

## Frequently Asked Questions

1. The projector's light is on but why isn't there a projected image on the screen?

This problem is most likely caused by one of the following.

- A. Be sure that the doors, located on the underside of the projector, are open (if applicable).
- B. Pull the power cord completely out through the open doors of the projector (if applicable).
- C. Stand the projector up on its four legs (if applicable).
- D. Another possibility may be that the mirror inside the unit is hung up on an internal part and has not dropped into proper position. Please contact our service representative at 1-800-676-2487.

2. Why do the lamps burn out quickly in my Dukane Projector?

Many variables affect lamp life. Temperature and voltage have the largest impact on lamp life. In warmer environments, lamps will not last as long as in cooler environments. If the line voltage at the outlet is in excess of 120VAC, lamp life will be decreased significantly. Even an increase of 1VAC to the 120VAC at the outlet can dramatically shorten lamp life.

The lamps manufactured brand also has an effect on lamp life. Your Dukane projector is shipped with quality lamps. We highly recommend both GE and Sylvania brand lamps. Other lamp manufacturers, while offering a savings in price, may only last a fraction of the life that GE and Sylvania lamps do.

Some other tips to help you get the most out of a lamp are:

- A. Allow the projector a cooling period before moving it.
- B. Remove the lamps before transporting the projector.
- C. If the projector is going to be stored away, store the lamps separately. Reinstall the lamps when you are ready to use the projector again.
- D. When installing lamps, be sure the lamps are seated completely. The tendency is to stop at the first sign of resistance. Continue to apply force **at the base of the lamp** until you are sure the lamp is secure.
- E. Do not touch the lamp with bare fingers. If you accidentally touch the lamp, be sure to clean the lamp with alcohol before powering the projector on.
- F. Do not switch to the spare lamp (where applicable) without first shutting the projector off.
- G. When removing lamps, use lamp ejectors while at the same time lifting up on the base of the lamp with your fingers (caution - allow lamps to cool before replacing!).

3. Why does the lamp on my High Intensity projector shut off after only a few minutes?

Most likely, the lamp needs to be changed. To be sure, turn the projector on. As soon as the lamp shuts off, turn the power switch off and then back on immediately. If the lamp immediately lights again, then the lamp needs to be changed. Refer to the manual for replacement.

In the event that the lamp did not light again, call our technical service representative at 1-800-676-2487.

4. Why is the projected image from my Dukane projector cutoff on the left/right/bottom/top?

The computers output resolution must match the Dukane projector/panel's "native" resolution. To configure the computers video output to the appropriate resolution (i.e. XGA 1024x768):

A. Connect the Dukane product to the computer and power the projector "on" before the computer.

B. Set the notebook resolution to either XGA (if applicable) or SVGA.

-In Windows, select "Control Panel", "Display" icon, "Settings", move resolution bar in "Screen Resolution" to adjust resolution.

C. Restart Windows.

Minor sync and image adjustments may be necessary. If the above fails to rectify the problem, it may be necessary to configure some notebook computers to display video only on the external video port. This is typically done through a combination of keystrokes (such as a FN&F4 key) or maybe a hardware setup program. Refer to your computer's owner manual for details.

Note: Some Data/Video projectors will actually display a higher resolution than it's specified "native" resolution. However, the image will be compressed to fit the native resolution screen size (typically done by discarding every other line of information). This may introduce some "jaggedness" to the projected image.

5. The Data/Video projector displays an image when it is first turned on but as soon as Windows starts, the image just flickers or does not appear at all.

First check the resolution of your computer. You will need to make sure that the video driver is set display the appropriate native resolution of the projector. To change resolution, refer to question # 4.

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6. Where can I find the cable for my Dukane data projector? What is the part number and how do I order it?

Contact our service representative at 1-800-676-2487, to ask about a replacement.

7. Does Dukane have a discounted product available?

We sometimes have "B" stock product that cannot be sold as new. As inventory changes daily, please contact a service representative at 1-800-676-2487 for a more current list.

8. Why is the projected image blurry around the edges?

This problem is most likely the result of the projector being too close to the wall or screen. If the image is blurry around all edges uniformly, try backing the projector away from the wall to approximately 6 feet and focus.

If the image is only blurry on top/bottom/either side, the head will need adjustment. Contact our service department at 800-676-2487 for assistance in adjusting the head alignment.

9. I cannot locate the power switch on my Dukane Data/Video projector.

Some Dukane models have a unique power design. These projectors do not have a conventional power switch. Once the unit is plugged into a power outlet, the projector is in a "ready" state. The main circuits of the projector are not powered on until the appropriate "**operate**" button is pressed.

To power the unit off, simply press the applicable "**operate**" or "**standby**". This will power off all main circuits. After the projector goes into standby mode, it is safe to remove the power cord. It is also completely safe to leave the projector plugged into the outlet.

This exceptional and unique design, allows for a more complete cooling of the lamp and proper ventilation for other critical components. This ultimately insures longer lamp life and longevity of the product.

10. Where can I get my Dukane Audio Visual product serviced?

Contact us at:

Dukane Audio Visual Technical Service and Parts

**Toll free:** 1-800-676-2487

**Fax:** 630-584-0984

**Email:** [avservice@dukane.com](mailto:avservice@dukane.com)

You can also check out our service station on our website.

11. Can I use other lamps with my Dukane projector?

Dukane ImagePro Projectors must be used with Dukane approved lamps. Use of a non-Dukane lamp may cause internal damage and will void the projector warranty.