

# 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>	07/17/2002	<b>Originator:</b>	esc
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<b>Reference:</b>	TI 02-14e Rev. A	<b>Total Pages:</b>	1
<b>Product(s):</b>	Powerlite 600p / 800p / 810p / 811p / 820p / 720c / 730c / TW100		
<b>Subject:</b>	EMP Link21L Upgrade (Version 1.10)		

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This bulletin was created to inform you of an upgrade to the EMP Link 21L software, which provides support for the Powerlite 600p / 800p / 810p / 811p / 820p / 720c / 730c and the TW100 projectors.

## **Description of Change:**

The upgrade to the EMP Link21L software adds support for the newer projectors and for Windows XP and Mac OS 10.1 operating systems.

## **Reason:**

The earlier version of the EMP Link21L (Version 1.00) provided support for the PowerLite 800p and 810p projectors only. In addition, Windows XP and Mac OS 10.1 have been added as supported operating systems, as shown below:

<b>Supported Operating Systems</b>	<b>Serial port</b>	<b>USB port</b>
Windows 95	OK	Not supported
Windows 98	OK	OK
Windows Me	OK	OK
Windows NT4.0 SP3 and later	OK	Not supported
Windows 2000 Professional	OK	OK
Windows XP Home Edition	OK	OK
Windows XP Professional	OK	OK
Mac OS 8.6, 9.0, 9.02, 9.04, 9.1, 9.2, 9.2.2, X 10.1	N/A	OK

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<b>Date:</b>	11/26/2001	<b>Originator:</b>	esc
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<b>Reference:</b>	N/A	<b>Total Pages:</b>	1
<b>Product(s):</b>	PowerLite 600p/800p/810p		
<b>Subject:</b>	Remote Control Operation with the PS/2 Mouse Connection		

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This bulletin was created to inform Epson Resellers and Epson Customers of updated information regarding the remote control operation with the PS/2 mouse interface for the PowerLite 600p, 800p, and the 810p projectors.

## **Description of Issue:**

When the projector is connected to a computer using the PS/2 interface, the page up and page down buttons on the remote control will not work in Microsoft® PowerPoint® presentations as the slide advance / slide previous functions.

## **Reason:**

The page up and page down buttons on the remote control are special application level buttons that require a USB connection between the projector and computer. The PS/2 interface is dedicated to mouse operation only and cannot support the functions these buttons provide.