Date: March 1995   File No. TB95-03

Technical Bulletin

Re: Projector Functionality "Locks Up" After Powering Up The Projector

Applies to: Marquee 8000 and 9000 projectors manufactured before March 1995.

Symptoms: The symptom for this problem is that after attempting to power up a Marquee projector by pressing POWER on the keypad, the projector is unresponsive to further key presses (including POWER) and only the green POWER LED on the Control Module (CLM) comes on and stays on. There will be no projected image shown and the only way to shut off the "locked up" projector is to either remove the AC power (pull the plug) or to push the RESET button (accessible through a small hole in the CLM panel at the back of the projector). This problem occurs infrequently (about 1 in 100 times) on projectors that are used often (that is, daily and left plugged in). The problem is however likely to occur more often if the projector is unplugged and not used for an extended period of time.

Cause: This problem is due to a "bug" discovered in the IOP programming (U16 on the CLM). The unit actually doesn't "lock up" but in fact is carrying out the sequence of programmed events for powering up the unit thousands of times slower than normal. If you were to wait long enough the unit would eventually power up but would continue to operate in this improper "slow" mode.

Action: Qualified service personnel are welcome to perform the following modifications to the Control Module (CLM).

Check the version of the IOP software on the CLM (U16). U16 should be IOP 1.4 (or higher) in order to alleviate the above stated symptoms. If it is not, replace it with IOP 1.4 (Electrohome part number 03-00I140-01P).

Note: **The above modifications require delicate work on electronic components and should be performed by qualified service personnel only.** Please use proper Electrostatic Discharge (ESD) procedures. If you are uncomfortable with performing these modifications, they can be done for you at an authorized Electrohome service depot.

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