DBPOWER G01 Projector Trouble Shooting

1. How to watch Netflix/YouTube/Prime Video on the projector?
• Press the "Netflix/YouTube/Prime Video" button on the remote control. Or, go to the homepage and select Netflix/YouTube/Prime Video.
• Login to your corresponding account to watch.

2. How to watch Disney+ and Hulu on the G01 projector?
To access Hulu and Disney+ on your projector first, you'll need to download them first. Here's how:
• Go to the projector homepage.
• Navigate to [My Apps] > [APP Assistant].
• Locate and download Disney+ or Hulu from the available options.
• Once downloaded, log in to your corresponding account to start watching.

3. Can NOT play Netflix, Disney+, Hulu, HBO Max, Paramount+, APPs etc. to the projector using a mirror function such as Screencast /HomeShare from a smartphone? There could be problems with no sound or picture.
• Yes, because Netflix, Disney+, Hulu, HBO Max, Paramount+, APPs etc., are protected by copyright so they do not support smartphone wireless screen casting or screen mirrors. It could cause the problem of only sound but no image. It is not the projector restricting you, but these app's copyright restricting you.
• If you want to watch Netflix, YouTube, Prime Video, or YouTube Kids, please press the "Netflix/YouTube/Prime Video/YouTube Kids" shortcut button on the remote control.
• If you want to watch Disney+ or Hulu, please download "Disney+ and Hulu" apps in the "APP Assistant",then log in to your corresponding account to watch. Please refer to page 10 "APP Play" in the manual.
• But HBO Max, YouTube TV, Apple TV, Paramount+, etc.apps don't directly watch by the projector. You can connect to your laptop or PC via an HDMI cable to watch them. Or please buy a TV stick.

4. How to ceiling mount? How to upside down the picture?
• Please purchase a universal projector ceiling mount
• Remove the 4 non-slip black rubber plugs on the bottom of the projector, you will see 4 screw holes,then use the M4*10mm screws to mount the ceiling.
• Go to "Settings" > "Projection", then select the projection mode to make the screen flip upside-down. (Front Table / Rear Table /Rear Ceiling / Front Ceiling)

5. How do I update the firmware?
• When a new version is detected you will be asked to reboot and update.

6. Does it support Dolby Audio?
• Yes. It supports Dolby Audio to produce powerful bass and clear high tones.

7. How do I set the language?
• The G01 projector supports 52 languages, including English, Spanish, French, Italian, German, Portuguese etc. Select"Settings">" Setup">" OSD Language" and then you can set your preferred language.

DBPOWER G01 Projector Trouble Shooting

8. How do I adjust the image size?
• To adjust the image size, move the projector closer or further away from the screen or wall. Moving the projector closer to the screen will make the image smaller while moving it farther away will make it larger.
• The Zoom function can zoom the screen to 50-100%. You can press the Up and Down buttons on the remote to resize the picture.

9. What should I do if the image focus is uneven or blurry? How do I adjust the focus?
• Make sure the projector is placed directly in front of the screen.
• Fine-tune the "FOCUS" knob to the left or right manually until the picture is clear.
• If it is still blurry, please try to adjust the projection distance.

10. No projected image or screen display error.
• Turn off the projector and unplug from the power cord, rest for 5 mins, then plug in the power cord and turn on the projector.

11. Projected display is warped.
• Go to Settings > Keystone to perform a 4-Point Keystone Correction to get a standard rectangular projection.
• It is possible that some walls are not flat or level, which can affect the display. A projector screen is highly recommended for the best experience. Be sure that the surface under the projector is entirely level.

12. Why the projector cannot recognize your USB flash drive?
• Please confirm whether your USB flash drive meets FAT32: 8G/16G/32G/64G/128G; NTFS: 128G formats.

13. Why only image but no sound when playing the video?
• The video file format of 3GP, WMV, and ASF can not be supported.
• The audio file format of APE and WMA can not be supported.
• The copyright of some videos is only allowed to be played on mobile phones/ laptops/ Computers and projectors are not allowed.

14. How to remove a black spot on the projection screen?
• Take off the projector label that covers a hidden slot for easy internal lens access.
• After opening, you can wipe the internal lens with a cotton swab.
• Please contact support@dbpowershop.com and we will send you a video of the cleaning black spots.

15. How to remove a large yellow spot on the projection screen?
• Because overheating occurs when there is poor airflow within the projector, and it can damage the polarizing filter. Once this filter is damaged, projected images develop a patchy yellow discoloration.
• Regularly use a small brush to clean the dust from the air inlet and outlet filters.

DBPOWER G01 Projector Trouble Shooting

- Do not place any objects within 20 inches of the projector's air vents, as this will affect its heat dissipation effect
- Please contact support@dbpowershop.com and we will solve it for you ASAP.

16. How do I switch to Bluetooth Speaker mode on the projector?
- You can use the projector speaker as a standalone speaker by connecting your mobile phone to transmit audio through Bluetooth.
- Select "Settings" > "Bluetooth". Turn on the "Bluetooth Connection" on your projector. Please refer to page 29 Bluetooth Connection.
- Back to Homepage – Select "My Apps" – Press the OK button to select "Bluetooth Speaker". Please stay on this "Bluetooth Speaker" page.
- Access your mobile device's Bluetooth settings and activate Bluetooth, then search for G01 in the available devices list and pair your mobile device with the projector.

17. Can I download any APP directly from the APP STORE on the homepage?
- No, you can't download the apps on the APP STORE platform.
- We are so sorry that the "APP Store" on the projector's homepage is not a real APP store like Google or Apple.
- Only officially licensed apps are available for downloading or watching such as Netflix/Prime Video/YouTube /YouTube Kids/ Disney+ /Hulu etc.
- You can download the apps in the "App Assistant" and log into your account to watch the contents directly.

18. How to connect to a WiFi router to the G01 projector?
Please refer to [Setting-Network] in the user manual.
- Select [Settings]> [Network]
- Turn on[Internet Connection] then select [Wi-Fi](Not Connected or Connected) to enter the [Available Networks].
- Choose your home wireless network router name at the network list to connect and enter your home router Wi-Fi password.
- When the projector connects to your wireless networks successfully, the Wi-Fi on the sub-page shows your home wireless network router name. And the Wi-Fi icon on the homepage shows it is connected successfully
- If you want to change the connected wireless network or enter the wrong Wi-Fi password causing the network connection to fail, Select [Wi-Fi]>[Your Wireless Network Name]> [Disconnected] or [Ignore], then follow step 2 again to connect to the new wireless network.

DBPOWER G01 Projector Trouble Shooting

19. Can't find our home WiFi router name in G01 projector? Or can't connect to the Internet?
Let's try a few troubleshooting steps to see if we can resolve this:
• Restart the Projector: Sometimes a simple restart can resolve connectivity issues. Turn off the projector, wait a few moments, and then turn it back on.
• Check WiFi Settings: Navigate to the WiFi settings menu on the projector. Ensure that the WiFi function is enabled and that it's searching for available networks.
• Move Closer to the Router: If the projector is far from your router, it might have trouble detecting the WiFi signal. Try moving the projector closer to the router and see if it appears in the available networks list.
• Refresh Network List: In the WiFi settings menu, there should be an option to refresh or scan for available networks. Try selecting this option to see if your home WiFi network appears.
• Manually Enter SSID: If your home WiFi network still doesn't appear, you can try manually entering your WiFi network's SSID (name) into the projector's settings. Make sure to enter it correctly, including any capitalization or special characters.
• Check Router Configuration: Ensure that your router is broadcasting its SSID and that it's not hidden. You can check this by logging into your router's settings from a computer or mobile device.
• Restart Router: Sometimes the issue lies with the router itself. Try restarting your router by unplugging it, waiting a minute, and then plugging it back in.

20. What videos, audios, file formats and apps are supported by the G01 projector?
• Please refer to [Supported multimedia formats and types] in the user manual.

Picture Files	JPG, PNG, BMP, GIF, APG, APEG
Audio Files	MPEG1/2 Layer2, MPRG1/2/2.5 Layer3, AC3(DD), EAC3(DDP), GAAC, VORBIS, LPCM, FLAC, AAC, MP2, AC-3, MP3, MAV, OGG, FLAC, M4A
Video Files	MPEG1/2, MPEG2_HD, MPEG4, MPEG4_HD, MPEG4_SD, SorensonH.263, VC1, VP9H.263, H.264, AV1, Motion JPEG, VP8, DAT, MPEG, WEBM, FLV, M4V, MPG, MKV.MOV, MP4, SWF, VOB, H.264
APP	Netflix, Youtube, Youtube Kids, Prime video, Docubay, Open Browser, ToonGoggles, PLEX, TikiLIVE, APP store, Screen Cast, Home Share, Disney+, Hulu

21. Is Bluetooth connectivity also compatible with streaming movies or videos from a mobile?
• No, Bluetooth function can only transmit Audio, but not Videos. Bluetooth connectivity can be used to stream audio from a mobile device to a compatible projector or other audio devices. However, it's important to note that Bluetooth alone typically cannot be used to stream videos or movies from a mobile device to a projector.To stream videos or movies from a mobile device to a projector, please use the Wi-Fi screen mirroring function. [Screencast] for Android phone. [ScreenShare] for iPhone.

DBPOWER G01 Projector Trouble Shooting

22. Can the G01 projector wireless connect to an iPhone?
• Yes, the G01 projector can connect to the iPhone wireless by the [ScreenShare] function. Here's a step-by-step guide to get you started:
• Ensure that both your iPhone and projector are connected to the same Wi-Fi network router or WLAN first.
• Back to the Homepage on the projector – Select [My Apps] > [APP Assistant]>[ScreenShare] and stay on this [ScreenShare] page.
• Go to your iPhone. Open the [Control Center] on your iOS device – Select the [Screen Mirroring] function – Select and connect the projector named [G01] – your iOS device screen will be displayed on the projector screen after a few seconds.