type 'Install.' Choose the 'Configure' option from the main menu. After answering several path related questions, you will be asked if you want to enable Full Duplex. Press the space bar to toggle the answer to 'yes.' You can also find this screen if you choose a 'Custom Install' rather than the 'Quick Install.'

Windows 95 Configuration

Q. Does my Tropez Plus work with Windows 95?

A. Yes, the Tropez Plus works with Windows 95 and is fully Plug and Play compatible.

Q. My computer locks when I try to enter Windows 95.

A. The first step in solving this problem is to see when the lock-up happens. To do this, reboot your system and hit the F8 key when the "Starting Windows 95" message appears. You will see a menu of choices; choose "Step by Step Confirmation." Answer Y to the individual lines and try to isolate the line that is locking the system. If the TBS2000.EXE line is causing the system to lock, either move it to the top of the Config.sys or make sure that EMM386.EXE is not being loaded. You can edit the Config.sys by choosing F8 and entering Win95 in Safe Mode. If the computer locks on another line, use the troubleshooting procedure in the manual for assistance.

Q. I chose not to install the Tropez Plus gameport, but now there is a yellow symbol next to "Tropez Plus" in the Device Manager section of my System icon.

A. Since the Tropez Plus is a Plug and Play card, all three of the devices on the hardware are detected by Windows 95 (Tropez Plus PnP hardware, Tropez Plus WaveFront Synthesizer, and Microsoft compatible Gameport). By using the yellow symbol in the Device Manager, Windows 95 is simply telling you that you have chosen not to install a possible Plug and Play device.

Q. When I play MIDI files in Windows 95 they sound "tinny" and unrealistic.

A. The Tropez Plus has two synthesizers built on to the board: An OPL3, FM Synthesizer and the ICS WaveFront, Wavetable Synthesizer. For more realistic, sampled sounds, you should switch to the wavetable synthesizer. This can be done by choosing 'MIDI' in the 'Multimedia' icon from the Windows 95 Control Panel. Select Tropez Plus WaveFront Synth and press O.K. to confirm your selection.

There is no further information available at this time.

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