

6.0 Troubleshooting Guide

Table 8-1 provides information on possible operator problems. The table shows what to check when problems occur, possible solutions and the section in the Operator's Manual that gives some related information on the problem.

NOTE: Only Certified Technicians should perform service that calls for removing the projector cover.

Table 6-1 Troubleshooting Guide.

Problem	Check	Possible Solution	User's Guide Section
No Picture	Correct channel chosen.	Select correct channel.	4.2
	Arc lamp turned off.	Restart system power.	4.1
	System power off.	Restart system power.	
	Video source.	Verify video source is on.	
	"HIDE" command invoked. All 3 colors cut off.	Unhide video by pressing HIDE.	Table 5-1
Image out of focus	Projection lens not aligned.	Align lens so ILA [®] device spacer balls are visible and sharply focused.	4.6
	ILA [®] device spacer balls in focus but image fuzzy.	Adjust CRT Mechanical focus.	4.9
	CRT mechanically focused. Image is fuzzy.	Adjust electronic focus	4.9
Miscellaneous picture geometry problems.	Picture not centered.	Adjust with PHASE control on remote.	4.10
	Picture size incorrect.	Adjust SIZE and BLANK on remote.	NOTE: Some geometry adjustments are

Problem	Check	Possible Solution	User's Guide Section
			interactive with others.
	Diagonal (retrace) lines visible in picture.	Reset top or bottom BLANK adjustment or vertical PHASE (normal is near 50%).	Use procedures in the Operator's Manual to readjust, if necessary.
	Picture wraps around ("folds over") on left or right edge.	PHASE adjustment.	
	Video has dark shadow on left or right edge.	Adjust Menu Position, EDGE LIN or PINCUSHION POSITION.[*1]	
	Video image not squared.	Correct with PINCUSHION POSITION.	
	Video image bowed at left and right edges.	Correct with PINCUSHION left/right arrow keys.	
	Video image bowed at top and bottom edges.	Correct with PINCUSHION up/down keys.	
	Top or bottom keystone error.	Adjust vertical keystone. Pincushion position adjustment.	
	Top, bottom or sides of image is not visible.	Adjust BLANK for top, bottom or sides.	
	Convergence and/or shading is not correct after performing a Copy Channel procedure.	Menu Position adjustment for the "copied to" channel.	
	Picture linearity incorrect	Correct with LIN and EDGE keys.	

Problem	Check	Possible Solution	User's Guide Section
X/Y Convergence	Not enough range in Red or Blue XY convergence.	Adjust Red or Blue POSITION to compensate.	4.10
Picture color balance does not look correct.	Bright Red, Green or Blue area on screen only on corners or edge.	Shading adjustment.	4.13
	Black video image is bright.	Threshold or G2 setup.	4.13 and 4.8
	Gray scale is too Green.	Subtract Green Threshold and Sensitivity offset. Add Red and Blue.	4.13
	Gray scale is too Red.	Subtract Red Sensitivity and Threshold offset. Add Green and Blue.	4.13
	Gray scale is too Blue.	Subtract Blue Sensitivity and Threshold offset. Add Green and Red.	4.13
Miscellaneous picture problems.	Reversed ghost image on screen.	If projecting through glass, prevent light from reflecting back into the lens.	
	“Flagwaving” at top of picture or top of image is skewed.	VCR mode (if using CVID or SVID input). Select 2H Sync Enable or Shift Sync Enable from the Timing Menu.	Figure 5-4.
	Picture lacks depth of field.	Adjust contrast and brightness.	4.15

