

Capsule 3 FAQ

Troubleshooting Projector Lag Issues

Experiencing lag with your projector can be frustrating. Here's a comprehensive guide to understanding and resolving common causes of projector lag.

1. Initial Startup Lag

When you first power on your projector, you may notice some lag. This is typically due to a large number of applications starting up and initializing simultaneously, all competing for system resources.

2. Post-Firmware Upgrade Lag

After updating the firmware, you might experience lag for a few minutes. Similar to startup lag, this is because numerous applications are initializing and competing for resources.

3. Background App Updates

Lag can also occur when background applications update themselves. This can consume system resources and cause temporary performance issues.

If you encounter lag, please first check if the issue is with video playback or with the system. The difference is as follows:

4. Video playback lag occurs only during video playback and may be related to the network or the video app.
5. System operation lag is characterized by lag when opening menus or moving the focus.

To resolve lag caused by background app updates, follow these steps:

6. Update your projector firmware to the latest version.
7. Update all apps:
8. Go to Settings > Apps > Manage Updates > See Available Updates > Updates.
9. If updates are available, select "Update all."
10. Disable auto-updates:
11. Go to Settings > Apps > See All Apps > Show System Apps > Google Play Store.

12. Open Google Play Store, click on your avatar, and go to Settings > Updates > Auto-Update Apps > Don't Auto-Update Apps.

Note: After disabling auto-update, you will need to check for and install updates manually.

13. Turn off app content recommendations:
14. If your projector is running on Google TV:
 - a. Go to Settings > Accounts and Profiles, select your user profile, and turn on Apps Only mode.
 - b. Note: After turning on Apps Only mode, you can no longer download new apps. Here is a video showing how to enable Apps Only mode:

[How to Enable Apps Only Mode](#)

2. If your projector is running on Android TV:
 - a. Scroll to the bottom of the home screen and click on "Customize your Home screen."
 - b. Turn off app content recommendations.
 - c. Go to Promotional Channels > Turn Off Apps > Spotlight.

[How to Disable Spotlight](#)

By following these steps, you can minimize lag and ensure a smoother experience with your projector.

What Should I Do if My NEBULA Projector Gets Stuck on the Logo When Starting Up?

If your projector gets stuck at the NEBULA logo, Android animation, Android TV animation, or Google TV animation during startup, you can try the following methods to resolve the issue.

Note: If the problem persists after trying the following fixes, the issue may be caused by out-of-date firmware.

For Nebula X1, Capsule 3 Laser (Android TV), Mars 3, Cosmos 4K SE, Capsule Air, Mars 3 Air, and Capsule 3:

1. Connect your projector to a power supply.
2. Point the remote control at the projector, press the power button on the remote control, and then quickly press the "Volume -" button continuously to enter Data Erase mode.
3. Wait for the erasing process to finish, and then you can start the device normally.

Note: The erasing process will delete all local files and data.

For Capsule 3 Laser (Google TV):

1. Connect your projector to a power supply.
2. When the Google TV boot animation appears, press the following buttons on the remote control in sequence to enter Recovery mode: Up, Up, Down, Down, Left, Left, Right, Right.
3. Once in Recovery mode, select the "wipe data" option to perform a factory reset.
4. Wait for the factory reset to finish, and then you can start the device normally.

What should I do if Capsule 3 can't connect to Wi-Fi?

If the capsule 3 cannot connect to Wi-Fi, please try the following tips.

1. Ensure that Capsule 3 and the router are within 5 meters of each other and that your other devices can detect the Wi-Fi signal.
2. Confirm that your other devices are connected to the same Wi-Fi network.
3. Check if your time zone is accurate by going to Settings > System > Date and Time.
4. Try connecting to a different Wi-Fi network or use your phone's hotspot.
5. Experiment with your router's 2.4 GHz and 5 GHz settings.
6. Disable other wireless devices such as Bluetooth and wireless mice, as they may interfere with the Wi-Fi signal.
7. Reset the router's settings.
8. Restart your projector by going to Settings > System > Restart.

If the issue persists, please contact support for further assistance.