EPSON
EXCEED YOUR VISION

Epson Projector Management Operation Guide

Contents

Introduction to Epson Projector Management 5
Epson Projector Management Features 5
Setting Up the Software for the First Time 7
Installing the Software 7
System Requirements 7
Installing Epson Projector Management 8
Importing Settings From EasyMP Monitor 9
Selecting Projector Network Settings 9
Setting Up a Projector to Connect in Advanced Connection Mode (Wired) 9
Setting Up a Projector to Connect in Advanced Connection Mode (Wireless) 10
Monitoring and Controlling the Projectors 13
Registering Projectors for Monitoring 13
Searching for Projectors 13
Creating a Projector Group 16
Projector Monitoring Views 18
Projector Status Display 21
Projector Control Options 22
Using Additional Functions 23
Scheduling Projector Events 23
Making Security Settings 25
Setting the Password 25
Restricting the Use of the Application 26
Sending Email Notifications 26
Message Broadcasting 28
Broadcasting a Message Immediately 28
Broadcasting a Message at a Specific Date and Time 30
Saving Projector Log Files 34
Solving Problems 36
Solving Network Connection Problems 36
Solutions When You Cannot Connect Projectors Using Advanced Connection Mode (Wired) 36

Solutions When You Cannot Connect Projectors Using Advanced Connection Mode (Wireless) . 37
Solving Monitoring and Controlling Problems ... 38
Solutions When You Cannot Monitor or Control the Projector ... 39
Solutions When Network Alert Emails are not Received ... 39
Solutions When You Cannot Broadcast a Message ... 40
Screen Summary ... 41
Epson Projector Management Main Screen ... 41
Projector Status Icons ... 42
Projector Properties Screen ... 43
Projector Properties - Information ... 44
Projector Properties - Error History ... 46
Projector Properties - Usage History ... 47
Projector Properties - Schedule ... 48
Projector Properties - Status Information ... 50
Projector Properties - Service ... 51
Environment Setup Screen ... 51
Environment Setup - General ... 52
Environment Setup - Monitor ... 53
Environment Setup - Display List ... 54
Environment Setup - Mail ... 55
Appendix ... 57
Updating and Uninstalling the Software ... 57
Uninstalling Epson Projector Management (Windows 7) ... 57
Uninstalling Epson Projector Management (Windows 8.x) ... 57
Limitations for Non-Epson Projectors ... 58
Notices ... 58
Copyright Notice ... 59
About Notations ... 59
General Notice ... 59
Copyright Attribution ... 60

Introduction to Epson Projector Management

See the information here to learn more about Epson Projector Management software.

Epson Projector Management Features

Epson Projector Management Features

Epson Projector Management allows you to check the status of multiple networked projectors and perform various projector operations from your computer.

- Monitoring the status of projectors

  You can visually check projector information such as power status, errors, and warnings so you are alerted to projector abnormalities immediately. You can also select individual projectors or projector groups to check detailed information such as the usage hours of the projector light source, the current input source, and any current errors or warnings.

- Controlling the projectors

  You can turn projectors on or off, or change input sources for individual projectors or projector groups. You can schedule various projector events to occur automatically on the specified date and time.

- Sending email notification

  You can set up the projector to send you an email alert over the network if there is a problem with the projector.

- Message Broadcasting

  You can distribute images or text messages to multiple projectors for simultaneous display on those projectors.

- Monitoring and controlling non-Epson projectors using the PJLink protocol

  You can monitor and control projectors that support the PJLink protocol.

Parent topic: Introduction to Epson Projector Management

Related references

Projector Monitoring Views
Limitations for Non-Epson Projectors

Related tasks

Scheduling Projector Events
Sending Email Notifications

Related topics

Message Broadcasting

Setting Up the Software for the First Time

Follow these instructions before connecting a computer to the projector over a network.

Installing the Software
Selecting Projector Network Settings

Installing the Software

Check the system requirements necessary to run the software, and then install the software.

Note:

- If the language selected for the installation differs from the language of the operating system being used, the screens may not display correctly.

System Requirements
Installing Epson Projector Management
Importing Settings From EasyMP Monitor

Parent topic: Setting Up the Software for the First Time

System Requirements

This application supports the following operating systems, and is compatible with computers that meet the following system requirements.

Operating Systems	Windows 7 • Ultimate (32- and 64-bit) • Enterprise (32- and 64-bit) • Professional (32- and 64-bit) • Home Premium (32- and 64-bit) • Home Basic (32-bit)

	Windows 8.1 • Windows 8.1 (32- and 64-bit) • Windows 8.1 Pro (32- and 64-bit) • Windows 8.1 Enterprise (32- and 64-bit)
	Windows 10 • Windows 10 Home (32- and 64-bit) • Windows 10 Pro (32- and 64-bit) • Windows 10 Enterprise (32- and 64-bit)
CPU	Intel Core i5 or faster (Intel Core i7 or faster recommended)
Memory	2 GB or more (8 GB or more recommended)
Hard Disk Space	1 GB or more
Display	Resolution between 1280 × 800 (WXGA) and 1920 × 1200 (WUXGA) 16-bit color or greater (approximately 32,000 display colors)

Parent topic: Installing the Software

Installing Epson Projector Management

Download and install the Epson Projector Management on your computer.

Visit epson.com/support (U.S.) or epson.ca/support (Canada) and select your projector to download the latest version of the Epson Projector Management.

Note:

- You need administrator authority to install the Epson Projector Management.
- You need to install Microsoft .NET Framework 4.5 before installing Epson Projector Management.
- While installing Epson Projector Management, you may need to install other required software such as Microsoft SQL Server LocalDB 2014 Express. Follow the on-screen instructions to continue installation.

1. Download the latest version of the Epson Projector Management.

2. Double-click **Epson Projector Management Ver.X.XX.exe** to start the installer.
3. Follow the on-screen instructions.

Parent topic: Installing the Software

Importing Settings From EasyMP Monitor

You can transfer setting information from EasyMP Monitor (version 4.50 or later). Start Epson Projector Management on the same computer and the settings are imported automatically the first time you start the software. When finished, you see an message telling you that the settings are imported.

If you want to use the imported settings on another computer that is running Epson Projector Management, you can save a configuration file on the original computer using the **Save Configuration File** feature on the **Environment setup** screen. Then copy the resulting configuration file to the following directory on the other computer.

C:\ProgramData\SEIKO EPSON CORPORATION\Epson Projector Management

Parent topic: Installing the Software

Related references

Environment Setup - General

Selecting Projector Network Settings

Follow these instructions to select a connection method between a computer and the projector, and then set up the projector.

Connect the projector to your network using the Advanced connection mode.

Setting Up a Projector to Connect in Advanced Connection Mode (Wired)
Setting Up a Projector to Connect in Advanced Connection Mode (Wireless)

Parent topic: Setting Up the Software for the First Time

Setting Up a Projector to Connect in Advanced Connection Mode (Wired)

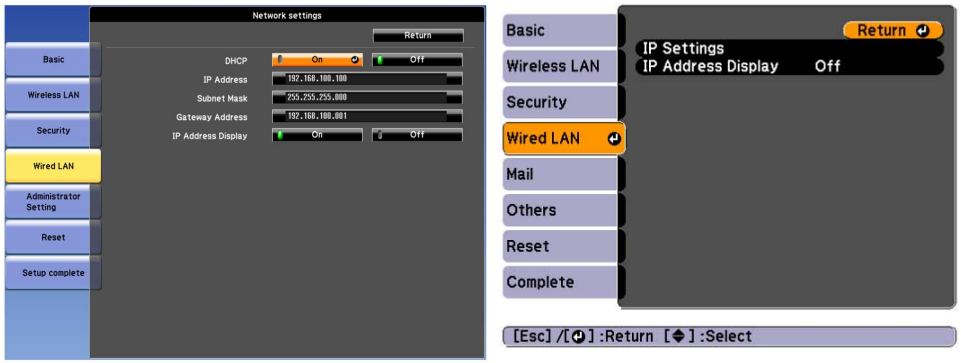
To connect a computer to the projector using a wired LAN, you need to select network settings on the computer and the projector.

1. Connect the computer to the network.

   Note: To set up a network connection, if necessary, see the documentation supplied with your computer or network adapter.

2. Connect a LAN cable to the projector.
3. Turn on the projector.
4. Press the **Menu** button on the remote control or the control panel, select the **Network** menu, and select **Network Configuration**.
5. Select **Wired LAN**.

   A screen like one of the following is displayed.



6. Set **DHCP** to **Off** and enter the projector's IP Address, Subnet Mask, and Gateway Address values as necessary.
7. When you have finished making settings, select **Setup Complete** or **Complete**, and follow the on-screen instructions to save your settings and exit the menus.

Parent topic: Selecting Projector Network Settings

Related references

Solutions When You Cannot Connect Projectors Using Advanced Connection Mode (Wired)

Setting Up a Projector to Connect in Advanced Connection Mode (Wireless)

To connect a computer to the projector over a wireless LAN, you need to select network settings on the computer and the projector.

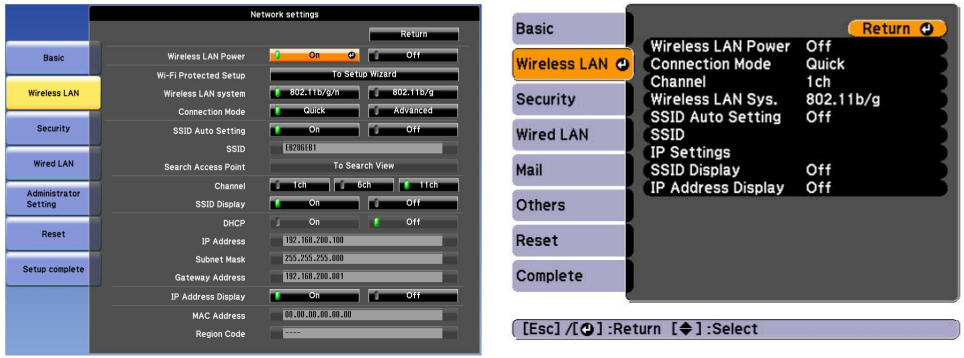
1. Contact your network administrator and write down the settings for the access point, such as the SSID and security settings.

2. Connect the computer to the network.

   Note: To set up a network connection, if necessary, see the documentation supplied with your computer or network adapter.

3. Install the wireless LAN unit in the projector, if necessary. See your projector *User's Guide* for instructions.
4. Turn on the projector.
5. Press the **Menu** button on the remote control or the control panel, select the **Network** menu, and then select **Network Configuration**.
6. Select **Wireless LAN**.

   A screen like one of the following is displayed.



7. Turn on wireless LAN support.

   Note: The necessary settings vary depending on your projector. See your projector *User's Guide* for instructions.

8. Select **Advanced** for **Connection Mode**.
9. Select other options as necessary for your network. See your projector *User's Guide* for instructions.
10. Select security settings on the **Security** menu as necessary for your network. Check with your network administrator for more information on making the correct settings.
11. When you have finished making settings, select **Setup Complete** or **Complete**, and follow the on-screen instructions to save your settings and exit the menus.

Parent topic: Selecting Projector Network Settings

Related references

Solutions When You Cannot Connect Projectors Using Advanced Connection Mode (Wireless)

Monitoring and Controlling the Projectors

Follow these instructions to monitor and control the registered projectors.

Registering Projectors for Monitoring
Projector Monitoring Views
Projector Status Display
Projector Control Options

Registering Projectors for Monitoring

To monitor or control projectors, you must register the projectors to Epson Projector Management. Once you registered, the projector status is automatically displayed when you start Epson Projector Management.

If you need to register a large number of projectors, you can create projector groups so you can monitor and control the projectors in small units. First create your projector groups and then register each projector to a group.

You can register up to 2000 projectors and groups in total. To monitor a large number of projectors, make sure your computer meets or exceeds the system requirements.

Searching for Projectors
Creating a Projector Group

Parent topic: Monitoring and Controlling the Projectors

Related references

System Requirements

Searching for Projectors

You can search for projectors on the same segment automatically, as well as searching for projectors by specifying an IP addresses.

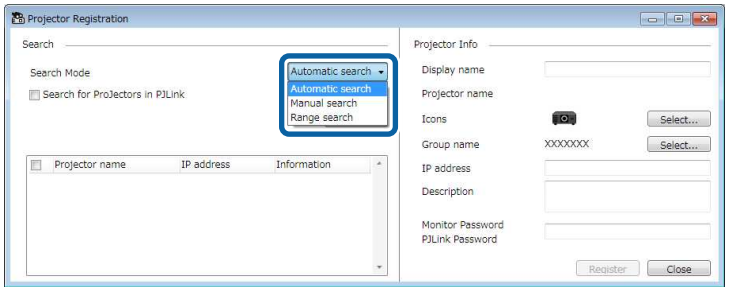
1. Start Epson Projector Management.
   - **Windows 7**: Click **Start**, select **Programs** (or **All Programs**), **EPSON Projector**, and then click **Epson Projector Management Ver.X.XX**.
   - **Windows 8.1**: Navigate to the **Apps** screen and select **Epson Projector Management Ver.X.XX**.
   - **Windows 10**: Select **Start**, select **EPSON Projector**, and then select **Epson Projector Management Ver.X.XX**.

Epson Projector Management starts.

2. Select **Projector** from the menu bar and select **Projector Registration**.

   The **Projector Registration** screen appears.

3. Select a search mode.



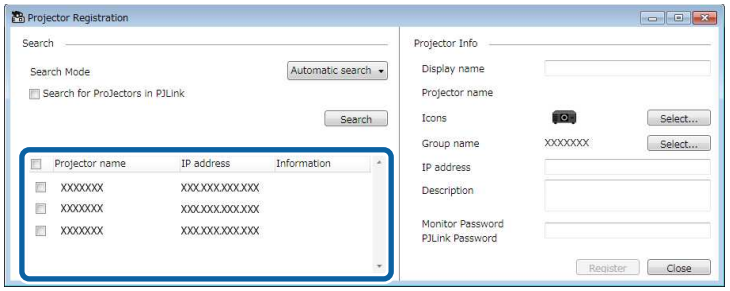
- Select **Automatic search** to search for the projector on the same network.
- Select **Manual search** to search for the projector by specifying the IP address. Enter an **IP address**.
- Select **Range search** to search for the projector by setting an IP address range. Enter an IP address in **Start IP Address** and **End IP Address**.

Note: If you want to search non-Epson projectors that support PJLink Class2 automatically, select **Search for Projectors in PJLink**.

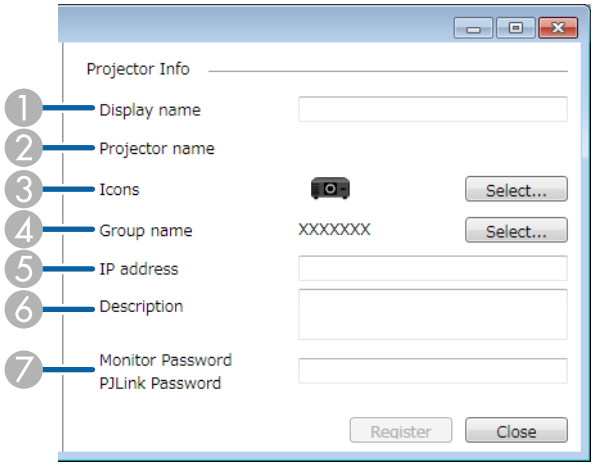
4. Click **Search**.

   You see a list of network projectors.

5. Select the projector that you want to register.



6. Select the necessary settings for each projector.



1 Enter the name of the projector. This name is displayed in the Epson Projector Management main screen. You can enter up to 64 characters.

2 Displays the name that has been registered to the projector.

3 Select the icon.

4 Select a group if you want to register the projector to a group. (You must first create a group to add projectors to it.)

5 Displays the projector's IP address.

6 Enter notes about the projector, such as its location, if necessary. Notes entered here are displayed in **Projector Properties**. You can enter up to 60 characters.

7 If a password has been set for the projector, enter the password here. If you do not enter the correct password, you cannot monitor or control the projector, even after registering the projector. For more information about passwords, see your projector *User's Guide*.

7. Click **Register**.

   To register additional projectors, repeat steps 5 to 7.

You see the registered projectors in the Epson Projector Management main screen.

Note:

- To change the projector information for a registered projector, double-click the projector in the Epson Projector Management main screen, and then change the necessary information on the **Projector Properties** screen.
- To remove a registered projector, right-click the projector in the Epson Projector Management main screen, and then select **Delete**.

Parent topic: Registering Projectors for Monitoring

Related references

Projector Properties - Information

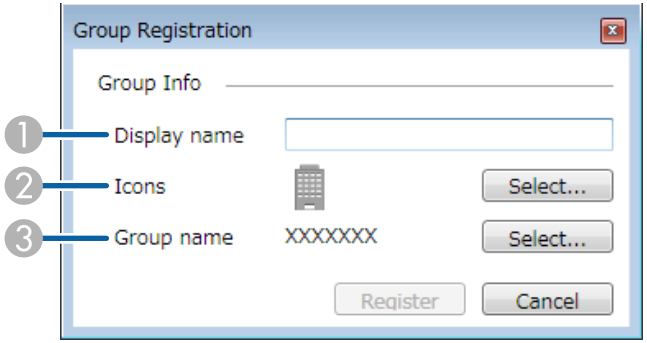
Creating a Projector Group

Registering projectors to a group allows you to monitor and control multiple projectors all at once. When you select a parent group, you can also monitor and control all projectors included in multiple groups.

1. Select **Projector** from the menu bar and select **Group Registration**.

   The **Group Registration** screen appears.

2. Select the necessary settings.



1 Enter the name of the group. You can enter up to 64 characters.

2 Select the icon.

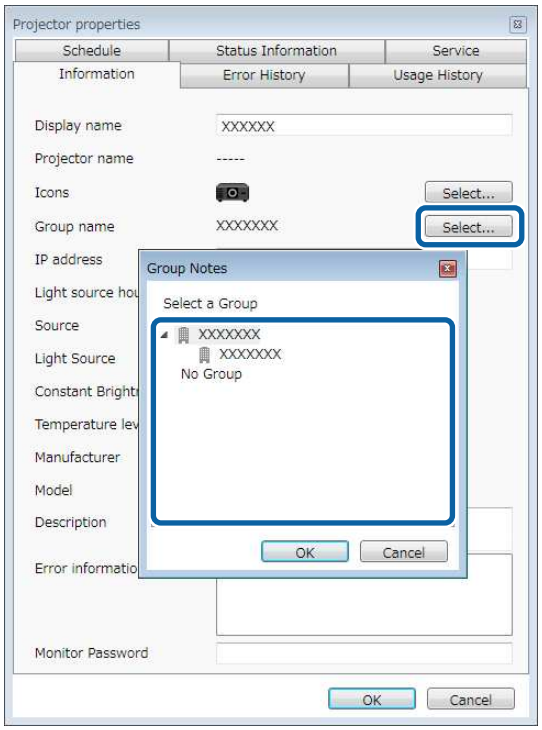
3 Select a parent group if you want to register a group to it. (You must create the parent group before you can add groups to it.)

3. Click **Register**.

   You see the registered group in the Epson Projector Management main screen.

4. Double-click the projector icon that you want to register to the group.

5. Select the group to be registered, and then click **OK**.



To verify the projectors included in the group, select **Grouping view**.

Parent topic: Registering Projectors for Monitoring

Related references

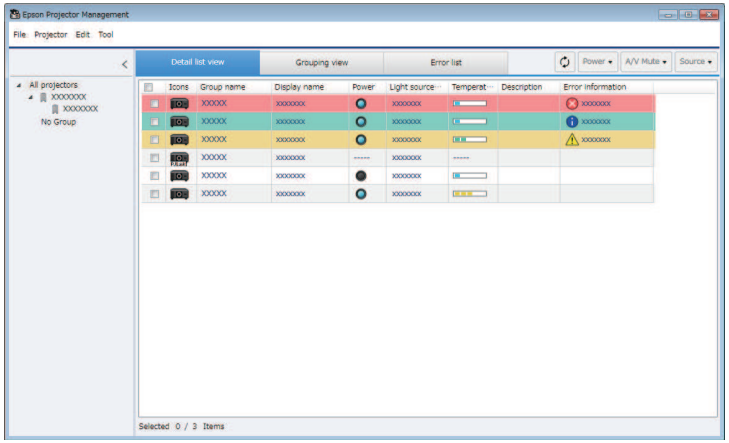
Projector Monitoring Views

Projector Monitoring Views

You can select the type of monitoring window you want to view from the following windows.

- **Detail list view**

You can check projector status as a list. To check the status of projectors in a specific group, select the group in the **Group List**.

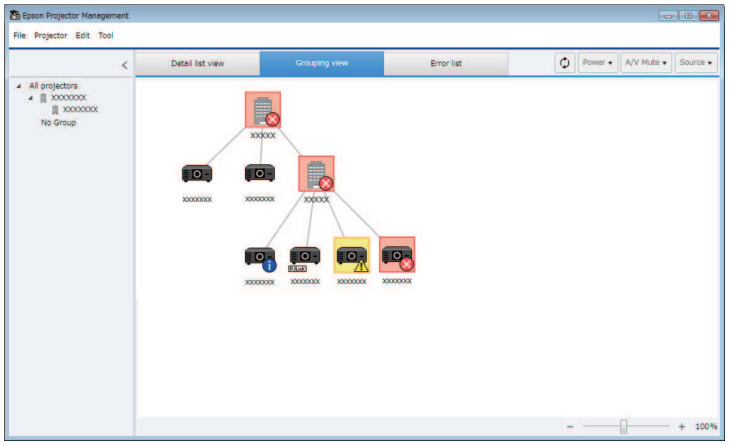


- **Grouping view**

  You can check projector groups in a hierarchical diagram.

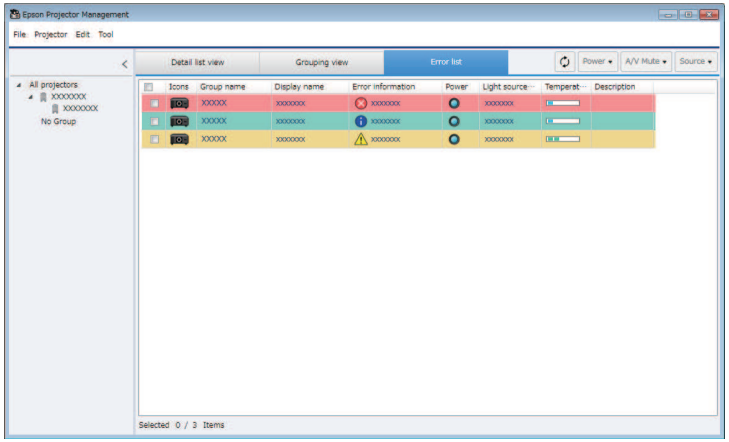
  When you want to expand or collapse a group, double-click the group icon or a group name in the **Group List**. When the projectors in the group are hidden, the group icon appears with a circle frame.

  To move the position of the group icon, drag and drop the group icon.



- **Error list**

  You can check a list of only the projectors that are currently in an error or warning status. To check the status of projectors in a specific group, select the group in the **Group List**. To view solution, move the pointer over the error information.



Note:

- To change the displayed item or order in the **Detail list view** and **Error list**, change the **Display List** setting on the **Environment setup** screen.
- To enable or disable monitoring, right-click the projector to select **Monitoring enabled** or **Monitoring disabled** in the Epson Projector Management main screen.
- If you set **Standby Mode** to **Communication On** in the projector's menu, you can monitor projectors even if the projector is in standby mode (when the power is off).

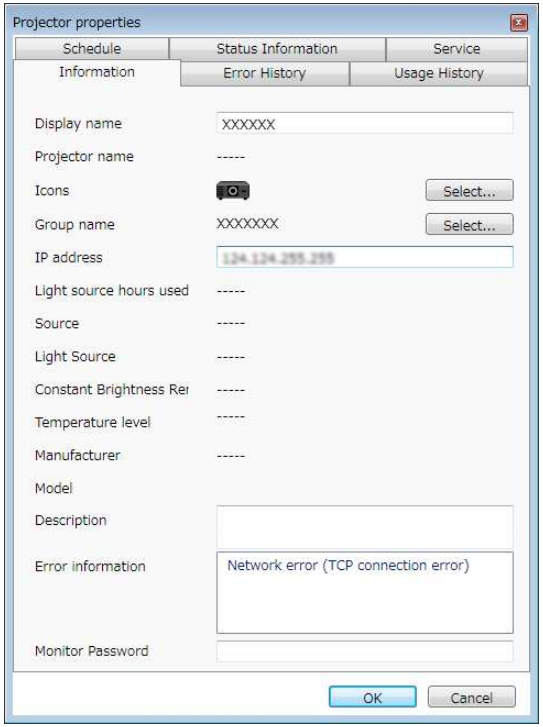
Parent topic: Monitoring and Controlling the Projectors

Related tasks

Creating a Projector Group

Projector Status Display

You can check detailed projector status information on the **Projector properties** screen. To access the **Projector properties** screen, double-click the projector in the Epson Projector Management main screen.



You can check the following information in each tab.

- **Information**: Displays general projector information.
- **Error History**: Displays projector's error history.
- **Usage History**: Displays the projector usage history as a graph.
- **Schedule**: Displays the schedule set for the projector or projector's parent group.
- **Status Information**: Displays projector status information. Press 

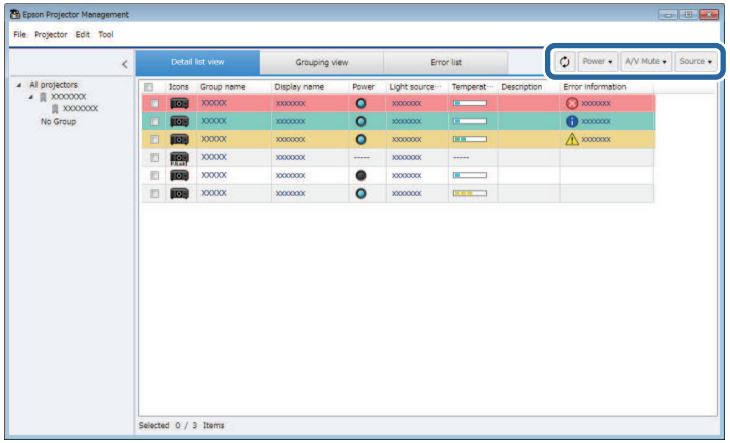
to change the displayed item.

- **Service**: Displays technical service information. (Normally used only by Epson Support.)

Parent topic: Monitoring and Controlling the Projectors

Projector Control Options

You can control the selected projector by using the projector control button on the Epson Projector Management main screen. When you select multiple projectors and select the projector control button, you can control multiple projectors at one time.



You can perform the following operations.

- **Refresh**: Updates the projector information.
- **Power**: Turns the projector on or off.
- **A/V Mute**: Turns projector's A/V Mute or Shutter feature on or off.
- **Source**: Switches the projector's input source. (Available only for Epson projectors.)

Note: When you right-click the Epson projector in the Epson Projector Management main screen and select Web control, you can select projector settings and control projection using a Web browser.

Parent topic: Monitoring and Controlling the Projectors

Using Additional Functions

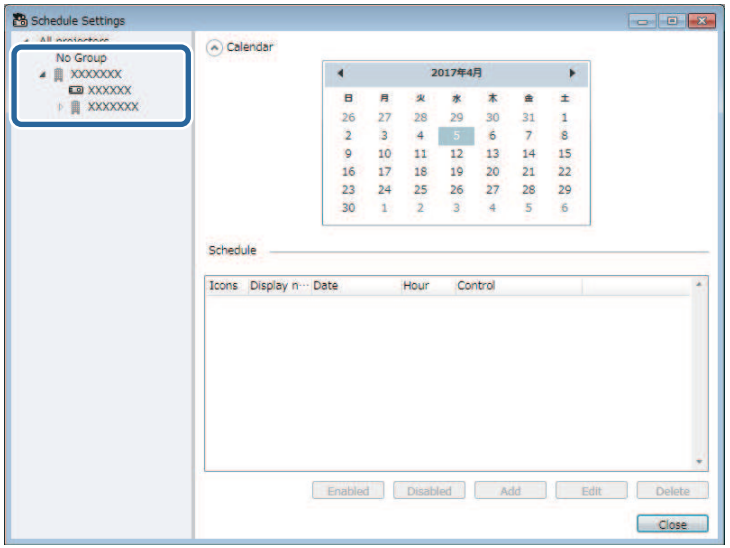
Follow the instructions here to use the additional functions available with Epson Projector Management.

Scheduling Projector Events
Making Security Settings
Sending Email Notifications
Message Broadcasting
Saving Projector Log Files

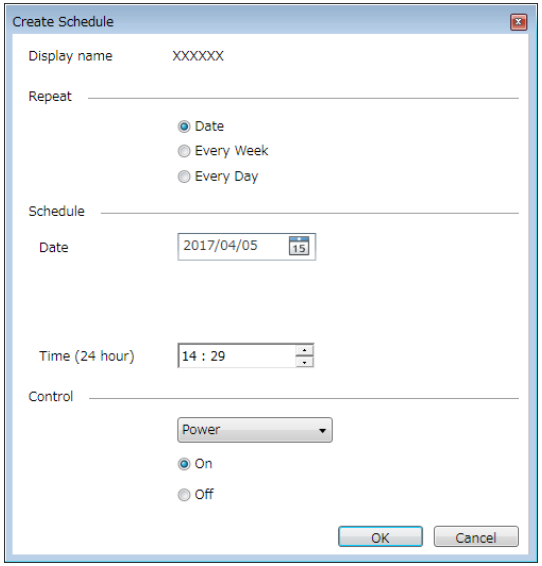
Scheduling Projector Events

You can schedule events to occur automatically on your projector, such as turning the projector on or off or switching the input source. The projector performs the selected events on the specified date and time in the schedule you set up. You must also start Epson Projector Management on your computer at the scheduled time for the schedule events to occur.

1. Select **Tool** from the menu bar and select **Schedule**.
2. Select **Schedule Settings**.
3. Select the projectors or groups for which you want to schedule an event.



4. Select **Add**.
5. Select the date and time for the scheduled event, then select the operation you want performed as necessary.



Note: If you schedule an event that requires the projector to be turned on, the projector turns on automatically, even if you do not specify a power-on event.

6. Select **OK** to complete setting.

The event schedule is saved.

Note:

- To edit the event schedule, select the event in the **Schedule Settings** screen and select **Edit**.
- To remove a scheduled event, select the event in the **Schedule Settings** screen and select **Delete**.
- To enable or disable the scheduled event without removing the scheduled event from the list, select the event in the **Schedule Settings** screen and select **Enable**/**Disable**.
- To enable or disable all scheduled events, select **Tool** from the menu bar, select **Schedule**, and then select **Enable Schedule**/**Disable Schedule**.

Parent topic: Using Additional Functions

Related references

Projector Properties - Schedule

Making Security Settings

You can improve Epson Projector Management security by restricting access to the application and preventing anyone from changing its settings.

Setting the Password

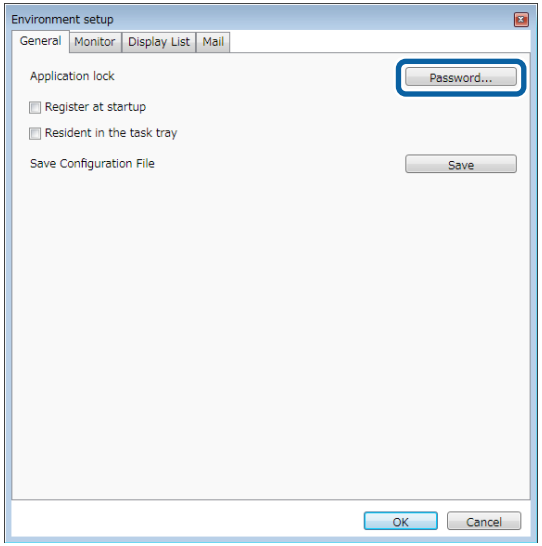
Restricting the Use of the Application

Parent topic: Using Additional Functions

Setting the Password

You can set a password that must be entered when the application is started or when the application lock function is enabled.

1. Select **Tool** from the menu bar and select **Environment setup**.
2. Select the **General** tab.
3. Select **Password**.



4. Do one of the following.
   - Create a password for the first time: Leave the **Old password** field blank.
   - Change an old password: Enter the existing password in the **Old password** field.
5. Enter a new password in the **New password** field. The password can be up to 16 alphanumeric characters.
6. Enter the same password again in the **New password (confirm)** field.
7. Click **OK**.

The password is saved.

Parent topic: Making Security Settings

Restricting the Use of the Application

You can lock the application functions so that they cannot be accessed by a third party.

Note: When you set a password, you need to enter the password to release the application lock. Using a password improves the application security.

Open the **Tool** menu, and then select **Application lock**.

The application is locked and no operations are available except for opening and closing the application and disabling the application lock.

To unlock the application, open the **Tool** menu, and then select **Application unlock**. If no password has been set, you can leave these fields blank and just click **OK** in the window to enter the password.

Parent topic: Making Security Settings

Sending Email Notifications

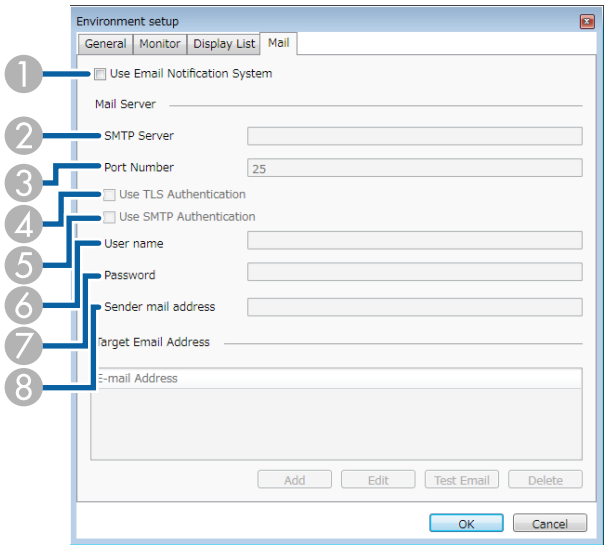
You can set up Epson Projector Management to send you an email alert over the network if there is a problem with the projector. It can also send you a recovery notification email when the projector returns to normal status.

Note:

- If a critical problem causes a projector to shut down, you may not receive an email alert.
- The type of problems included in the email notification vary depending on your projector.

1. Select **Tool** from the menu bar and select **Environment setup**.

2. Select the **Mail** tab.
3. Select any necessary settings.



1 Select to enable email notifications and allow you to enter the necessary information.

2 Enter the SMTP server name or IP address for the projector's SMTP server.

3 Select a number for the SMTP server port number using 1 to 65535. Default is 25.

4 Select to enable TLS authentication.

5 Select to enable SMTP authentication.

6 Enter a user name for the SMTP authentication.

7 Enter a password for the SMTP authentication.

8 Enter the email address that you want to be identified as the sender. You can enter up to 512 alphanumeric characters.

4. Select **Add**, select the recipient's email addresses, and then select the type of email notifications you want them to receive.
5. Select **OK**.

The **Environment setup** screen appears. Repeat steps 4 to 5 to add recipient's email addresses. You can register up to 10 email addresses.

6. Select **OK** to save your settings.

Parent topic: Using Additional Functions

Related references

Solutions When Network Alert Emails are not Received
Environment Setup - Mail

Message Broadcasting

You can distribute images or text messages to multiple projectors for simultaneous display on those projectors. You can distribute the information immediately or at a specific date and time using the schedule feature.

Note:

- Make sure the image file resolution is between 50 × 50 and 1920 × 1200 pixels.
- Make sure the text is 1024 characters or less.

Caution: You should not rely on the Message Broadcasting feature to send urgent messages in an emergency. Instead, use other methods for emergency notices. Epson does not guarantee the speed, reliability, or accuracy of messages sent using the feature, and Epson is not responsible for any loss, damage, or injury arising from its use.

Broadcasting a Message Immediately
Broadcasting a Message at a Specific Date and Time

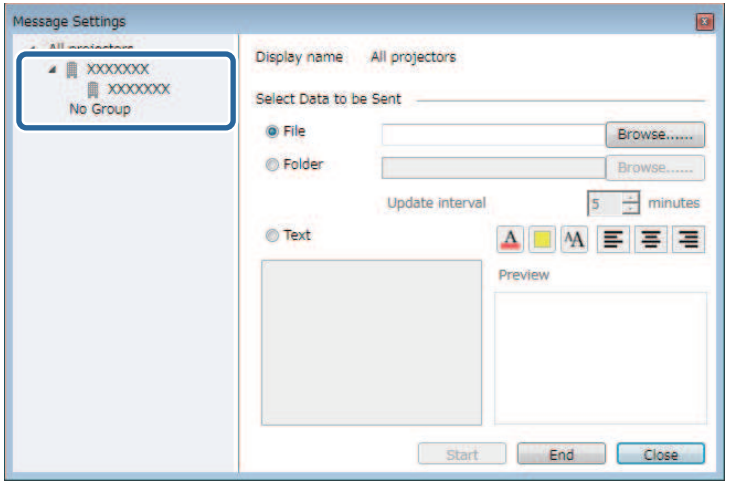
Parent topic: Using Additional Functions

Broadcasting a Message Immediately

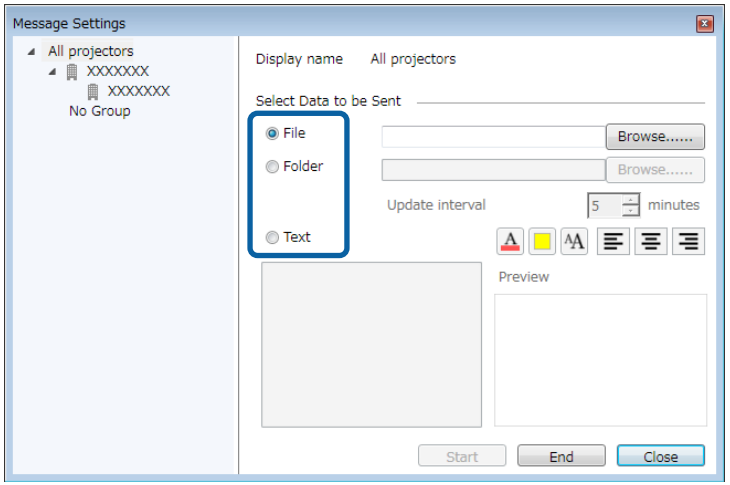
You can distribute images or text messages to multiple projectors for simultaneous display on those projectors immediately.

1. Select **Tool** from the menu bar and select **Message Broadcasting**.

2. Select the projector or group that you want to receive the distributed message.



3. Select the type of information to distribute.



- Select **File** to distribute one JPEG file.
- Select **Folder** to distribute all JPEG files in the specified folder.

- Select **Text** to distribute a text message.

4. Select the necessary settings.
   - When you select **File**, select **Browse** to specify the file to be distributed.
   - When you select **Folder**, select **Browse** to specify the folder that includes the files to be distributed. Specify an **Update interval** setting from 1 to 30 minutes for automatically switching display from one image to the next.
   - When you select **Text**, enter the message in the text box and select any available style settings.
5. Select **Start**.

   The images or text message you specified is projected by the selected projectors or groups.

   Note: The projector immediately stops projection from other sources and switches to the distributed content.

6. Select **End** to discontinue display of the distributed image or message.

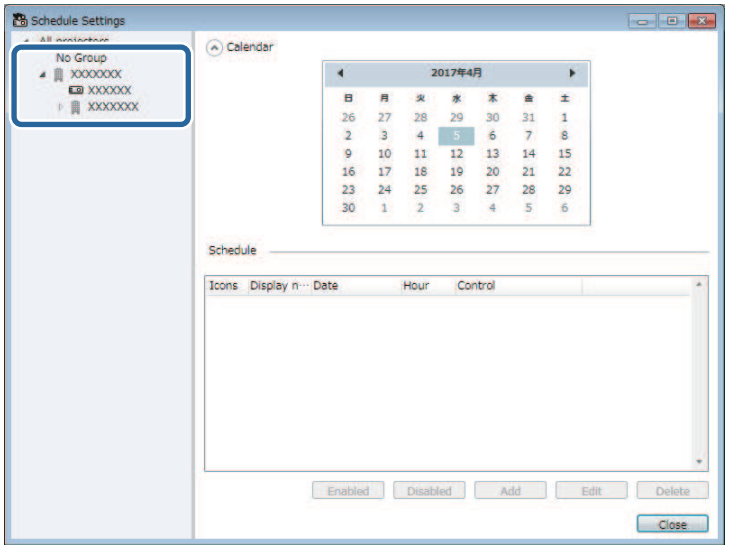
Parent topic: Message Broadcasting

Broadcasting a Message at a Specific Date and Time

You can distribute images or text messages to multiple projectors for simultaneous display on those projectors at a specific date and time.

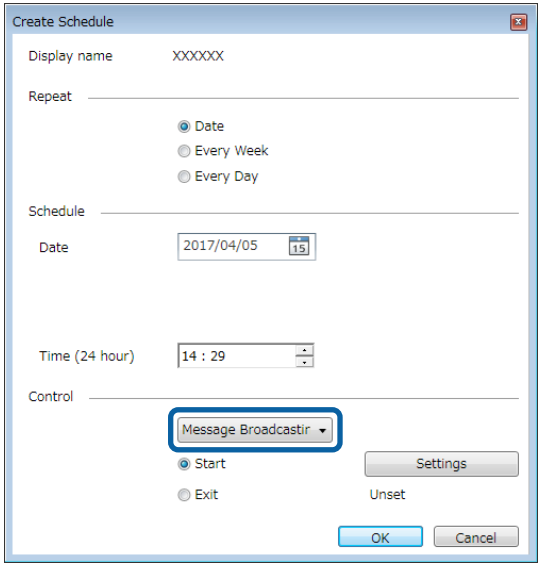
1. Select **Tool** from the menu bar and select **Schedule**.
2. Select **Schedule Settings**.

3. Select the projector or group that you want to receive the distributed message.



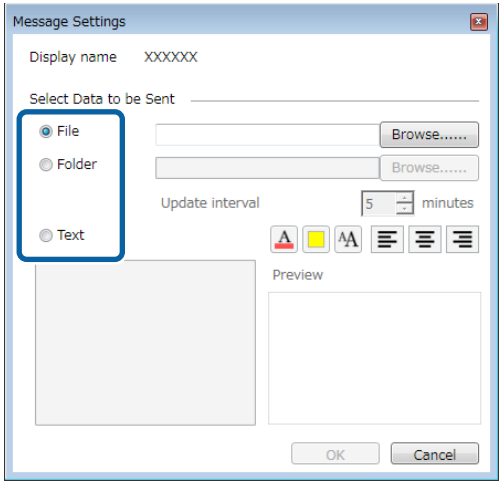
4. Select **Add**.

5. Select the date and time for the message broadcast, then select **Message Broadcasting** from **Control**.



6. Select **Start**, and then select **Settings**.

7. Select the type of information to distribute.



- Select **File** to distribute one JPEG file.
- Select **Folder** to distribute all JPEG files in the specified folder.
- Select **Text** to distribute a text message.

8. Select the necessary settings.
   - When you select **File**, select **Browse** to specify the file to be distributed.
   - When you select **Folder**, select **Browse** to specify the folder that includes the files to be distributed. Specify an **Update interval** setting from 1 to 30 minutes for automatically switching display from one image to the next.
   - When you select **Text**, enter the message in the text box and select any available style settings.
9. Select **OK**.
10. Repeat steps 3 to 5 to specify the date and time to finish message broadcasting.
11. Select **End**, and then select **OK**.

    Note: If you do not specify the date and time for **End**, the projector projects distributed message continuously.

12. Select **Close** to save the schedule and message settings.

At the specified date and time, the images or text message you specified is projected by the selected projectors or groups.

Parent topic: Message Broadcasting

Saving Projector Log Files

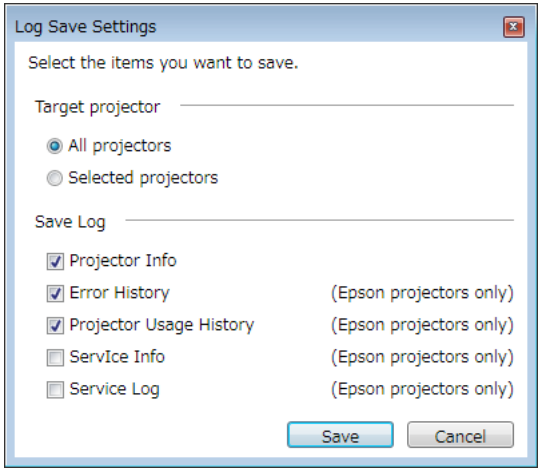
You can save selected information such as a projector's usage and error histories to a log file in a folder of your choosing. (Available only for Epson projectors.) The log file is saved as a separate zip file.

Note:

- Epson Projector Management saves log information for the last three months by default. You can change the log saving period from the **Log Save Settings** on the **Monitor** tab of the **Environment setup** screen.
- The type of logs saved by the Epson Projector Management varies depending on your projector models.

1. Select **File** from the menu bar and select **Log Save Settings**.

   The **Log Save Settings** screen appears.



2. Select the target projector.
   - Select **All projectors** to include all registered projectors.

- Select **Selected projectors** to include only the selected projectors.

3. Select the type of information you want to save in a log file, and then select **Save**.
4. Specify the output folder and file name, and then select **Save**.

   The zip file is created to the specified folder.

Parent topic: Using Additional Functions

Solving Problems

See the following sections to check for solutions to problems you may have using Epson Projector Management.

Solving Network Connection Problems

Solving Monitoring and Controlling Problems

Solving Network Connection Problems

Try these solutions depending on your network environment.

Solutions When You Cannot Connect Projectors Using Advanced Connection Mode (Wired)

Solutions When You Cannot Connect Projectors Using Advanced Connection Mode (Wireless)

Parent topic: Solving Problems

Solutions When You Cannot Connect Projectors Using Advanced Connection Mode (Wired)

When you cannot connect the computer and the projector using **Advanced Connection Mode** over a wired network, try the following solutions. If you cannot resolve the problem, contact your network administrator.

- Check the status of the external devices used for the network connection or the environment in which the network devices and the projector are located.
  - Connect the network cable securely.

    Note:

    - Use a commercially available 100BASE-TX or 10BASE-T LAN cable.
    - To prevent malfunctions, use a category 5 or higher shielded LAN cable.

- Check the projector's network settings.
  - Set **DHCP** to **Off**. When **DHCP** is set to **On**, it may take some time to enter LAN standby status if an available DHCP server is not found.
  - Set the IP address, the subnet mask, and the gateway address for the projector correctly.
  - Close network settings on the projector, and then return to the LAN standby screen.

- Check the computer's network settings.
  - Enable LAN settings on your computer.
  - Turn off the firewall. If you do not want to turn it off, register the firewall as an exception. Make the necessary settings to open the ports. The ports used by this software are "56181" (TCP).

Parent topic: Solving Network Connection Problems

Related tasks

Setting Up a Projector to Connect in Advanced Connection Mode (Wired)

Solutions When You Cannot Connect Projectors Using Advanced Connection Mode (Wireless)

When you cannot connect the computer and the projector using **Advanced Connection Mode** over a wireless network, try the following solutions. If you cannot resolve the problem, contact your network administrator.

- Check the status of the external devices used for the network connection or the environment in which the network devices and the projector are located.
  - Connect the specified wireless LAN unit to the projector securely. See your projector *User's Guide* for more details.
  - Check for any obstacles between the access point and the computer or projector, and change their position to improve communication. Sometimes, indoor environments prevent the projector from being found in a search.
  - Make sure that the access point and the computer or projector are not too far apart. Move them closer together and try to connect again.
  - Check for interference from other equipment, such as a Bluetooth device or microwave. Move the interfering device farther away or expand your wireless bandwidth.
  - Set the radio strength for the network devices to the maximum.
  - Set the IP address, the subnet mask, and the gateway address for the access point correctly.
  - Make sure the wireless LAN system of the access point supports the projector's wireless LAN system.
- Check the projector's network settings.
  - Set the **Connection Mode** setting to **Advanced**.
  - Set the computer, the access point, and the projector to the same SSID.

- Set **DHCP** to **Off**. When **DHCP** is set to **On**, it may take some time to enter LAN standby status if an available DHCP server is not found.
- Set the IP address, the subnet mask, and the gateway address for the projector correctly.
- Turn on a wireless LAN.
- Set the wireless LAN system to meet the standards supported by the access point.
- When you enable the security setting, set the same passphrase to the access point, the computer, and the projector.
- Close network settings on the projector, and then return to the LAN standby screen.

- Check the computer's network settings.
  - If the wireless LAN adapter is not installed on your computer, install a wireless LAN card on your computer.
  - Enable the wireless LAN setting or AirPort on your computer.
  - Connect to the access point to which the projector is connected.
  - Turn off the firewall. If you do not want to turn it off, register the firewall as an exception. Make the necessary settings to open the ports. The ports used by this software are "56181" (TCP).
- Check the access point settings.
  - Set connection permission at the access point to allow projectors to connect if any functions that block connections, such as MAC Address restrictions and port restrictions, are set to the access point.

Parent topic: Solving Network Connection Problems

Related tasks

Setting Up a Projector to Connect in Advanced Connection Mode (Wireless)

Solving Monitoring and Controlling Problems

Try these solutions depending on your situation.

Solutions When You Cannot Monitor or Control the Projector
Solutions When Network Alert Emails are not Received
Solutions When You Cannot Broadcast a Message

Parent topic: Solving Problems

Solutions When You Cannot Monitor or Control the Projector

Try these solutions when you cannot monitor or control the projectors.

- Make sure the projector is turned on and connected to the network correctly.
- Set the **Standby Mode** setting to **Communication On** in the projector's menu so the network software can monitor the projector in standby mode.
- Make sure the projector you want to monitor or control is registered to Epson Projector Management.
- Turn off the DHCP settings for your projector. If you turn on the DHCP settings, the projector's IP address changes automatically and Epson Projector Management may not be able to search for the registered projector.
- When you restore settings from the backup file, extract the zip file and copy the extracted files to the following directory.

  C:\ProgramData\SEIKO EPSON CORPORATION\Epson Projector Management
- If you need to reinstall the software but do not have a backup file, remove the file stored in the following directory, and then reinstall the software:

  C:\ProgramData\SEIKO EPSON CORPORATION\Epson Projector Management

Parent topic: Solving Monitoring and Controlling Problems

Related references

Environment Setup - General

Related topics

Monitoring and Controlling the Projectors

Solutions When Network Alert Emails are not Received

If you do not receive an email alerting you to problems with a projector over the network, try the following solutions:

- Make sure the projector is turned on and connected to the network correctly. (If a critical problem causes a projector to shut down, you may not receive an email alert.)
- Set the **Standby Mode** setting to **Communication On** in the projector's menu so the network software can monitor the projector in standby mode.
- Make sure your electrical outlet or power source is functioning correctly.
- Select **Test Email** on the **Mail** tab of the **Environment setup** screen. If you do not receive the test email, check all of the settings on the **Mail** tab for accuracy.

Parent topic: Solving Monitoring and Controlling Problems

Related references

Environment Setup - Mail

Solutions When You Cannot Broadcast a Message

If the message broadcasting feature does not work, try the following solutions:

- Make sure the projector is turned on and connected to the network correctly.
- Set the **Standby Mode** setting to **Communication On** in the projector's menu so the network software can monitor the projector in standby mode.
- In your firewall settings, open the UDP port to allow Message Broadcasting to communicate through the required port. See your firewall software documentation for instructions.
- When you press the **Esc** button on the projector's control panel or remote control to discontinue message broadcasting, the message broadasting feature is disabled. To distribute messages again, restart the projector.

Parent topic: Solving Monitoring and Controlling Problems

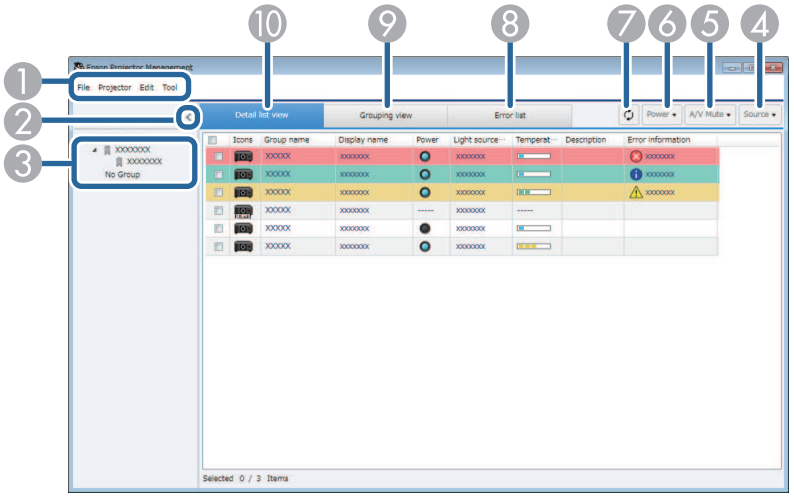
Screen Summary

See these sections for more information about the Epson Projector Management screens.

Epson Projector Management Main Screen
Projector Properties Screen
Environment Setup Screen

Epson Projector Management Main Screen

When you start Epson Projector Management, the main screen appears.



1	**File** menu	• **Log Save Settings**: Selects the log file settings. • **Version information**: Displays the application version information. • **Exit**: Closes the application.
	Projector menu	• **Projector Registration**: Searches for and registers new projectors. • **Group Registration**: Creates new projector group.

	Edit menu	• **Property**: Displays the projector properties screen. • **Monitoring enabled**/**Monitoring disabled**: Enables or disables monitoring. • **Delete**: Removes the selected projector from the list.
	Tool menu	• **Application lock**/**Application unlock**: Enables or disables the application lock feature. • **Environment setup**: Displays the Environment setup screen. • **Schedule**: Selects schedule settings. • **Message Broadcasting**: Selects message broadcasting settings.
2	> < Show/Hide	Expands or collapses the group list.
3	Group List	Displays the items registered in the group in a hierarchical diagram.
4	**Source**	Switches the projector's input source. (Available only for Epson projectors.)
5	**A/V Mute**	Turns the projector's A/V Mute or Shutter feature on or off.
6	**Power**	Turns the projector power on or off.
7	Refresh	Updates the projector information.
8	**Error list**	Displays the error list. You can check a list of only projectors that are currently in an error or warning status.
9	**Grouping view**	Displays the grouping view. You can check the projector group in a hierarchical diagram.
10	**Detail list view**	Displays detail list view. You can check the projector status as a list.

Projector Status Icons

Parent topic: Screen Summary

Related references
Environment Setup - Display List

Projector Status Icons

The icons in the Epson Projector Management main screen are described in the following table.

	The group is expanded.
	The group is collapsed.
	The projector is monitored or controlled using the PJLink protocol.
	The group or projector is in normal status.
	The group or projector is in warning status.
	The group or projector is in error status.
	The group or projector requires immediate attention.
	Updating the group or projector information.
	Monitoring is disabled for the group or projector.
	The projector power is on.
	The projector power is off.
	The projector's A/V Mute or Shutter feature is turned on.
	The projector is too hot.
	The projector is overheated.
	The projector's temperature level is normal.

Parent topic: Epson Projector Management Main Screen

Projector Properties Screen

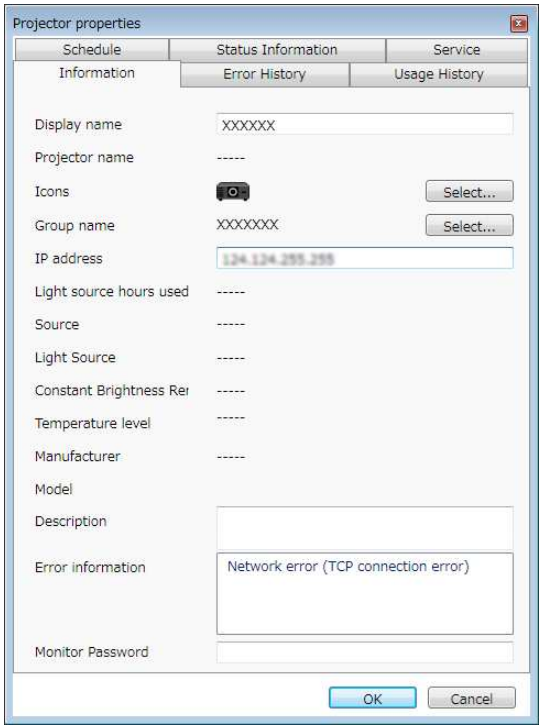
When you select **Projector Properties** in the **Edit** menu, the projector properties screen appears.

Projector Properties - Information
Projector Properties - Error History
Projector Properties - Usage History
Projector Properties - Schedule
Projector Properties - Status Information
Projector Properties - Service

Parent topic: Screen Summary

Projector Properties - Information

When you select the **Information** tab on the projector properties screen, the following screen appears. The information acquired from the projector varies depending on the projector model. If the software cannot acquire information, it displays it as "---".

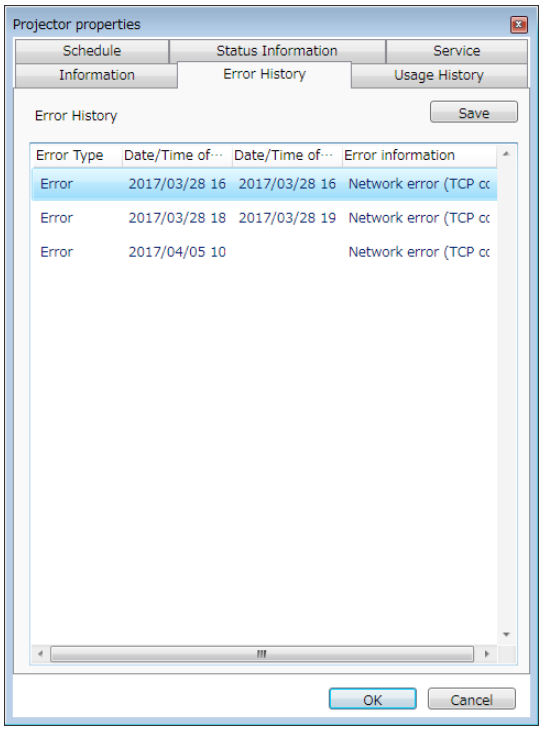


Display name	Displays the name used in Epson Projector Management.
Projector name	Displays the name that has been registered to the projector.
Icons	Displays the icons registered for the projector or group. You can change icons using the **Select** button.
Group name	Displays the group name that the projector belongs to. You can change the group using the **Select** button.
IP address	Displays the projector's IP address.
Light source hours used	Displays the number of hours the projector's light source has been used.
Source	Displays the projector's current input source. When you select a non-Epson projector, you can specify the number of the input source to switch sources.
Light Source	Displays projector's light source.
Constant Brightness Remains	Displays the remaining time that the projector can maintain the constant brightness.
Temperature level	Displays the projector's temperature in five levels.
Manufacturer	Displays the projector's manufacturer.
Model	Displays the projector's model name.
Description	Displays notes about the projector.
Error information	Displays the projector's error information. To view solution, move the pointer over the error information.
Monitor Password/PJLink Password	If computer/projector authentication fails and you have set a password for the projector, enter your password here to access the projector settings.

Parent topic: Projector Properties Screen

Projector Properties - Error History

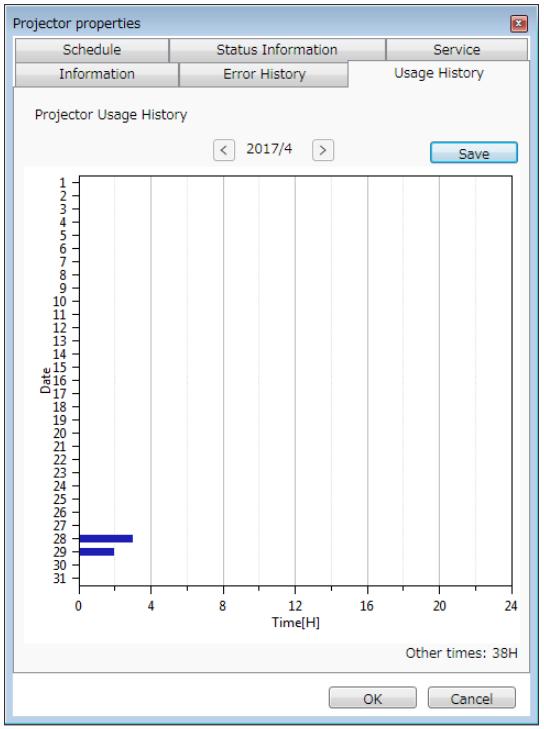
When you select the **Error History** tab on the projector properties screen, the following screen appears. You can check errors that occur while Epson Projector Management is running. To output the error history as a csv file, select **Save**.



Parent topic: Projector Properties Screen

Projector Properties - Usage History

When you select the **Usage History** tab on the projector properties screen, the following screen appears.

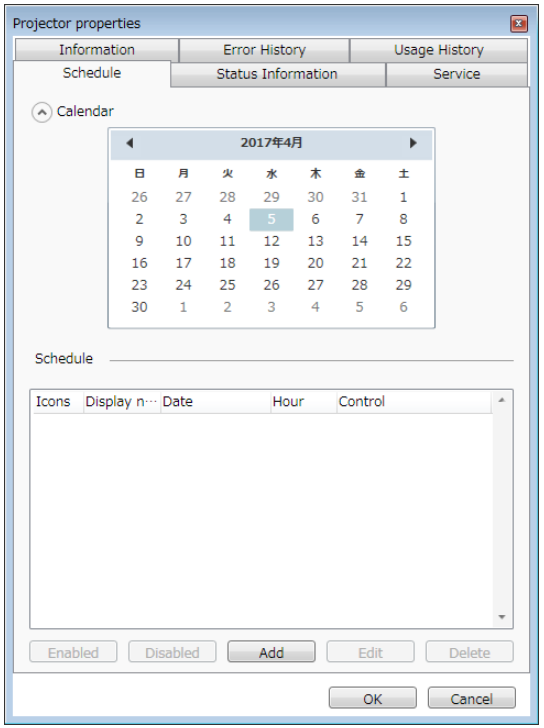


Previous Month	Displays a graph of the previous month.
Next Month	Displays a graph of the next month.
Save	Outputs the currently displayed history as a csv file.
Other times	Displays the number of hours the projector has been used without monitoring by Epson Projector Management.

Parent topic: Projector Properties Screen

Projector Properties - Schedule

When you select the **Schedule** tab on the projector properties screen, the following screen appears.



Show/Hide	Displays or hides the calendar.
Calendar	Today's date appears with a highlighted background and white text. A scheduled date appears with a highlighted background and black text. Select ◀ to move to the previous month or year and select ▶ to move to the next month or year.

Schedule	Displays the schedule list. The color of the row is described as follows. • : Enabled schedule • : Disabled schedule • : Unselected schedule **Note:** You can duplicate the schedule by right-clicking the schedule and selecting **Copy** and **Paste**.
Enabled	Enables the selected schedule.
Disabled	Disables the selected schedule.
Add	Creates a new schedule.
Edit	Edits the selected schedule.
Delete	Removes the selected schedule.

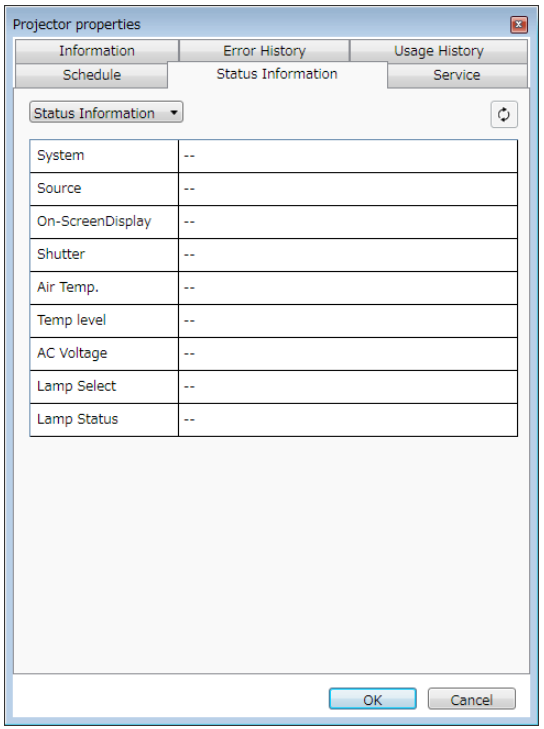
Parent topic: Projector Properties Screen

Related tasks

Scheduling Projector Events

Projector Properties - Status Information

When you select the **Status Information** tab on the projector properties screen, the following screen appears. The information acquired from the projector varies depending on the projector model. If the software cannot acquire information, it displays it as "---".



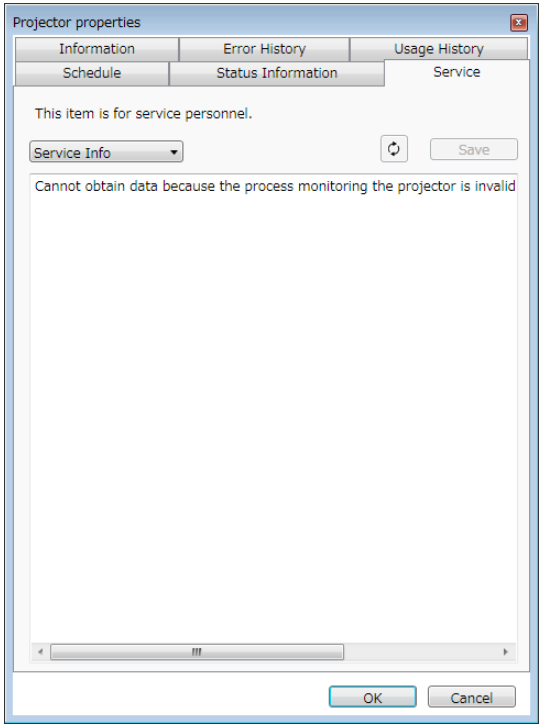
XXXXXXXXX **Status Information**	Switches the displayed information from the following list. • Status Information • Source • Network Wired • Network Wireless • Maintenance • Version

Update	Updates status information.

Parent topic: Projector Properties Screen

Projector Properties - Service

When you select the **Service** tab on the projector properties screen, the following screen appears. (Normally used only by Epson Support.)



Parent topic: Projector Properties Screen

Environment Setup Screen

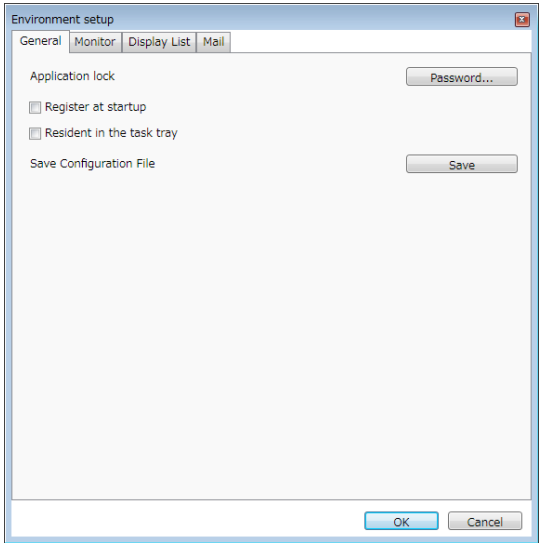
When you select **Environment setup** in the **Tool** menu, the environment setup screen appears.

Environment Setup - General

Environment Setup - Monitor
Environment Setup - Display List
Environment Setup - Mail
Parent topic: Screen Summary

Environment Setup - General

When you select the **General** tab on the environment setup screen, the following screen appears.



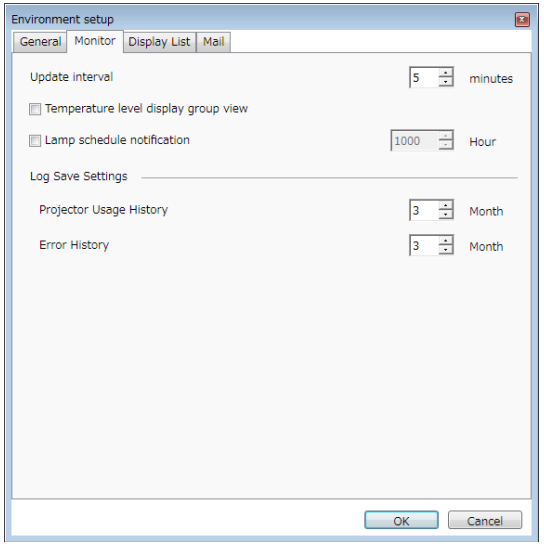
Application lock	Changes password for the application lock feature by selecting **Password**.
Register at startup	Starts Epson Projector Management automatically when you start up the computer.
Resident in the task tray	Continues monitoring when you close or minimize the Epson Projector Management window. The icons displayed on the task bar are described below. • : Normal operation. • : Warning or error occurred.

Save Configuration File	Creates a backup of the configuration file by selecting **Save**. When you restore settings from the backup file, extract the zip file and copy the extracted files to the following directory. C:\ProgramData\SEIKO EPSON CORPORATION\Epson Projector Management

Parent topic: Environment Setup Screen

Environment Setup - Monitor

When you select the **Monitor** tab on the environment setup screen, the following screen appears.



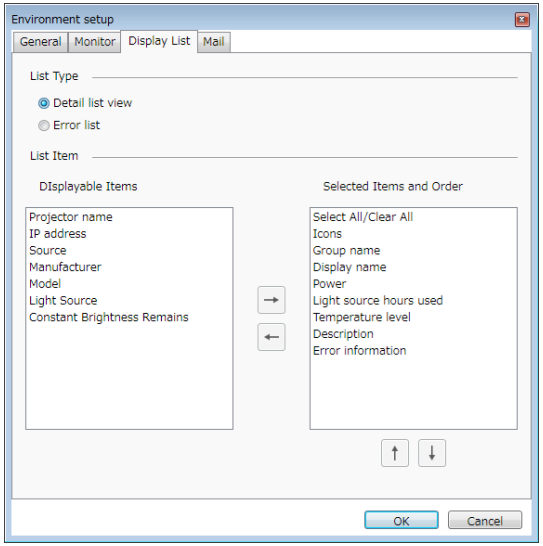
Update interval	Specifies the update interval of the projector information from 1 to 99 minutes. When you monitor a large number of projectors, specify a longer interval so that the update can finish during that time.
Temperature level display group view	Displays the projector temperature level in the **Grouping view**.
Lamp schedule notification	Specifies when you change the projector status to the light source notification based on the number of hours the light source has been used.

Log Save Settings	Specifies the length of time for which to save the log of **Projector Usage History** and **Error History** from 1 to 99 months.

Parent topic: Environment Setup Screen

Environment Setup - Display List

When you select the **Display List** tab on the environment setup screen, the following screen appears.



List Type	Select the type of list for which you want to change the displayed items and order: **Detail list view** or **Error list**.

List Item	Select the items you want to display or remove from display, and arrange their order. **Displayable Items** are available for adding to the **Selected Items and Order** list. • →: Displays the item selected in **Displayable Items**. • ←: Hides the item selected in **Selected Items and Order**. • ↑: Moves the item selected in **Selected Items and Order** to the previous position. • ↓: Moves the item selected in **Selected Items and Order** to the next position.

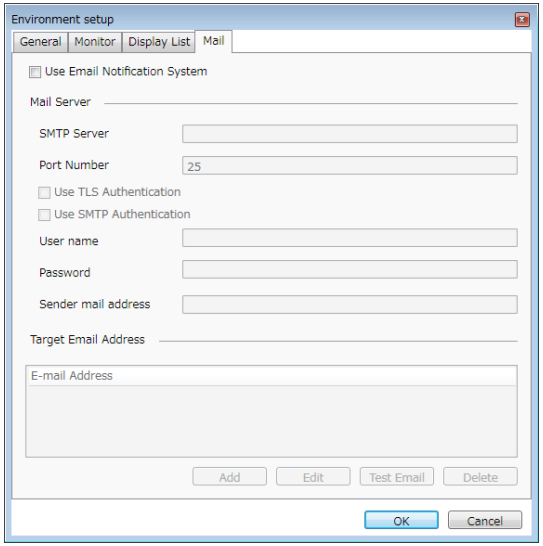
Parent topic: Environment Setup Screen

Related references

Projector Monitoring Views

Environment Setup - Mail

When you select the **Mail** tab on the environment setup screen, the following screen appears.



Use Email Notification System	Select to send an email to the preset addresses when a projector status changes.
SMTP Server	Enter the SMTP server name or IP address for the projector's SMTP server.
Port Number	Select a number for the SMTP server port number using 1 to 65535. Default is 25.
Use TLS Authentication	Select to enable TLS authentication.
Use SMTP Authentication	Select to enable SMTP authentication.
User name	Enter a user name for the SMTP authentication.
Password	Enter a password for the SMTP authentication.
Sender mail address	Enter the email address of the sender. You can enter up to 512 alphanumeric characters.
Target Email Address	Displays the recipient's email addresses.
Add	Adds a new recipient's email address.
Edit	Edits the selected recipient's email address.
Test Email	Sends a test email to the selected recipient's email address.
Delete	Removes the selected recipient's email address.

Parent topic: Environment Setup Screen

Related tasks

Sending Email Notifications

Appendix

See these sections to learn more about Epson Projector Management software.

Updating and Uninstalling the Software
Limitations for Non-Epson Projectors
Notices

Updating and Uninstalling the Software

Follow these instructions to uninstall Epson Projector Management.

Uninstalling Epson Projector Management (Windows 7)
Uninstalling Epson Projector Management (Windows 8.x)

Parent topic: Appendix

Uninstalling Epson Projector Management (Windows 7)

Follow the instructions below to uninstall the Epson Projector Management.

Note: You need administrator authority to uninstall the software.

1. Turn on your computer.
2. Make sure all running applications are closed.
3. Click **Start**, and then click **Control Panel**.
4. Click **Uninstall a program** from the **Programs** category.
5. Select **Epson Projector Management**, and then click **Uninstall/Change**.
6. Follow the on-screen instructions.

Parent topic: Updating and Uninstalling the Software

Uninstalling Epson Projector Management (Windows 8.x)

Follow the instructions below to uninstall the Epson Projector Management.

Note: You need administrator authority to uninstall the software.

1. Turn on your computer.

2. Make sure all running applications are closed.
3. Press the  key on the keyboard to display all apps.
4. Right-click (press and hold) **Epson Projector Management Ver.X.XX**, and then select **Uninstall**.
5. Follow the on-screen instructions.

Parent topic: Updating and Uninstalling the Software

Limitations for Non-Epson Projectors

The following features are not available for non-Epson projectors.

- **Automatic search** (for PJLink Class1 projectors)
- **Source** button on the main screen
- **Schedule**
- **Use Email Notification System**
- **Message Broadcasting**
- **Log Save Settings** (except for **Projector Info**)

The following information cannot be acquired from non-Epson projectors.

- **Light source hours used**
- **Constant Brightness Remains**
- **Temperature level**
- **Error History**
- **Usage History**
- **Status Information**
- **Service**

Parent topic: Appendix

Notices

Check these sections for important notices about your software.

Copyright Notice
About Notations
General Notice

Copyright Attribution

Parent topic: Appendix

Copyright Notice

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of Seiko Epson Corporation. No patent liability is assumed with respect to the use of the information contained herein. Neither is any liability assumed for damages resulting from the use of the information contained herein.

Neither Seiko Epson Corporation nor its affiliates shall be liable to the purchaser of this product or third parties for damages, losses, costs, or expenses incurred by the purchaser or third parties as a result of: accident, misuse, or abuse of this product or unauthorized modifications, repairs, or alterations to this product, or (excluding the U.S.) failure to strictly comply with Seiko Epson Corporation's operating and maintenance instructions.

Seiko Epson Corporation shall not be liable against any damages or problems arising from the use of any options or any consumable products other than those designated as Original Epson Products or Epson Approved Products by Seiko Epson Corporation.

The contents of this guide may be changed or updated without further notice.

Illustrations in this guide and the actual projector may differ.

Parent topic: Notices

About Notations

- Microsoft® Windows® 7 operating system
- Microsoft® Windows® 8.1 operating system
- Microsoft® Windows® 10 operating system

In this guide, the operating systems above are referred to as "Windows 7", "Windows 8.1", and "Windows 10". Furthermore, the collective term Windows may be used to refer to Windows 7, Windows 8.1, Windows 10, and multiple versions of Windows may be referred to as, for example, Windows 7/8.1, with the Windows notation omitted.

Parent topic: Notices

General Notice

EPSON is a registered trademark, and EPSON Exceed Your Vision is a registered logomark of Seiko Epson Corporation.

Microsoft, Windows, Windows logo, and SQL Server are trademarks or registered trademarks of Microsoft Corporation in the United States and/or other countries.

Intel® is a registered trademark of the Intel Corporation in the U.S. and/or other countries.

Other product names used herein are also for identification purposes only and may be trademarks of their respective owners. Epson disclaims any and all rights in those marks.

Software Copyright: This product uses free software as well as software to which this company holds the rights.

© 2017 Epson America, Inc.

Parent topic: Notices

Copyright Attribution

7/17

CPD-53796

Parent topic: Notices