


































# Troubleshooting

Before asking for repair of the projector, check the following. If the symptom persists, stop using the projector, be sure to unplug the power plug, and then contact your dealer.

## No image appears on the screen.


Problem	Solution																					
<p>Power can not be turned on.</p>	<ul style="list-style-type: none"> <li>Check whether the indicators are on or off and how they are lighting.</li> </ul> <table border="1" data-bbox="532 314 1295 880"> <thead> <tr> <th>POWER</th> <th>STATUS</th> <th>Solution</th> </tr> </thead> <tbody> <tr> <td> Off</td> <td> Off</td> <td> <ul style="list-style-type: none"> <li>Connect the power cord to the projector.</li> <li>Plug the power cord into a wall outlet.</li> </ul> </td> </tr> <tr> <td rowspan="3"> Steady red</td> <td> Off</td> <td> <ul style="list-style-type: none"> <li>If any objects are blocking the air inlet or outlet grille, remove them and carry out the following.                             <ol style="list-style-type: none"> <li>Unplug the power cord from the wall outlet.</li> <li>Make sure that the projector has cooled off.</li> <li>Plug the power cord into the wall outlet.</li> <li>Press the POWER button.</li> </ol> </li> </ul> </td> </tr> <tr> <td> Blinking orange</td> <td> <ul style="list-style-type: none"> <li>If any objects are blocking the air inlet or outlet grille, remove them.</li> <li>Don't expose the air outlet grilles to hot air emitted from a heating appliance.</li> </ul> </td> </tr> <tr> <td> Blinking green</td> <td> <ul style="list-style-type: none"> <li>After the STATUS indicator stops blinking, press the POWER button.                             <ul style="list-style-type: none"> <li>If you unplug the power cord while the fan is rotating, the lamp may not turn on about 1 minute when you plug the power cord next time.</li> <li>The lamp can't turn on again for 1 minute after it goes out.</li> </ul> </li> <li>Press the POWER button several times.</li> </ul> </td> </tr> <tr> <td rowspan="2"> Steady red</td> <td> Off</td> <td> <ul style="list-style-type: none"> <li>Replace the lamp. (The lamp is at the end of its life.)</li> </ul> </td> </tr> <tr> <td> Off</td> <td> <ul style="list-style-type: none"> <li>Attach the lamp cover on the top.</li> </ul> </td> </tr> <tr> <td> Blinking red / green</td> <td> Steady or Blinking</td> <td> <ul style="list-style-type: none"> <li>Unplug the power cord from the wall outlet and contact your dealer.</li> </ul> </td> </tr> </tbody> </table>	POWER	STATUS	Solution	 Off	 Off	<ul style="list-style-type: none"> <li>Connect the power cord to the projector.</li> <li>Plug the power cord into a wall outlet.</li> </ul>	 Steady red	 Off	<ul style="list-style-type: none"> <li>If any objects are blocking the air inlet or outlet grille, remove them and carry out the following.                             <ol style="list-style-type: none"> <li>Unplug the power cord from the wall outlet.</li> <li>Make sure that the projector has cooled off.</li> <li>Plug the power cord into the wall outlet.</li> <li>Press the POWER button.</li> </ol> </li> </ul>	 Blinking orange	<ul style="list-style-type: none"> <li>If any objects are blocking the air inlet or outlet grille, remove them.</li> <li>Don't expose the air outlet grilles to hot air emitted from a heating appliance.</li> </ul>	 Blinking green	<ul style="list-style-type: none"> <li>After the STATUS indicator stops blinking, press the POWER button.                             <ul style="list-style-type: none"> <li>If you unplug the power cord while the fan is rotating, the lamp may not turn on about 1 minute when you plug the power cord next time.</li> <li>The lamp can't turn on again for 1 minute after it goes out.</li> </ul> </li> <li>Press the POWER button several times.</li> </ul>	 Steady red	 Off	<ul style="list-style-type: none"> <li>Replace the lamp. (The lamp is at the end of its life.)</li> </ul>	 Off	<ul style="list-style-type: none"> <li>Attach the lamp cover on the top.</li> </ul>	 Blinking red / green	 Steady or Blinking	<ul style="list-style-type: none"> <li>Unplug the power cord from the wall outlet and contact your dealer.</li> </ul>
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<p>No image appears on the screen.</p>	<ul style="list-style-type: none"> <li>Cancel the AV mute by pressing the AV MUTE button.</li> <li>Check that the lens cap is removed.</li> <li>It may take about 1 minute for the lamp to light up.</li> <li>The lamp fails to light up on rare occasions. In such a case, wait for a few minutes and then try again.</li> <li>If the projector was turned off before the lamp was cooled down sufficiently last time, the fan may start rotating and the POWER button may not work after the power cord is plugged. After the fan stops rotating, press the POWER button to turn back on the POWER indicator.</li> <li>Check that the intake vent is clean.</li> <li>Check that the lamp cover is closed. (See page 36.)</li> <li>Check that the cables connected to the external devices are not broken.</li> <li>When an extension cable is being used, replace it with the supplied cable for check.</li> <li>When images are displayed correctly, add an RGB signal amplifier to the extension cable.</li> </ul>																					
<p>Power turns off.</p>	<ul style="list-style-type: none"> <li>This problem may occur when the intake vent and/or exhaust vents are blocked. (In such a case, the STATUS indicator brinks orange.)             <ul style="list-style-type: none"> <li>Remove the objects blocking the intake vent and/or exhaust vents and then carry out the following procedure.                 <ol style="list-style-type: none"> <li>Wait for the intake fan and/or exhaust fan to stop. (Wait until the STATUS indicator goes out.)</li> <li>Unplug the power cord from the wall outlet.</li> <li>Wait about 10 minutes.</li> <li>Plug the power cord into the wall outlet.</li> <li>Press the POWER button.</li> </ol> </li> </ul> </li> <li>When the STATUS indicator is steady red, it is indicating that the lamp should be replaced. Replace the lamp in this case.</li> <li>Check that AUTO POWER OFF has been set to OFF.</li> <li>If the lamp has deteriorated, it may go out after a while it illuminates.</li> </ul>																					
<p>The screen for entering the password appears.</p>	<ul style="list-style-type: none"> <li>PASSWORD FUNCTION in the FEATURE menu has been set to DISPLAY INPUT to enable the password lock.             <ul style="list-style-type: none"> <li>Enter the password or contact the person in charge of management of the projector. (See page 32.)</li> </ul> </li> </ul>																					
<p>"NO SIGNAL" is displayed.</p>	<ul style="list-style-type: none"> <li>Turn on the power of the connected device, or check whether there is something wrong with the connected device.</li> <li>Check whether the external device output signals. (Check this especially when the external device is a notebook computer.)</li> <li>Check that the cable connected to the external device isn't defective.</li> <li>Check that the projector is connected to the external device using the correct terminals.</li> <li>Check that the connected device is correctly selected as the input source.</li> <li>When an extension cord is being used, replace it with the supplied cable and check whether images are projected correctly. If images are projected correctly, use an RGB signal amplifier along with the extension cord.</li> </ul>																					

## Troubleshooting (continued)

### Images are not displayed correctly.

Problem	Solution
Projected images are shaking. Projected images are displaced.	<ul style="list-style-type: none"> <li>• Check that the cable connected to the external device isn't intermittent.</li> <li>• Connect the cable's plug with the external device's connector firmly.</li> <li>• Press the AUTO POSITION button.</li> <li>• Some computers output out-of-spec signals on rare occasion. Adjust the SIGNAL menu. (See page 28.)</li> <li>• When the input signal is a WXGA video signal, confirm the setting selected in WXGA in the FEATURE menu.</li> <li>• When the input signal is other than a WXGA video signal, select "OFF" in WXGA in the FEATURE menu.</li> </ul>
Projected images are distorted.	<ul style="list-style-type: none"> <li>• Adjust the projector and the screen so that they are perpendicular to each other. (See page 9.)</li> </ul>
Projected images are dark.	<ul style="list-style-type: none"> <li>• Adjust BRIGHTNESS and CONTRAST in the QUICK MENU or the IMAGE menu. (See page 27.)</li> <li>• Replace the lamp. (See page 35.)</li> </ul>
Projected images are blurred.	<ul style="list-style-type: none"> <li>• Adjust the focus. (See page 16.)</li> <li>• Clean the lens.</li> <li>• Press the ◀ or ▶ button on the remote control to eliminate flicker.</li> <li>• Adjust TRACKING and FINE SYNC. in the SIGNAL menu. (See page 28.)</li> <li>• Adjust BRIGHTNESS and CONTRAST in the QUICK MENU or the IMAGE menu. (See page 27.)</li> <li>• Adjust the projector and the screen so that they are perpendicular to each other. (See page 9.)</li> </ul>
Afterimages persist on the screen.	<ul style="list-style-type: none"> <li>• This phenomenon is improved by keeping projecting an evenly bright image. (Such "image burn-in" phenomenon where afterimages persist on the screen may occur if a stationary image is kept displayed on the screen for a long time.)</li> </ul>
White dots are seen on projected images. Black dots are seen on projected images.	<ul style="list-style-type: none"> <li>• This phenomenon is normal for a DLP projector and is not a malfunction. (A very small number of pixels may visibly or invisibly be persistent all the time, but they are not a sign of system malfunctions. Over 99.99% of the pixels are effective.)</li> </ul>
Fine streaks are seen on projected images.	<ul style="list-style-type: none"> <li>• This is due to interference with the screen surface and is not a malfunction. Replace the screen or displace the focus a little.</li> <li>• Vertical or horizontal streak noise may appear on the projected image, depending on the type of the DVD player, game console or computer you use. In such a case, you can reduce such streak noise by enabling the LPF.</li> </ul>
Projected images become wavy.	<ul style="list-style-type: none"> <li>• Connect the plugs of the cables to external devices securely.</li> <li>• Keep the projector away from equipment generating interfering radio waves.</li> <li>• When the keystone adjustment is carried out, the image may not be displayed correctly because of the type of input signal. This isn't a product malfunction. In this case, readjust the keystone so that the amount of keystone correction is as small as possible.</li> </ul>
Hue is not appropriate.	<ul style="list-style-type: none"> <li>• Check that the cables connected to the external devices are not broken.</li> </ul>
Tint in projected images is incorrect.	<ul style="list-style-type: none"> <li>• Check that COMPUTER INPUT in the SIGNAL menu is correctly set. (See page 25.)</li> <li>• Check that the cable connected to the external device isn't broken.</li> </ul>
Different color tint.	<ul style="list-style-type: none"> <li>• When comparing images projected by two projectors, tints in the displayed images may be different because of variation between their optical components. This is not a malfunction.</li> <li>• When comparing the image projected by this projector with those displayed on the television or PC monitor, tints in the displayed images may be different because of difference in the range of color reproducibility. This is not a malfunction.</li> </ul>
Only the motion areas in the images supplied from the computer aren't displayed.	<ul style="list-style-type: none"> <li>• This is caused by the computer being used. Contact the manufacturer of your computer.</li> </ul>
Projected images are obscured.	<ul style="list-style-type: none"> <li>• Match the output resolution of your computer with the resolution of the projector. For the method to change the output resolution of the computer, contact the manufacturer of your computer. (See page 43.)</li> <li>• Some images and texts appear obscured during the keystone adjustment. In such cases, use the projector without applying the keystone adjustment. (See page 15.)</li> </ul>
Projected images are flickering	<ul style="list-style-type: none"> <li>• After the Power button or On button on the remote has been pressed, or the Lamp mode setting has changed, images may be flickering until the lamp lights stably. This is an expected behavior.</li> <li>• When selecting the input signal, Auto Position, and Color Enhancer, the projected image may be flickering temporarily. This is not a product malfunction.</li> </ul>
Projector images are twitching.	<ul style="list-style-type: none"> <li>• Projector may be vibrating. Set AUTO KEYSTONE to OFF or lower the VOLUME ▼ button of the Remote control.</li> </ul>

## Others

Problem	Solution
The exhaust vents emit warm air.	<ul style="list-style-type: none"> <li>This air comes out after cooling the inside of the projector. You may feel hot, but this is not a malfunction.</li> </ul>
No audio is output.	<ul style="list-style-type: none"> <li>Check that the volume isn't set to low.</li> <li>Check the AUDIO INPUT setting.</li> <li>When the external device is connected with an HDMI cable, set the audio output of the device to PCM output.</li> </ul>
The menu can't be used.	<ul style="list-style-type: none"> <li>The microcomputers inside the projector may be wrongly operating because of noise.                             <ul style="list-style-type: none"> <li>→ Press the POWER button to turn off the lamp and unplug the power cord from the wall outlet. Wait about 10 minutes, plug the power cord in, and try again.</li> </ul> </li> </ul>
"TEMPERATURE!!!" is displayed.	<ul style="list-style-type: none"> <li>This indication appears when the ambient temperature rises high. When the ambient temperature stays high, the lamp goes out.                             <ul style="list-style-type: none"> <li>→ Eliminate any causes of the rise in the ambient temperature.</li> </ul> </li> <li>This indication appears when the air inlet or outlet grille is blocked. When they are kept blocked, the lamp goes out.                             <ul style="list-style-type: none"> <li>→ Remove the objects blocking the air inlet or outlet grille.</li> </ul> </li> </ul>
The  mark appears.	<ul style="list-style-type: none"> <li>This mark appears when ineffective operation is carried out. This isn't a product malfunction.</li> </ul>
The remote control doesn't function easily or at all.	<ul style="list-style-type: none"> <li>Check that the batteries are loaded in the remote control or the batteries are not weak. (See page 8.)</li> <li>Check that the remote control sensor isn't exposed to direct sunlight or fluorescent light. (See page 8.)</li> <li>Use the remote control within its operation range. (See page 8.)</li> <li>Use the remote control at least 10 cm away from the projector.</li> </ul>
The buttons on the control panel (except for the POWER button) don't function.	<ul style="list-style-type: none"> <li>PASSWORD FUNCTION in the FEATURE menu has been set to MENU ACCESS to enable the password lock.                             <ul style="list-style-type: none"> <li>→ Cancel the password lock or contact the person in charge of management of the projector. (See page 33.)</li> </ul> </li> </ul>
Abnormal sound is heard.	<ul style="list-style-type: none"> <li>Because the color wheel spins at a high speed, metallic sounds may be heard in rare occasions. Such symptom is not a malfunction.</li> </ul>

**If the following problem occurs after the lamp is replaced, check the following first.**

Problem	Solution
The projector does not turn on.	<ul style="list-style-type: none"> <li>Fit the lamp cover securely. (See page 36.)</li> <li>Reset the lamp operating time. (See page 36.)</li> </ul>
The STATUS indicator blinks.	<ul style="list-style-type: none"> <li>Reset the lamp operating time. (See page 36.)</li> </ul>

## Maintenance

### Warning:

Do not use flammable solvents (benzene, thinner, etc.) and flammable aerosols when cleaning the projector body and lens. Flammable substances may ignite causing fire or breakdown while the lamp is illuminating.

### Caution:

Be sure to turn off the lamp and unplug the power cord from the wall outlet before you perform any maintenance on the projector.

### Cleaning of the projector and the ventilation slots

Use a soft cloth to clean the projector and the ventilation grilles. When the grilles become dirty, wipe them with a soft cloth dampened with diluted mild detergent, and then wipe them with a dry cloth.

### To protect the surface of the projector from fading or deteriorating:

- Do not spray insecticide on or inside the projector.
- Do not use benzine or thinner to clean it.
- Do not let rubber or plastic materials contact with projector.

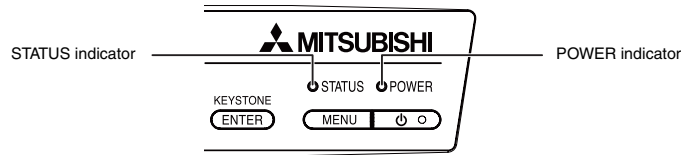
### Cleaning of the lens

Use a standard lens-cleaning brush or a piece of lens tissue dampened with lens cleaning fluid. The lens surface is fragile. Use only recommended, nonabrasive lens-cleaning materials. Do not touch the lens with your fingers.

# Indicators

This projector has two indicators, each of which shows the operation condition of the projector.

The following offer solutions to possible problems. If these problem persist, turn the projector off and consult your dealer.



## Normal condition

POWER	STATUS	CONDITION	NOTE
 Steady red	 Off	Stand-by	
 Steady green	 Blinking green	Lamp stand-by (about 1 minute)	The POWER button cannot be used to switch between on and off.
 Steady green	 Steady green	The power is on. (Normal condition)	

## Abnormal condition

POWER	STATUS	CONDITION	POSSIBLE SOLUTION
 Steady green or Steady red	 Blinking orange	Abnormal temperature <ul style="list-style-type: none"> <li>The ventilation grilles is clogged with dust or dirt.</li> <li>The room temperature is high.</li> </ul>	<ul style="list-style-type: none"> <li>Clean the ventilation grilles.</li> <li>Relocate the projector to a cooler place.</li> </ul>
 Steady red	 Blinking green	The protection circuit is working or the lamp is in an abnormal condition.	<ul style="list-style-type: none"> <li>Wait until the STATUS indicator goes out, then press the POWER button.</li> <li>If the above solution is not effective, replace the lamp.</li> </ul>
 Steady green	 Blinking green/red	The lamp operation time exceeds the time elapsed until the lamp lifetime notice while the power is on. (See page 36.)	Replace the lamp. Change with a new lamp if this problem recurs.
 Steady red	 Blinking red	The lamp operation time exceeds the time elapsed until the lamp lifetime notice while the power is off. (See page 36.)	
 Steady red	 Steady red	The lamp operation time exceeds the time elapsed until the lamp lifetime. (See page 36.)	
 Blinking green/red	 Off	The lamp cover isn't closed.	Close the cover correctly.
 Blinking green/red	 Steady or Blinking	Abnormal.	Contact your dealer.