

# LiveViewer for Mac OS

## User's Manual

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# Contents

- 1 Compatibility .....3
  - 1.1 Hardware and software requirements for computer.....3
  - 1.2 Supported Projector .....3
- 2 Starting with “LiveViewer” .....4
  - 2.1 Install “LiveViewer”.....4
  - 2.2 UnInstall “LiveViewer” .....4
  - 2.3 Connect to the network.....5
    - 2.3.1 Launch LiveViewer.....5
    - 2.3.2 Select Connection method.....7
    - 2.3.3 Passcode .....10
    - 2.3.4 Configuring Network Setting Manually .....13
    - 2.3.5 Connection and transmission.....17
    - 2.3.6 Connection error.....17
  - 2.4 Starting the Network Presentation .....18
    - 2.4.1 Display Mode .....18
    - 2.4.2 Presenter mode .....19
    - 2.4.3 Display User Name .....19
    - 2.4.4 Moderator Control Mode.....19
- 3 LiveViewer Operation .....20
  - 3.1 Main menu and Operating buttons.....20
    - 3.1.1 Main menu.....20
    - 3.1.2 Operating buttons .....20
    - 3.1.3 Indicator .....21
    - 3.1.4 Switching the display mode .....22
  - 3.2 Option menu .....23
- Appendix.....24

# 1 Compatibility

## 1.1 Hardware and software requirements for computer

OS	macOS 10.12 macOS 10.13 macOS 10.14 (Audio is not supported) macOS 10.15 (Audio is not supported)
CPU	1.8GHz or higher Intel Core processor
Display	XGA 1024x768 or higher, 65,536 simultaneous colors or higher
Available Hard Disk Space	100MB or higher
Web browser	Safari® (10.0 or higher)
Wired LAN or Wireless LAN	

### NOTE

- *Improper OS version or driver software for network adapter on your computer may prevent images from being transmitted correctly. It is highly recommended that you check for OS and driver updates.*
- *Depending on the type of wireless network device and computer you are using, the projector may not be able to communicate properly with your computer, even if the computer you are using is equipped with built-in wireless LAN functionality. If communication problems occur, please use a Wi-Fi certified wireless network device.*
- *Your computer needs to meet the minimum hardware requirement of your OS.*
- *Video transfer through network may not be supported depending on combination of computer hardware and software. In this case, video/computer cable is preferable.*
- *Depending on the specification of your computer, the computer may slow down due to high CPU usage when the LiveViewer is running.*
- *The screen size will be shrunk and then transmitted to the projector if the screen size of computer is greater than WXGA/XGA. The transmitting speed may delay than usual due to processing shrinking. For higher transmission speed, it is recommended to set the resolution of computer screen to WXGA/XGA. Please refer to the manuals of your computer or Windows for the settings.*
- *The network communication control is disabled while the projector is in standby mode if the STANDBY MODE item in the SETUP menu of the projector is set to SAVING. Please connect the network communication to the projector after setting the STANDBY MODE to NORMAL.*

## 1.2 Supported Projector

Please refer to the manual of your projector to confirm if it is supported before installing LiveViewer to your computer.

## 2 Starting with “LiveViewer”

This section explains the process of using LiveViewer. The outline of the process is as follows:

STEP 1. Install the LiveViewer application (📖 below)

STEP 2. Connect to the network (📖 5)

The Quick Connection feature prepares some options for connecting to the projector. You can select one that meets your requirements.

- Select From List
- Passcode connection
- History connection
- Manual connection

In some cases, there are several projectors connected to the same network. Before you send your image, confirm that the right projector is selected.

STEP 3. Start Network Presentation (📖 18)

The LiveViewer main menu will be on screen. Now, you can send your images to the projector through the network.



Fig. 2.a LiveViewer Main menu

### 2.1 Install “LiveViewer”

In order to use the LiveViewer, you first need to install the LiveViewer onto all computers that you want to connect to your network projector.

xx is minor version and revision number.

1. Download the “LiveViewerForMacOS-v1.xx.dmg”.
2. “LiveViewerForMacOS-v1.xx.dmg” disk image will appear.
3. Double click the “LiveViewerForMacOS-v1.xx.pkg” icon inside the “LiveViewerForMacOS-v1.xx.dmg” disk image.
4. Installation begins. Follow the instructions on screen and install the software.

#### NOTE

- When a window for inputting a [Name] and [Password] appears, input the [Admin (administrator)]’s name and password.

### 2.2 Uninstall “LiveViewer”

xx is minor version and revision number.

1. Double click the “Uninstall LiveViewer.scpt” inside the “LiveViewerForMacOS-v1.xx.dmg” disk image.
2. Click the Run (▶) button in the Script Editor.

#### NOTE

- When a window for inputting a [Name] and [Password] appears, input the [Admin (administrator)]’s name and password.

## 2.3 Connect to the network

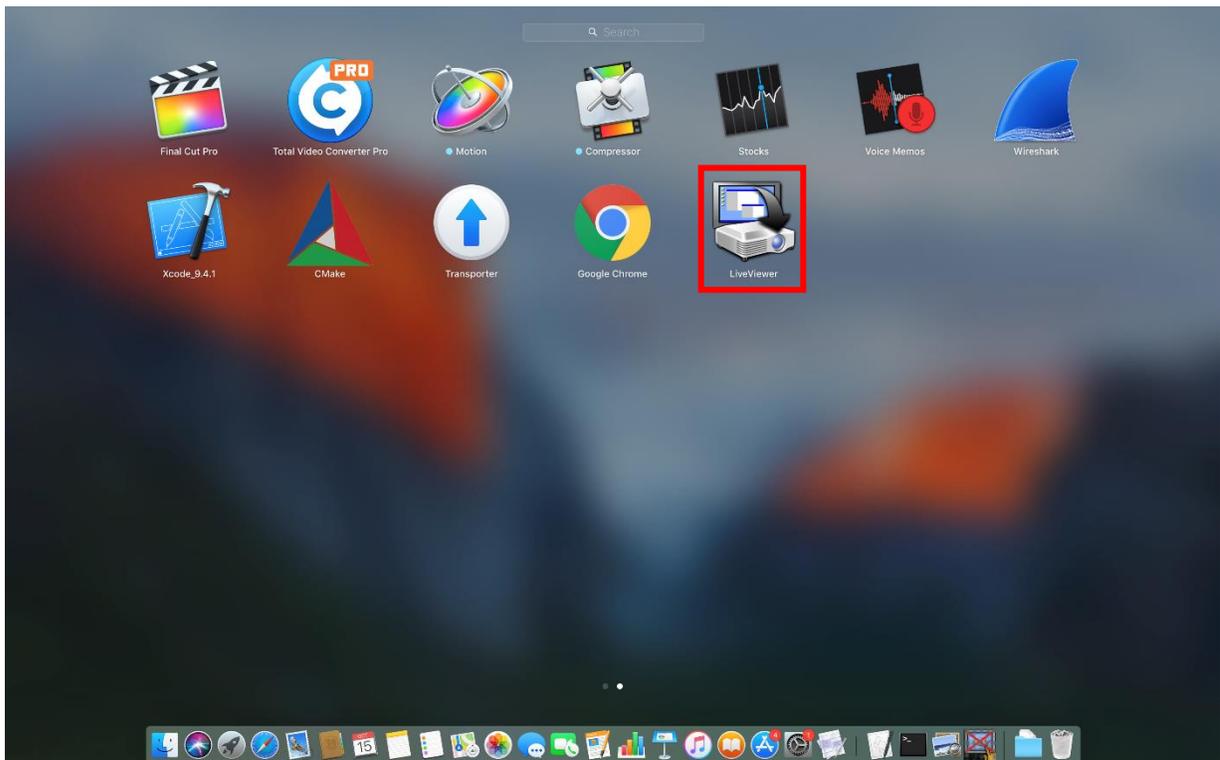
LiveViewer provides several options for connecting to your network projector. You can choose one that best meets your system and user needs.

### NOTE

- *Picture quality may deteriorate or audio output may be interrupted due to low data transfer rate caused by low communication band between computer and projector when multiple computers are communicating with projector.*
- *If you try to connect via network to the projector which another computer has been using as a USB display, it might reduce transfer rate causing deterioration of image quality or interruption of audio output.*

### 2.3.1 Launch LiveViewer

Click the “LiveViewer” icon on the Launchpad in your computer.



Proceed to item “2.3.2 Select Connection method” (📖 7).

### NOTE

- When a window for inputting a [Name] and [Password] appears, input the [Admin (administrator)]’s name and password.

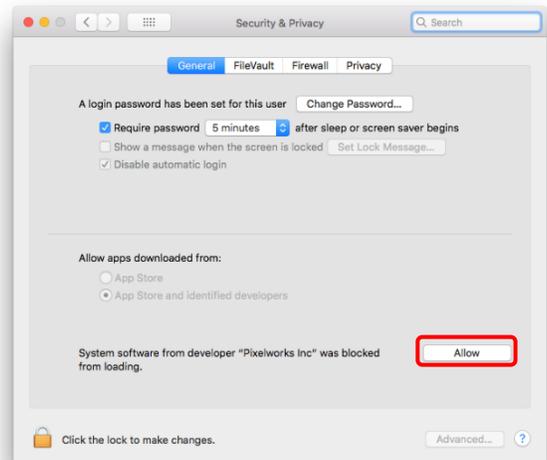
## NOTE

- If the “System Extension Blocked” dialog box is displayed at launch LiveViewer on macOS 10.13, perform the following operations.

- ✓ Click the Open Security Preferences button.



- ✓ Click the Allow button to the side of the message “System software from developer “Pixelworks Inc” was blocked from loading.”.



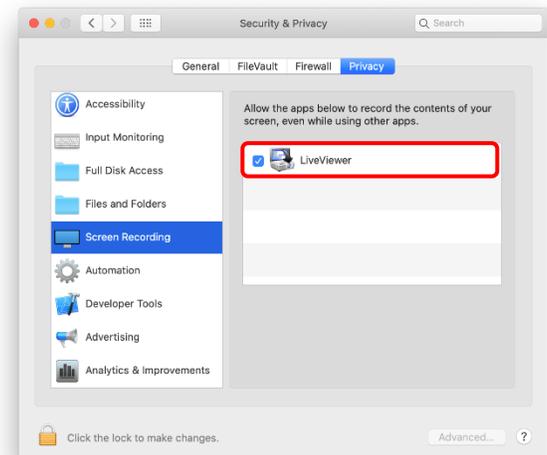
- ✓ Restart LiveViewer.

- If the “Screen Recording” dialog box is displayed at launch LiveViewer on macOS 10.15, perform the following operations.

- ✓ Click the Open System Preferences button.



- ✓ Select the check box of the “Liveviewer” for Screen Recording.

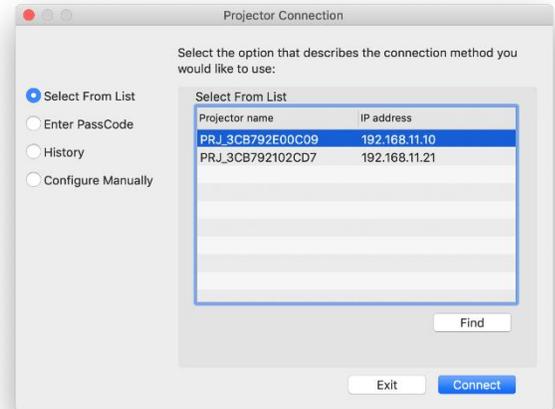


- ✓ Restart LiveViewer.

## 2.3.2 Select Connection method

To start LiveViewer on your computer, the following menu appears. Select the option that describes the connection method you want to use.

- Select From List  
Proceed to item “2.3.2.1 Selecting from List” (📖 below).
- Enter Passcode  
Proceed to item “2.3.2.2 Passcode connection” (📖 8).
- History  
Proceed to item “2.3.2.3 History connection” (📖 8).
- Configure Manually  
Proceed to item “2.3.2.4 Configuring manually” (📖 9).

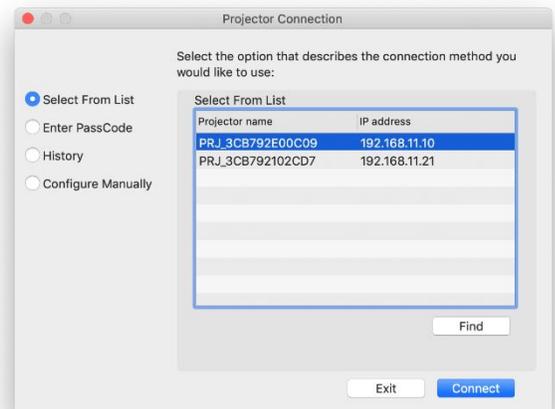


### 2.3.2.1 Select From List

Before selecting this item, your computer and projectors need to be connected to the same network. If the connection is already established, select the “Select From List”. The Projector List, a list of the projectors connected to the network will appear in the window.

Select the projectors you want to use. Then click [Connect]. The connecting process starts.

Proceed to item “2.3.5 Connection and transmission” (📖 17).



#### NOTE

- You may not find any projector on the list under your network condition. Please click [Find].

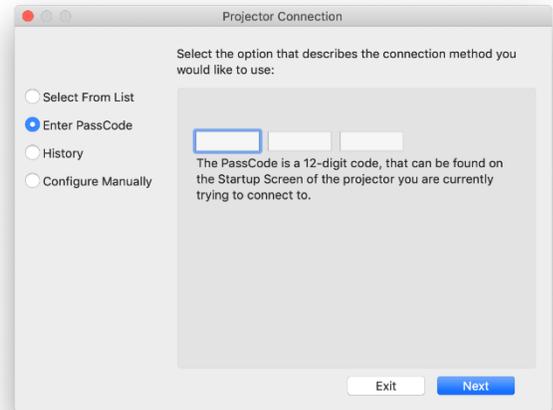
### 2.3.2.2 Passcode connection

If you want to use the Passcode for connecting to the projector, select “Enter Passcode”. Input boxes for Passcode will appear in the window. The Passcode is given by the projector on screen. Simply input the Passcode into LiveViewer to connect the network projector.

Enter the Passcode of the projector you are currently trying to connect to. Then click [Connect]. The connecting process starts.

Proceed to item “2.3.5 Connection and transmission” (📖 17).

For more detail about Passcode, refer to “2.3.3 Passcode” (📖 10).



#### NOTE

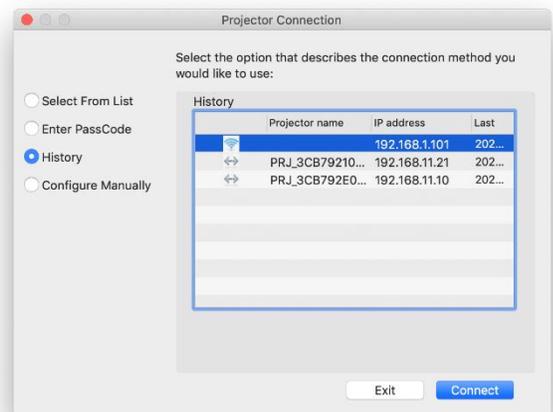
- You cannot connect when there is no available network adapter on your computer.
- You may need to set IP address and other network settings manually under your network conditions.

### 2.3.2.3 History connection

If you want to use the History data for connecting to the projector, select “History”. The History list of connection, which is a list of projectors connected in past will appear in the window.

Select the History data you want to use. Then click [Connect]. The connecting process starts.

Proceed to item “2.3.5 Connection and transmission” (📖 17).

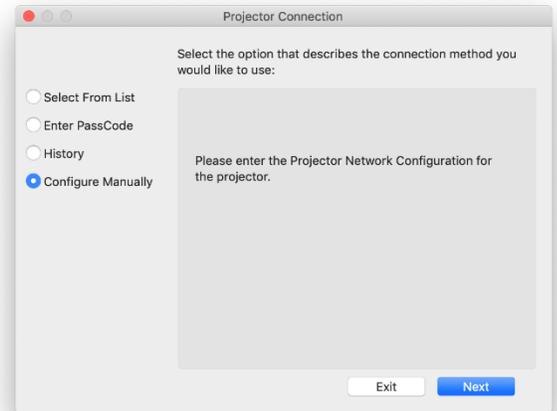


#### NOTE

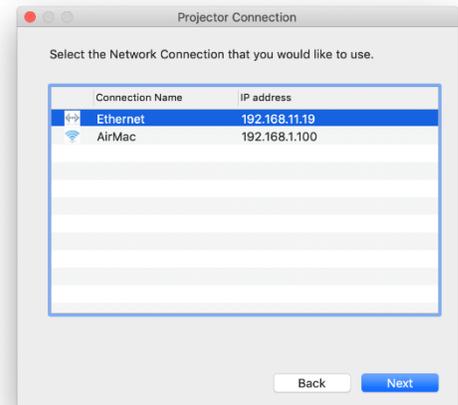
- The number of the History record is maximum 10. When the 11st data is stored, the oldest record among the 10 will be overwritten.
- The date & time information in each History record is renewed when the network is connected by using the History record.
- If the DHCP is set on in the projector, the network connection between the projector and computer may not be established since IP address may be varied.

### 2.3.2.4 Configure manually

If you want to set the connection manually, select “Configure Manually” and click [Next].



Select the network connection that you would like to use and click [Next].



Proceed to item “2.3.4 Configuring Network Setting Manually” (📖 13).

### 2.3.3 Passcode

The unique Passcode system brings you very quick and simple connection to the network. The Passcode is a code that expresses the network setting in the projector. When you input the Passcode in the LiveViewer software on your computer, the network settings of the projector and computer are matched and the connection will be established immediately. The section is intended to explain how to use the Passcode.

#### **NOTE**

- *If your system meets one of below, please set the connection manually after you input the Passcode.*

1) *Encryption is used.*

2) *Unique SSID is used.*

*For AdHoc/Infrastructure*

*The factory default SSID are 4 of below;*

*Factory default SSID 1: wireless*

*Factory default SSID 2: WLANProjector1*

*Factory default SSID 3: WLANProjector2*

*Factory default SSID 4: WLANProjector3*

*For Simple Access Point*

*Factory default SSID: Simple Access Point*

3) *Subnet mask is not Class A or B or C.*

*Class A:(255.0.0.0), Class B:(255.255.0.0), Class C:(255.255.255.0)*

#### 2.3.3.1 Getting the Passcode

The Passcode is 12-digit code consisting of alphanumeric characters (1-9 and A-Z). The Passcode is displayed on the projector screen.

There are two methods to get the Passcode from the projector.

##### ➤ Method 1

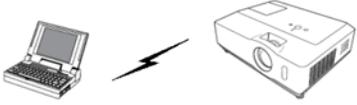
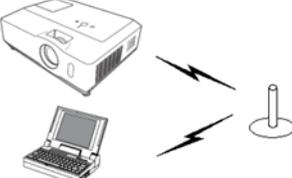
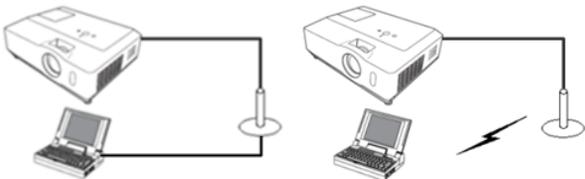
- ✓ Turn on the projector, and make sure that the projector image is on screen.
- ✓ Press the **COMPUTER** button on the remote control or **INPUT** button on the projector to select the LAN as input port.
- ✓ If there is no signal on the LAN port, you can find the Passcode on screen.

##### ➤ Method 2

- ✓ Turn on the projector, and make sure that the projector image is on screen.
- ✓ Press the **MENU** button on the remote control or the **▲/▼/◀/▶** buttons on the projector to show the menu on screen.
- ✓ Use the **▲/▼** cursor buttons to select **ADVANCED MENU** and use the **▶** cursor button to enter the item.
- ✓ Use the **▲/▼** cursor buttons to select **NETWORK**, and use the **▶** cursor button to enter the item.
- ✓ Use the **▲/▼** cursor buttons to select the **NETWORKINFORMATION**, and press the **▶** cursor button.
- ✓ The Passcode appears at the top in the “**INFORMATION**” window.

**NOTE**

- Use method 2 when you project your computer image by the LiveViewer, or when the LAN port is not selected as input source.
- If there is no communication between the projector and computer for five minutes, the Passcode will be changed.
- There are two types of the Passcode, PASSCODE\_WIRELESS and PASSCODE\_WIRED. Select proper type you want to use referring to the following images.

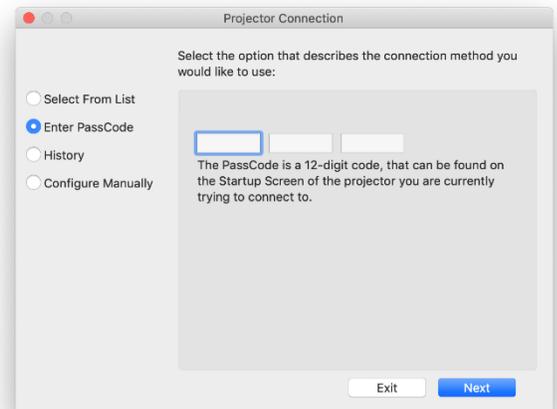
PASSCODE_WIRELESS	PASSCODE_WIRED
<p>a) Direct connection between the projector and computer</p> 	<p>a) The projector connected to computer by the wired LAN</p> 
<p>b) The projector connected to an access point by the wireless LAN</p> 	<p>b) The projector connected to an access point by the wired LAN</p> 

**2.3.3.2 Entering the Passcode**

Enter Passcode in the menu of LiveViewer divided 4-digit each in 3 boxes (total 12-digit).

Example: PASSCODE 1234-5678-9ABC

Refer to “2.3.2.2 Passcode connection” to proceed (📖 8).



**NOTE**

- When entering the Passcode, capital and small letters are not distinguished.
- If the manual setting screen is displayed, please follow the item “2.3.3.3 Manual Configuration” (📖 12).

### 2.3.3.3 Manual Configuration

After you input the Passcode (📖 11), you are required to input the network setting manually if you use any encryption code or your unique SSID or subnet mask except Class A/B/C (📖 10).

#### **NOTE**

- *If you require the network setting information on the projector, follow these procedures:*
  - ✓ *Turn on the projector, and make sure that the projector image is on screen.*
  - ✓ *Press the MENU button on the remote control or the ▲/▼/◀/▶ buttons on the projector to show the menu on screen.*
  - ✓ *Use the ▲/▼ cursor buttons to select ADVANCED MENU, and use the ► cursor button to enter the item.*
  - ✓ *Use the ▲/▼ cursor buttons to select NETWORK, and use the ► cursor button to enter the item.*
  - ✓ *Use the ▲/▼ cursor buttons to select the NETWORK INFORMATION, and press the ► cursor button.*
  - ✓ *The setting will be displayed in the “INFORMATION” window.*

## 2.3.4 Configuring Network Setting Manually

All the settings for the network connection between the projector and computer have to be input manually if you select “Configure Manually” in the menu of LiveViewer connection method.

The information to be input for a manual configuration will vary, depending on how you want to connect the projector and computer.

### Wireless LAN

The required information depends on how you connect the projector and computer.

- Direct connection between the projector and computer.  
Proceed to item “2.3.4.1 Direct connection between the projector and computer” (📖 below).
- The projector connected to an access point by the wired LAN.  
Proceed to item “2.3.4.2 The projector connected to an access point by the wired LAN” (📖 14).
- The projector connected to an access point by the wireless LAN.  
Proceed to item “2.3.4.3 The projector connected to an access point by the wireless LAN” (📖 15).

### Wired LAN

If you use the wired LAN, proceed to item “2.3.4.4 Wired LAN” (📖 16).

### 2.3.4.1 Direct connection between the projector and computer

- ✓ Enter the following information that is set in the projector.\*1

SSID: SimpleAccessPoint (example)  
Encryption: WPA-Personal (example)  
Encryption key\*2: ●●●●●●●● (example)  
Mode: Simple Access Point  
IP address: 192.168.1.10 (example)  
Subnet mask: 255.255.255.0 (example)

- ✓ Click [Connect].

The connecting process starts.

Proceed to item “2.3.5 Connection and transmission”. (📖 17)

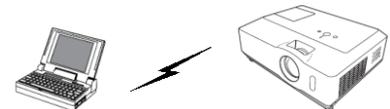


Fig.2.3.4.1: Direct connection between the projector and computer



#### NOTE

- \*1 To find the network setting on the projector, refer to the NOTE (📖 12).
- \*2 If you use encryption, you need to set it. Contact the network administrator to check the encryption key that is set in the projector. The encryption key is always shown as “●●●●●●●●”.

### 2.3.4.2 The projector connected to an access point by the wired LAN

The setting on the access point.<sup>\*1</sup>

✓ Enter the following information.

SSID: WirelessAccessPoint (example)

Encryption: WPA2 Personal (example)

Encryption key<sup>\*2</sup>: ●●●●●●●● (example)

Mode: INFRASTRUCTURE

The setting on the projector.<sup>\*3</sup>

✓ Enter the following information.

IP address: 192.168.1.10 (example)

Subnet mask: 255.255.255.0 (example)

✓ Click [Connect].

The connecting process starts.

Proceed to item “2.3.5 Connection and transmission”. (📖 17)

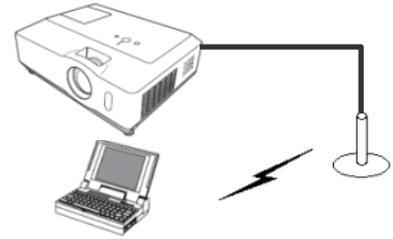
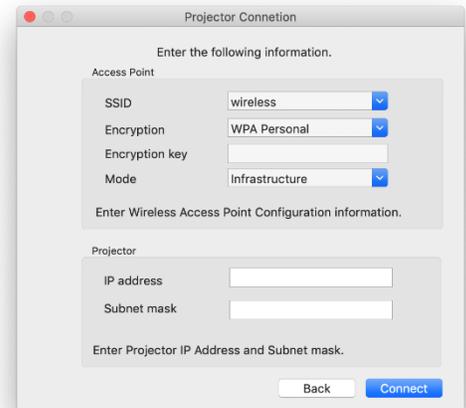


Fig.2.3.4.2: The projector connected to an access point by a LAN cable



#### NOTE

- <sup>\*1</sup> Contact the network administrator to find out the setting on the access point.
- <sup>\*2</sup> If you use encryption, you need to set it. Contact the network administrator to check the encryption key that is set in the access point. The encryption key is always shown as “●●●●●●●●”.
- <sup>\*3</sup> To find the network setting on the projector, refer to the NOTE (📖 12).

### 2.3.4.3 The projector connected to an access point by the wireless LAN

The setting on the access point.<sup>\*1</sup>

✓ Enter the following information.

SSID: WirelessAccessPoint (example)

Encryption: WPA2 Personal (example)

Encryption key<sup>\*2</sup>: ●●●●●●●● (example)

Mode: INFRASTRUCTURE

The setting on the projector.<sup>\*3</sup>

✓ Enter the following information.

IP address: 192.168.1.10 (example)

Subnet mask: 255.255.255.0 (example)

✓ Click [Connect].

The connecting process starts.

Proceed to item “2.3.5 Connection and transmission”. (📖 17)

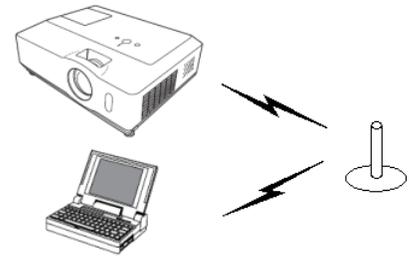
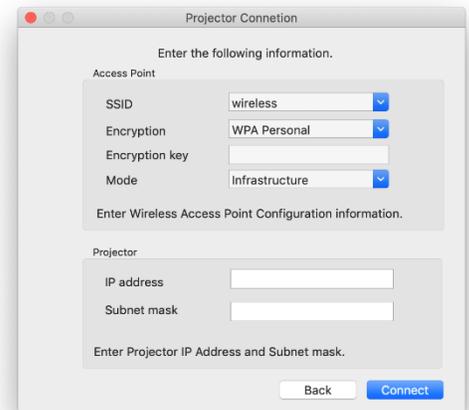


Fig.2.3.4.3: The projector connected to an access point by the wireless LAN



#### NOTE

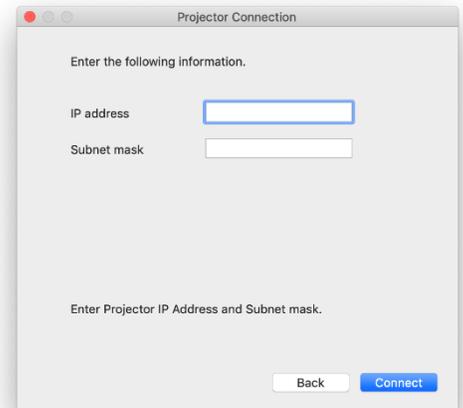
- <sup>\*1</sup> Contact the network administrator to find out the setting on the access point.
- <sup>\*2</sup> If you use encryption, you need to set it. Contact the network administrator to check the encryption key that is set in the access point. The encryption key is always shown as “●●●●●●●●”.
- <sup>\*3</sup> To find the network setting on the projector, refer to the NOTE (📖 12).

### 2.3.4.4 Wired LAN

- ✓ Enter the following information that is set in the projector.<sup>\*1</sup>
  - IP address: 192.168.1.10 (example)
  - Subnet mask: 255.255.255.128 (example)
- ✓ Click [Connect].

The connecting process starts.

Proceed to item “2.3.5 Connection and transmission” (📖 17).



The screenshot shows a dialog box titled "Projector Connection". It contains the text "Enter the following information." followed by two input fields: "IP address" and "Subnet mask". Below these fields is the text "Enter Projector IP Address and Subnet mask." At the bottom right, there are two buttons: "Back" and "Connect".

#### **NOTE**

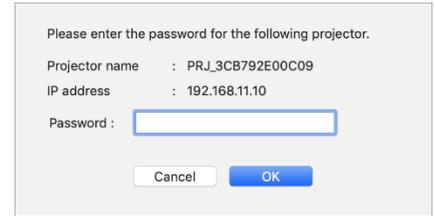
- <sup>\*1</sup> To find the network setting on the projector, refer to the NOTE (📖 12).

### 2.3.5 Connection and transmission

When the network connection is established, the “Connection to Projector successful” screen is displayed. Make sure that the correct projector that you want to send your image to is selected, by checking the projector name and IP address as shown in the screen.

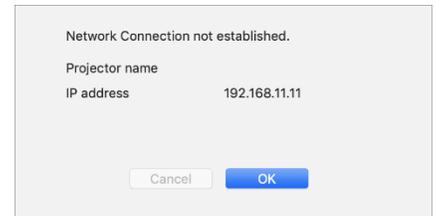
To send images to the projector, click [OK]. The transmission will be started.

But entering a password is necessary if the Network Presentation Password has been set for the projector.



### 2.3.6 Connection error

When connection to the projector can not be established, an error message, “Network Connection not established”, will be displayed.



## 2.4 Starting the Network Presentation

This chapter explains the Network Presentation feature with which you can project computer images transmitted through a network.

The LiveViewer allows you to project images from one or multiple computers by connecting the projector to an existing network without using computer cables. This Network Presentation feature helps you to smoothly make your presentations and conduct conferences.

To start the Network Presentation, select the LAN port as the input source on the projector and click the start capture button on the LiveViewer.

### 2.4.1 Display Mode

In LiveViewer, there are two display modes, Single PC mode and Multi PC mode.

➤ **Single PC mode**

The projector displays images sent by one computer. Also audio can be sent by one computer.

➤ **Multi PC mode**

The projector can display images of up to four computers of connected at the same time.



#### NOTE

- *Audio cannot be sent on macOS 10.14 and macOS 10.15.*
- *Audio cannot be sent in the Multi PC mode.*
- *When multiple computers are connected and try to communicate with one projector, data transfer performance may decrease.*
- *When motion pictures are displayed on screen of the projector, it is not recommended to connect multiple computers with the projector.*
- *When multiple computers are connected to one projector, it is recommended to consult with network administrator to establish suitable connection environment with less load given to network as possible.*
- *Picture quality may deteriorate or audio output may be interrupted due to low data transfer rate caused by low communication band between computer and projector when multiple computers are communicating with projector.*
- *If you try to connect via network to the projector which another computer has been using as a USB display, it might reduce transfer rate causing deterioration of image quality or interruption of audio output.*

## 2.4.2 Presenter mode

In the Single PC mode, the projector can be occupied by one computer and can block access from any other computer, if the Presenter Mode is selected in LiveViewer. While making your presentation, you don't need to worry that the image on screen is unexpectedly switched to an image sent by another computer. Presenter Mode can be set to on in the option menu in the LiveViewer.

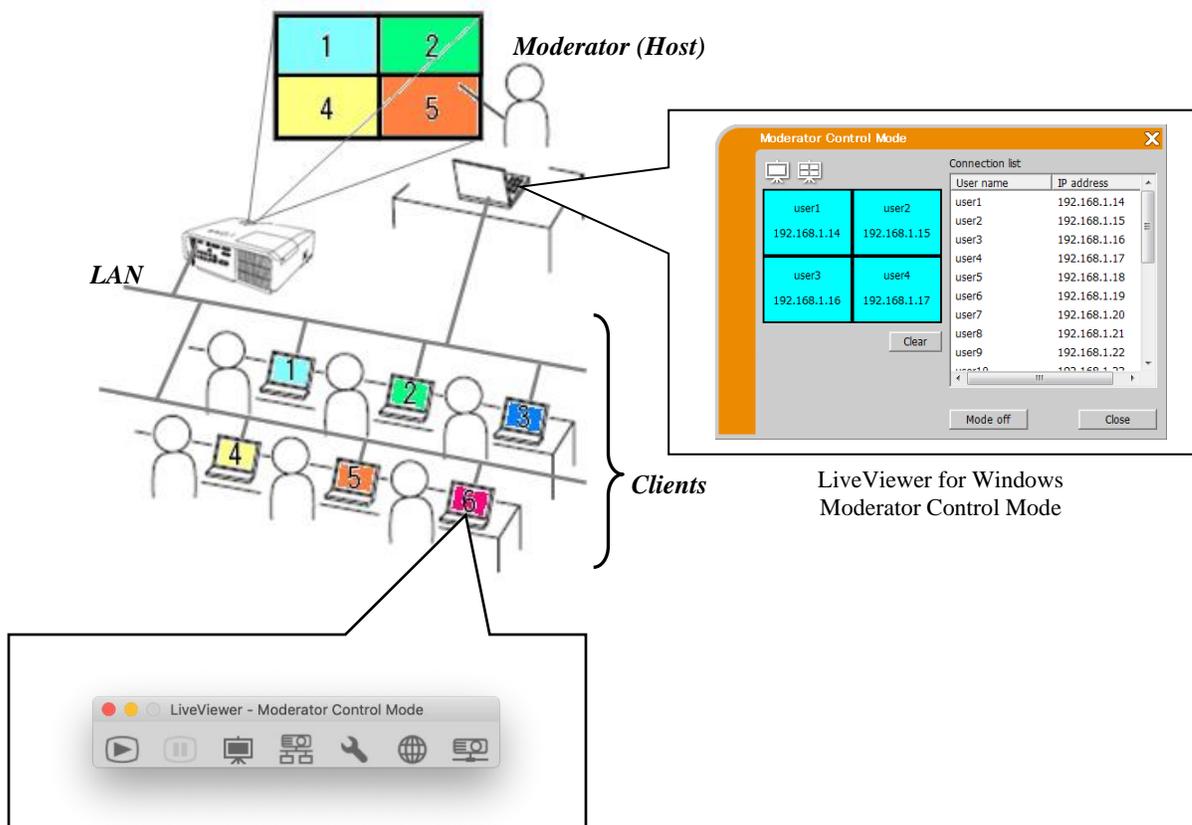
## 2.4.3 Display User Name

A user name can be set in LiveViewer, which is displayed on screen while presenting. So, viewers know whose image is currently displayed on screen.

## 2.4.4 Moderator Control Mode

LiveViewer for Mac is only compatible with clients of the Moderator Control Mode function of the projector. When the projector is set to Moderator Control Mode, it will automatically become a client in Moderator Control Mode. In Moderator Control Mode, you cannot project.

For details on the Moderator Control Mode, refer to the User's Manual - Network Guide of the projector or the User's Manual of LiveViewer for Windows.



### 3 LiveViewer Operation

When you get the connection between your projector and computer, the LiveViewer main menu will be shown on the computer screen. On the main menu you can configure settings and operate functions to send your images to the projector.

#### 3.1 Main menu and Operating buttons

##### 3.1.1 Main menu

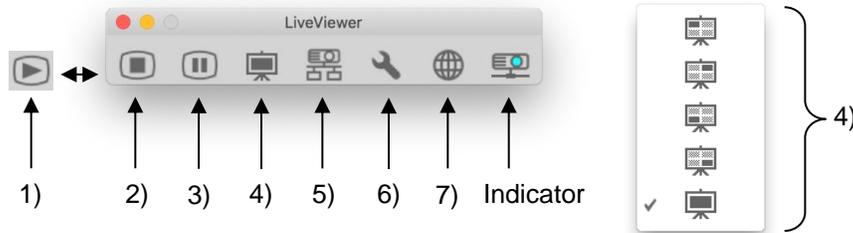


Fig. 3.1.1 “LiveViewer for Mac” Main Menu

##### 3.1.2 Operating buttons

###### 1) Start capture button

The transmission to the projector is started and the images will be displayed. The display mode will be the Single PC mode at first. After that, the last display mode will be applied.

**NOTE**

- The start capture button cannot be operated if someone has already been Moderator.
- The primary image is displayed in multi-display environment.

###### 2) Stop capture button

Start capture button  is automatically changed to stop capture button when image transmission starts. The image transmission is stopped.

**NOTE**

- Images may not be displayed on screen, if the start/stop capture buttons are clicked repeatedly.

###### 3) Hold button

The image on screen is temporarily frozen. The last image before the button is clicked remains on screen. You can revise the image data on your computer without showing it on the projector’s screen.

4) Display mode button (📖 22)

Display mode switches between Single PC mode and Multi PC mode.  
Also the image transmission can be started.

5) Connect button

The dialog to select the connection method is displayed. For details, refer to the section "2.3.2 Select Connection method" (📖 7).

6) Option button

The option menu is displayed.

7) Web control button

Starts the Web browser on your computer and displays the Web Control screen to control one projector and change various settings for the projector.

### 3.1.3 Indicator

The indicator shows the following status.

Indicator	Status	Note
	Not connected	The network connection to the projector is not established yet.
	Hold	The network connection is established, but the image transmission is on hold.
	Connected	The network connection is established and the images on the computer are being sent to the projector. The indicator blinks while the connection is in progress.
	Disconnected	The network connection to the projector is disconnected.

### 3.1.4 Switching the display mode

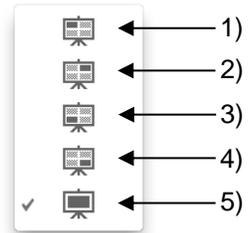
LiveViewer has Single PC mode and Multi PC mode. These modes can be switched on the main menu.

✓ Click the display mode button  on the main menu. The buttons below are displayed.

✓ Select from 1) to 5) buttons, and click it.

1) - 4) Multi PC mode buttons: Switches to the Multi PC mode. Your image is displayed on a quarter screen as identified in the button.

5) Single PC mode button: Switches to the Single PC mode. Your image is displayed full screen.



The projector screen is switched to the mode selected above, and the transmission of your computer image will be started to display your image on the screen.

The icon of the display mode button  on the main menu is replaced by the icon you selected.

#### **NOTE**

- *When Multi PC mode is selected, the projector screen is automatically divided into four zones.*
- *When the screen or one of the areas occupied by another computer is selected, the image transmission from that computer will be put on hold and the image of the currently specified computer will be displayed.*

## 3.2 Option menu

Clicking the Option button displays the option menu on screen.

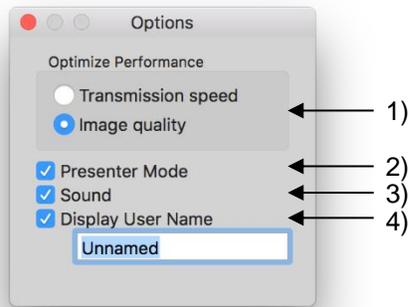


Fig. 3.1.5 Option Menu

### 1) Optimize Performance

LiveViewer captures computer screen in JPEG data and sends the JPEG data to the projector. LiveViewer has two options that have different compression rate of JPEG data.

**Transmission speed:** Speed takes priority over image quality. It makes JPEG compression rate higher. The screen on the projector is rewritten quicker because the transferred data is smaller, but the image quality is worse.

**Image Quality:** Image quality takes priority over speed. It makes JPEG compression rate lower. The screen on the projector is rewritten slower because the transferred data is larger, but the image quality is better.

### 2) Presenter Mode

In the Single PC mode, the projector can be occupied by one computer and can block access from any other computer, if the Presenter mode is selected in LiveViewer. While making your presentation, you don't need to worry that the image on screen is unexpectedly switched to an image sent by another computer. If you want to turn it on, put a check mark in the check box.

#### **NOTE**

- *If the Multi PC mode is selected, the setting for the Presenter mode is invalid.*
- *When switching from the Multi PC mode to the Single PC mode, the Presenter mode setting of the computer is valid.*
- *The Presenter mode is set valid in factory default setting.*

### 3) Sound

Audio transmission can be selected valid (On) or invalid (Off). The default setting is On.

#### **NOTE**

- *This setting is always disabled on macOS 10.14 and macOS 10.15.*

### 4) Display User Name

A user name that is up to 20 letters can be input by using alphanumeric characters. The user name can be displayed on the projector screen, so you can find out whose image is currently on the screen. If the check box is not marked, the information is not sent to the projector.

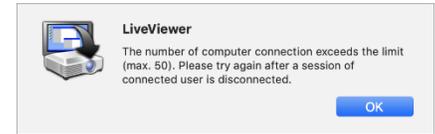
# Appendix

## A Messages

### Message 1: The number of computer connection exceeds the limit (max.50).

The projector has already reached the maximum number of network connection.

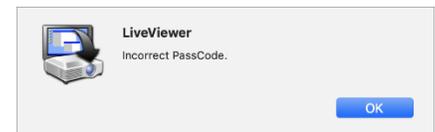
Please retry after disconnecting one (or more) of the connected computers.



### Message 2: Incorrect Passcode.

An incorrect Passcode was input.

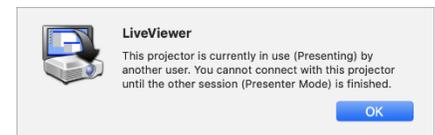
Check the Passcode on the projector screen and enter the code again.



### Message 3: The projector is currently in use (Presenting) by another user.

The projector you want to send your images to occupied by another computer in the Presenter mode.

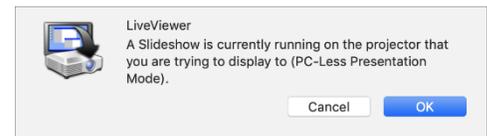
Retry to send your images, after the Presenter mode is off.



### Message 4: A Slideshow is currently running on the projector that you are trying to display to (PC-Less Presentation Mode).

The projector you want to send your images to is in the Slideshow mode in the PC-LESS Presentation.

Click [OK], then the projector will stop the Slideshow and switch the input port to LAN. Your computer starts image transmission.

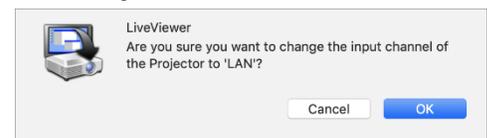


### Message 5: Are you sure you want to change the input channel of the Projector to 'LAN'?

The projector is not set to the LAN as an input signal.

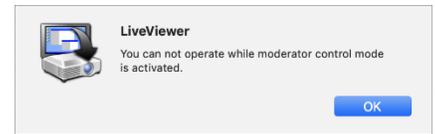
Click [OK], and the projector is switched to the LAN.

Click [Cancel], then the projector remains as it is current state.



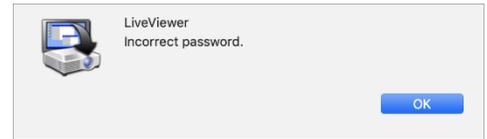
**Message 6: You can not operate while moderator control mode is activated.**

The projector is occupied by another computer in the Moderator Control mode.



**Message 7: Incorrect password.**

An incorrect Network Presentation Password was input.  
Enter the correct password again.



## B Trouble Shooting

Problem		Likely Cause	Things to Check	Reference Page Number
No image.		The projector is not turned on.	Is the projector's lamp on?	-
		The projector's input source isn't switched to LAN.	Is the projector switched to LAN?	-
Connection to the Network	The projector that you want to connect to is not found on the list of available projectors.	The computer and/or projector's network settings are not configured correctly.	Check the network configurations of the computer and projector. If you change the projector's settings, turn off the projector's AC power and then turn it on again. If you simply put the projector in standby power mode and then turn it on again, the new settings might not take effect.	12
		Firewall software is installed in your computer.	Refer to the manual for the firewall software and take one of the following actions: - Remove LiveViewer from blocking item list. - Disable the firewall software while using LiveViewer.	-
	Cannot communicate	The computer and/or projector's network settings are not configured correctly.	Check the network configurations of the computer and projector.	12
		An access point is used, and your computer is connected to the access point via wireless LAN.	Use network utilities that may come with your computer or wireless LAN adapter to establish wireless network connection. For details, refer to the manual of the computer or the adapter.	-

Problem		Likely Cause	Things to Check	Reference Page Number
Connection to the Network (Continued)	Cannot connect	Trying to connect to a projector which needs authentication by using a wrong password.	Confirm the authentication password set for the projector.	-
		11 devices have already been connected to the projector in Simple Access Point mode.	Confirm the number of the devices connected to the projector.	-
		Enterprise mode is used in Infrastructure mode.	Enterprise mode is not supported by the wireless connection function of LiveViewer. Use LiveViewer after establishing wireless connection by a computer.	-
		Trying to connect to a projector in a different network.	Cannot connect when network address translation (NAPT, NAT, etc.) is used for network devices such as routers, etc. Consult with your network administrator.	-
Network Presentation	The projected image is rather slow compared to that of the computer.	Using the Multi PC mode.	Use the Single PC mode.	18
		The compression rate being used for image transmission is too low.	Switching the priority to 'Transmission Speed' under the option menu may help to improve speed.	23
	No Image.	Poor communication between the computer and projector.	Click the stop capture button from the LiveViewer main menu to disconnect the computer and projector. Next, click the start capture button in the main menu to reconnect the computer and projector. If the projector still does not show any image (black screen), exit from LiveViewer and try again.	20
	Can't display movies correctly.	In some combinations of computer's video card and application software, there is a possibility that true image - especially movies played by media player - cannot be transferred to the projector with LiveViewer.	If there is a video acceleration level adjustment function in your application, please try to adjust it. For details, refer to the manual of your application.	-
	Images contain lots of interference.	The compression rate being used for image transmission is too high.	Try setting the priority to 'Image Quality' in the LiveViewer option menu. You may experience a drop in speed.	23
	Can't display window correctly on macOS 10.15.	Screen Recording permission is not allowed.	Allow LiveViewer to access the Screen Recording permission in the "Privacy" tab of "Security & Privacy" in System Preferences and restart LiveViewer.	6

Problem		Likely Cause	Things to Check	Reference Page Number
Network Presentation (Continued)	No Audio.	Using macOS 10.14 or macOS 10.15.	Audio cannot be sent on macOS 10.14 and macOS 10.15.	
		Audio driver (VirtualAudioDriver) is not installed correctly.	If VirtualAudioDriver does not exist in the “Output” and “Input” tabs of “Sound” in System Preferences, uninstall LiveViewer and then reinstall it.	4
			If the message “System software from developer “Pixelworks Inc” was blocked from loading.” is displayed in the “General” tab of “Security & Privacy” in System Preferences, click the [Allow] button and then restart LiveViewer.	6
		Audio is off.	Set “Sound” ‘On’ in the option menu of LiveViewer.	23
		Using the Multi PC mode.	Use the Single PC mode.	18
		Mute or low volume is selected on the projector.	Check the audio settings on the projector.	-
		Mute or low volume is selected on your computer.	Check the audio settings on your computer.	-
		Poor communication between the computer and projector.	Once set ‘Off’ the “Sound” in the option menu of LiveViewer, then set it ‘On’ again.  If the projector still does not produce any sound, restart LiveViewer.	23

Problem		Likely Cause	Things to Check	Reference Page Number
Network Presentation (Continued)	Sound interruption.	The computer is connected to or disconnected from peripheral equipment with HDMI™ cable, so that the audio configuration on the computer is changed while using LiveViewer.	Please restart LiveViewer.	5
		When multiple computers are communicating with the projector, low communication band between the computers and the projector makes data transfer rate lower and may interrupt the sound.	Please check your network connection.	-
		<p>USB equipment (USB storage device, USB wireless adapter, or others) is connected to USB TYPE A port of the projector.</p> <p>Sound might be interrupted till the firmware of the projector transacts driver embedding that starts just after insertion of the device.</p> <p>In addition, sound may be interrupted while the USB wireless adapter is searching SSID. The adapter searches SSID repeatedly until wireless communication is established.</p>	<p>Wait for a while. Transaction of embedding driver takes up to 30 seconds.</p> <p>Check following items in NETWORK - WIRELESS SETUP menu of the projector, too if you inserted USB wireless adapter. Refer to the User's Manual of the projector for the details of WIRELESS SETUP menu.</p> <p>WIRELESS SETUP confirmation items</p> <ul style="list-style-type: none"> <li>- MODE</li> <li>- ENCRYPTION</li> <li>- SSID</li> </ul> <p>Please disconnect the USB wireless adapter when the access point or computer connected to is not working or wireless LAN is not used.</p> <p>Even though the issue is not resolved, reconnect LiveViewer.</p>	-
	Noise comes from the speakers in the projector even though computer does not output sound.	<p>Mute function in audio playback software is used.</p> <p>USB equipment (USB storage device, USB wireless adapter and so on) is connected to USB TYPE A port of the projector.</p>	When computer does not output audio, making LiveViewer "Sound" "Off" decreases noise.	23

Problem	Likely Cause	Things to Check	Reference Page Number
<p>Others</p> <ul style="list-style-type: none"> <li>- Information displayed in the screens of LiveViewer is incorrect.</li> <li>- The projector does not respond.</li> <li>- Image on screen is frozen.</li> </ul>	<p>Communication between the projector and computer is not working well.</p> <p>Network functions of the projector are not working well.</p>	<p>Click the stop capture button from the LiveViewer main menu to disconnect the computer and projector. Next, click the start capture button in the main menu to reconnect the computer and projector.</p> <p>Even though the issue is not resolved, reconnect LiveViewer.</p> <p>Turn off the projector's AC power and then turn it on again.</p>	<p>20</p>