

# EPSON PRODUCT SUPPORT BULLETIN

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<b>Date:</b>	04/20/2009	<b>Originator:</b>	JAM
<b>PSB #:</b>	PSB.2009.06.001	<b>Authorization:</b>	<i>Kas</i>
<b>Reference:</b>	TI 09-05e Rev. A/B	<b>Total Pages:</b>	5
<b>Product(s):</b>	PowerLite 735c / Cinema 500 / 737c / 745c / 755c / 765c / 830p / 835p / 1705c / 1715c / 6100i / 6110i / 7800p / 7850p / 7900NL / 8300i / 8300i with EasyMP.net module / 9300NL / 1815p / 1825 / 822p / 83c / 822+ / 83+ / G5000 / Pro G5150 / Pro G5350 / Pro G5200W / 1725 / 1735W / 400W / 410W / 84 / 85 / 825 / 826W PowerLite 61p / 81p / 82c / 821p / 1810 / 260d (Latin America) / 280d (Latin America) with TCP/IP to Serial converter		
<b>Subject:</b>	Release of EMP Monitor for Windows version 4.30		

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This bulletin was created to inform you of the release of the new version 4.30 of the Epson EMP Monitor software utility.

## **Description of Change:**

Improvements have been made to the EMP Monitor software utility.

**Note:** For the PowerLite 61p / 81p / 82c / 821p / 1810 / 260d (Latin America) / 280d (Latin America) models, a serial to TCP/IP conversion adapter is necessary. The function of Auto Update does not work for these models. You need to manually click on refresh to get an updated status of projectors.

## **Reason:**

The improved points of version 4.30 are as follows:

<b>Application</b>	EMP Monitor
<b>Version upgraded</b>	Version 4.22 → Version 4.30
<b>Improved points</b>	(1) Addition of 7 new languages - Indonesian, Croat, Slovak, Bulgarian, Malay, Vietnamese, and Hebrew  Existing 27 languages - Chinese (Traditional), Netherlands, Danish, Polish, Hungarian, Czech, Romanian, Slovene, Norwegian, Swedish, Finnish, Russian, Ukrainian, Greek, Turkish, Arabic (Windows NT4 does not support), English, Japanese, French, German, Italy, Spanish, Portuguese, Chinese (Simplified), Korean, Catalan, Thai

(2) Addition of Input Source (Only PowerLite 84 / 85 / 825 / 826W)  
Previous version of EMP Monitor included USB Display, USB and LAN as one source: EasyMP.

The input source buttons for USB display, USB, and LAN are available as separate input sources as shown below:

- Old version - EMP Monitor V4.22

EMP Monitor V4.22



- New version - EMP Monitor V4.30

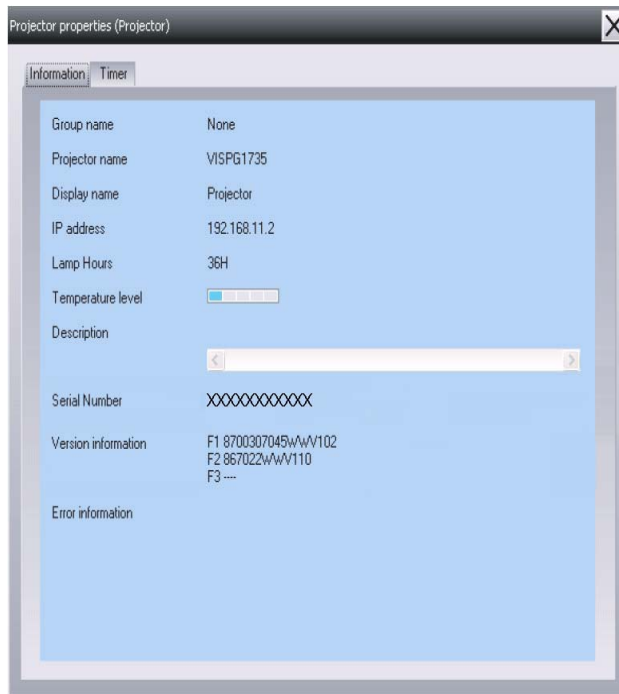
EMP Monitor V4.30



(3) New feature for the PowerLite 84 / 85 / 825 / 826W.

Displays projector's serial number in the Menu settings

- The projector's serial number is now displayed in the projector's menu under "info",
- EMP Monitor can also display the projector's serial number as shown below:



<b>Limitations</b>	When the PowerLite1725 / 1735W exhibit a Lamp Cover Open error state, EMP Monitor cannot detect the error. The reason is that when the lamp cover is opened, the primary power source that reports the error state to EMP Monitor is turned off immediately. This is different from other models which make the secondary power source turn off under the same condition.
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**Note: EMP Monitor Ver. 4.xx is not compatible with EMP Monitor Ver. 3.05 and earlier versions. EMP Monitor Ver. 4.xx cannot read the setting files of EMP Monitor Ver. 3.05 and earlier versions.**

### **System Requirements:**

<b>OS</b>	<ul style="list-style-type: none"> <li>Windows 98 SE / Me / NT 4.0 (SP6) *Except Arabic and Hebrew / Windows 2000 Pro / XP Home Edition / XP Professional (32 bit) / Vista Home Basic / Home Premium / Ultimate / Business / Enterprise (32 bit) *Except Ukrainian / Vista SP1 Home Basic / Home Premium / Ultimate / Business / Enterprise (32 bit)</li> <li>Internet Explorer Ver. 5.0 or later must be installed</li> </ul>
<b>CPU</b>	Minimum: Pentium MMX 166 MHz (Recommended: Pentium II 233 MHz or higher)
<b>Memory</b>	At least 64 MB (Recommended: 128 MB or above)

<b>Available hard disk space</b>	At least 50 MB
<b>Display</b>	SVGA (800x600) or higher resolution, 32 bit or higher display color

### **Obtaining the Update:**

Download [epson13055.exe](http://www.epson.com) from [www.epson.com](http://www.epson.com) to get the version 4.30 update for EMP Monitor. The files are extracted and copied to C:\EPSON\epson13055\_emp\_monitor\_430.

This file is a self-extracting archive and will start the installation utility for EMP Monitor. Follow the on-screen instructions during the installation process.

## Software Upgrade History:




Version	Release date	Remarks
3.00	December 25, 2002	Supported PowerLite 735c
3.01	February 26, 2003	Supported PowerLite 7800p / 8300i
3.02	April 18, 2003	Supported PowerLite 7850p / 8300i with EasyMP.net option module
3.03	November 21, 2003	Supported PowerLite Cinema 500
3.04	April 1, 2004	Supported Serial -TCP/IP conversion adapter for PowerLite 61p / 81p
4.01	October 18, 2004	Supported projectors that are configured on a large-scale network.
4.02	August 29, 2005	Addition of timer function and auto search function by specifying IP addresses. Improvement of communication logs size.
4.10	May 8, 2006	Addition of new functions, Improvement of usability, and Corresponding to PowerLite 6100i.
4.20	May 15, 2007	EMP NS Connection V2.20 supports Windows Vista (Home Basic / Home Premium / Ultimate / Business / Enterprise).
4.21	September 26, 2007	Supported 25 languages
4.22	March 31, 2008	Supported 27 languages Addition of new Error Information Supported Video (BNC)
<b>4.30</b>	<b>April 3, 2009</b>	<b>Supported 34 languages</b> <b>Additional Input Sources</b> <b>Displays projector's serial number in Menu settings</b>

# EPSON PRODUCT SUPPORT BULLETIN

<b>Date:</b>	11/13/2007	<b>Originator:</b>	AP
<b>PSB #:</b>	PSB.2007.11.005A	<b>Authorization:</b>	Kas
<b>Reference:</b>	TI 07-63e, Rev. A	<b>Total Pages:</b>	3
<b>Product(s):</b>	Epson EMP Monitor		
<b>Subject:</b>	EMP Monitor Version 4.21 Release		

This bulletin was created to inform you of the release of Epson EMP Monitor version 4.21 utility.

## New Functions and Improvements:

<b>New Functions, Improvements</b>	<b>Supported Models</b>	<b>Function / Improvement Description</b>
Support for 25 languages	All projectors (see Supported Projectors table)	Language support extended to include Chinese (traditional), Dutch, Danish, Polish, Hungarian, Czech, Romanian, Slovene, Norwegian, Swedish, Finnish, Russian, Ukrainian, Greek, Turkish, Arabic.  Languages supported in prior version of EMP Monitor: English, Japanese, French, German, Italian, Spanish, Portuguese, Chinese (simplified), Korean
Abnormally low air flow notification 	PowerLite 6100i / 6110i	Indicates an abnormal decrease in the force of air flow through the air filter. User should check for air filter obstructions, clean and replace air filter as necessary. This feature is available only for the indicated models.
Air flow sensor error 	PowerLite 6100i (with firmware version 1.10 or later) / 6110i	Indicates air flow sensor error. This feature is available only for the indicated models
Clean air filter notification 	PowerLite 6110i	User notification to clean air filter. This feature is available only for the indicated model.

## Supported Projectors:

This application supports the following Epson projectors:

PowerLite 735c	PowerLite 1715c	PowerLite 1815p
PowerLite 737c	PowerLite 6100i	PowerLite 822p
PowerLite 745c	PowerLite 7800p	PowerLite 6110i
PowerLite 755c	PowerLite 7850p	PowerLite Cinema 500
PowerLite 765c	PowerLite 7900NL	PowerLite 61p
PowerLite 830p	PowerLite 8300i / 8300NL	PowerLite 81p
PowerLite 835p	PowerLite 8300i with the EasyMP.net Option Module installed	PowerLite 82c
PowerLite 1705c	PowerLite 9300NL	PowerLite 821p

### **Supported Operating Environment:**

Operating System requirement	<ul style="list-style-type: none"> <li>Windows 98SE / Me / NT 4.0 SP6 (except Ukrainian) / 2000 Professional / XP Home Edition / XP Professional (32 bit) / Vista Home Basic / Vista Home Premium / Vista Ultimate (32 bit) / Vista Business (32 bit) / Vista Enterprise (32 bit) (except Arabic)</li> <li>Internet Explorer 5.0 or later</li> </ul>
Minimum CPU requirement	Pentium MMX 166 MHz (Recommended: Pentium II 233 MHz or faster)
Minimum RAM requirement	At least 64 MB (Recommended: 128 MB or more)
Drive space requirement	At least 50 MB free
Display requirements	SVGA (800 x 600) or higher resolution, 32 bit color display or higher

### **Obtaining the Update:**

Download epon12456.exe from [www.epson.com](http://www.epson.com) to get the version 4.21 update for EMP Monitor. This file is a self-extracting archive and will start the installation utility for EMP Monitor.

## **Software History:**

<b>Version</b>	<b>Release Date</b>	<b>Notes</b>
3.00	December 25, 2002	Added support for the PowerLite 735c
3.01	February 26, 2003	Added support for the PowerLite 7800p / 8300i
3.02	April 18, 2003	Added support for the PowerLite 7850p / PowerLite 8300i with the EasyMP.net option module installed
3.03	November 21, 2003	Added support for the PowerLite Cinema 500
3.04	April 1, 2004	Added support for the Serial ↔ TCP/IP conversion adapter for the PowerLite 61p / 81p
4.01	October 18, 2004	Added support for projectors installed on large scale networks
4.02	August 29, 2005	Addition of timer function, auto search by specifying IP address. Improvement of communication logs sizes
4.10	May 8, 2006	Addition of support for PowerLite 6100i with support for additional monitoring features unique to the PowerLite 6100i
4.20	May 29, 2007	Added support for Windows Vista (32 bit)
4.21	September 26, 2007	Increased language support to 25 languages

# 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.