

# EPSON PRODUCT SUPPORT BULLETIN

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| <b>Date:</b>       | 04/02/2002   | <b>Originator:</b>    | JAM |
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| <b>Product(s):</b> | ELP-3000 / 3300 / 3500, PowerLite 5000 / 5000XB / 7000 / 7000XB / 7300 |                       |     |
| <b>Subject:</b>    | Computer DVD video tearing on Epson Projectors                         |                       |     |

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This bulletin was created to inform you of DVD video tearing on Epson projectors manufactured prior to June 1998.

## **Models affected:**

|                |                  |                  |                |
|----------------|------------------|------------------|----------------|
| ELP-3000       | ELP-3300         | ELP-3500         | PowerLite-5000 |
| PowerLite-7000 | PowerLite-5000XB | PowerLite-7000XB | PowerLite-7300 |

## **Description of artifact:**

When playing high image contrast, fast-action DVD movies, a very thin horizontal break can occur in the image. The line-tear is very difficult to see if the viewing environment is moderately or brightly lit. Most viewers will not notice it. This line-tear can occur at the top, middle or bottom of the screen as the movie continues to play. The tearing occurs about every 5 to 8 minutes of play and can be seen for the duration of the movie. The break can also appear to travel vertically over time because of timing differences between video frame rates and projector refresh cycles. The artifact only occurs when playing movies from a Computer DVD player through the VGA port. There is no video tearing of the same motion picture through the S-Video, Composite or Component input ports on the projector. The artifact appears only in the video display. The audio track is unaffected. The issue is not dependent on PC or Mac hardware platforms, operating system or DVD player software.

## **Reasons:**

Digital video playback through computers was not prevalent until the mass production of Computer DVD players. With the incorporation of NTSC video frames embedded into RGB computer video signals, synchronization limitations (frame shift) were encountered. In June 1998, Epson incorporated frame synchronization circuitry for future projector models to eliminate the artifact.

**Resolution:** Because the introduction of Computer DVD playback occurred after the manufacture of the mentioned projectors, Epson has no plans to replace or upgrade the models specified.

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| <b>Product(s):</b> | Multimedia Projectors   |                       |     |
| <b>Subject:</b>    | Multimedia Projector Accessories – Ceiling Mounts and Suspension Adapters |                       |     |

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This bulletin provides specification and warranty information on Ceiling Mounts and Suspension Adapters for EPSON Multimedia Projectors:

## CEILING MOUNTS:

Part Number: ELPMB31  
Compatibility: PowerLite 5300, 5350, 7200, 7250, 7300, 7350, 8000i, 8000NL, 9000i and 9000NL  
Dimension: 11.6" x 10.8" x 1.5"

Part Number: ELPMB32  
Compatibility: PowerLite 500C, 700C and 710C  
Dimension: 7.2" x 9" x 1.5"

Part Number: ELPMB33  
Compatibility: PowerLite 5500C, 5550C, 7500C, and 7550C  
Dimension: 10.7" x 9.6" x 1.8"

Warranty: 30-days whole unit exchange  
Description: Epson's ceiling mounts provide the added flexibility of mounting a PowerLite projector on the ceiling. They are designed to be installed easily and include a quick release feature for removal of the projector so it's easy to change the lamp, or remove the projector for portable use. The ceiling mounts can also be used for rear projection applications. Each ceiling mount is custom designed for use with a specific Epson projector.

## SUSPENSION ADAPTERS:

Part Number: ELPMBAST  
Compatibility: ELPMB31, ELPMB32 and ELPMB33  
Dimension: 1 1/2" Pipe

Part Number: ELPMBAPS  
Compatibility: ELPMB32 and ELPMB33  
Dimensions: 1" Pipe

Warranty: 30-days whole unit exchange  
Description: Adjustable tubing extensions to increase the distance from the ceiling to the projector—adjustable from 12" to 46".

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| <b>Product(s):</b> | Multimedia Projectors               |                       |     |
| <b>Subject:</b>    | Projector Compatibility with iMac's |                       |     |

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This bulletin provides useful information on how to connect EPSON Multimedia Projectors to iMac models that have no external video port and have Mac OS 8.1, 8.5 or 8.6 factory installed.

## **Problem:**

The earlier versions of the iMac's do not have an external video port to connect an EPSON projector. It is possible to output video signal from the iMacs by using a third party external video adapter.

## **Resolution:**

The current line of EPSON's multimedia projectors do support the iMacs, using the recommended third party external video adapter from PowerR, at the supported video resolution 1024 x 768 with refresh rate of 75Hz. The iPresenter video adapter is a compact device that installs into an Apple iMac computer.

iPresenter RGB Video Adapter for iMac  
Model: iP-10

Power R Inc.  
756 Aloha Street  
Seattle, WA. 98109  
(800) 729-6970  
[www.powerr.com](http://www.powerr.com)

**Supports iMac version:**  
Versions A,B,C,D – no video out

**Supported Video Resolution**  
1024 x 768, 75Hz

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| <b>Product(s):</b> | Multimedia Projectors  |                       |            |
| <b>Subject:</b>    | Multi-Monitor Support Function of Newer Macintosh Notebook Computers |                       |            |

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This bulletin provides configuration procedures for the newer Macintosh notebook computers with the EPSON Multimedia Projectors.

## **Problem description:**

When the projector is connected to an Apple notebook, part of the Mac OS desktop may not display on either the LCD panel or the projector. Often, only the desktop wallpaper is visible on one screen, with the other containing the complete video output.

## **Reason:**

Newer Macintosh notebook computers are often configured for extended desktop video output instead of video mirroring. This results in partial information being sent to either the LCD panel or the projector. This feature has been observed on Powerbook and G3 Powerbook models running Mac OS 8.x and later, but it is possible the issue has been experienced by other Macintosh users.

## **Resolution:**

1. Click the Apple Menu to select the Control Panels, Monitors and Sound option.  
When the projector is powered on while connected to the computer, there will be an "Arrange" icon in the Monitors and Sound control panel.
2. Click the "Arrange" icon to access that control. In the "Arrange" control view window, there should be icons for two monitors.
3. Click one of the monitor icons and drag it on top of the other monitor icon. Release that icon on the other icon. This enables dual display support where both screens receive and display all video information.