

**PHILIPS**

*NeoPix Ultra*

Home projector

# User Manual



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# Introduction

## Dear customer

Thank you for purchasing this projector.

We hope you enjoy this product and the many functions it offers!

## About this user manual

The quick start guide supplied with this product allows you to start using this product quickly and easily. Detailed descriptions can be found in the following sections of this user manual.

Read the entire user manual carefully. Follow all safety instructions in order to ensure proper operation of this product (**see General safety information, page 4**). The manufacturer accepts no liability if these instructions are not followed.

## Symbols used

### Notice



#### Troubleshooting

This symbol indicates tips that will help you in using this product more effectively and easily.

### DANGER!



#### Danger of personal injury!

This symbol gives warning of danger of personal injury. Physical injury or damage can result from improper handling.

### CAUTION!

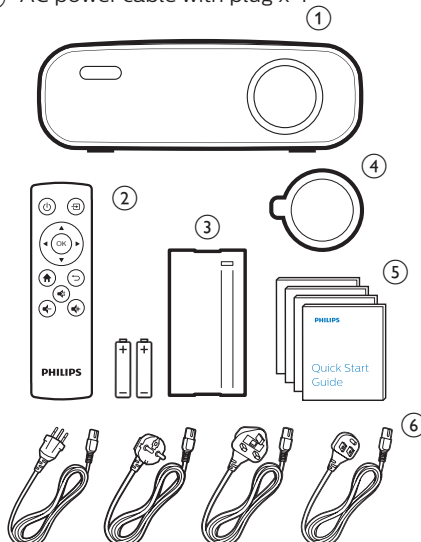


#### Damage to the product or loss of data!

This symbol gives warning of damage to the product and possible loss of data. Damage can result from improper handling.

## What's in the box

- ① NeoPix Ultra projector
- ② Remote control with 2 AAA batteries
- ③ A/C power adapter
- ④ Lens cover
- ⑤ Quick Start Guide
- ⑥ AC power cable with plug x 4



## Product highlights

### Connecting to devices with HDMI output

With an HDMI cable, you can connect the projector to a playback device (**see Connecting to devices through HDMI, page 10**).

### Wireless Screen Mirroring (Android and iOS)

With the Wireless Screen Mirroring function, you can share the screen of your smartphone without a cable. In order to allow screen mirroring, your smartphone must support the screen mirroring feature. This projector works with Miracast-compatible Android phones and iPhones with iOS 7/8/9/10 and 11.

# 1 General safety information

Take note of all warning and safety notes indicated. Do not make any changes or settings that are not described in this user manual. Incorrect operation, and improper handling can lead to physical injury, damage to the product or loss of data.

## Setting up the product

This product is for indoor use only. Place the product securely on a stable, flat surface. To help avoid possible injuries to persons or damage to the product itself, position all cables in such a way that no one will trip over them.

Do not operate the product in damp rooms. Never touch the mains cable or the mains connection with wet hands.

Never operate the product immediately after moving it from a cold location to a hot location. When the product is exposed to such a change in temperature, moisture may condense on the crucial internal parts.

The product must have sufficient ventilation and must not be covered. Do not put the product in closed cabinets, boxes, or other enclosures when in use.

Protect the product from direct sunlight, heat, intense temperature fluctuations and moisture. Do not place the product in the vicinity of heaters or air conditioners. Observe the information on temperature listed in the technical data (**see Technical data, page 19**).

Prolonged operation of the product causes the surface to become hot. In case of overheating, the product automatically switches to standby mode.

Do not allow liquids to leak into the product. Turn off the product and disconnect it from the mains supply if liquids or foreign substances leaked into the product. Have the product inspected by an authorised service centre.

Always handle the product with care. Avoid touching the lens. Never place heavy or sharp objects on the product or on the power cable.

If the product gets too hot or emits smoke, shut it down immediately and unplug the power cable. Have your product checked by an authorised service centre. Keep the product away from open flames (e.g. candles).

### **! DANGER!**



#### **Risk of explosion with incorrect type of batteries!**

There is a risk of explosion if the wrong battery type is used.

Do not expose the batteries (battery pack or embedded batteries) to excessive heat such as sunshine, or open fire.

Under the following conditions, a layer of moisture can appear inside the product which can lead to malfunctions:

- if the product is moved from a cold to a warm area;
- after a cold room is heated;
- when the product is placed in a damp room.

Proceed as follows to avoid any moisture buildup:

- 1 Seal the product in a plastic bag before moving it to another room, in order for it to adapt to room conditions.
- 2 Wait one to two hours before you take the product out of the plastic bag.

The product should not be used in a very dusty environment. Dust particles and other foreign objects may damage the product.

Do not expose the product to extreme vibrations. This may damage the internal components.

Do not allow children to handle the product without supervision. The packing materials should be kept out of the hands of children.

For your own safety, do not use the product during thunderstorms with lightning.

## Repairs

Do not repair the product yourself. Improper maintenance can result in injuries or damage to the product. The product must be repaired by an authorised service centre.

Please find the details of authorised service centres on the warranty card supplied with this product.

Do not remove the type label from this product, as this will void the warranty.

## Power supply

Use only a power adapter which is certified for this product (**see Technical data, page 19**). Check whether the mains voltage of the power supply matches the mains voltage available at the setup location. This product complies with the voltage type specified on the product.

The power outlet shall be installed near the product and shall be easily accessible.

### CAUTION!



Always use the  button to turn the projector off.

Turn off the product and unplug from the power outlet before cleaning the surface (**see Cleaning, page 16**). Use a soft, lint-free cloth. Never use liquid, gaseous or easily flammable cleaners (sprays, abrasives, polishes, alcohol). Do not allow any moisture to reach the interior of the product.

### DANGER!

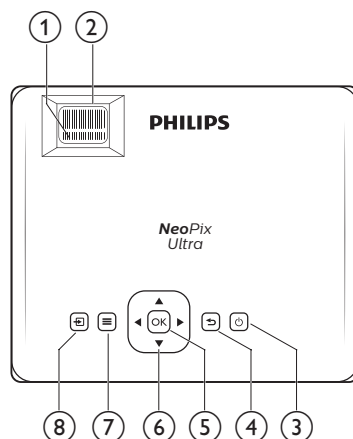


#### Risk of eye irritation!

This product is equipped with a high power LED (Light Emitting Diode), which emits very bright light. Do not look directly into the projector lens during operation. This could cause eye irritation or damage.

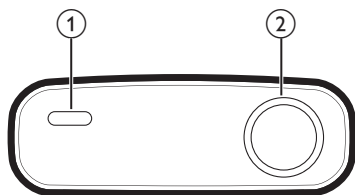
## 2 Overview

### Top view



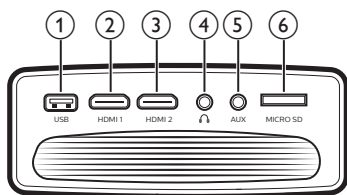
- ① **Keystone adjustment knob**  
Adjust distorted images to a rectangular or square shape.
- ② **Focus adjustment knob**  
Adjust image sharpness.
- ③ 
  - Switch the projector on or to standby.
  - When the projector is switched on, the LED turns green. When the projector is in standby, the LED turns red.
- ④   
Return to a previous menu screen.
- ⑤ **OK**  
Confirm a selection or entry.
- ⑥ **Navigation buttons**
  - Navigate menu options.
  - Press   to change a selection.
- ⑦   
Access the settings menu.
- ⑧   
Access the home menu.

## Front view



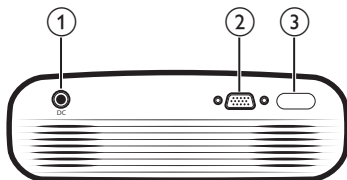
- ① Front IR sensor
- ② Projection lens

## Side view



- ① **USB port**  
Connect to a USB storage device for media play.
- ② **HDMI 1**  
Connect to the HDMI output on a playback device.
- ③ **HDMI 2**  
Connect to the HDMI output on a playback device.
- ④ 3.5 mm audio output; connect to external speakers or headphones.
- ⑤ **AUX**  
3.5 mm audio input; works only through VGA connection.
- ⑥ **Micro SD card slot**  
Connect to a Micro SD card for media play.

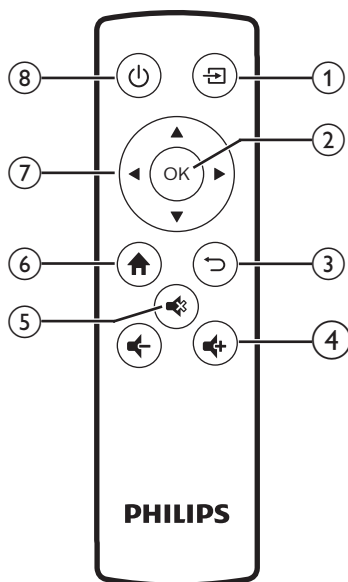
## Rear view



- ① **DC**  
Connect to the power supply.
- ② **VGA port**  
Connect to the VGA port on a computer.

- ③ **Rear IR sensor**

## Remote control



- ① Access the home menu.
- ② **OK**  
Confirm a selection or entry.
- ③ Return to a previous menu screen.
- ④ Increase or decrease volume.
- ⑤ Mute or restore volume.
- ⑥ Access the home menu.
- ⑦ **Navigation buttons**
  - Navigate menu options.
  - Press to change a selection.
- ⑧
  - Switch the projector on or to standby.
  - When the projector is switched on, the LED turns green. When the projector is in standby, the LED turns red.

## Access home menu

The home menu provides easy access to connected devices, setup and other useful features in the projector.

- 1 Press **⬆**. The home menu is displayed.
- 2 Press the **Navigation buttons** and **OK** to select the following.



- **EZCast**: Start wireless connection to an iPhone for Screen Mirroring.
- **EZMirror**: Start wireless connection to an Android device for Screen Mirroring.
- **VGA**: Select the digital device connected to **VGA** on the projector.
- **Media**: Access media playback from USB or Micro SD card.
- **HDMI 1**: Select the digital device connected to **HDMI 1** on the projector.
- **HDMI 2**: Select the digital device connected to **HDMI 2** on the projector.
- **Settings**: Access menus to change picture, WiFi, Bluetooth and other settings.

## 3 Initial operation

### Placing projector

You can install the projector in four different configuration. Follow the guidelines below for different projector placement.

#### Notice



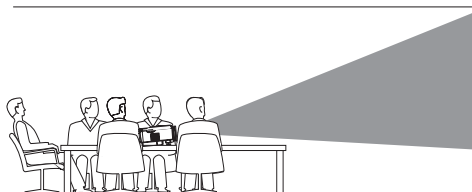
For overhead mounting on ceiling, purchase a projector mount recommended by an installation professional and follow the instructions that come with the mount.

Before mounting on the ceiling, make sure the ceiling can support the weight of the projector and mounting kit.

For ceiling installation, this product must be securely attached to the ceiling in accordance with the installation instructions. An improper ceiling installation may result in accident, injury or damage.

#### Front table

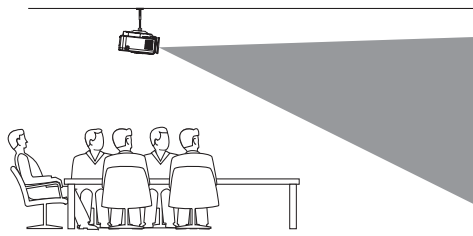
- 1 Place the projector on a table in front of the projection screen. This is the most common way to position the projector for quick setup and portability.



- 2 To adjust projection to the correct position, press **⬆**, and select **Settings - Advanced Settings - Projection Location - Front**).

#### Front ceiling

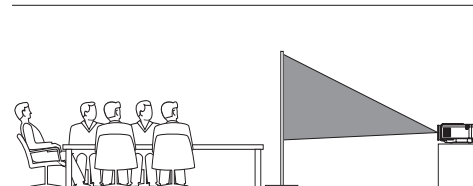
- 1 Mount the projector on the ceiling with upside down in front of the projection screen. A projector mount is required to mount the projector on ceiling.



- 2 To adjust projection to the correct position, press **▲**, and select *Settings - Advanced Settings - Projection Location - Front Ceiling*.

### Rear table

- 1 Place the projector on a table behind the projection screen. A special rear projection screen is required.



- 2 To adjust projection to the correct position, press **▲**, and select *Settings - Advanced Settings - Projection Location - Rear*.

## Changing screen size

The projection screen size (or size of images) is determined by the distance between the lens of the projector and the projection surface.

- The projection image size is to up to **120"** (**300 cm**).
- The projection distance is **80 cm - 200 cm** / **24" - 60"**.

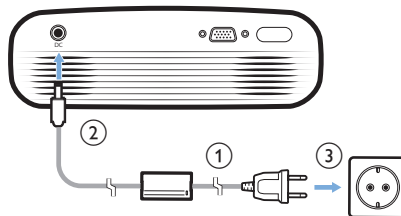
## Connecting power supply

### CAUTION!



Always use the **⏻** button to turn the projector on and off.

- 1 Select a supplied power cable with an appropriate power plug (EU, UK, US, CH).
- 2 Connect the power adapter with the power cable to the **DC** socket on the projector, and then to the wall outlet.
  - The LED on the projector turns red.



## Preparing the remote control

### CAUTION!



The improper use of batteries can lead to overheating, explosion, risk of fire and injury. Leaking batteries can possibly damage the remote control.

Never expose the remote control to direct sunlight.

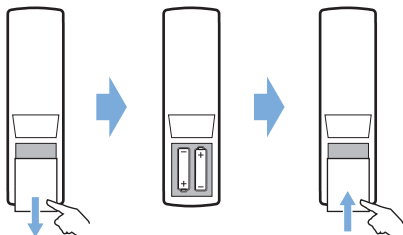
Avoid deforming, dismantling or charging the batteries.

Avoid exposure to open fire and water.

Replace empty batteries immediately.

Remove the batteries from the remote control if not in use for long periods of time.

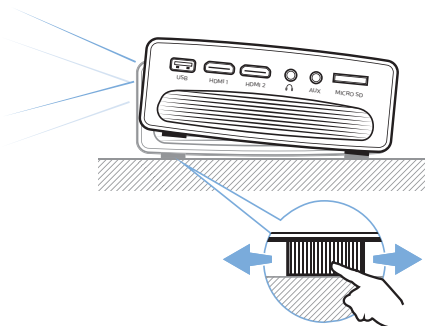
- 1 Open the battery compartment.
- 2 Insert the supplied batteries (type AAA) with correct polarity (+/- ) indicated.
- 3 Close the battery compartment.



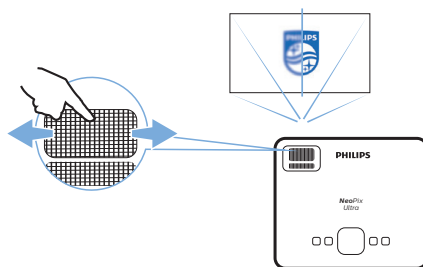
- When using the remote control, point the remote control at the IR sensor on the projector, and make sure there is no obstacle between the remote control and the IR sensor.

## Power on and setup

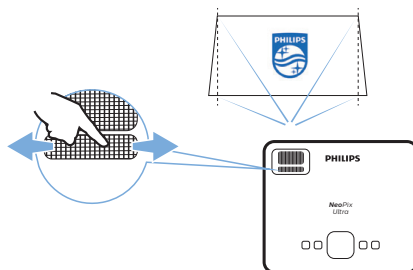
- 1 Press  to turn on the projector. The LED on the projector turns from red to green.
  - To turn off the projector, press  again. The LED on the projector turns from green to red.
  - The distance between the projector and the screen determines the actual size of the image.
- 2 To adjust the screen height when placing the projector on the table, turn the angle adjustment knob located on the bottom of the projector.



- 3 To adjust image focus, turn the focus knob on the top of the projector.



- 4 To correct keystone or distorted images to be rectangular or square, turn the keystone knob on the top of the projector.



# 4 Connect to playback devices

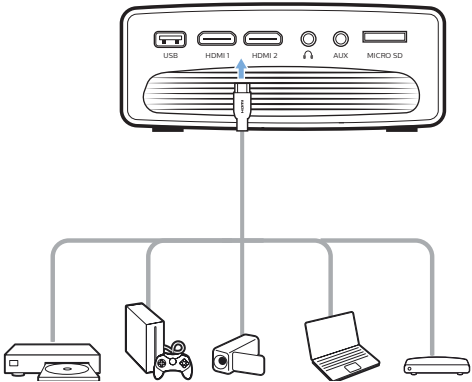
Notice

 Make sure all devices are disconnected from the power outlet before establishing or changing any connections.

## Connecting to devices through HDMI

Connect a playback device (e.g. a Blu-ray player, gaming console, camcorder, digital camera or PC) to the projector through HDMI connection. With this connection, images are shown on the projection screen, and audio is played on the projector.

- 1 Using an HDMI cable, connect the **HDMI 2** or **HDMI 2** connector on the projector to the HDMI output on the playback device.



- 2 Access the home menu and select HDMI 1 or HDMI 2 input source.

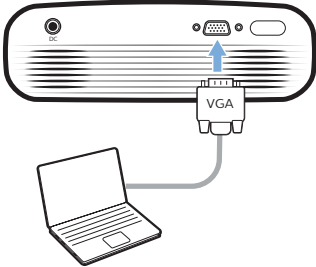
## Connecting to a computer through VGA

Connect a computer (e.g. a desktop or laptop) to the projector. With this connection, images are shown on the projection screen.

Notice

 Many laptops do not activate the external video output automatically when you connect a second display such as a projector. Check your laptop user manual to find out how to activate the external video output.

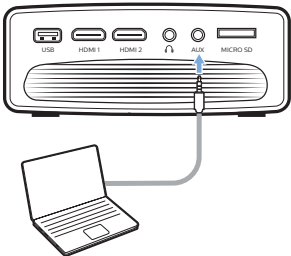
- 1 Using a VGA cable, connect the **VGA** connector on the projector to the VGA output on a computer.



- 2 On your computer, adjust the screen resolution of the computer to the correct setting and switch the VGA signal to an external monitor. The following resolutions are supported:

|         | Resolution  | Image refresh rate |
|---------|-------------|--------------------|
| VGA     | 640 x 480   | 60 Hz              |
| SVGA    | 800 x 600   | 60 Hz              |
| XGA     | 1024 x 768  | 60 Hz              |
| WXGA    | 1280 x 768  | 60 Hz              |
| HD      | 1280 x 720  | 60 Hz              |
| FULL HD | 1920 x 1080 | 60 Hz              |

- 3 Access the home menu and select VGA input source. Images are shown on the projection screen.
- 4 You can output audio from the computer to the projector after the VGA connection is made.
- Using a 3.5 mm audio cable, connect the **AUX** connector (3.5 mm) on the projector to the analogue audio output (3.5 mm jack, or red and white jacks) on the computer.



## Notice



AUX connection only works through VGA connection.

## Connecting to external speakers or headphones

Connect external speakers or headphones to the projector. With this connection, audio from the projector is played through the external speakers or headphones.

### DANGER!



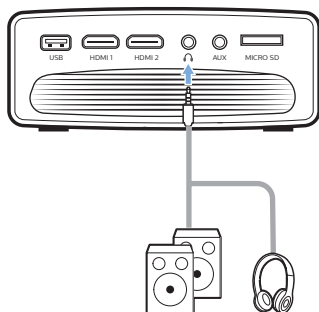
#### Danger of hearing damage!

Before connecting the headphones, turn down the volume on the projector.

Do not use the projector over a longer time at high volume – especially when using headphones. This could lead to hearing damage.

- 1 Using a 3.5 mm audio cable, connect the connector on the projector to the analogue audio input (3.5 mm jack, or red and white jacks) on the external speakers. Or connect the connector on the projector to headphones.

  - The speakers of the projector are deactivated automatically when the external speakers or headphones are connected to the projector.

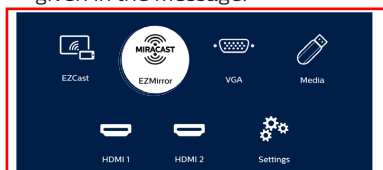


- 2 When connecting to the headphones, use the volume control on the remote control to adjust the volume to a comfortable level.

# 5 Wireless projection with Android devices

## What you need

- An Android device which supports Miracast (or Screen Mirroring). The feature name can be also known as Screencast, Screen Sharing, WiFi Direct, and Wireless Display, etc. Not all Android devices have this feature. Refer to your device user manual for details.
  - Turn on WiFi on your Android device.
  - Turn on WiFi on the projector (press and select **Settings** - **WiFi Settings** - **Enable WiFi** - **On**).
- 1 Press to turn on the projector. The home menu is displayed.
    - Or when the projector is in operation, press to display the home menu.
  - 2 Use the **Navigation buttons** to select **EZMirror**, and then press **OK** to enter **EZMirror** mode.
    - The message window is displayed to prompt you to connect your Android device to the projector. The projector name shown in the WiFi network is given in the message.

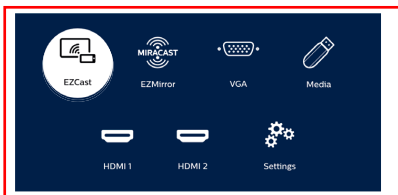


- 3 On your Android device, access the WiFi settings, and select the 'Wireless Display' option. Then select the projector name under 'Wireless Display' to connect your Android device to the projector.
- 4 After successful connection, the screen content of your Android device is casted to the projection surface.

# 6 Wireless projection with iOS devices

## What you need

- Turn on WiFi on your iPhone.
  - Turn on WiFi on the projector (press  and select *Settings - WiFi Settings - Enable WiFi - On*).
- 1 Press  to turn on the projector. The home menu is displayed.
    - Or when the projector is in operation, press  to display the home menu.
  - 2 Use the **Navigation buttons** to select *EZCast*, and then press **OK** to enter *EZCast* mode.



- 3 The message window is displayed to prompt you to connect your iPhone to the WiFi network which is named after the projector name. The WiFi network name and the password are given in the message.
  - By default, the projector name is 'NeoPixUltra-XXXXXXXX' ('X' indicates a letter or digit), and the password is 12345678.
  - To change the projector name, press  and select *Settings - WiFi Settings - Screen Mirroring Settings - Device Name*, then use the pop-up virtual keyboard to input letters and digits.
  - To change the password, press  and select *Settings - WiFi Settings - Screen Mirroring Settings - Password*, then use the pop-up virtual keyboard to input letters and digits.
- 4 On your iPhone, access the WiFi settings and select the WiFi network of the projector to connect your iPhone to the network.
- 5 On your iPhone, access 'Control Center' by sliding the screen up, and select the 'Screen Mirroring' option. Then select the projector name under 'Screen Mirroring' to connect your iPhone to the projector.

- 6 After successful connection, the screen content of your iPhone is casted to the projection surface.

## Casting online video

You can stream online video from your iPhone to be played on the full projectoin screen.

- 1 Connect the projection to the Internet. Press  and select *Settings - WiFi Settings - Screen Mirroring Settings - Internet*, then select your WiFi network name and use the pop-up virtual keyboard to input WiFi network password.
- 2 Select *Mirror + Stream* for video casting. Press  and select *Settings - WiFi Settings - Screen Mirroring Settings - Default Mode*, then press / to select *Mirror + Stream*.
  - *Mirror only* is used to mirror the screen content of your iPhone to the projection screen.
- 3 Connect your iPhone to the projector for screen mirroring. Repeat the steps described in the section of "Wireless projection with iOS devices".
- 4 View online video on your iPhone, and tap the TV icon on the video picture to access Apple TV mode. The video is now cast and played on the full projection screen.

## Trademark notice

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Google, Android and the Android logo are trademarks or registered trademarks of Google, Inc. in the US and other countries.

## 7 Connect to wireless speaker

Through Bluetooth, you can stream music wirelessly from the projector to a Bluetooth speaker.

### Notice



The projector cannot be connected to a smartphone or tablet for music streaming through Bluetooth.

- 1 Turn on Bluetooth on the projector. Press and select *Settings - Bluetooth Settings - Enable Bluetooth - On*.
- 2 On your Bluetooth speaker, turn on Bluetooth (see your device manual for details).
- 3 On the projector, initialize Bluetooth searching and connecting of your speaker. Press and select *Settings - Bluetooth Settings - Bluetooth Settings*.
- 4 If your Bluetooth speaker is connected to the projector, the name of your Bluetooth speaker is displayed on the Bluetooth device list of the projector. Select your Bluetooth speaker from the device list for connection.
  - After successful connection, you can stream music wirelessly from the projector to your Bluetooth speaker.



## 8 Media playback

This section helps you use the projector to play media from a wide range of sources.

### Notice



The projector supports a USB storage device that is formatted for FAT16 or FAT32 file systems.

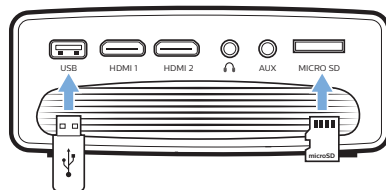
## Movie playback

### Supported file formats

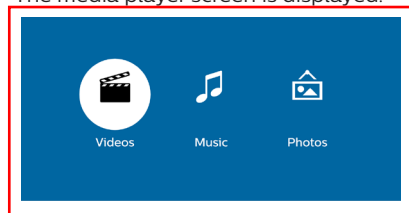
The following file formats are supported:

.dat/.mpg/.mpeg/.ts/.trp/.tp/.vob/.mp4/.mkv/.avi/.flv/.3gp

- 1 Connect a USB storage device to the **USB** port on the projector.
  - Or connect a Micro SD card to the **MICRO SD** slot on the projector.



- 2 Press to display the home menu on the projection screen.
- 3 Press the **Navigation buttons** and **OK** to select *Media*. The media format options are displayed.
- 4 Select *USB* or *Card* as a media format
- 5 The media player screen is displayed.



- *Music*: access and play audio files only.
  - *Video*: access and play video files only.
  - *Photo*: access and play photo files only.
- 6 Select *Video* to activate video media player and access video files.
    - If video media player is selected, only the playable video files can be displayed.

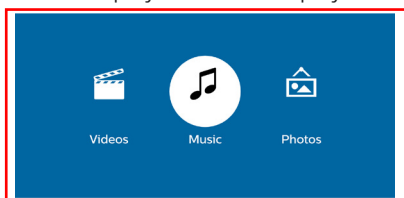
- 7 Select a video file and press **OK** to play video.
- 8 During video playback, press **OK**. The playback control icons are displayed at the bottom of the projection screen. You can access the following playback functions.
  - Select a previous or next video file
  - Fast search backward or forward
  - Pause or resume play
  - Stop play
  - Select a play mode: play only the current file/repeat all /repeat one
- 9 Select a control function and press **OK** to trigger the control.

## Music playback

### Supported file formats

The following file formats are supported:  
 .mp3/ .aac/.ogg/.flac

- 1 Repeat step 1 to 4 in 'Movie playback', and the media player screen is displayed.



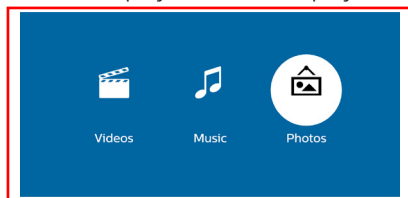
- *Music*: access and play audio files only.
  - *Video*: access and play video files only.
  - *Photo*: access and play photo files only.
- 2 Select *Music* to activate music media player and access music files.
    - If music media player is selected, only the playable music files can be displayed.
  - 3 Select a music file and press **OK** to play music.
  - 4 During music playback, press **OK**. The playback control icons are displayed at the bottom of the projection screen. You can access the following playback functions.
    - Select a previous or next music file
    - Fast search backward or forward
    - Pause or resume play
    - Stop play
    - Select a play mode: play only the current file/repeat all /repeat one
  - 5 Select a control function and press **OK** to trigger the control.

## Photo playback

### Supported file formats

The following file formats are supported:  
 .jpeg/.bmp/.gif

- 1 Repeat step 1 to 4 in 'Movie playback', and the media player screen is displayed.



- *Music*: access and play audio files only.
  - *Video*: access and play video files only.
  - *Photo*: access and play photo files only.
- 2 Select *Photo* to activate photo media player and access photo files.
    - If photo media player is selected, only the playable photo files can be displayed.
  - 3 Select a photo file and press **OK** to display a photo.
  - 4 When a photo is displayed, press **OK**. The playback control icons are displayed at the bottom of the projection screen. You can access the following playback functions.
    - Rotate a photo clockwise or anticlockwise
    - Start slide show
    - Zoom in or out a photo
    - Pan a zoomed picture up, down, left or right
    - Access current file information.
  - 5 Select a control function and press **OK** to trigger the control.

# 9 Change settings

This section helps you change the settings of the projector.

## Picture settings

- 1 Press **▲**.
- 2 Select *Settings*, and then press **OK**.
- 3 Select *Picture Settings*, and then press **OK**.
- 4 Select a picture option, and then press **◀▶** to change:
  - *Brightness*: Set color brightness.
  - *Contrast*: Set color contrast.
  - *Saturation*: Set color saturation.
  - *Sharpness*: Set image sharpness.

## WiFi settings

- 1 Press **▲**.
- 2 Select *Settings*, and then press **OK**.
- 3 Select *WiFi Settings*, and then press **OK**.
- 4 Through the WiFi settings, you can make the following changes:
  - Turn WiFi on or off on the projector.
  - Connect the projector to the Internet. Use the pop-up virtual keyboard to input letters and digits.
  - Change the password of the WiFi network created by the projector. Use the pop-up virtual keyboard to input letters and digits.
  - Change the name of the projector shown in the WiFi network. Use the pop-up virtual keyboard to input letters and digits.

## Bluetooth settings

- 1 Press **▲**.
- 2 Select *Settings*, and then press **OK**.
- 3 Select *Bluetooth Settings*, and then press **OK**.
- 4 Through the Bluetooth settings, you can make the following changes:
  - Turn Bluetooth on or off on the projector.
  - Enable Bluetooth searching and connection of a Bluetooth speaker for music streaming.

### Notice



The projector cannot connect to a smartphone or tablet for streaming music through Bluetooth.

## Language settings

- 1 Press **▲**.
- 2 Select *Settings*, and then press **OK**.
- 3 Select *Language*, and then press **◀▶** to select your desired language for on-screen menu.

## Restore default settings

- 1 Press **▲**.
- 2 Select *Settings*, and then press **OK**.
- 3 Select *Reset All*, and then press **OK**.
- 4 Follow the on-screen instructions to start or cancel resetting.

# 10 Service

## Cleaning

### DANGER!



#### Instructions for cleaning!

Use a soft, lint-free cloth. Never use liquid or easily flammable cleansers (sprays, abrasives, polishes, alcohol, etc.). Do not allow any moisture to reach the interior of the projector. Do not spray the projector with any cleaning fluids.

Wipe over the surfaces gently. Be careful that you do not scratch the surfaces.

## Cleaning the lens

Use a soft brush or lens cleaning paper for cleaning the lens of the projector.

### DANGER!



#### Do not use any liquid cleaning agents!

Do not use any liquid cleaning agents for cleaning the lens, to avoid damaging the coating film on the lens.

## Update software

The latest software of the projector can be found on [www.philips.com/support](http://www.philips.com/support) for you to get the best features and support from the projector.

Before you update the software of the projector, check the current software version:

- Press , and then select *Settings - Advanced Settings - Firmware Version*.

### CAUTION!



Do not turn off the projector or remove the USB flash drive during the update.

## Update SW through Internet

- 1 Connect the projector to the Internet. Press , and then select *Settings - WiFi Settings - Screen Mirroring Settings - Internet*.
  - Use the pop-up virtual keyboard to input letters and digits for wireless router connection.
- 2 Press , and then select *Settings - Advanced Settings - Firmware Upgrade - Online*.
  - If an upgrade media is detected, you are prompted to start or cancel the update.
- 3 Follow the on-screen instructions to complete the update.

## Update SW through USB

- 1 Check the latest software version on [www.philips.com/support](http://www.philips.com/support). Find your product (model number: **NeoPix Ultra**), and locate 'Software and drivers'.
- 2 Download the software into the USB flash drive. Unzip the downloaded software file and save it in the root directory of the USB flash drive.
  - After unzipping, make sure "ACTUPGRADE.gz" file is included.
- 3 Connect the USB flash drive to the projector.
- 4 Press , and then select *Settings - Advanced Settings - Firmware Upgrade - USB*.
- 5 Follow the on-screen instructions to complete the update.

## Troubleshooting

### Power cycling

If a problem occurs that cannot be corrected with the instructions in this user manual, follow the steps given here.

- 1 Turn the projector off by pressing .
- 2 Wait at least ten seconds.
- 3 Turn the projector on by pressing  once.
- 4 If the problem persists, please contact our technical service centre or your dealer.

| Problems                                                                                                        | Solutions                                                                                                                                                                                                                                                                                             |
|-----------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The projector cannot be turned on.                                                                              | <ul style="list-style-type: none"> <li>• Disconnect and reconnect the power cable, and try to turn the projector on again.</li> </ul>                                                                                                                                                                 |
| The projector cannot be turned off.                                                                             | <ul style="list-style-type: none"> <li>• Press and hold  longer than ten seconds. If this does not work, disconnect the power cable.</li> </ul>                                                                      |
| No image from the external HDMI device.                                                                         | <ul style="list-style-type: none"> <li>• Check if the correct HDMI input is selected (HDMI 1 or HDMI 2).</li> <li>• Disconnect the HDMI cable or switch off the HDMI device.</li> <li>• Wait <b>three</b> seconds.</li> <li>• Reconnect the HDMI cable or switch on the HDMI device again.</li> </ul> |
| No sound from the external connected device.                                                                    | <ul style="list-style-type: none"> <li>• Check the cables to the external device.</li> <li>• Check that the sound is activated on the external device.</li> <li>• Only the original cables from the device manufacturer may function.</li> </ul>                                                      |
| No sound from external HDMI output device.                                                                      | <ul style="list-style-type: none"> <li>• On the HDMI output device, set the audio setting to Multichannel (Raw data) &amp; Stereo (PCM).</li> </ul>                                                                                                                                                   |
| No sound when you connect your computer via HDMI cable.                                                         | <ul style="list-style-type: none"> <li>• Check that the sound is activated on the computer.</li> </ul>                                                                                                                                                                                                |
| Only the home menu appears and not the image from the external device.                                          | <ul style="list-style-type: none"> <li>• Check if the cables are connected to the correct sockets.</li> <li>• Check that the external device is turned on.</li> <li>• Check if the video output of the external device is turned on.</li> </ul>                                                       |
| Only the home menu appears and not the image from the connected computer.                                       | <ul style="list-style-type: none"> <li>• Check that the VGA output of the computer is turned on.</li> <li>• Check if the resolution of the computer is set to 1920*1080 (for VGA connection) or 1080P (for HDMI connection).</li> </ul>                                                               |
| The projector turns itself off.                                                                                 | <ul style="list-style-type: none"> <li>• When the projector is running for a long period of time, the surface becomes hot.</li> <li>• Check that the power cable is connected correctly.</li> </ul>                                                                                                   |
| The projector cannot read the USB stick.                                                                        | <ul style="list-style-type: none"> <li>• The projector does not support the exFAT file system.</li> <li>• Format the USB stick in FAT format, then use it.</li> </ul>                                                                                                                                 |
| The projector does not react to remote control commands.                                                        | <ul style="list-style-type: none"> <li>• Check the batteries of the remote control.</li> </ul>                                                                                                                                                                                                        |
| Measures to take if Screen Mirroring does not work anymore after a firmware update of an Android or iOS device? | <ul style="list-style-type: none"> <li>• We recommend checking regularly for new firmware of your projector (<b>see Update software, page 16</b>).</li> </ul>                                                                                                                                         |

| Problems                                                                                                             | Solutions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Screen mirroring does not work with the available Android device.                                                    | <ul style="list-style-type: none"> <li>• In order to allow screen mirroring, your device must support Miracast. Not all Android devices support this function. The function name can be also known as Screencast, Screen Sharing, WiFi Direct, Wireless Display, etc..</li> <li>• Please refer to the user manual of your Android device to check if this function is supported and how it can be enabled.</li> </ul>                                                                                                                                                                                                                                                                       |
| When I view videos, the sound or the picture is sometimes distorted or the sound is not synchronized to the picture. | <ul style="list-style-type: none"> <li>• The available WiFi bandwidth is insufficient for sending the video flawlessly from the smartphone to the projector. This can happen if one or more WiFi networks operate in the same frequency range nearby. Certain IoT devices (e.g. ZigBee enabled devices) also operate in this frequency range.</li> <li>• Your smartphone is not fast enough to compress the screen data and send it simultaneously over WiFi.</li> <li>• Your smartphone may maintain parallel connections to your home network and the projector. This will reduce the available bandwidth. Disabling temporarily the connection to your home network may help.</li> </ul> |
| The temperature of the projector's surface is warm.                                                                  | <ul style="list-style-type: none"> <li>• For this projector it is normal to generate moderate heat during operation.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| What to do if the projector does not work when connecting to a notebook PC?                                          | <ul style="list-style-type: none"> <li>• Check that the HDMI cable is plugged in correctly.</li> <li>• Make sure that the notebook PC has been switched to projector display.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

# 11 Appendix

## Technical data

### Technology/optical

|                                        |                       |
|----------------------------------------|-----------------------|
| Display technology .....               | LCD                   |
| Light source .....                     | LED                   |
| Resolution .....                       | full HD               |
| LED lifetime .....                     | up to 20,000 h        |
| Contrast ratio .....                   | 3000:1                |
| Aspect ratio .....                     | 16:9                  |
| Throw ratio .....                      | 1,4:1                 |
| Brightness .....                       | up to 4200 LED lumens |
| Projection image size (diagonal) ..... | up to 120" (300 cm)   |

### Projection distance

|                           |                                             |
|---------------------------|---------------------------------------------|
| .....                     | 80 cm - 200 cm / 24" - 60"                  |
| Keystone correction ..... | manual                                      |
| Projection modes .....    | front, rear, front ceiling                  |
| Focus adjustment.....     | manual                                      |
| Frame rate.....           | 30 Hz                                       |
| 3D technology .....       | converts 2D in 3D,<br>supports all 3D modes |
| Image lag time .....      | <5 ms                                       |
| Image response time.....  | < 5 ms                                      |

### Sound

|                        |         |
|------------------------|---------|
| Built-in speakers..... | 2       |
| Output power.....      | 2 x 5 W |

### Connection

|                         |                                                                   |
|-------------------------|-------------------------------------------------------------------|
| Wireless standard ..... | 802.11b/g/n                                                       |
| .....                   | operated frequency band 2.4 G                                     |
| .....                   | (13 channels)                                                     |
| Bluetooth.....          | stream music from the projector to external speaker via Bluetooth |
| .....                   | V4.2;                                                             |
| .....                   | operated frequency band                                           |
| .....                   | 2400–2483.5 MHz                                                   |
| Connectivity.....       | 2 x HDMI, VGA, USB (2.0),                                         |
| .....                   | Micro SD card slot, AUX in (3.5 mm),                              |
| .....                   | headphone out (3.5 mm)                                            |

### Power source

|                         |                                        |
|-------------------------|----------------------------------------|
| Power consumption ..... | operating: 100 W                       |
| .....                   | Standby: 0.3 W                         |
| Power supply .....      | power adapter                          |
| .....                   | Input: 100–240V~, 50/60Hz, 2.5 A (max) |
| .....                   | Output: DC 19 V, 7 A                   |

### Supported devices

|               |                           |
|---------------|---------------------------|
| Android ..... | Miracast support required |
| iOS .....     | 7/8/9/10/11               |

### Product details

|                             |                      |
|-----------------------------|----------------------|
| Dimensions (W × D × H) .... | 306 x 230 x 121.5 mm |
| Weight .....                | 2.4 kg               |
| Operating temperature.....  | < 40 °C              |
| Storage temperature .....   | < 60 °C              |

### Package content

NeoPix Ultra projector, remote control with 2 AAA batteries, AC adapter, power cables (EU, UK, US, CH), lens cover, Quick Start Guide



The CE marking certifies, that the product meets the main requirements of the

European Parliament and Council directives EMC directive 2014/30/EU, LVD directive 2014/35/EU, EN 55032:2015, EN 55035:2017, EN 61000-3-2:2014, EN 61000-3-3:2013, EN 60065:2014+A11:2017 on information

technology equipment, regarding safety and health of users and regarding electromagnetic interference.

The Declaration of Compliance can be consulted on the site [www.philips.com/projection](http://www.philips.com/projection).

Preservation of the environment as part of a sustainable development plan is an essential concern of Screeneo Innovation SA. The desire of Screeneo Innovation SA is to operate systems respecting the environment and consequently it has decided to integrate environmental performances in the life cycle of these products, from manufacturing to commissioning use and elimination.



#### Federal Communications Commission (FCC) Statement:

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- 1 This device may not cause harmful interference, and
- 2 this device must accept any interference received, including interference that may cause undesired operation.

#### FCC RF Radiation Exposure Statement:

This transmitter must not be in co-location or operating in conjunction with any other antenna or transmitter. This device complies with FCC RF radiation exposure limits set forth for an uncontrolled environment.

This device should be installed and operated with a minimum distance of 20 centimetres between the device and your body.

FCC ID: 2ASRT-NPX640

#### Canada Regulatory Compliance

This device complies with Industry Canada CAN ICES-3 (B)/NMB-3(B)

**RSS-Gen & RSS-247 statement:** This device complies with Industry Canada RSS standard(s).

Operation is subject to the following two conditions:

- 1 This device may not cause interference, and
- 2 This device must accept any interference, including interference that may cause undesired operation of the device.

**RF Radiation Exposure statement:** The device meets the exemption from the routine evaluation limits in section 2.5 of RSS102 and users can obtain Canadian information on RF exposure and compliance.

This device should be installed and operated with a minimum distance of 7.8 inches (20 centimetres) between the device and your body.



**Packaging:** The presence of the logo (green dot) means that a contribution is paid to an approved national organisation to improve package recovery and recycling infrastructures. Please respect the sorting rules set up locally for this kind of waste.

**Batteries:** If your product contains batteries, they must be disposed of at an appropriate collection point.



**Product:** The crossed-out waste bin symbol on the product means that the product belongs to the family of electrical and electronic equipment. In this respect, the European regulations ask you to dispose of it selectively:

- At sales points in the event of the purchase of similar equipment.
- At the collection points made available to you locally (drop-off centre, selective collection, etc.).

In this way you can participate in the reuse and upgrading of Electrical and Electronic Equipment Waste, which can have an effect on the environment and human health.

The paper and cardboard packaging used can be disposed of as recyclable paper. Have the plastic wrapping recycled or dispose of it in the non-recyclable waste, depending on the requirements in your country.

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[www.philips.com/welcome](http://www.philips.com/welcome)

**NeoPix Ultra**

**EN**