

Troubleshooting

If you experience a problem with your projector, please refer to the following information. If a problem persists, please contact your local reseller or service center.

Image Problems

No image appears on-screen

- ▶ Ensure all the cables and power connections are correctly and securely connected as described in the **Installation** section.
- ▶ Ensure all the pins of connectors are not bent or broken.
- ▶ Check if the projection lamp has been securely installed. Please refer to the **Replacing the lamp** section.
- ▶ Make sure you have removed the lens cap and the projector is switched on.

Partial, scrolling or incorrectly displayed image

- ▶ Press “Re-Sync” on the remote.
- ▶ If you are using a PC:
For Windows 95, 98, 2000, XP:
 1. Open the **My Computer** icon, the **Control Panel** folder, and then double click on the **Display** icon.
 2. Select the **Settings** tab.
 3. Verify that your display resolution setting is lower than or equal to UXGA (1600 x 1200).
 4. Click on the **Advanced Properties** button.
If the projector is still not projecting the whole image, you will also need to change the monitor display you are using. Refer to the following steps.
 5. Verify the resolution setting is lower than or equal to UXGA (1600 x 1200).
 6. Select the **Change** button under the **Monitor** tab.
 7. Click on **Show all devices**. Next, select **Standard monitor types** under the SP box; choose the resolution mode you need under the “Models” box.
 8. Verify that the resolution setting of the monitor display is lower than or equal to UXGA (1600 x 1200). (*)

- ▶ If you are using a Notebook:
 1. First, follow the steps above to adjust resolution of the computer.
 2. Press the toggle output settings. Example: [Fn]+[F4]

Acer ⇨	[Fn]+[F5]	IBM/Lenovo ⇨	[Fn]+[F7]
Asus ⇨	[Fn]+[F8]	HP/Compaq ⇨	[Fn]+[F4]
Dell ⇨	[Fn]+[F8]	NEC ⇨	[Fn]+[F3]
Gateway ⇨	[Fn]+[F4]	Toshiba ⇨	[Fn]+[F5]

Mac Apple:
System Preference ⇨ Display ⇨ Arrangement ⇨ Mirror display

If you experience difficulty changing resolutions or your monitor freezes, restart all equipment including the projector.

The screen of the Notebook or PowerBook computer is not displaying your presentation

- ▶ If you are using a Notebook:

Some Notebooks may deactivate their own screens when a second display device is in use. Each has a different way to be reactivated. Refer to your computer's manual for detailed information.

Image is unstable or flickering

- ▶ Use **Phase** to correct it. See page 34 for more information.
- ▶ Change the monitor color setting on your computer.

Image has vertical flickering bar

- ▶ Use **Frequency** to make an adjustment. See page 34 for more information.
- ▶ Check and reconfigure the display mode of your graphic card to make it compatible with the projector.

Image is out of focus

- ▶ Make sure the lens cap is removed.
- ▶ Adjusts the Focus Ring on the projector lens.
- ▶ Make sure the projection screen is between the required distances from the projector. See pages 17-18 for more information.

The image is stretched when displaying 16:9 DVD title

When you play anamorphic DVD or 16:9 DVD, the projector will show the best image in 16:9 format in OSD. If you play 4:3 format DVD title, please change the format as 4:3 in projector OSD. If the image is still stretched, you will also need to adjust the aspect ratio by referring to the following:

- ▶ Please setup the display format as 16:9 (wide) aspect ratio type on your DVD player.

Image is too small or too large

- ▶ Adjust the Zoom Ring on the top of the projector.
- ▶ Move the projector closer to or further from the screen.
- ▶ Press [Menu] button on the remote control or projector panel, go to **Display | Format** and try the different settings.

Image has slanted sides

- ▶ If possible, reposition the projector so that it is centered on the screen and below the bottom of the screen.
- ▶ Press [Keystone +/-] on the remote control until the sides are vertical.



❖ Use of Keystone is not recommended.

Image is reversed

- ▶ Select **Setup | Projection** from the OSD and adjust the projection direction.

Intermission Problems

The projector stops responding to all controls

- ▶ If possible, turn off the projector, then unplug the power cord and wait at least 60 seconds before reconnecting power.

Lamp burns out or makes a popping sound

- ▶ When the lamp reaches its end of life, it will burn out and may make a loud popping sound. If this happens, the projector will not turn on until the lamp module has been replaced. To replace the lamp, follow the procedures in Replacing the Lamp on page 49.

Projector Status Indication

Error Code Message	Power LED/ Flashes	Lamp LED/ Flashes
Thermal break status error	4	0
Fan1 error (Power Fan)	6	1
Fan2 error (Lamp Fan)	6	2
Fan3 error (Blower Fan)	6	3
Lamp door sensor detect high	7	0
DMD error	8	0
Color wheel error	9	0