

# EPSON PRODUCT SUPPORT BULLETIN

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<b>Date:</b>	8/30/2007	<b>Originator:</b>	DS
<b>PSB #:</b>	PSB.2007.08.001	<b>Authorization:</b>	<i>Kps</i>
<b>Reference:</b>	N/A	<b>Total Pages:</b>	1
<b>Product(s):</b>	Epson Projectors with an HD-15 VGA Analog/Component Input		
<b>Subject:</b>	Elmo HV-110XG Document Camera and Projector Compatibility		

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This bulletin was created to inform you of an operational issue with the Elmo HV-110XG Document Camera when initially connected to an Epson projector.

## **Problem:**

When attempting to use the Elmo HV-110XG Document Camera connected via the VGA HD15 connection to display content from its document bed. When connected to the projector, the projector displays only the **Blue Screen - No Signal** message and will blink off and on or display just the Blue Screen - No Signal message. When a computer is connected to the Elmo HV-110XG Document Camera and switched to Pass-Through mode, the computer image is displayed correctly by the projector. When switching back to the document table source of the Elmo HV-110XG Document Camera, the problem returns. The Elmo HV-110XG Document Camera puts out a Progressive Scan 20fps signal to the projector's VGA Analog port. This signal is detected at 15 kHz Vertical and 291.8 kHz Horizontal frequencies which are beyond projector sync specifications.

## **Solution:**

With the Elmo HV-110XG Document Camera powered on and connected to the projector via the VGA computer cable, access the **Computer1/Computer2** setting in the projector menu system and select the **Component** setting within the appropriate connection. This will allow the Elmo HV-110XG Document Camera and projector to sync and the projector to display the image of the document camera bed and its contents. However, the image will have a pink cast. To eliminate the pink cast, change the projector setting from Component to **RGB** then to **Auto** and exit from the menu. The projected image will now look normal. This will now allow the Elmo HV-110XG Document Camera to sync and display the image properly to any other connected Epson projector without having to change the projector settings.

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<b>Date:</b>	09/26/2006	<b>Originator:</b>	TC
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<b>Reference:</b>	TI06-45e Rev. A	<b>Total Pages:</b>	1
<b>Product(s):</b>	MovieMate 25 / 30s		
<b>Subject:</b>	How to remove unsupported CD/DVD from the tray		

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This bulletin was created to inform customers of how to remove an unsupported CD or DVD from their MovieMate 25 / 30s DVD trays when they cannot eject it.

If you attempt to play an unsupported CD or DVD in your MovieMate 25 / 30s and you cannot remove the CD / DVD from the tray or the unit does not respond to pressing the "Open/Close" button, please try the following procedure:

1. Verify that the "Tray Lock" feature is not enabled. You can lock the tray to prevent children from playing with it. If you press the tray "Open/Close" button, and "TRAY LOCK" appears briefly in the display window above the tray, then the Tray Lock feature is enabled on your MovieMate. See your User's Guide for information about disabling the Tray Lock feature.
2. Turn off the power button and unplug the power cable.
3. Plug the power cable back in. Then immediately after pressing the main power button, press the "Open/Close" button next to the disc tray.

If you are unsuccessful after trying the procedures above, do not try to force the disc tray open or disassemble the main unit. Using force may damage the DVD unit, the disc tray, or your CD / DVD. If you damage your CD / DVD it may not play anymore.

**NOTE: If there are signs of physical damage or evidence that you have damaged the MovieMate or its DVD mechanism the repair costs may not be covered under warranty.**

If the CD or DVD still cannot be removed from the tray please contact Epson Technical Support or an Epson Authorized Customer Care Center nearest you.

To find the Epson Customer Care Center nearest you, visit <http://support.epson.com>

You can also call the Epson Connection<sup>SM</sup> PrivateLine<sup>®</sup> Support at (800) 637-7661 + PIN # (the PIN# is included with your MovieMate). Without a PIN #, call (562) 276-4394 in the U.S. or (905) 709-3839 in Canada. For more information regarding contacting Epson, see your MovieMate User's Guide

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<b>Reference:</b>	N/A	<b>Total Pages:</b>	2
<b>Product(s):</b>	Epson MovieMate 25 / 30s		
<b>Subject:</b>	The MovieMate subwoofer volume knob needs to be turned up		

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This bulletin was created to inform customers about operational uses of the Epson MovieMate subwoofer and provides information about the subwoofer's volume knob needing to be turned up almost all the way up to hear it.

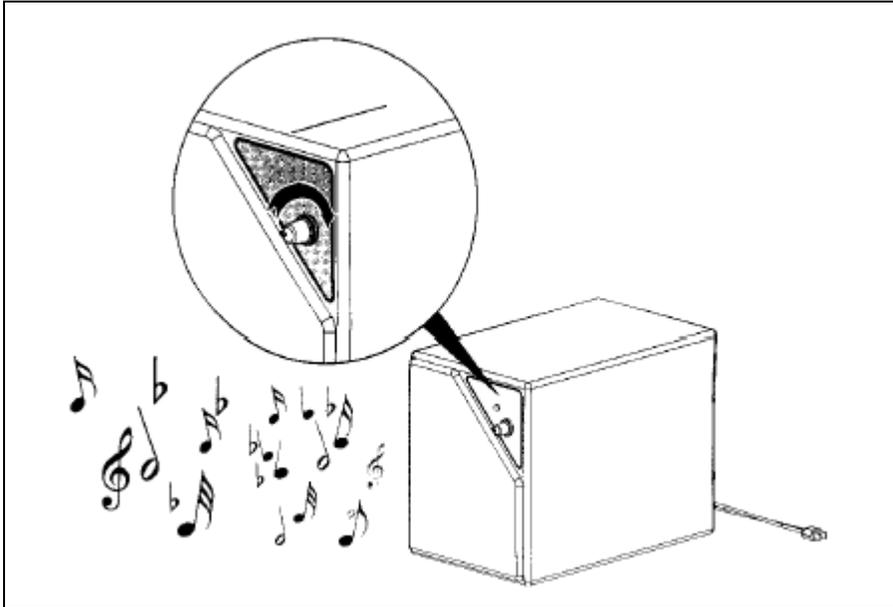
The subwoofer output volume is directly controlled by the volume level of the internal speakers. If the internal speaker volume is low then the subwoofer volume will also be low. Epson is aware that the volume level on the subwoofer needs to be turned up almost all the way in order to readily hear the subwoofer. However, the subwoofer is not intended to be a "3rd speaker" nor is it supposed to behave like a "center audio channel."

The subwoofer volume level is more subtle than the built in speakers of the MovieMate. The subwoofer is intended to produce low frequency sound output such as "booms" or "thuds" heard in a movie that are outside the frequency response of the built in speakers.

The crossover knob has a lot to do with what is heard, too. When set to "80," only low frequency audio will be heard such as "booms" or "thuds." When set to 300, the subwoofer will allow a larger portion of the audio spectrum to pass through and the audio output starts to sound more like the built in speakers of the MovieMate. The subwoofer may not sound as loud as the built in speakers, but it is performing its intended function of reproducing the lower audio frequencies. The crossover knob should be set based on user preference.

The following text and images are excerpts from the AuraSound setup guide included in the box with the subwoofer. AuraSound recommends the following settings;  
Volume adjustment:

- Turn the Volume knob to increase the volume level and set relative sound level of the subwoofer to the speakers of the MovieMate projector. See the image below.



#### Crossover Adjustment

- Turn the Crossover knob clockwise to increase the upper frequency limit of the subwoofer. When set correctly the total sound range from the speakers of the MovieMate projector and the subwoofer should be smooth and continuous with no missing notes or frequency ranges. AuraSound recommends a setting of 2 o'clock as shown below.

