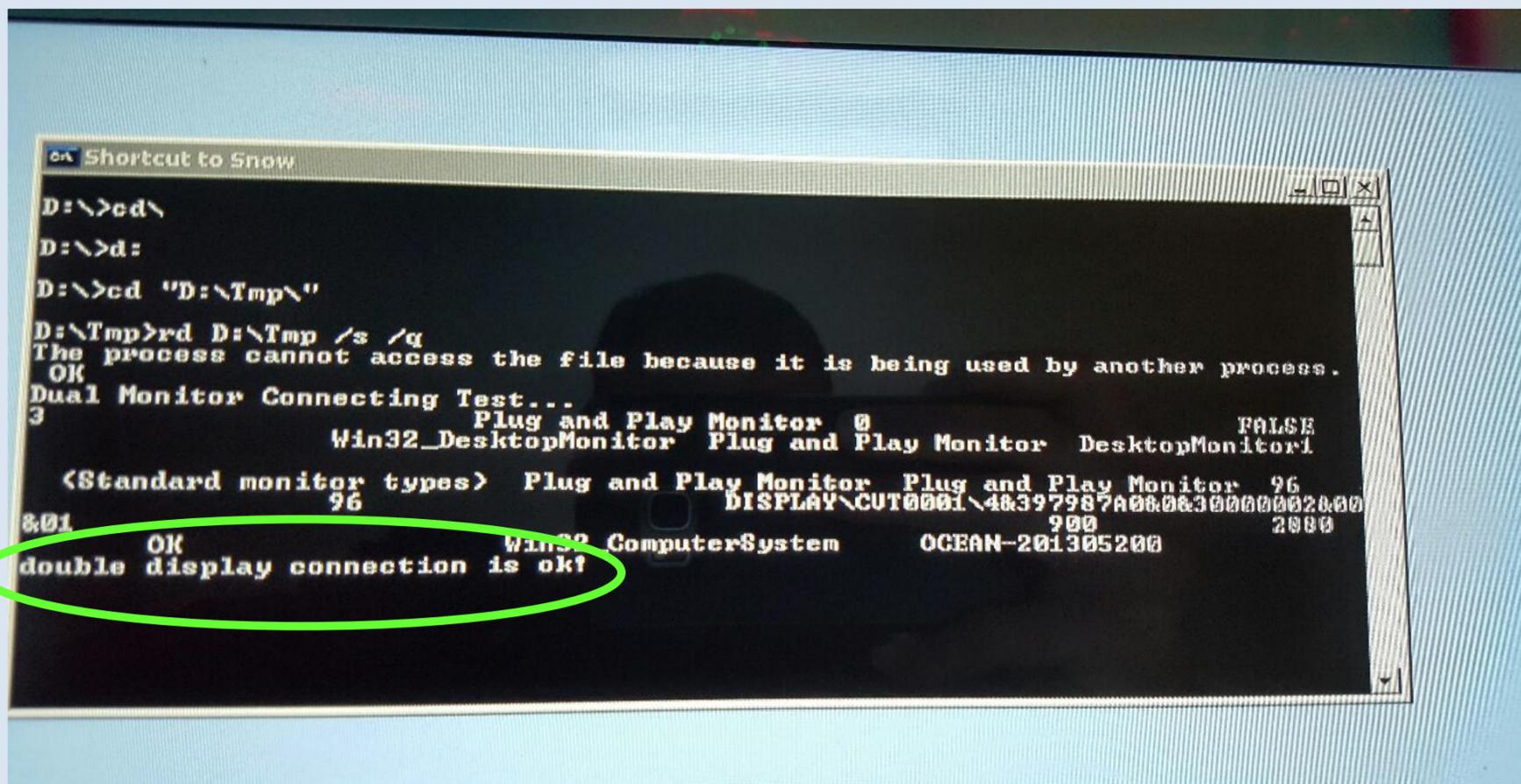


FAILURE OF DOUBLE DISPLAY

When Snow Down starts, the configuration within Windows is checking to make sure both displays are proper oriented BEFORE the software will launch. If the settings are incorrect (OR) the resolution is improper - the software will not start and instead stay within the Windows Desktop. A DOS Box will appear and give the status of the double display connection. If the settings are correct, the following message will appear:

"DOUBLE DISPLAY CONNECTION IS OK!". If this is shown, the game will start.



```
Shortcut to Snow
D:\>cd\
D:\>d:
D:\>cd "D:\Tmp\"
D:\Tmp>rd D:\Tmp /s /q
The process cannot access the file because it is being used by another process.
OK
Dual Monitor Connecting Test...
3
          Plug and Play Monitor 0          FALSE
Win32_DesktopMonitor Plug and Play Monitor DesktopMonitor1
<Standard monitor types> Plug and Play Monitor Plug and Play Monitor 96
          96          DISPLAY\CUT0001\48397987A080830000002000
&01          900          2000
OK Win32 ComputerSystem OCEAN-201305200
double display connection is ok!
```

If you see a different message including **"DETECTION OF DOUBLE DISPLAY IS NORMAL"** or **"DOUBLE DISPLAY CONNECTION NOT OKAY!"** - Please follow the following instructions starting at step # 1

FAILURE OF DOUBLE DISPLAY

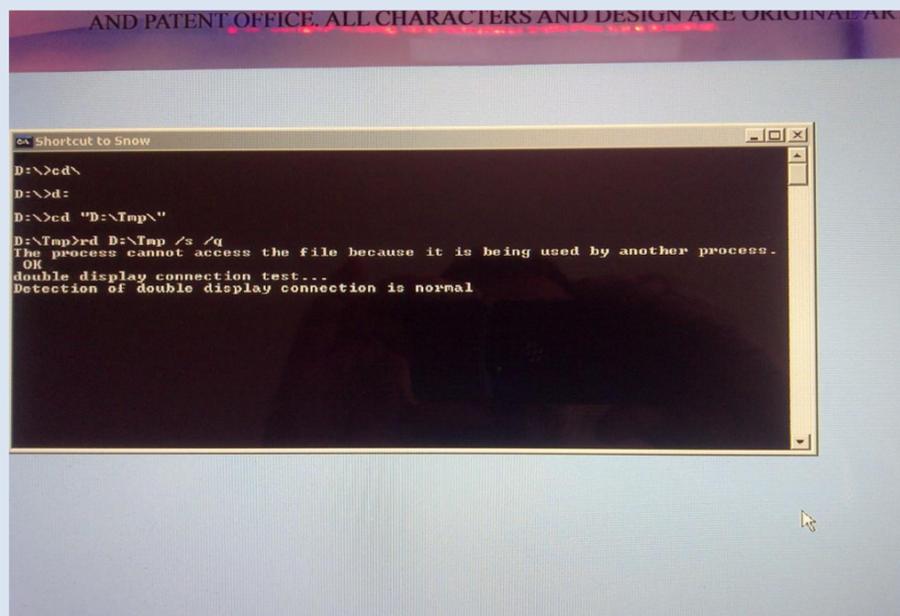
Step # 1

Recognizing the double display connection failure

If Windows starts, but the software fails to load due to one of the monitors not being detected at PC power-up - a DOS box will appear on the Windows desktop that displays the following:

"DETECTION OF DOUBLE DISPLAY CONNECTION IS NORMAL"

The reason why this box appears on the desktop is that the software requires both displays (monitors) to be active in order for the software to load. After Windows starts, the computer will attempt to load all files in the Windows start folder, this includes the "Shortcut to Snow" which is the software program for Snow Down.



Step # 2

Determine what monitor is being affected

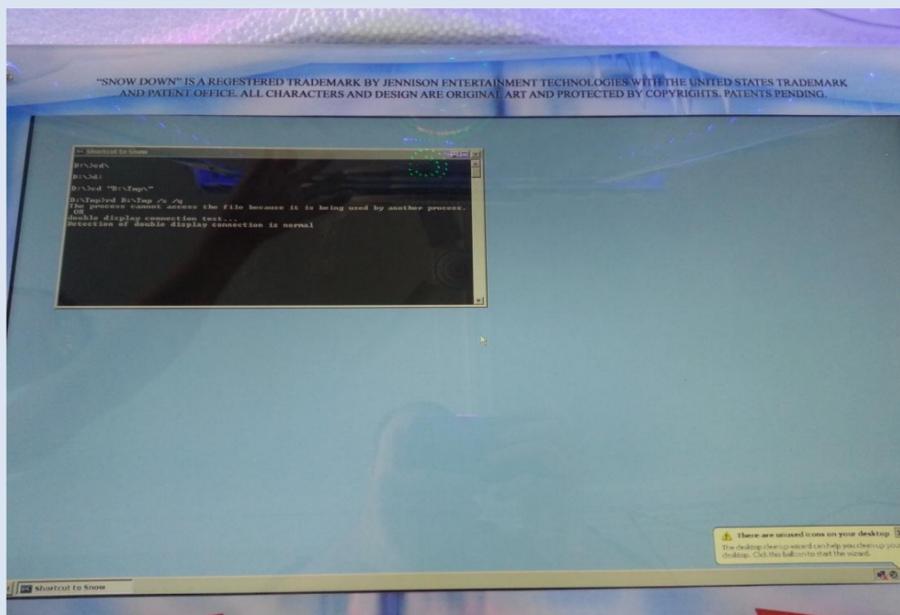
Usually when you see this error, one of the monitors will be turned off or improperly formatted. The RED side of the game is primary and the BLUE side is secondary.

BLUE SIDE OFF:

If the blue side is off and you HAVE NOT power cycled the game. Turn the game OFF and reseal both the DVI connectors going to the monitor and the DC power cable. Then turn the game back ON.

RED SIDE OFF:

If the red side is off and you HAVE NOT power cycled the game - try the same as above. Otherwise continue to # 3.



Step # 3

Reconfigure the double display within Windows

Locate either a wireless or wired USB mouse and insert it into the computer.

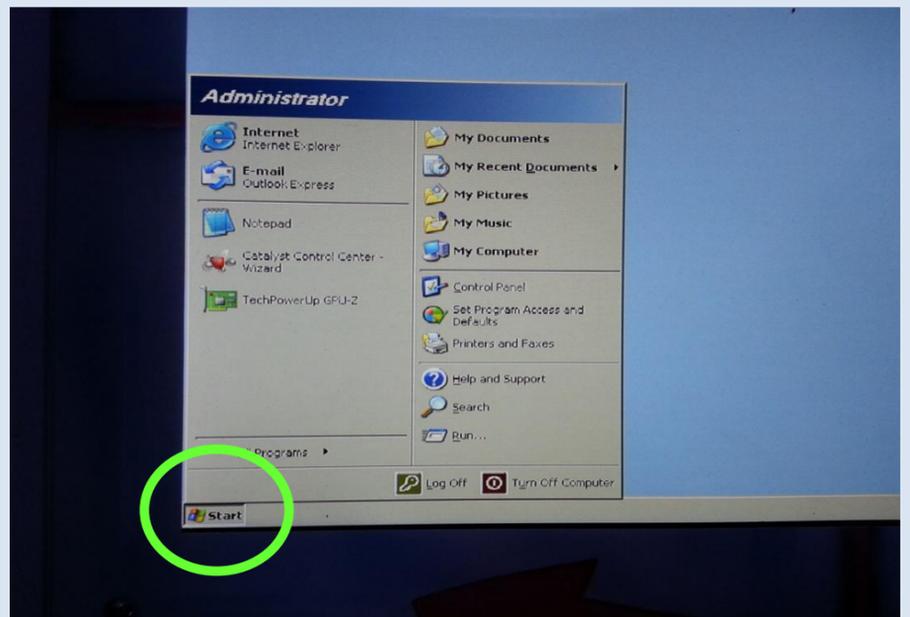


FAILURE OF DOUBLE DISPLAY

Step # 4

Click on the Windows START button

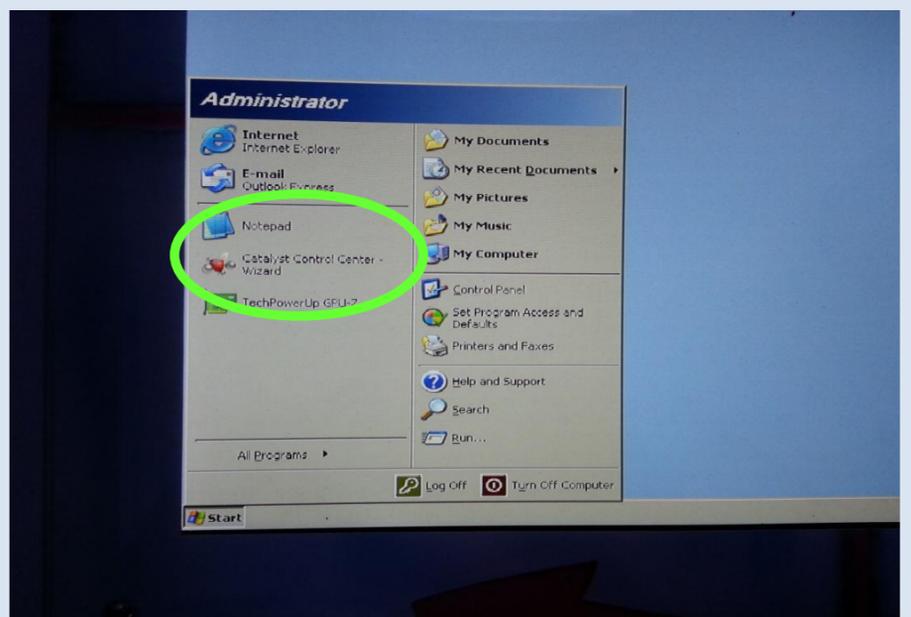
Click on the Windows START button at the bottom left side of the active display.



Step # 5

Click on CATALYST CONTROLLER software shortcut

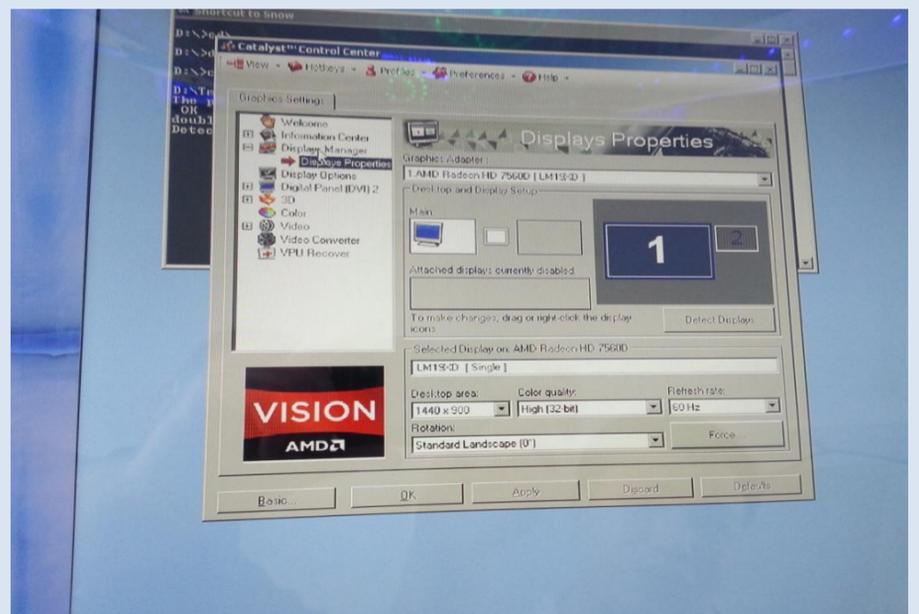
Locate the CATALYST CONTROLLER software shortcut and click on it. When the software is opening, it may ask if you want to open it in BASIC or ADVANCED mode. Select ADVANCED mode and continue.



Step # 6

Select DISPLAY PROPERTIES

From the graphics setting tab, click on DISPLAY MANAGER and then DISPLAY PROPERTIES. At this point you should see that only one display is active (MAIN) the other display is grayed out.

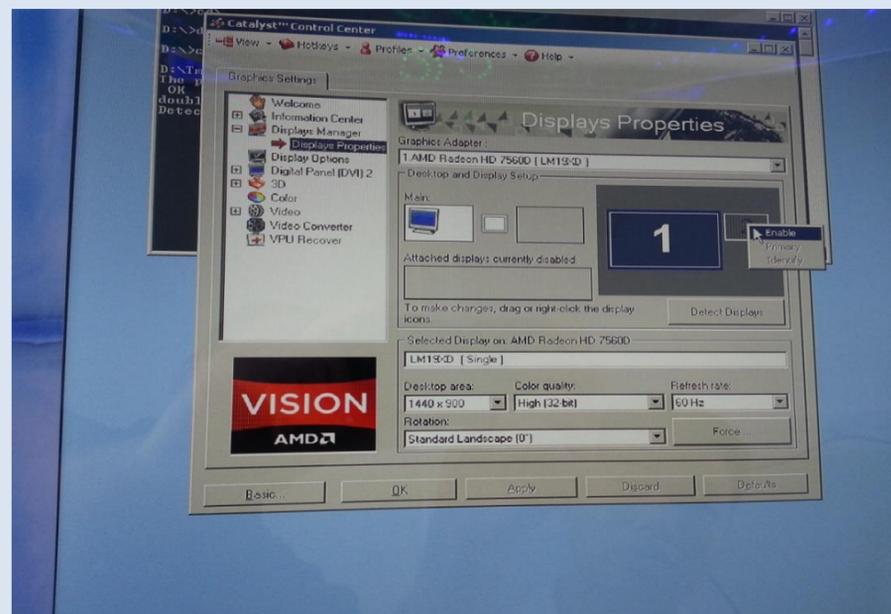


FAILURE OF DOUBLE DISPLAY

Step # 7

Enabling the secondary display

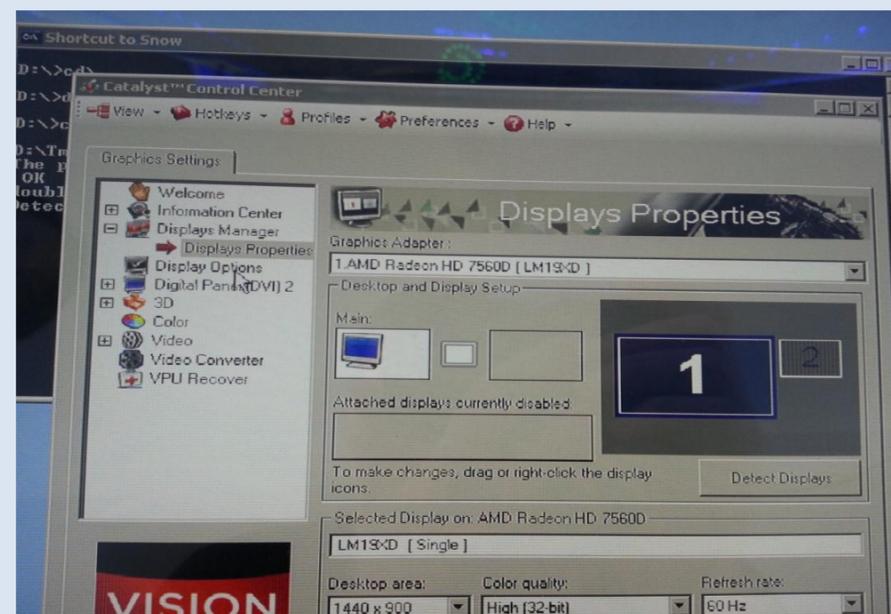
Locate the active monitor display section. The number 1 monitor is the one that is working and you are currently viewing. The number 2 monitor is the one we need to activate. Right click on the number 2 monitor and click ENABLE.



Step # 8

Confirming second display activated

After clicking on enable. There may be a prompt to save the settings. If this appears, click yes to save the desired setting. Verify that the second display did in fact turn on. You may not notice this just by looking at the display as the screen could still be black. Double check the power LED light on the back of the display and ensure that it is steady green in color. When both displays are active, the dual monitor display box will say DESKTOP 1 and DESKTOP 2. If you do not see both DESKTOP 1 and DESKTOP 2, then the monitor did not activate and the problem is either a DVI connection or DC power plug problem to the affected display. Check the color of the LED light on the back of the display and contact I.E.T. service at +1 386 255 1509



Step # 9

Configuring the monitor to properly display

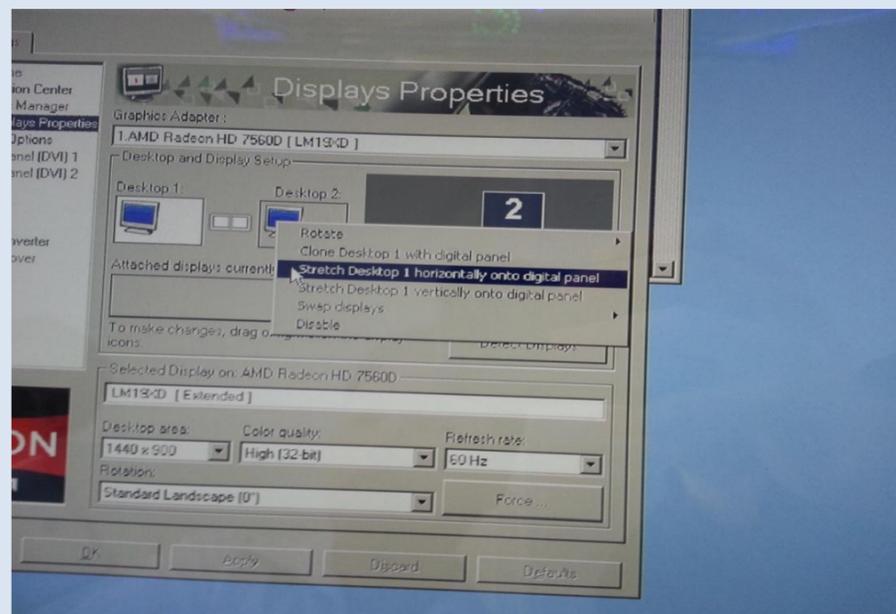
It may be necessary to change the configuration of the display. THIS IS NOT REQUIRED IF THE FOLLOWING IS CORRECT: If the second display became active and you have the following, then do not continue with these instructions: When both screens are working properly, you should be looking at one stretched desktop. This means that on the RED side you should see the WINDOWS START button at the bottom left of the screen - On the BLUE side you should see the WINDOWS CLOCK on the bottom right. If you see this, close the software and restart the game. If you see a mirrored display or this is backwards, continue on below.

FAILURE OF DOUBLE DISPLAY

Step # 10

Stretching the display

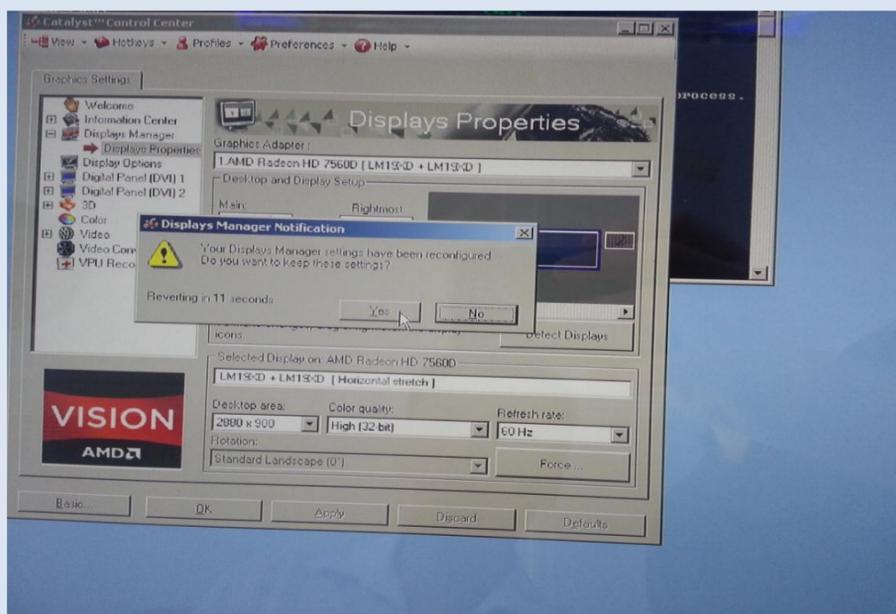
If may be necessary to stretch the desktop across both displays in order for proper viewing. If you DO NOT see the WINDOWS START button on the bottom left of the RED side and the WINDOWS CLOCK on the bottom right of the BLUW side - you will need to stretch the desktop. Right click on



Step # 11

Saving the settings

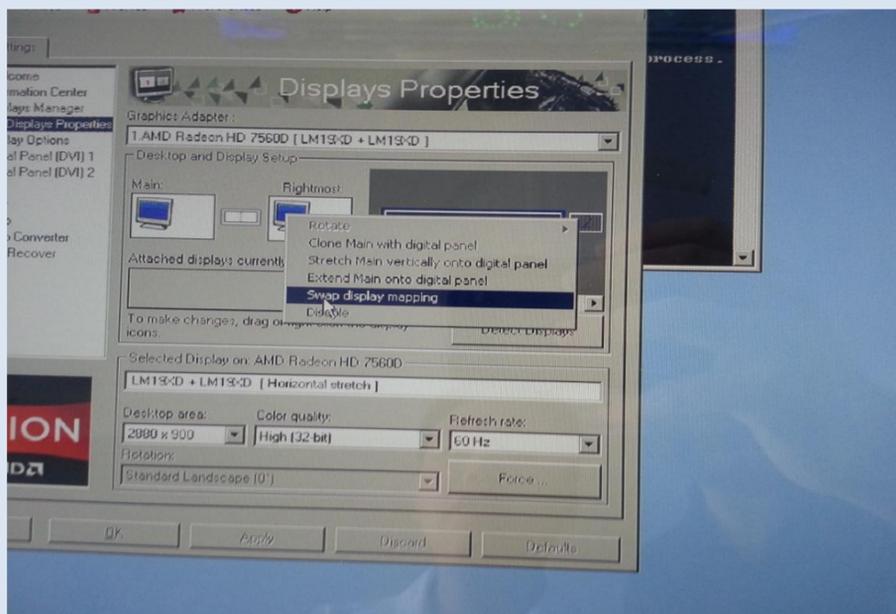
Click YES to save if the settings appear correct.



Step # 12

Swapping display mapping

In order for the Polar Bear to be on the blue side and the and Penguin to be on the RED side - you must see that the WINDOWS START BUTTON is on the bottom left of the RED monitor and the clock is on the bottom right of the BLUE monitor. If these are, continue to next step. If they are backwards, right click on the RIGHTMOST tab and click SWAP DISPLAY MAPPING. Then check the settings are proper.

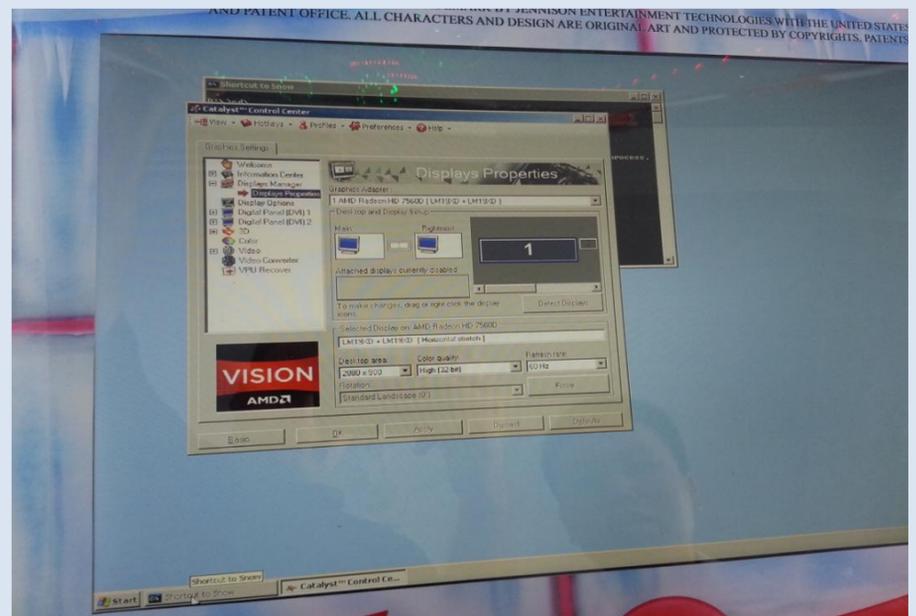


FAILURE OF DOUBLE DISPLAY

Step # 13

Exiting the software - continued

Close the display adapter box by clicking on save or close.

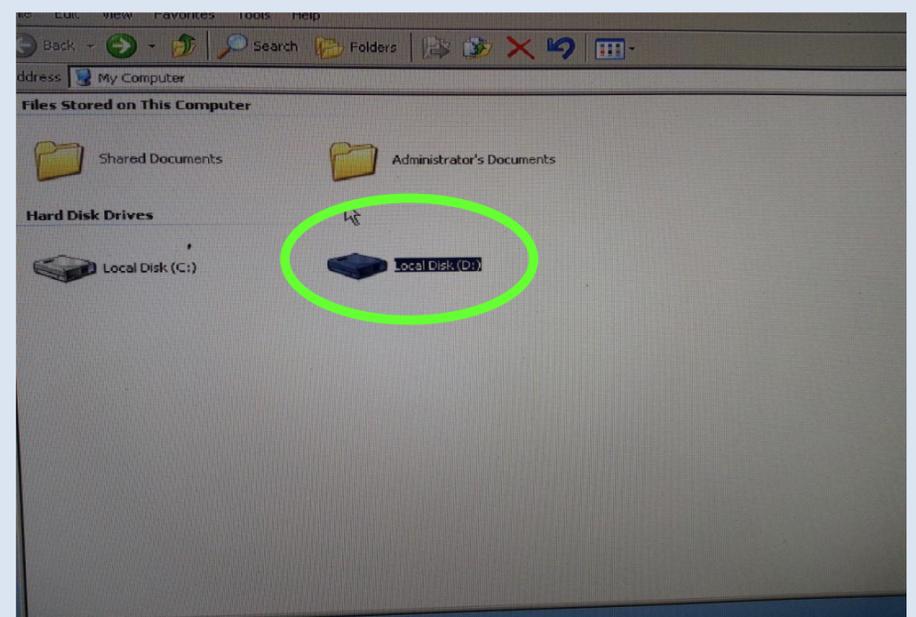


Step # 14

Saving the settings

After verifying the settings are proper, navigate back to the **D: DRIVE**

A



Step # 15

Click on the **EWR FOLDER**

