
MAINTENANCE & TROUBLESHOOTING

This section describes how to:

- clean the lens
- replace the projection lamp
- replace the batteries in the remote
- clean the fan intake filter
- use the security lock feature
- troubleshoot the projector

Cleaning the Lens

- 1 Apply a non-abrasive camera lens cleaner to a soft, dry cloth.
 - Avoid using an excessive amount of cleaner, and don't apply the cleaner directly to the lens.
 - Abrasive cleaners, solvents or other harsh chemicals might scratch the lens.
- 2 Lightly wipe the cleaning cloth over the lens in a circular motion.
- 3 If you don't intend to use the projector immediately, replace the lens cap.

Replacing the Projection Lamp

The lamp hour counter in the Status menu counts the number of hours the lamp has been in use. Change the lamp when the brightness is no longer acceptable. You can order new lamp modules from your InFocus dealer. See "Optional Accessories" on page 47 for ordering information.

Follow these steps to replace the projection lamp:

- 1 Turn off the projector and unplug the power cord.
- 2 Wait at least 30 minutes to allow the projector to cool completely.
- 3 Using the special tool provided, carefully depress the locking mechanism while sliding the cover forward.



WARNING: For ceiling installation. To prevent eye injury, wear protective eyewear before opening the lamp door.



WARNING: To avoid burns, allow the projector to cool for at least 30 minutes before you open the lamp module door. Never extract the lamp module while the projector is operating.



WARNING: Be extremely careful when removing the lamp module. In the unlikely event that the bulb ruptures, small glass fragments may be generated. The lamp module is designed to contain these fragments, but use caution when removing the lamp module.



WARNING: For ceiling installation. To prevent eye injury, wear protective eyewear before opening the lamp door.



CAUTION: Never operate the projector with the lamp door open or removed. This disrupts the air flow and causes the projector to overheat.



WARNING: Do not drop the lamp module or touch the glass bulb. The glass may shatter and cause injury.

- 4 Slide the lamp door forward and off the projector.
- 5 Loosen the two silver, non-removable screws on the sides of the module.

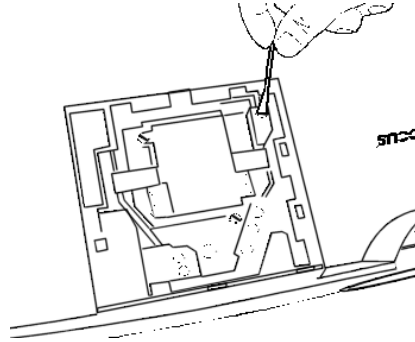


FIGURE 16

Loosen the two silver screws securing the lamp to the projector

- 6 With the thumb and forefinger, grasp the lift tabs on the module and lift the lamp module up and out of the projector. Dispose of the lamp module in an environmentally proper manner.

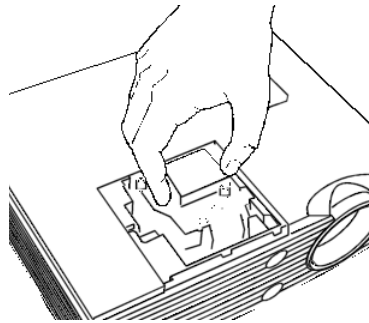


FIGURE 17

Removing the lamp from the projector

- 7 Install the new lamp module, being careful to align the connectors properly.
- 8 Press down on the lamp module until it snaps firmly into place.

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- 9 Tighten the screws on the outside of the module.
 - 10 Slide the lamp cover back into place.
 - 11 Plug in the power cord and press the Power button to turn the projector back on.
 - 12 The lamp hours status will change automatically when the lamp module is replaced. Verify that the counter was reset by pressing the menu button and viewing the counter in the status window.

Replacing batteries in the remote

The life of the batteries depends on how often and how long you use the remote. Symptoms of low battery charge include erratic responses when using the remote and a reduced range of operation.

Follow these steps to replace the batteries:

- 1 Turn the remote face down in your hand.
- 2 Slide your fingernail under the battery cover locking device and lift it off the remote.
- 3 Remove the old batteries and dispose of them in an environmentally safe manner.
- 4 Install two new AA alkaline batteries.
- 5 Place the battery cover back onto the remote and snap it back into place.



NOTE: Make sure the positive and negative ends of the batteries are installed in the correct direction.

Cleaning the Fan Intake Filter

The fan intake filter on the bottom of the projector catches dust and particles in the air. If the filter becomes clogged, the projector does not cool properly and may malfunction. To prevent this, clean the filter every 100 hours of use.

- 1 Turn off the power and unplug the power cord.
- 2 Slide the filter door forward off the bottom of the projector.

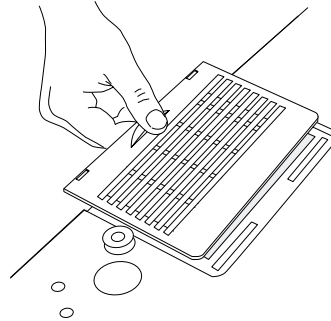


FIGURE 18

Removing the fan intake filter.

- 3 Clean the filter
 - Use a vacuum cleaner set on low power to remove the dust and dirt.

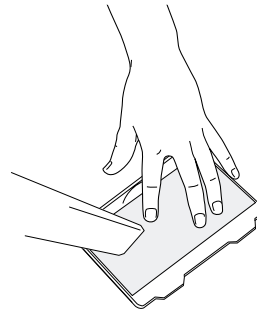


FIGURE 19

Cleaning the fan intake filter.

- 4 Replace the filter door.
 - Slide the door back in place.

Using the Security Lock

The projector has a security connector for use with a PC Guardian Cable Lock System. See “Optional Accessories” on page 47 for ordering instructions. Refer to the information that came with the lock for instructions on how to use it to secure the projector.

Troubleshooting

Problem: The projector is not running

- Make sure that the power cord is properly connected to a fully functional AC electrical outlet. Make sure that the power cord is also properly connected to the projector.
- If the projector is plugged into a power strip, make sure the power strip is plugged in and turned on.
- Make sure the projector is turned on.

Problem: Projector is running, but nothing appears on the projection screen

- Make sure you have removed the lens cap on the projection lens at the front of the projector.
- Make sure the lamp has not burned out. See “Replacing the Projection Lamp” on page 37.
- Check the projector’s lamp to ensure that it is securely connected in the lamp module. Make sure the lamp door is installed. See “Replacing the Projection Lamp” on page 37.

Problem: Only the start-up screen displays

- Verify that the cables are connected correctly. See page 14 for connection procedures.
- Make sure that the cables do not have any bent pins.
- Verify that the proper input source is connected. See page 14 for selecting a source.
- You might need to turn everything off and power up the equipment again in the proper order. Refer to your computers documentation to determine the correct order.

- Make sure that your laptop's external video port is turned on. See the "Portable and Laptop Activation Chart" on page 48 or your computer's manual for details.
- Make sure your computer's video board is installed and configured correctly.
- Make sure your computer has a compatible video board. The projector isn't CGA or EGA compatible.

If you're using Windows 98:

- 1 Open "My Computer" icon, the Control Panel folder and the Display icon.
- 2 Click the Settings tab.
- 3 Verify that the Desktop area is set to 1280x1024 or less.

Problem: Color or text not being projected

- You might need to adjust the brightness up or down until the text is visible. Refer to "Brightness" on page 27 for additional instructions.

Problem: The screen resolution is not right

- Make sure the computer's video card is set for a resolution of no greater than 1280x1024.

Problem: Image isn't centered on the screen

- Move the projector to reposition the image.
- Reposition the image using the menu. Refer to "Horizontal position" on page 31 and "Vertical position" on page 31.
- Be sure the projector is at a 90 degree angle to the screen.

Problem: Image is too wide or narrow for screen

- Adjust the zoom or projector placement.
- Adjust the resolution of your video card if it's greater than 1280x1024.

Problem: Image is out of focus

- Turn the projection lens to focus the image.
- Make sure the projection screen is at least 4.8 feet (1.5m) from the projector.
- Check the projection lens to see if it need cleaning.

Problem: Image and menus are reversed left to right

- Rear projection mode is probably turned on. Turn Rear Projection off in the Controls menu. The image should immediately return to forward projection. See “Rear Project” on page 33.

Problem: The projector displays vertical lines, “bleeding” or spots

- Adjust the brightness. See “Brightness” on page 27.
- Check the projection lens to see if it needs cleaning.

Problem: No sound

- Adjust the volume.
- Verify audio/input connections.
- Adjust audio source.
- Make sure “Mute” is not selected in the audio menu.

Problem: Image is “noisy” or streaked

Try these steps in this order.

- 1 Deactivate the screen saver on your computer.
- 2 Turn Auto Image off and then back on again. See “Auto Image” on page 30.
- 3 Turn Auto Image off and adjust the synchronization and tracking manually to find an optimal setting. See “Manual Syncn” on page 31, and “Manual Tracking” on page 31.
 - The problem could be with your computer’s video card. If possible, connect a different computer.

Problem: Projected colors don’t match the computer or video players colors

- Just as there are differences in the displays of different monitors, there are often differences between the computer image and the projected image. Adjust the brightness and tint from the Display menu. See “Brightness” on page 27 and “Tint” on page 27.

Problem: Lamp seems to be getting dimmer

- The lamp begins to lose brightness when it has been used for a long time. Replace the lamp as described in “Replacing the Projection Lamp” on page 37.

Problem: Lamp shuts off

- A minor power surge may cause the lamp to shut off. Unplug the projector, wait a minute, then plug it back in.
- Make sure the vents are not blocked.

Problem: The projector runs a long time after I turn it off

- The projector filter may be clogged and need cleaning. See Cleaning the Fan Intake Filter on page 40.

The most current troubleshooting information can be found in the Service and Support section of our website at <http://www.infocus.com/service>. You'll also find a Technical Library, FAQ's, and support contacts including a technical support e-mail form.

Before calling your dealer or InFocus Technical Support for assistance, please have the following information available:

- the projector's serial number (located on the bottom label)
- the resolution of your computer.

Call InFocus Technical Support at **1-800-799-9911** between 6 a.m. and 6 p.m. PST Monday through Friday. Service is available in North America after hours and on weekends for a fee at 1-888-592-6800.

In Europe, call InFocus in The Netherlands at **(31) 35-647-4010** between 8 a.m. and 6 p.m. Central European Time.

In Asia, call **(65) 332-0659** between 9:30 a.m. and 5:30 p.m.

Or, send us an e-mail at techsupport@infocus.com