



Matrox® **DualHead2Go™** and **TripleHead2Go™**

DualHead2Go Digital Edition • DualHead2Go DP Edition • DualHead2Go Digital ME
TripleHead2Go Digital Edition • TripleHead2Go DP Edition • TripleHead2Go Digital SE

User Guide **(Mac® version)**

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Overview

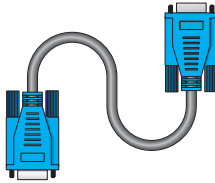
Thank you for purchasing this Matrox GXM product. DualHead2Go and TripleHead2Go products enable you to connect two to three analog, digital, or DisplayPort™ monitors at a time to your Mac system.

Hardware supplied*

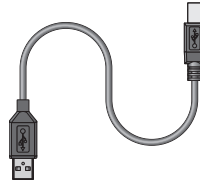
DualHead2Go Digital Edition



Matrox hardware



Matrox input cable
(HD-15 to HD-15)

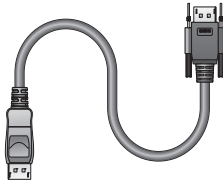


USB cable

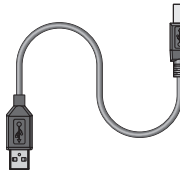
DualHead2Go DP Edition



Matrox hardware



Matrox input cable
(DisplayPort to DisplayPort)



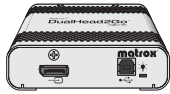
USB cable



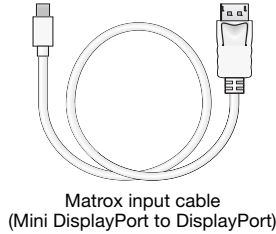
Thunderbolt™/Mini
DisplayPort to DisplayPort
adapter

* The hardware supplied with your Matrox product may vary depending on the SKU or part number of your product. For more information, contact your Matrox representative.

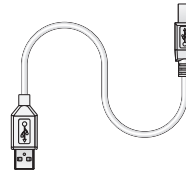
DualHead2Go Digital ME



Matrox hardware



Matrox input cable
(Mini DisplayPort to DisplayPort)

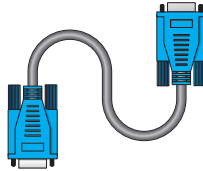


USB cable

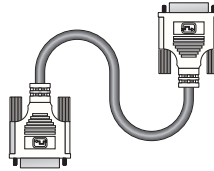
TripleHead2Go Digital Edition



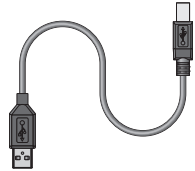
Matrox hardware



Matrox input cable
(HD-15 to HD-15)



Matrox input cable
(DVI to DVI)

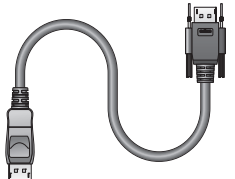


USB cable

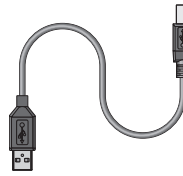
TripleHead2Go DP Edition



Matrox hardware



Matrox input cable
(DisplayPort to DisplayPort)



USB cable

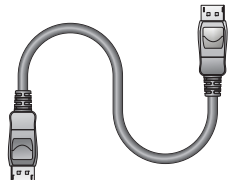


Thunderbolt/Mini
DisplayPort to DisplayPort
adapter

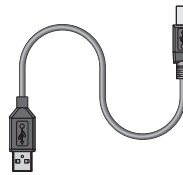
TripleHead2Go Digital SE



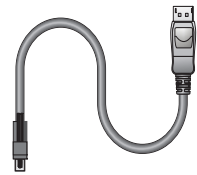
Matrox hardware



Matrox input cable
(DisplayPort to DisplayPort)



USB cable



Mini DisplayPort to
DisplayPort cable

Optional hardware (sold separately)

Depending on your connection setup, you may also need any of the following hardware:

- DVI to HD-15 (VGA) adapter
- Micro-DVI to VGA adapter
- Mini-DVI to VGA adapter
- DisplayPort to DVI adapter

For more information on connecting your product, see the “Connection setup” section for your Matrox product. To purchase any Matrox cables or adapters not included with your Matrox product, see the Matrox online store (shopmatrox.com). To purchase any optional Apple® cables or adapters, see your Apple retailer.

Software supplied

- **Matrox PowerDesk** – to use your Matrox product. Matrox PowerDesk software supports Mac OS X®. Matrox makes new software available on the Matrox Technical Support Web site (www.matrox.com/graphics/en/support/gxm/software).

Installation overview

To install your Matrox product:

- 1** Connect your product – see the “Connection setup” section for your Matrox product.
- 2** Install the software – [see page 40](#).
- 3** Configure your PowerDesk software – [see page 42](#).

More information

We provide additional information in help and *Readme* files. Be sure to check for any last-minute release notes included with your product. Also, check the Matrox Web site (www.matrox.com/graphics/en/support/gxm) for the latest Matrox software, technical support, and product information.

Connecting your DualHead2Go Digital Edition product

This section describes how to connect two (2) digital (DVI-I) or analog monitors to your Matrox product.



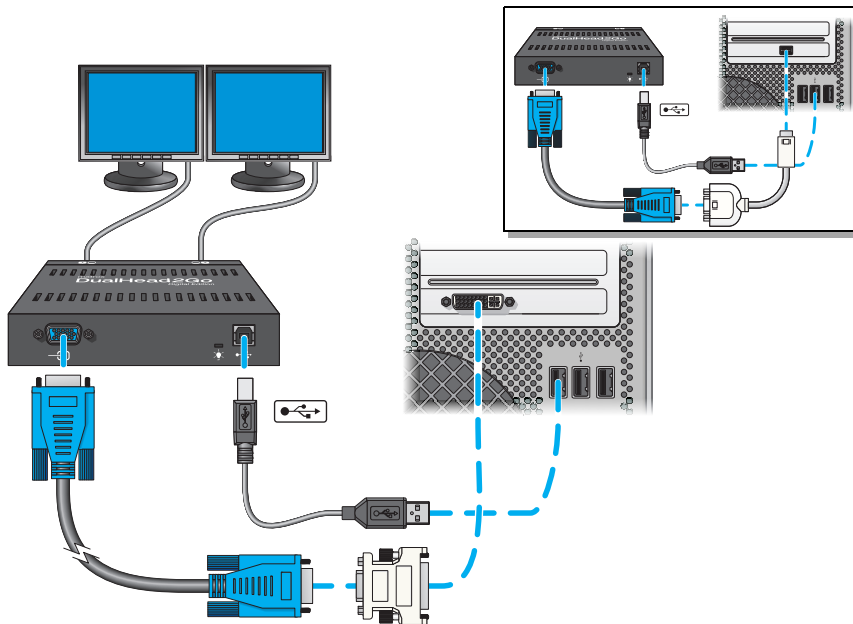
Note: To purchase any Matrox cables or adapters not included with your product, see the Matrox online store (shopmatrox.com). To purchase any optional Apple cables or adapters, see your Apple retailer.

Before you begin

To avoid possible problems that could damage your monitors or prevent you from using your Matrox product, read the following guidelines before connecting your Matrox product.

- Whenever you change your connection setup, make sure you're using the correct connectors and that all connectors are properly fastened.
- Don't change monitor connections while your computer is turned on. While your computer is turned on, it may be using monitor settings that are specific to the current monitor connections. *Some* devices may be permanently damaged if incorrect settings are used.
- To get the most out of your Matrox product, we recommend you use two (2) identical monitors (that is, monitors that support the same settings such as display resolution and refresh rate). For information on the settings your monitor supports, see your monitor documentation.

Connection overview



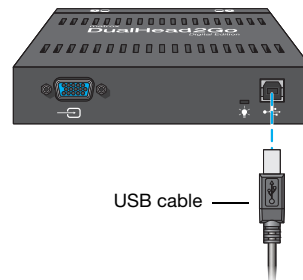
Step-by-step connection setup

1 Turn off computer

Before you connect your Matrox product, make sure you shut down your system and turn off your computer.

2 Connect the USB cable

Plug one end of the USB cable provided with your Matrox product into the USB connector (•🔌) on your Matrox product.



Plug the other end of the USB cable into a powered USB port on your computer. For more information on powered USB ports, see your system manual.



Note: If your computer doesn't have a powered USB port, you'll need a separate adapter. To purchase a Matrox power adapter for your product, see the Matrox online store (shopmatrox.com).

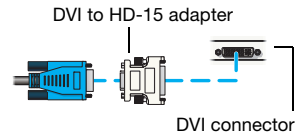
3 Attach the Matrox input cable

Attach one end of the cable provided with your Matrox product to the input connector (—E) on your Matrox product.

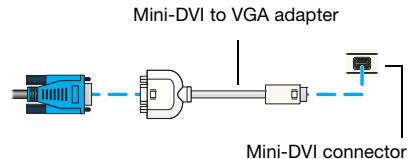


Matrox input cable
(HD-15 to HD-15)

If the graphics hardware on your computer has a DVI connector, use a DVI to HD-15 adapter (sold separately) to attach the other end of your Matrox input cable to your computer.



If the graphics hardware on your computer has a mini-DVI connector, use a mini-DVI to VGA adapter (sold separately). Attach the other end of your Matrox input cable to your mini-DVI to VGA adapter, then connect your adapter to your computer.

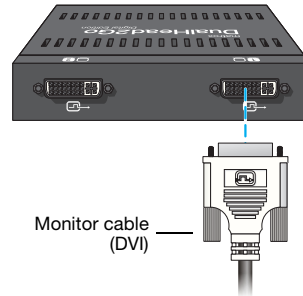


Note: If your computer has a micro-DVI connector, use a micro-DVI to VGA adapter (sold separately) instead.

4 Connect the first monitor

If your monitor has a DVI connector, use your monitor cable to connect your monitor directly to the first connector (1) on your Matrox product.

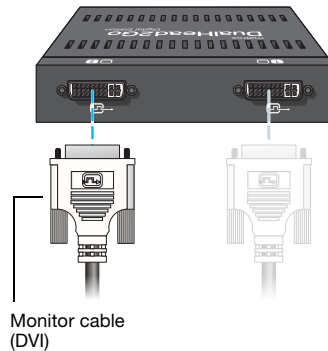
If your monitor has an HD-15 connector, use a DVI to HD-15 adapter (sold separately) to connect your monitor to the connector.



5 Connect the second monitor

If your monitor has a DVI connector, use your monitor cable to connect your monitor directly to the second connector (2) on your Matrox product.

If your monitor has an HD-15 connector, use a DVI to HD-15 adapter (sold separately) to connect your monitor to the connector.



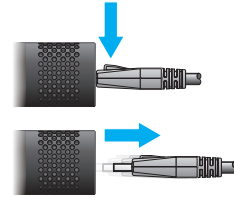
Your Matrox product is now connected. Restart your computer and install your Matrox software (see “Installing your Matrox PowerDesk software”, page 40).

Connecting your DualHead2Go DP Edition product

This section describes how to connect two (2) DisplayPort or digital (DVI) monitors to your Matrox product.



WARNING: To avoid damaging the DisplayPort connector on your DisplayPort monitor cable or on your Matrox product, carefully remove the DisplayPort cable by pressing the latch on the top of the DisplayPort connector while removing the connector.



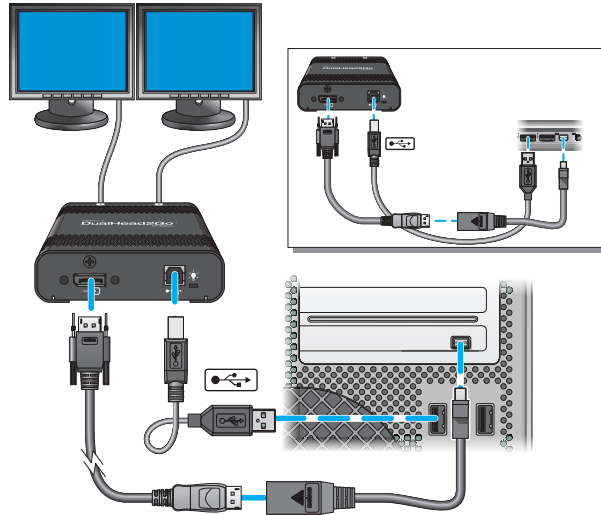
Note: To purchase any Matrox cables or adapters not included with your product, see the Matrox online store (shopmatrox.com). To purchase any optional Apple cables or adapters, see your Apple retailer.

Before you begin

To avoid possible problems that could damage your monitors or prevent you from using your Matrox product, read the following guidelines before connecting your Matrox product.

- Whenever you change your connection setup, make sure you're using the correct connectors and that all connectors are properly fastened.
- Don't change monitor connections while your computer is turned on. While your computer is turned on, it may be using monitor settings that are specific to the current monitor connections. *Some* devices may be permanently damaged if incorrect settings are used.
- To get the most out of your Matrox product, we recommend you use two (2) identical monitors (that is, monitors that support the same settings such as display resolution and refresh rate). For information on the settings your monitor supports, see your monitor documentation.

Connection overview



Step-by-step connection setup

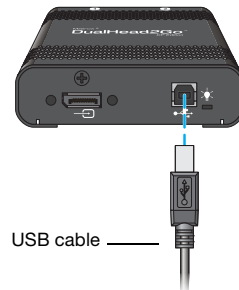
1 Turn off computer

Before you connect your Matrox product, make sure you shut down your system and turn off your computer.

2 Connect the USB cable

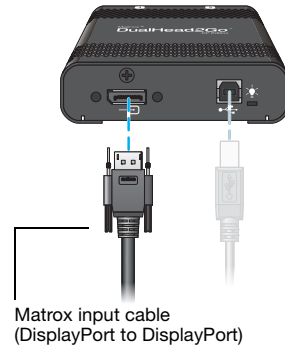
Plug one end of the USB cable provided with your Matrox product into the USB connector () on your Matrox product.

Plug the other end of the USB cable into a powered USB port on your computer. For more information on powered USB ports, see your system manual.

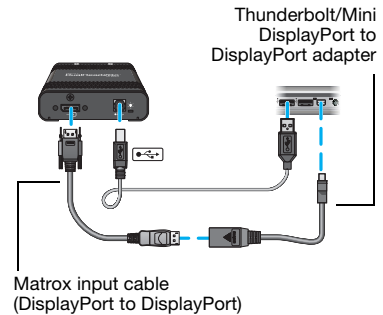


3 Attach the Matrox input cable

Attach one end of the Matrox DisplayPort to DisplayPort cable provided with your Matrox product to the DisplayPort input connector (1) on your Matrox product.



Attach one end of the Thunderbolt/Mini DisplayPort to DisplayPort adapter provided with your Matrox product to the DisplayPort connector on your Matrox input cable. Attach the other end to the mini DisplayPort graphics connector on your computer.



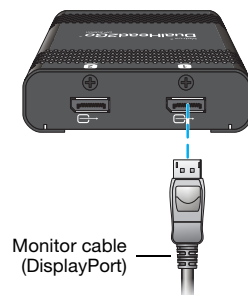
Note: Thunderbolt – If your system has a Thunderbolt connector, attach the other end of the mini DisplayPort to DisplayPort adapter to the Thunderbolt connector on your computer instead.



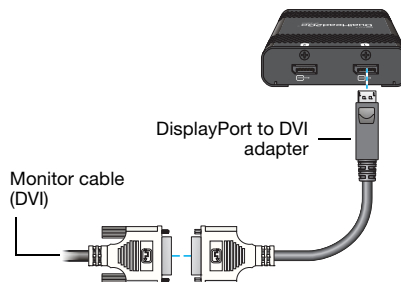
Note: To avoid problems related to image quality, make sure the DisplayPort connection to your graphics hardware is firmly in place.

4 Connect the first monitor

Use your monitor cable to connect your monitor directly to the first connector (2) on your Matrox product.

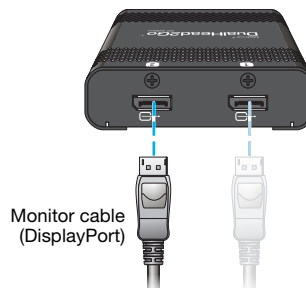


If your monitor has a DVI connector, use a DisplayPort to DVI adapter (sold separately) to connect your monitor to the connector.

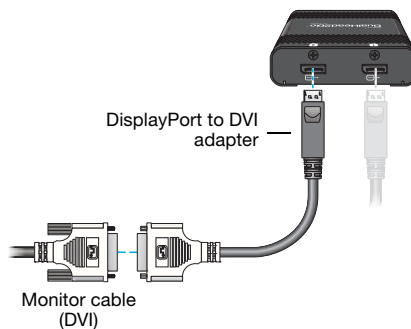


5 Connect the second monitor

Use your monitor cable to connect your monitor directly to the second connector (2) on your Matrox product.



If your monitor has a DVI connector, use a DisplayPort to DVI adapter (sold separately) to connect your monitor to the connector.



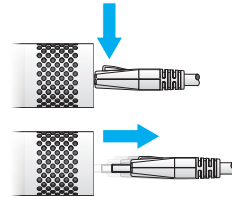
Your Matrox product is now connected. Restart your computer and install your Matrox software (see “Installing your Matrox PowerDesk software”, page 40).

Connecting your DualHead2Go Digital ME product

This section describes how to connect two (2) digital (DVI-D) monitors to your Matrox product.



WARNING: To avoid damaging the DisplayPort connector on your DisplayPort monitor cable or on your graphics hardware, carefully remove the DisplayPort cable by pressing the latch on the top of the DisplayPort connector while removing the connector.



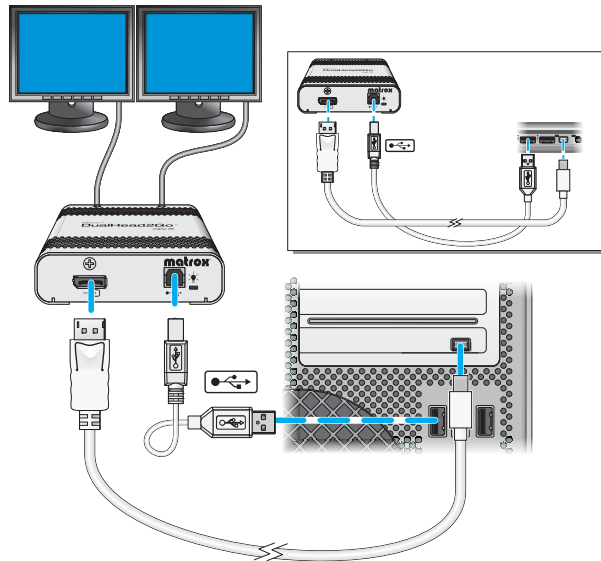
Note: To purchase any Matrox cables or adapters not included with your product, see the Matrox online store (shopmatrox.com). To purchase any optional Apple cables or adapters, see your Apple retailer.

Before you begin

To avoid possible problems that could damage your monitors or prevent you from using your Matrox product, read the following guidelines before connecting your Matrox product.

- Whenever you change your connection setup, make sure you're using the correct connectors and that all connectors are properly fastened.
- Don't change monitor connections while your computer is turned on. While your computer is turned on, it may be using monitor settings that are specific to the current monitor connections. *Some* devices may be permanently damaged if incorrect settings are used.
- To get the most out of your Matrox product, we recommend you use two (2) identical monitors (that is, monitors that support the same settings such as display resolution and refresh rate). For information on the settings your monitor supports, see your monitor documentation.

Connection overview



Step-by-step connection setup

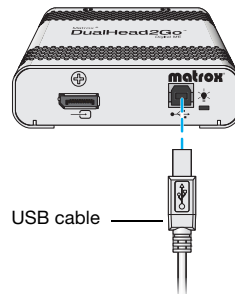
1 Turn off computer

Before you connect your Matrox product, make sure you shut down your system and turn off your computer.

2 Connect the USB cable

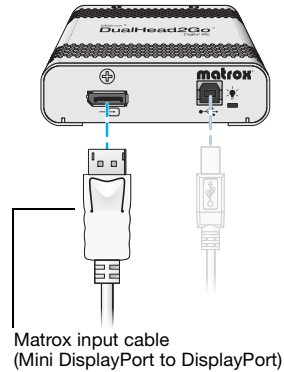
Plug one end of the USB cable provided with your Matrox product into the USB connector (•) on your Matrox product.

Plug the other end of the USB cable into a powered USB port on your computer. For more information on powered USB ports, see your system manual.

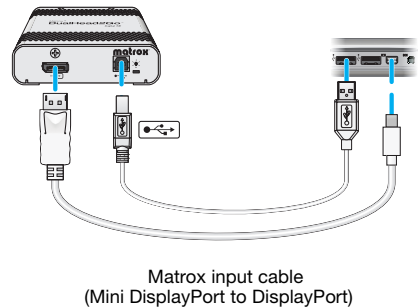


3 Attach the Matrox input cable

Attach one end of the Matrox mini DisplayPort to DisplayPort cable provided with your Matrox product to the DisplayPort input connector (—) on your Matrox product.



Attach the other end to the mini DisplayPort graphics connector on your computer.



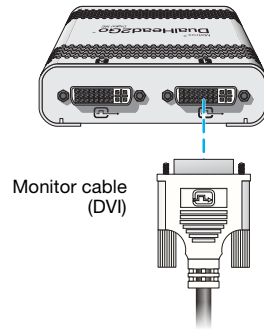
Note: Thunderbolt – If your system has a Thunderbolt connector, attach the other end of the mini DisplayPort to DisplayPort adapter to the Thunderbolt connector on your computer instead.



Note: To avoid problems related to image quality, make sure the DisplayPort connection to your graphics hardware is firmly in place.

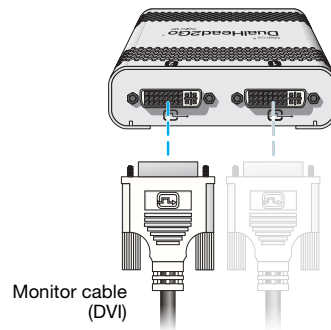
4 Connect the first monitor

Connect the DVI connector on your monitor cable directly to the first connector (1) on your Matrox product.



5 Connect the second monitor

Connect the DVI connector on your monitor cable directly to the second connector (2) on your Matrox product.



Your Matrox product is now connected. Restart your computer and install your Matrox software (see [“Installing your Matrox PowerDesk software”](#), page 40).

Connecting your TripleHead2Go Digital Edition product

This section describes how to connect up to three (3) digital (DVI-I) or analog monitors to your Matrox product.

- To connect three (3) monitors, see “Connecting three monitors”, page 20.
- To connect two (2) monitors, see “Connecting two monitors”, page 23.



Note: To purchase any Matrox cables or adapters not included with your product, see the Matrox online store (shopmatrox.com). To purchase any optional Apple cables or adapters, see your Apple retailer.

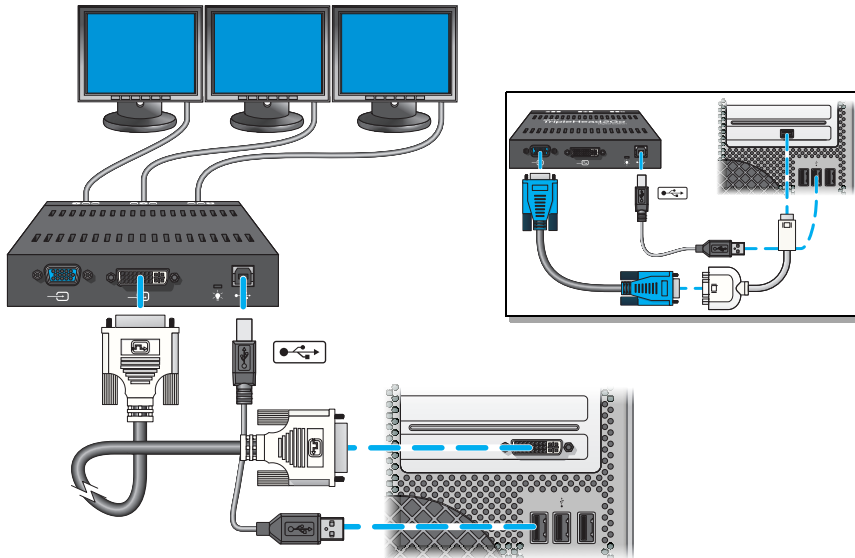
Before you begin

To avoid possible problems that could damage your monitors or prevent you from using your Matrox product, read the following guidelines before connecting your Matrox product.

- Whenever you change your connection setup, make sure you’re using the correct connectors and that all connectors are properly fastened.
- Don’t change monitor connections while your computer is turned on. While your computer is turned on, it may be using monitor settings that are specific to the current monitor connections. *Some* devices may be permanently damaged if incorrect settings are used.
- To get the most out of your Matrox product, we recommend you use three (3) identical monitors (that is, monitors that support the same settings such as display resolution and refresh rate). For information on the settings your monitor supports, see your monitor documentation.
- While using the DVI input connector on your Matrox product, the highest display resolutions are available only with graphics hardware that supports dual-link DVI. For information on the capabilities of your graphics hardware, see its documentation.

Connecting three monitors

Connection overview



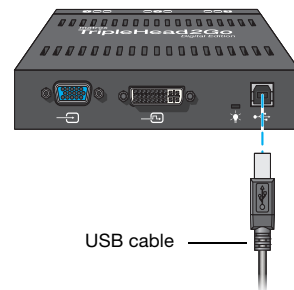
Step-by-step connection setup

1 Turn off computer

Before you connect your Matrox product, make sure you shut down your system and turn off your computer.

2 Connect the USB cable

Plug one end of the USB cable provided with your Matrox product into the USB connector (•••) on your Matrox product.



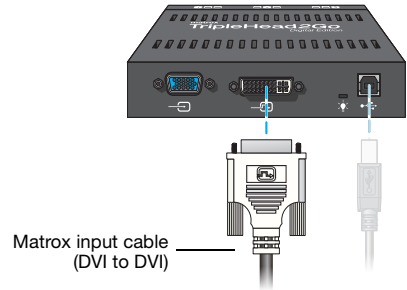
Plug the other end of the USB cable into a powered USB port on your computer. For more information on powered USB ports, see your system manual.



Note: If your computer doesn't have a powered USB port, you'll need a separate adapter. To purchase a Matrox power adapter for your product, see the Matrox online store (shopmatrox.com).

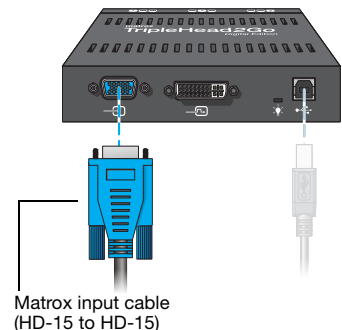
3 Attach the Matrox input cable

If your graphics hardware has a DVI connector, attach one end of the Matrox DVI to DVI cable provided with your Matrox product to the graphics connector on your computer. Attach the other end of the cable to the DVI input connector (—) on your Matrox product.

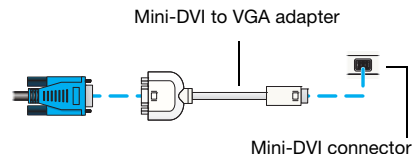


If your graphics hardware has a mini-DVI connector, use a mini-DVI to VGA adapter (sold separately) to connect your Matrox product to the graphics connector on your computer.

Attach one end of the HD-15 to HD-15 cable provided with your Matrox product to the input connector (—) on your Matrox product.



Attach the other end of the cable to your mini-DVI to VGA adapter, then connect the other end of the adapter to the graphics connector on your computer.

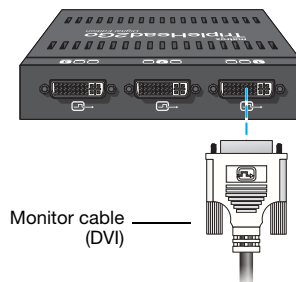


Note: Using a mini-DVI to DVI adapter to connect your Matrox product to your computer only provides a limited number of display modes.

4 Connect the first monitor

If your monitor has a DVI connector, use your monitor cable to connect your first monitor directly to the first connector (□□□) on your Matrox product.

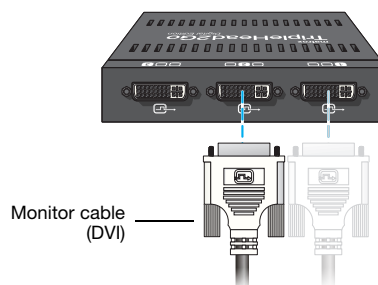
If your monitor has an HD-15 connector, use a DVI to HD-15 adapter (sold separately) to connect your monitor to the connector.



5 Connect the second monitor

If your monitor has a DVI connector, use your monitor cable to connect your second monitor directly to the second connector (□□□) on your Matrox product.

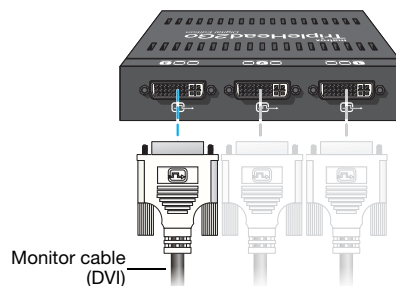
If your monitor has an HD-15 connector, use a DVI to HD-15 adapter (sold separately) to connect your monitor to the connector.



6 Connect the third monitor

If your monitor has a DVI connector, use your monitor cable to connect your third monitor directly to the third connector (□□□) on your Matrox product.

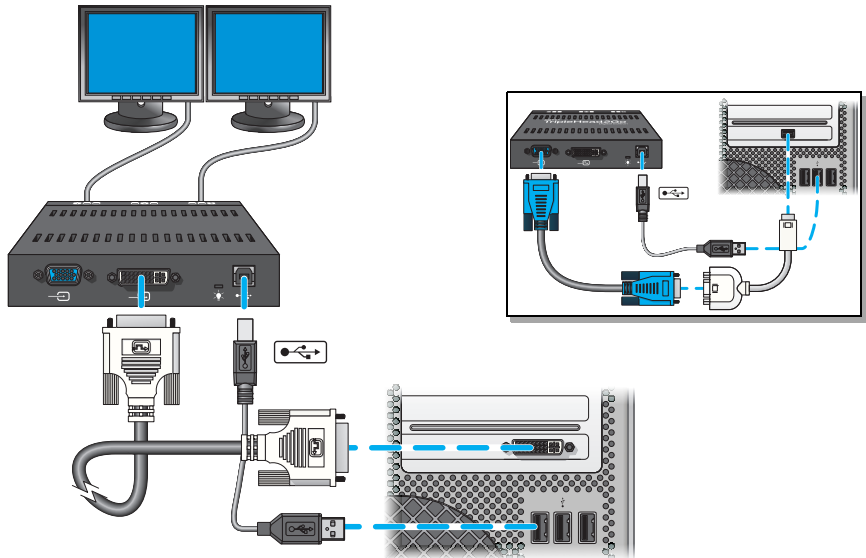
If your monitor has an HD-15 connector, use a DVI to HD-15 adapter (sold separately) to connect your monitor to the connector.



Your Matrox product is now connected. Restart your computer and install your Matrox software (see [“Installing your Matrox PowerDesk software”](#), page 40).

Connecting two monitors

Connection overview



Step-by-step connection setup

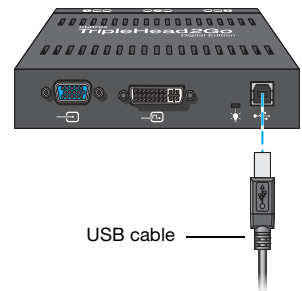
1 Turn off computer

Before you connect your Matrox product, make sure you shut down your system and turn off your computer.

2 Connect the USB cable

Plug one end of the USB cable provided with your Matrox product into the USB connector () on your Matrox product.

Plug the other end of the USB cable into a powered USB port on your computer. For more information on powered USB ports, see your system manual.

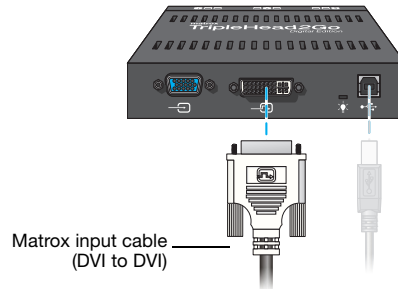




Note: If your computer doesn't have a powered USB port, you'll need a separate adapter. To purchase a Matrox power adapter for your product, see the Matrox online store (shopmatrox.com).

3 Attach the Matrox input cable

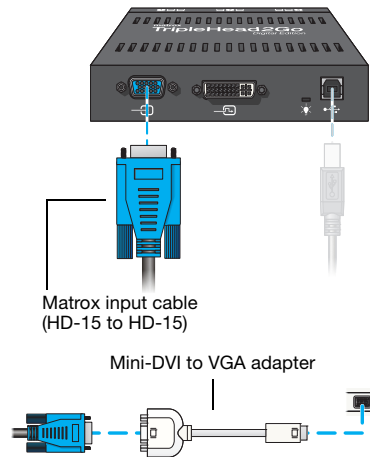
If your graphics hardware has a DVI connector, attach one end of the Matrox DVI to DVI cable provided with your Matrox product to the graphics connector on your computer. Attach the other end of the cable to the DVI input connector () on your Matrox product.



If your graphics hardware has a mini-DVI connector, use a mini-DVI to VGA adapter (sold separately) to connect your Matrox product to the graphics connector on your computer.

Attach one end of the HD-15 to HD-15 cable provided with your Matrox product to the input connector () on your Matrox product.

Attach the other end of the cable to your mini-DVI to VGA adapter, then connect the other end of the adapter to the graphics connector on your computer.

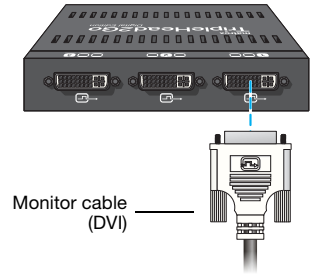


Note: Using a mini-DVI to DVI adapter to connect your Matrox product to your computer only provides a limited number of display modes.

4 Connect the first monitor

If your monitor has a DVI connector, use your monitor cable to connect your first monitor directly to the first connector (DVI) on your Matrox product.

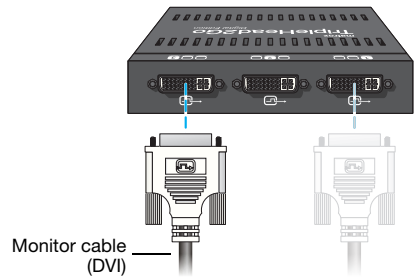
If your monitor has an HD-15 connector, use a DVI to HD-15 adapter (sold separately) to connect your monitor to the connector.



5 Connect the second monitor

If your monitor has a DVI connector, use your monitor cable to connect your second monitor directly to the third connector (DVI) on your Matrox product.

If your monitor has an HD-15 connector, use a DVI to HD-15 adapter (sold separately) to connect your monitor to the connector.



Your Matrox product is now connected. Restart your computer and install your Matrox software ([see “Installing your Matrox PowerDesk software”, page 40](#)).

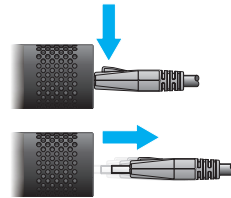
Connecting your TripleHead2Go DP Edition product

This section describes how to connect up to three (3) DisplayPort or digital (DVI) monitors to your Matrox product.

- To connect three (3) monitors, see “Connecting three monitors”, page 27.
- To connect two (2) monitors, see “Connecting two monitors”, page 30.



WARNING: To avoid damaging the DisplayPort connector on your DisplayPort monitor cable or on your Matrox product, carefully remove the DisplayPort cable by pressing the latch on the top of the DisplayPort connector while removing the connector.



Note: To purchase any Matrox cables or adapters not included with your product, see the Matrox online store (shopmatrox.com). To purchase any optional Apple cables or adapters, see your Apple retailer.

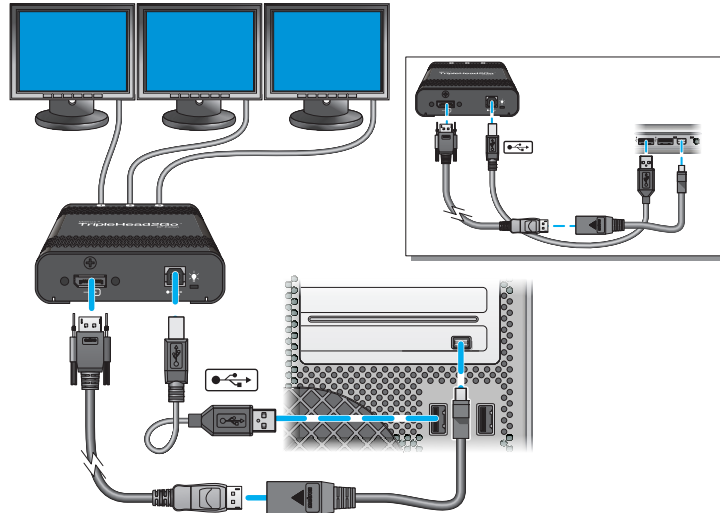
Before you begin

To avoid possible problems that could damage your monitors or prevent you from using your Matrox product, read the following guidelines before connecting your Matrox product.

- Whenever you change your connection setup, make sure you’re using the correct connectors and that all connectors are properly fastened.
- Don’t change monitor connections while your computer is turned on. While your computer is turned on, it may be using monitor settings that are specific to the current monitor connections. *Some* devices may be permanently damaged if incorrect settings are used.
- To get the most out of your Matrox product, we recommend you use three (3) identical monitors (that is, monitors that support the same settings such as display resolution and refresh rate). For information on the settings your monitor supports, see your monitor documentation.

Connecting three monitors

Connection overview



Step-by-step connection setup

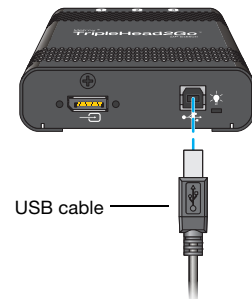
1 Turn off computer

Before you connect your Matrox product, make sure you shut down your system and turn off your computer.

2 Connect the USB cable

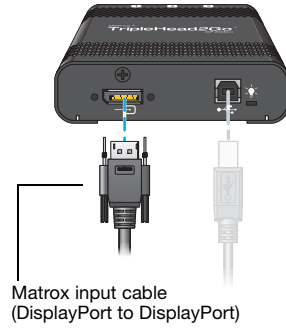
Plug one end of the USB cable provided with your Matrox product into the USB connector () on your Matrox product.

Plug the other end of the USB cable into a powered USB port on your computer. For more information on powered USB ports, see your system manual.

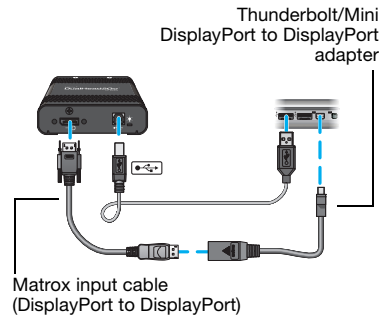


3 Attach the Matrox input cable

Attach one end of the Matrox DisplayPort to DisplayPort cable provided with your Matrox product to the DisplayPort input connector (DP) on your Matrox product.



Attach one end of the Thunderbolt/Mini DisplayPort to DisplayPort adapter provided with your Matrox product to the DisplayPort connector on your Matrox input cable. Attach the other end to the mini DisplayPort graphics connector on your computer.



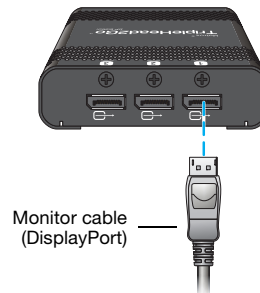
Note: Thunderbolt – If your system has a Thunderbolt connector, attach the other end of the mini DisplayPort to DisplayPort adapter to the Thunderbolt connector on your computer instead.



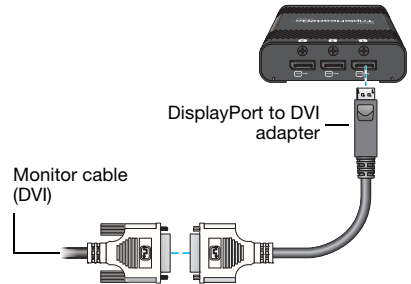
Note: To avoid problems related to image quality, make sure the DisplayPort connection to your graphics hardware is firmly in place.

4 Connect the first monitor

Use your monitor cable to connect your first monitor directly to the first connector (DP) on your Matrox product.

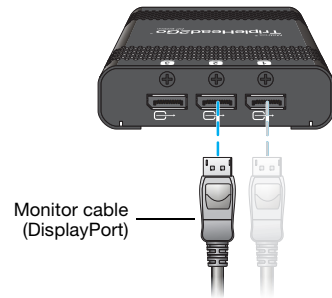


If your monitor has a DVI connector, use a DisplayPort to DVI adapter (sold separately) to connect your monitor to the connector.

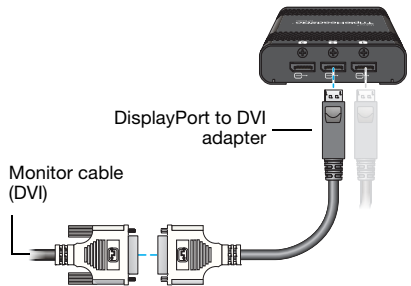


5 Connect the second monitor

Use your monitor cable to connect your second monitor directly to the second connector () on your Matrox product.



If your monitor has a DVI connector, use a DisplayPort to DVI adapter (sold separately) to connect your monitor to the connector.



6 Connect the third monitor

Use your monitor cable to connect your third monitor directly to the third connector () on your Matrox product.

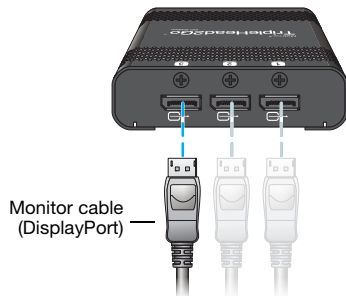


Diagram illustrating the connection of a monitor to a computer using a DisplayPort to DVI adapter. The adapter is connected to the computer's DisplayPort output and the monitor's DVI input.

Connecting two monitors

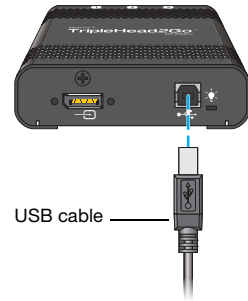
The diagram illustrates the connection of a PC to a TV using a video adapter. The main setup shows a PC with a video adapter card installed, connected to a TV via a DVI cable. An inset shows the connection of a USB cable to the video adapter card.

Before you connect your Matrox product, make sure you shut down your system and turn off your computer.

2 Connect the USB cable

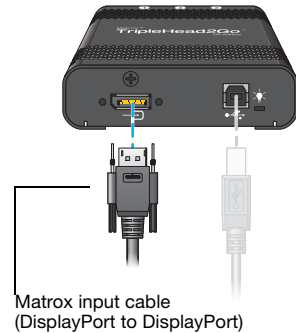
Plug one end of the USB cable provided with your Matrox product into the USB connector () on your Matrox product.

Plug the other end of the USB cable into a powered USB port on your computer. For more information on powered USB ports, see your system manual.

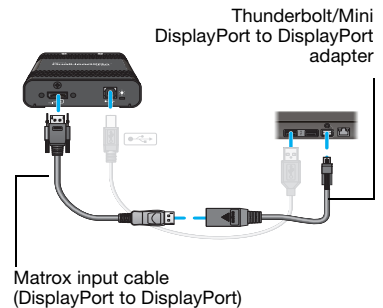


3 Attach the Matrox input cable

Attach one end of the Matrox DisplayPort to DisplayPort cable provided with your Matrox product to the DisplayPort input connector () on your Matrox product.



Attach one end of the Thunderbolt/Mini DisplayPort to DisplayPort adapter provided with your Matrox product to the DisplayPort connector on your Matrox input cable. Attach the other end to the mini DisplayPort graphics connector on your computer.



Note: Thunderbolt – If your system has a Thunderbolt connector, attach the other end of the mini DisplayPort to DisplayPort adapter to the Thunderbolt connector on your computer instead.

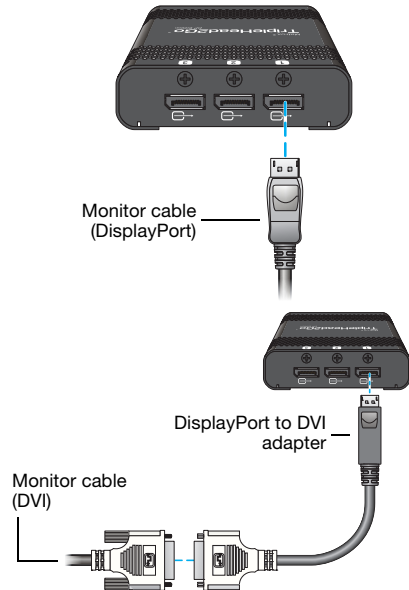


Note: To avoid problems related to image quality, make sure the DisplayPort connection to your graphics hardware is firmly in place.

4 Connect the first monitor

Use your monitor cable to connect your first monitor directly to the first connector (**1**) on your Matrox product.

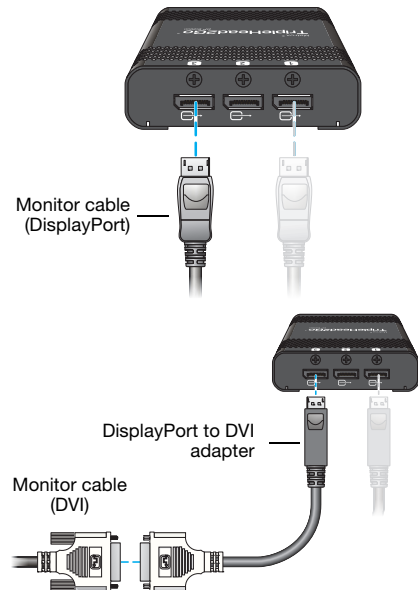
If your monitor has a DVI connector, use a DisplayPort to DVI adapter (sold separately) to connect your monitor to the connector.



5 Connect the second monitor

Use your monitor cable to connect your second monitor directly to the third connector (**3**) on your Matrox product.

If your monitor has a DVI connector, use a DisplayPort to DVI adapter (sold separately) to connect your monitor to the connector.



Your Matrox product is now connected. Restart your computer and install your Matrox software (see “Installing your Matrox PowerDesk software”, page 40).

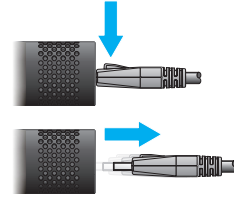
Connecting your TripleHead2Go Digital SE product

This section describes how to connect up to three digital (DVI-D) monitors to your Matrox product.

- To connect three monitors, see “Connecting three monitors”, page 34.
- To connect two monitors, see “Connecting two monitors”, page 37.



WARNING: To avoid damaging the DisplayPort connector on your DisplayPort monitor cable or on your Matrox product, carefully remove the DisplayPort cable by pressing the latch on the top of the DisplayPort connector while removing the connector.



Note: To purchase any Matrox cables or adapters not included with your product, see the Matrox online store (shopmatrox.com).

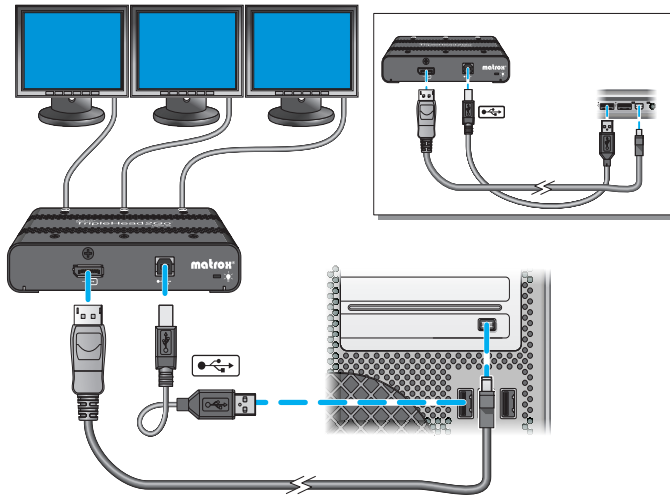
Before you begin

To avoid possible problems that could damage your monitors or prevent you from using your Matrox product, read the following guidelines before connecting your Matrox product.

- Whenever you change your connection setup, make sure you're using the correct connectors and that all connectors are properly fastened.
- Don't change monitor connections while your computer is turned on. While your computer is turned on, it may be using monitor settings that are specific to the current monitor connections. *Some* devices may be permanently damaged if incorrect settings are used.
- To get the most out of your Matrox product, we recommend you use two identical monitors (that is, monitors that support the same settings such as display resolution and refresh rate). For information on the settings your monitor supports, see your monitor documentation.

Connecting three monitors

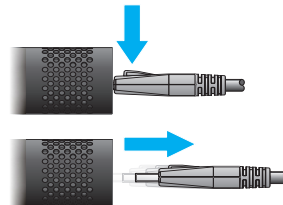
Connection overview



Step-by-step connection setup



WARNING: To avoid damaging the DisplayPort connector on your DisplayPort monitor cable or on your graphics hardware, carefully remove the DisplayPort cable by pressing the latch on the top of the DisplayPort connector while removing the connector.



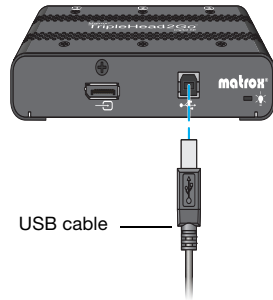
1 Turn off computer

Before you connect your Matrox product, make sure you shut down your system and turn off your computer.

2 Connect the USB cable

Plug one end of the USB cable provided with your Matrox product into the USB connector () on your Matrox product.

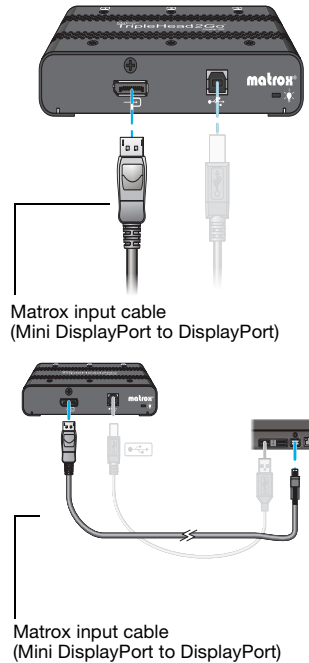
Plug the other end of the USB cable into a powered USB port on your computer. For more information on powered USB ports, see your system manual.



3 Attach the Matrox input cable

Attach one end of the Matrox mini DisplayPort to DisplayPort cable provided with your Matrox product to the DisplayPort input connector () on your Matrox product.

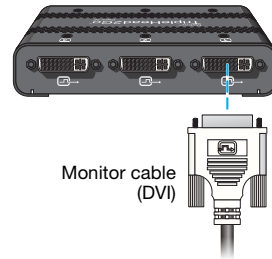
Attach the other end to the mini DisplayPort graphics connector on your computer.



Note: To avoid problems related to image quality, make sure the DisplayPort connection to your graphics hardware is firmly in place.

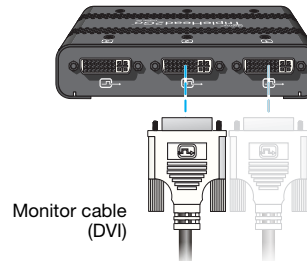
4 Connect the first monitor

Connect the DVI connector on your monitor cable directly to the first connector (**1**) on your Matrox product.



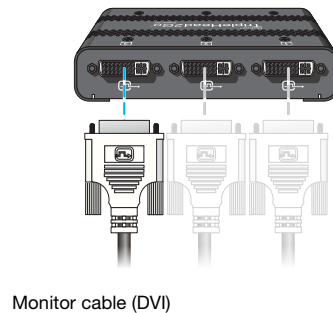
5 Connect the second monitor

Connect the DVI connector on your monitor cable directly to the second connector (**2**) on your Matrox product.



6 Connect the third monitor

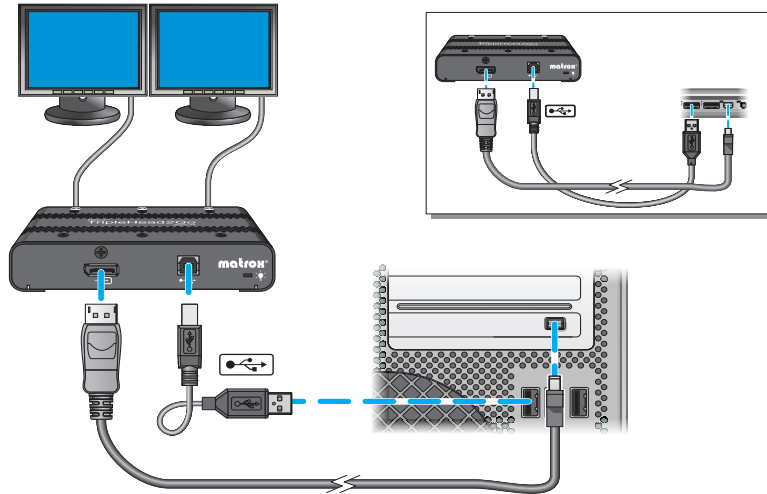
Connect the DVI connector on your monitor cable directly to the third connector (**3**) on your Matrox product.



Your Matrox product is now connected. Restart your computer and install your Matrox software (see “Installing your Matrox PowerDesk software”, page 40).

Connecting two monitors

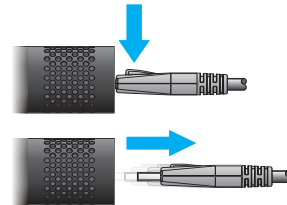
Connection overview



Step-by-step connection setup



WARNING: To avoid damaging the DisplayPort connector on your DisplayPort monitor cable or on your graphics hardware, carefully remove the DisplayPort cable by pressing the latch on the top of the DisplayPort connector while removing the connector.



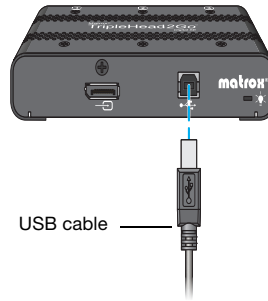
1 Turn off computer

Before you connect your Matrox product, make sure you shut down your system and turn off your computer.

2 Connect the USB cable

Plug one end of the USB cable provided with your Matrox product into the USB connector () on your Matrox product.

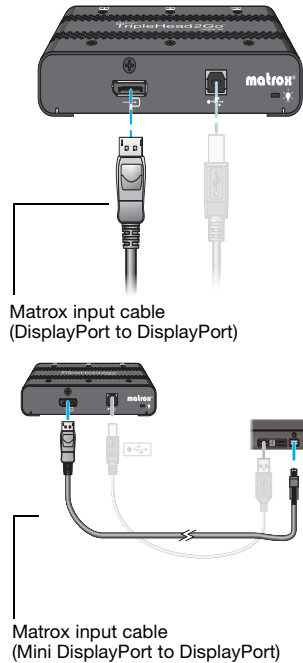
Plug the other end of the USB cable into a powered USB port on your computer. For more information on powered USB ports, see your system manual.



3 Attach the Matrox input cable

Attach one end of the Matrox mini DisplayPort to DisplayPort cable provided with your Matrox product to the DisplayPort input connector () on your Matrox product.

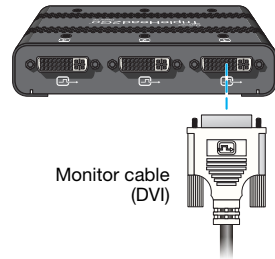
Attach the other end to the mini DisplayPort graphics connector on your computer.



Note: To avoid problems related to image quality, make sure the DisplayPort connection to your graphics hardware is firmly in place.

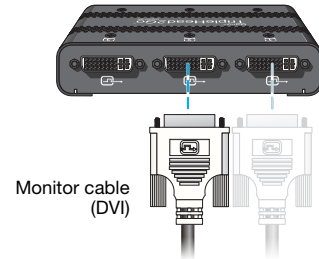
4 Connect the first monitor

Connect the DVI connector on your monitor cable directly to the first connector (1) on your Matrox product.



5 Connect the second monitor

Connect the DVI connector on your monitor cable directly to the second connector (2) on your Matrox product.



Your Matrox product is now connected. Restart your computer and install your Matrox software (see [“Installing your Matrox PowerDesk software”, page 40](#)).

Installing your Matrox PowerDesk software

This section describes how to install Matrox software for *Mac OS X*®.

Obtaining Matrox PowerDesk software

Matrox makes the latest software available on the Matrox Technical Support Web site (www.matrox.com/graphics/en/support/gxm/software).

Installing your Matrox PowerDesk software

To install Matrox PowerDesk software for Mac:

- 1 Download the *Matrox_PowerDesk.dmg* file, then double-click its icon to unpack the software.
- 2 Browse to the *Matrox PowerDesk* folder, then double-click the .pkg file to start the installation.
- 3 Follow the on-screen instructions.

Starting the Matrox quick setup utility

Matrox provides an easy way for you to set up and configure your Matrox product. The quick setup utility starts automatically after you install your PowerDesk software.

Your Matrox PowerDesk software is now installed. To access PowerDesk features and controls, [see “Matrox PowerDesk for Mac”, page 41.](#)

Matrox PowerDesk for Mac

Matrox PowerDesk software helps you get the most out of your Matrox product. Use Matrox PowerDesk software to change certain display settings or access Matrox features.



Accessing Matrox PowerDesk software

To access PowerDesk features and controls, click Matrox PowerDesk on your toolbar.

Accessing Matrox PowerDesk help

Get help information for your Matrox graphics hardware and software. To access Matrox PowerDesk help, click **Matrox PowerDesk Help** on your toolbar.

Quitting Matrox PowerDesk

To close Matrox PowerDesk software, choose **Quit Matrox PowerDesk** on your toolbar.

About

Get information on your Matrox PowerDesk software version and Matrox GXM product. If you have an Internet connection, you can click the buttons to open the Matrox GXM Web pages.

For information on configuring PowerDesk features and controls, see [“Configuring PowerDesk for Mac”](#), page 35.

Configuring PowerDesk for Mac

Use Matrox PowerDesk software to change certain display settings or access Matrox features. For information on a specific PowerDesk feature or control, choose one of the following:

- **Quick Setup** – Use this option to quickly set up, check the connections, and change the display settings of your Matrox DualHead2Go or TripleHead2Go product.
- **Desktop Management Preferences** – Use desktop management features to control how and where your windows appear on your desktop.
- **EDID Management** – Use this option to edit your display modes, choose the number of displays you want to use, and change the aspect ratio of your displays.
- **Information and Troubleshooting** – View information and get help for your DualHead2Go or TripleHead2Go product.

Quick Setup

Helps you quickly set up, check the connections, and change the display settings of your Matrox DualHead2Go or TripleHead2Go product.

Connection setup

Provides information on the connection status of your Matrox DualHead2Go or TripleHead2Go product.

To check your connection setup, click **Detect**. You can view your setup in the **Preview** area. If a monitor isn't detected (for example, if your monitor wasn't properly connected), that monitor will be identified with a question mark.



To fix this, follow the instructions provided in the **Connection Setup** section.

Display Settings

Use this option to quickly change your current display setting or to choose a new one.

To use multiple displays, you need to choose a stretched mode resolution. In stretched mode, your desktop spans across all your monitors to increase your screen real estate. For example, if you choose **2 * 800×600 60 Hz**, you'll be using two displays (*DualHead*), each with a resolution of 800 × 600 and a refresh rate of 60 Hz.

You can choose one of the following options:

- **Use the recommended display setting** – PowerDesk automatically selects the best possible display setting based on your setup.
- **Use a selected display setting** – You manually select the display setting you want to use.

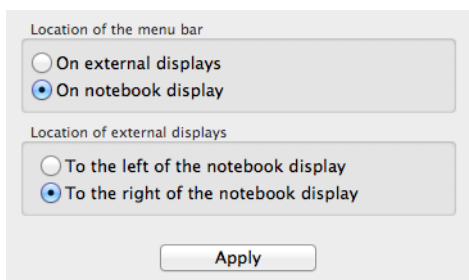
When you're done, click **Apply** for your changes to take effect. When you apply your change, you may be prompted to confirm your new display setting. If you're prompted, click **Confirm** to accept your new display setting or **Revert** to revert to your previous display setting. If you don't respond to the on-screen prompt within 15 seconds, your display will return to its previous setting.

Location of menu bar and external displays



Note: Depending on the system you're using, this option may not be available.

You can use this to customize where you want to locate your menu bar and how you want your multi-display setup to appear. For example, if you want your menu bar to appear on your notebook and your external displays to be to the right of your notebook, choose **On notebook display** and **To the right of the notebook display**.



Your multi-display setup would look like this:



You can also view your setup in the **Preview** area.

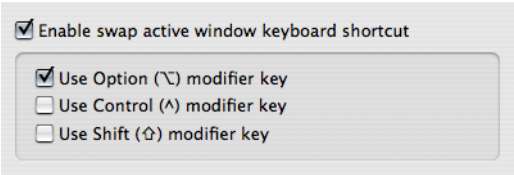
After choosing your new settings, click **Apply** for your changes to take effect. When you apply your changes, you'll be prompted to confirm your new display setting. Click **Confirm** to accept your new display setting or **Revert** to revert to your previous display setting. If you don't respond to the on-screen prompt within 15 seconds, your display will return to its previous setting.

Desktop Management Preferences

Use desktop management features to control how and where your windows appear on your desktop. You can also define keyboard shortcuts to quickly move your active windows.

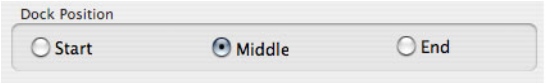
Enable swap active window keyboard shortcut

Use this to quickly move an active window from one display to another and resize it to fit the entire display.

- To assign a keyboard shortcut to this feature, enable the **Enable swap active window keyboard shortcut** check box, and choose one or more of the modifier keys listed (Option, Control, or Shift).
- 
- To move your window to another display press the Command key, the modifier key(s) you selected, and a display number. This also resizes the window to fit the entire display.
 - To remove the keyboard shortcut, clear the **Enable swap active window keyboard shortcut** check box.

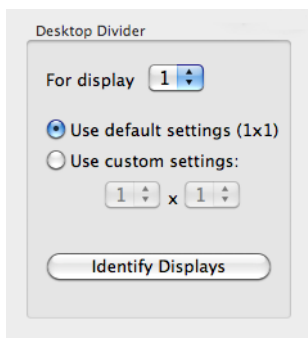
Dock Position

Use this to change the position of the Dock.

- **Start** places the Dock on the bottom left of your display.
- 
- **Middle** places the Dock on the bottom middle of your display.
 - **End** places the Dock on the bottom right of your display.

Desktop Divider

Matrox Desktop Divider helps you get the most out of your desktop space by enabling you to divide your display.



To get started, select a display next to **For display**.

To identify the cells on your desktop, click **Identify Displays**.

- **Use default settings** – Select this to use the default number of cells for your display. The Use default settings option is enabled by default.
- **Use custom settings** – Select this to manually set how your desktop is divided into cells of equal size. Select a display, then enter how many cells you want wide and how many you want high. For example, choosing a 3×3 configuration will divide your 1 desktop into 9 cells of equal size.

EDID Management

Use this option to edit your display modes, choose the number of displays you want to use, and change the aspect ratio of your displays.

Edit Resolution List

Your Matrox DualHead2Go or TripleHead2Go product has four (4) predefined “active” resolutions. You can use these predefined resolutions, or you can change them by choosing from among your product’s “supported” resolutions. Your DualHead2Go or TripleHead2Go product can provide four active resolutions at a time.



Note: If you’re using a fixed sync monitor with your Matrox DualHead2Go or TripleHead2Go product (for example, an Apple Cinema Display), editing the resolution list isn’t supported.

To edit your display modes:

- 1 Remove any display modes you don't need. In the **Active Resolutions and Refresh Rates** list, choose a display mode, then click the (<-) button to remove it from the list. Repeat this step for each display mode you want to remove from this list.
- 2 Add the display modes you want to use. In the **Supported Resolutions and Refresh Rates** list, choose a display mode, then click the (->) button to add this mode to the list of active display modes. Additional resolutions are available by clicking in the **Supported Resolutions and Refresh Rates** list or by choosing a different aspect ratio (standard or wide). Repeat this step for each display mode you want to add to this list.



Note: To quickly edit your display modes, enable the **Configure Based on Attached Displays** option (depending on your product, you may need to click the **Configure Based on Attached Displays** button instead). This automatically populates the active resolution list with the best possible modes supported by the monitors currently connected to your GXM product. Depending on your monitors, up to four modes at a time will be listed.

Edit Resolution List

Supported Resolutions and Refresh Rates	Active Resolutions and Refresh Rates
2 * 800x600 60 Hz	2 * 1920x1200 50 Hz

Number of Displays: ☐ 1 ☒ 2 -> <-

Aspect ratio: ☒ Standard ☐ Wide

Display Orientation: ☒ Landscape ☐ Portrait

☐ Configure Based on Attached Displays

Apply Changes
Undo Changes

- 3 Click **Apply Changes** to update your DualHead2Go or TripleHead2Go product with the new display mode list. Your displays go blank for a few seconds while your DualHead2Go or TripleHead2Go product is being updated.

To undo your last change, click **Undo Changes**.

- 4 Choose a new display mode. Click **Matrox PowerDesk** on the toolbar, then choose **Change Display Setting**. You can change your current display setting by choosing a new one from the list and clicking **Apply**.



Note: If you edited your display modes using the GXM Control Panel, make sure your new resolutions appear in the **Change Display Setting** dialog box. If your new resolutions *don't* appear, restart your computer, then re-open the **Change Display Setting** dialog box.

Information and Troubleshooting

Get help and troubleshooting information for your Matrox graphics hardware and software.

Product Information

Provides information on your Matrox GXM product, Matrox software versions, and hardware status. This information is helpful when troubleshooting problems.

System Information

Provides your system information (such as your OS version, system model, and graphics chipset). This information is helpful when troubleshooting problems.

Connections

- **Detect** – Detects the number of monitors currently connected to your product.
- **Open Quick Setup** – Helps you quickly set up your Matrox DualHead or TripleHead2Go product.

Product Update

- **Reset to Manufacturer Settings** – Restores the list of display modes to the manufacturer default settings.
- **Update Firmware** – Downloads and installs the latest firmware for your Matrox DualHead or TripleHead2Go product.
- **Uninstall PowerDesk** – Removes Matrox PowerDesk software from your system.

Image Quality

- **Adjust** – Adjusts the image quality of your displays. Your displays go blank for a few seconds while the image quality is being adjusted. This feature is available only while using the VGA (HD-15) input connector on your Matrox DualHead2Go or TripleHead2Go product.

Product information

Specifications

DualHead2Go

	DualHead2Go Digital Edition	DualHead2Go DP Edition	DualHead2Go Digital ME
Supported operating systems	Mac OS X 10.5 and later		
Supported resolutions*	3840 × 1200 @ 58Hz 3200 × 1200 @ 60 Hz 2560 × 1024 @ 60 Hz 2048 × 768 @ 60 Hz	3840 × 1200 @ 60 Hz 3360 × 1050 @ 60 Hz 2880 × 900 @ 60 Hz 2560 × 1024 @ 60 Hz	3840 × 1200 @ 60 Hz 3360 × 1050 @ 60 Hz 2880 × 900 @ 60 Hz 2560 × 1024 @ 60 Hz
Input connectors	1× HD-15	1× DisplayPort	1× DisplayPort
Output connectors	2× DVI-I	2× DisplayPort	2× DVI-D
Analog (VGA) monitor support	✓†	—	—
Digital (DVI) monitor support	✓	✓†	✓
DisplayPort monitor support	—	✓	—
Clone mode support	—	✓	✓
HDCP compliant	—	—	✓
Power supply	USB	USB and DisplayPort	USB
Dimensions	4.4" × 5.5" × 1.1" (11.3 cm × 14 cm × 2.8 cm)	3.5" × 3.54" × 1.1" (8.9 cm × 9 cm × 2.8 cm)	3.85" × 2.5" × 1.1" (9.78 cm × 6.35 cm × 2.8 cm)

* Your Matrox product ships with four default display modes. Additional display modes are available through Matrox PowerDesk software. For more information, see "Edit Resolution List", page 46.

† Requires adapter (sold separately). To purchase an adapter for your Matrox product, see the Matrox online store (shopmatrox.com).

TripleHead2Go

	TripleHead2Go Digital Edition	TripleHead2Go DP Edition	TripleHead2Go Digital SE
Supported operating systems	Mac OS X 10.5 and later		
Supported resolutions*	3840 × 1024 [†] @ 60 Hz 3072 × 768 @ 60 Hz 2400 × 600 @ 60 Hz 1920 × 480 @ 60 Hz	4080 × 768 @ 60 Hz 3840 × 1024 @ 60 Hz 3072 × 768 @ 60 Hz 2400 × 600 @ 60 Hz	4080 × 768 @ 60 Hz 3840 × 1024 @ 60 Hz 3072 × 768 @ 60 Hz 2400 × 600 @ 60 Hz
Input connectors	1 × DVI-DL or 1 × HD-15	1 × DisplayPort	1 × DisplayPort
Output connectors	3 × DVI-I	3 × DisplayPort	3 × DVI-D
Analog (VGA) monitor support	✓‡	—	—
Digital (DVI) monitor support	✓	✓‡	✓
DisplayPort monitor support	—	✓	—
Clone mode support	—	✓	✓
HDCP compliant	—	—	✓
Power supply	USB	USB and DisplayPort	USB
Dimensions	4.4" × 5.5" × 1.1" (11.3 cm × 14 cm × 2.8 cm)	3.5" × 3.54" × 1.1" (8.9 cm × 9 cm × 2.8 cm)	5.25" × 2.5" × 1.1" (13.34 cm × 6.35 cm × 2.8 cm)

* Your Matrox product ships with four default display modes. Additional display modes are available through Matrox PowerDesk software. For more information, see ["Edit Resolution List"](#), page 46.

† Available only with graphics hardware that supports HD-15 or dual-link DVI connections.

‡ Requires adapter (sold separately). To purchase an adapter for your Matrox product, see the Matrox online store (shopmatrox.com).

Environmental

Temperature, operational	5 to 45 °C (41 to 113 °F) (near box ambient)
Temperature, non-operational storage and transportation	-40 to 70 °C (-40 to 158 °F)
Humidity, operational (indoor)	20 to 80% (non-condensing)
Humidity, non-operational storage and transportation	5 to 95% (non-condensing)
Atmospheric pressure, operational	650hPa (3,580 meters / 11,745 feet) to 1013hPa (0 meters / 0 feet)
Atmospheric pressure, non-operational and transportation	192hPa (12,000 meters / 39,370 feet) to 1020hPa (-50 meters / -164 feet)

Notes

- For the latest information on your Matrox DualHead2Go or TripleHead2Go product, see the Matrox Web site (www.matrox.com/graphics/gxm).
- While using certain graphics hardware and software, certain limitations may apply. To view a list of compatible systems and supported resolutions, use the *GXM System Compatibility Wizard* (www.matrox.com/graphics/en/support/compatibility).
- The resolutions and refresh rates available depend on your monitor and software monitor settings. For more information on the capabilities of your monitor, see your monitor documentation.
- **DualHead2Go Digital ME and TripleHead2Go Digital SE** – In *clone mode*, your Matrox product supports a maximum display resolution of 1920 × 1200.
- While an unsupported display mode is selected, your displays may be unavailable.

Terms

The following are definitions for key terms used in this guide.

Aspect ratio

The aspect ratio of a monitor describes the ratio of the monitor's width to its height. For example, a standard monitor has an aspect ratio of 4:3. This means the image is 4 units wide for every 3 units of height. A wide-screen monitor, however, has an aspect ratio of 16:9. This means the image is 16 units wide for every 9 units of height. A wide-screen monitor is wider than a standard monitor.

Color palette

The number of simultaneous colors the software can show. This number is based on the number of bits used to store the color information for each pixel. The higher the number of bits, the more simultaneous colors the software can show.

Display mode

The combination of a resolution and refresh rate. For example, a 1280×1024 60 Hz display mode is 1280 pixels wide by 1024 pixels high and uses a refresh rate of 60 Hz.

GXM (Graphics Expansion Module)

DualHead2Go and TripleHead2Go are external multi-monitor adapters that let you connect two or three monitors to your laptop or desktop computer.

Refresh rate

This usually refers to the vertical refresh rate. The “vertical refresh rate” is the number of times that a screen is updated in a second. This is measured in cycles per second (Hertz). A higher vertical refresh rate may result in less noticeable flicker in your display, but also requires more bandwidth from your graphics hardware.

Resolution

The number of horizontal by vertical pixels shown on your display. For example, a 640×480 resolution is 640 pixels wide by 480 pixels high. Higher resolutions can show more detail or information.

Customer support

Matrox Web

Our Web site has product literature, press releases, technical material, a sales office list, trade show information, and other relevant material. Visit the Matrox Graphics Web site at www.matrox.com/graphics.

Technical support

Matrox values your business and offers professional support for your Matrox product.

If your product was purchased through a Matrox dealer, contact your dealer for product support. This is the quickest and most effective method of technical assistance. Your dealer is familiar with your complete system.

If your product was purchased through Matrox, contact your Matrox representative or visit our technical support Web site at www.matrox.com/graphics/support.

Information we need

Please give a complete description of the problem, and include:

- Matrox card serial number, model number, revision number, BIOS number, driver type and version, and memory address at which the Matrox card is installed.
- Computer brand and model name.
- Monitor brand and model name.
- Operating system, version, and service pack.
- Brand and model of any other cards and devices installed on your system.

Program specific problems

If a problem appears with a specific program, please give us the following information:

- Display settings (color palette, display resolution, and so on) applied when the problem occurs.
- If possible, take note of the file and segment address that caused the problem.
- Detailed steps known to cause the bug, so we can reproduce it.

Driver and software download

A more recent display driver may support more features and may offer increased capabilities (such as higher display resolutions). Matrox makes the latest display drivers, software, and system utilities available on the Matrox Technical Support Web site (www.matrox.com/graphics/en/support/drivers).

View your warranty information

Matrox makes warranty information available on the Matrox site (www.matrox.com/graphics/en/about/warranty).

Register your Matrox product

Please register online (www.matrox.com/graphics/en/registration) to be eligible for customer support, new product announcements, and information on special offers and upcoming events.

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USA

FCC Compliance Statement



Remark for the Matrox hardware products supported by this guide This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are 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 the 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 causes 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: • Reorient or relocate the receiving antenna • Increase the separation between the equipment and receiver • Connect the equipment into 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.

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

Declaration of conformity of a Class B digital device according to the FCC rules

We, the Responsible Party Matrox, 625 State Route 3, Unit B, Plattsburg, NY 12901 • Telephone: (514) 822-6000 (extension 2026) • Attention: Conformity Group Matrox

Declaration The Matrox hardware products supported by this guide comply with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) these devices may not cause harmful interference, and (2) these devices must accept any interference received, including interference that may cause undesired operation. Any question regarding this declaration should be forwarded to the above coordinates.

CANADA

(English) Industry Canada Compliance Statement

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(Français) Conformité avec les exigences du ministère de l'Industrie Canada

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JAPAN

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VCCI-B

KOREA

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EUROPE

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(Français) Informations aux utilisateurs Européens – Déclaration de conformité

Remarque sur les produits matériels Matrox couverts par ce guide Ces unités sont conformes à la directive communautaire 2004/108/EC pour les unités numériques de classe B. Les tests effectués ont prouvé qu'elles sont conformes aux normes EN55022/CISPR22 et EN55024/CISPR24. Le fonctionnement de ces produits dans un environnement résidentiel peut causer des interférences radio, dans ce cas l'utilisateur peut être amené à prendre les mesures appropriées. Pour respecter les impératifs communautaires, les câbles de connexion entre le moniteur ou autres périphériques et la carte doivent être blindés. Ces produits ont été testés dans un système hôte typique compatible classe B. On suppose qu'ils présenteront la même compatibilité dans tout système compatible classe B.

(Deutsch) Information für europäische Anwender – Konformitätserklärung

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EUROPE

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(Français) Informations aux utilisateurs Européens – Règlementation des déchets d'équipements électriques et électroniques (DEEE)

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(Deutsch) Information für europäische Anwender – Europäische Regelungen zu Elektro- und Elektronikaltgeräten (WEEE)

Bitte wenden Sie sich an der Matrox-Website (www.matrox.com/environment/en/weee) für Recycling-Informationen.

(Italiano) Informazioni per gli utenti europei – Direttiva sui rifiuti di apparecchiature elettriche ed elettroniche (RAEE)

Si prega di riferirsi al sito Web Matrox (www.matrox.com/environment/en/weee) per le informazioni di riciclaggio.

FRANCE

Avertissement sur l'épilepsie

À lire avant toute utilisation d'un jeu vidéo par vous-même ou votre enfant Certaines personnes sont susceptibles de faire des crises d'épilepsie ou d'avoir des pertes de conscience à la vue de certains types de lumières clignotantes ou d'éléments fréquents dans notre environnement quotidien. Ces personnes s'exposent à des crises lorsqu'elles regardent certaines images télévisées ou qu'elles jouent à certains jeux vidéo. Ces phénomènes peuvent apparaître alors même que le sujet n'a pas d'antécédent médical ou n'a jamais été confronté à une crise d'épilepsie.

Si vous-même ou un membre de votre famille avez déjà présenté des symptômes liés à l'épilepsie (crise ou perte de conscience) en présence de stimulations lumineuses, veuillez consulter votre médecin avant toute utilisation.

Nous conseillons aux parents d'être attentifs à leurs enfants lorsqu'ils jouent avec des jeux vidéo. Si vous-même ou votre enfant présentez un des symptômes suivants: vertige, trouble de la vision, contraction des yeux ou des muscles, perte de conscience, trouble de l'orientation, mouvement involontaire ou convulsion, veuillez immédiatement cesser de jouer et consultez un médecin.

Précautions à prendre dans tous les cas pour l'utilisation d'un jeu vidéo Ne vous tenez pas trop près de l'écran.

- Jouez à bonne distance de l'écran de TV et aussi loin que le permet le cordon de raccordement.
- Utilisez de préférence les jeux de vidéo sur un écran de petite taille.
- Évitez de jouer si vous êtes fatigué ou si vous manquez de sommeil.
- Assurez-vous que vous jouez dans une pièce bien éclairée.
- En cours d'utilisation, faites des pauses de dix à quinze minutes toutes les heures.

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