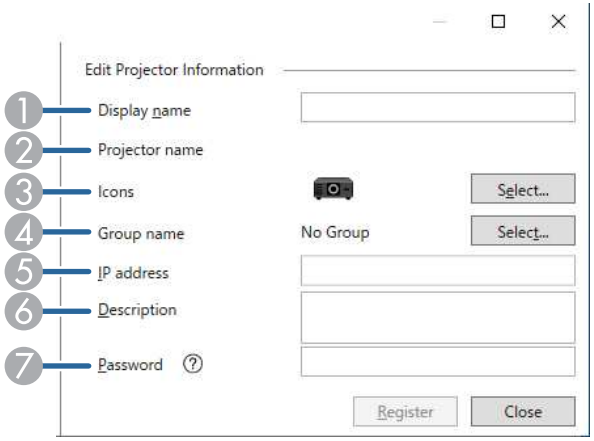
EPSON
EXCEED YOUR VISION

Epson Projector Management Operation Guide

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.

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**.
8. 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**.
- You may see a message prompting you to set the **Standby Mode** setting to **Communication On** in the projector's menu. Select **Yes** to monitor projectors while the projector is in standby mode (when the power is off).
- In a DHCP-enabled network, you can register and manage any projector that is detected using **Automatic search**.

Parent topic: Registering Projectors for Monitoring

Related references

Projector Properties - Information

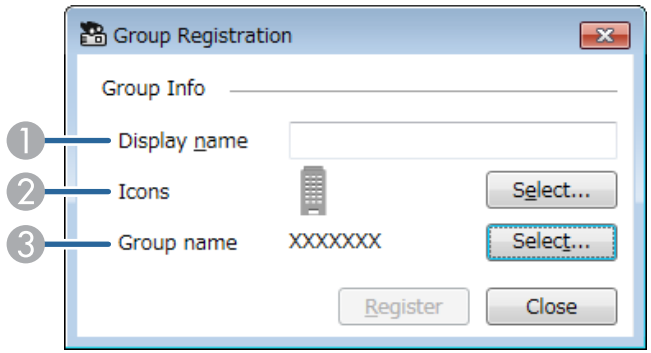
Creating a Projector Group

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.

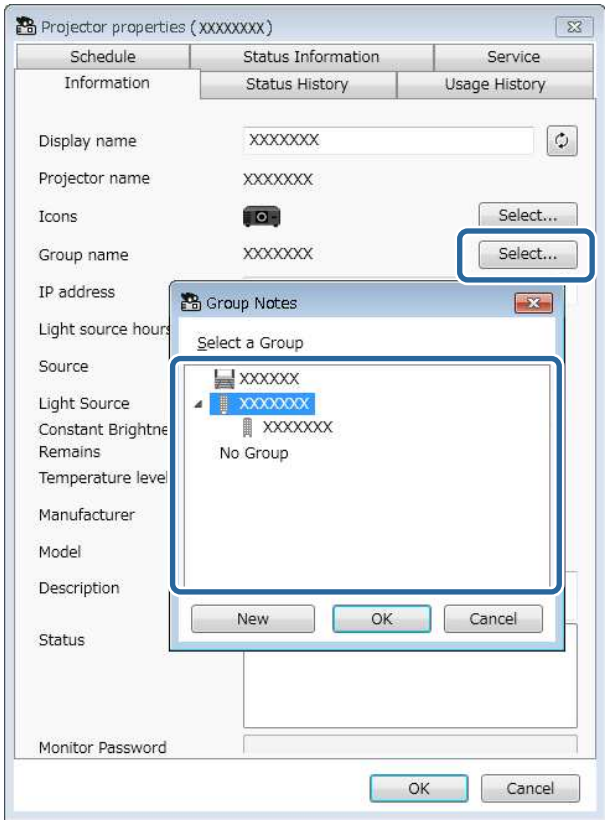
2 Select the icon.

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 in which you want to register the projector, and then click **OK**.



To verify the projectors included in the group, select the **Grouping view** icon on the main window.

Parent topic: Registering Projectors for Monitoring

Related tasks

Monitoring Projectors

Monitoring and Controlling the Projectors

Follow these instructions to monitor and control the registered projectors.

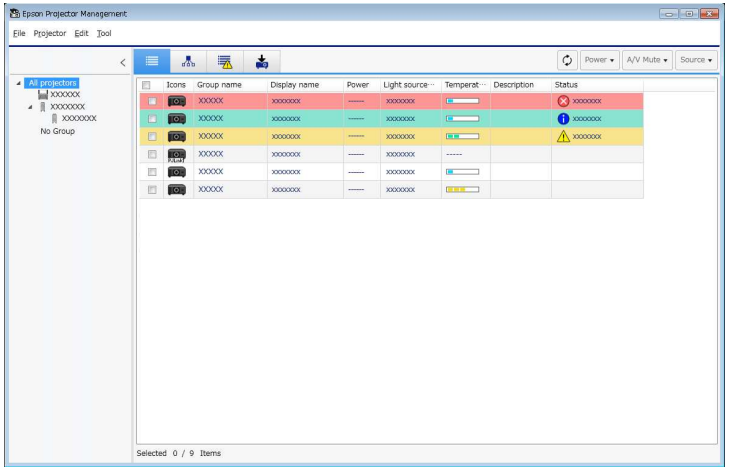
Monitoring Projectors
Displaying Projector Status Details
Controlling Projectors

Monitoring Projectors

Click the view icons on the Epson Projector Management main screen to select the type of the monitoring window you want to view.

- **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**.

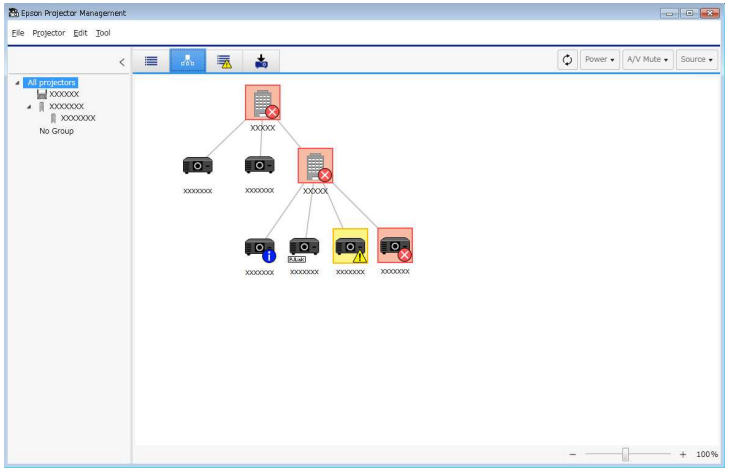


- **Grouping view**

  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.



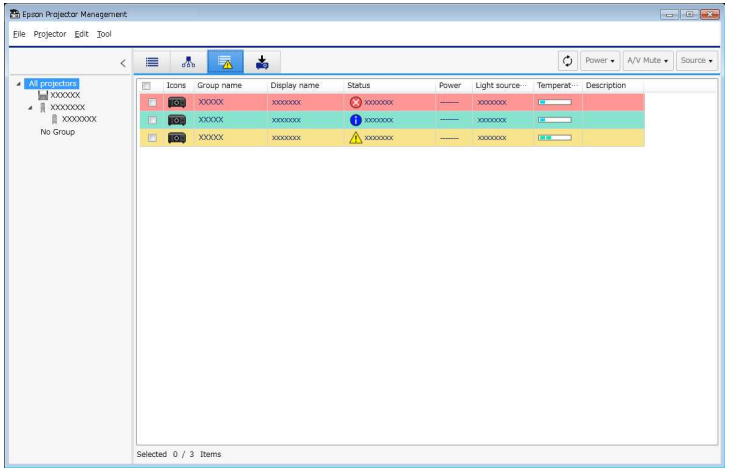
Keyboard Shortcuts

You can use the following keyboard commands:

Keyboard command	Function
Ctrl + [+]	Enlarges the view.
Ctrl + scrolling the mouse wheel up	
Ctrl + [-]	Reduces the view.
Ctrl + scrolling the mouse wheel down	

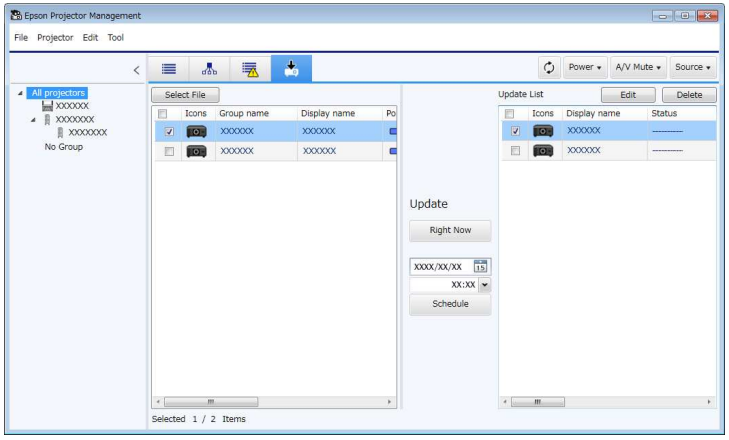
- **Error list**

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.



- **Update List**

You can manage projector firmware updates.



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.
- To monitor projectors even when they are in standby mode (when power is off), select **Communication On** as the **Standby Mode** setting in the projector's menu. Also select the correct **Port** setting, if necessary.

Viewing Projector Temperature Graphs

Parent topic: Monitoring and Controlling the Projectors

Viewing Projector Temperature Graphs

You can view temperature information of projectors graphically.

Right-click the projector in the **Detail list view** and select **Temperature history**.

The background color indicates the temperature status.

- Blue: Requires immediate attention.
- Yellow: Warning status
- Red: Error status

You can switch the temperature unit between Celsius and Fahrenheit, zoom into or out of the graph, and save the temperature history in a CSV format file.

You can pan around the graph by holding down the right mouse button at any point on the graph and moving the mouse right or left.

Note:

- You can view the temperature information for a maximum of 30 days.
- Temperature information is obtained only while the Epson Projector Management software is running.
- The indicated value in the graph may not match the actual temperature. Use the value as a guide. See your projector *User's Guide* for details on the projector's operating temperature.
- You can view graphs for up to 4 projectors at a time.
- This function is available only for supported models.

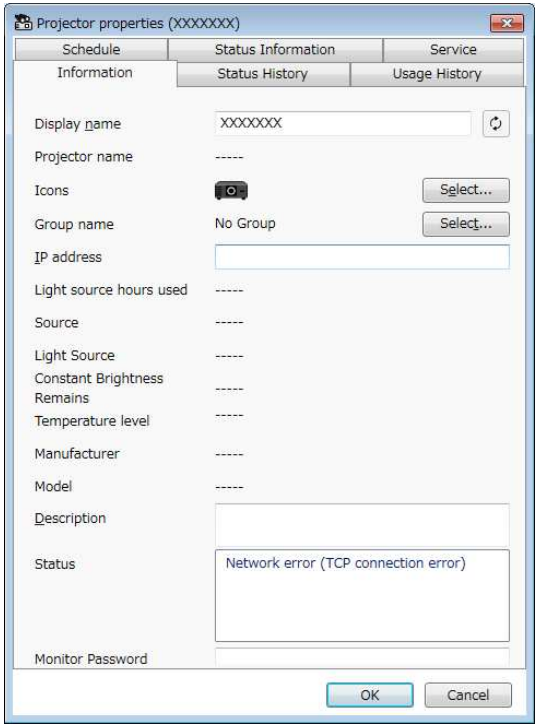
Parent topic: Monitoring Projectors

Displaying Projector Status Details

You can check detailed projector status information on the **Projector properties** screen.

1. On the Epson Projector Management main screen, double-click the projector you want to check.

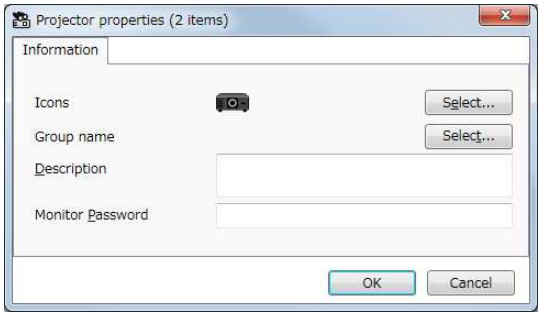
   The **Projector properties** screen appears.



2. Click tabs to check each type of information.
   - **Information**: Displays general projector information.
   - **Status History**: Displays the projector's error history.
   - **Usage History**: Displays the projector usage history as a graph.
   - **Schedule**: Displays the schedule set for the projector or the projector's parent group.

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

Note: You can check and edit projector information for multiple projectors at one time. Select projectors on the main screen, right-click them, and select **Property**.



Parent topic: Monitoring and Controlling the Projectors

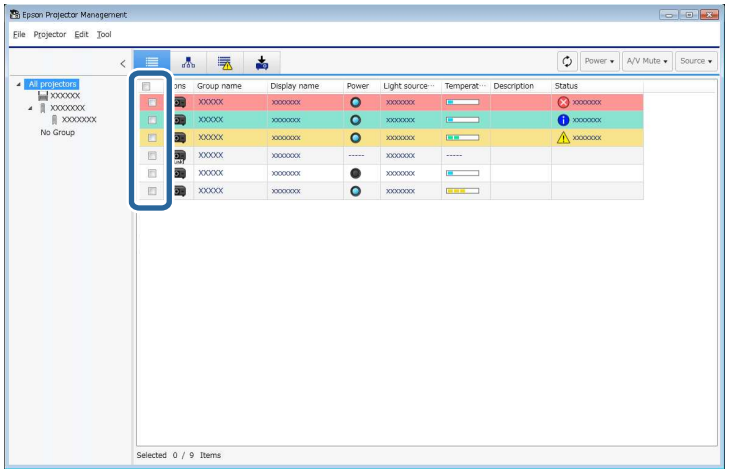
Related topics

Projector Properties Screen

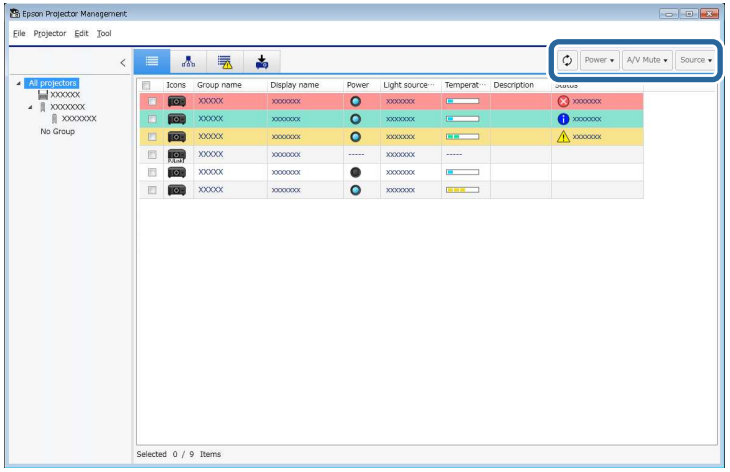
Controlling Projectors

You can control the selected projector by using the projector control buttons on the Epson Projector Management main screen.

1. On the Epson Projector Management main screen, select the projector you want to control. You can select multiple projectors or all projectors by selecting checkboxes as necessary.



2. Click the projector control buttons to perform the following operations.



- **Refresh**: Updates the projector information.
- **Power**: Turns the projector on or off.

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

3. Right-click the Epson projector in the list to perform the following operations.
   - **Web control**: Allows you to select projector settings and control projection using a Web browser.
   - **Remote Camera Access**: Allows you to check the image captured with the projector's remote camera using a Web browser.
   - **Auto Setup**: Allows you to use the projector's auto setup feature such as **Color Calibration** or **Screen Matching**. You can also select **Cancel Refresh Mode**.

   Note:

   - The **Power**, **A/V Mute**, and **Source** operations are not available while using the **Auto Setup** feature.
   - See your projector *User's Guide* for details on the **Remote Camera Access** and the **Auto Setup** features, if available.

Parent topic: Monitoring and Controlling the Projectors

Updating Firmware and Copying Menu Settings

Follow the instructions here to update your projectors to use the latest firmware or copy the projector's menu settings.

Updating the Firmware

Copying Projector Menu Settings in a Batch

Updating the Firmware

You can update firmware for a projector over a wired network. New firmware is distributed over the network or you can download it from Epson support center. You can then update the firmware right away or schedule when you want the firmware update to occur.

When you update the firmware, make sure of the following:

- The projector is connected using a wired network system.
- The projector is turned on or the projector's **Standby Mode** is set to **Communication On**.

Caution:

- You cannot use the projector while updating the firmware.
- Do not unplug the projector's power cord while updating the firmware. If the projector unexpectedly shuts down while updating, the firmware may not be written correctly, which could cause the projector to malfunction. Epson takes no responsibility for firmware update failures and associated repair costs due to power outages, communication errors, or other problems that may cause such failures.
- Do not update firmware when the projector is performing any other operation.

Updating to New Firmware Found on a Network

Updating to New Firmware Downloaded to Your Computer

Parent topic: Updating Firmware and Copying Menu Settings

Updating to New Firmware Found on a Network

When a new firmware is available, you see a notification on the main screen and you can schedule when to update the firmware.

To receive notification of firmware updates, do the following:

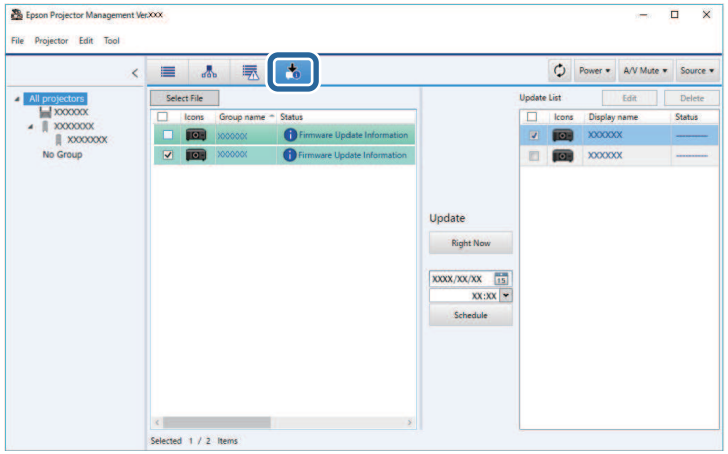
- Start the Epson Projector Management software.

- Select **Tool** from the menu bar and select **Environment setup** > **Monitor** tab > **Enable to receive information about firmware updates**.
- Check the network **Proxy Settings** options on the **Monitor** tab and change them if necessary.

Note:

- When you select **Enable to receive information about firmware updates**, the software checks the firmware update information automatically in every 14 days.
- When you check the firmware update information immediately, select **Check**.

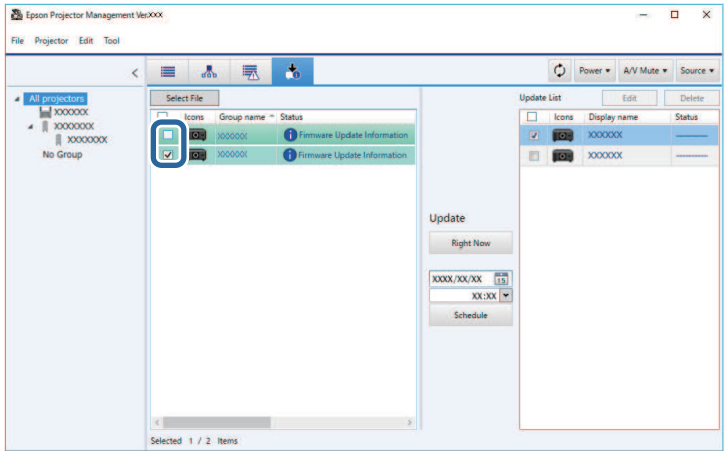
1. Click the **Update List** icon on the Epson Projector Management main screen to open the **Update List** view.



When you see **Firmware Update Information** in the **Status** column of the left pane, you can update these projectors.

Note: You can view the release notes for the new firmware by right-clicking **Firmware Release Notes**.

2. Select the projector you want to update. You can select multiple projectors or all projectors by selecting checkboxes as necessary.



3. Select one of the following methods to update the firmware.
   - Click **Right Now** to start the firmware update immediately.
   - Set the date and time you want to perform the firmware update, and then click **Schedule** to schedule the update.

   The update schedule is displayed on the right pane of the **Update List** view.

   Note:
   - To change the update schedule, select the schedule on the right pane and click **Edit**.
   - To delete the update schedule, select the schedule on the right pane and click **Delete**.
   - You can view up to 500 schedules on the right pane of the **Update List** view. When the number of schedules exceeds 500, schedules are deleted as necessary beginning with the oldest schedule.
   - To delete all completed schedules, right-click at any point on the right pane and select **Delete Old Schedules**.

The firmware is updated at the date and time you set, and the LED indicator on the projector turns on. When the firmware update is complete, the projector turns off and it enters standby mode. While updating, you can check the firmware update status on the right pane of the **Update List** view.

Note:

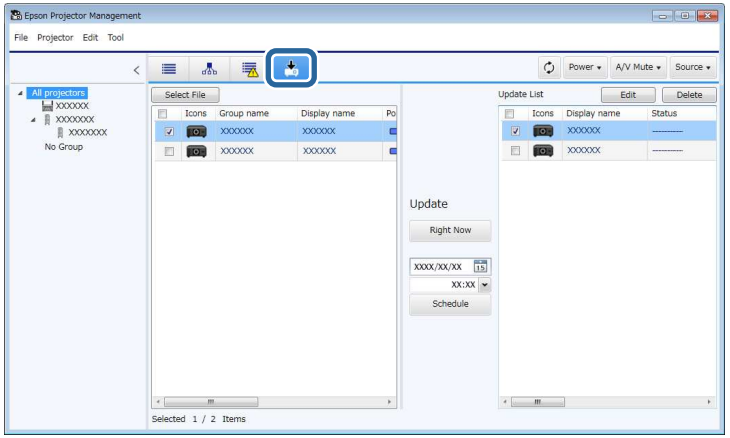
- Do not close the Epson Projector Management software while updating the firmware.
- If you try to close the Epson Projector Management software when there is a scheduled update standing by, a confirmation message is displayed. Scheduled updates are executed only while the Epson Projector Management software is running.
- You may need to reconfigure the projector's network settings after updating the firmware since the network settings may be changed by the firmware update process.

Parent topic: Updating the Firmware

Updating to New Firmware Downloaded to Your Computer

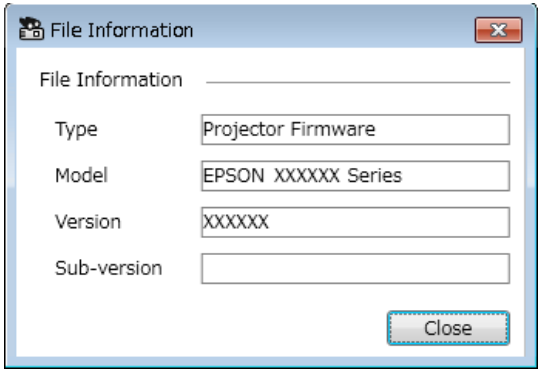
You can update the firmware by downloading the firmware file manually.

1. Click the **Update List** icon on the Epson Projector Management main screen to open the **Update List** view.



2. Click **Select File** to select the firmware file.

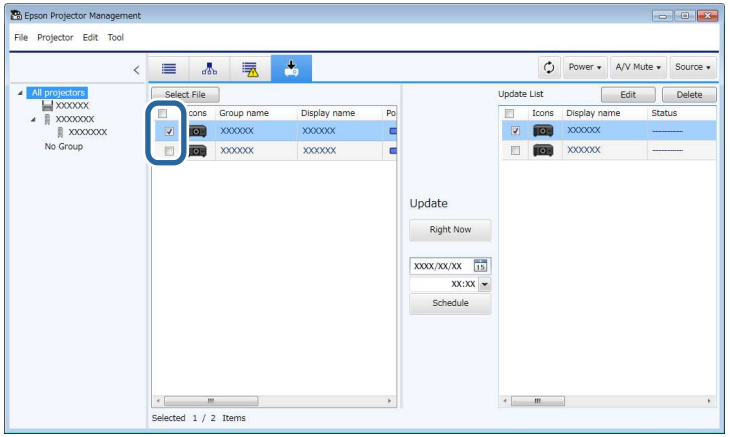
The **File Information** screen appears.



3. Confirm the file information and click **Close**.

   Projectors that can be updated by using this firmware file appear in the left pane of the **Update List** view.

4. Select the projector you want to update. You can select multiple projectors or all projectors by selecting checkboxes as necessary.



5. Select one of the following methods to update the firmware.

   - Click **Right Now** to start the firmware update immediately.

- Set the date and time you want to perform the firmware update, and then click **Schedule** to schedule the update.

The update schedule is displayed on the right pane of the **Update List** view.

Note:

- To change the update schedule, select the schedule on the right pane and click **Edit**.
- To delete the update schedule, select the schedule on the right pane and click **Delete**.
- You can view up to 500 schedules on the right pane of the **Update List** view. When the number of schedules exceeds 500, schedules are deleted as necessary beginning with the oldest schedule.
- To delete all completed schedules, right-click at any point on the right pane and select **Delete Old Schedules**.

The firmware is updated at the date and time you set, and the LED indicator on the projector turns on. When the firmware update is complete, the projector turns off and it enters standby mode. While updating, you can check the firmware update status on the right pane of the **Update List** view.

Note:

- Do not close the Epson Projector Management software while updating the firmware.
- If you try to close the Epson Projector Management software when there is a scheduled update standing by, a confirmation message is displayed. Scheduled updates are executed only while the Epson Projector Management software is running.
- You may need to reconfigure the projector's network settings after updating the firmware since the network settings may be changed by the firmware update process.

Parent topic: Updating the Firmware

Copying Projector Menu Settings in a Batch

You can copy the menu settings from one projector to one or more other projectors that are the same model and have the same firmware version. This allows you to quickly duplicate projector menu settings in a batch setup operation.

You can copy menu settings in a batch setup operation right away or schedule a time to copy them.

When you copy the menu settings, make sure of the following:

- The projector is connected using a wired network system.
- The projector is turned on or the projector's **Standby Mode** is set to **Communication On**.

Not all menu settings are copied to another projector, such as following.

- **Network** menu settings (except for the **Mail** menu and the **Others** menu)
- **Lamp Hours** and **Status** from the **Info** menu

Note: Perform the batch setup operation before adjusting the image settings such as Keystone. Image adjustment values are also applied to other projectors and adjustments you made before performing the batch setup operation are overwritten.

When you copy the menu settings from one projector to another, the user's logo is also copied. Do not register any information that you do not want to share between multiple projectors as a user's logo.

Caution:

- You cannot use the projector while copying projector menu settings in a batch.
- Do not unplug the projector's power cord while copying the menu settings. If the projector unexpectedly shuts down while copying, the configuration may not be written correctly, which could cause the projector to malfunction. Epson takes no responsibility for batch setup failures and associated repair costs due to power outages, communication errors, or other problems that may cause such failures.

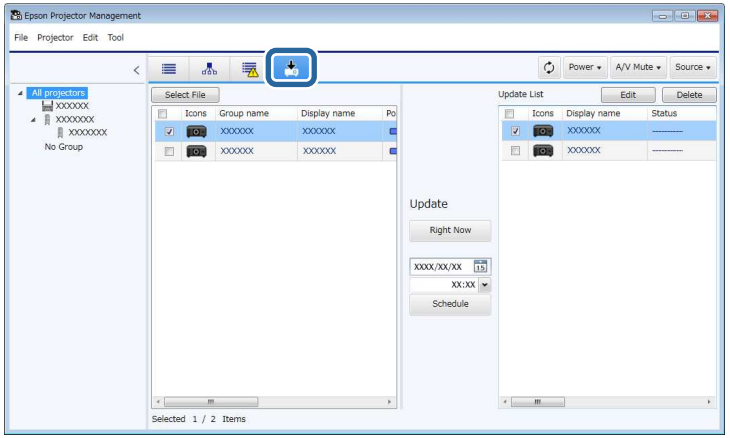
Downloading a Projector Configuration File
Copying a Projector Configuration File

Parent topic: Updating Firmware and Copying Menu Settings

Downloading a Projector Configuration File

You can download a configuration file containing the menu settings from a projector so you can copy them to another projector.

1. Click the **Update List** icon on the Epson Projector Management main screen to open the **Update List** view.



2. On the left pane of the **Update List** view, right-click the projector from which you want to copy the menu settings and select **Acquire Projector configuration data**.
3. Select the folder to which you want to download the projector menu configuration file.
4. Select one of the following options.
   - Click **Right Now** to download the configuration file immediately.
   - Set the date and time you want to download the configuration file, and then click **Schedule** to schedule the download.

   You can check the download status on the right pane of the **Update List** view.

   When the download is complete, the projector turns off and it enters standby mode.

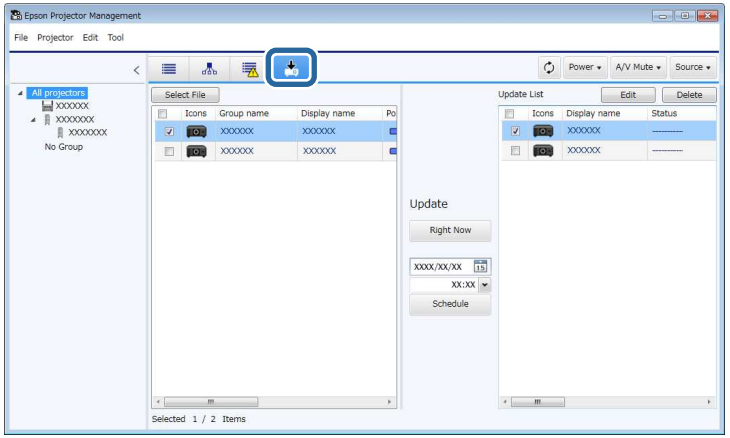
   Note: When you save the downloaded file to the USB flash drive and copy the menu settings using it, make sure the file name complies with the following conventions.
   - Only single-byte characters are used.
   - The file name starts with "PJCONFDATA".

Parent topic: Copying Projector Menu Settings in a Batch

Copying a Projector Configuration File

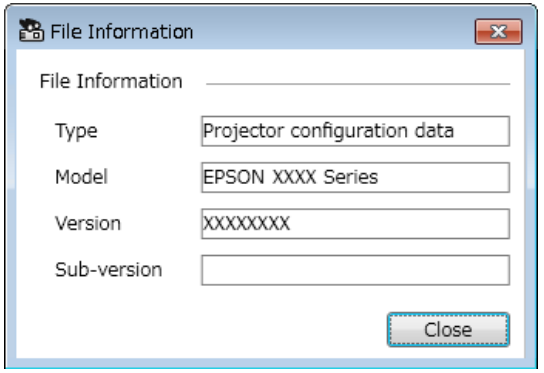
After downloading a configuration file containing the menu settings from one projector, you can copy the settings in the file to another projector.

1. Click the **Update List** icon on the Epson Projector Management main screen to open the **Update List** view.



2. Click **Select File** to select the configuration file you have downloaded.

   The **File Information** screen appears.

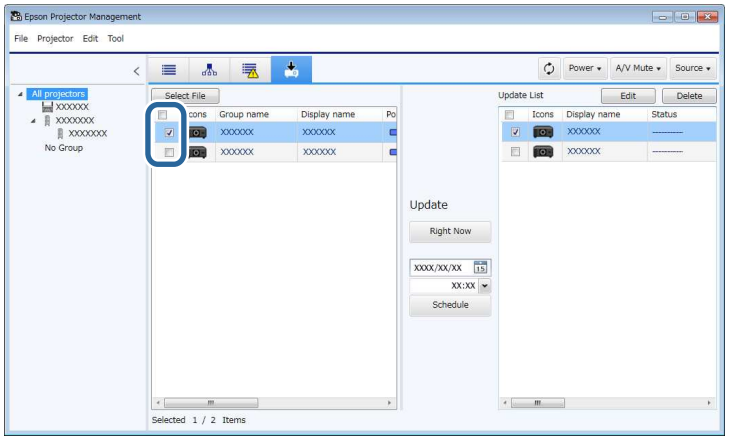


3. Confirm the file information and click **Close**.

Projectors that can be updated by using this configuration file appear on the left pane of the **Update List** view.

Note: You can only update projectors that are the same model and have the same firmware version as the projector from which you acquired the configuration file.

4. Select the projector to which you want to copy the configuration file. You can select multiple projectors or all projectors by selecting the checkboxes as necessary.



5. Select one of the following methods to copy the menu settings.
   - Click **Right Now** to start copying the menu settings immediately.
   - Set the date and time you want to copy the settings, and then click **Schedule** to schedule the update.

   The update schedule is displayed on the right pane of the **Update List** view.

   Note:
   - To change the copy schedule, select the schedule on the right pane and click **Edit**.
   - To delete the copy schedule, select the schedule on the right pane and click **Delete**.
   - You can view up to 500 schedules on the right pane of the **Update List** view. When the number of schedules exceeds 500, schedules are deleted as necessary beginning with the oldest schedule.

- To delete all completed schedules, right-click at any point on the right pane and select **Delete Old Schedules**.

The menu settings are copied at the date and time you set, and the LED indicator on the projector turns on. When the process is complete, the projector turns off and it enters standby mode. While copying, you can check the menu copying status on the right pane of the **Update List** view.

Note:

- Do not close the Epson Projector Management software while copying the menu settings.
- If you try to close the Epson Projector Management software when there is a scheduled copy standing by, a confirmation message is displayed. Scheduled copying operations are executed only while the Epson Projector Management software is running.

Parent topic: Copying Projector Menu Settings in a Batch

Using Additional Functions

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

Scheduling Projector Events
Making Security Settings
Sending Email Notifications
Message Broadcasting
Exporting a Profile for Epson iProjection Software
Saving Projector Log Files
Updating the Registered Information

Scheduling Projector Events

You can schedule events to occur automatically on your projector.

The projector performs the following operations on the specified date and time in the schedule you set up.

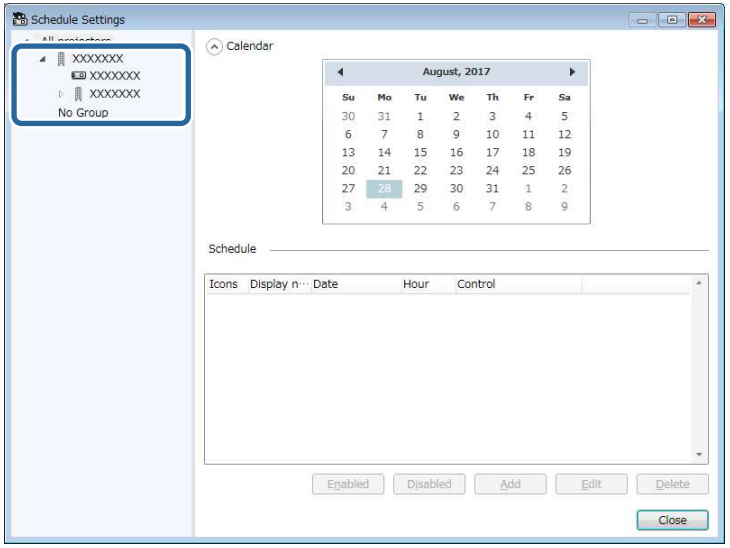
- **Power On**/**Off**
- **A/V Mute**
- Switching input sources
- **Message Broadcasting**
- **Auto Setup** (Available only for projectors that support **Color Calibration**, **Screen Matching**, **Light Source Calibration**, or **Refresh Mode**.)

You must also be running the Epson Projector Management software on your computer at the scheduled time for the schedule events to occur.

Note: You cannot schedule a firmware update on this screen. Schedule it in the **Update List** view.

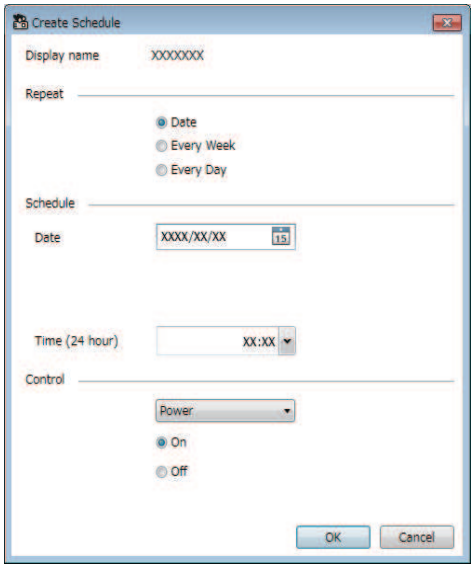
1. Select **Tool** from the menu bar and select **Schedule** > **Schedule Settings**.

2. Select the projectors or groups for which you want to schedule an event.



3. Select **Add**.

4. Select the date and time for the scheduled event, then select the operation you want performed.



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.
- Before activating the **Auto Setup** feature, allow the projected image to become steadily bright, without any flickering. Be sure to select a power-on event prior to the **Auto Setup** event to allow the projected image to become steadily bright.
- Turn on all projectors before using the **Auto Setup** feature. Be sure to select a power-on event for all projectors on which you want to use the **Auto Setup** feature.

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

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 **Enabled**/**Disabled**.
- 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

Related topics

Updating Firmware and Copying Menu Settings

Making Security Settings

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

Setting the Password

Restricting the Use of the Application

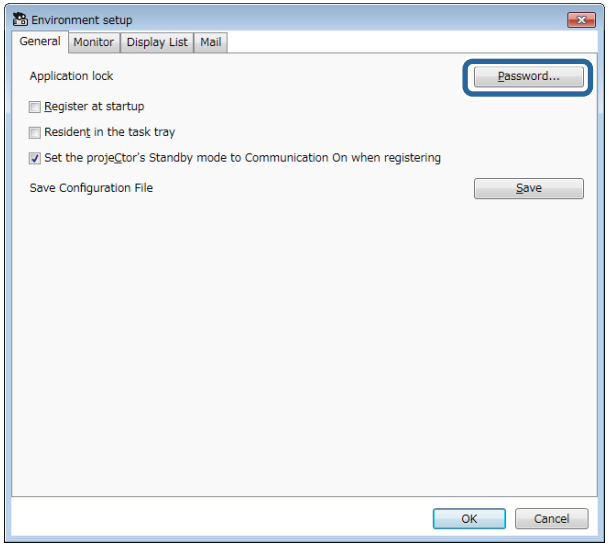
Parent topic: Using Additional Functions

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

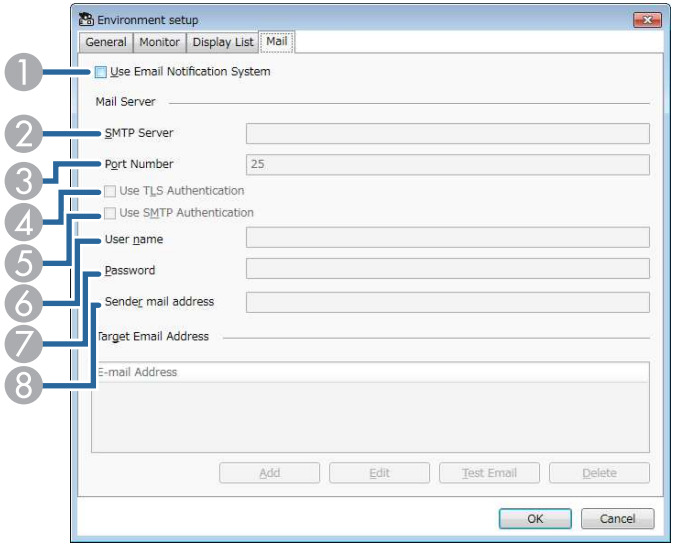
You can configure the software to send you an email alert if there is a problem with the projector or the software detects that the registered projector has been replaced with a different one. The software can also send you a notification email when the projector returns to normal status.

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. Click **Test Email**.

   If you do not receive the test email, check all of the settings on the **Mail** tab for accuracy.

7. 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

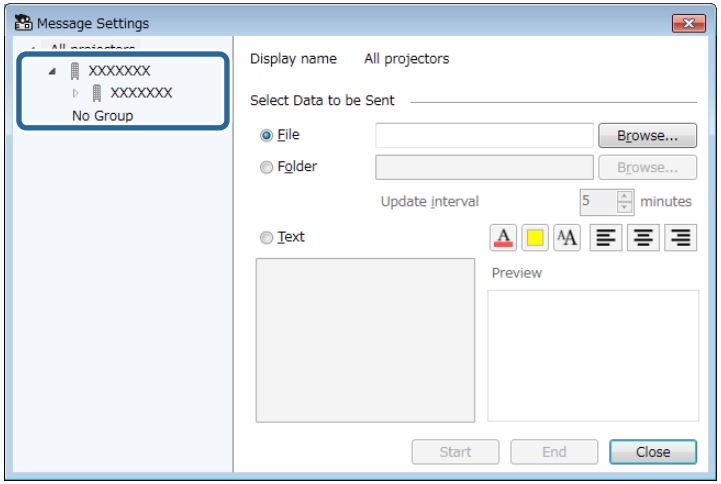
Parent topic: Using Additional Functions

Broadcasting a Message Immediately

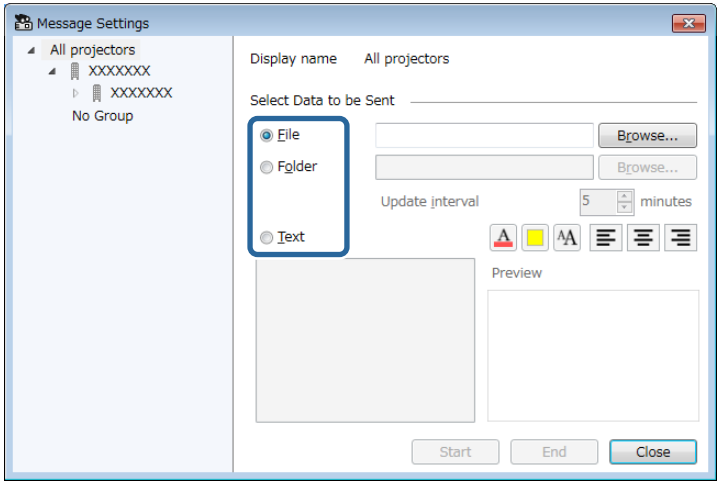
You can distribute images or text messages to multiple projectors for simultaneous display on those projectors immediately.

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.

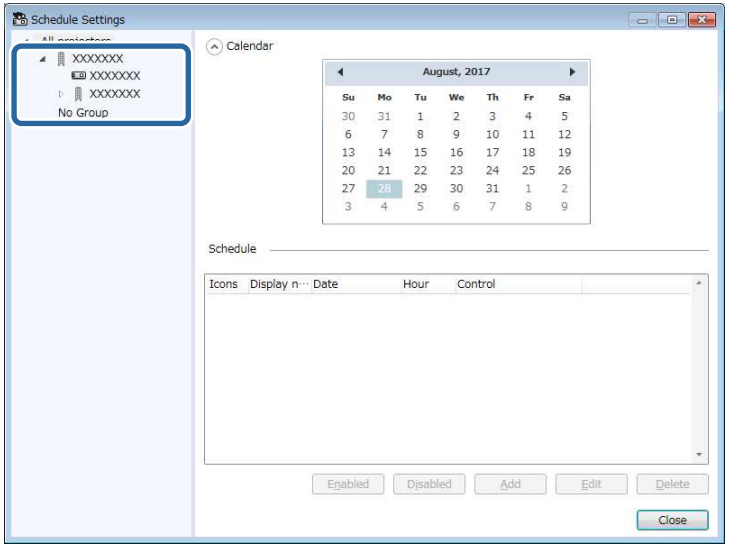
Parent topic: Message Broadcasting

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.

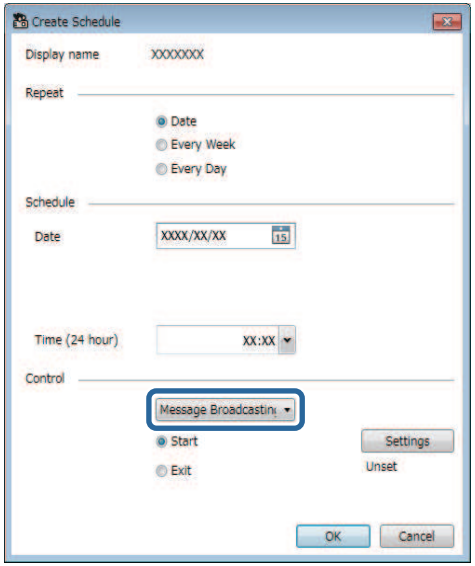
1. Select **Tool** from the menu bar and select **Schedule** > **Schedule Settings**.

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



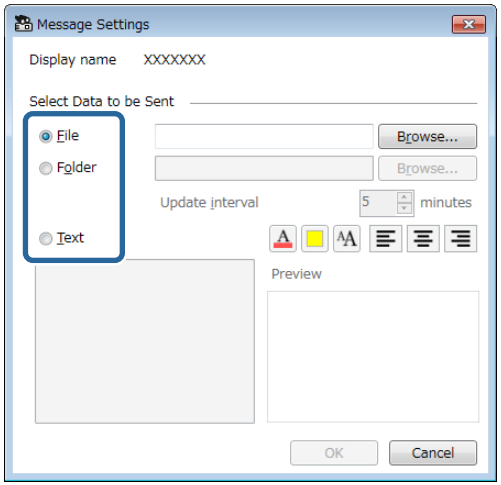
3. Select **Add**.

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



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

6. 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.

7. 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.
8. Select **OK**.
9. Select **OK**.
10. Repeat steps 2 to 4 to specify the date and time to finish message broadcasting.

    Note: If you do not specify the date and time to stop message broadcasting, the projector projects the distributed message continuously.

11. Select **Exit**, and then select **OK**.

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

Exporting a Profile for Epson iProjection Software

You can export projector information for a group of projectors registered in the Epson Projector Management software and import it into the Epson iProjection software as a profile.

1. Select **File** from the menu bar and select **Export** > **Epson iProjection Profile**.
2. Select the projector group that you want to export.
3. Select **OK** to save the .mplist file.

Note:

- See the *Epson iProjection Operation Guide (Windows/Mac)* for details on importing projector information into Epson iProjection.
- You may not be able to import the profile correctly depending on the registered status of exported projectors.

Parent topic: Using Additional Functions

Saving Projector Log Files

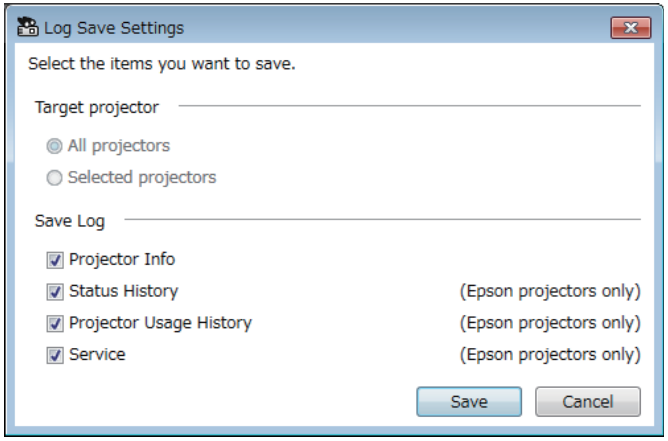
You can save selected information such as a projector's usage and error histories to a log file in a folder of your choosing. (Available only for Epson projectors.) The log file is saved as a separate zip file.

Note:

- Log information is obtained only while the Epson Projector Management software is running.
- The Epson Projector Management software 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 software 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

Updating the Registered Information

When you replace a registered projector, the software automatically detects it and displays a message. When the message appears, you can update the registered information.

Note: Any schedule events associated the replaced projector are still enabled.

1. On the Epson Projector Management main screen, select the replaced projector. You can select multiple projectors or all projectors by selecting checkboxes as necessary.
2. Right-click any selected projector in the list, and then select **Process Replaced Projector**.

You see a prompt asking if you want to store the history data before replacing the projector. If you will use the history data for analysis, select **Yes**. If not, we recommend selecting **No**.

If you enabled email notifications, you will receive a confirmation email when the update is complete.

Parent topic: Using Additional Functions

Solving Problems

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

Solving Network Connection Problems
Solving Monitoring and Controlling Problems
Solving Firmware Updating Problems

Solving Network Connection Problems

Try these solutions depending on your network environment.

Solutions When You Cannot Find Connected Projectors (Wired)
Solutions When You Cannot Find Connected Projectors (Wireless)

Parent topic: Solving Problems

Solutions When You Cannot Find Connected Projectors (Wired)

When you cannot find the projector over a network using a wired connection, try the following solutions. If you cannot resolve the problem, contact your network administrator.

- 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 the network settings menu on the projector.
- 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 port. The port used by this software is "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 Find Connected Projectors (Wireless)

When you cannot find the projector over a network using a wireless connection, 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, if necessary. See your projector *User's Guide* for 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 the wireless LAN setting, if necessary.
  - Set the wireless LAN system to meet the standards supported by the access point.
  - When you enable the security setting, set the same passphrase for the access point, the computer, and the projector.

- Close the network settings menu on the projector.

- Check the computer's network settings.
  - Make sure you are using a computer that can connect to a wireless LAN.
  - Enable the wireless LAN setting or AirPort on your computer.
  - Connect to the same 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 port. The port used by this software is "56181" (TCP).
- Make sure no access point settings block connections to the projector, such as MAC Address restrictions or port restrictions.

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.
- To monitor projectors even when they are in standby mode (when power is off), select **Communication On** as the **Standby Mode** setting in the projector's menus. Also select the correct **Port** setting, if necessary.
- Make sure the projector you want to monitor or control is registered to the Epson Projector Management software.
- Turn off the DHCP settings for your projector. If you turn on the DHCP settings, the projector's IP address changes automatically and the Epson Projector Management software 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.)
- To monitor projectors even when they are in standby mode (when power is off), select **Communication On** as the **Standby Mode** setting in the projector's menus. Also select the correct **Port** setting, if necessary.
- 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.

- To monitor projectors even when they are in standby mode (when power is off), select **Communication On** as the **Standby Mode** setting in the projector's menus. Also select the correct **Port** setting, if necessary.
- 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 broadcasting feature is disabled. To distribute messages again, restart the projector.

Parent topic: Solving Monitoring and Controlling Problems

Solving Firmware Updating Problems

Try these solutions depending on your situation.

Solutions When You Cannot Update Firmware or Copy Menu Settings

Parent topic: Solving Problems

Solutions When You Cannot Update Firmware or Copy Menu Settings

- Check that the computer is connected to the network.
- Select **Enable to receive information about firmware updates** on the **Monitor** tab of the **Environment setup** screen.
- Check that the Epson Projector Management software was running at the scheduled update time.
- If the projector's **Standby Mode** is set to **Communication Off** and the projector is off, the firmware cannot be updated and the menu settings cannot be copied. Change the **Standby Mode** to **Communication On**.
- The firmware or configuration file may be corrupted. Download the firmware or copy the menu settings again, and then try updating or copying again.
- If the update is not performed at the specified time, check that the schedule has not been canceled. Canceled schedules remain in the right pane of the **Update List** view and their status reads **Finish**.
- If the network settings are changed after registering the projector in the Epson Projector Management software, the firmware cannot be updated and menu settings cannot be copied because the information for the projectors registered in the application and the projector's actual settings differ. Click **Refresh** on the **Update List** view to update the projector information.
- If you cannot update the firmware or copy menu settings on a DHCP network, disable DHCP and try updating or copying using a fixed IP address.

- When the Windows Security Alert appears and asks you to confirm the Firewall setting while searching for the projectors, allow access to the Epson Projector Management software.

Parent topic: Solving Firmware Updating Problems

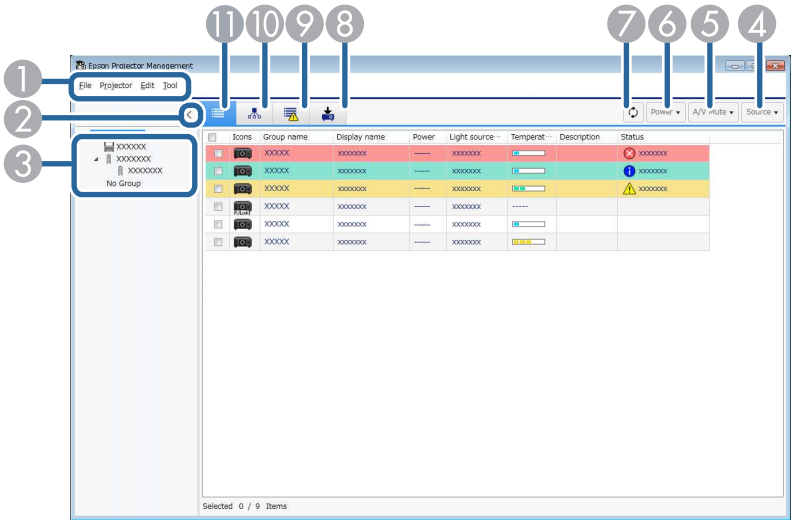
Screen Summary

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 the Epson Projector Management software, the main screen appears.



1	**File** menu	• **Log Save Settings**: Selects the log file settings. • **Export**: Exports projector information registered in the Epson Projector Management software so you can import it into the Epson iProjection software. • **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		Updates the projector information.
8		Displays the update list view. You can manage projector firmware updates and the batch setup operations.
9		Displays the error list. You can check a list of only projectors that are currently in an error or warning status.

10		Displays the grouping view. You can check the projector group in a hierarchical diagram.
11		Displays detail list view. You can check the projector status as a list.

Projector Status Icons
Update List View

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.

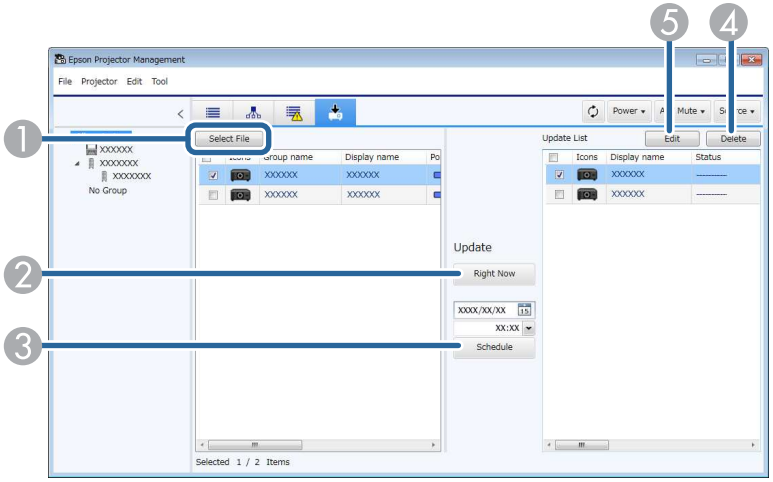
	The group is expanded.
	The group is collapsed.
	The projector is monitored or controlled using the PJLink protocol.
	The group or projector is in normal status.
	The group or projector is in warning status.
	The group or projector is in error status.
	The group or projector requires immediate attention.
	The group or projector performs operations.
	Updating the group or projector information.

	Monitoring is disabled for the group or projector.
	The projector power is on.
	The projector is warming up.
	The projector is cooling down.
	The projector power is off.
	The projector had a problem and shut down.
	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.
———	The software cannot acquire the status of projector.

Parent topic: Epson Projector Management Main Screen

Update List View

When you click the **Update List** icon on the Epson Projector Management main screen, the **Update List** view appears. You can update your projectors to use the latest firmware or copy the projector's menu settings.



1	**Select File**	Selects the firmware file or the menu setting configuration file.
2	**Right Now**	Starts the firmware update or projector menu copying process immediately.
3	**Schedule**	Schedules the date and time to start the firmware update or projector menu copying process.
4	**Delete**	Deletes update schedules.
5	**Edit**	Edits an update schedule.

Parent topic: Epson Projector Management Main Screen

Projector Properties Screen

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

Projector Properties - Information

Projector Properties - Status History

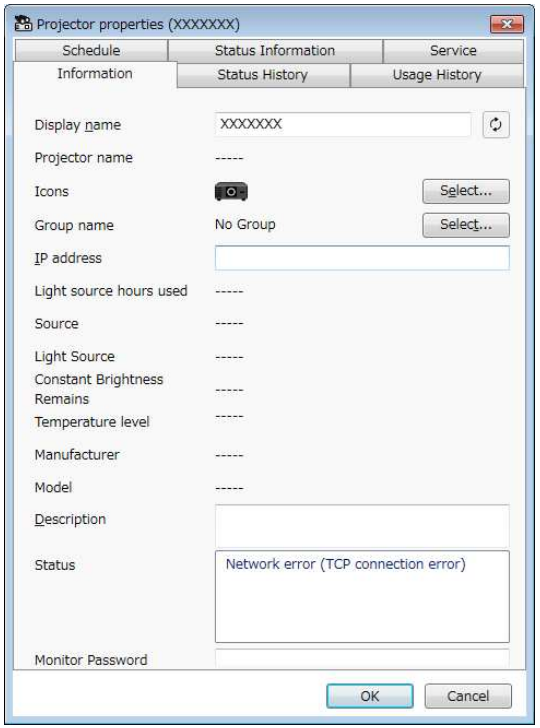
Projector Properties - Usage History
Projector Properties - Schedule
Projector Properties - Status Information
Projector Properties - Service

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 "---".

To update the projector information, select .



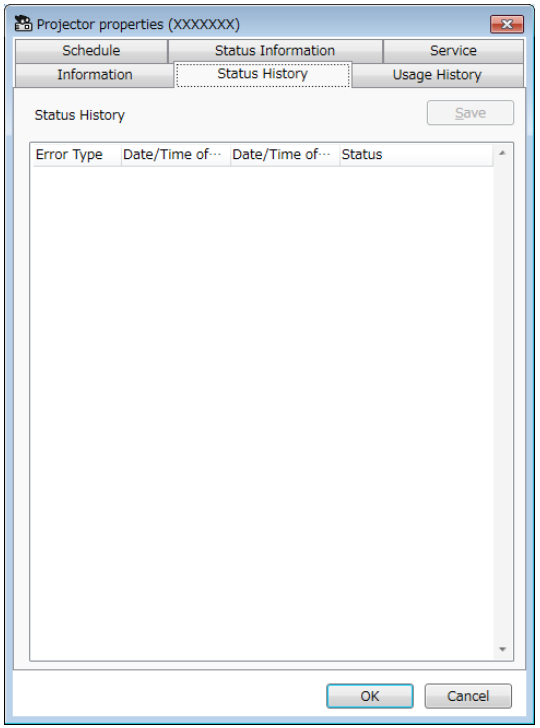
Display name	Displays the name used in the Epson Projector Management software.

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 constant brightness. (Available only when **Constant Brightness** is set to **On** in the projector's light source setting menu.)
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.
Status	Displays the projector's error information. To view solution, move the pointer over the error information.
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 - Status History

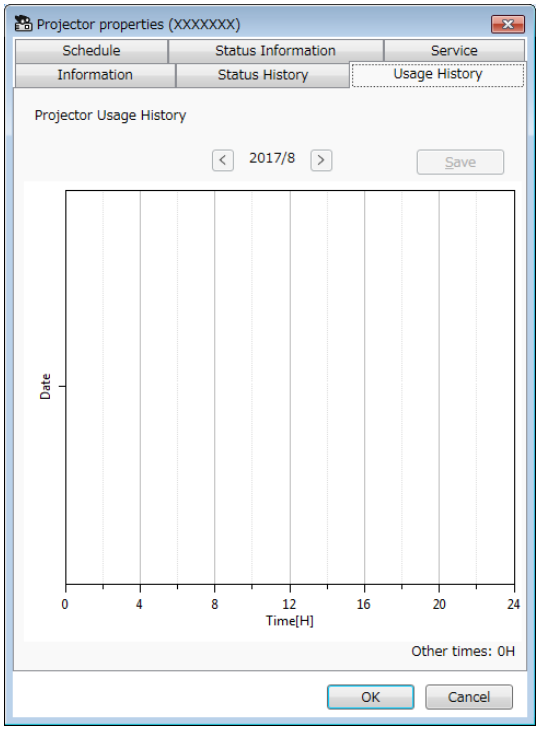
When you select the **Status History** tab on the **Projector properties** screen, the following screen appears. You can check errors that occur while the Epson Projector Management software is running. To output the error history as a csv file, select **Save**.



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.



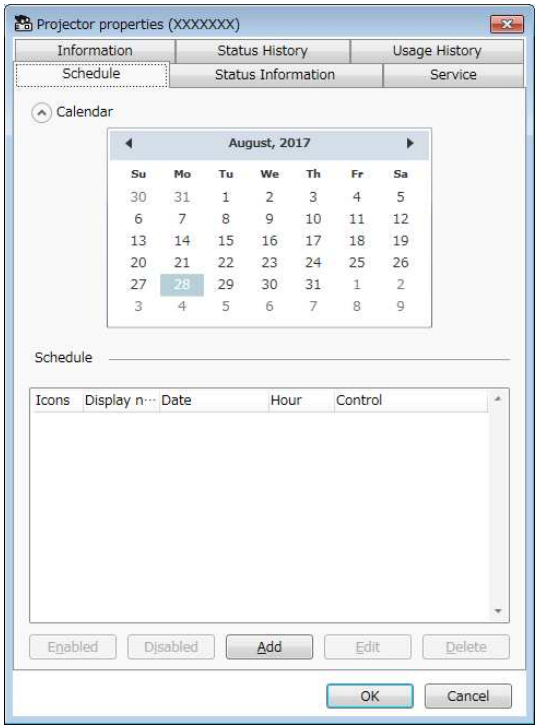
Previous Month	Displays a graph of the previous month.
Next Month	Displays a graph of the next month.
Save	Outputs the currently displayed history as a csv file.
Other times	Displays the number of hours the projector has been used without monitoring by the Epson Projector Management software.

Parent topic: Projector Properties Screen

Projector Properties - Schedule

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

Note: You cannot schedule a firmware update on this screen. Schedule it in the **Update List** view.



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**. • Firmware update schedules are not displayed in this list. Open the **Update List** view to see the firmware update schedules.
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

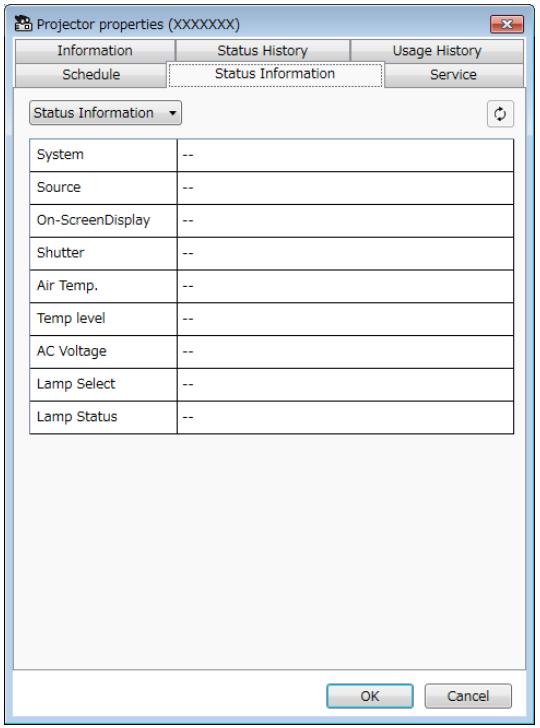
Scheduling Projector Events

Related topics

Updating Firmware and Copying Menu Settings

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 "---".



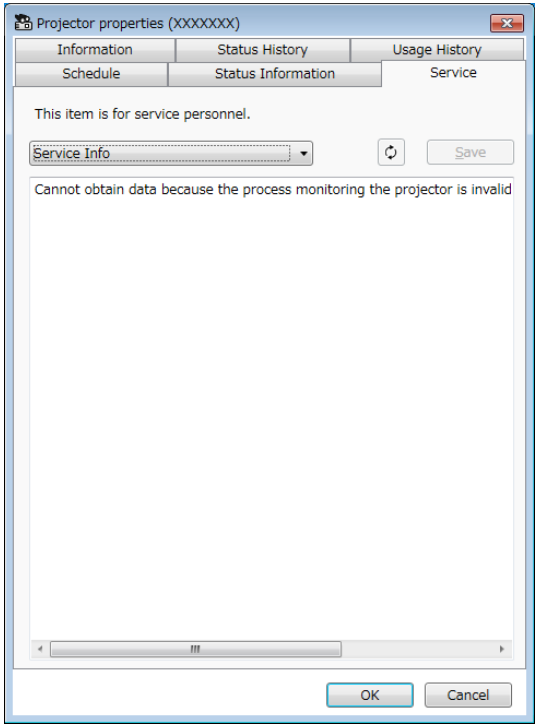
XXXXXXXXX **Status Information**	Switches the displayed information from the following list. • Status Information • Source • Network Wired • Network Wireless • Maintenance • Version

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.

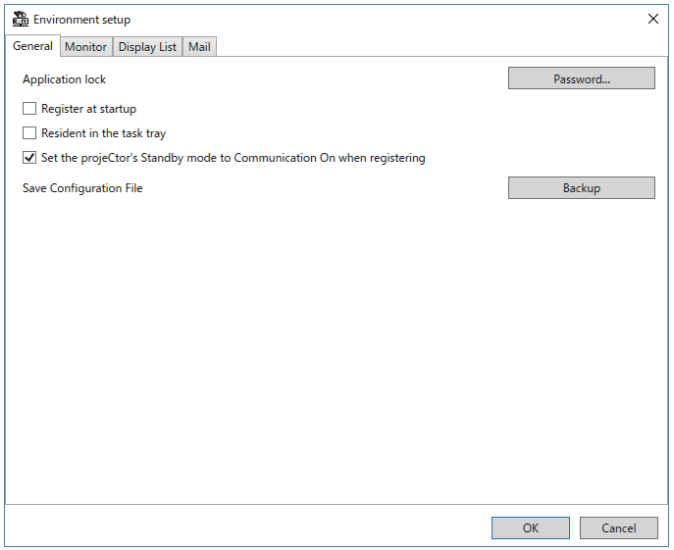
Environment Setup - General

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.



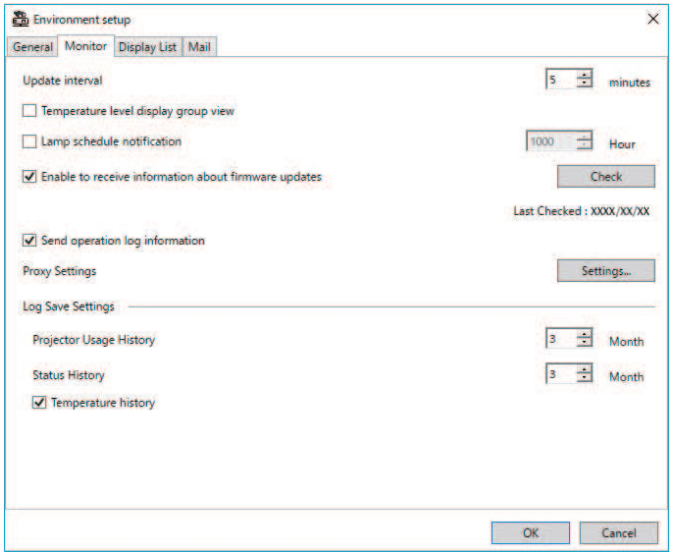
Application lock	Changes password for the application lock feature by selecting **Password**.
Register at startup	Starts the Epson Projector Management software automatically when you start up the computer.
Resident in the task tray	Continues monitoring when you close or minimize the Epson Projector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

Set the projector's Standby mode to Communication On when registering	Sets the **Standby Mode** setting to **Communication On** in the projector's menu during projector registration (Epson projectors only).
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.



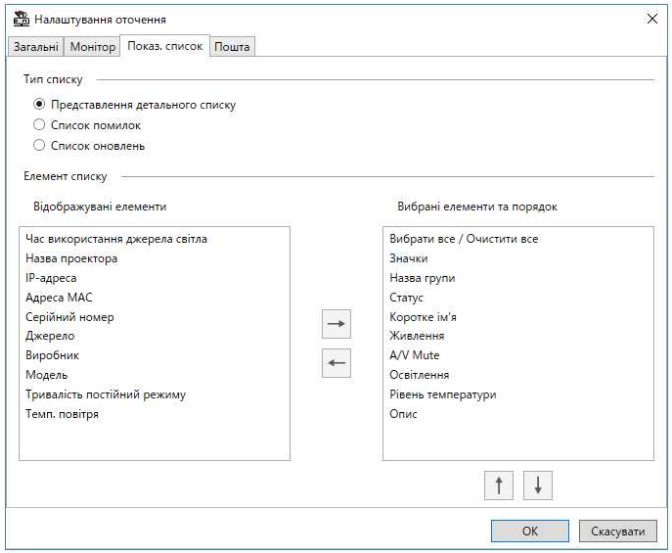
Update interval	Specifies the update interval of the projector information from 1 to 99 minutes. When you monitor a large number of projectors, specify a longer interval so that the update can finish during that time.

Temperature level display group view	Displays the projector temperature level in the **Grouping view**.
Lamp schedule notification	Specifies when you receive a projector status notification based on the number of hours the light source has been used.
Enable to receive information about firmware updates	Select to receive notification of available firmware updates. You can select **Check** to see if firmware updates are available for the registered projectors or not.
Send operation log information	Specifies whether to send projector log information to Epson or not.
Proxy Settings	Select **Settings** to set up proxy server settings. In the **Proxy Settings** window, select **Use a proxy server** and enter the proxy server's information (**Address**, **Port Number**, **User name** and **Password**).
Log Save Settings	Specifies the length of time for which to save the log of **Projector Usage History** and **Status History** from 1 to 99 months.
Temperature history	Select to display the temperature information graph.

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**, **Error list**, or **Update 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.

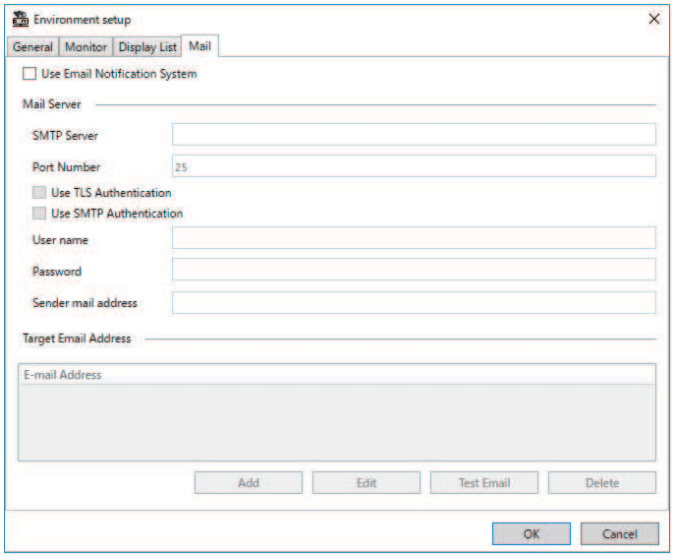
Parent topic: Environment Setup Screen

Related tasks

Monitoring Projectors

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 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 the Epson Projector Management software.

Updating and Uninstalling the Software
PJLink Monitoring and Control Limitations
Notices

Updating and Uninstalling the Software

Follow these instructions to update or uninstall the Epson Projector Management software.

Getting the Latest Version of the Software
Uninstalling the Epson Projector Management Software (Windows 8.x/Windows 10)

Parent topic: Appendix

Getting the Latest Version of the Software

Updates to this software and this manual may be available for your product. To check for updates, visit epson.com/support (U.S), epson.ca/support (Canada), or latin.epson.com/support (Latin America) and select your product.

Parent topic: Updating and Uninstalling the Software

Uninstalling the Epson Projector Management Software (Windows 8.x/Windows 10)

Follow the instructions below to uninstall the Epson Projector Management software.

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

PJLink Monitoring and Control Limitations

The following features are not available when you monitor or control the projector using the PJLink.

- **Automatic search** (for PJLink Class1 projectors)
- **Source** button on the main screen
- **Schedule**
- Email Notification
- **Message Broadcasting**
- **Log Save Settings** (except for **Projector Info**)
- Firmware update
- Menu settings copying
- Detecting replacement of registered projectors

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

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

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

In this guide, the operating systems above are referred to as "Windows 8.1" and "Windows 10". Furthermore, the collective term "Windows" is used to refer to them all.

Parent topic: Notices

General Notice

EPSON is a registered trademark, and EXCEED YOUR VISION and its logo is registered trademark or trademark 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.

© 2021 Epson America, Inc.

Parent topic: Notices

Copyright Attribution

6/21

CPD-61353

Parent topic: Notices