OMEGA
The Collaboration Experts

Projector troubleshooting tips

We've all been in a situation where a presentation doesn't go according to plan because the presenter can't figure out why the projector isn't working as it should. Often embarrassing situations like these can be avoided by following a few simple troubleshooting steps when a projector doesn't turn on or misbehaves in some other way.

OMEGA
The Collaboration Experts

We've gathered a list of common problems and their solutions below to help you solve many of the most vexing issues surrounding seemingly inactive and uncooperative projectors:

Trouble: Nothing is appearing on the projection screen.
Tip: There are a few steps to follow if nothing is appearing on the projection screen:
• Make sure that the power cord is properly connected to a functional AC electrical outlet and that the other end is correctly attached to the projector. A standby light should display on the projector once these steps are performed correctly and the outlet's power is turned on.
• Check all your cable connections between your projector and computer to ensure that they're properly connected.
• If your projector is plugged into a multi-plug adapter then be sure to check that it's turned on.
• Make sure that you have removed the lens cap at the front of the projector.
• Verify that the projector isn't in standby mode.
• If the projector still doesn't display an image then restart the computer.
• Unplug the cable from your computer and check its display. When you reconnect the projector, remember to turn the computer and monitor off before you power up the projector. Always power the equipment back up in this order: projector, monitor, computer.
• If you're using a laptop and it isn't displaying your presentation, ensure that you've activated your laptop's external video output.
• Mac computers require a specific power-up sequence - the projector must be turned on before you turn on the computer.
• If your laptop's battery is running low then put it on charge before plugging it into your projector so you don't lose connection mid-session.

Trouble: My projector's remote is not working correctly.
Tip: Replace the remote's batteries if necessary and make sure that you're using it within its standard operating range (around 8 metres).

Trouble: There's no sound coming from my projector.
Tip: Make sure that the audio hasn't accidentally been muted by pressing the mute button, and if that doesn't solve the problem then try turning up the volume. This problem can also possibly be solved by checking your audio input connection and adjusting your audio source.

Trouble: The image being displayed by my projector is out of focus.
Tip: Turn the projection lens until the image comes into focus and ensure that the projection screen is at least 1.2 metres from the projector. If these two steps don't work then check your projection lens to see if it needs cleaning.

Trouble: Only the projector's start-up screen is displayed.
Tip: Check that all your cables are connected correctly and verify that the proper input source is set on your projector. Once you've done this, you may need to turn off everything and power up your equipment in the following order: projector, computer monitor, computer.

Omega Digital Technologies are specialists in the field of audio visual solutions and collaboration, and are just a call or email away if you require expert advice and service for your business.