

Technical Note

TITLE: TV and Radio Icons Missing from the In Touch Module on Infinia 7200
DATE: 10/31/96
PRODUCT FIELDS: 7200 / Infinia
Software - Preinstalled

Toshiba America Information Systems, Inc. has done its best to ensure the accuracy of this information. Toshiba America Information Systems, Inc. reserves the right to revise or make obsolete some or all of the contents without obligation to notify any person of such revisions or changes. Despite effort to the contrary, errors, omissions or discrepancies may have occurred in preparation of this document and Toshiba America Information Systems, Inc. assumes no liability for damages incurred due in part or in whole to such errors.

INFORMATION:

Subject:

TV and Radio Icons Missing from the In Touch Module on the Infinia 7200.

Solution:

1. Make "Toshiba TV/Radio Driver" disk from MDC.
2. Perform the following steps from within device manager:
 - a. Remove Raffles TV/Radio driver from sound video and game controller section, if exists.
 - b. Search for an icon "Other Devices", (looks like a large yellow question mark,) in Device Manager.
 - c. Remove all references.
 - d. Go to the USB Icon, If there, and remove the reference to the Intel 82371SB PCIset USB Host Controller.
 - e. Close Device Manager and Restart the computer.
 - f. System will Plug n Play and find "PCI Card."
 - g. Choose last option, "Select from a list of alternate devices."
 - h. Select last option, "USB," from the list of hardware devices.
 - i. Select Intel on both Mfg and Models, then restart computer.
3. System will Plug n Play and find " PCI Multimedia Video Device."
4. Insert Disk created in step 1, then select first option " Disk from hardware Mfg." and choose OK.
5. Continue to follow prompts choosing OK until both the "Raffles TV/Radio driver" is read from the floppy drive and the system prompts to Restart the computer.
6. Search for an icon, "Other Devices," (looks like a large yellow question mark,) in Device Manager.
 - c. Remove all references.
7. Restart system.

*** note There may not be any references, thus system should fall right into step 8!

*** note If system goes straight into Win95, one of two things may have occurred.

- a. In touch is now working properly.
- b. Examine Device Manager for any flags on Raffles(Sound, Video and Game Controllers), USB or Other Devices. Clean up and begin again.

8. System will Plug n Play with "UnKnown Device" found.

9. Choose last option, "Select from a list of alternate devices."
 - a. Select last option "USB ", from the list of hardware devices.
 - b. Select Toshiba on the Mfg side, then restart computer.
10. Verify TV and Radio icons are displayed on the In Touch Module.

Keywords:

infinia 7200 in touch intouch tv radio tv/radio icon modules usb windows 95 multimedia video raffles pci