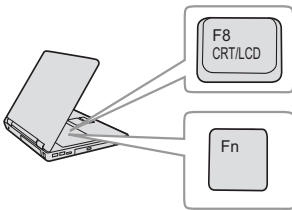# 4

Troubleshooting Your Projector

If you experience problems with your projector, see the following troubleshooting tips. If the problem persists, contact Dell™ (see Contacting Dell™ on page 57).

Problem	Possible Solution
No image appears on the screen 	• Ensure that the lens cap is removed and the projector is turned on. • Ensure that the **Input Source** is set correctly in the OSD menu. • Ensure the external graphics port is enabled. If you are using a Dell™ portable computer, press [Fn] [F8 CRT/LCD] (Fn+F8). For other computers, see your respective documentation. The output signal from the computer is not according to industry standards. Should this happen, upgrade the video driver of the computer. For Dell computer, **see support.dell.com**. • Ensure that all the cables are securely connected. See "Connecting Your Projector" on page 9. • Ensure that the pins of the connectors are not bent or broken. • Ensure that the lamp is securely installed (see "Changing the Lamp" on page 49). • Use **Test Pattern** in the **Others** menu. Ensure that the colors of the test pattern are correct.
Missing Input Source. Cannot switch to particular Input Source.	Ensure that particular Input Source is set to Enable.

Problem *(continued)*	Possible Solution *(continued)*

Partial, scrolling, or incorrectly displayed image	**1** Press the **Auto Adjust** button on the remote control or the control panel.
	
	2 If you are using a Dell™ portable computer, set the resolution of the computer to XGA (1024 x 768):
	
	  a Right-click the unused portion of your Microsoft® Windows® desktop, click **Properties** and then select **Settings** tab.
	
	  b Verify that the setting is 1024 x 768 pixels for the external monitor port.
	
	  c Press ⌨ ⌨ (Fn+F8).
	
	If you experience difficulty in changing resolutions or your monitor freezes, restart all the equipment and the projector.
	
	If you are not using a Dell™ portable computer, see your computer's documentation. The output signal from the computer may not be according to industry standards. Should this happen, upgrade the video driver of the computer. For a Dell computer, see **support.dell.com**.

The screen does not display your presentation	If you are using a portable computer, press ⌨ ⌨ (Fn+F8).
Image is unstable or flickering	Adjust the tracking in the OSD **Display** sub-menu (in PC Mode only).
Image has vertical flickering bar	Adjust the frequency in the OSD **Display** sub-menu (in PC Mode only).
Image color is incorrect	• If the display receives the wrong signal output from the graphics card, please set the signal type to **RGB** in the OSD **Display** tab. • Use **Test Pattern** in the **Others** menu. Ensure that the colors of the test pattern are correct.
Image is out of focus	**1** Adjust the focus ring on the projector lens. **2** Ensure that the projection screen is within the required distance from the projector (3.28 ft [1m] to 39.37 ft [12 m]).

Problem *(continued)*	Possible Solution *(continued)*
The image is stretched when displaying a 16:9 DVD	The projector automatically detects the input signal format. It will maintain the aspect ratio of the projected image according to input signal format with an Original setting. If the image is still stretched, adjust the aspect ratio in the **Set Up** menu in the OSD.
Image is reversed	Select **Projector Settings** from the OSD and adjust the projector mode.
Lamp is burned out or makes a popping sound	When the lamp reaches its end of life, it may burn out and may make a loud popping sound. If this occurs, the projector does not turn back on. To replace the lamp, see "Changing the Lamp" on page 49.
LAMP light is solid amber	If the **LAMP** light is solid amber, replace the lamp.
LAMP light is blinking amber	If the **LAMP** light is blinking amber, Lamp module connection may be disrupted. Please check the lamp module and ensure that it is properly installed. If the **LAMP** light and the **Power** light are blinking amber, the lamp driver has failed and the projector will automatically shut down. If the **LAMP** and **TEMP** light are blinking amber and the **Power** light is solid blue, the color wheel has failed and the projector will automatically shut down. To clear the protection mode, press and hold the POWER button for 10 seconds.
TEMP light is solid amber	The projector has overheated. The display automatically shuts down. Turn the display on again after the projector cools down. If the problem persists, contact Dell™.

Problem *(continued)*	Possible Solution *(continued)*
TEMP light is blinking amber	A projector fan has failed and the projector will automatically shut down. Try to clear the projector protection mode by pressing and holding the **POWER** button for 15 seconds. Please wait for about 5 minutes and try to power up again. If the problem persists, contact Dell™.
The OSD does not appear on the screen	Try to press the Menu button on the panel for 15 seconds to unlock the OSD. Check the **Menu Lock** on page 38.
The remote control is not operating smoothly or works only within a limited range	The battery may be low. If so, replace with the same or equivalent type recommended by the battery manufacturer.

Guiding Signals

Projector Status	Description	Control Buttons		Indicator	
		Power	Menu	TEMP (Amber)	LAMP (Amber)
Standby mode	Projector in Standby mode. Ready to power on.	BLUE Flashing	OFF	OFF	OFF
Warming up mode	Projector takes some time to warm up and power on.	BLUE	BLUE	OFF	OFF
Lamp on	Projector in Normal mode, ready to display an image. ✎ **Note:** The OSD menu is not accessed.	BLUE	BLUE	OFF	OFF
Cooling mode	Projector is cooling to shutdown.	BLUE	OFF	OFF	OFF
Power Saving mode	Power Saving mode has been activated. The projector will automatically enter standby mode, if an input signal is not detected in two hours.	AMBER Flashing	OFF	OFF	OFF
Cooling before Power Saving mode	The projector takes 60 seconds to cool down before entering Power Saving mode.	AMBER	OFF	OFF	OFF
Projector overheated	Air vents might be blocked or ambient temperature may be above 35ºC. The projector automatically shuts down. Ensure that the air vents are not blocked and that the ambient temperature is within operational range. If the problem persists, contact Dell.	OFF	OFF	AMBER	OFF
Lamp driver overheated	The lamp driver is overheated. The air vents may be blocked. The projector automatically shuts down. Turn the display on again after the projector cools down. If the problem persists, contact Dell.	AMBER	OFF	AMBER	OFF
Fan breakdown	One of the fans has failed. The projector automatically shuts down. If the problem persists, contact Dell.	ÒFF	OFF	AMBER Flashing	OFF
Lamp driver breakdown	The lamp driver has failed. The projector automatically shuts down. Unplug the power cord after three minutes then turn the display on again. If this problem persists, contact Dell.	AMBER Flashing	OFF	OFF	AMBER Flashing
Lamp module connection failed	Lamp module connection may be disrupted. Please check the lamp module and ensure that it is properly installed. If the problem persists, contact Dell.	OFF	OFF	OFF	AMBER Flashing
Color Wheel breakdown	Color wheel cannot start. The projector has failed and the projector automatically shuts down. Unplug the power cord after three minutes and then turn on the projector. If this problem persists, contact Dell.	BLUE	OFF	AMBER Flashing	AMBER Flashing
Lamp failure	Lamp defective. Replace the lamp. Lamp is reaching its end of usable life.	OFF	OFF	OFF	AMBER
OSD on	When the projector's OSD is called up and is visible to users.	BLUE	BLUE	OFF	OFF