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.
Update to the ESC/VP Level 6 Manual for the PowerLite 5600p and PowerLite 7600p:

The PowerLite 5600p and PowerLite 7600p do not accept the ESC/VP Level 6 POWER ON command when the projector is in the standby mode.

For these two projectors, please use the following POWER ON command:

ESC 07 01 00 03 01 F4

After the projector is powered on, the PowerLite 5600p and PowerLite 7600p will respond normally to the commands from ESC/VP Level 6 manual.