

# 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.

# EPSON PRODUCT SUPPORT BULLETIN

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<b>Date:</b> 04/02/2002	<b>Originator:</b> JAM
<b>PSB #:</b> PSB.2002.04.007	<b>Authorization:</b> Kps
<b>Reference:</b> TI01-12e	<b>Total Pages:</b> 3
<b>Product(s):</b> PowerLite 505c / 715c	
<b>Subject:</b> Compact Flash Card and Adapter Support	

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This bulletin was created to inform you of Compact Flash Support for the PowerLite 505c and PowerLite 715c projectors.

## **Cards tested:**

The following Compact Flash cards and adapters have been tested and added to the Extended Card Support Listing.

<b>Compact Card Make/Size</b>	<b>Epson CF Adapter</b>	<b>SimpleTechnology Adapter</b>
Epson 8MB Flash Card	Supported	Supported
Lexar 32MB Flash Card	Supported	Supported
Lexar 48MB Flash Card	Supported	Supported
Lexar 64MB Flash Card	Supported	Supported
SimpleTechnology 128MB Card	Supported	Supported
Memorex 256MB Card	Partially supported *1, *5	Partially supported *1, *5
SanDisk 512MB Card	Partially supported *1, *6	Partially supported *1, *6

## Extended Card Support Listing:

	Manufacturer	Name of product	Vol.	Model number	Adapter manufacturer	Adapter model name	Supporting status	Problem and countermeasure	Remarks
Micro drive	IBM	340MB microdrive	340MB	DMDM-10340	IBM	PC Card Adapter for IBM microdrives	Supported		
Memory stick	SONY	MEMORY STICK 4MB	4MB	MSA-4A	SONY	MSAC-PC1	Supported		*4
					SONY	MSAC-PC2	Supported		
					I-O DATA	PCMS-ADP	Supported		
	SONY	MEMORY STICK 32MB	32MB	MSA-32A	SONY	MSAC-PC1	Supported		*4
					SONY	MSAC-PC2	Supported		
					I-O DATA	PCMS-ADP	Supported		
	SONY	MEMORY STICK 64MB	64MB	MSA-64A	SONY	MSAC-PC1	Supported		*4
					SONY	MSAC-PC2	Supported		
					I-O DATA	PCMS-ADP	Supported		
Smartmedia	Hagiwara Syscom	SmartMedia 2MB	2MB	SMFV002	Hagiwara Syscom	HPC-SV03A	Partially supported	*1	
					MELCO	RFD-A2	Partially supported	*1	
					I-O DATA	PCFDCIV-ADP	Supported		
					OLYMPUS	MA-2	Supported		
					FUJIFILM	PC-AD3	Supported		
	FUJIFILM	SmartMedia 16MB	16MB	MG-16S	Hagiwara Syscom	HPC-SV03A	Partially supported	*1	
					MELCO	RFD-A2	Partially supported	*1	
					I-O DATA	PCFDCIV-ADP	Supported		
					OLYMPUS	MA-2	Supported		
					FUJIFILM	PC-AD3	Supported		
	MELCO	BUFFALO 32MB	32MB	SMFDV032	Hagiwara Syscom	HPC-SV03A	Partially supported	*1	
					MELCO	RFD-A2	Partially supported	*1	
					I-O DATA	PCFDCIV-ADP	Supported		
					OLYMPUS	MA-2	Supported		
					FUJIFILM	PC-AD3	Supported		
	FUJIFILM	SmartMedia-ID 64MB	64MB	MG-64SW	Hagiwara Syscom	HPC-SV03A	Partially supported	*1&*2	With ID
					MELCO	RFD-A2	Partially supported	*1&*2	With ID
					I-O DATA	PCFDCIV-ADP	Partially supported	*2	With ID
					OLYMPUS	MA-2	Partially supported	*2	With ID
					FUJIFILM	PC-AD3	Partially supported	*2	With ID

Card type	Manufacturer	Name of product	Vol.	Model number	Adapter manufacturer	Adapter model name	Supporting status	Problem and countermeasure	Remarks
Compact flash	EPSON	CompactFlash Card 8MB	8MB	60045390	EPSON	60045400	Supported		
	EPSON	CompactFlash Card 8MB	8MB	ECFA-08A	EPSON	60045400	Supported		
	EPSON	CompactFlash Card 8MB	8MB	ECFB-08	EPSON	60045400	Supported		
	EPSON	CompactFlash Card 16MB	16MB	60046790	EPSON	60045400	Supported		
	EPSON	CompactFlash Card 16MB	16MB	ECFA-16	EPSON	60045400	Supported		
	EPSON	CompactFlash Card 16MB	16MB	ECFD-16	EPSON	60045400	Partially supported		EasyMP Ver1.10 or upper version
	LEXAR MEDIA	Compact Flash Card 32MB	32MB		EPSON/Simple Technology		Supported		
	LEXAR MEDIA	Compact Flash Card 48MB	48MB		EPSON/Simple Technology		Supported		
	LEXAR MEDIA	Compact Flash Card 64MB	64MB				Supported		
	MITSUBISHI	CompactFlash 15MB	15MB	MF0015M-03BA01	EPSON	60045400	Supported		
	MEMOREX	Compact Flash Card 256MB	256MB		EPSON/Simple Technology		Partially Supported	*1 & *5	
	SANDISK	Compact Flash Card 512MB	512MB		EPSON/Simple Technology		Partially Supported	*1 & *6	
	SIMPLE TECHNOLOGY	Compact Flash Card 128MB	128MB		EPSON/Simple Technology		Supported		
	I-O DATA	PCCF-40M	40MB	PCCF-40M	EPSON	60045400	Supported		
					I-O DATA	CompactFlash Platform Adapter	Supported		
MELCO	RCF-C	48MB	RCF-C	EPSON	60045400	Supported			
				MELCO	RCF-A	Supported			
Flash ATA	EPSON	Flash Packer 40MB	40MB	FP40	-	-	Supported		
	TDK	Flash Memory 96MB	96MB	SFD096H	-	-	Supported		
Modem							Not supported		
LAN							Not supported		
IDE interface							Not supported	*3	For external CD-ROM

\*1 When Capture/Scenario is created with overwrite protection mode, files can become inaccessible (both read or write) and a warning message, "there is no file" is displayed. When the card is removed and re-inserted, the card recovers.

\*2 When capture is made with overwrite protection mode, in some cases the message "under overwrite protection" or "capture failed" can appear.

\*3 It can take five to ten seconds until the card slot access LED is activated.

\*4 This adapter (MSAC-PCA) needs more time for formatting compared to other card adapters. (Ordinarily 1 sec. or less is normal but it takes about 2 sec. for this one.)

\*5 More than one format may be required before total card size is displayed.

\*6 More than one format may be required to use card.

# EPSON PRODUCT SUPPORT BULLETIN

**Date:** 03/27/2002

**PSB #:** PSB.2002.03.004A

**Reference:** TI01-35e, Rev. A

**Product(s):** PowerLite 715c and PowerLite 505c

**Subject:** EasyMP SlideMaker update to Version 1.20

**Originator:** JAM

**Authorization:** *Kps*

**Total Pages:** 1

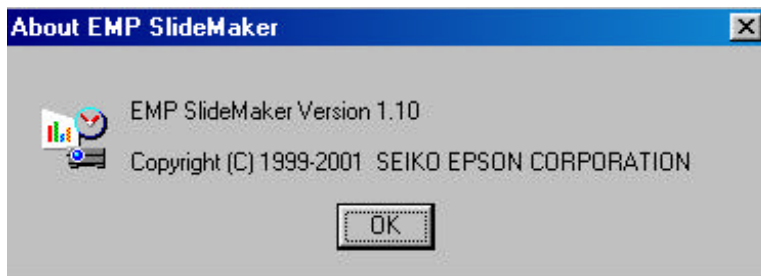
This bulletin was created to inform you of a software update for EasyMP SlideMaker Program.

## **Reasons:**

The update is now compatible with the [full version or new installation](#) of Microsoft Office XP. Versions 1.02 and 1.10 of SlideMaker would fail to transfer slide presentations with the full version. However [upgrades from Office '97 or Office 2000](#) to Office XP would function properly with the previous versions of SlideMaker.

## **Recommendation:**

Please verify the version of EasyMP installed on your system before downloading or installing the update. Open EMP SlideMaker, click on Help and click on "About EMP SlideMaker". If you should see the following screen image, you have an older version of SlideMaker.



## **Compatibility:**

SlideMaker scenario files made from the previous version can be converted to the new update, however version 1.20 files cannot be opened or viewed by version 1.02 SlideMaker.

## **File location:**

The file update is posted on Epson's WEB site with this bulletin.

## **Updating the software:**

The update utility Epsn10316.exe is self-extracting program. Double-clicking the utility will extract all the update files to the following folder:

[C:\EPSON\epson10316](#)

The setup utility will automatically launch after the files have extracted. Follow the onscreen instructions during the installation process.

**Reboot** the system after the update is complete in order for the changes to take effect.

# EPSON PRODUCT SUPPORT BULLETIN

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<b>Date:</b>	06/26/2001	<b>Originator:</b>	JAM
<b>PSB #:</b>	PSB.2001.06.006	<b>Authorization:</b>	Kps
<b>Reference:</b>	None	<b>Total Pages:</b>	4
<b>Product(s):</b>	PowerLite 715c and PowerLite 505c		
<b>Subject:</b>	Removing the Projector USB files and devices		

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This bulletin was created to inform you how to remove the files and devices associated with the USB projector(s). Also listed below are example screen shots to assist you.

## **Reasons:**

1. You wish to remove all of the projector's USB support "Files" and "Devices" from a system, on which they are no longer being used.
2. The projector would not install properly and you wish to re-install it from a clean condition.
3. You are experiencing USB conflicts and need to make sure the projector is not the source of the conflicts by removing it.

## **Files:**

There are only 2 files associated with the projector that should be removed. The two files are located in the following Windows folder: C:\WINDOWS\INF\OTHER. These are the file names:

EPSONeasypstusb.inf    *(The prefix EPSON in the filename may or may not be listed)*  
EPSONeasypstvxd.inf    *(The prefix EPSON in the filename may or may not be listed)*

- 1.) To remove click on START, Programs, Windows Explorer.
- 2.) From the pull-down menus, go to View, Folder Options, folder tab View, Hidden files folder and click in the circle 'Show all files' so that it has a bullet, then click on the 'APPLY' button, then click on the 'OK' button.
- 3.) Click on the C: drive button so the folders expand down.
- 4.) Locate and click on the WINDOWS folder so the folders expand down.
- 5.) Locate and click on the INF folder so the folder expands down.
- 6.) Locate and click on the OTHER folder so the folder opens. On the right side of the screen, locate and click on one of the file names listed above. Refer to Image # 1 below.
- 7.) From the pull-down menus, go to File, Delete, on the 'Confirm File Delete' screen, click on Yes.
- 8.) Locate the second file and delete it also.

## **Devices:**

There are 4 devices that should be removed and their name and locations are:

EPSON ELP/EMP-715	(located under Disk drives from Device Manager)
USB Human Interface Device	(located under Human Interface Devices from Device Manager)
ELP/EMP-Series wdm Storage	(located under Universal Serial Bus controllers from Device Manager)
Generic USB Hub	(located under Universal Serial Bus controllers from Device Manager)

- 1.) To remove the devices click on START, Settings, Control Panel, double click on the SYSTEM icon.
- 2.) On the System Properties screen, click on the tab Device Manager. Double click on the DISK DRIVES icon. Refer to Image # 2 below.
- 3.) Click on the EPSON ELP/EMP-715 icon. Click on the REMOVE button on the bottom of current screen. On the 'Confirm Device Removal' screen, click on the OK button.
- 4.) On the System Properties screen, click on the tab Device Manager. Double click on the Human Interface Devices icon. Refer to Image # 3 below.
- 5.) Click on the USB Human Interface Device icon. Click on the REMOVE button on the bottom of current screen. On the 'Confirm Device Removal' screen, click on the OK button.
- 6.) On the System Properties screen, click on the tab Device Manager. Double click on the Universal Serial Bus Controllers icon. Refer to Image # 4 below.
- 7.) Click on the ELP/EMP-Series wdm Storage icon. Click on the REMOVE button on the bottom of current screen. On the 'Confirm Device Removal' screen, click on the OK button.
- 8.) Click on the Generic USB HUB icon. Click on the REMOVE button on the bottom of current screen. On the 'Confirm Device Removal' screen, click on the OK button.
- 9.) After doing so, restart the system and USB projector support will be completely removed from the system.

### Screen Shots:

Image # 1 - Windows Explorer screen shot of... C:\WINDOWS\INF\OTHER folder  
Highlight and delete the “**easymphstusb.inf**” and “**easmpstvxd.inf**” files.

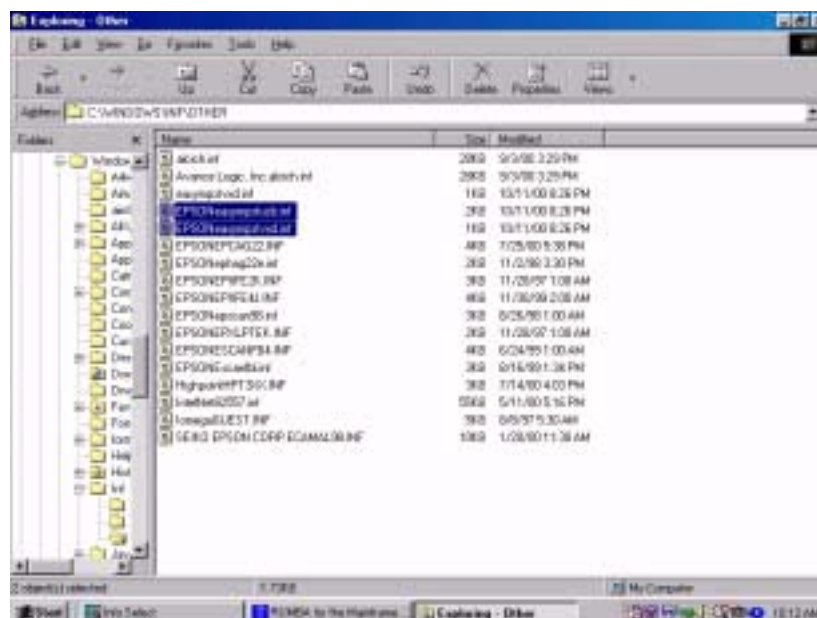




Image # 2 - Screen shot of... Device Manager/Disk drives  
Highlight and remove the “**EPSON ELP/EMP-715 device**”.

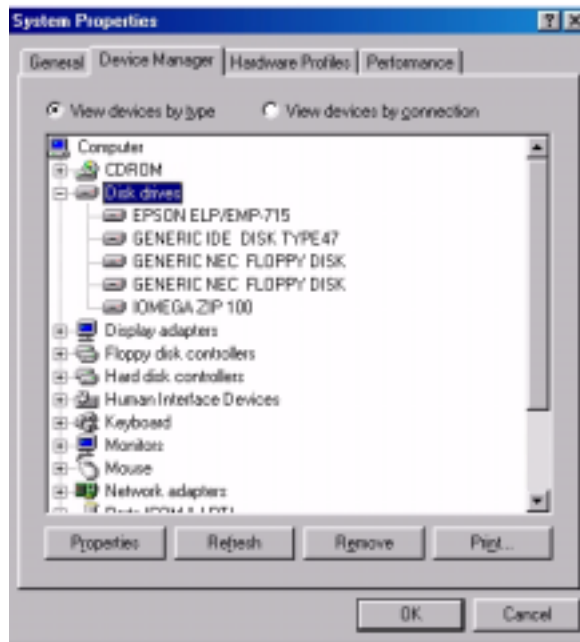


Image # 3 - Screen shot of... Device Manager/Human Interface Devices  
Highlight and remove the “**USB Human Interface Device**”.

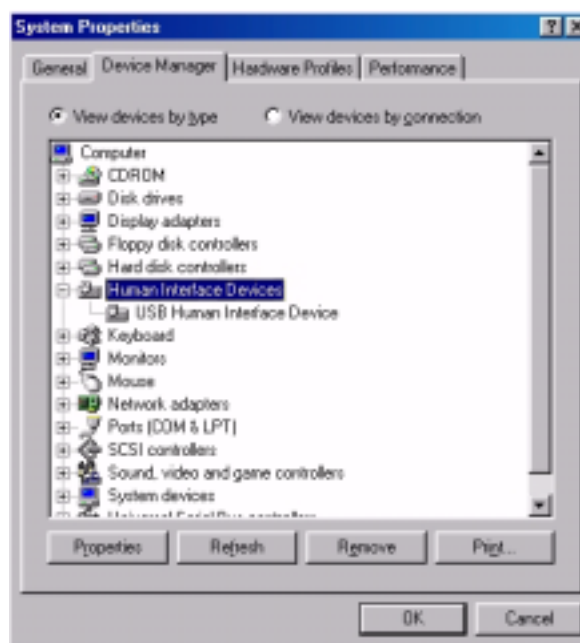
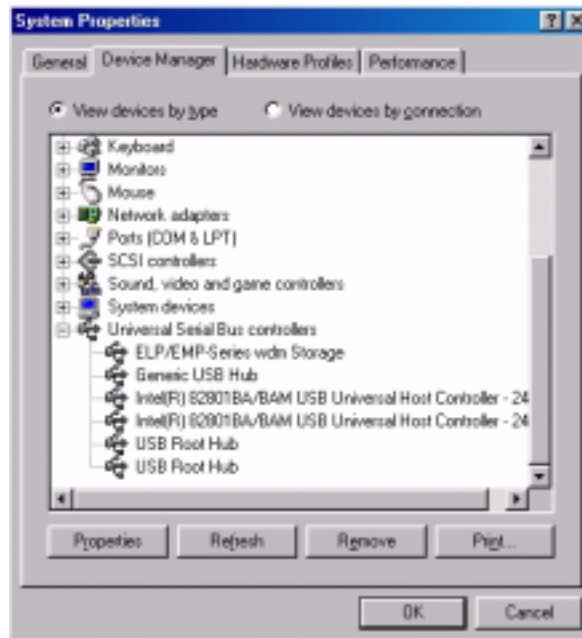


Image #4 - Screen shot of... Device Manager/Universal Serial Bus controllers  
Highlight and remove the “ELP/EMP-Series wdm Storage” and “Generic USB Hub”.



# EPSON PRODUCT SUPPORT BULLETIN

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<b>Date:</b>	05/18/2001	<b>Originator:</b>	JAM
<b>PSB #:</b>	PSB.2001.05.002	<b>Authorization:</b>	Kps
<b>Reference:</b>	None	<b>Total Pages:</b>	1
<b>Product(s):</b>	PowerLite 715c and PowerLite 505c		
<b>Subject:</b>	USB driver won't install on Windows 98		

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This bulletin was created to inform you of a work-around for an error encountered when installing the USB drivers for the PowerLite 715c and PowerLite 505c projectors.

**Note:** You will need to have the Windows 98 CD to extract a "Windows-USB" driver or know the location of the Windows 98 "Source Files" on your hard disk. These files are sometimes installed by the manufacturer of the computer system.

## **Error encountered:**

The system displays the following warning message:

"Windows was unable to locate a driver for this device.  
If you do not want to install a driver now, click Next.  
To search again, click Back."

To proceed, click Next and then click Finish.

## **Work-Around:**

The installation script for the USB driver does not indicate the location of the file accurately, however the driver can be installed manually. A warning message appears on the installation splash screen when trying to install the third of three driver files. The driver file in question is: EPSONeasymptvxd.inf

- 1.) The first driver to successfully install is: *USB Human Interface Device*. This is the driver required from the Windows 98 CD mentioned above. This file installs automatically.
- 2.) The second driver to successfully install is: *ELP\EMP-Series wdm storage*. This driver automatically installs during the process from the provided Easy MP Software CD.
- 3.) The third driver that fails to install is: *EPSON ELP/EMP-Series\_wdm\_storage*. At the warning message, click Next and on the following screen click Finish to exit the process.
- 3.) Use Windows Explorer and browse to the following sub-directory on the installation CD:  
drive letter:\USB-Driver\Win98\Eng\Disk1
- 4.) Copy the file (EPSONeasymptvxd.inf) to the following sub-directory on the hard disk  
drive: C:\Windows\Inf\Other

Once the file is copied, re-boot the computer and re-start the projector. The USB port and Compact Flash card will now be available and functional for use.