



ATI Radeon™ HD 5500 Series

User Guide

Part Number: 137-41760-10

© 2009 Advanced Micro Devices Inc. All rights reserved.

The contents of this document are provided in connection with Advanced Micro Devices, Inc. ("AMD") products. AMD makes no representations or warranties with respect to the accuracy or completeness of the contents of this publication and reserves the right to discontinue or make changes to products, specifications, product descriptions, and documentation at any time without notice. No license, whether express, implied, arising by estoppel or otherwise, to any intellectual property rights is granted by this publication. Except as set forth in AMD's Standard Terms and Conditions of Sale, AMD assumes no liability whatsoever, and disclaims any express or implied warranty, relating to its products including, but not limited to, the implied warranty of merchantability, fitness for a particular purpose, or infringement of any intellectual property right. AMD's products are not designed, intended, authorized or warranted for use as components in systems intended for surgical implant into the body, or in other applications intended to support or sustain life, or in any other application in which the failure of AMD's product could create a situation where personal injury, death, or severe property or environmental damage may occur. AMD reserves the right to discontinue or make changes to its products at any time without notice.

Trademarks

AMD, the AMD Arrow logo, ATI, the ATI logo, AMD Athlon, AMD LIVE!, AMD Phenom, AMD Sempron, AMD Turion, AMD64, All-in-Wonder, Avivo, Catalyst, CrossFireX, FirePro, FireStream, HyperMemory, OverDrive, PowerPlay, PowerXpress, Radeon, Remote Wonder, Stream, SurroundView, Theater, TV Wonder, The Ultimate Visual Experience, and combinations thereof are trademarks of Advanced Micro Devices, Inc.

HyperTransport is a licensed trademark of the HyperTransport Technology Consortium.

Blu-ray Disc is a licensed trademark of the Blu-ray Disc Association.

HDMI is a licensed trademark of HDMI Licensing, LLC.

DisplayPort is a licensed trademark of Video Electronic Standards Association.

Microsoft, Windows, and Vista are registered trademarks of the Microsoft Corporation in the United States and/or other jurisdictions.

Other names are for informational purposes only and may be trademarks of their respective owners.

Dolby Laboratories, Inc.

Manufactured under license from Dolby Laboratories. Dolby and the double-D symbol are trademarks of Dolby Laboratories.

© 1992-1997 Dolby Laboratories, Inc. All rights reserved.

Macrovision

Licensed for limited viewing uses only.

This product incorporates copyright protection technology that is protected by US patents and other intellectual property rights. Use of this copyright protection technology must be authorized by Macrovision, and is intended for home and other limited viewing uses only unless otherwise authorized by Macrovision. Reverse engineering or disassembly is prohibited.

Disclaimer

While every precaution has been taken in the preparation of this document, Advanced Micro Devices, Inc. assumes no liability with respect to the operation or use of AMD hardware, software or other products and documentation described herein, for any act or omission of AMD concerning such products or this documentation, for any interruption of service, loss or interruption of business, loss of anticipatory profits, or for punitive, incidental or consequential damages in connection with the furnishing, performance, or use of the AMD hardware, software, or other products and documentation provided herein. Ensure that you have the latest documentation.

Important Safety Instructions

Note: This product is for use only with compatible UL-listed personal computers that have installation instructions detailing user installation of this class of product.

Read all instructions before beginning installation. All safety and installation instructions should be read before the product is installed or operated.

Retain all instructions. Safety, installation, and operating instructions should be retained for future reference.

Heed all warnings. All warnings regarding the product and its operating instructions should be obeyed.

Use appropriate grounding.

Caution:

For continued protection against the risk of electric shock and fire, install this accessory only in products equipped with a three-wire grounding plug, a plug having a third (grounding) pin. This is a safety feature. Do not remove the grounding pin of a three-pin plug.

Attach product securely. All product-securing screws or fasteners should be completely tightened in order to provide continuous bonding between the product and the PC chassis, as appropriate.

Contents

Installation	1
Installation Overview	1
Replacing an Existing Card	1
First Card for this PC	1
Record the Serial and Part Numbers	2
Uninstalling the Old Driver (Windows XP)	2
Uninstalling the Old Driver (Windows Vista/Windows 7)	3
Installing the Graphics Card	3
Installing the ATI Catalyst Software Suite (Windows OS)	5
Display Configuration	7
Configure the Display (Optional)	7
ConnectionsATI Radeon HD 5500 Series Connections	8
Display Adapters (Optional Accessories)	9
Supported Display Connections	9
ATI CrossFireX Technology	11
ATI CrossFireX Introduction	11
Installing ATI CrossFireX Graphics Cards	11
Enabling ATI CrossFireX	14
Reference	15
System Requirements	15
Hardware	15
ATI CrossFireX Requirements	15
Using ATI Catalyst Control Center	16
ATI Catalyst Control Center Overview	16
Starting the ATI Catalyst Control Center Software	16
Accessing ATI Catalyst Control Center Help	17
Troubleshooting	17
Graphics Card Installation Troubleshooting	17
Troubleshooting ATI CrossFireX	18
HDTV/HDTV Adapter Troubleshooting	20
Customer Care	21
International Compliance Information	22
FCC Compliance Information (USA)	22
Industry Canada Compliance Statement (Canada)	23

CE Compliance Information (European Union)	23
Electrical Safety	23
Waste Electrical and Electronic Equipment (WEEE) Directive Compliance (European Union)	24
VCCI Class B ITE Compliance Information (Japan)	24
KCC Certification Information (Korea)	25
BSMI Certification Information (Taiwan)	25
C-Tick (Australia and New Zealand)	25

Chapter 1

Installation

For support, you will need to record the serial number and the part number for the card before installation.

Installation Overview

The installation of the card has slightly different procedures depending on whether you are replacing an existing card or installing a graphics card in a PC for the first time. This section briefly describes the high-level steps for both cases.

Replacing an Existing Card

If you are replacing an existing graphics card, you need to:

1. Start the computer and then uninstall the old graphics driver.
2. Turn off the computer and then remove the old card.
3. Install the new card and then connect the monitor.
4. Start the computer and then install the new drivers and software.
5. Restart the computer.

First Card for this PC

If this is the first graphics card for this PC, you need to:

1. With the computer off, install the new card and then connect the monitor.
2. Start the computer and then install the new drivers and software.
3. Restart the computer.

Record the Serial and Part Numbers

Write down the serial number and part number before installing. The serial number and 102 part number on the graphics card are required for registration and free support. They are located on a sticker on the back of the card.

The emphasized numbers in bold are required for registration and free support.

Figure 1–1 Sample Serial and Part Numbers



Uninstalling the Old Driver (Windows® XP)

Follow these steps to uninstall the existing graphics card driver in preparation for installation of a new card.

1. With the current graphics card still in the computer, close all open applications.
2. On the Windows taskbar, click **Start** ► **Control Panel** and then double-click **Add or Remove Programs**.
3. Select the current graphics card driver and then click **Add/Remove**.
The wizard appears and removes the current display drivers.
4. Turn off the system after the driver has been removed.

Note: If the previously installed graphics card has any additional software installed, this software may also need to be removed before restarting the computer. For example, DVD Player or Multimedia applications.

Uninstalling the Old Driver (Windows Vista®/Windows® 7)

Follow these steps to uninstall the existing graphics card driver in preparation for installation of a new card.

1. With the current graphics card still in the computer, close all open applications.
2. Click **Start** ▶ **Control Panel**.
3. Double-click **Hardware and Sound** and then double-click **Device Manager**.
4. Expand **Display Adapter** and then right-click the driver for the graphics card you are replacing.
5. In the shortcut menu that appears, click **Uninstall**.
The driver for the old graphics card is uninstalled.
6. Turn off the system.

Installing the Graphics Card

1. Turn off the computer, monitor(s), and other peripheral devices.
2. Unplug the computer's power cord, and then disconnect all cables from the back of the computer.

Caution:

Wait approximately 20 seconds after unplugging the power cord before disconnecting a peripheral cable or removing a component from the motherboard to avoid possible damage to the motherboard.

3. Remove the cover to the computer's case.

Note: If necessary, consult the computer manual for help in removing the cover.

Caution:

Static electricity can seriously damage computer components. Discharge your body's static electricity by touching the power supply or the metal surface of the computer chassis before you touch any components inside the computer's case to avoid damaging them.

4. Unscrew or unfasten and remove any existing graphics card from the computer, if necessary.

5. Locate the appropriate bus slot and, if necessary, remove the corresponding metal backplate cover(s). Make sure all internal cables are clear of the slot.

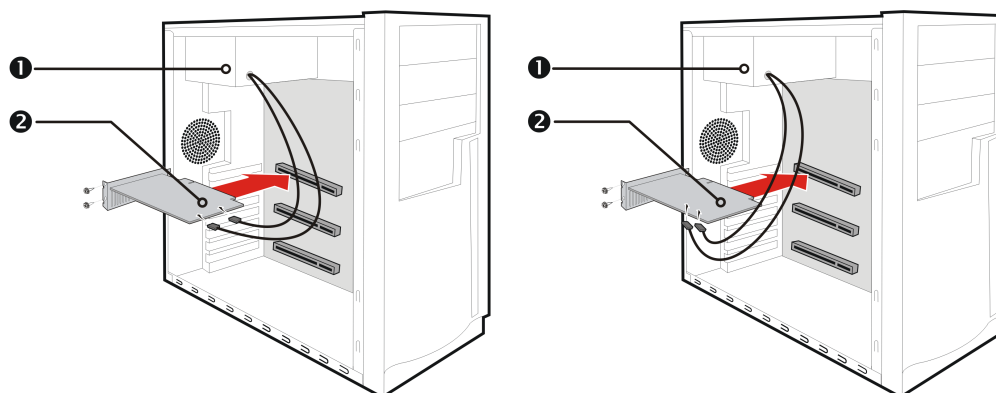
Note: If you cannot find a bus slot to match the card, you need a graphics card with the correct bus to match the motherboard.

6. Align the graphics card with the slot and press it in firmly until the card is fully seated.
7. If your card requires supplementary power and must be connected directly to the power supply, locate the appropriate power connector cable(s) from the power supply and connect it (or them) to the graphics card's supplementary power connector(s).

Note: If applicable, before installing a card that requires a supplementary power connection, make sure your existing power supply has such a connection available.

Tip: The location of power connections may vary between models. They can be located on either the side or back of the card.

Figure 1–2 Possible Power Connection Locations on the Graphics Card



1	Power supply
2	Graphics card

8. Fasten the graphics card securely to the back panel.
9. Make sure no internal cables are interfering with components inside the computer (for example, a cooling fan), and then replace the computer cover.
10. Reconnect any cables you have disconnected during installation, and then plug in the computer's power cord.
11. Turn on the monitor, and then the computer.

If you have properly installed the graphics card, the computer should start normally. Proceed to install the software and drivers for your ATI Radeon HD 5500 Series graphics card.

Installing the ATI Catalyst™ Software Suite (Windows OS)

To install or remove software, you must have administrator rights or be logged on as a user with administrator rights.

Note: The installation dialog displays in English if the operating system's language is not supported.

Software is provided to both operate and take advantage of all the features of the graphics card. Software includes:

- The graphics card drivers.
- ATI Catalyst™ Control Center software.
- HydraVision™ software (included in the custom install).
- SurroundView™ software (included in the custom install).
- ATI Avivo™ video converter software (included in the custom install).

1. Insert the Software and Documentation CD.

Note: If the install wizard does not start, navigate to the CD drive and double-click ATISSETUP.exe.

2. From the menu that appears, click **Software Install**.

3. Follow the on-screen instructions. When prompted, select either **Express** or **Custom**.

Not all software components are installed using the Express installation.

Custom installation allows you to select individual software components for installation.

Tip: If the installer fails to install the driver, or you have a software conflict, you can download the latest software from ati.amd.com/support/driver.html and then install it.

Chapter 2

Display Configuration

This section describes how to configure the display and lists the available display connections.

Configure the Display (Optional)

To change the display configuration or if you are experiencing an issue with the display, do the following:

Note: If you are not experiencing any troubles with the display, no adjustments are necessary.

1. Right-click on the desktop and, in the shortcut that appears, click **Properties**.
*The **Display Properties** dialog appears.*
2. Click the **Settings** tab and then select the screen resolution and color depth that best suit your requirements and the display's performance.
3. Click **Advanced** and then select the **Monitor** tab.
4. Choose a refresh rate from the drop-down list.

Caution:

Choosing a refresh rate unsupported by the display may damage it. Consult the display's documentation if necessary.

5. Click **OK**.
Once you have configured the main display you can configure any other displays that are connected.

6. To configure another display, do the following:

- a. Right-click on the desktop and, in the shortcut that appears, click **Properties**.

Note: The ATI Catalyst Control Center software can also enable and configure multiple monitors.

- b. To access the basic multi-monitor configuration settings, click the **Settings** tab.

- c. Select the monitor icon identified by the number 2.

Note: When using multiple monitors with the graphics card, one monitor will always be the primary display, additional monitors will be designated as secondary.

- d. Click **Extend my Windows desktop onto this monitor**.

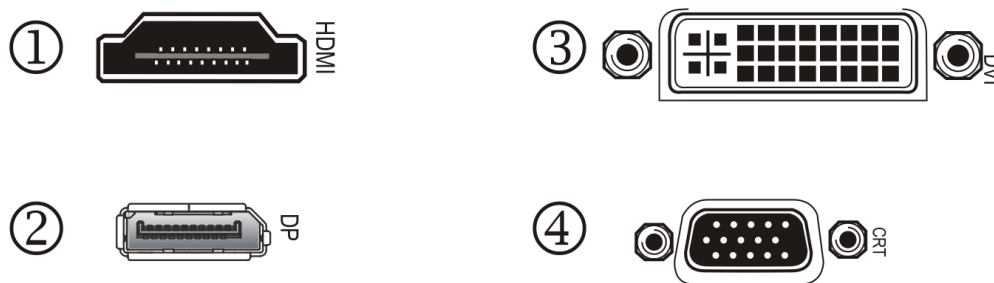
- e. Set the Screen Resolution and Color Quality as appropriate for the second monitor.

- f. Click **OK**.

ConnectionsATI Radeon HD 5500 Series Connections

The following figure shows display connections available on the ATI Radeon HD 5500 Series graphics card. Available connections may vary between models.

Figure 2–1 ATI Radeon HD 5500 Series Display Connections

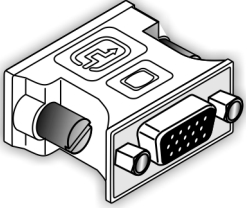
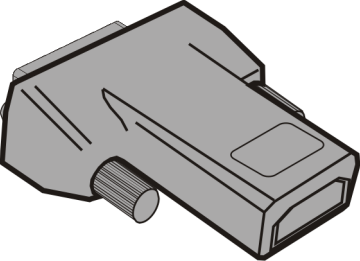



1	HDMI™ connection. Carries video and audio signals to HDMI-compliant devices.
2	DisplayPort™ connection. Carries video and audio signals to DisplayPort-compliant devices.
3	DVI-I Dual Link connections. Provides video digital signals and HDMI output that is compatible with most HDMI-compliant devices.
4	VGA connection. Carries video analog signals.

Display Adapters (Optional Accessories)

The following table lists options for connecting displays that are indirectly supported by the connection types available on the graphics card.

For best graphics performance and quality, always use native connections, if available, when connecting displays.

Adapter	Description
	DVI-to-VGA adapter
	DVI-to-HDMI
	DisplayPort-to-DVI adapter

Supported Display Connections

To ensure the highest possible performance, only one display device is supported when ATI CrossFireX™ is active. When ATI CrossFireX is active, display devices connected to the other connections on both graphics cards are rendered inactive.

The graphics card provides hardware support for DVI-I and VGA monitors, as well as HDMI HDTVs (using a DVI-to-HDMI adapter).

Table 2–1 Display Configurations

Display	Connections
CRT analog display	<ul style="list-style-type: none">• VGA connection• DVI connection and DVI-I-to-VGA adapter
LCD display	<ul style="list-style-type: none">• VGA connection and VGA cable• DVI-I connection and DVI cable• DVI-I connection and DVI-I-to-VGA adapter• DisplayPort connection and DisplayPort cable• DisplayPort connection and DisplayPort-to-DVI adapter
HDTV display	<ul style="list-style-type: none">• DVI connection and DVI cable• DisplayPort connection and DisplayPort-to-DVI adapter
HDMI HDTV	<ul style="list-style-type: none">• HDMI connection and HDMI cable• DVI connection and DVI-to-HDMI adapter and HDMI cable

Chapter 3

ATI CrossFireX Technology

Note: These features are only available for ATI Radeon HD 5500 Series graphics cards with ATI CrossFireX connections.

ATI CrossFireX Introduction

ATI CrossFireX is a multi-GPU (graphics processing unit) performance gaming platform. It enables two graphics processors installed in a single computer to work together to improve system performance, creating a high-performance gaming platform. ATI CrossFireX setup involves two graphics cards and works with all 3D games and applications.

Once your graphics cards have been installed, you can enable and configure ATI CrossFireX support using the ATI CrossFireX user interface contained within the ATI Catalyst Control Center software.

Installing ATI CrossFireX Graphics Cards

These instructions assume that a PCIe® graphics card has already been successfully installed in the secondary slot (slot one), and that the primary slot (slot zero) is empty.

Note: Consult your system builder or OEM to ensure that your system has an adequate power supply.

For an up-to-date listing of ATI CrossFireX certified motherboards and power supplies, see ati.amd.com/products/certification.

1. Make sure the computer, monitor, and other peripheral devices are off.

2. Unplug the computer power cord and disconnect the monitor cable from the back panel of the computer.

Caution:

To avoid possible damage to the motherboard, wait approximately 20 seconds after unplugging the power cord before disconnecting a peripheral or removing a component from the motherboard.

3. Remove the computer cover.
If necessary, consult the computer manual for help removing the cover.

Caution:

Remember to discharge your body's static electricity by touching the power supply case or the metal surface of the computer chassis.

4. Remove any unneeded graphics cards from the computer.

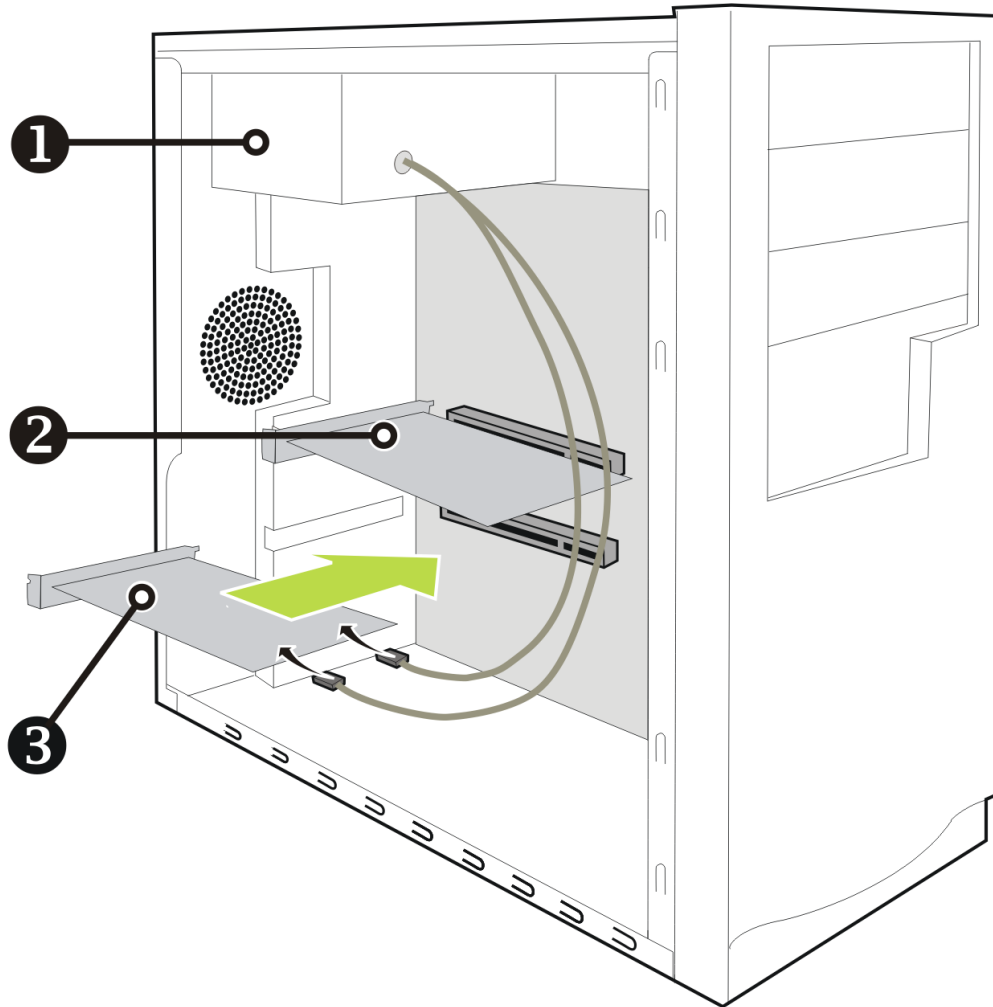
Warning:

Some graphics cards can get hot while operating. Wait approximately five minutes after turning off the computer before touching the card.

5. Locate the PCIe slots on the motherboard. If necessary, also remove the corresponding back panel cover.
6. Align the new graphics card in the secondary PCIe slot next to the existing graphics card and press firmly until the card is fully seated.
7. Connect the power supply to the cards.

Tip: The location of power connections may vary between models. They can be located on either the side or back of the card.

Figure 3-1 Connecting the Power Cables



1	Power supply
2	Existing card
3	New card

8. Fasten the graphics cards securely to the back panel.
9. Make sure the cables are not interfering with anything inside the computer (for example, a cooling fan) and then replace the computer cover.
10. Reconnect any cables you have disconnected and plug in the computer power cord.
11. Turn on the monitor and then the computer.

ATI CrossFireX must now be enabled using ATI Catalyst Control Center.

Enabling ATI CrossFireX

When ATI CrossFireX support is enabled, the best possible GPU combination is selected based on the current hardware configuration. If necessary, you can change the existing ATI CrossFireX configuration using the following procedure.

ATI Radeon™ dual-GPU graphics cards are designed based on ATI CrossFireX technology. As a result, ATI CrossFireX support is always enabled for such cards.

1. Based on the navigation system contained in the ATI Catalyst Control Center window, do one of the following:
 - Navigation menu—On the **Graphics** menu, click **CrossFireX™**.
 - Navigation tree—From the tree in the **Graphics Settings** tab, click **CrossFireX™**.
2. Click **Configure**.
3. From the **Graphics Adapter** list, select the graphics card to act as the display GPU.
4. Select **Enable CrossFireX™**.

Note: The **Choose from the following Rendered GPU combinations** drop-down list automatically populates with all available render GPUs based on the selected display GPU. The list displays only GPUs that can be enabled for ATI CrossFireX. Other combinations are not listed here but may be listed on the **CrossFire™ ▶ Diagnostics** page.

5. From the list, select the appropriate combination.

Note: If the selected combination is not the most optimal choice for your system, a message appears at the bottom of the page notifying you of this.

6. Click **Apply**.

In some configurations, when ATI CrossFireX is enabled, GPU Accelerated Physics is automatically disabled for all cards in the configuration as are all displays except the one used by ATI CrossFireX.

Chapter 4

Reference

The following section offers troubleshooting tips and provides customer care, warranty, and compliance information.

System Requirements

Hardware

Minimum requirements are:

- Motherboard with one PCIe ×16 lane graphics slot.
- AMD Athlon™ or Intel® Pentium® 4 CPU.
- 1 GB RAM.
- CD-ROM or DVD-ROM drive for installing software.
- A 350 watt or better power supply.
- Certified power supplies are strongly recommended; for a list of certified power supplies, see ati.amd.com/certifiedpsu.

ATI CrossFireX Requirements

Minimum requirements for ATI CrossFireX configuration using the ATI Radeon HD 5500 Series graphics card:

- ATI CrossFireX-certified motherboard. For an up-to-date listing of ATI CrossFireX certified motherboards, see ati.amd.com/products/certification.
- A second ATI CrossFireX graphics card compatible with the ATI Radeon HD 5500 Series.

- A 475 watt or better power supply.
- For an up-to-date listing of certified power supplies, see ati.amd.com/certifiedpsu.
- Certified system cases with good airflow and cooling are recommended. For list of certified cases, see ati.amd.com/certifiedcases.

Using ATI Catalyst Control Center

ATI Catalyst Control Center Overview

The ATI Catalyst Control Center software provides access to the display features of your ATI Radeon HD 5500 Series. Use the software to fine-tune graphics settings, enable or disable connected display devices, and change the orientation of the desktop. Many features display previews of the changes before they are applied.

The following configurations are available:

Basic View

A simplified view of the features that includes wizards to quickly make changes.

Advanced View

A powerful interface that enables complete configuration of the feature set of the graphics card.

Custom View

A customized view so that desired features can be accessed quickly.

For information on the individual features of the software, access the comprehensive in-program help system (see [Accessing ATI Catalyst Control Center Help](#) or visit the AMD Customer Care Web site at <http://ati.amd.com/support/>).

Starting the ATI Catalyst Control Center Software

The following table shows the ways you can start the ATI Catalyst Control Center software:

Table 4-1 ATI Catalyst Control Center Access Routes

Access Route	Instructions
Windows Desktop	<ol style="list-style-type: none"> 1. Right-click anywhere on the desktop. 2. From the shortcut menu that appears, click ATI CATALYST(TM) Control Center.
Windows Start Menu	<ol style="list-style-type: none"> 1. Click Start on the Windows task bar. 2. Select All Programs ► Catalyst Control Center.
Windows Notification Area	<ol style="list-style-type: none"> 1. Right-click the ATI icon in the Windows Notification Area. 2. From the short menu, select ATI Catalyst Control Center.
Desktop Shortcut	When you first installed the ATI Catalyst Control Center, the setup wizard provided you with the option of placing a shortcut on the desktop. If you chose this option, you can double-click the ATI Catalyst Control Center desktop shortcut.

Accessing ATI Catalyst Control Center Help

ATI Catalyst Control Center Help provides information on the features and concepts of your ATI Radeon product. You can also use the ATI Catalyst Control Center Help feature to access usage information, generate a problem report, and get software version details.

1. Open ATI Catalyst Control Center in the Advanced view.
2. Choose one of the following options:
 - Press the **F1** key at any time to get specific help on the currently displayed information.
 - To browse the entire help contents, from either the **Help** or **Options** ► **Help** menu, choose **Help Contents**.
 - To access AMD's Web site, from either the **Help** or **Options** ► **Help** menu, choose **Go to ATI.com**.

Troubleshooting

Note: Some troubleshooting tips may not be applicable depending on the display options supported by and configured for your card.

Graphics Card Installation Troubleshooting

For more advanced troubleshooting information, contact AMD Customer Care for ATI products at ati.amd.com.

The graphics card doesn't fit any of the motherboard slots.

The graphics card needs to be exchanged for one with a bus that matches the motherboard.

The computer beeps and the boot process stops.

Make certain that the graphics card is properly connected to the internal power supply and the motherboard.

No display on power up.

This may be an SBIOS issue. Replace the old card and then try these possible solutions:

1. Check the motherboard manufacturer's Web site for an SBIOS update.
2. Turn off the on-board video.

The computer does not boot up properly.

Verify that the installation instructions were followed correctly.

Make certain that the graphics card is properly connected to the power supply and the motherboard.

If using Windows operating system, restart your computer in Safe Mode. For information on Safe Mode, consult the Windows documentation.

Check the system configuration utility for interrupt assignments.

The computer boots up but there is no display.

Verify that the monitor is connected properly to the computer and a power supply.

If a DisplayPort adapter, passive dongle, or active dongle is used, visit <http://www.amd.com/us/products/desktop/graphics/ati-radeon-hd-5000/Pages/displayport-support.aspx> and verify that it is AMD-approved.

If your motherboard has on-board graphics capabilities, you may need to disable them. Consult your motherboard documentation for more information.

Note: Some manufacturers do not allow the on-board graphics to be disabled or to become the secondary display.

During software installation on a PC with the Windows Vista OS, the screen goes blank

The software is still installing. Wait 20–30 minutes to make sure the software has finished installing and then restart the computer.

Troubleshooting ATI CrossFireX

The following are suggested solutions for common ATI CrossFireX troubleshooting issues.

Change Motherboard BIOS Settings

Some motherboards may have a system BIOS option to switch between single and dual PCIe slot support. The default setting may be single slot support. Refer to the motherboard's manual for information to enable dual PCIe slot support.

For more information see the ATI CrossFireX Web page at ati.amd.com/crossfire.

Use Graphics Cards with Different Amounts of Memory

In some ATI CrossFireX configurations, graphics cards with different amounts of memory can be used; however, restarting your computer is required after enabling ATI CrossFireX. This will cause ATI CrossFireX to reduce the amount of memory on the card with the most amount of memory to match the memory size of the graphics card with the least amount of memory.

Clicking **OK** to the memory mismatch error message will restart your computer.

Note: When disabling ATI CrossFireX you will be given the option to restart your computer to restore the original graphics memory size or continue with the reduced memory size.

Card Reversal Recommended

A recommendation message to reverse the graphics card positions may appear if the primary graphics card is not installed into the primary PCIe slot. Although ATI CrossFireX can be enabled, performance may be improved by reversing the graphics cards in the computer.

See your motherboard's manual to determine which is the primary PCIe slot.

3D Client is Active

You will not be able to start ATI CrossFireX if a 3D application, game, or video playback, such as a DVD movie, is running.

Close all open 3D applications, games, and movie player applications, and then enable ATI CrossFireX.

ATI CrossFireX is Currently Unavailable

This error has occurred because ATI CrossFireX did not correctly detect your graphics hardware or there is a problem with the software.

- Check that the graphics cards are installed correctly.
- Check that the interconnect cable, if applicable, is installed correctly.
- Close all running 3D applications.
- Check that the ATI CrossFireX mode is set to Software in the ATI Catalyst Control Center. (The ATI Radeon HD 5500 Series can only use ATI CrossFireX technology in software mode.)
- Reinstall the ATI Catalyst Control Center and drivers.

Screen Rotation is Unavailable or Does Not Work

Screen rotation is not an available feature on ATI CrossFireX systems.

Video Displays Flicker During System Startup

This is normal during ATI CrossFireX startup.

ATI CrossFireX Disabled After Swapping/Moving Cards

If you change the ATI CrossFireX configuration by moving the graphics cards to different slots on the motherboard, disable ATI CrossFireX and restore factory default settings in ATI Catalyst Control Center first. Once the cards have been swapped, enable ATI CrossFireX. This ensures the new configuration is detected by the computer.

HDTV/HDTV Adapter Troubleshooting

The following troubleshooting tips may help if you experience problems with HDTV.

More troubleshooting information can be found on the AMD Web site. Please visit ati.amd.com and select Customer Care.

The colors on the TV display are incorrect.

Ensure that the connections between the component video adapter and the HDTV are correct.

There is no display on the TV.

The TV will not display anything until Windows starts; this may take several minutes.

Make sure the TV is set to YPbPr input.

Also, make sure that the HDTV component video adapter is properly connected.

DVDs will not play in high-quality modes.

For displays connected using an analog connection, playback of CSS-protected DVDs may be restricted to certain modes.

For displays connected using a digital connection, playback on certain DVD players may also be restricted if HDCP (high-bandwidth content protection) cannot be enabled. This restriction also applies to displays connected using active DisplayPort adapters.

The entire display is not visible.

If the component input device supports it, try 720p mode.

The display appears tilted.

Consult the HDTV documentation.

The CRT display is green.

The system is in component output mode. Restart the computer with only the CRT monitor connected.

TVs/monitors connected cannot be enabled.

If TVs and/or monitors connected using DisplayPort adapters, passive dongles, or active dongles cannot be enabled, visit <http://www.amd.com/us/products/desktop/graphics/ati-radeon-hd-5000/Pages/displayport-support.aspx> to check the connectivity options available for your graphics card and that your chosen configuration is supported.

Check individual connections to the TVs/monitors.

Customer Care

For detailed instructions on how to use your product, refer to the documentation included on the installation CD.

To activate Customer Care, you must register your product at ati.amd.com/online/registration.

If you require further assistance with your product, the following Customer Care options are available:

Service	Availability	Language	Access
Online or mail	24 hours a day	English, French, Spanish	http://ati.amd.com/support/ or Attention: Customer Care Advanced Micro Devices, Inc., 1 Commerce Valley Drive East, Markham, Ontario, Canada L3T 7X6
Telephone US & Canada	Monday to Thursday: 9:00 a.m. to 5:30 p.m. Friday: 9:00 a.m. to 3:00 p.m. Note: AMD reserves the right to change hours of support. For more information, please refer to ati.amd.com/support/terms/ .	English	1-877-284-1566 (toll-free) or 1-905-882-2626 (Canada) (International and/or local toll charges to Canada will apply).

AMD Customer Care for Graphics Products will work to resolve your issue and help you to get your product up and running. If your issue is not resolved, our technicians will determine whether the difficulty you are experiencing is the

result of the product, whether your product contains a defect, and whether your product is under warranty.

- AMD Customer Care is unable to assist with refunds, returns, or exchange-specific inquiries. If resolving the problem being experienced is critical to your decision to keep the product, it is your responsibility to ensure that you know and are within the period of time your reseller will allow for refunds, returns, or exchange.
- AMD is not responsible for any expense incurred accessing Customer Care. It is expected that customers will review the expense associated with the available support options and will choose the method that best meets their needs and budget.
- AMD Customer Care reserves the right to limit support options for products that are not registered or are reaching end of life.

International Compliance Information

This section details the worldwide compliance information for this product, which is manufactured to be compliant in the regions where it is sold.

Caution:

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC Compliance Information (USA)

This product complies with FCC Rules Part 15. Operation is subject to the following conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with manufacturer's instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Re-orient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.

- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The use of shielded cables for connection of the monitor to the graphics card is required to ensure compliance with FCC regulations. Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

Complies with FCC 15.107 and 15.109.

For further compliance information:

Advanced Micro Devices, Inc.
62 Forest Street
Marlborough, MA 01752
USA Tel: 508-303-3900

Industry Canada Compliance Statement (Canada)

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la Classe B est conforme à la norme NMB-003 du Canada.

CE Compliance Information (European Union)

EMC Directive 2004/108/EC

CISPR 22:2008-09/EN 55022:2006—Class B: Limits and methods of measurement of radio disturbance characteristics of Information Technology Equipment.

CISPR 24:1997/EN 55024:1998—Information Technology Equipment—Immunity Characteristics—Limits and Methods of Measurements

Electrical Safety

Europe: The Low Voltage Directive—2006/95/EC

- EN 60950-1—Safety of Information Technology Equipment

USA/Canada:

- UL 60950-1 (Information Technology Equipment—Safety—Part 1: General Requirements)
- CSA C22.2 No. 60950-1 (Information Technology Equipment—Safety—Part 1: General Requirements)

To meet UL safety requirements, the computer's maximum room temperature should not exceed 40 °C.

This product complies with the PCI Express 300W Electromechanical Specification – please refer to the manufacturer for additional information. Other relevant input power data will also be available.



Waste Electrical and Electronic Equipment (WEEE) Directive Compliance (European Union)

This product was manufactured by Advanced Micro Devices, Inc.



VCCI Class B ITE Compliance Information (Japan)



この装置は、クラスB 情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。

取扱説明書に従って正しい取り扱いをして下さい。

VCCI-B

KCC Certification Information (Korea)

B급기기(가정용 방송통신기기)

이 기기는 가정용(B급)으로 전자파적합등록을 한 기기로서 주로 가정에서 사용하는 것을 목적으로 하며, 모든 지역에서 사용할 수 있습니다.

"Class B" Equipment (Household purpose info/telecommunications equipment)

As this equipment has undergone EMC registration for household purpose, this product can be used in any area including residential area.



BSMI Certification Information (Taiwan)

CNS13438 (96 年版)



C-Tick (Australia and New Zealand)



ACMA – Australian Communications and Media Authority

- Radiocommunications Act 1992 (Australia) – per notices of section 182
- AS/ NZS CISPR 22: 2006

