

## Operating Instructions

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Logo Transfer Software 2.1

### Windows



Thank you for purchasing this Panasonic product.

- Before using this software, please read the instructions carefully.

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## Read This First

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This manual is for the Logo Transfer Software.

Pictures and characters which you have created are collectively referred to as "LOGO" in this manual.

This projector can display LOGOs when it starts projecting or when it detects no signals.

Customers can create any LOGO that customers want to display on the projector from Bitmaps with this software.

It is possible to transfer the LOGO data which has been created to the projector by using this software through serial (RS-232C) communication or LAN.

It is also possible to save the LOGO data which has already been registered into the projector by loading it into the computer.

In addition, you can set the size of the LOGO, the position on the screen and background colors via this software.

※ The restrictions of this software vary depending on the projector which you use.

For further details, refer to the "List of Compatible Device Models" for this software on the following website.

<https://panasonic.net/cns/projector/download/application/>

# Restrictions

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## The number of LOGOs, the maximum pixel size and colors you can register

The restrictions of this software vary depending on the projector which you use. For further details, refer to the "List of Compatible Device Models" for this software on the following website.

<https://panasonic.net/cns/projector/download/application/>

## The LOGO file format

Only the BMP (Bitmap) LOGO file can be applied on this model.

<Copyright>

When you create the LOGO data with this software, you must receive the approval of the copyright holder for the Bitmap used for the LOGO.

It is prohibited by copyright laws to copy, distribute and deliver copyrighted materials without the prior approval of the copyright holder except as approved by the relevant copyright laws.

Panasonic Connect Co., Ltd. shall not be liable for any issues that may be caused by using the Bitmap without proper approval.

## Computer Settings and Operation

LOGO transfer might fail if the computer in use is set to power save mode.

Please do not set the computer in use to power save mode when using this software.

LOGO transfer might fail if the computer is logged off, shut down or the user is changed. Please do not log off, change user or shut down the computer when using this software.

## Projector Operation

LOGO transfer might fail if the projector is turned on or off. Please do not change the projector power setting when using this software.

# Software Licensing Agreement

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You must agree to the terms defined in this "Software Licensing Agreement" to use this Software. By using this Software, you are agreeing to the "Software Licensing Agreement".

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Licensee may make a single copy of the Software solely for backup purposes.

## Article 4 Computers

Licensee may install and use the Software on more than one computer owned or managed by Licensee.

## Article 5 Reverse Engineering, Decompiling or Disassembly

Licensee may not reverse engineer, decompile or disassemble the Software.

Panasonic Connect Co., Ltd. shall not be bound by warranty for any defects in the Software caused by Licensee's reverse engineering, decompiling or disassembly of the Software.

Furthermore, Panasonic Connect Co., Ltd. or its distributors or dealers will not be responsible for any damage to the Licensee caused by Licensee's reverse engineering, decompiling or disassembly of the Software.

## Article 6 After-sales Service

Panasonic Connect Co., Ltd. shall undertake to notify Licensee of information such as whether the problem is a known error in the program (bug), or whether the way in which the Software is used should be modified.

Furthermore, the Software is subject to revision without notice.

## Article 7 Indemnification

Panasonic Connect Co., Ltd. liability with respect to this Software is limited to the conditions defined in Article 6 above.

Panasonic Connect Co., Ltd. or any of its distributors or dealers shall not be liable for any damage suffered by Licensee, either directly or through claims from a third party, arising from or in connection with Licensee's use of the Software.

Furthermore, Panasonic Connect Co., Ltd. makes absolutely no warranty for the use of this Software for any purpose other than for applications associated with the projector with which this Software is bundled.

## Article 8 Export Control

Licensee agrees not to export or re-export the Software to any country other than the country of purchase of the projector in any form without the appropriate export licenses under the regulations of the country where Licensee resides or of any other country as may be required by such export or re-export.

Please read the following information carefully.

Panasonic Connect Co., Ltd. shall not be liable for any data corruption caused by the projector.

# Security

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The following incidents are potential threats for users of this software:

- Leakage of your private information via this software
- Illegal operation of this software by a malicious third-party
- Harm to or cessation of operation of this software by a malicious third-party

Take these security measures.

- Set a password and restrict access to authorized users only.
- Do not use a simple password that will be easy to guess.
- Change your password regularly.
- Panasonic Connect Co., Ltd. and its affiliates will never ask you for the password. Do not share your password with anyone else.
- In some network environments a firewall should be used for security purposes.

## Note

It is possible to connect via Wireless LAN depending on the projector, but it is not recommended that you use this software via Wireless LAN.

Panasonic Connect Co., Ltd. shall not be liable for any security issues from a Wireless LAN environment if you connect via Wireless LAN.

# Software Installation

## System requirement

### OS

- |                      |  |
|----------------------|--|
| Microsoft Windows 11 | Windows 11 Pro (64 bit), Windows 11 Home (64 bit)          |
| Microsoft Windows 10 | Windows 10 (32 bit/64 bit), Windows 10 Pro (32 bit/64 bit) |
- Compatible with above mentioned Japanese, English and Chinese OS.

### Other requirements

- Please make sure that CPU/RAM must meet all Microsoft OS system requirements.
- Display resolution shall be XGA or higher, and the number of colors on the screen must be more than 16 bits.
- Either a Serial terminal or LAN terminal is necessary.

### Note

- Ensure the settings of your computer are configured to display the screen at 100% size. Failure to do so may result in display abnormalities.
- Operation is not guaranteed when used with system environments other than the above or on homemade computers.

Operation is not guaranteed for all computers that meet the above conditions.

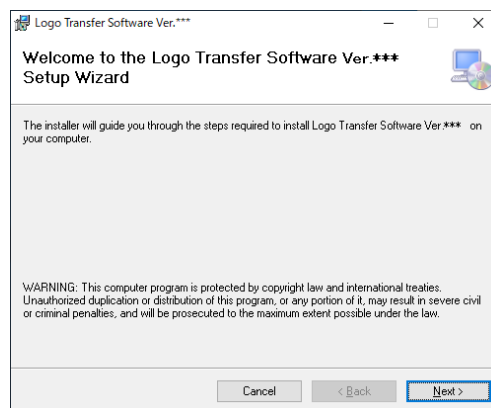
※ Images used in this software manual may be subject to change without notice.

## Installation

### 1. Unzip the software from the file downloaded via the website.

Double-click the "Setup.exe" file in the unzipped folder to start installation.

Follow the installation instructions on screen.



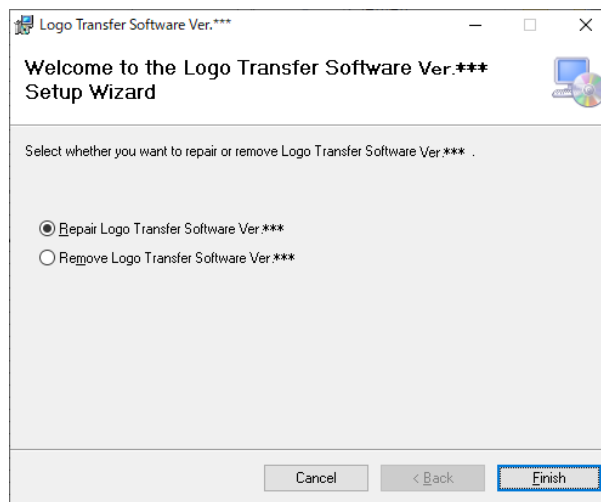
## Installation (cont.)

2. A shortcut will appear after installation is completed.



### Notes

- When the same version of the software is already installed, repair and delete options will also be shown on screen.
- To uninstall software, select "Remove". To repair a fault, select "Repair". Please follow the instructions on screen.



- The font might not appear normally if you install the Japanese or Chinese version of this software in other language OS.

## Software Uninstall

1. Perform the following operations.

- **Windows 10**

Enter and then select "Apps & features" in the search box of the task bar, select [Logo Transfer Software Ver.2.\*]<sup>\*1</sup>, and click [Uninstall].

\*1 The "\*" represents various version numbers.

2. Uninstall following the directions on the screen.

# Starting the Software

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Double-click the shortcut icon on the desktop or choose [Start] → [Panasonic] → [LogoTransferSoftware].

The connection terminal selection screen will appear after the splash window appears.



## Note

The file "LogoTransferSoftware.ini" which automatically records the set value is automatically created in the same folder as the execution file when you connect via this software.

The data is updated every time you connect and is overwritten with the set information of your last connection.

If you delete this file, the previously set record is deleted, but it is newly and automatically created when you connect after you start the software the next time.

# Connect with the projector

---

You need to connect the computer to the projector in order to transfer the LOGO data from your computer.

There are two ways to connect: (1) Serial (RS-232C) connection, and (2) LAN connection.

## Notes

- Some projectors can only be connected in one way; either via a serial connection (RS-232C) or LAN connection. For further details, refer to the "List of Compatible Device Models" for this software on the following website.  
<https://panasonic.net/cns/projector/download/application/>
- If the computer and projector are not connected, this software stops at the selection screen to connect.
- For information such as communication conditions of the projector to connect and LAN settings, please refer to the manual of the projector.



## Connect via SERIAL (RS-232C)

### 1. Preparation

Connect the computer with the SERIAL (RS-232C) IN terminal of the projector via the D-Sub 9-pin cable.

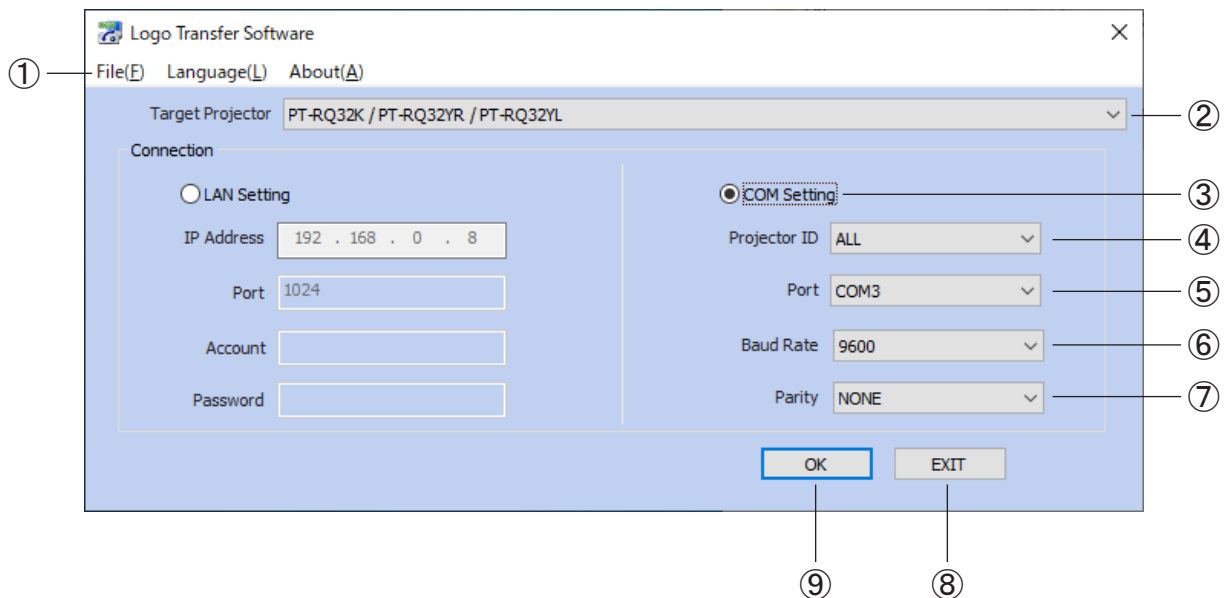
#### Note

- The name of the SERIAL (RS-232C) IN terminal varies depending on the projector model.
- For the types of cables that can be used, refer to the Operating Instructions of your projector.

### 2. Setting

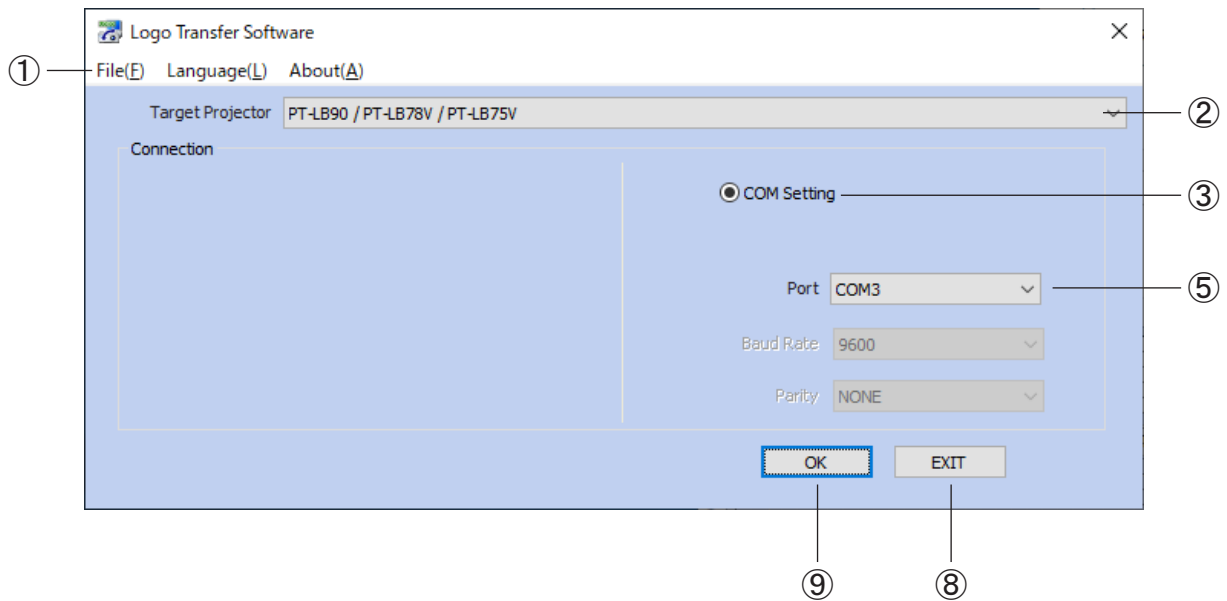
The setting items vary depending on the projector to connect as in figures 1 and 2. Select the projector to connect and set the selectable items.

<Fig.1>



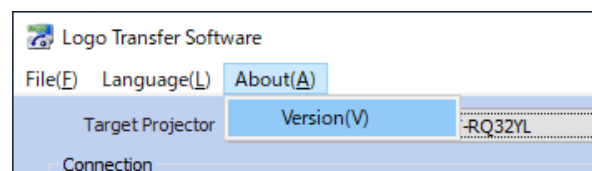
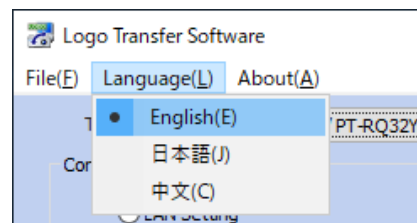
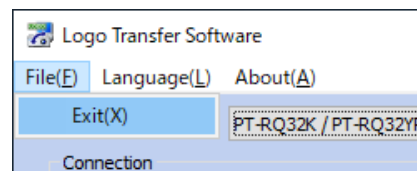
## Connect via SERIAL (RS-232C) (cont.)

<Fig.2>



### ① SYSTEM menu

- File→Exit  
End this software.
- Language→English  
You can change the display language of the software to English.
- Language→日本語  
You can change the display language of the software to Japanese.
- Language→中文  
You can change the display language of the software to Chinese.
- About→Version  
The version of the software is displayed.



### Note

Messages on some screens such as "Open file" can be displayed in the language used in your computer regardless of the language setting.

## Connect via SERIAL (RS-232C) (cont.)

### ② Target Projector

Select the model name of the projector to connect.

The items which are unnecessary to set among the following ③-⑦ will not be displayed or will not be selectable depending on the selected projector.

### ③ COM setting radio button

You can select either SERIAL (RS-232C) connection or LAN connection (See page 12) as a method of connection with the projector.

[COM Setting] is chosen here.

### ④ Projector ID

Specify the ID number which is set in the projector to connect.

Select from ALL, 1 to 64 or 1 to 6.

### ⑤ Port

Select the COM port number of the computer used in the connection with the projector.

### ⑥ Baud rate

Select the baud rate of the SERIAL (RS-232C) which is set in the projector.

### ⑦ Parity

Select the parity of the SERIAL (RS-232C) which is set in the projector to connect.

### ⑧ EXIT

End this software.

### ⑨ OK

Connection with the projector will be made according to the input settings.

## 3. Complete the connection of the projector

The screen to select a method to create the LOGO data will appear after the settings from ② to ⑦ are completed and the connection with the projector is established in ⑨. (See page 15)

## Connect via LAN

### 1. Preparation

If you connect the computer with the projector directly with the LAN cable, connect via a cross LAN cable. Otherwise (such as if hooked up via a HUB), connect via a straight LAN cable.

### 2. Network settings

Set up the network of the computer which is used in the connection with the projector.  
(For details, refer to your network administrator.)

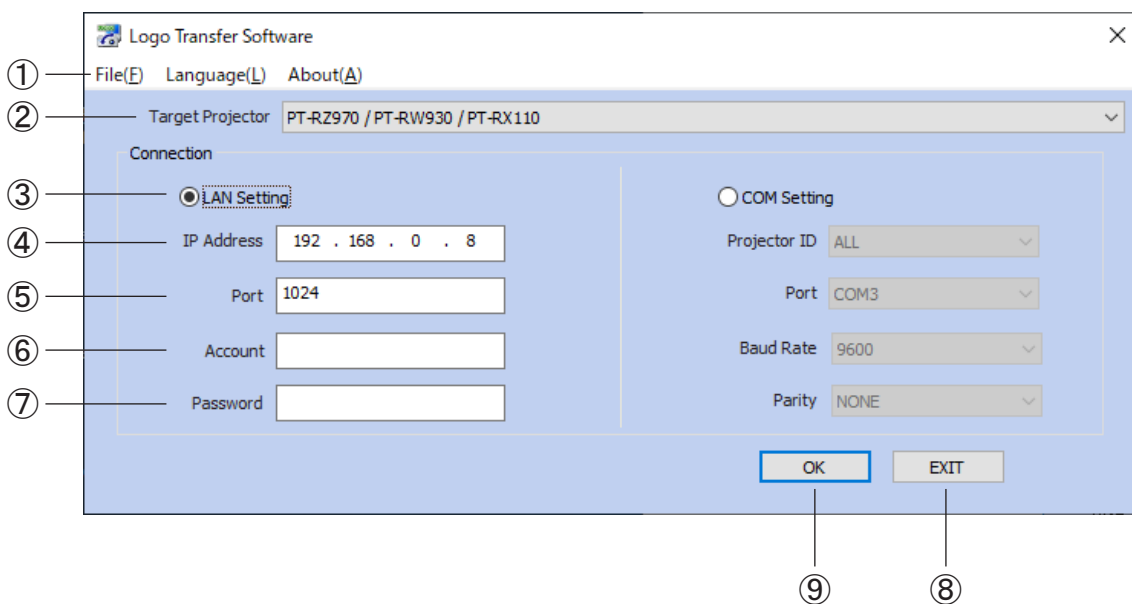
### 3. Setting

Confirm the network settings of the projector to connect and set the IP address, port, account and password.

#### Note

Keep the [NETWORK CONTROL] or [COMMAND CONTROL] in the [NETWORK] menu of the projector ON.

A connection cannot be made if it is OFF.

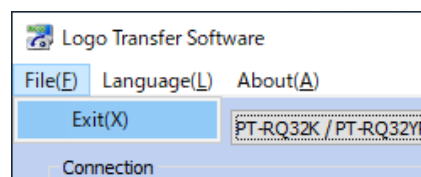


## Connect via LAN (cont.)

### ① SYSTEM menu

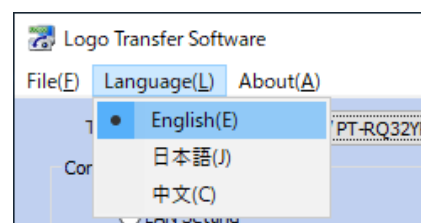
- File→Exit

End this software.



- Language→English

You can change the display language of the software to English.



- Language→日本語

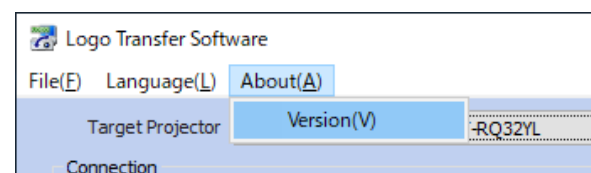
You can change the display language of the software to Japanese.

- Language→中文

You can change the display language of the software to Chinese.

- About→Version

The version of the software is displayed.



### Note

Messages on some screens such as "Open file" can be displayed in the language used in your computer regardless of the language setting.

### ② Target Projector

Select the model name of the projector to connect.

According to the projector type, certain items in ③ - ⑦ not required to be set up are not shown or are unable to be selected.

### ③ LAN settings radio button

Select either LAN connection or SERIAL connection (See page 9) as a method of connection with the projector. [LAN settings] is chosen here.

### ④ IP Address

Enter the IP address which is set in the projector to connect.

### ⑤ Port

Enter the command port number which is set in the projector to connect.

### ⑥ Account

Enter the account name which is set in the projector to connect.

## Connect via LAN (cont.)

### ⑦ Password

Enter the password which is set in the projector to connect.

### Notes

- You can confirm the IP address and command port number which are set in the projector from the on-screen menu or from the detail settings screen of the WEB Control of Network Function.
- The account name and password which are set in the projector will be the account name and password of the administrator which has been set in the WEB Control of Network Function or in user's authority.
- The account name will be fixed depending on the projector model to connect.

### ⑧ EXIT

End this software.

### ⑨ OK

Connection with the projector will be made according to the input settings.

#### 4. Complete the connection of the projector

The screen to select a method to create the LOGO data will be displayed after the settings from ② to ⑦ are completed and the connection with the projector is established in ⑨.

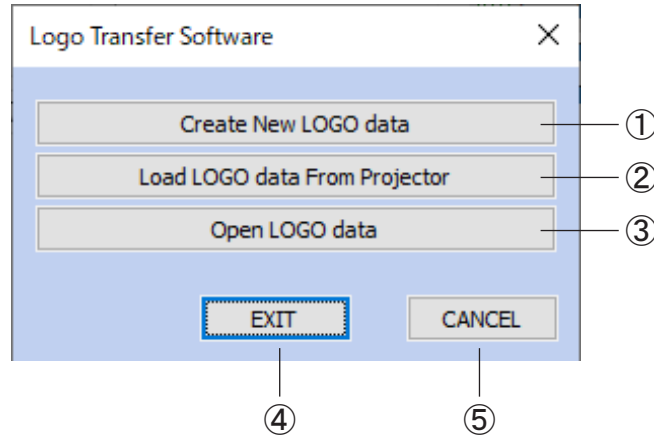
(See page 15)

# Select a method to create the LOGO data

---

After the connection between the computer and the projector is established, the following screen will appear.

Select the method to create which is best suited for your purpose.



① Create New LOGO data

Create the LOGO data with the Bitmap saved in your computer. (See page 16)

② Load LOGO data From Projector

Create the LOGO data with the LOGO data registered in the projector. (See page 17)

**Note**

This function might be disabled depending on the connected projector or method of connection.

③ Open LOGO data

Create the LOGO data with the LOGO data which was already created once and has been saved in your computer. (See page 17)

④ EXIT

End this software.

⑤ CANCEL

Return to the selection screen to connect.

## Create New LOGO data

"Open file" dialog box appears when you select "Create New LOGO data".

Select the Bitmap you want to use for the LOGO data. The edit screen for the LOGO data will appear after loading the file. (See page 18)

### Notes

- Only the BMP (Bitmap) file can be used for the LOGO data.
- The pixel size of the Bitmap which can be used for the LOGO data varies depending on the projector being connected.
- The number of colors which can be used for the LOGO data varies depending on the projector being connected.

If the number of colors used is over the usable range, the color is automatically decreased in the software.

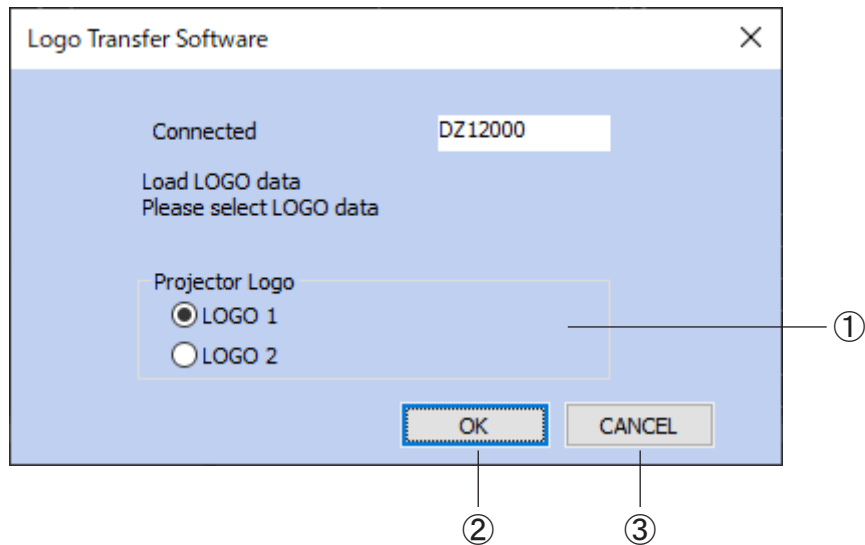
The restrictions of this software vary depending on the projector which you use. For further details, refer to the "List of Compatible Device Models" for this software on the following website.

<https://panasonic.net/cns/projector/download/application/>



## Load LOGO data From Projector

When you select the "Load LOGO data From Projector", the following screen appears. After you select the LOGO to load, click the "OK" button.



- ① Select the LOGO data of the Projector  
Specify the LOGO data to load.

### Notes

- If your projector has only one location to register the LOGO data, you do not need to select the LOGO. Click the "OK" button.
- Time to load the LOGO data will be different for different projectors.

② OK

Load the specified LOGO data. The edit screen will appear after the LOGO data is loaded.  
(See page 18)

③ CANCEL

Return to the screen to select a method to create the LOGO data.

## Open LOGO data

If you select the "Open LOGO data", the "Open file" dialog box appears, and select the file you want to open (.dat or .bmp).

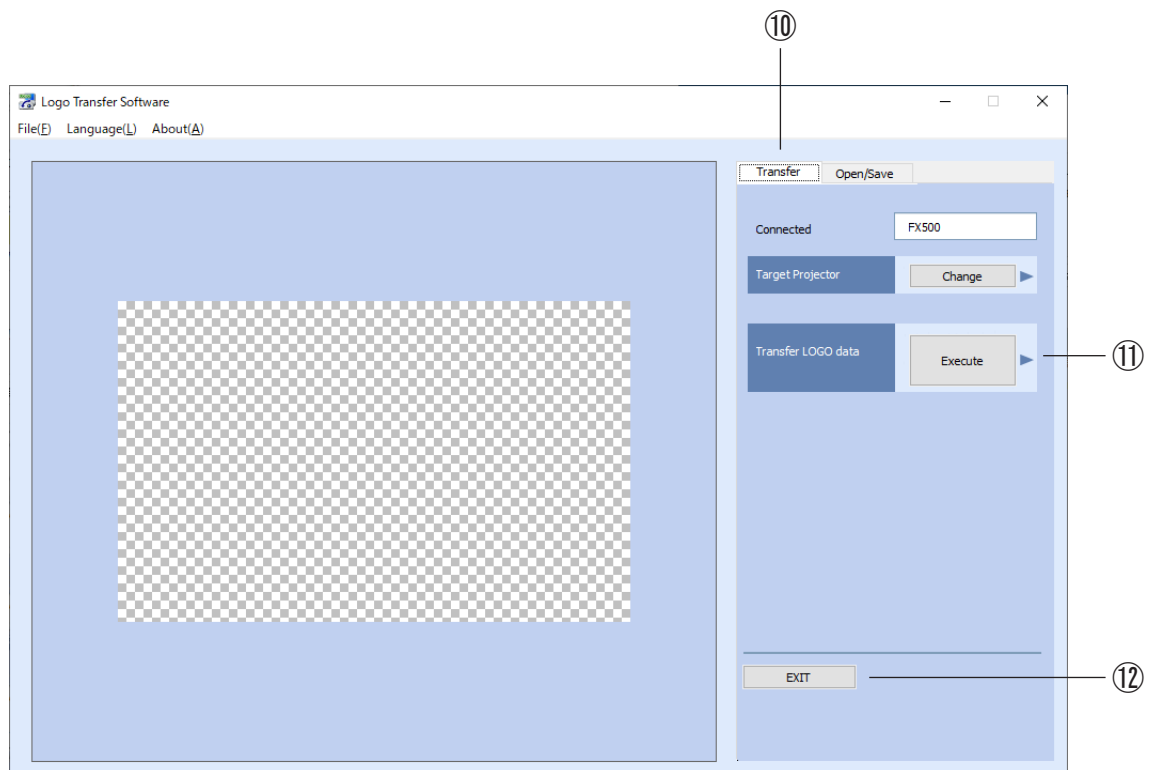
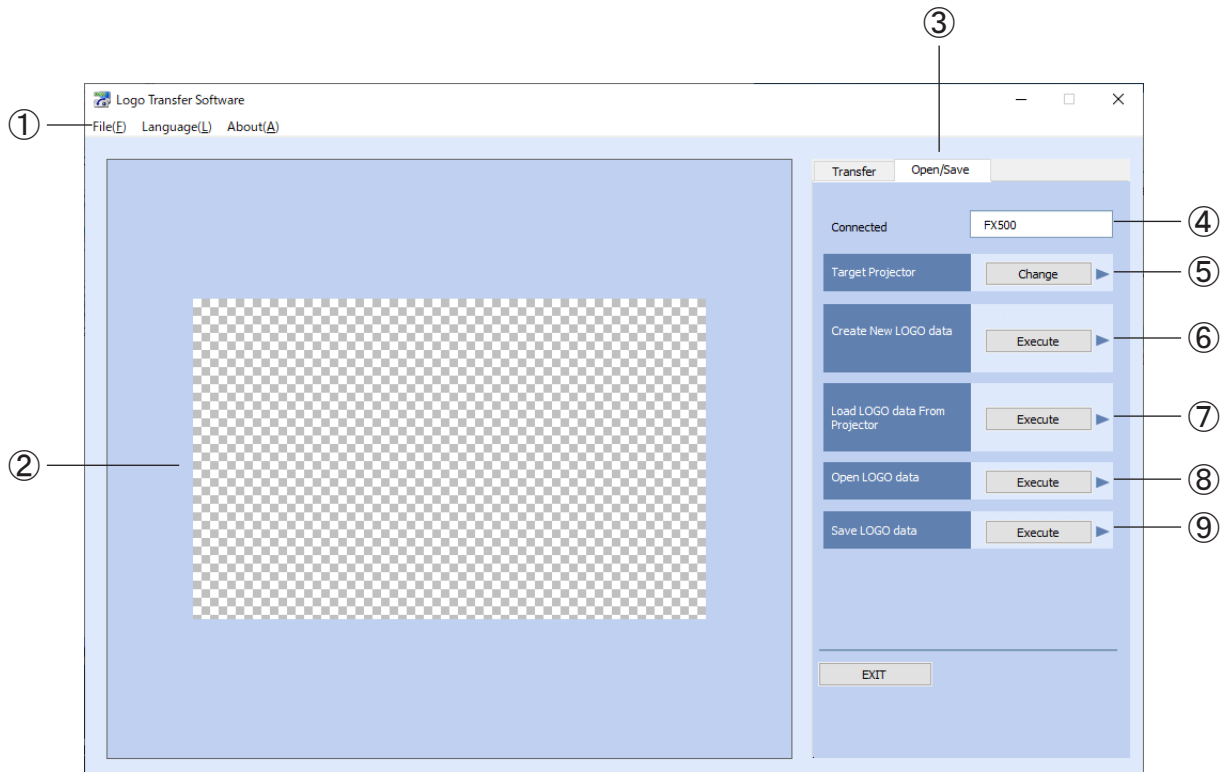
After the file is loaded, the main screen to create the LOGO data appears. (See page 18)

# Edit the LOGO data

If the LOGO data can be enlarged and edited in the projector, it is possible to enlarge the LOGO data, change the display position and set the background and transparent color. If the LOGO data cannot be enlarged and edited in the projector, the LOGO data which has been loaded from the Bitmap is directly transferred.

※ If the LOGO data can be enlarged or edited in the projector, see page 21.

## If the LOGO data cannot be enlarged and edited in the projector

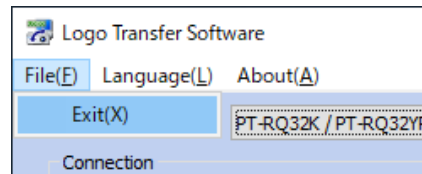


## If the LOGO data cannot be enlarged and edited in the projector (cont.)

### ① SYSTEM menu

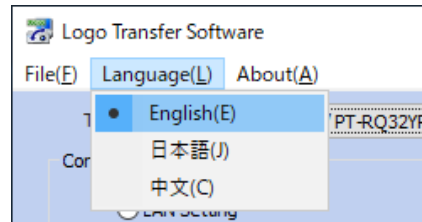
- File→Exit

End this software.



- Language→English

You can change the display language of the software to English.



- Language→日本語

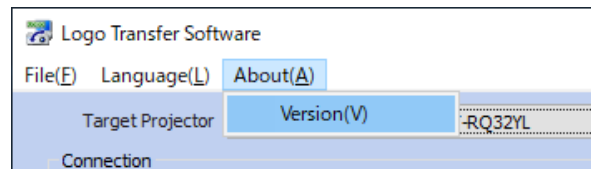
You can change the display language of the software to Japanese.

- Language→中文

You can change the display language of the software to Chinese.

- About→Version

The version of the software is displayed.



### Note

Messages on some screens such as "Open file" can be displayed in the language used in your computer regardless of the language setting.

### ② Preview Screen

The display condition of the actual LOGO is displayed in the reduced-size images in the same way as the screen projected by the projector being connected.

### ③ Open/Save

The menu to load and save the LOGO data is displayed.

### ④ The projector being connected

The model name of the projector being connected now is displayed.

### ⑤ Change the Target Projector

Change the projector model to connect. (See page 27)

## If the LOGO data cannot be enlarged and edited in the projector (cont.)

⑥ Create New LOGO data

Load a new Bitmap. (See page 16)

⑦ Load LOGO data From Projector

The LOGO data registered in the projector is loaded. (See page 17)

⑧ Open LOGO data

Load the LOGO data saved in the computer. (See page 17)

### Note

If the data is loaded by the operations of ⑥, ⑦ and ⑧, the LOGO data being displayed now is annulled.

If the data is already being displayed in the preview screen and you have to save it, save the LOGO data before you perform the operations of ⑥, ⑦ and ⑧.

⑨ Save LOGO data

Save the LOGO data in the computer. (See page 26)

⑩ Transfer

Display the menu to transfer the LOGO data to the projector.

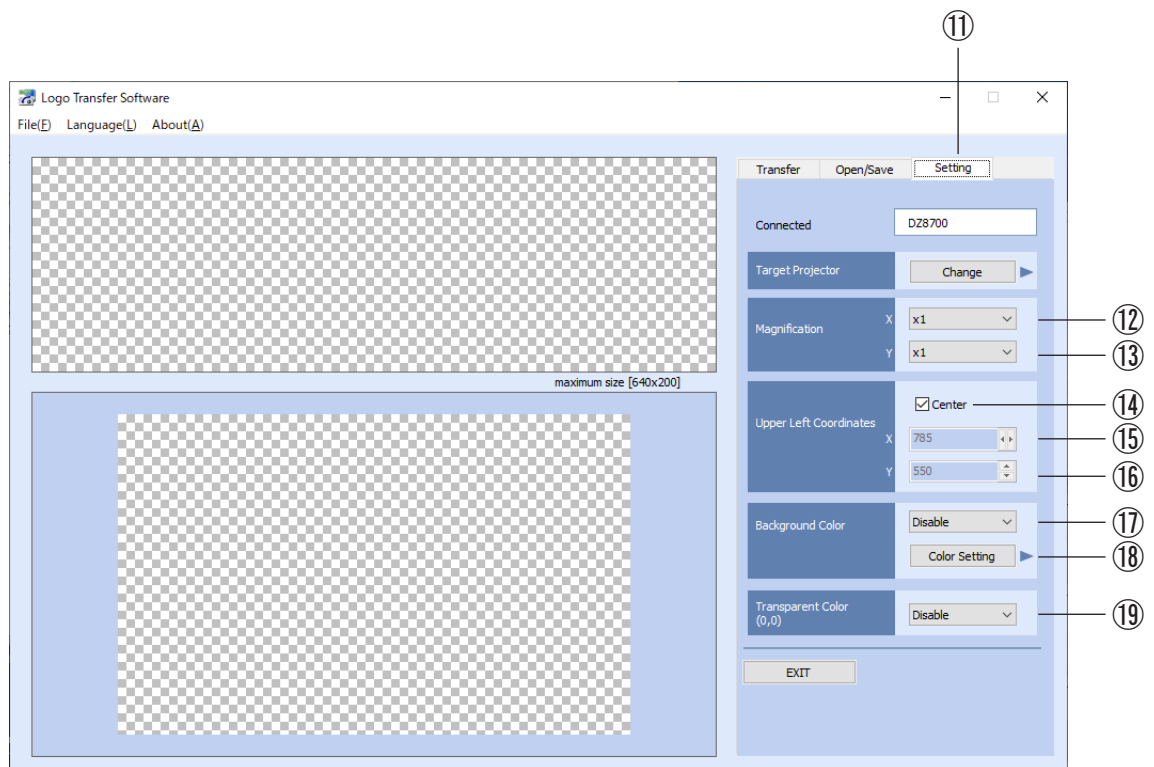
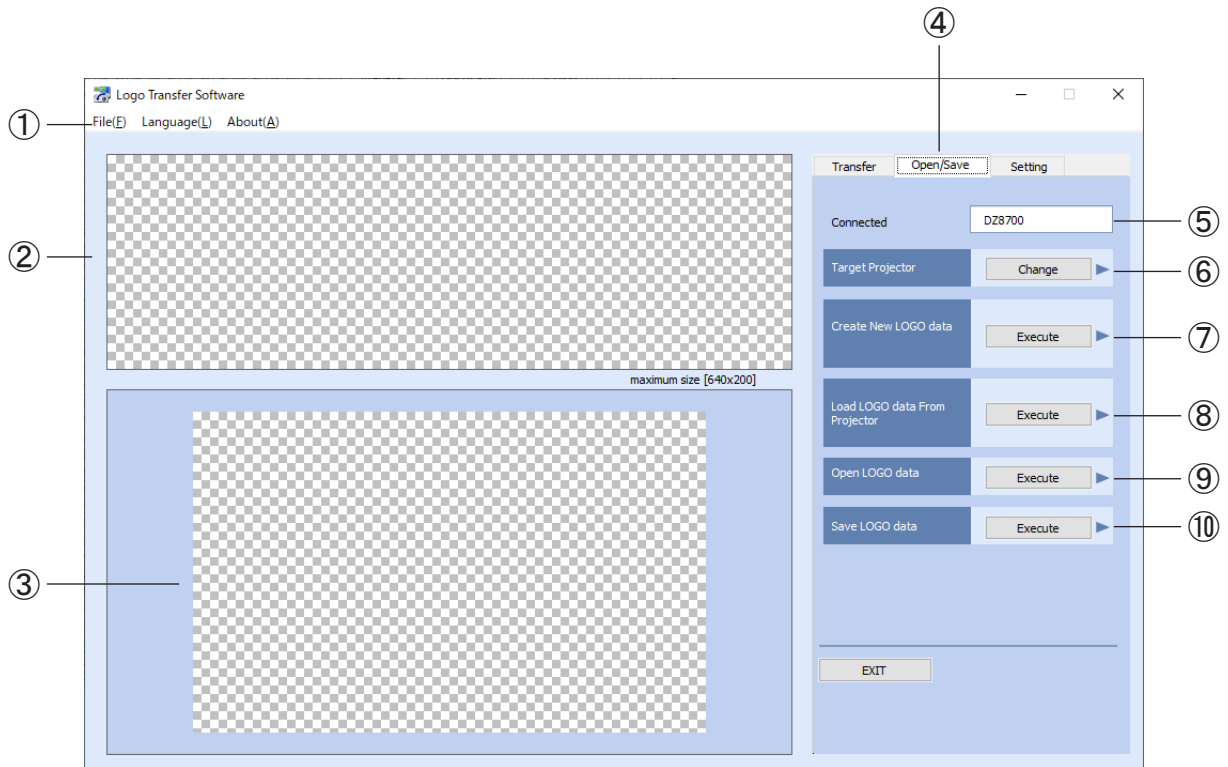
⑪ Transfer LOGO data

Transfer the LOGO data to the projector in the image being displayed in the preview screen. (See page 26)

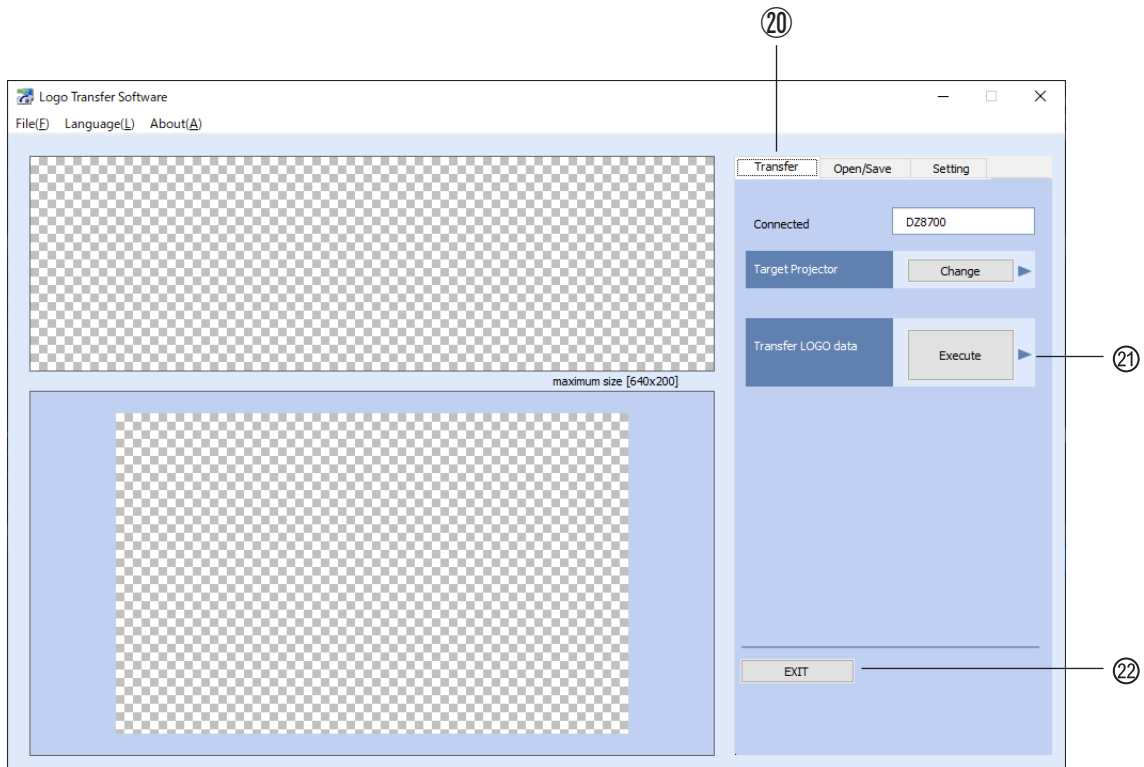
⑫ EXIT

End this software.

# If the LOGO data can be enlarged and edited in the projector

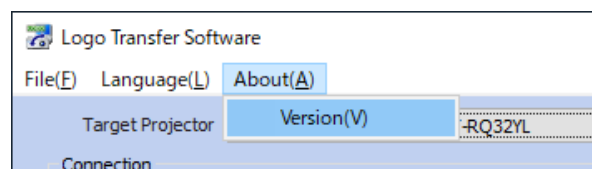
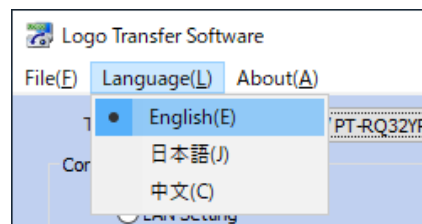
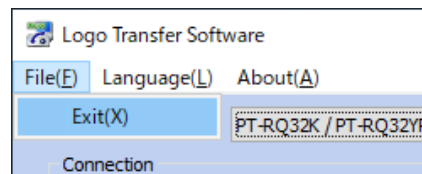


## If the LOGO data can be enlarged and edited in the projector (cont.)



### ① SYSTEM menu

- File→Exit  
End this software.
- Language→English  
You can change the display language of the software to English.
- Language→日本語  
You can change the display language of the software to Japanese.
- Language→中文  
You can change the display language of the software to Chinese.
- About→Version  
The version of the software is displayed.



### Note

Messages on some screens such as "Open file" can be displayed in the language used in your computer regardless of the language setting.

## If the LOGO data can be enlarged and edited in the projector (cont.)

### ② Bitmap Screen

The loaded LOGO data is displayed.

#### Note

The bitmap screen may not appear depending on the connected projector.

### ③ Preview Screen

The display condition of the actual LOGO is displayed in the reduced-size images in the same way as the screen projected by the projector being connected.

### ④ Open/Save

The menu to load and save the LOGO data is displayed.

### ⑤ The Projector being connected

The model name of the projector being connected is now displayed.

### ⑥ Change the Target Projector

Change the projector model to connect. (See page 27)

### ⑦ Create New LOGO data

Load a new Bitmap. (See page 16)

### ⑧ Load LOGO data From Projector

The LOGO data registered in the projector is loaded. (See page 17)

#### Note

This function might be disabled depending on the connected projector or method of connection.

### ⑨ Open LOGO data

Load the LOGO data saved in the computer. (See page 17)

#### Note

If the data is loaded by the operations of ⑦, ⑧ and ⑨, the LOGO data being displayed now is annulled.

If the data is already being displayed in the preview screen and you have to save it, save the LOGO data before you perform the operations of ⑦, ⑧ and ⑨.

## If the LOGO data can be enlarged and edited in the projector (cont.)

### ⑩ Save LOGO data

Save the LOGO data in the computer. (See page 26)

### ⑪ Setting

The menu to edit and set the loaded LOGO is displayed.

### ⑫ Set the Magnification (horizontal)

You can change the size of the LOGO data within the range of the screen.

The selectable magnifications are  $\times 1$ ,  $\times 2$ ,  $\times 4$  and  $\times 8$ .

#### Notes

- If the size is changed, the display position becomes the center position.
- Use of this function may not be possible depending on the connected projector.

### ⑬ Magnification (vertical)

You can change the size of the LOGO data within the range of the screen.

The selectable magnifications are  $\times 1$ ,  $\times 2$ ,  $\times 4$  and  $\times 8$ .

#### Notes

- If the size is changed, the display position becomes the center position.
- Use of this function may not be possible depending on the connected projector.

### ⑭ Center check box

Place the LOGO data in the center of the screen.

#### Notes

- If it is moved outside the center, clear the check box.
- Use of this function may not be possible depending on the connected projector.

### ⑮ Upper Left Coordinates (horizontal)

You can move the position of the LOGO data within the range of the screen.

#### Note

Use of this function may not be possible depending on the connected projector.

### ⑯ Upper Left Coordinates (vertical)

You can move the position of the LOGO data within the range of the screen.

#### Note

Use of this function may not be possible depending on the connected projector.

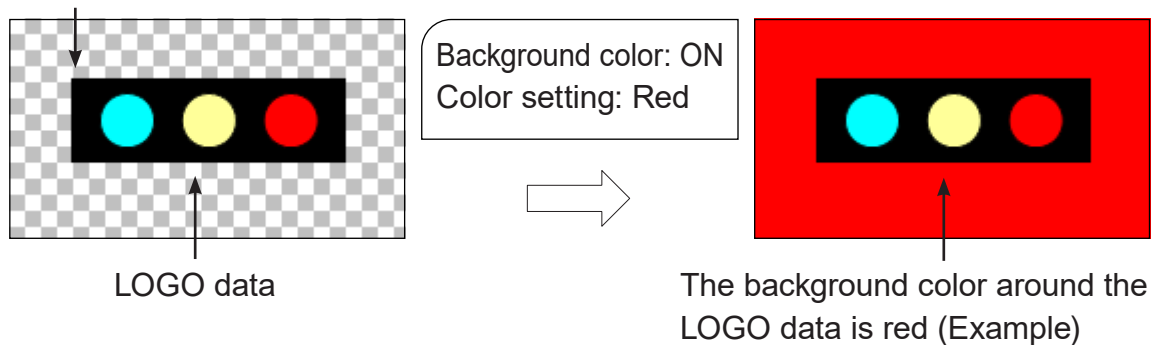


## If the LOGO data can be enlarged and edited in the projector (cont.)

### ⑰ Background Color

Select ON/OFF for the background color around the LOGO data.

Preview Screen



### Note

Use of this function may not be possible depending on the connected projector.

### ⑱ Color Setting button

Set the color used for the background. The "Color Setting" dialog box of OS standard is displayed.

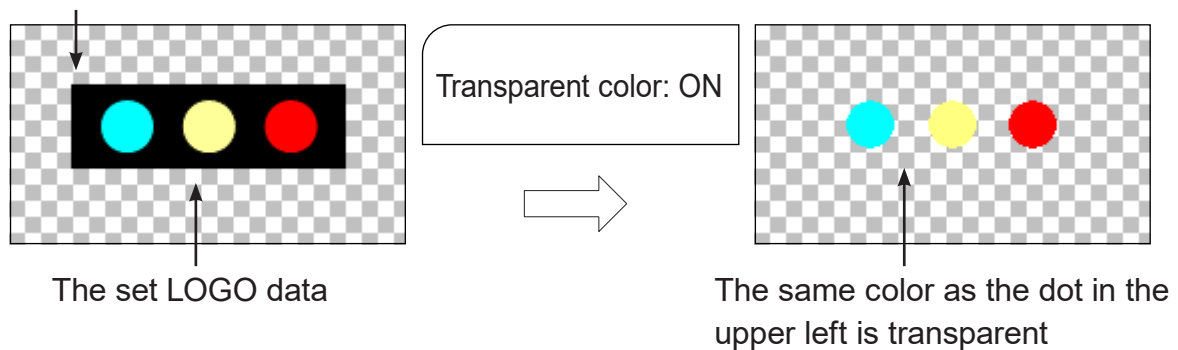
### Note

Use of this function may not be possible depending on the connected projector.

### ⑲ Transparent Color

Areas other than the color set as the transparent color in the LOGO data can be displayed by setting one dot color in the upper left of the LOGO data as the transparent color.

Preview Screen



### Note

Use of this function may not be possible depending on the connected projector.

### ⑳ Transfer

Display the menu to transfer the LOGO data to the projector.

### ㉑ Transfer LOGO data

Transfer the LOGO data to the projector in the image being displayed in the preview screen. (See page 26)

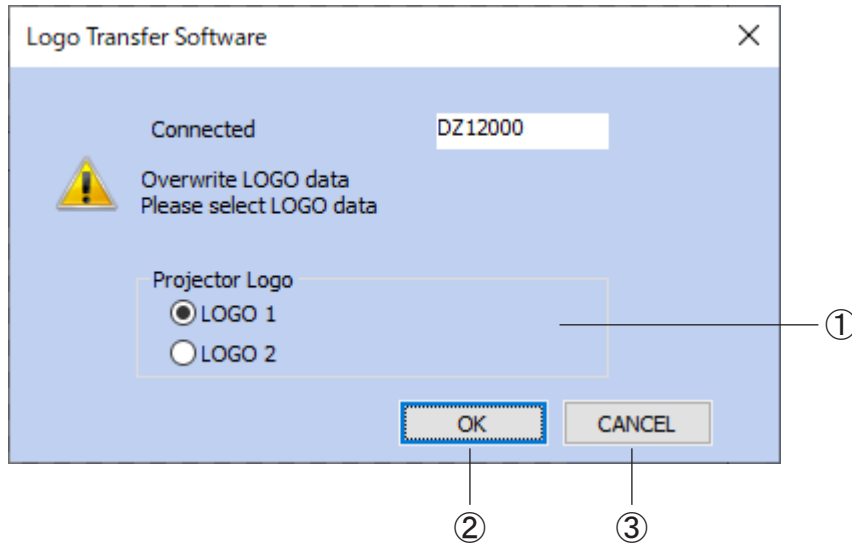
### ㉒ EXIT

End this software.

# Transfer the LOGO data

---

When you perform "Transfer LOGO data", the following screen will appear.



- ① Select the LOGO data of the projector  
Specify the LOGO data transfer destination.

## Notes

- If your projector has only one location to register the LOGO data, you do not need to select the LOGO. Click the "OK" button.
- Time to load the LOGO data will be different for different projectors.

② OK

Transfer the LOGO data which has been specified. The edit screen for the LOGO data will appear after the LOGO data is transferred. (See page 18)

③ CANCEL

Return to the screen for editing the LOGO data.

# Saving the LOGO data

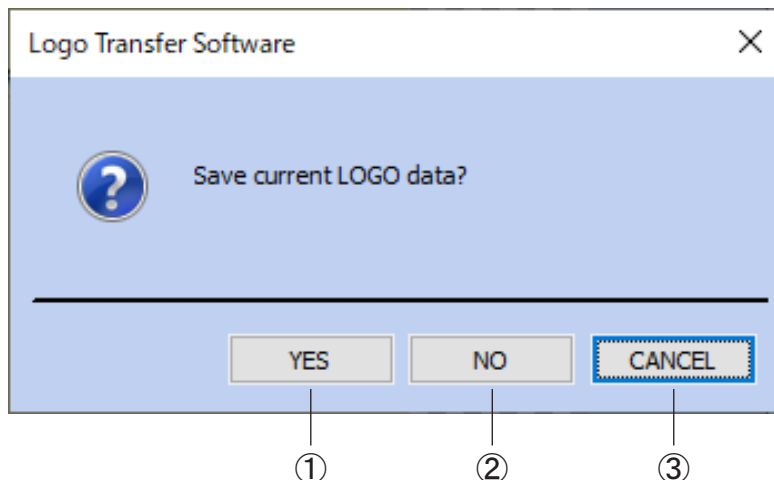
---

If you perform [Save LOGO data], the dialog box [Save as] appears. Enter the file name and save.

# Change the projector to connect

If a model of projector which is different from the one being connected now is connected continuously, you need to change the projector to connect.

If you are editing the LOGO data, the following confirmation screen for Save appears.



① YES

The LOGO data is saved. After the LOGO data is saved, the selection screen to connect appears.

② NO

The LOGO data is not saved. The selection screen to connect appears.

③ CANCEL

Return to the edit screen for the LOGO data by canceling the change of the projector.

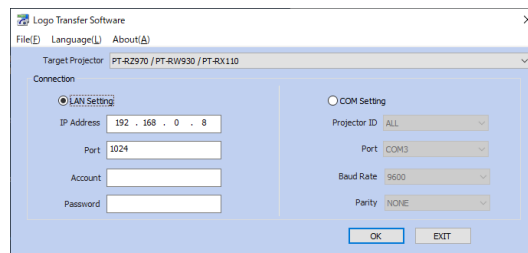
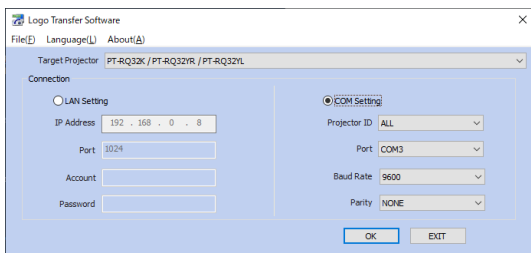
## Selection screen to connect

If the change of the projector is selected, the selection screen to connect appears.

Return to the "Connect with the projector" (See page 8), and select the projector model to make a new connection and perform the settings.

### Note

Click the CANCEL button to return to the edit screen for the LOGO data.



# Ending the Software

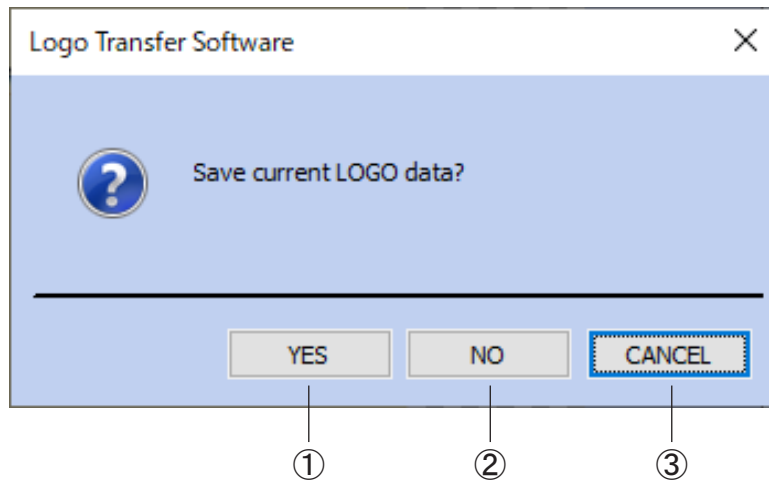
---

End this software.

If you are editing the LOGO data, the following confirmation screen appears.

## Note

If you are not editing the LOGO data, the following confirmation screen does not appear and the software ends directly.



### ① YES

The LOGO data is saved.

After the LOGO data is saved, the software is ended.

### ② NO

Without saving the LOGO data, the software is ended.

### ③ CANCEL

Return to the edit screen for the LOGO data by canceling End.

# List of possible errors

The list below shows the error messages of the software and solutions.

Error code/Message	ERROR:1/No Connection
Cause	Communication between the projector and computer is not possible.
Solutions	<p>Confirm the following items:</p> <ol style="list-style-type: none"> <li>1. Is the computer properly connected to the projector?</li> <li>2. Are the SERIAL terminals of the computer and projector matched? Or, are the LAN settings correct?</li> <li>3. Is the projector ID matched with the projector being connected?</li> <li>4. If connected via LAN, are the firewall settings correct?</li> <li>5. Are you using COM ports assigned to other applications?</li> <li>6. If the error occurs while retransferring the LOGO, please turn off the power of the projector firstly and then turn it on, reconnect the projector and try again.</li> </ol> <p>※ Please refer to "Connect with the projector" (Page 8) for more details.</p>

Error code/Message	ERROR:2/This software does not support this model
Cause	The projector being connected is not supported by this application.
Solutions	<p>Is the projector being connected supported by this software? Check the List of Compatible Device Models in the attached sheet.</p>

Error code/Message	ERROR:3/File type not supported
Cause	An invalid file has been selected.
Solutions	<p>Confirm the following items:</p> <ol style="list-style-type: none"> <li>1. Is the file in the Bitmap format?</li> <li>2. Are any bitmap formats not supported? See the List of Compatible Device Models in the attached sheet.</li> <li>3. Is the selected file the LOGO data file which has been created by this software?</li> </ol>

Error code/Message	ERROR:4/File size exceeded
Cause	The Bitmap of the size which is not supported has been specified.
Solutions	Confirm the size of the Bitmap.

Error code/Message	ERROR:5/The bitmap size is not 1024x768
Cause	The Bitmap of the size which is not supported has been specified.
Solutions	Confirm the size of the Bitmap.

Error code/Message	ERROR:6/The bitmap size is not 1280x800
Cause	The Bitmap of the size which is not supported has been specified.
Solutions	Confirm the size of the Bitmap.

Error code/Message	ERROR:7/The projector is not in Standby.
Cause	The power of the projector is turned ON.
Solutions	<p>Confirm the following items:</p> <ol style="list-style-type: none"> <li>1. Is the power of the projector turned OFF?</li> <li>2. Has the spinning of the fan of the projector stopped?</li> <li>3. Is your projector supported by this application?</li> </ol>

## List of possible errors (cont.)

Error code/Message	ERROR:8/Write failed
Cause	The file could not be saved.
Solutions	Confirm the following items: <ol style="list-style-type: none"> <li>1. Is there enough drive space to save the file?</li> <li>2. Do you have the authority to access the folder/file to save?</li> </ol>

Error code/Message	ERROR:9/Data transfer failed
Cause	The transfer to the projector has not finished yet.
Solutions	Confirm the following items: <ol style="list-style-type: none"> <li>1. Is the computer properly connected to the projector?</li> <li>2. Have you changed the SERIAL settings or the LAN settings of the projector after connecting the computer and the projector with the software?</li> <li>3. Can the projector's standby mode be set to anything other than [NORMAL]? When set to any mode other than [NORMAL], LOGO data cannot be transferred via LAN. Change the standby mode settings.</li> <li>4. Have you operated the power settings of the projector during transfer?</li> <li>5. Does the computer in use go into power save mode?</li> <li>6. Have you logged off, changed user or shut down the computer in use?</li> </ol> <p>If there is no problem with the above items, please transfer the LOGO again. When ERROR1/ERROR9 appears again, please turn off the power of the projector firstly and then turn it on, so as to transfer the LOGO.</p>

Error code/Message	ERROR:10/Authentication failed
Cause	The account name or password which has been entered is different from the one which has been set in the projector.
Solutions	Enter the correct account name and password.

Error code/Message	ERROR:11/Projector is busy.
Cause	The projector does not respond.
Solutions	Try again later.

Error code/Message	ERROR:12/Projector model mismatch
Cause	It is not matched with the projector model which was connected when the connection is confirmed.
Solutions	Confirm the following items: <ol style="list-style-type: none"> <li>1. Is the computer properly connected to the projector ?</li> <li>2. Have you changed the SERIAL settings or LAN settings of the projector since the connection is confirmed?</li> <li>3. Is the projector ID matched with the projector being connected?</li> </ol>

Error code/Message	ERROR:13/The security of the projector is enabled.
Cause	The security settings of the projector are enabled.
Solutions	Set the security settings to disabled.

## List of possible errors (cont.)

Error code/Message	ERROR:14/The standby mode of the projector is set to ECO mode.
Cause	The standby mode of the projector is set to [ECO].
Solutions	Confirm the standby mode of the projector. If the setting is set to [ECO], it is not possible to transfer the LOGO data to the projector by using this software through serial (RS-232C) communication. Change the standby mode settings.
Error code/Message	ERROR:15/This software does not support this projector's firmware version.
Cause	This firmware version is not supported.
Solutions	Consult your dealer.
Error code/Message	ERROR:16/No Data
Cause	The data in the LOGO which has been loaded from the projector does not exist. It is not possible to retrieve the LOGO data which has not been registered.
Solutions	Is the source of the LOGO data to load specified properly?
Error code/Message	ERROR:17/Write failed (Ini file)
Cause	The LogoTransferSoftware.ini file could not be saved.
Solutions	Confirm the following items: 1. Is there enough drive space to save the file? 2. Do you have the authority to access the folder/file to save?
Error code/Message	ERROR:18/The standby mode of the projector is not set to NORMAL mode.
Cause	The standby mode of the projector is set to other than [NORMAL].
Solutions	When the standby mode is not set to [NORMAL], the LOGO data cannot be transferred. Change the settings of the standby mode to [NORMAL].
Error code/Message	ERROR: 19/Projector Pre-Show mode enabled
Cause	Projector remote preview function Pre-Show mode is enabled.
Solutions	If the remote preview function Pre-Show mode is enabled, LOGO data cannot be transferred. Disable the Pre-Show mode in the WEB control screen.
Error code/Message	ERROR:20/Communication with the projector failed.
Cause	The computer is in a state in which it cannot communicate with the projector.
Solutions	Confirm the following items: 1. Is the computer properly connected to the projector? 2. Has the projector's power been turned on? 3. Are the communication settings of the computer and projector correct? 4. Are the settings of an account with administrator privileges for the projector complete?  ※ Please refer to "Connect with the projector" (Page 8) for more details.

## List of possible errors (cont.)

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Error code/Message	ERROR:21/Account name or password is incorrect.
Cause	The account name or password which has been entered is different from the one which has been set in the projector.
Solutions	Enter the correct account name and password used for WEB control of the projector.

### Note

LogoTransferSoftware.ini file:

This is the file to automatically save the value set by this software in the computer.



# Frequently Asked Questions

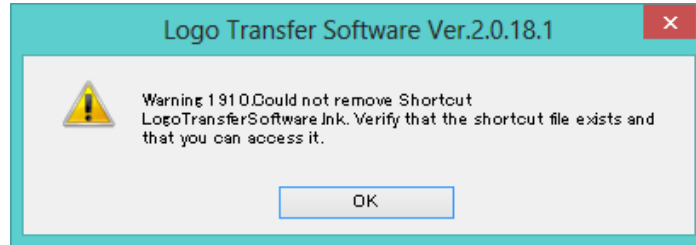
---

Check the following point once more before requesting repair.

Messages that appear when an attempt to uninstall or update the software is made

<Is the “Warning 1910. Could not remove ...” message displayed?>

If an NVIDIA driver is installed on the computer, the following message may appear.



Click [OK] to continue an uninstall or update procedure.

Although uninstalling the software will also remove the desktop shortcut icons, they will be regenerated when you start up the computer next time. Manually delete the shortcut icons.

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