## Troubleshooting Check List

Before contacting your dealer or service personnel, check the following list to be sure repairs are needed also by referring to the “Troubleshooting” section in your user’s manual. This checklist below will help us solve your problem more efficiently.

* Print this page and the next page for your check.

### Frequency of occurrence
- [ ] always
- [ ] sometimes (How often?
- [ ] other (__________________)

### Power
- [ ] No power (POWER indicator does not light green) See also “Status Indicator (STATUS)”.
  - [ ] Power cable’s plug is fully inserted into the wall outlet.
  - [ ] Main power switch is pressed to the ON position.
  - [ ] Lamp cover is installed correctly.
  - [ ] Lamp Hours Used (lamp operation hours) was cleared after lamp replacement.
  - [ ] No power even though you press and hold the POWER button for 1 second.
- [ ] Shut down during operation.
  - [ ] Power cable’s plug is fully inserted into the wall outlet.
  - [ ] Lamp cover is installed correctly.
  - [ ] [AUTO POWER OFF] is turned off (only models with the [AUTO POWER OFF] function).
  - [ ] [OFF TIMER] is turned off (only models with the [OFF TIMER] function).

### Video and Audio
- [ ] No image is displayed from your PC or video equipment to the projector.
  - [ ] Still no image even though you connect the projector to the PC first, then start the PC.
  - [ ] Enabling your notebook PC’s signal output to the projector.
    - [ ] A combination of function keys will enable/disable the external display. Usually, the combination of the “Fn” key along with one of the 12 function keys turns the external display on or off.
  - [ ] No image (blue or black background, no display).
  - [ ] Still no image even though you press the AUTO ADJUST button.
  - [ ] Still no image even though you carry out [RESET] in the projector’s menu.
  - [ ] Signal cable’s plug is fully inserted into the input connector
    - [ ] A message appears on the screen. (__________________)
  - [ ] The source connected to the projector is active and available.
  - [ ] Still no image even though you adjust the brightness and/or the contrast.
  - [ ] Input source’s resolution and frequency are supported by the projector.
  - [ ] Image is too dark.
    - [ ] Remains unchanged even though you adjust the brightness and/or the contrast.
  - [ ] Image is distorted.
    - [ ] Image appears to be trapezoidal (unchanged even though you carry out the [KEYSTONE] adjustment).
  - [ ] Parts of the image are lost.
    - [ ] Still unchanged even though you press the AUTO ADJUST button.
    - [ ] Still unchanged even though you carry out [RESET] in the projector’s menu.
    - [ ] Image is shifted in the vertical or horizontal direction.
    - [ ] Horizontal and vertical positions are correctly adjusted on a computer signal.
    - [ ] Input source’s resolution and frequency are supported by the projector.
    - [ ] Some pixels are lost.
    - [ ] Image is flickering.
    - [ ] Still unchanged even though you press the AUTO ADJUST button.
    - [ ] Still unchanged even though you carry out [RESET] in the projector’s menu.
    - [ ] Image shows flickering or color drift on a computer signal.
    - [ ] Still unchanged even though you change [FAN MODE] from [HIGH ALTITUDE] to [AUTO].
    - [ ] Image appears blurry or out of focus.
      - [ ] Still unchanged even though you checked the signal’s resolution on PC and changed it to projector’s native resolution.
      - [ ] Still unchanged even though you adjusted the focus.
    - [ ] No sound.
      - [ ] Audio cable is correctly connected to the audio input of the projector.
      - [ ] Still unchanged even though you adjusted the volume level.
      - [ ] AUDIO OUT is connected to your audio equipment (only models with the AUDIO OUT connector).

### Other
- [ ] Remote control does not work.
  - [ ] No obstacles between the sensor of the projector and the remote control.
  - [ ] Projector is placed near a fluorescent light that can disturb the infrared remote controls.
  - [ ] Batteries are new and are not reversed in installation.
- [ ] Buttons on the projector cabinet do not work (only models with the [CONTROL PANEL LOCK] function)
  - [ ] [CONTROL PANEL LOCK] is not turned on or is disabled in the menu.
  - [ ] Still unchanged even though you press and hold the EXIT button for a minimum of 10 seconds.
In the space below please describe your problem in detail.

### Information on application and environment where your projector is used

#### Projector
- **Model number:**
- **Serial No.:**
- **Date of purchase:**
- **Lamp operating time (hours):**
- **Lamp Mode:** □ Normal □ Eco
- **Information on input signal:**
  - Horizontal synch frequency [ ] kHz
  - Vertical synch frequency [ ] Hz
  - Synch polarity H □ (+) □ (–)
  - V □ (+) □ (–)
  - **Synch type** □ Separate □ Composite □ Sync on Green
- **STATUS Indicator:**
  - Steady light □ Orange □ Green
  - Flashing light [ ] cycles
- **Remote control model number:**

#### Installation environment
- **Screen size:** inch
- **Screen type:**
  - □ White matte □ Beads □ Polarization
  - □ Wide angle □ High contrast
- **Throw distance:** feet/inch/m
- **Orientation:** □ Ceiling mount □ Desktop
- **Power outlet connection:**
  - □ Connected directly to wall outlet
  - □ Connected to power cord extender or other (the number of connected equipment______________)
  - □ Connected to a power cord reel or other (the number of connected equipment______________)

#### Computer
- **Manufacturer:**
- **Model number:**
- **Notebook PC □ / Desktop □**
- **Native resolution:**
- **Refresh rate:**
- **Video adapter:**
- **Other:**

#### Video equipment
- **Manufacturer:**
- **Model number:**

#### Signal cable
- **NEC standard or other manufacturer's cable?**
  - Model number: Length: inch/m
- **Distribution amplifier**
  - Model number:
- **Switcher**
  - Model number:
- **Adapter**
  - Model number: