



## 3. Check before A/S request

### **Does the remote control turn on?**

Q: Is the power switch (located at the side of the product) turned on?

A: Turn on the power switch.

Q: Is the power cord connected properly?

A: Connect the power cord again.

Q: Is the remote control connected properly?

A: Connect the remote control again.

### **Are the external projectors working?**

Q: Are the external projectors connected properly?

A: Connect the external projectors again.

### **Is the product malfunctioning?**

Q: Can you move the internal projectors using the Up/Down key?

A: Internal projectors can be moved using the Up/Down key only in semi-automatic mode and manual mode.

Q: Can some of the remote control keys be operated?

A: Check the condition of the supporting mat.

Some of the remote control keys cannot be operated if the supporting mat is not completely opened.

Q: Can the sound key of the remote control be operated?

A: The sound key of the remote control cannot be operated if the SD card is not installed properly.

Q: Can you hear the music?

A: Please check the condition of the SD card.

A: Please turn the power off and then on again.

### **Are error messages displayed on the remote control?**

Q: Does the remote control screen display tH, SE, HE, PH, Hod, HEE, HLE, CE, Vod, or VEE?

A: After checking the error messages, contact the Customer Support Center.

Never dismantle the product arbitrarily.