

## Projector - Remote Control Troubleshooting

*If a projector cannot be controlled with the remote control, please check the following:*

1. Check the batteries in the remote control to ensure that they are good and that they are installed properly.
2. Confirm that the Main Power Supply switch on the Projector is turned ON.
3. Confirm that you are using the correct remote control with the projector that you attempting to control. You may need to refer to the User's Manual to confirm the correct remote control model number. It is very important that you are utilizing the correct remote control because some model remote controls are not compatible with some projectors.

For example, the proper remote control for Projector Models NP3250/NP2250/NP1250/NP3250W/ NP3150/NP2150/NP1150/NP3151W would be model number 7N900801 as shown below in Figure 1.



**Figure 1**

4. Check the IR transmitter via digital image (cell phone, digital camera, etc.)
  - a. Point the remote control IR transmitter towards a digital camera or cell phone camera (as shown in Figure 2).
  - b. Press the Power button on the remote control and you should see the light from the IR transmitter flashing as you depress the button (see arrow in figure).
  - c. If the light is observed, the IR transmitter is working properly. Continue troubleshooting with the next step.
  - d. If the light is NOT observed, the IR transmitter is NOT working properly. You must resolve the problem with the batteries or obtain a new remote control.



Figure 2

**Important Note:** To enter the On-Screen Menu (OSM) without a properly working remote control, you must utilize the Menu button on the projector and scroll through the tabs and selections with the Up/Down/Right/Left arrow buttons, and Enter/ Exit buttons. Not all of the models have the same Menu structure, therefore, some of the Tabs and Settings described in the following sections may be slightly different between models.

5. Using the Menu button on the projector, confirm that the Control ID setting is set to “Off.” The Control ID setting can be found in the projector’s OSM under Setup → Installation(2) → Control ID. See Figures 3 and 4.

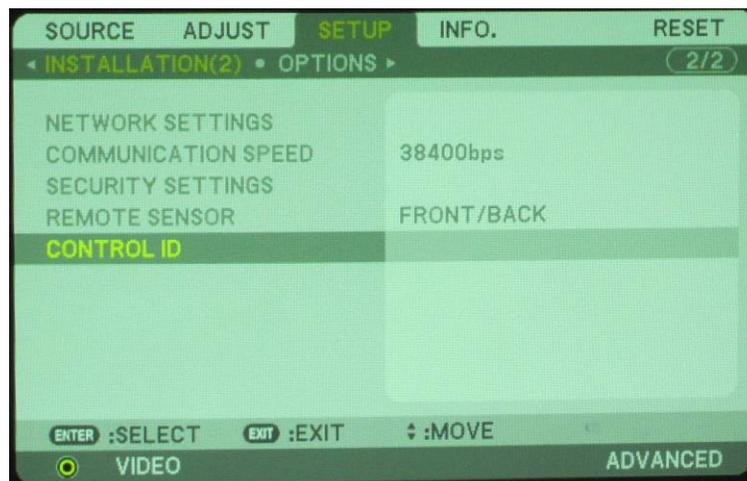
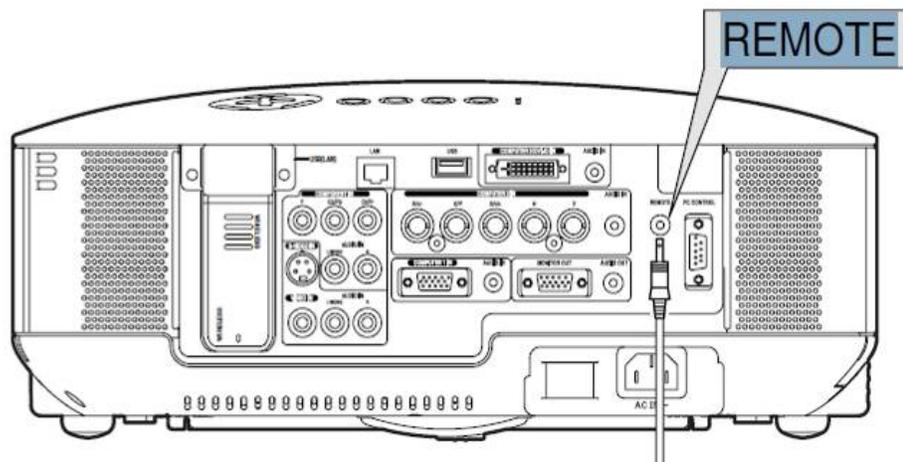


Figure 3



**Figure 4**

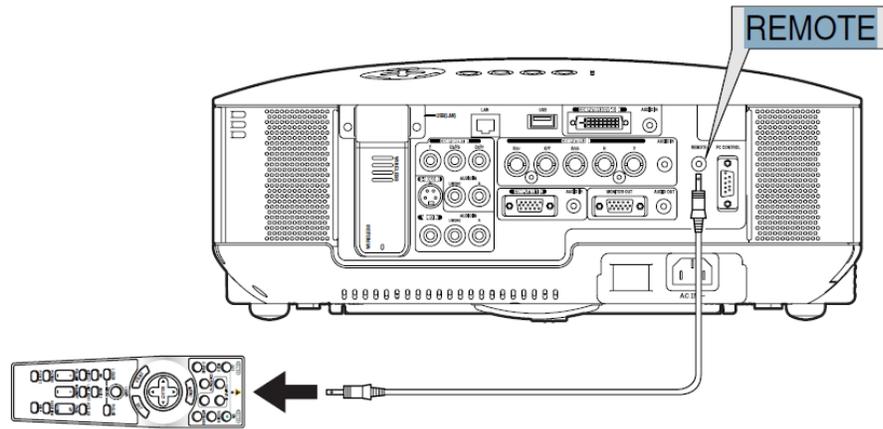
6. Ensure that no cables are plugged into the “Remote” port on the back of the unit. See Figure 5 below for the location of this port. Nothing should be plugged into this connector or it will disable the IR receiver in the projector. Some models will have “Remote - IN” and “Remote - OUT” ports. Nothing should be plugged into either one of these ports on the projector.



**Figure 5**

If the model that you are testing does NOT have a “Remote” port on the back of the unit, please continue troubleshooting with step 8. If the model that you are testing does have a “Remote” port on the back of the unit, please continue troubleshooting with the next step.

7. If the remote control and projector has wired capability, connect the remote control using a stereo-mini cable to the “Remote” port on the back of the unit and attempt to control the projector with the wired remote control (see Figure 6). This configuration will bypass the IR functionality. Note that not all models of remote controls and projectors will have the capability to perform this step.



**Figure 6**

8. If none of these troubleshooting methods help to identify the problem, there is a possibility that fluorescent lighting or stray IR signals in the room could be interfering with the IR signal from the remote.
9. If the problem is not resolved with this troubleshooting, please contact the NEC Tech Support Team at 1-800-836-0655.