

# **Projector FAQ**

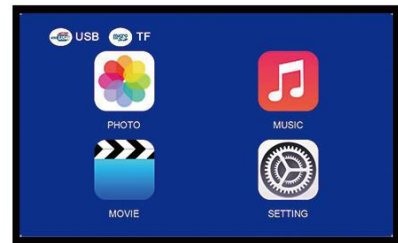
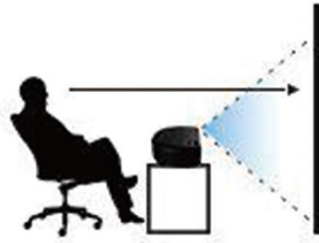
(Any question, please contact us at: [drjprofessional@163.com](mailto:drjprofessional@163.com))

## Part 1:

**4 Projection Methods:** Depending on how you positioned the projector, you may need to change the projection mode so your images project correctly.

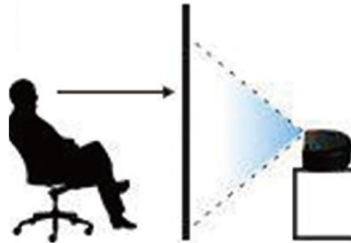
**1.1 factory defaults :** Front lets you project from a table in front of the screen.

Front Projection

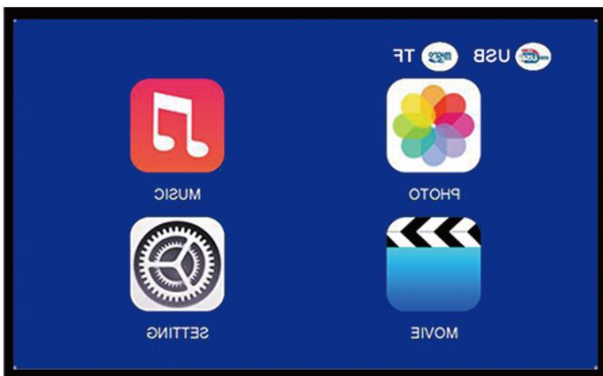


**1.2 Rear :** Flips the image horizontally to project from behind a translucent screen.

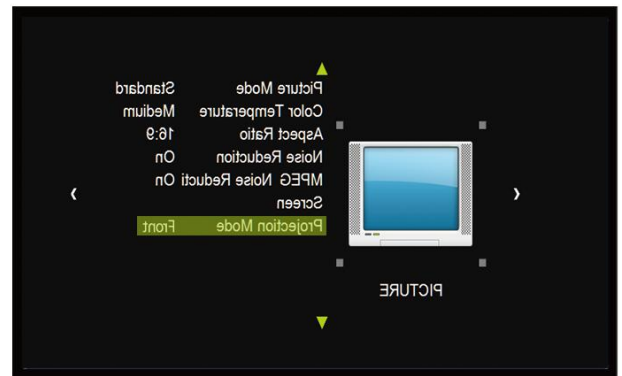
You can change the projection mode (Flip) using the remote control or by changing the Projection setting by Click MENU → SETTING → PICTURE → Projection Mode (Flip) like following pictures:



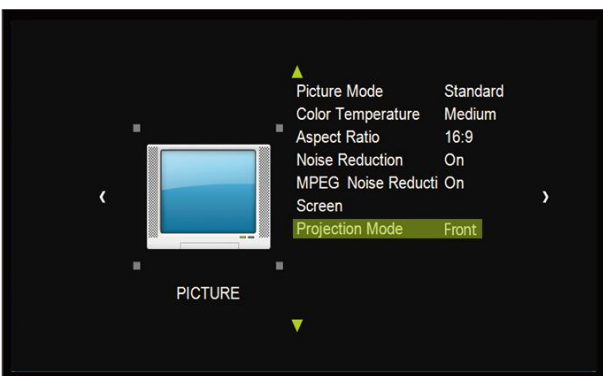
Rear



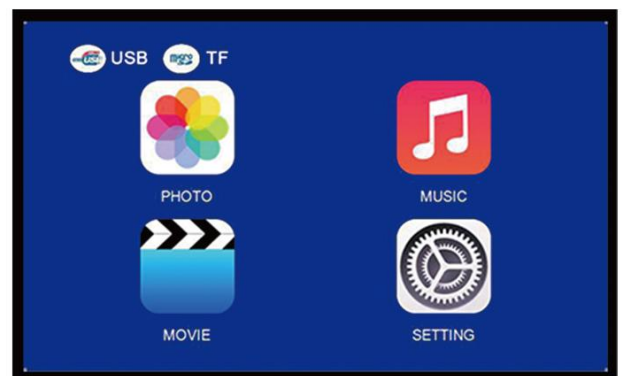
1



2

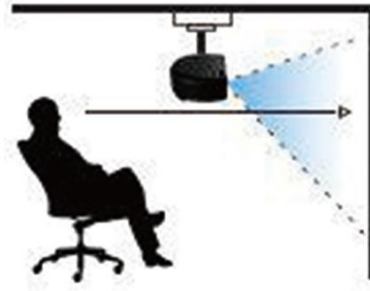


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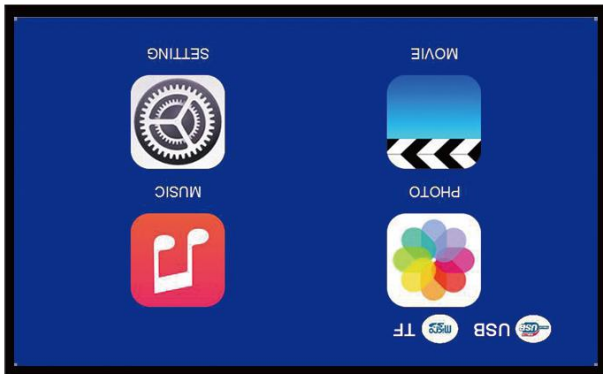


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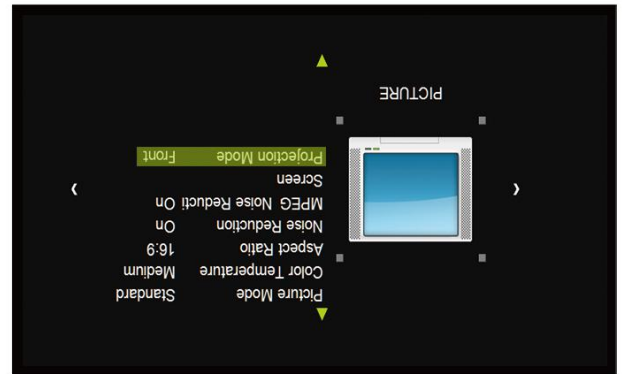
(Any question, please contact us at: [drjprofessional@163.com](mailto:drjprofessional@163.com))



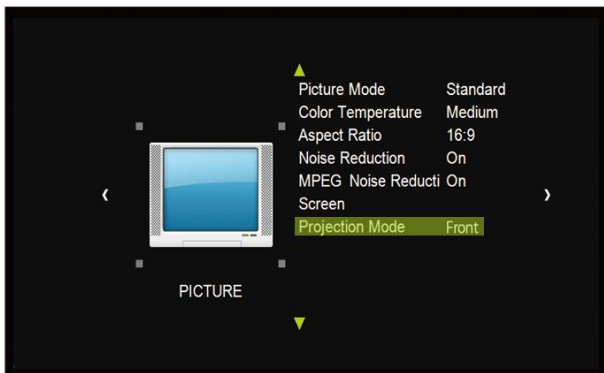
**Front / Ceiling**



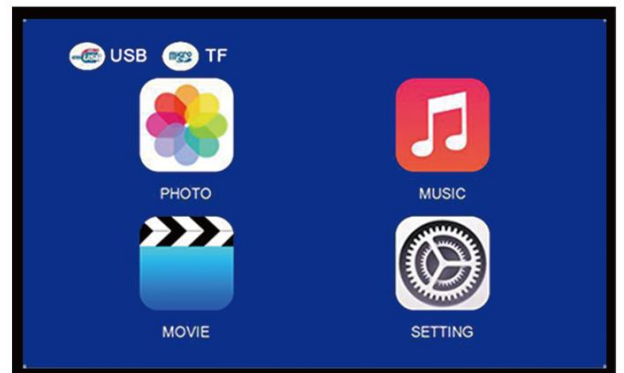
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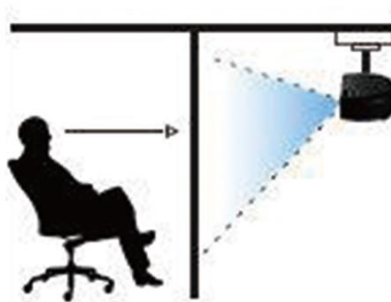
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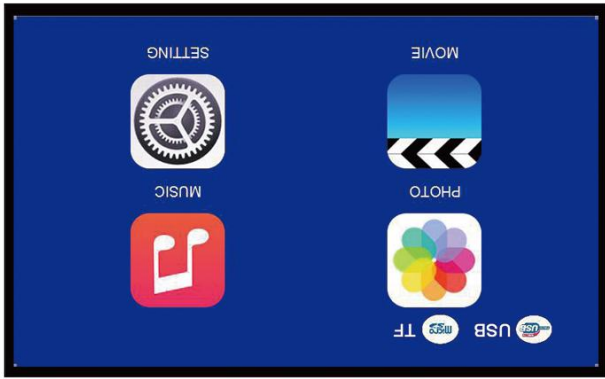
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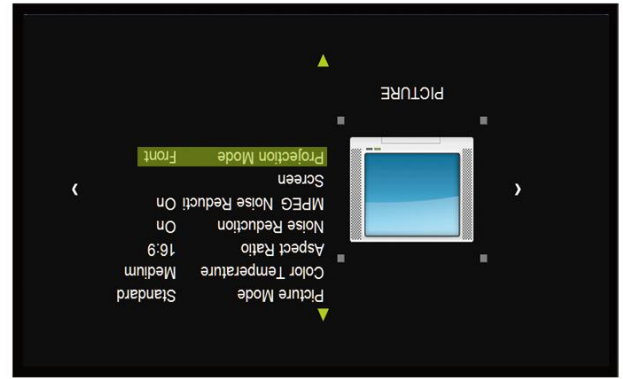
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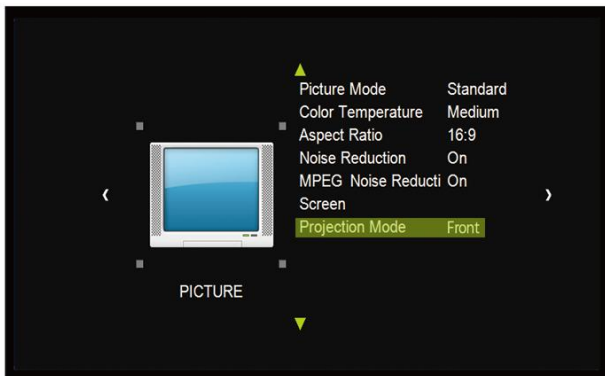
**Rear/ Ceiling**



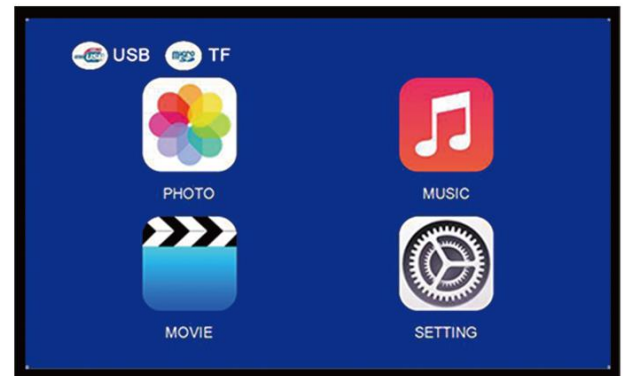
1



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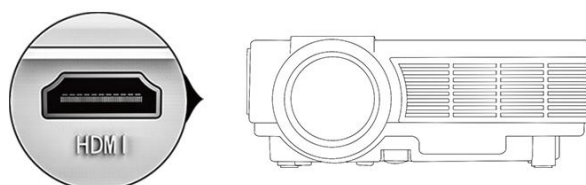
## Part 2:

### How to use HDMI cable display a computer / PS4/xbox /dvd image on projector?

#### 2.1 Identifying available connections

The first step in connecting your computer to projector is finding an identical port on both machines. Once the matching port has been identified (one that is the same on both your input device and output device), you need the appropriate cable to connect them.

#### 2.2 Please find following picture for your reference:



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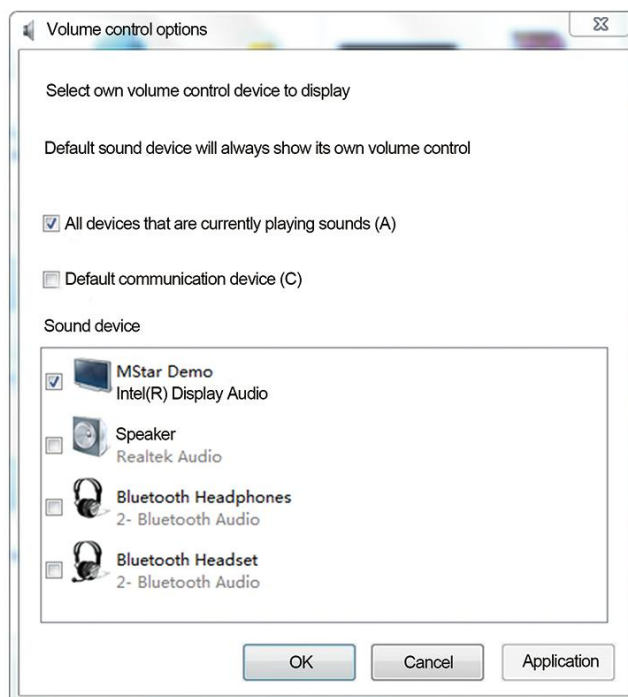
## Use HDMI connect to laptop:



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2



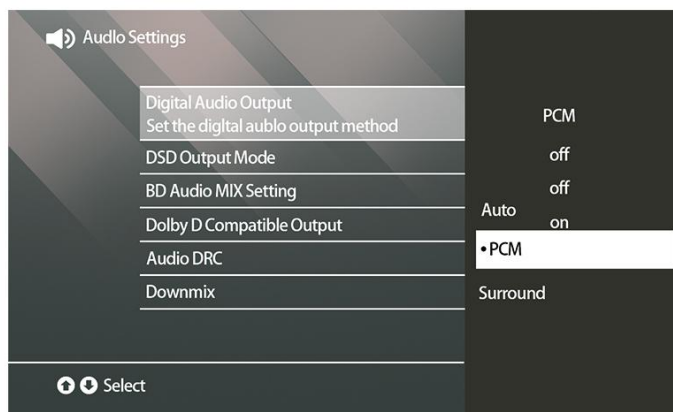
3

## Use HDMI connect to XBOX:



1

**Please note that you should choose PCM on your device.**



2

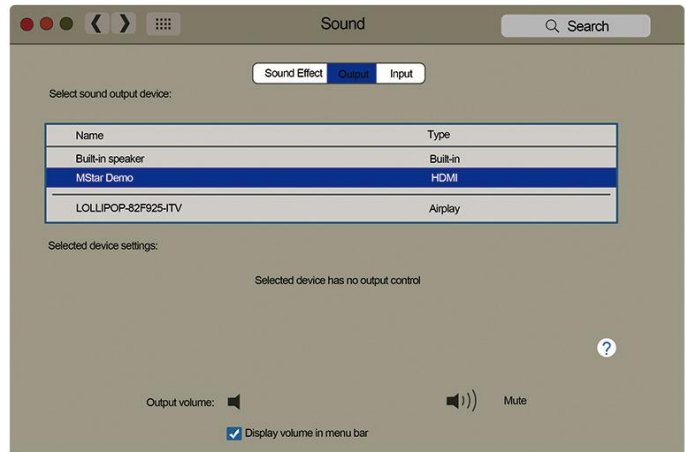
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Use Type C/Mini DisplayPort to HDMI adapter to connect HDMI to Macbook:



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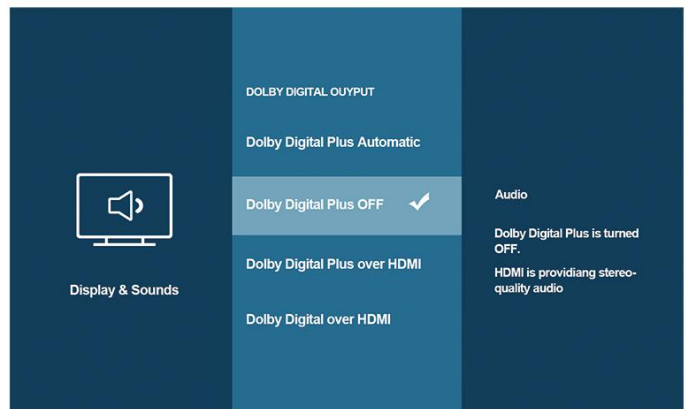


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Use HDMI connect to Amazon Fire TV:



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### Part 3:

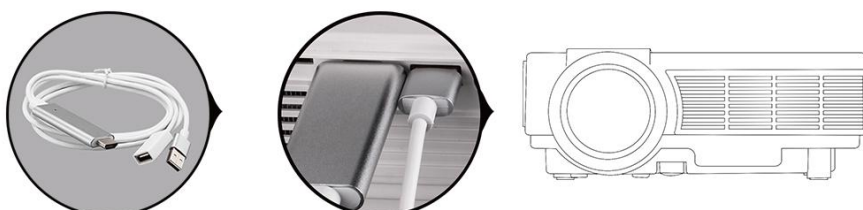
#### Connect your iPhone, iPad, Android Smartphones to projector

3.1 Make sure your device supports MHL, you can connect an MHL to HDMI adapter to the device, then connect it to the HDMI port on the projector.

3.2 For Android smartphones, please use a Wireless HDMI Dongle or android to HDMI Adapter

3.3 For ios device, please use a Lightning to HDMI Adapter

3.4 Please find following picture for your reference:



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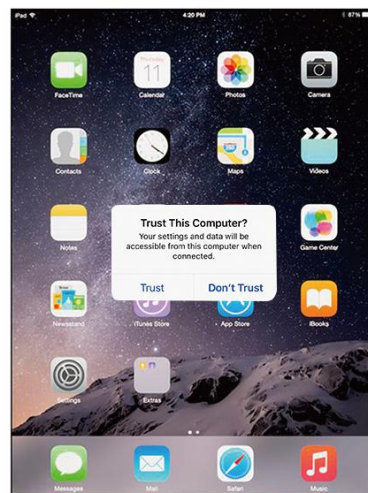
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## Part 4:

### Connecting a USB Device or TF card to the Projector

4.1 You can connect your USB device or TF card to the projector's USB port and use it to project images and other content.

4.2 Connect the USB cable (or USB flash drive or USB memory card reader) to the projector's USB port .

4.3 Connect the other end of the cable (if applicable) to your device.



#### 4.4 Please find following picture for your reference:

*.txt	max 1MB			
*.jpg	Base-line	Maximum Supported	8192*8192	
	Progressive	Maximum Supported	1280*800	
*.png	Non-interlace	Maximum Supported	9600*6400	
	Interlance	Maximum Supported	1280*800	
*.bmp		Maximum Supported	9600*6400	
*.gif		Maximum Supported	9600*6400	
*.avi	MPEG1/2/4 decode support 1080P@30fps max: 20Mbps			
*.mkv	H.263 decode support 1080P@30fps max: 20Mbps			
*.mp4	H.264 decode support 1080P@30fps max: 20Mbps			
*.mov	AVS decode support 1080P@30fps max: 20Mbps			
*.mpg*.mpeg	AVS decode support 1080P@30fps max: 20Mbps			
*.ts*tp*m2ts	AVS decode support 1080P@30fps max: 20Mbps			
*.dat*.vob	AVS decode support 1080P@30fps max: 20Mbps			
<b>Please Note:</b>				
<div>1. Due to authorization problems, you need to be authorized to play video format like Divx/RM/RMVB/VC1/FLV; 2. Also you need to be authorized to play audio format like Dolby/ AC3/ DTS; 3. If there is no sound when play on Firestick/ Netflix/ Apple TV, please try to turn off the Dolby audio and stereo audio to see if the sound comes out. If any other problems, please contact us at: <a href="mailto:drjprofessional@163.com">drjprofessional@163.com</a></div>				

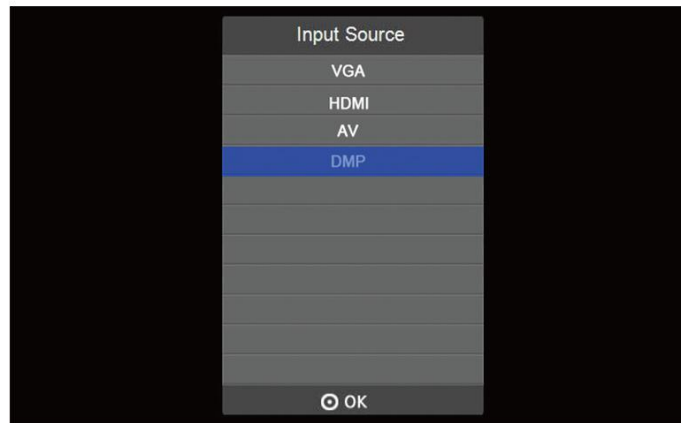


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Please note you need to click source button and choose DMP



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## Part 5:

### How to Play a Video in Full Screen Mode?

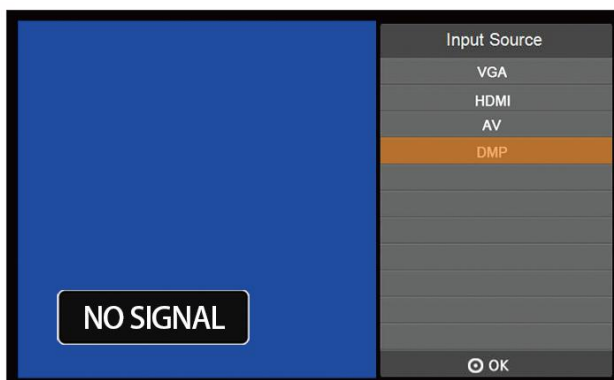
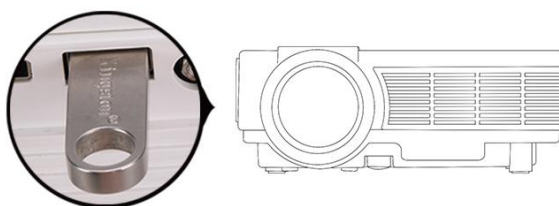
5.1 Firstly, you need to choose DMP source

5.2 Go to movie, go to your flash drive, choose the photo a video that you want to play

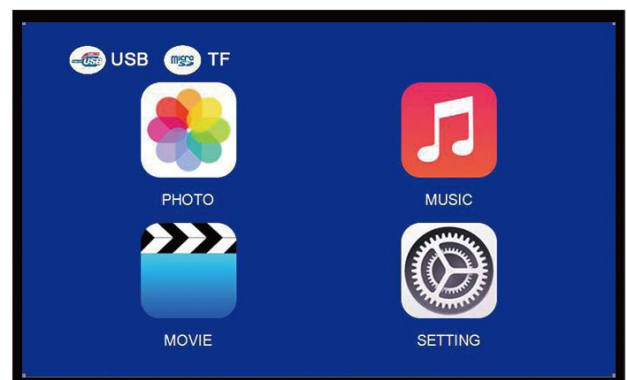
5.3 If you want to play video and photo in a Full Screen mode, please click the **(source)** button again.

(Please feel free to see the FAQ video on YouTube by search: DR.j Projector: How To Play a Video In Full Screen Mode)

5.4 Please find following picture for your reference:



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(Any question, please contact us at: [drjprofessional@163.com](mailto:drjprofessional@163.com))

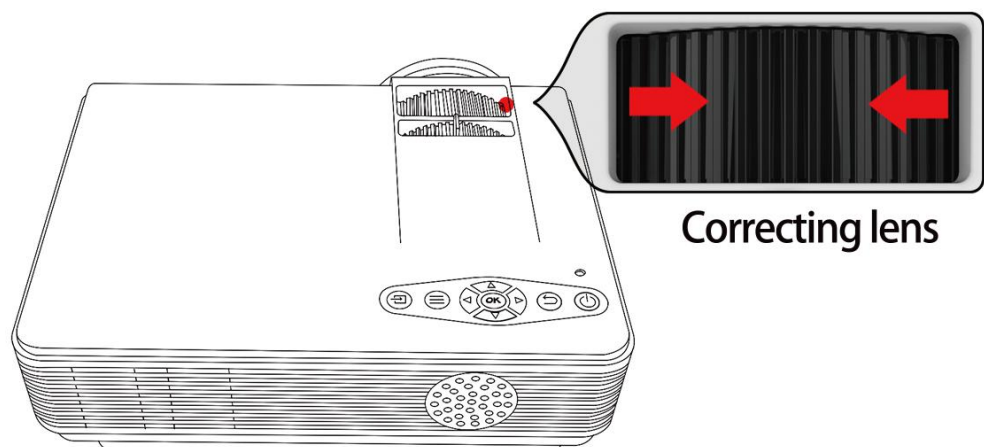


## Part 6:

### Correcting Image Shape with the Keystone Buttons

6.1 You can use the projector's keystone correction buttons to correct the shape of an image that is unevenly rectangular on the sides.

6.2 Please find following picture for your reference:

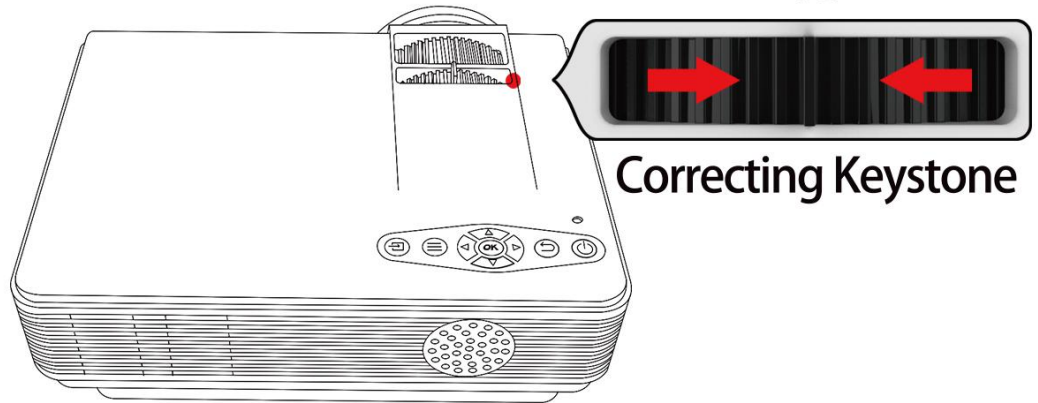




19°



10°



## Part 7:

### Remote Control doesn't work

7.1 Point the remote control at the front of the projector or at the screen.

7.2 Stand within 10 feet of the projector.

7.3 Please find following picture for your reference:



(Any question, please contact us at: [drjprofessional@163.com](mailto:drjprofessional@163.com))



**If you met the following cases, please contact us immediately for solution:**

**Does not have sound when play videos.**

To solve your problem effectively, please try the following method:

1. If you play Firestick/ Netflix/ Apple TV,
  - ①please try to turn off the Dolby audio and stereo audio to see if the sound comes out.
  - ②please switch the audio in the Netflix settings to the Non 5.1 option.
  - ③you can use a HDMI to RCA, then the sound will work properly.
2. If you connect your Blue-ray DVD player, please try to find a solution in the attachment.
3. If you connect your Laptop, please find your audio output setting of your Laptop to choose HDMI as the audio output.

If above method can not solve your problem, please send a screenshot of your audio setting of your own device so that we can take prompt actions to help you.

**Cannot focus successfully.**

Please kindly note that the angel of the projector should below 15 degree and then adjust the keystone. If it does still not change the picture, please send a picture of your screenshot so that we can help you.

**Remote does not work.**

Please kindly try to change the battery to see if it works. If not, please send us your Order ID and your shipping address, we will rearrange a new replacement for you immediately.

**Very dim, even in dark room.**

We now have a software to amend the picture. Please take a picture of LOT number under the projector so that we can send a suitable software to you to update the projector.

**HDMI cable does not work properly**

To solve your problem effectively, please kindly help to check:

1. Please try to use another HDMI cable to have a try. If other HDMI cable works, we would like to send a new HDMI cable to you.
2. If other HDMI cable can not work, please try to use USB to play picture to see if it works. If not, please take a picture of LOT number under the projector so that we can record it.

**Lens Broken:**

please do us a little favor to take a picture of your LOT number under the projector so that I can record it in my document. We would like to recall it and resend a new one to you.

**Black spot:**

please help us confirm the following information:



1. Please tell us the distance between projector and projection screen.
2. Please help us confirm if there is anything covering the fan. If yes, please move it to see if the black spot disappear.
3. Please turn off the projector and wait 3 hours then tuning on the projector to see if the black spot still here.

If above three methods can not get the black spot disappear, please take a picture of Lot number under the projector and tell us your Amazon order number.

### **Keystone stuck**

Please kindly try to use strength to adjust the projector lens and then adjust the keystone to see if it works. If not, please do us a little favor to take a picture of the projection screen and LOT number under the projector so that we can record it in our document.

### **Fan not working**

please do us a little favor to take a picture of your LOT number under the projector so that we can record it in my document. We would like to recall it and resend a new one to you.

### **Changing another HDMI cable can not still get the sound work.**

To solve your problem effectively, please help to confirm the information:

1. Please try to use the same HDMI cable to connect your other device to see if it works.
2. Please try to use USB to connect our projector to check if our projector can work properly.

If not, please take a picture of Lot number under the projector. Once we confirm the above information, we will take prompt actions to help.

### **Projector shuts off after few seconds minutes**

To solve your problem effectively, please do us a little favor to check if the light changes from red to green when you insert the power cable. If yes, please kindly check if it works properly. If not, please do us a little favor to take a picture of LOT number under the projector so that we can record in our document.

*If you met any further questions, please always contact us freely at  
[DRJprofessional@163.com](mailto:DRJprofessional@163.com)*