User's Manual
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LiveViewer6 Application

CHRISTIE

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User's Manual

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1 Features

The LiveViewer software can translate images and audio from a computer to the projector via wireless LAN or wired LAN. This software has a variety of features that helps comfortable presentation and easy connection.

1.1 Display Mode

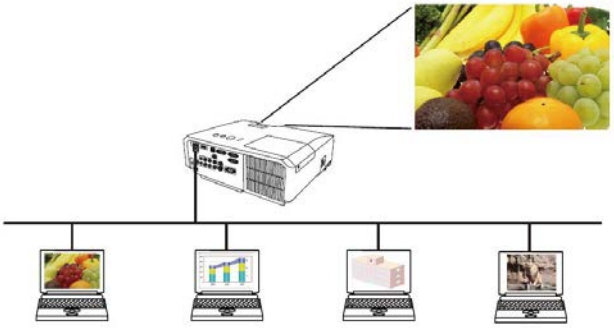
In LiveViewer, there are two display modes, Single PC mode and Multi PC mode.

1.1.1 Single PC mode

The Single PC mode can display images in full screen and replay audio from one computer to the projector via wireless LAN or wired LAN.

■ **Presenter Mode**

In the Single PC mode, the projector can be occupied by one computer and can block access from any other computers (if Presenter Mode is set to on in LiveViewer). While making your presentation, you don't need to worry that the image on screen will be unexpectedly switched to an image sent by another computer. Presenter Mode can be set to on in the option menu in the LiveViewer.

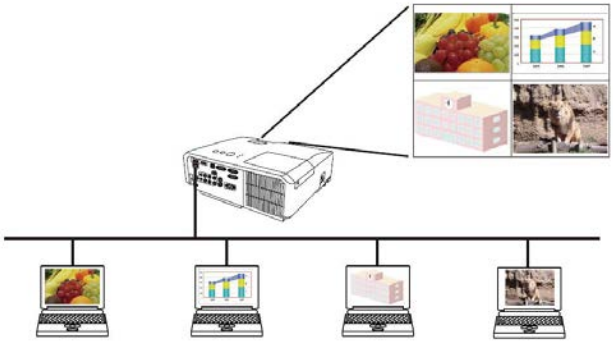


1.1.2 Multi PC mode

The projector can display images of up to four computers of connected at the same time.

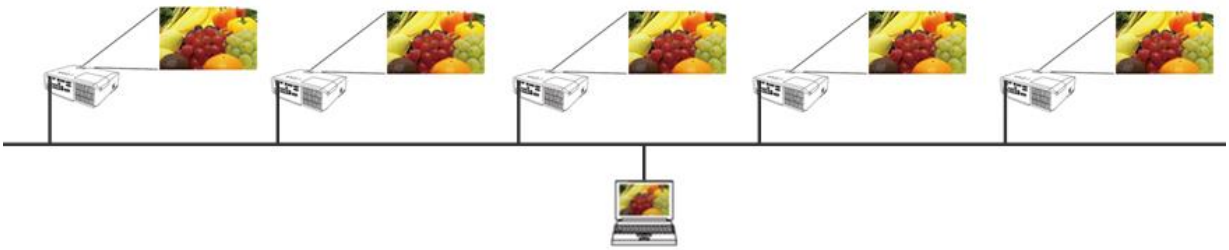
NOTE

- *Audio cannot be sent in the Multi PC mode.*



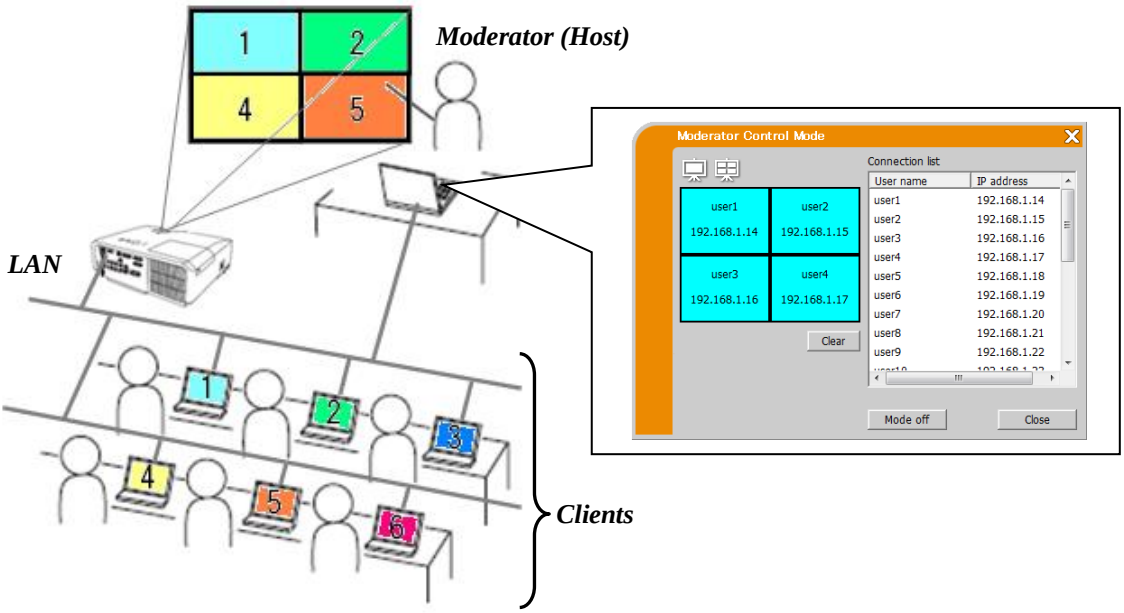
1.2 Multi Projector Mode

In the Multi Projector mode, up to 12 projectors can connect with the computer via wireless or wired LAN simultaneously.



1.3 Moderator Control Mode

One computer can be set to Moderator (Host) that can control all other computers (Clients) connected with the projector via wireless LAN or wired LAN. Since Clients cannot control the LiveViewer and the projector, the Host can proceed with the program as arranged smoothly and safety.



2 Compatibility

2.1 Hardware and software requirements for computer

OS	Windows Vista® (Service Pack 1 or later) Windows® 7 Windows® 8 Windows® 8.1 Windows® 10
Graphic card	VGA: 640x480 or higher (recommended XGA: 1024x768) 65,536 simultaneous colors or higher
CPU	Pentium 4 (2.8 GHz or higher)
Hard disk space	100MB or higher
Web browser	Internet Explorer® (6.0 or higher)
Wireless LAN	IEEE802.11b/g/n

2.2 Software versions

Check and confirm before you install the LiveViewer if its version suits to the projector model you are going to connect to. The correct software version depends upon the projector model that you have. If the version is not matched with the projector, the software may not work properly.
If you use the models network functions are available not listed in the table below, check the group of projector models written in the **User's Manual** of the projector.

LiveViewer Version	Group of Projector Models		
	Group A	Group B	Group C *2
	LX41 LW41 and etc.	LX501 LX601i LW401 LW551i LWU421 LWU501i DXG1051 DWX951 DWU951 DHD951 DWX851 DWU851 DHD851 and etc.	LWU601i LWU701i LW651i LW751i LX801i DHD1052 DWU1052 LW502 LWU502 LWU620i LHD720i LWU720i LX602 LWU530-APS LWU650-APS LWU755-DS LHD878-DS LWU900-DS LWU1200-DS and etc.
4.1x *1	✓	-	-
4.2x *1	✓	-	-
4.3x	✓	✓	-
5.xx	✓	✓	-
6.xx	✓	✓	-
6.4x	✓	✓	✓

"x" in the version means 0 or greater.

*1 Only Windows® 32-bit version.

*2 Connection restriction is available for the projectors of group C by an authentication password.

NOTE for the computer

- *Improper OS version or driver software for network adapter on your computer may prevent images from being transmitted correctly. It is highly recommended that you check for OS and driver updates.*
- *Depending on the type of wireless network device and computer you are using, the projector may not be able to communicate properly with your computer, even if the computer you are using is equipped with built-in wireless LAN functionality. If communication problems occur, please use a Wi-Fi certified wireless network device.*
- *In case you use Windows Vista® or Windows® 7 on your computer, the window color setting for Aero® Glass will be switched to the basic setting of Windows Vista® / Windows® 7 while running LiveViewer.*
- *When installing LiveViewer in Windows Vista®, Windows® 7, Windows® 8/8.1 or Windows® 10, the UAC (User Account Control) warning message is displayed.*
- *Your computer needs to meet the minimum hardware requirement of your OS.*
- *The LiveViewer does not work on Windows Vista® that is not updated to Service Pack 1 or later. Please install the latest Service Pack on your Windows Vista®.*
- *Video transfer through network may not be supported depending on combination of computer hardware and software. In this case, video/computer cable is preferable.*
- *Depending on the specification of your computer, the computer may slow down due to high CPU usage when the LiveViewer is running.*
- *The screen size will be shrinked and then transmitted to the projector if the screen size of computer is greater than WXGA/XGA. The transmitting speed may delay than usual due to processing shrinking. For higher transmission speed, it is recommended to set the resolution of computer screen to WXGA/XGA. Please refer to the manuals of your computer or Windows for the settings.*

NOTE for the projector

- *The network communication control is disabled while the projector is in standby mode if the STANDBY MODE item in the SETUP menu of the projector is set to SAVING. Please connect the network communication to the projector after setting the STANDBY MODE to NORMAL.*

2.3 Updating LiveViewer

Please check and get the latest version from the Christie Web site.

http://www.christiedigital.com

Some functions explained in this manual require the LiveViewer Version 6.xx.
(“x” in the version means 0 or greater.)

3 Starting with LiveViewer

This section explains the process of using LiveViewer. The outline of the process is as follows:

STEP 1. Install the LiveViewer application (📖 **below**)

STEP 2. Connect to the network (📖 **11**)

The Quick Connection feature prepares some options for connecting to the projector. You can select one that meets your requirements.

- Select From List
- Passcode connection
- Profile connection
- History connection
- Manual connection
- My Connection

In some cases, there are several projectors connected to the same network. Before you send your image, confirm that the right projector is selected.

Fig.3.a LiveViewer Main menu

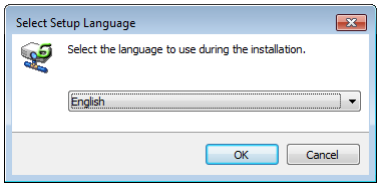
STEP 3. Start Network Presentation (📖 **27**)

The LiveViewer main menu will be on screen. Now, you can send your images to the projector through the network.

3.1 Installing LiveViewer

The following procedures show you how to install LiveViewer to a computer with Windows® 7.

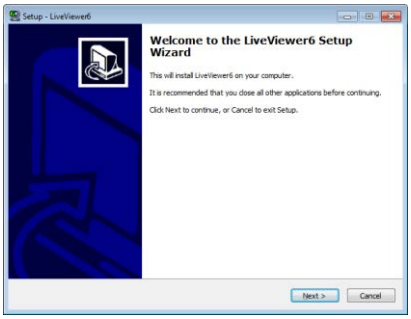
1. Turn on the computer and log on as Administrator.
2. Shut down all other applications.
3. Double click " LiveViewer_v6.45.303_Christie_Setup.exe ".
4. After a moment, the Select Setup Language dialog will appear as shown on the right. Select the language you will use in the list and click [OK].



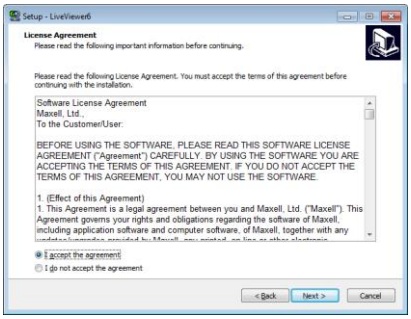
NOTE

- *If the software of same version has been already installed, you will be asked if you wish to uninstall. Select "Yes" to do so. Click [Cancel] button, then uninstallation will be canceled. If you uninstalled the software by miss-operation, please re-install the software from the first steps.*

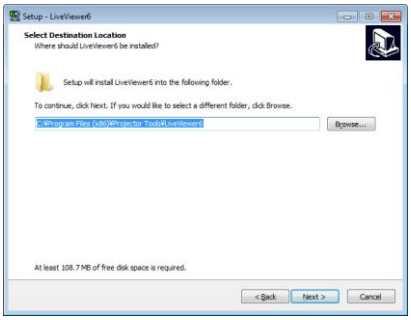
5. After a moment, the Welcome dialog will appear as shown on the right. Press the [Next].



6. The License Agreement dialog appears. If you accept it, select "I accept the agreement" and press the [Next].

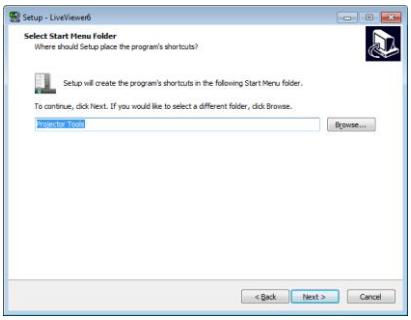


7. The Select Destination Location dialog appears. Press the [Next].

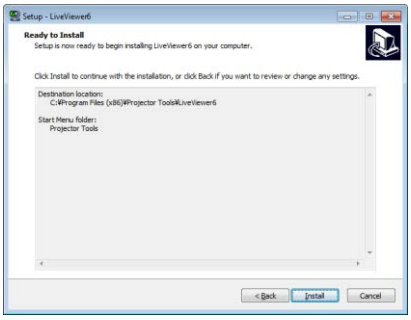


> **NOTE**
> - *The 'C: \Program Files\Projector Tools\LiveViewer6' folder will be created and the program will be installed into that folder. If you wish to install to a different folder, click [Browse] and select another folder.*

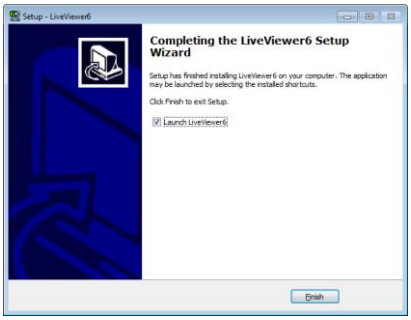
8. The Select Start Menu Folder dialog appears. Confirm the program folder name. If "Projector Tools" is okay, press the [Next] to continue. If not enter the desired folder name and then press [Next].



9. Press the [Install].



10. After a moment, installation will complete and the Setup Complete dialog will appear as shown on the right. Click [Finish].



✓ To confirm that the software as been properly installed, press the [start] button on the toolbar, select All Programs and then select the Projector Tools folder.

✓ "LiveViewer" will appear in that folder if the installation was successful.

3.2 Connecting to the network

LiveViewer provides several options for connecting to your network projector. You can choose one that best meets your system and user needs. The descriptions here are based on the case that Windows® 7 is installed in your computer.

NOTE

- *Picture quality may deteriorate or audio output may be interrupted due to low data transfer rate caused by low communication band between computer and projector when multiple computers are communicating with projector.*
- *If you try to connect via network to the projector which another computer has been using as a USB display, it might reduce transfer rate causing deterioration of image quality or interruption of audio output.*

3.2.1 Launch LiveViewer

Start the LiveViewer software in your computer, using one of the methods below:

- Double click the "LiveViewer" icon on the Desktop in your computer
- Select "start" → "All Programs" → "Projector Tools" → LiveViewer6 on Windows® menu.

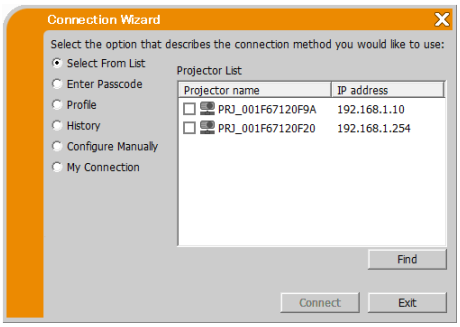
Then, proceed to item "**3.2.2 Select Connection method**". (🕮 **11**)

NOTE

- *LiveViewer cannot be started if "LiveViewer Lite for USB.exe" is running on the same computer.*
- *A message dialog appears if a problem has occurred or to present to you information. Read and deal with the message if it appears. About the messages, refer to "**Appendix A Messages**" (🕮 **39**).*

3.2.2 Select Connection method

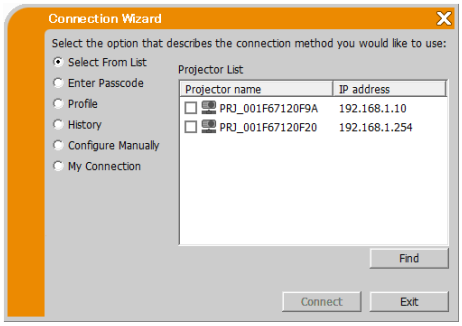
To start LiveViewer on your computer, the following menu appears. Select the option that describes the connection method you want to use.



- **Select From List**
  Proceed to item **"3.2.2.1 Selecting from List"**. (🕮 **12**)
- **Enter Passcode**
  Proceed to item "**3.2.2.2 Passcode connection**". (🕮 **12**)
- **Profile**
  Proceed to item "**3.2.2.3 Profile connection**". (🕮 **13**)
- **History**
  Proceed to item "**3.2.2.4 History connection**". (🕮 **13**)
- **Configure Manually**
  Proceed to item "**3.2.2.5 Configuring manually**". (🕮 **14**)
- **My Connection**
  Proceed to item "**3.2.2.6 Selecting My Connection**". (🕮 **14**)

3.2.2.1 Selecting from List

Before selecting this item, your computer and projectors need to be connected to the same network. If the connection is already established, select the “Select From List”. The Projector List, a list of the projectors connected to the network will appear in the window. Select the projectors you want to use and check their boxes. Then click [Connect]. The connecting process starts.



Proceed to item “**3.2.5 Connection and transmission**”. (🕮 **25**)

You can check the status of the connection by the following icon on projector list.

: The network connection to the projector is not established yet.

: The network connection is established, but the image transmission is on hold.

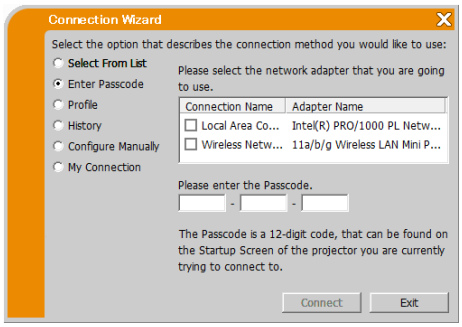
: The network connection is established and the images on the computer are being sent to the projector.

NOTE

- *You can select up to 12 projectors at the same time from the list.*
- *When you select multiple projectors, the Multi Projector mode is selected automatically.* (🕮 **28**)
- *You may not find any projector on the list under your network condition. Please click [Find].*

3.2.2.2 Passcode connection

If you want to use the Passcode for connecting to the projector, select “Enter Passcode”. A list of available network adapters and input boxes for Passcode will appear in the window. The Passcode is given by the projector on screen. Simply input the Passcode into LiveViewer to connect the network projector.
Select the network adapter you want to use and check its box, and enter the Passcode of the projector you are currently trying to connect to. Then click [Connect]. The connecting process starts.



Proceed to item “**3.2.5 Connection and transmission**”. (🕮 **25**)

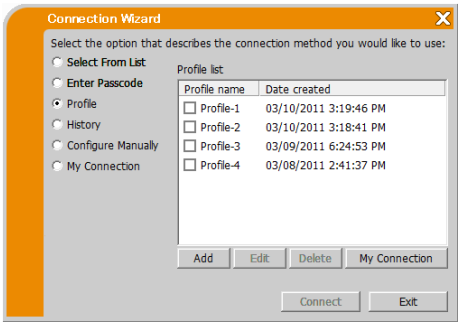
For more detail about Passcode, refer to “**3.2.3 Passcode**” (🕮 **15**).

NOTE

- *You cannot connect when there is no available network adapter on your computer.*
- *You may need to set IP address and other network settings manually under your network conditions.*

3.2.2.3 Profile connection

If you want to use the profile data for connecting to your network projector, select “Profile”. Profile list, which is a list of stored profile data will appear in the window. It is required to store the profile data in advance.
Select the ‘Profile’ data you want to use and check its box. Then click [Connect]. The connecting process starts.



Proceed to item “**3.2.5 Connection and transmission**”. (🕮 **25**)

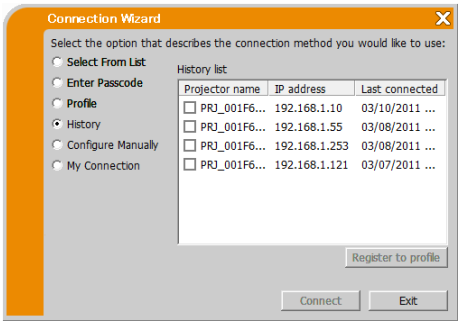
For more detail about profile, refer to “**4.5 Profile data**” (🕮 **37**).

NOTE

- *To check the setting in a profile data, follow the process below.*
  - ✓ *Choose a ‘Profile’ data that you want to check.*
  - ✓ *Move the mouse cursor to the ‘Profile’ and click the right button on the mouse to display a pop-up menu.*
  - ✓ *Select the “Properties” in the pop-up menu, and click the left button on the mouse. The setting information of the selected ‘Profile’ data is shown.*

3.2.2.4 History connection

If you want to use the History data for connecting to the projector, select “History”. The History list of connection, which is a list of projectors connected in past will appear in the window.
Select the History data you want to use and check its box. Then click [Connect]. The connecting process starts.



Proceed to item “**3.2.5 Connection and transmission**”. (🕮 **25**)

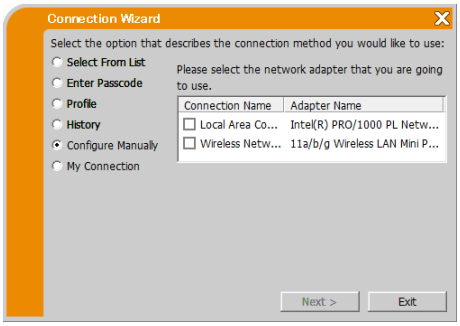
If you want to copy a History record to a profile data, select one of the History records and click [Register to profile]. The profile data cannot be erased automatically.
For more detail about profile, refer to “**4.5 Profile data**”. (🕮 **37**)

NOTE

- *The number of the History record is maximum 20. When the 21st data is stored, the oldest record among the 20 will be overwritten.*
- *The date & time information in each History record is renewed when the network is connected by using the History record.*

3.2.2.5 Configuring manually

If you want to set the connection manually, select “Configure Manually”. A list of available network adapters will appear in the window.
Select the network adapter you want to use and check its box, and click [Next].



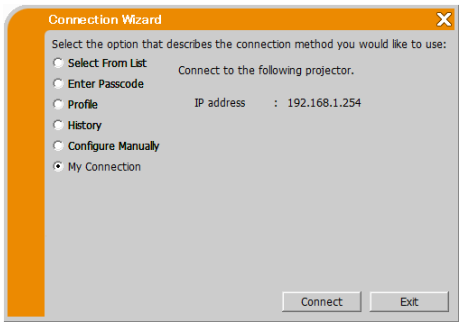
Proceed to item “**3.2.4 Configuring Network Setting Manually**”. (🕮 **21**)

NOTE

- *Up to 12 projectors can be connected at the same time.*
- *When multiple projectors are connected, the Multi Projector mode is selected automatically.* (🕮 **28**)

3.2.2.6 Selecting My Connection

If you select the My Connection, the computer is connected to the projector through the network by using profile data that is pre-assigned to My Connection.
Select “My Connection” and click [Connect]. The computer immediately starts the connecting process to the projector.



Proceed to item “**3.2.5 Connection and transmission**”. (🕮 **25**)

NOTE

- *If no profile data is assigned to My Connection, it cannot be used.*

3.2.3 Passcode

The unique Passcode system brings you very quick and simple connection to the network. The Passcode is a code that expresses the network setting in the projector. When you input the Passcode in the LiveViewer software on your computer, the network settings of the projector and computer are matched and the connection will be established immediately. The section is intended to explain how to use the Passcode.

NOTE

- *The Passcode system does not work under the conditions below. If your system meets one of them, please set the connection manually after you input the Passcode.*
  1) *Encryption is used.*
  2) *Unique SSID is used.*
     For AdHoc/Infrastructure
     The factory default SSID are 4 of below;
     Factory default SSID 1: wireless
     Factory default SSID 2: WLANProjector1
     Factory default SSID 3: WLANProjector2
     Factory default SSID 4: WLANProjector3
     For Simple Access Point
     Factory default SSID: Simple Access Point
  3) *Subnet mask is not Class A or B or C.*
     Class A:(255.0.0.0), Class B:(255.255.0.0), Class C:(255.255.255.0)

3.2.3.1 Getting the Passcode

The Passcode is 12-digit code consisting of alphanumeric characters (1-9 and A-Z). The Passcode is displayed on the projector screen.

◆ **Projector Models Group: A**

There are two methods to get the Passcode from the projector.

➢ **Method 1**

✓ Turn on the projector, and make sure that the projector image is on screen.
✓ Press the **COMPUTER** button on the remote control or **INPUT** button on the projector to select the LAN as input port.
✓ If there is no signal on the **LAN** port, you can find the Passcode on screen.

➢ **Method 2**

✓ Turn on the projector, and make sure that the projector image is on screen.
✓ Press the **MENU** button on the remote control or the ▲/▼/◄/► buttons on the projector to show the menu on screen.
✓ Use the ▲/▼ cursor buttons to select ADVANCED MENU and use the ► cursor button to enter the item.
✓ Use the ▲/▼ cursor buttons to select NETWORK, and use the ► cursor button to enter the item.
✓ Use the ▲/▼ cursor buttons to select INFORMATION, and use the ► cursor button to display the INFORMATION.
✓ The Passcode appears at the top in the INFORMATION window.

NOTE

- *Use method 2 when you project your computer image by the LiveViewer, or when the **LAN** port is not selected as input source.*
- *If there is no communication between the projector and computer for five minutes, the Passcode will be changed.*

◆ **Projector Models Group: B, C**

There are two methods to get the Passcode from the projector.

➢ **Method 1**

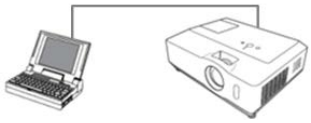
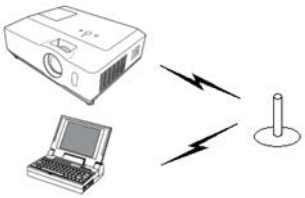
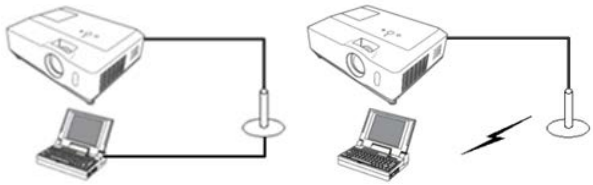
- ✓ Turn on the projector, and make sure that the projector image is on screen.
- ✓ Press the **COMPUTER** button on the remote control or **INPUT** button on the projector to select the LAN as input port.
- ✓ If there is no signal on the **LAN** port, you can find the Passcode on screen.

➢ **Method 2**

- ✓ Turn on the projector, and make sure that the projector image is on screen.
- ✓ Press the **MENU** button on the remote control or the ▲/▼/◄/► buttons on the projector to show the menu on screen.
- ✓ Use the ▲/▼ cursor buttons to select ADVANCED MENU and use the ► cursor button to enter the item.
- ✓ Use the ▲/▼ cursor buttons to select NETWORK, and use the ► cursor button to enter the item.
- ✓ Use the ▲/▼ cursor buttons to select the WIRELESS INFORMATION or WIRED INFORMATION depending on the type of connection you use, and press the ► cursor button.
- ✓ The Passcode appears at the top in the "INFORMATION" window.

NOTE

- *Use method 2 when you project your computer image by the LiveViewer, or when the **LAN** port is not selected as input source.*
- *If there is no communication between the projector and computer for five minutes, the Passcode will be changed.*
- *There are two types of the Passcode, PASSCODE_WIRELESS and PASSCODE_WIRED. Select proper type you want to use referring to the following images.*

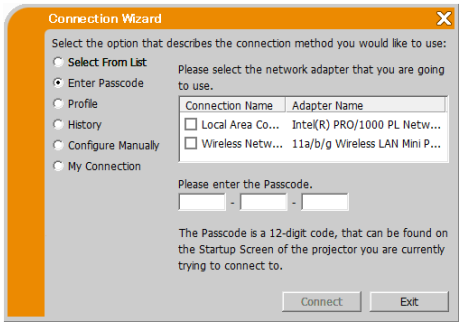
PASSCODE_WIRELESS	PASSCODE_WIRED
a) Direct connection between the projector and computer	a) The projector connected to computer by the wired LAN 
b) The projector connected to an access point by the wireless LAN 	b) The projector connected to an access point by the wired LAN 

3.2.3.2 Entering the Passcode

After you select the network adapter you want to use, enter Passcode in the menu of LiveViewer divided 4-digit each in 3 boxes (total 12-digit).

Example: PASSCODE 1234-5678-9ABC

Refer to "**3.2.2.2 Passcode connection**" to proceed. (🕮 **12**)



NOTE

- *When entering the Passcode, capital and small letters are not distinguished.*
- *If the manual setting screen is displayed, please follow the item* "**3.2.3.3 Manual Configuration**".(🕮 **below**)

3.2.3.3 Manual Configuration

After you input the Passcode (🕮 **above**), you are required to input the network setting manually if you use any encryption code or your unique SSID or subnet mask except Class A/B/C (🕮 **15**).

NOTE

- *If you require the network setting information on the projector, follow these procedures:*

◆ **Projector Models Group: A**

✓ *Turn on the projector, and make sure that the projector image is on screen.*
✓ *Press the **MENU** button on the remote control or the ▲/▼/◄/► buttons on the projector to show the menu on screen.*
✓ *Use the ▲/▼ cursor buttons to select ADVANCED MENU, and use the ► cursor button to enter the item.*
✓ *Use the ▲/▼ cursor buttons to select NETWORK, and use the ► cursor button to enter the item.*
✓ *Use the ▲/▼ cursor buttons to select INFORMATION, and press the ► cursor button.*
✓ *The setting will be displayed in the NETWORK_INFORMATION box.*

◆ **Projector Models Group: B, C**

✓ *Turn on the projector, and make sure that the projector image is on screen.*
✓ *Press the **MENU** button on the remote control or the ▲/▼/◄/► buttons on the projector to show the menu on screen.*
✓ *Use the ▲/▼ cursor buttons to select ADVANCED MENU, and use the ► cursor button to enter the item.*
✓ *Use the ▲/▼ cursor buttons to select NETWORK, and use the ► cursor button to enter the item.*
✓ *Use the ▲/▼ cursor buttons to select the WIRELESS INFORMATION or WIRED INFORMATION depending on the type of connection you use, and press the ► cursor button.*
✓ *The setting will be displayed in the "INFORMATION" window.*

Wireless LAN

The required information depends on how you connect the projector and computer.

- Direct connection between the projector and computer.
  Proceed to item "**3.2.3.4 Direct connection between the projector and computer**". (🕮 **18**)
- The projector connected to an access point by the wired LAN.
  Proceed to item "**3.2.3.5 The projector connected to an access point by the wired LAN**". (🕮 **19**)
- The projector connected to an access point by the wireless LAN.
  Proceed to item "**3.2.3.6 The projector connected to an access point by the wireless LAN**". (🕮 **20**)

Wired LAN

If you use the wired LAN, proceed to item "**3.2.3.7 Wired LAN**". (🕮 **20**)

3.2.3.4 Direct connection between the projector and computer
(Projector Models Group: B, C)

✓ Enter the following information that is set in the projector. *1

SSID: **WirelessAccessPoint (example)**
Encryption: **WPA2-PSK(AES) (example)**
Encryption key *2**:** ********** **(example)**
Subnet mask *3**:** **255.255.255.128 (example)**

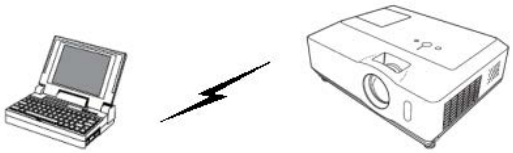
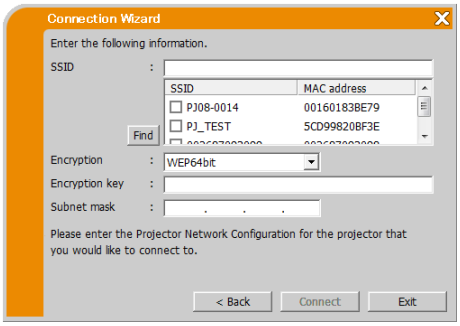


Fig.3.2.3.4: Direct connection between the projector and computer

✓ Click [Connect].

The connecting process via wireless LAN starts.

Proceed to item "**3.2.5 Connection and transmission**". (🕮 **25**)



NOTE

- *1 *To find the network setting on the projector, refer to the NOTE.* (🕮 **17**)
- *Click [Find] to update SSID list.*
- *2 If you use encryption, you need to set it. Contact the network administrator to check the encryption key that is set in the projector. The encryption key is always shown as "**********".*
- *3 If you use subnet mask except Class A/B/C, please set it.*
- *Subnet mask is not necessary to be set in Simple Access Point mode.*

3.2.3.5 The projector connected to an access point by the wired LAN

✓ The setting on the access point. *1
Enter the following information.

SSID: **WirelessAccessPoint (example)**
Encryption: **WPA2-PSK(AES) (example)**
Encryption key *2: ********** (example)**

✓ The setting on the projector. *3
Enter the following information.

Subnet mask *4: **255.255.255.128 (example)**

✓ Click [Connect].

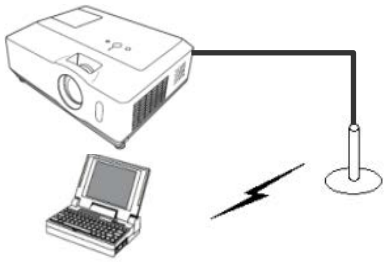
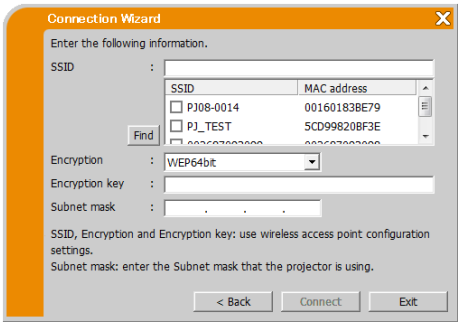


Fig.3.2.3.5: The projector connected to an access point by the wired LAN

The connecting process starts.

Proceed to item "**3.2.5 Connection and transmission**". (🕮 **25**)



NOTE

- *1 Contact the network administrator to find out the setting on the access point.*
- *Click [Find] to update SSID list.*
- *2 If you use encryption, you need to set it. Contact the network administrator to check the encryption key that is set in the access point. The encryption key is always shown as "**********".*
- *3 To find the network setting on the projector, refer to the NOTE. (🕮 **17**)*
- *4 If you use subnet mask except Class A/B/C, please set it.*

3.2.3.6 The projector connected to an access point by the wireless LAN
(Projector Models Group: B, C)

✓ The setting on the access point. *1
Enter the following information.

SSID: **WirelessAccessPoint (example)**
Encryption: **WEP64bit (example)**
Encryption key *2: ******** (example)**

✓ The setting on the projector. *3
Enter the following information.

Subnet mask *4: 255.255.255.128 (example)

✓ Click [Connect].

The connecting process via wireless LAN starts.

Proceed to item "**3.2.5 Connection and transmission**". (🕮 **25**)

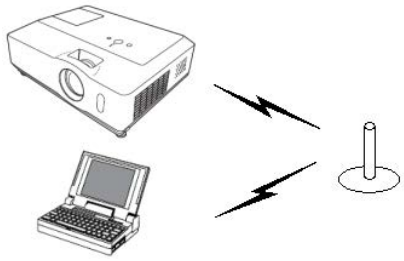
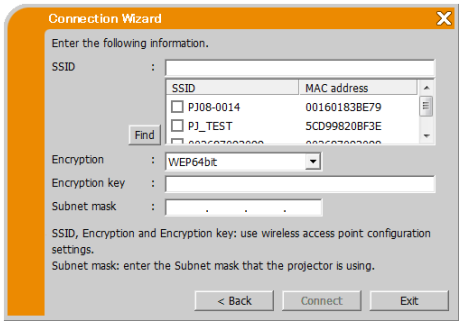


Fig.3.2.3.6: The projector connected to an access point by the wireless LAN



NOTE

- *1 Contact the network administrator to find out the setting on the access point.*
- *Click [Find] to update SSID list.*
- *2 If you use encryption, you need to set it. Contact the network administrator to check the encryption key that is set in the access point. The encryption key is always shown as "**********".*
- *3 To find the network setting on the projector, refer to the NOTE.* (🕮 **17**)
- *4 If you use subnet mask except Class A/B/C, please set it.*

3.2.3.7 Wired LAN

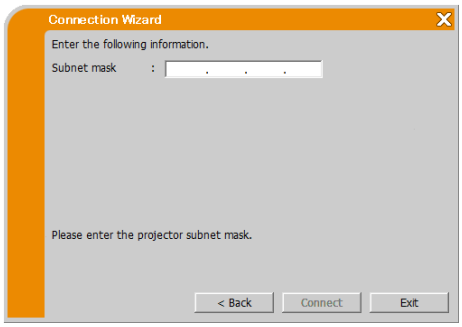
✓ Enter the following information that is set in the projector.

Subnet mask *1: 255.255.255.128 (example)

✓ Click [Connect].

The connecting process starts.

Proceed to item "**3.2.5 Connection and transmission**". (🕮 **25**)



NOTE

- *1 If you use subnet mask except Class A/B/C, please set it.*

3.2.4 Configuring Network Setting Manually

All the settings for the network connection between the projector and computer have to be input manually if you select “Configure Manually” in the menu of LiveViewer connection method.
The information to be input for a manual configuration will vary, depending on how you want to connect the projector and computer.

Wireless LAN

The required information depends on how you connect the projector and computer.

- Direct connection between the projector and computer.
  Proceed to item “**3.2.4.1 Direct connection between the projector and computer**” (🕮 **22**)
- The projector connected to an access point by the wired LAN.
  Proceed to item “**3.2.4.2 The projector connected to an access point by the wired LAN**” (🕮 **23**)
- The projector connected to an access point by the wireless LAN.
  Proceed to item “**3.2.4.3 The projector connected to an access point by the wireless LAN**” (🕮 **24**)

Wired LAN

If you use the wired LAN, proceed to item “**3.2.4.4 Wired LAN**” (🕮 **24**).

3.2.4.1 Direct connection between the projector and computer

■ **Projector Models Group: B**

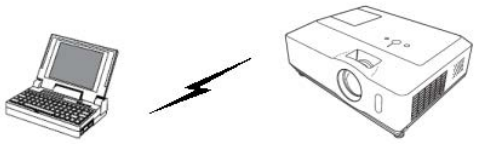
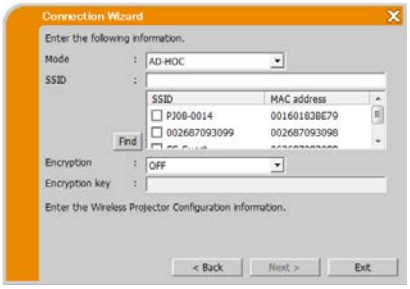


Fig.3.2.4.1: Direct connection between the projector and computer

✓ Enter the following information that is set in the projector. *1

Mode: **AD-HOC**
SSID: **wireless (example)**
Encryption: **WEP64bit (example)**
Encryption key *2**:** ********** (example)**

✓ Click [Next].



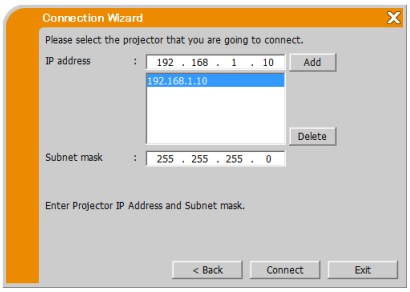
✓ Enter the following information that is set in the projector. *1

IP address: **192.168.1.10 (example)**

✓ Click [Add]. The IP address is added to the list.

Subnet mask: **255.255.255.0 (example)**

✓ Click [Connect].

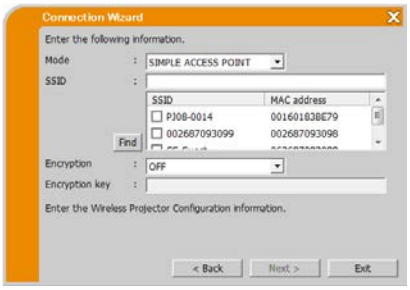


■ **Projector Models Group: C**

✓ Enter the following information that is set in the projector. *1

Mode: **SIMPLE ACCESS POINT**
SSID: **SimpleAccessPoint (example)**
Encryption: **WPA2-PSK(AES) (example)**
Encryption key *2**:** ********** (example)**

✓ Click [Next].

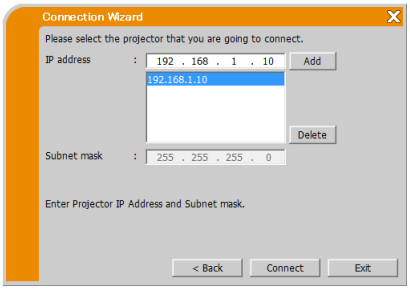


✓ Enter the following information that is set in the projector. *1

IP address: **192.168.10.1 (example)**

✓ Click [Add]. The IP address is added to the list.

✓ Click [Connect].



The connecting process via wireless LAN to all the projectors in the list starts.

Proceed to item "**3.2.5 Connection and transmission**". (🕮 **25**)

NOTE

- *1 To find the network setting on the projector, refer to the NOTE. (🕮 **17**)*
- *Click [Find] to update SSID list.*
- *2 If you use encryption, you need to set it. Contact the network administrator to check the encryption key that is set in the projector. The encryption key is always shown as "**********".*
- *Up to 12 IP addresses can be registered on the list.*

3.2.4.2 The projector connected to an access point by the wired LAN

✓ The setting on the access point. *1
Enter the following information.

Mode: **INFRASTRUCTURE**
SSID: **WirelessAccessPoint (example)**
Encryption: **WEP64bit (example)**
Encryption key *2: ******** (example)**

✓ Click [Next].

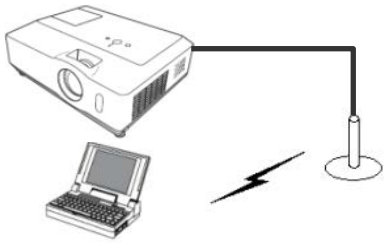


Fig.3.2.4.2: The projector connected to an access point by a LAN cable

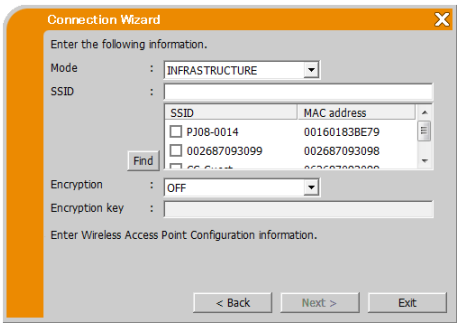
✓ The setting on the projector. *3
Enter the following information.

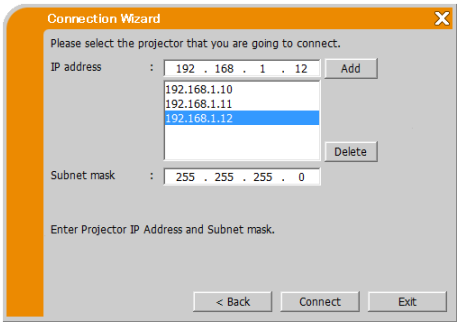
IP address: **192.168.1.10 (example)**

✓ Click [Add]. The IP address is added to the list.

Subnet mask: **255.255.255.0 (example)**

✓ Click [Connect].





Proceed to item "**3.2.5 Connection and transmission**". (🕮 **25**)

NOTE

- *1 *Contact the network administrator to find out the setting on the access point.*
- *Click [Find] to update SSID list.*
- *2 If you use encryption, you need to set it. Contact the network administrator to check the encryption key that is set in the access point. The encryption key is always shown as "**********".*
- *3 To find the network setting on the projector, refer to the NOTE.* (🕮 **17**)
- *Up to 12 IP addresses can be registered on the list.*

3.2.4.3 The projector connected to an access point by the wireless LAN
(Projector Models Group: B, C)

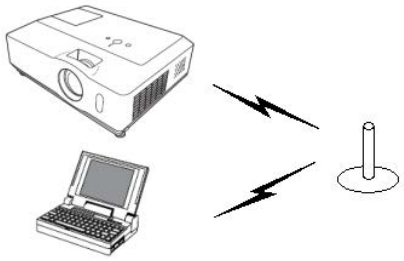
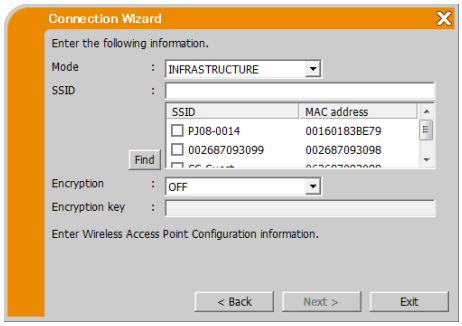


Fig.3.2.4.3: The projector connected to an access point by the wireless LAN

✓ The setting on the access point. *1
Enter the following information.

Mode: **INFRASTRUCTURE**
SSID: **WirelessAccessPoint (example)**
Encryption: **WEP64bit (example)**
Encryption key *2: ********** (example)**

✓ Click [Next].



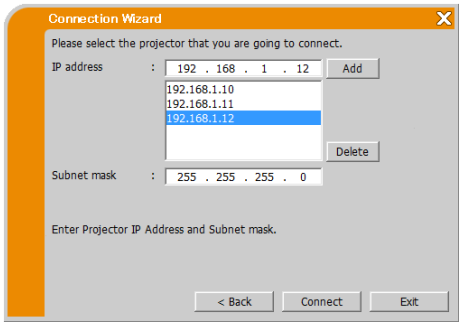
✓ The setting on the projector. *3
Enter the following information.

IP address: **192.168.1.10 (example)**

✓ Click [Add]. The IP address is added to the list.

Subnet mask: **255.255.255.0 (example)**

✓ Click [Connect].



The connecting process via wireless LAN to all the projectors in the list starts.

Proceed to item "**3.2.5 Connection and transmission**". (🕮 **25**)

NOTE

- *1 *Contact the network administrator to find out the setting on the access point.*
- *Click [Find] to update SSID list.*
- *2 If you use encryption, you need to set it. Contact the network administrator to check the encryption key that is set in the access point. The encryption key is always shown as "**********".*
- *3 To find the network setting on the projector, refer to the NOTE.* (🕮 **17**)
- *Up to 12 IP addresses can be registered on the list.*

3.2.4.4 Wired LAN

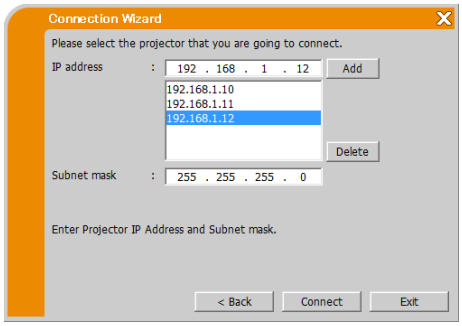
✓ Enter the following information that is set in the projector. *1

IP address: **192.168.1.10 (example)**

✓ Click [Add]. The IP address is added to the list.

Subnet mask: **255.255.255.128 (example)**

✓ Click [Connect].



The connecting process starts.

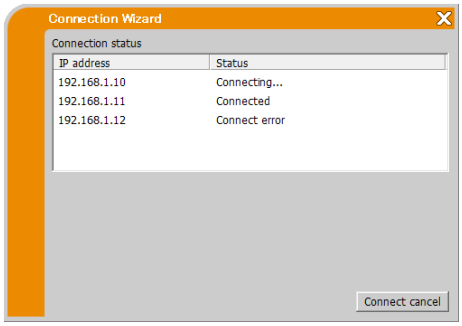
Proceed to item "**3.2.5 Connection and transmission**". (🕮 **25**)

NOTE

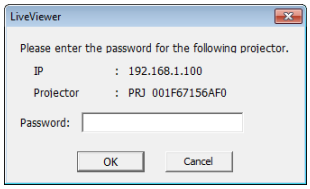
- *1 To find the network setting on the projector, refer to the NOTE.* (🕮 **17**)
- *Up to 12 IP addresses can be registered on the list.*

3.2.5 Connection and transmission

3.2.5.1 Confirmation Connection status



Connection status menu appears when you click [Connect] and connecting process starts. You can check the process from the [Status] field.
When all the projectors are connected, the Connection list will appear. But entering a password is necessary if the authentication password has been set for the projector.
To cancel the connections, click [Connect cancel].
If there are any connections which had established before [Connect cancel] was clicked, Connection list will appear after the connecting process is canceled.



Proceed to item "**3.2.5.2 Connection List**". (🕮 **below**)

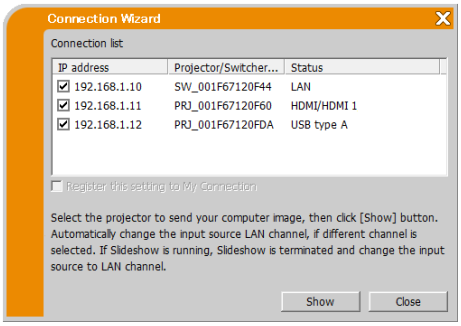
An error message will appear if there is a connection error.

Proceed to item "**3.2.6 Connection error**". (🕮 **26**)

NOTE

- *The connection is canceled and time out error when it cannot connect over one minute.*
- *A password can be set in setting screen of Profile. The password input screen is not displayed if a correct password has been set.*

3.2.5.2 Connection List



All projectors are connected, the Connection list will appear.
Click the check box of the projector you wish to transmit the image to and click [Show].
The input port of the projector is automatically switched to LAN and image transmission starts.

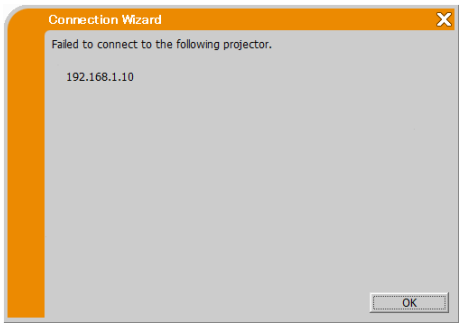
Proceed to item **"4 LiveViewer Operation**" (🕮 **30**).

If you select [Close], then the LiveViewer main menu is displayed in stand-by mode. (Stand-by mode is the state where there is no image transmission, although the network connection is established.) The transmission starts when you click display mode button or start capture button on the LiveViewer main menu.

NOTE

- *Up to 12 projectors can be connected at the same time.*
- *If you want to register one of the settings of connection as My Connection, check the "Register this setting to My Connection". After the registration of My Connection, the data will be shown in the Profile list.*

3.2.6 Connection error



When the connection to the projector could not be established, an error message, “Failed to connect to the following projector.” will be displayed.
Click [OK], then the LiveViewer main menu is displayed even though the network connection is not established. Click connect button on the LiveViewer main menu to go back to “**3.2.2 Select Connection method**”. (🕮 **11**)
If you tried to connect to plural projectors and there are any projectors their connection were established, the Connection list will appear after you click [OK].

Proceed to item “**3.2.5.2 Connection List**”. (🕮 **25**)

NOTE

- *Check the network setting in the projector especially if you use My Connection, and retry the connection from item “**3.2.2 Select Connection method**”.* (🕮 **11**)

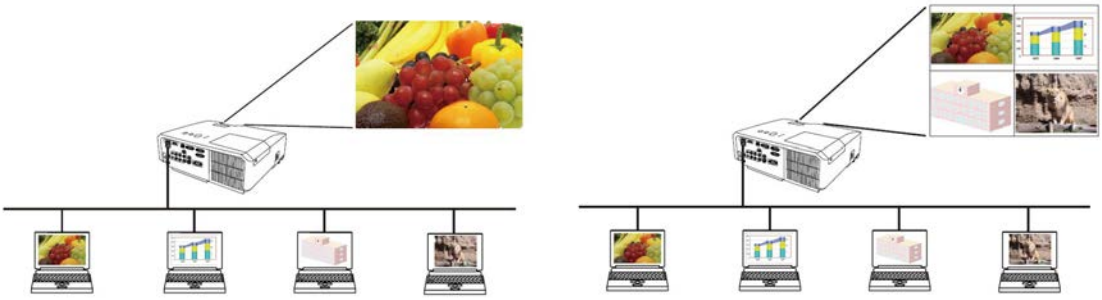
3.3 Starting the Network Presentation

This chapter explains the Network Presentation feature with which you can project computer images transmitted through a network.
The LiveViewer allows you to project images from one or multiple computers by connecting the projector to an existing network without using computer cables. This Network Presentation feature helps you to smoothly make your presentations and conduct conferences.
To start the Network Presentation, select the **LAN** port as the input source on the projector and click the start capture button on the LiveViewer.

3.3.1 Display Mode

In LiveViewer, there are two display modes, Single PC mode and Multi PC mode.

- **Single PC mode**
  The projector displays images sent by one computer. Also audio can be sent by one computer. (🕮 **35**)
- **Multi PC mode**
  The projector can display images of up to four computers of connected at the same time.



NOTE

- *Audio cannot be sent in the Multi PC mode.*
- *When multiple computers are connected and try to communicate with one projector, data transfer performance may decrease.*
- *When motion pictures are displayed on screen of the projector, it is not recommended to connect multiple computers with the projector.*
- *When multiple computers are connected to one projector, it is recommended to consult with network administrator to establish suitable connection environment with less load given to network as possible.*
- *Picture quality may deteriorate or audio output may be interrupted due to low data transfer rate caused by low communication band between computer and projector when multiple computers are communicating with projector.*
- *If you try to connect via network to the projector which another computer has been using as a USB display, it might reduce transfer rate causing deterioration of image quality or interruption of audio output.*

3.3.2 Presenter Mode

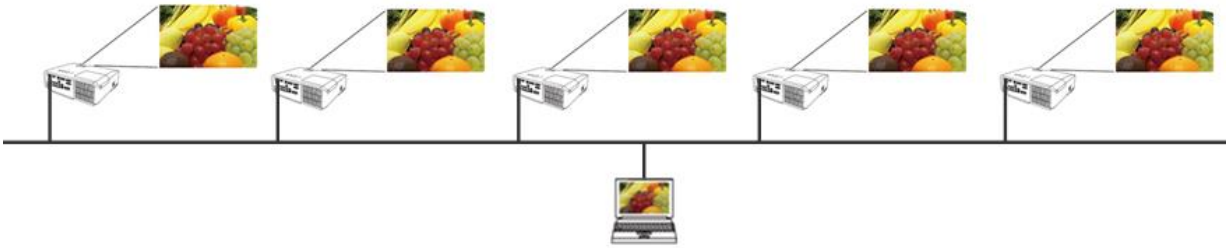
In the Single PC mode, the projector can be occupied by one computer and can block access from any other computer, if the Presenter Mode is selected in LiveViewer. While making your presentation, you don't need to worry that the image on screen is unexpectedly switched to an image sent by another computer. Presenter Mode can be set to on in the option menu in the LiveViewer.

3.3.3 Display User Name

A user name can be set in LiveViewer, which is displayed on screen while presenting. So, viewers know whose image is currently displayed on screen.

3.3.4 Multi Projector Mode

The projectors and your computer are in Multi Projector mode when plural projectors are connected to your computer. In the Multi Projector mode, up to 12 projectors can connect with the computer via wireless or wired LAN simultaneously.

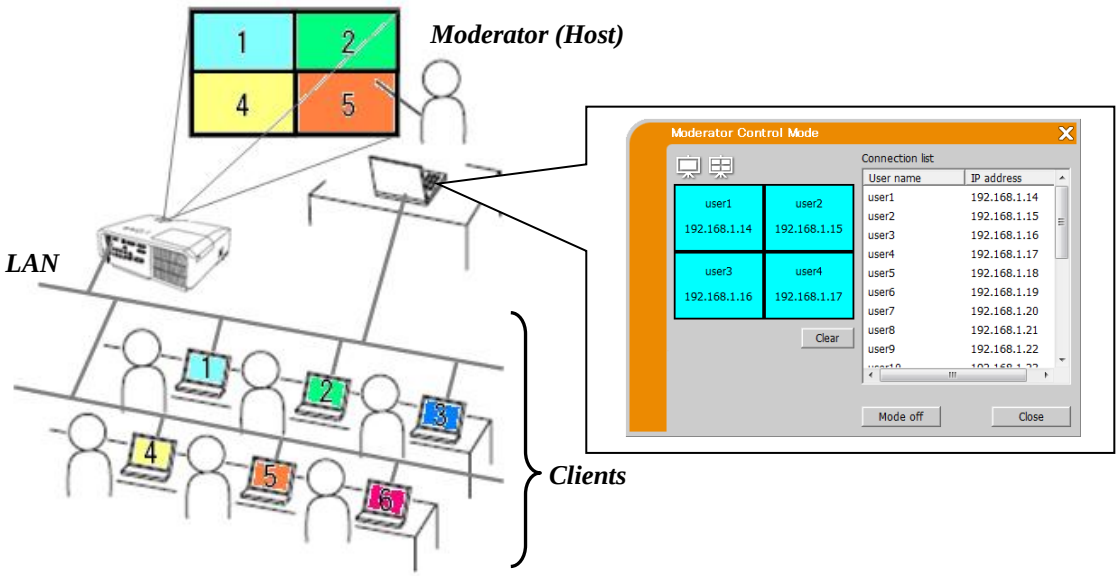


NOTE

- *Audio cannot be sent in the Multi Projector mode.*
- *The Presenter Mode is canceled in all projectors when one of them canceled it in the Multi Projector mode.*
- *Multi PC mode is NOT available in the Multi Projector mode.*
- *Transfer performance may decrease in the Multi Projector mode.*
- *Display mode button on the LiveViewer main menu is automatically changed to Multi Projector mode button in the Multi Projector mode.* (🕮 **30**)
- *It is recommended to connect computer and multiple projectors wired for Multi Projector mode.*

3.3.5 Moderator Control Mode

A computer can be set to Moderator (Host) that can control all other computers (Clients) connected with the projector via wireless or wired LAN. Since Clients cannot control the LiveViewer and the projector, the Host can proceed with the program as arranged smoothly and safety. (Projector Models Group: B, C)



NOTE

- *Up to 50 computers, including the Host computer, can join one group of the Moderator Control mode.*
- *Only one computer can be set as Moderator.*
- *When a computer is set as Moderator, once all computers including the Moderator connected to the same projector stop image transmission.*
- *The Presenter mode is NOT available in the Moderator Control mode.*
- *The Moderator Control mode can be canceled by force when the network is restarted in the projector menu or Web Control on a web browser is executed.*
- *The number of connected devices is limited to 11 in Simple Access Point mode.*

4 LiveViewer Operation

When you get the connection between your projector and computer, the LiveViewer main menu will be shown on the computer screen. On the main menu you can configure settings and operate functions to send your images to the projector.

4.1 Main menu and Operating buttons

4.1.1 Menu Type

There are two types of the LiveViewer main menu, Easy and Advanced, which can be switched on screen. When LiveViewer is started or the connection is not established, Advanced type will be shown first.

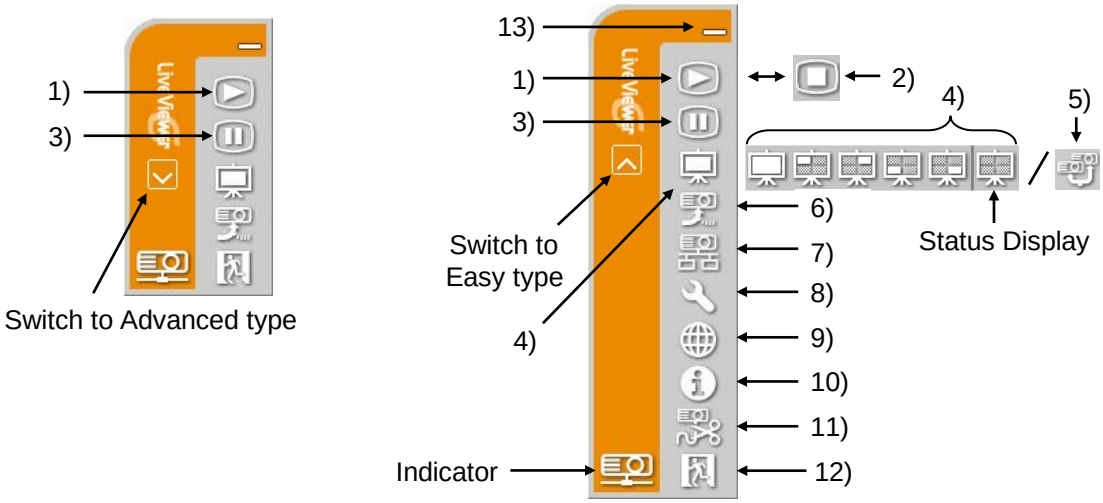


Fig.4.a LiveViewer6 main menu (Easy type / Advanced type)

4.1.2 Operating buttons

1) Start capture button

The transmission to the projector is started and the images will be displayed. The display mode will be the Single PC mode at first. After that, the last display mode will be applied.

NOTE

- *The start capture button cannot be operated if someone has already been Moderator.*
- *The primary image is displayed in multi-display environment.*

2) Stop capture button

Start capture button is automatically changed to stop capture button when image transmission starts. The image transmission is stopped.

NOTE

- *Images may not be displayed on screen, if the start/stop capture buttons are clicked repeatedly.*

3) Hold button

The image on screen is temporally frozen. The last image before the button is clicked remains on screen. You can revise the image data on your computer without showing it on the projector's screen.

> **NOTE**
> - *The Multi Projector mode button cannot operate until the screen unfreezes.*

4) Display mode buttons (🕮 33)

Display mode switches between Single PC mode and Multi PC mode.
Also the image transmission can be started or stopped.

5) Multi Projector mode button

Display mode button is automatically changed to Multi Projector mode button in the Multi Projector mode.
The Multi Projector Control window appears. (🕮 33)

6) Moderator Control mode button (Projector Models Group: B, C)

The computer is set to the Moderator and the Moderator Control window appears. (🕮 34)

> **NOTE**
> - *The Moderator Control mode button and start capture button cannot be operated if somebody connected to same projector has already been Moderator.*
> - *The Moderator Control mode button cannot be clicked in the Multi Projector mode.*

7) Connect button

The dialog to select the connection method is displayed.
For details, refer to the section "**3.2.2 Select Connection method**. (🕮 11)

8) Option button

The option menu is displayed.

9) Web Control button

Starts the Web browser on your computer and displays the Web Control screen to control one projector and change various settings for the projector.

> **NOTE**
> - *"Web Control" cannot control multiple projectors at the same time. In the Multi Projector mode, a window with all connected projectors listed is displayed when Web Control button is clicked. Select one projector you want to control.*

10) Information button

The version of LiveViewer is displayed.

11) Disconnect button

The network is disconnected.

12) Exit button

The network is disconnected and LiveViewer is closed.

13) Minimize button

The main menu is closed, and only the LiveViewer icon is displayed on the task tray in your computer.
Double-click the icon in the task tray to re-launch the main menu.

Fig.4.b Task tray Icon

4.1.3 Displaying the Status

4.1.3.1 Indicator

The indicator shows the following status.

Indicator	Status	Note
	Not connected	The network connection to the projector is not established yet.
	Hold	The network connection is established, but the image transmission is on hold.
	Connected	The network connection is established and the images on the computer are being sent to the projector. The indicator blinks while the connection is in progress.
	Disconnected	The network connection to the projector is disconnected.

4.1.3.2 Status Display in Multi PC mode

The icon is displayed at the right end of the display mode buttons. One of the following icons are designed to inform you how many and which of the quarter screens are in use in Multi PC mode.

Status	Status icon
No computer is on screen	
One computer is on screen.	
Two computers are on screen.	
Three computers are on screen.	
Four computers are on screen.	

NOTE

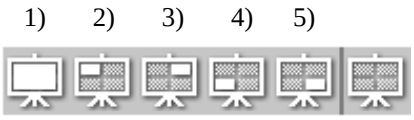
- *The status display is refreshed in every four seconds.*
- *If status cannot be acquired, it will not be refreshed.*

4.1.4 Switching the display mode

LiveViewer has Single PC mode and Multi PC mode. These modes can be switched on the main menu.

✓ Click the display mode button on the main menu. The buttons below are displayed.

✓ Select from 1) to 5) buttons, and click it.



1) Single PC mode button: Switches to the Single PC mode. Your image is displayed full screen.

2) - 5) Multi PC mode buttons: Switches to the Multi PC mode. Your image is displayed on a quarter screen as identified in the button.

The projector screen is switched to the mode selected above, and the transmission of your computer image will be started to display your image on the screen.

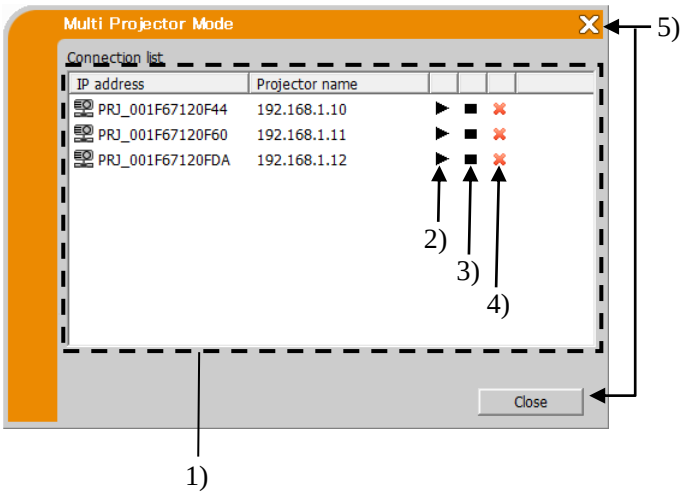
The icon of the display mode button on the main menu is replaced by the icon you selected.

NOTE

- *Image transmission will be stopped in the following situations:*
  - *When you click the Single PC mode button while the projector is in the Single PC mode*
  - *When you click one of the Multi PC mode buttons while the projector is in the Multi PC mode*
- *When Multi PC mode is selected, the projector screen is automatically divided into four zones.*
- *When the screen or one of the areas occupied by another computer is selected, the image transmission from that computer will be put on hold and the image of the currently specified computer will be displayed.*

4.2 Multi Projector Control window

In the Multi Projector mode, up to 12 projectors can be connected and controlled individually or simultaneously.



1) Connection list

All of the connected projectors are displayed in the list.

2) Start capture button

The transmission to the projector is started and the images will be displayed.

3) Stop capture button

The image transmission is stopped.

4) Disconnect button

The network is disconnected. The disconnected projector disappears from the Connection list.

5) Close button

Close the Multi Projector Control window and back to the LiveViewer main menu.

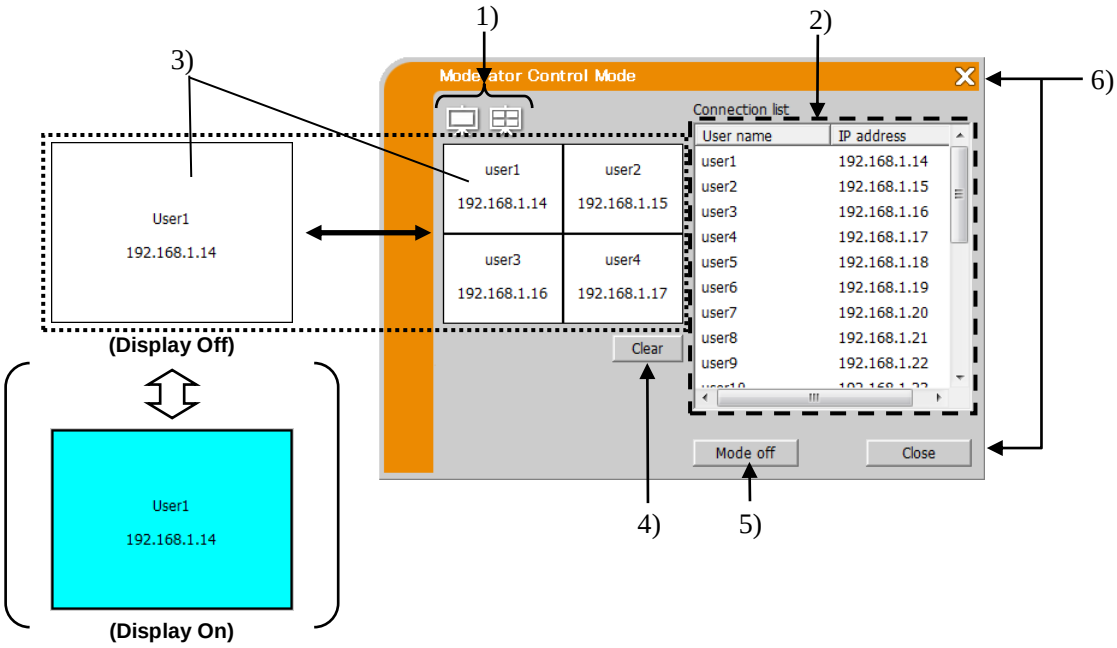
You can check the status of the connection by the following icon on Connection list.

: The network connection is established, but the image transmission is on hold.

: The network connection is established and the images on the computer are being sent to the projector.

4.3 Moderator Control window

A computer can be set to Moderator (Host) that can control all other computers (Clients) connected with the projector. (Projector Models Group: B, C)



1) Display mode buttons

Display mode switches between Single PC mode and Multi PC mode.

2) Connection list

All computers connected to the same projector as the Moderator connected to are displayed in the list.

3) Display window

The information of the computers whose images are displayed on screen of the projector is displayed. Drag and drop the computer from the Connection list onto this area to display the image on screen of the projector. Image transmission is started/stopped each time the window is clicked.
In the Multi PC mode, the window is divided into four zones the same as the screen. Each zone can be manipulate independently and the information is displayed for each.

4) Clear button

Clears the Display window and stops image transmission to the projector.

5) Mode off button

Cancels the Moderator Control mode. The Display window is cleared and image transmission to the projector stops.

6) Close button

Closes the Moderator Control window and back to the LiveViewer main menu.

4.4 Option menu

Clicking the option button displays the option menu on screen.

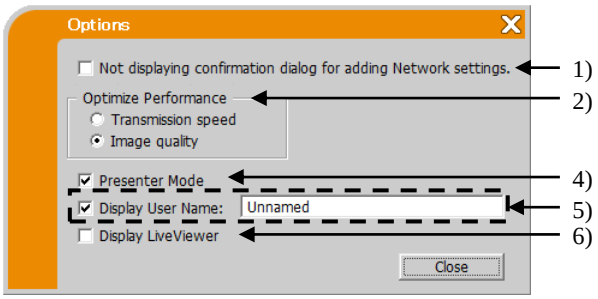


Fig. 4.c Option menu of **Projector Models Group: A**

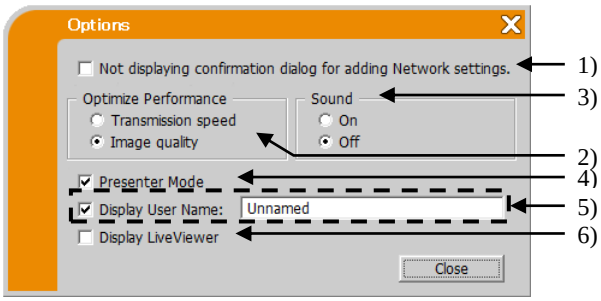


Fig. 4.d Option menu of **Projector Models Group: B, C**

1) Not displaying confirmation dialog for adding Network settings.

If checked – The confirmation dialog for adding a network configuration (📖 **40**) is not displayed when you connect the computer to the projector.

If unchecked – The dialog is always displayed (Default behavior).

2) Optimize Performance

LiveViewer captures computer screen in JPEG data and sends the JPEG data to the projector. LiveViewer has two options that have different compression rate of JPEG data.

Transmission speed: Speed takes priority over image quality. It makes JPEG compression rate higher. The screen on the projector is rewritten quicker because the transferred data is smaller, but the image quality is worse.

Image Quality: Image quality takes priority over speed. It makes JPEG compression rate lower. The screen on the projector is rewritten slower because the transferred data is larger, but the image quality is better.

3) Sound (only for **Projector Models Group: B, C**)

Audio transmission can be selected valid (On) or invalid (Off). The default setting is On.

4) Presenter Mode

In the Single PC mode, the projector can be occupied by one computer and can block access from any other computer, if the Presenter mode is selected in LiveViewer. While making your presentation, you don't need to worry that the image on screen is unexpectedly switched to an image sent by another computer. If you want to turn it on, put a check mark in the check box.

NOTE

- *If the Multi PC mode is selected, the setting for the Presenter mode is invalid.*
- *When switching from the Multi PC mode to the Single PC mode, the Presenter mode setting of the computer is valid.*
- *The Presenter mode is set valid in factory default setting.*

5) Display User Name

A user name that is up to 20 letters can be input by using alphanumeric characters. The user name can be displayed on the projector screen, so you can find out whose image is currently on the screen. If the check box is not marked, the information is not sent to the projector.

6) Display LiveViewer

If you want to display LiveViewer application window to the screen of the projector, please check the box.

NOTE

- *When LiveViewer is used in Windows® 8/8.1/10, the setting of "Display LiveViewer" is always on.*

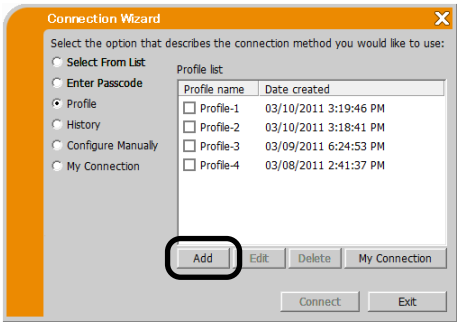
4.5 Profile data

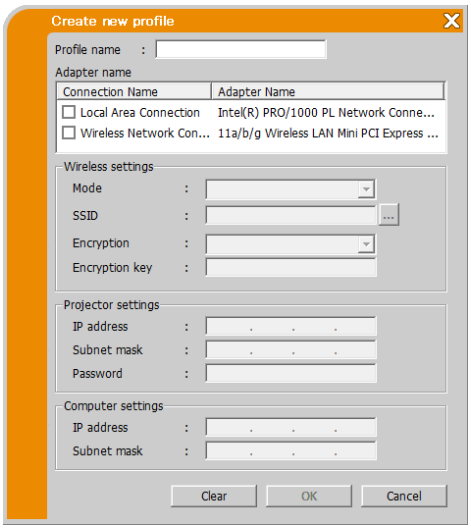
4.5.1 Outline of Profile data

The network setting to connect the projector and computer can be stored as a profile data. Once the data is stored, all you need to do is to select the data to connect to the network. It is recommended when the same network connection is often used.

4.5.2 Making Profile data

- ✓ Select “Profile” and click [Add] in the menu of LiveViewer connection method.
- ✓ “Create new profile” will come up. If you have already made 20 profile data, you cannot make a new one, until you delete a stored data. Input all information required for your network connection. If you want to clear all information you input, click [Clear].
- ✓ Click [OK], after all information is set. If you don’t want to store it, click [Cancel].
- ✓ The new profile data is shown in the Profile list, if you click [OK].

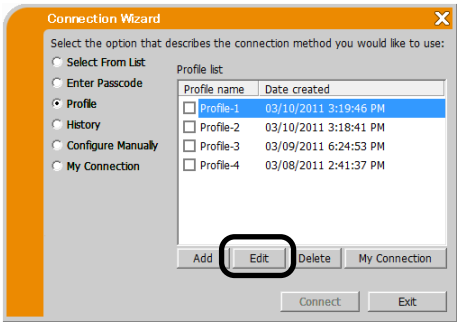


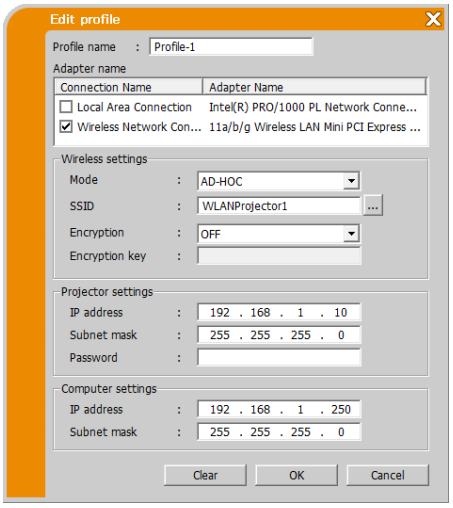


NOTE

- *When you make a new profile, it is strongly recommended to check that the new profile works properly by selecting the data at the profile connection.*
- *If you change a network adapter on your computer, make a new profile for the adapter.*
- *Up to 20 profiles can be registered. If 20 profiles already exist, the box cannot be checked.*
- *The Profile name is assigned by LiveViewer automatically if you registered the profile data as My Connection from the Connection list. The name will be shown in the Profile list.*

4.5.3 Editing Profile data

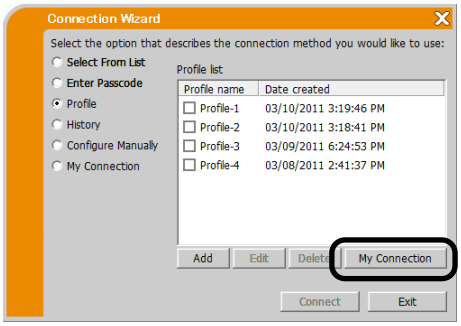


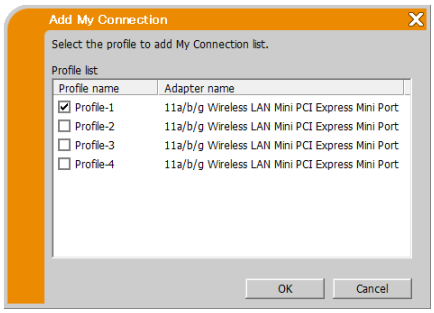


- ✓ Select "Profile", and select one of the profiles listed in the menu of LiveViewer connection method.
- ✓ Click [Edit].
- ✓ The "Edit profile" screen will come up.
- ✓ Edit the information required to be revised. If you want to clear all information you input, click [Clear].
- ✓ Click [OK], after the editing is completed. If you don't want to store it, click [Cancel].
- ✓ The edited profile data is stored and shown in the Profile list with the new Date created information, if you click [OK].

> **NOTE**
> - *When you make a new profile, it is strongly recommended to check that the new profile works properly by selecting the data at the profile connection.*

4.5.4 Registering My Connection





One profile can be registered as 'My Connection' to be often used. Once registered, all you need to do is to select My Connection to connect to the network.

- ✓ Click [My Connection].
- ✓ The "Add My Connection" screen will come up. The currently selected profile data for the My Connection is shown with a check mark in the list.
- ✓ Select one profile listed in the window and put a mark in the check box.
- ✓ Click [OK], then the window is closed. If you don't want to select a new one, click [Cancel].

You can also register My Connection from the Connection list displayed after the network connection is established. For details, refer to the section "**3.2.5.2 Connection List**". (🕮 **25**).

> **NOTE**
> - *In the list, all profile data are shown no matter which network adapter is selected. You can register a profile that is not for currently selected network adapter as My Connection.*

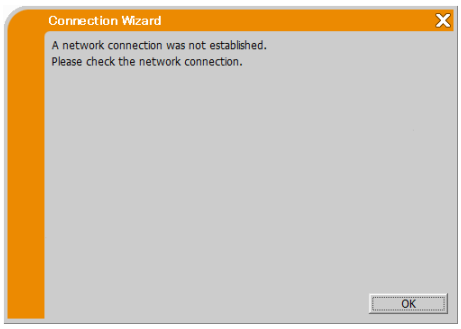
Appendix

A Messages

The following message dialogs appear if a problem has occurred or to present to you information. Read and deal with the messages if they appear.

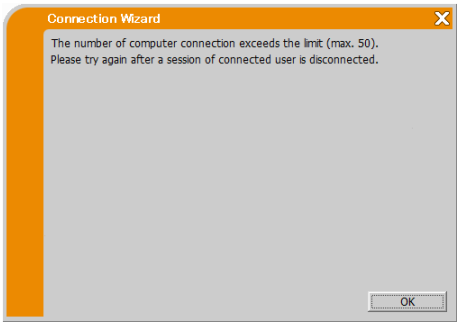
Message 1: A network connection was not established.

This message is displayed in the case that the projector is not connected with a LAN cable to your computer when wired LAN is selected. Be sure that the projector is connected with a LAN cable to your computer.
Click [OK] to return to the previous screen.



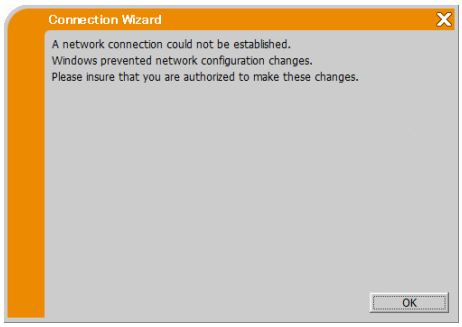
Message 2: The number of computer connection exceeds the limit (max. 50).

The projector has already reached the maximum number of network connections.
Click [OK], and the LiveViewer main menu is displayed.
Please retry after disconnecting one (or more) of the connected computers.



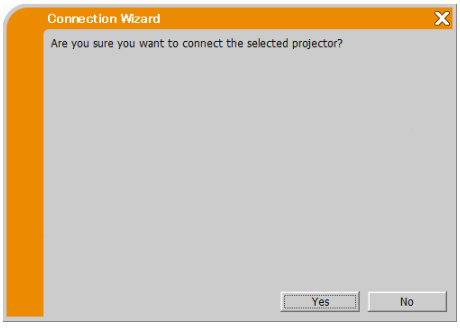
Message 3: A network connection could not be established.

Windows® prevented network configuration changes because you may have not logged into Windows® under Administrator authority.
Click [OK] to return to the previous screen.
Consult with the network administrator to log in under Administrator authority. Once log out from Windows®, log in again with Administrator authority and return to "**3.2 Connecting to the network**". (🕮 **11)**



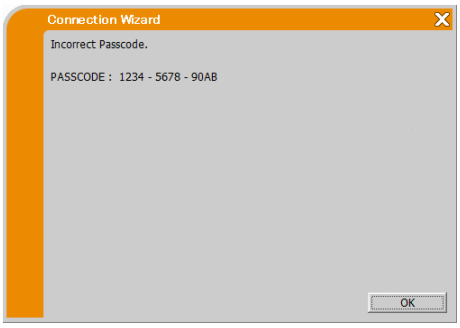
Message 4: Are you sure you want to connect the selected projector?

This message appears when the wireless adapter you selected is already in use with another network connection.
To connect, click [Yes].
Proceed to item "**3.2.5 Connection and transmission**". (🕮 **25**)
Click [No] to return to the previous screen.



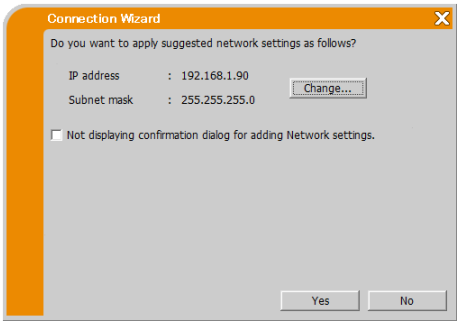
Message 5: Incorrect Passcode.

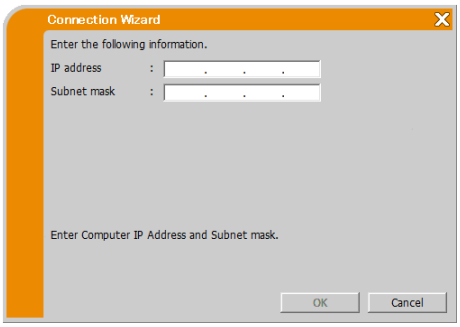
The incorrect Passcode was input.
Click [OK] to return to the “Enter Passcode” screen.
Check the Passcode on the projector screen and enter the code again.
(🕮 **15**)



Message 6: Do you want to apply suggested network settings as follows?

This dialog will be displayed when you need to change a Network configuration on your computer in order to connect to the projector. Confirm with your network administrator if the Network configuration on the dialog is OK. Then click [Yes].
If you don’t want to apply the Network configuration on the dialog, click [No].
If you want to add the Network configuration manually, click [Change]. A new dialog will be display to add a network configuration as shown on the right hand side. Please enter IP address and subnet mask of your computer. Then click [OK].



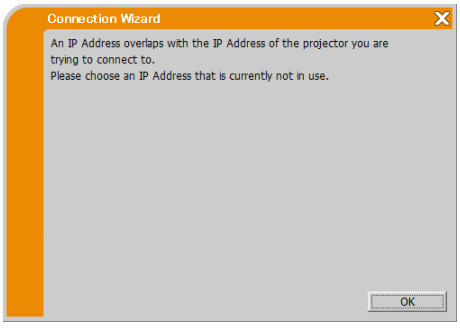


NOTE

- *If you checked “Not displaying confirmation dialog for adding Network settings” option, this dialog will not show up the next time. If you would like to change the setting, click option button on the LiveViewer main menu and uncheck “Not displaying confirmation dialog for adding Network settings” option.*

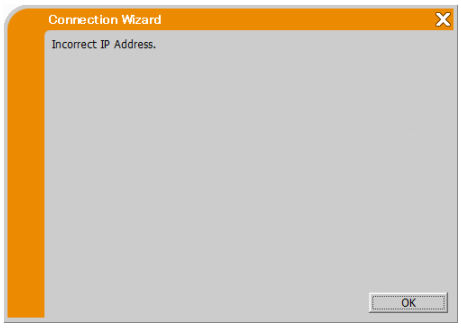
Message 7: An IP Address overlaps with the IP Address of the projector you are trying to connect to.

This message appears when the IP address on your computer is the same as that of the projector. Since different IP addresses are required, click [OK] and enter proper IP address.



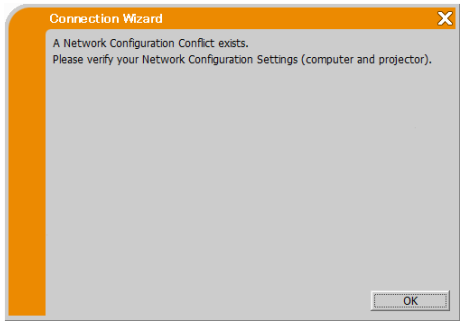
Message 8: Incorrect IP Address.

This message appears when an incorrect IP address on your computer is set.
Click [OK] and enter proper IP address.



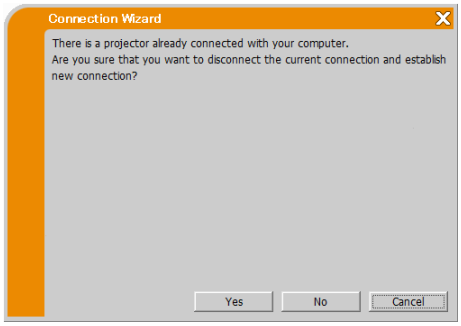
Message 9: A Network Configuration Conflict exists.

This message comes up when the network connection mode you set in the computer does not match with the mode of the projector.
Please verify your network configuration setting on the projector and computer.
Click [OK], then the LiveViewer main menu is displayed even though the network connection is not established.
Click connect button on the LiveViewer main menu to go back to "**3.2.2 Select Connection method**". (🕮 **11**)



Message 10: There is a projector already connected with your computer.

This message appears when there is a projector already connected with your computer.
Click [Yes] if you disconnect the current connection. New connection is established.
Click [No] if you keep the current connection with establishing new connection. (Multi Projector mode)
Click [Cancel] if new connection cannot be established and keep current connection.

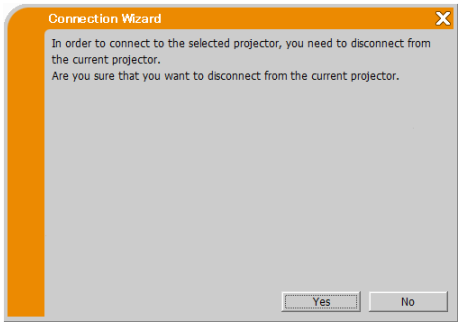


NOTE

- *Up to 12 projectors can be connected at the same time.*
- *When multiple projectors are connected to, the Multi Projector mode is selected automatically.* (🕮 **28**)
- *"No" cannot be clicked when there are already 12 connected projectors.*

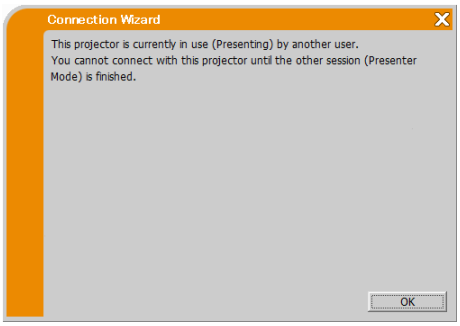
Message 11: In order to connect to the selected projector, you need to disconnect from the current projector.

This message appears when the number of connected projectors exceeds the maximum number.
Click [Yes] if you disconnect the current connection. New connection is established.
Click [No] if new connection cannot be established and keep current connection.



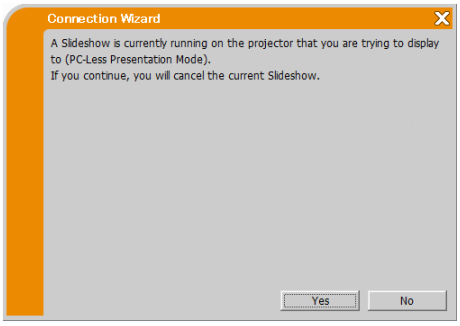
Message 12: This projector is currently in use (Presenting) by another user.

The projector you want to send your images to is occupied by another computer in the Presenter mode.
Click [OK], then the LiveViewer main menu is displayed in stand-by mode.
Retry to send your images, after the Presenter mode is off.



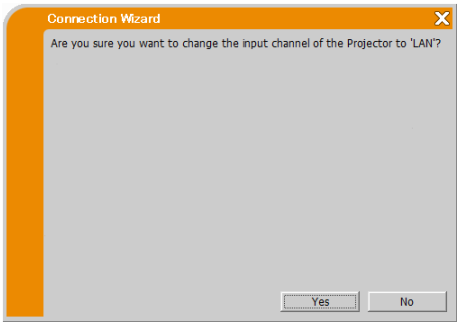
Message 13: A Slideshow is currently running on the projector that you are trying to display to (PC-Less Presentation Mode).

The projector you want to send your images to is in the Slideshow mode in the PC-LESS Presentation.
Click [Yes], then the projector will stop the Slideshow and switch the input port to LAN. Your computer starts image transmission.
Click [No], then the projector remains in the Slideshow mode, and the LiveViewer main menu is displayed in stand-by mode on your computer.



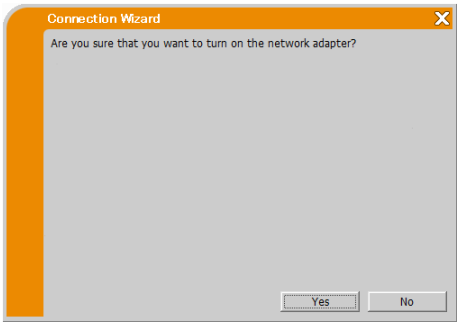
Message 14: Are you sure you want to change the input channel of the Projector to 'LAN'?

The projector is not set to the **LAN** as an input signal.
Click [Yes], and the projector is switched to the LAN.
Click [No], then the projector remains as it is, and the LiveViewer main menu is displayed in the stand-by mode on your computer.



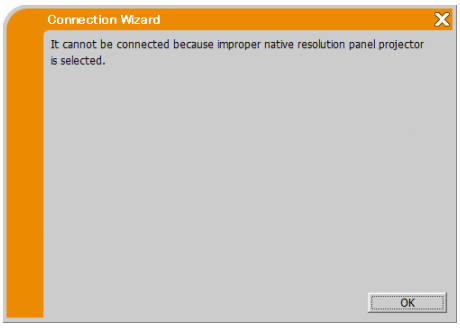
Message 15: Are you sure that you want to turn on the network adapter?

The screen is displayed in the case that the selected network adapter is invalid.
Click [Yes] to turn it on. Proceed to item "**3.2.5 Connection and transmission**". (🕮 **25**)
Click [No] to not turn it on. The screen is back to the previous one to select another network adapter.



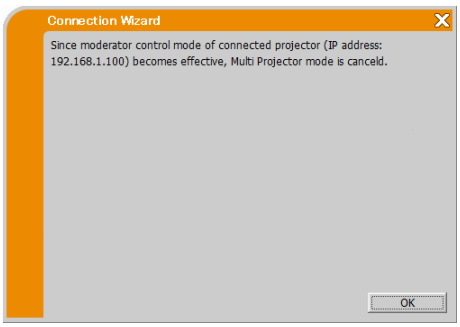
Message 16: It cannot be connected because improper native resolution panel projector is selected.

This message is displayed when the projectors with different native panel resolutions are trying to connect to same computer.
Click [OK], then the LiveViewer main menu is displayed even though the network connections with selected projectors are not established.
Click connect button on the LiveViewer main menu to go back to "**3.2.2 Select Connection method**". (🕮 **11**)



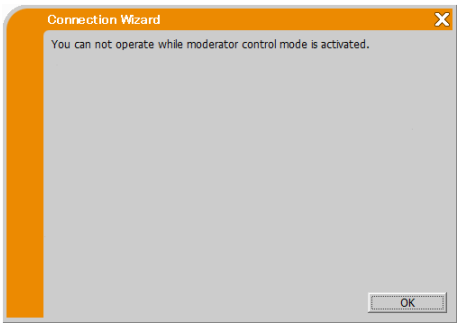
Message 17: Since moderator control mode of connected projector (IP address: ***.***.***.***) becomes effective, Multi Projector mode is canceled.

This message appears when the Multi Projector mode is canceled, since Moderator Control mode of connected projector becomes effective by another computer.
Click [OK], and the LiveViewer main menu is displayed.



Message 18: You can not operate while moderator control mode is activated.

The projector is occupied by another computer in the Moderator Control mode.
Click [OK], and the LiveViewer main menu is displayed.



B Trouble Shooting

Problem		Likely Cause	Things to Check	Reference Page Number
No image		The projector is not turned on.	Is the projector's lamp on?	-
		The projector's input source isn't switched to LAN.	Is the projector switched to LAN?	-
Connection to the Network	The projector that you want to connect to is not found on the list of available projectors	The computer and/or projector's network settings are not configured correctly.	Check the network configurations of the computer and projector. If you change the projector's settings, turn off the projector's AC power and then turn it on again. If you simply put the projector in standby power mode and then turn it on again, the new settings might not take effect.	17
		Firewall software other than Windows® Firewall is installed in your computer.	Refer to the manual for the firewall software and take one of the following actions: - Remove LiveViewer from blocking item list - Disable the firewall software while using LiveViewer	-
	Cannot communicate	The computer and/or projector's network settings are not configured correctly.	Check the network configurations of the computer and projector.	17
		The projector's input source isn't switched to LAN.	Is the projector switched to LAN?	-
		An access point is used, and your computer is connected to the access point via wireless LAN.	Use network utilities that may come with your computer or wireless LAN adapter to establish wireless network connection. For details, refer to the manual of the computer or the adapter.	-

Problem		Likely Cause	Things to Check	Reference Page Number
Connection to the Network (continued)	Cannot connect	Trying to connect to a projector which needs authentication by using a wrong password.	Confirm the authentication password set for the projector.	-
		11 devices have already been connected to the projector.	Confirm the number of the devices connected to the projector.	-
		Enterprise mode is used in Infrastructure mode.	Enterprise mode is not supported by the wireless connection function of LiveViewer. Use LiveViewer after establishing wireless connection by a computer.	-
		Trying to connect to a projector in a different network.	Cannot connect when network address translation (NAPT, NAT, etc.) is used for network devices such as routers, etc. Consult with your network administrator.	-
Network Presentation	The projected image is rather slow compared to that of the computer	Using the Multi PC mode or the Multi Projector mode.	Use the Single PC mode.	27
		The projector isn't capable of relaying dynamic images such as PowerPoint® animation at full speed.	Switching the priority to 'Transmission Speed' under the option menu may help to improve speed.	35
		The compression rate being used for image transmission is too low.		

Problem		Likely Cause	Things to Check	Reference Page Number
Network Presentation (continued)	No Image	Using Photo Gallery Slide Show in Windows Vista®.	LiveViewer cannot send computer screen data while using Windows Vista® Photo Gallery Slide Show. Please close Photo Gallery Slide Show before using LiveViewer.	-
		Using Photo Viewer Slide Show in Windows® 7.	LiveViewer cannot send computer screen data while using Windows® 7 Photo Viewer Slide Show. Please close Photo Viewer Slide Show before using LiveViewer.	-
		Poor communication between the computer and projector.	Click the stop capture button from the LiveViewer main menu to disconnect the computer and projector. Next, click the start capture button in the main menu to reconnect the computer and projector. If the projector still does not show any image (black screen), exit from LiveViewer and try again.	30
	Can't display movies correctly.	In some combinations of computer's video card and application software, there is a possibility that true image - especially movies played by media player - cannot be transferred to the projector with LiveViewer.	If there is a video acceleration level adjustment function in your application, please try to adjust it. For details, refer to the manual of your application.	-
	Images contain lots of interference.	The compression rate being used for image transmission is too high.	Try setting the priority to 'Image Quality' in the LiveViewer option menu. You may experience a drop in speed.	35
	Neither transparency nor translucency effects (Glass)	LiveViewer does not support these features of Windows® Aero®.	Change the effect other than "Glass".	-
	Cannot select Moderator Control mode.	Using Multi Projector mode.	Stop the Multi Projector mode.	33
		Other computer is already set to Moderator.	Cancel the current Moderator and select new Moderator.	34

Problem		Likely Cause	Things to Check	Reference Page Number
Network Presentation (continued)	No Audio	Audio is off.	Set “Sound” ‘On’ in the option menu of LiveViewer.	35
		Using the Multi PC mode or the Multi Projector mode.	Use the Single PC mode.	33
		Audio not supported on some models.	Check the model name of the projector and group of the projector models. Audio transmission is available only for **Projector Models Group: B, C**.	7
		Mute or low volume is selected on the projector.	Check the audio settings on the projector.	-
		Mute or low volume is selected on your computer.	Check the audio settings on your computer.	-
		Poor communication between the computer and projector.	Once set ‘Off’ the “Sound” in the option menu of LiveViewer, then set it ‘On’ again. If the projector still does not produce any sound, restart LiveViewer.	35
		If audio output cannot be obtained even though above countermeasures are applied, install LiveViewer again.		9

Problem		Likely Cause	Things to Check	Reference Page Number
Network Presentation (continued)	Sound interruption	The computer is connected to or disconnected from peripheral equipment with HDMI™ cable, so that the audio configuration on the computer is changed while using LiveViewer.	Please restart LiveViewer.	11
		When multiple computers are communicating with the projector, low communication band between the computers and the projector makes data transfer rate lower and may interrupt the sound.	Please check your network connection.	-
		USB equipment (USB storage device, USB wireless adapter, or others) is connected to **USB TYPE A** port of the projector. Sound might be interrupted till the firmware of the projector transacts driver embedding that starts just after insertion of the device. In addition, sound may be interrupted while the USB wireless adapter is searching SSID. The adapter searches SSID repeatedly until wireless communication is established.	Wait for a while. Transaction of embedding driver takes up to 30 seconds. Check following items in NETWORK - WIRELESS SETUP menu of the projector, too if you inserted USB wireless adapter. Refer to the **User's Manual** of the projector for the details of WIRELESS SETUP menu. WIRELESS SETUP confirmation items - MODE - ENCRYPTION - SSID Please disconnect the USB wireless adapter when the access point or computer connected to is not working or wireless LAN is not used. Even though the issue is not resolved, reconnect LiveViewer.	-

Problem		Likely Cause	Things to Check	Reference Page Number
Network Presentation (continued)	Noise comes from the speakers in the projector even though computer does not output sound.	Mute function in audio playback software like Windows® Media Player is used.	When computer does not output audio, making LiveViewer “Sound” ‘Off’ decreases noise.	35
		USB equipment (USB storage device, USB wireless adapter and so on) is connected to **USB TYPE A** port of the projector.		
		Iris feature of the projector is activated.	When computer does not output audio, making LiveViewer “Sound” ‘Off’ decreases sound noise. When active iris is not used, set “ACTIVE IRIS” to “OFF” using projector menu. Refer to the **User’s Manual** of the projector for the detail of “ACTIVE IRIS”.	35
Others - Information displayed in the screens of LiveViewer is incorrect. - The projector does not respond. - Image on screen is frozen.		Communication between the projector and computer is not working well. Network functions of the projector are not working well.	Click the stop capture button from the LiveViewer main menu to disconnect the computer and projector. Next, click the start capture button in the main menu to reconnect the computer and projector. Even though the issue is not resolved, reconnect LiveViewer.	30

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