

Nebula P1 FAQ

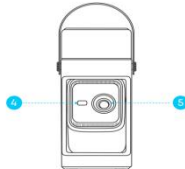
Category	Questions	Answers
Product Basics & Specifications	Product Dimensions and Weight	Dimensions: 124 × 130 × 284 mm Weight: 2.41 kg
	Recommended Distance, Size, and Brightness	Brightness: 650 ANSI Lumens Projection Size and Distance: 60 in: 1.59 m / 5.22 ft 80 in: 2.13 m / 6.99 ft 100 in: 2.66 m / 8.73 ft 120 in: 3.19 m / 10.47 ft
	Heat Dissipation Level	All-metal optical body + dual 8020 fans, thermal efficiency compared to competitors plastic body to enhance more than 100%, thermal defocus ≤ 0.5 pixels, thermal noise ≤ 27 dB (competitors ≥ 30 dB).
	Accessories for Nebula P1	- D2011 120" Inflatable Screen - D2070 P Sub-Category Quick Release Tripod (Up to 75 cm, tilt 25°) - D2051 P Sub-Category Carrying Case - Solix C300 Rechargeable Battery (Recommended)
	Does it have a built-in battery?	No, the Nebula P1 speaker has a built-in battery, while the projector does not and requires a power connection to operate. A built-in battery would increase the device's size and thermal load, potentially affecting performance stability while also limiting weight reduction. The Anker Solix C300 can charge this product, supporting 3 hours of uninterrupted viewing at full power.
	Recommended charging banks	Tested with the speaker placed on a projector with 100% projection brightness. Small charging product: (All the following data are the shortest range.) PN: A1695, range 1h25min PN: A1340, range 1h27min Medium-large charging product: PN: A1726, range 3h30min PN: A1761, range 10 h
	How long is the light source lifespan?	The lifespan is 25,000 hours.
	Contrast Level Issues	P1 Contrast ratio: 400:1
	Projector Charging Requirements	Adapter: At least 100 W Charging Cable: At least 5A Note: If the adapter or cable used is lower than this requirement, the projector light will continuously flash red.
	Projector Indicator	1. When the projector connected to power source and is either powered off or in Standby Mode: Steady Red. 2. The adapter power is insufficient, and an adapter with a power rating above 100W and a 5A cable are needed: Flashing Red when Powered Off. 3. Powered On: Steady White.
	How to Perform Keystone Correction	All settings > Projector > Keystone correction > Start Auto Keystone Correction / Perform Manual Keystone Correction.
	Projector Mode path and Applicable Scenarios	All settings > Display & Sound > Picture > Picture mode - Nebula Master: Watch videos and movies in a dark room.

		- Standard: Suitable for playing daily TV programs, news, and shows in well lit environments. - Vivid: Suitable for users who like vivid colors or viewing in brighter environments. - Sports: Watch sports events such as football, basketball, tennis, etc. - Movies: For users with high requirements for color accuracy or when viewing in dark or low-light environments. - Games: Suitable for playing games with external gaming devices, especially those requiring quick responses (e.g., shooting games, racing games). - Conference: For video conferencing, online teaching, and business presentations in very bright environments.
	Sound Default EQ Path and Introduction	All Settings > Display and Sound > Sound > Sound Mode - Movies: Delivers higher overall loudness, with both low and high frequencies enhanced, creating a more dynamic and immersive audio atmosphere for cinematic experiences. - Music: Provides balanced and natural tuning, faithfully reproducing vocals and instruments for an authentic musical experience. - Outdoors: Features slightly reduced bass and increased maximum volume, ensuring sound clarity and projection in open or noisy spaces. - Custom: Allows users to fine-tune bass and treble frequencies, enabling personalized sound preferences.
	How to Turn On Bluetooth Audio Mode	All settings > Display & Sound > Sound > Turn on Bluetooth Speaker Mode."
	What is the wind noise level?	27 dB at a distance of one meter (tested by Anker Labs).
Features & Functionalities	What is FlexWave and what are its advantages?	Definition: flexwave combines sensors, multi-channel acoustic design, and custom EQ to create immersive sound-anytime, anywhere. FlexWave combines sensors, and specific EQ to deliver immersive surround sound-anytime, anywhere. Benefits: Makes it easier for users to build flexible spatial soundfields with powerful acoustic design that delivers immersive audio quality.
	What is the maximum angle of the gimbal?	The maximum angle is 130°.
	Can it connect to HomeKit / Google Alexa?	Not supported.
	Vision Fit Feature Overview	Vision Fit is mainly operated through Nebula Connect, allowing users to quickly access the screen and avoid obstacles. 1. If you need to enter the screen, please make sure the screen has a black border. 2. Automatically avoid obstacles in front of the screen when using the Vision Fit function.
	What is Nebula Master? What are its advantages?	NebulaMaster™ is the brain behind the beauty, developed by Nebula's team of imaging experts with over 20 years of experience, the NebulaMaster™ Image Processing Engine drives the amazing visual performance. It features de-contouring technology which eliminates banding or artifacts with gradients (e.g., the sky or skin tone).
	How do I use MEMC?	The MEMC (Motion Estimation and Motion Compensation) function on your projector enhances

		dynamic content by predicting motion trajectories and inserting intermediate frames to improve smoothness. While MEMC is a powerful tool for action-packed scenes, its effectiveness depends on proper configuration and content type. Below is a guide to optimizing its use: How to Enable and Adjust MEMC Settings? Go to Settings > Navigate to Settings > Display & Sound > Picture > Advanced Settings > MEMC (Off, Low, Middle, High). Recommended Use Cases MEMC delivers the most benefit in scenarios with fast, complex movements: - Action Movies: Enhances clarity during explosions, fights, or chase sequences. - Sports Events: Reduces blur in fast-paced sports like soccer, tennis, or motorsports. - Video Games: Improves responsiveness for fast-paced gaming experiences. When to Avoid Using MEMC? MEMC may introduce unnatural artifacts when applied to incompatible content: - Static Scenes or Slow-Motion Content: MEMC's frame interpolation may over-process slow movements, causing "soap opera effect" or ghosting. - High-Frame-Rate Videos: Pre-optimized content may lose detail or develop tearing. - Animated Shows or Text-Based Content: Over-interpolation can distort details in cartoons or presentations. Note: For these cases, disable MEMC or use Low mode to maintain visual authenticity. Troubleshooting of MEMC If you notice unnatural effects (e.g., ghosting, over-smoothing, or tearing): 1. Lower the MEMC Level: Switch to Low or Middle to reduce over-processing. 2. Disable MEMC: Turn it off for scenes with minimal motion or high frame rates. - Check Source Quality: Poorly encoded content may amplify artifacts; ensure your source is high-quality.
	How does the HDMI function work and what are dual HDMI input / output scenarios?	When only one HDMI cable is connected, the projector can automatically switch to the HDMI signal, or you can manually select the HDMI signal. When the projector detects the signal, it will display the content projected over HDMI. If the HDMI cable is unplugged, the behavior of the projector will vary depending on how the signal was initially selected. If the signal was connected via automatic switching, it will automatically return to the initiator. If the signal was connected via manual switching of the HDMI signal, it will stay at the No Signal screen.
	Why is the output triggered by the remote control backlight?	1. The buttons with backlight are: Power, Focus, Back, Home, Set, Vol+, Vol-, Voice. 2. When the RC is tilted up from 0° to 25°, the backlight will turn on for 4 seconds. When the RC moves back to 0°

		and is tilted to 25° again, the backlight will turn on again. All other movements will not turn on the backlight (e.g., scrolling, yawing, shaking, vibrating) to prevent accidentally turning it on and draining battery power. 3. Pressing any of the backlit buttons will also turn on the backlight for 4 seconds. 4. Turn on / off the backlight function: The backlight is on by default. To turn it on or off, long press the "OK" and "VOL+" keys together for 3 seconds.
	Why doesn't the DVD player automatically turn on when the automatic power-on function of the TV is activated?	When the system is shut down, all system threads are terminated, which disables the CEC functionality. Then, it is not possible to power on the device using a DVD player.
	What do I do when the prompt "Extended Zoom Use May Cause Overheating" appears?	This model does not have an optical zoom function. The warning is a software bug caused by a false alarm and does not affect normal use of the device. Please click the Confirm Button and continue using it normally while connected to the Internet. The false alarm will not appear once the device is online. A new software version will be released to permanently resolve this issue.
	How does the gimbal work?	Refer to this image. 
	Does the head automatically stabilize the projected image when the projector itself moves or shakes slightly?	No.
Troubleshooting & Maintenance	What should I do if the Nebula P1 firmware update fails?	1. Try a Wi-Fi network or cellular hotspot with a stronger signal. 2. To update the system version, go to all settings > system > about > system update. - The device will reboot during this time. - There may be a 2–3 minute system delay after the update and reboot. 3. To update the speaker version, go to all settings > Remotes & Accessories > Speaker L/R > Accessory update. - The whole upgrade process will take about 25 minutes. 4. To update the remote control version, go to all Settings > Remotes & Accessories > Nebula Remote > Remote Update. - If you are unable to receive the above update, please retry. - If after retrying you are still unable to receive the update, you will need to provide your SN (Serial Number). 5. To view the SN, go to all Settings > System > About > Status > Serial Number.
	What USB drive formats does the Nebula P1 support?	FAT32 / NTFS
	How do I fix a projector with delay issues?	This guide will help you understand common causes of projector lag and how to resolve them. 1. Initial Startup Latency When you start your projector for the first time, you might notice some delay. This is usually caused by multiple

		applications launching at once and competing for system resources. 2. Lag after Firmware Upgrade After updating the projector's firmware, you may experience a short delay of a few minutes. This happens because many applications are initializing simultaneously. 3. Background Application Updates Lag can also occur when background applications update themselves. These updates use system resources and temporarily affect performance. 4. Identify the Type of Lag Before troubleshooting, determine whether the lag occurs during video playback or system navigation: - Video Playback Lag: Only happens during video playback and may be related to network issues or the video application. - System Operation Lag: Noticeable when opening menus or moving focus in the system interface. 5. Steps to Reduce Lag - Update the projector firmware to the latest version. - Update all applications: Go to Settings > Applications > Manage Updates > View Available Updates > Updates. Select "Update All" if updates are available. - Disable automatic app updates: Go to Settings > Apps > View all apps > Show system apps > Google Play Store. Tap your avatar, then Settings > Update apps automatically > Do not update apps automatically. You will need to manually check for updates after this. - Turn off app content recommendations: - For Google TV: Settings > Accounts & Profiles > Select your profile > Turn on Apps Only Mode. Note: You cannot download new apps in this mode. - For Android TV: Scroll to the bottom of the Home screen > Customize Home Screen > Turn off app content recommendations > Promoted Channels > Close Apps > Spotlight.
	What should I do if the application crashes?	1. Try another Wi-Fi network. 2. Check that your time zone is accurate. Go to Settings > System > Date and Time. 3. Go to Settings > Apps > See All Apps > App Name > Clear Cache. 4. Go to Settings > System > About > Reset > Factory Reset to reset.
	What should I do if my Google TV Nebula projector screen goes black or flickers?	If your projector has issues with a black or flickering screen, it could be due to the following two reasons: Switching from basic TV to Google TV (by logging in to your Google account) causes the Google launcher to automatically update. The Google launcher is automatically updating in the background. When you encounter a black or flickering screen, wait 3-5 minutes for the update to complete, and it should return to normal. While waiting for the update to complete, do not perform a forced shutdown or disconnect the network.

		If the projector is turned off or the network is unexpectedly interrupted while the Google launcher is updating, ensure the network is normal, restart the projector, and then try again. If you do not want this situation to occur again, you can disable automatic Google launcher updates by following these steps: Go to the Google Play store, click on your avatar, and navigate to Manage Apps & Games > Updates, then click "Update All" to update all applications. Go back, then go to Settings > Auto-Update Apps, and select "Don't Auto-Update Apps."
	What should I do if my Nebula projector gets stuck at the logo when I start it up?	After powering off and restarting the projector, press the power button on the remote control to turn it on again, and then press the Volume Button quickly and continuously to enter Data Erase Mode. Wait for the erase process to complete and then you can start the device normally. Note: The erase process will delete all local files and data.
	What should I do if my Nebula P1 projector won't turn on or charge?	1. Confirm that the adapter is plugged in normally, both ends of the charging cable are plugged in normally, and press the Power Button. 2. Confirm the status of the power indicator light. If the indicator light is not on and there is no response when you press the Power Button several times, you need to check whether the adapter and charging cable are normal, and whether you can charge other devices; if you confirm that there is no abnormality in the adapter or charging cable, the probability is that it is a software and hardware problem, and you need to contact customer service to solve the problem. If the light is red, continue to press the Power Button and the remote control's On Button. If there is still no change, the probability is hardware and software problems, you need to contact customer service to solve. If the red light is flashing fast, it means the adapter or charging cable is not powerful enough, please use the original adapter and charging cable, or other 100W adapter and 5A charging cable to confirm. If the white light is on, but there is no image, then it is a software and hardware problem, you need to contact customer service to solve it.
	What should I do if there is a TOF error in Nebula P1?	1. Check if the TOF sensor of the machine is covered in any way. The TOF position should not be covered. 2. When the TOF sensor is dirty, wipe the TOF sensor lens with a soft tissue or eyeglasses cloth. The position of the TOF sensor is shown in the figure 4 below. 
	Why is there dust on my Nebula P1 lens?	When the products leave the factory, we carry out a strict check. Dust accumulation in the lens is related to the use

		environment, and it is inevitable that dust will enter the lens after a long time of use. However, through our efforts, a small amount of dust will not affect the projection effect. If you are affected by this, please contact our after-sales department for assistance. We apologize for any inconvenience caused.
	What should I do if my Nebula P1 is not receiving a signal via HDMI?	1. Use a different HDMI cable. 2. Connect the projector to another device using an HDMI cable. 3. Disconnect from the projector and then try to connect your device to the TV via HDMI. 4. Adjust the HDMI output resolution of the connected device to match your projector.
	What should I do if Nebula P1 is out of focus?	Path 1: Short press the Focus Button on the remote control. Path 2: All Settings > Projector > Focus > Start Auto Focus). If it's still blurry after auto focusing, long-press the focus button on the remote control, then tap Manual Focus to enter the manual focus interface. Press the left and right arrow keys to adjust the screen until it is clear.
Connectivity & Pairing	How does IOS and Android phone screen mirroring and projection operation function?	iOS Screen Mirroring 1. Search for the Nebula Cast app in Google Play Store on the projection side, download and install it, and then open the app. 2. Connect the projector and cell phone to the same Wi-Fi. 3. Click the Screen Mirror button on your phone to select your device for mirroring. iOS Screen Casting 1. Connect the projector and your phone to the same Wi-Fi. 2. In the Streaming app, click the AirPlay Casting Button and select the device for casting. Android Screen Mirroring 1. Connect the projector to the same Wi-Fi as your phone. 2. Open Google Home on your phone, connect your device and tap the Cast button to mirror. Android Screen Casting 1. Connect the projector to the same Wi-Fi as your phone. 2. In the Streaming app, tap the Cast Button and select the device to cast.
	How do I connect the Nebula Connect app to my Nebula projector?	To connect the Nebula Connect app on your phone to the Nebula projector, follow these steps: 1. Install the Nebula Connect app from the App Store or Google Play Store on your phone. 2. Turn on Bluetooth on your phone. 3. Select your own device to connect (make sure you select the correct model). 4. Once connected successfully, you can use the Nebula Connect app to control the projector.
	What do I do if I can't connect to the Nebula Connect app?	Please try the following steps to see if they resolve the issue: 1. Uninstall Nebula Connect. 2. Go to your phone's Bluetooth settings and unpair the

		projector. 3. Reboot the projector. 4. Reinstall Nebula Connect and try to connect again.
	How do I unlock the new eWarranty Card feature on the Nebula Connect app?	Steps: Nebula Connect App > Me > E-Warranty Card. After that, follow these steps: 1. Click on the "Register" button to upload the proof of purchase for your device. 2. Submit the proof of purchase for your projector. 3. Obtain a warranty authorization for your device (My Devices > Warranty Authorization). 4. Click the "Request" button to request a return or exchange. 5. Submit your warranty reason and leave your contact information. 6. You will receive one-on-one service from our customer service team.
	What should I do if my Google TV Nebula projector does not connect to Wi-Fi or disconnects frequently?	If your projector displays a black or flickering image, this may be due to one of the following two reasons: 1. When switching from Basic TV to Google TV (by logging in with your Google account), the Google Launcher updates automatically. 2. The Google Launcher updates automatically in the background. If a black or flickering screen appears, please wait 3–5 minutes for the update to complete—everything should then work normally again. Do not force a restart or disconnect the network connection during the update. If the projector is turned off during the update or the network connection is interrupted, please ensure that your internet connection is stable, restart the projector, and try again. If you want to prevent this problem from happening again, you can disable automatic updates for Google Launcher. To do this, follow these steps: 1. Open the Google Play Store, tap your avatar icon, and go to Manage apps & games > Updates, then tap Update all to first update all apps to the latest version. 2. Go back, then go to Settings > Auto-update apps and select Don't auto-update apps.
	How do I pair a remote with a Nebula P1?	1. The remote control is already paired when the product is shipped. 2. If the remote control is not paired when you receive it, click on the Microphone Button on the remote control and follow the UI prompts to re-pair it.
	Why does the sound output still exist after muting the iPhone in Bluetooth Audio Mode?	This is a platform issue, the current projector bluetooth protocol does not support the volume protocol. iPhones still have slight audio output when the volume is adjusted to 0.
	What should I do if my speakers arrive and don't connect?	1. Go to Menu > Settings > Remotes & Accessories 2. Pair More Official Accessories > Soundcore Surround Speaker. 3. Press "Continue" after the speaker indicator light flashes blue. 4. Choose the speaker that is disconnected. 5. "Speaker Connected" indicates success. 6. You can refer to this video:
	I connected to my projector's Bluetooth Speaker Mode using the Nebula Connect app, but	At this time, you need to delete the Bluetooth connection record with Nebula P1 in your phone's Bluetooth settings. The Nebula Connect app will then be able to connect to

	after exiting this mode, the app won't reconnect. What should I do?	the projector smoothly. This issue will be addressed in future optimizations. Thank you for your understanding.
Video & Audio Usage	What are the latency levels of external consoles?	Thanks to the 84DLPC driver, the P1 connects to consoles via HDMI with input latency of ≤10ms in Extreme Game Mode (most flagship competitors have only ≤20ms).
	Basic Audio Information Q&A	1.Flight duration: The maximum length of time for use is 20 hours at 50% volume, measured by Anker Labs. 2.Charging Recommendations: 1)Speaker docked in the cabin, charging through the top pogo-pin (charging time: 3 hours). In host plug-in state, the speaker charges as long as it is placed on top, whether the projector is on, off, or in standby. When powered on, the priority is supplying energy to the projector, with sufficient margin to charge the speaker. 2)Speaker not docked in the cabin, charging through the USB-C port on the back (Charging time: 3 hours). 3.Speaker Protection Grade: IP54 4.Speaker Power: 2 × 10 W 5.Whether the projector can be connected to other speakers: Yes. The number of connections depends on the specific program of the other speakers (cannot be played with our speakers at the same time). 6.Whether the speaker can be connected to other products: 1)Projector without Bluetooth speaker mode turned on: No. 2)Projector with Bluetooth speaker mode turned on: A cell phone can connect to the projector and play audio through the speaker. 7.Speaker Indicator Lights: Bluetooth Pairing — Flashing Blue Bluetooth Connected — Steady White Charging — Steady Red Low Battery — Flashing Red Fully Charged — Steady Green 8.Speaker Bass Level: 65 Hz
	After connecting the projector to speakers, does the projector itself still output sound?	The two protocols are different and cannot produce sound at the same time. P1 comes with speakers that are LE Audio protocol (≤50 ms delay), and the projector connects to the other speakers individually by means of the SoC's classic Bluetooth (100 - 250 ms delay).
	How do I stream or mirror video from a Windows 10 PC to Nebula P1?	1. Make sure your Windows PC and the projector are connected to the same Wi-Fi network. You can also use a cell phone hotspot. 2. Open Chrome on your Windows PC. In the upper right corner of Chrome, go to More > Projection. 3. Select the device on which you want to view the content, and then view it on the projector. You can also use screen projection software to mirror

		videos from your Windows PC to the projector. 1. Connect your Windows PC and the projector to the same network. 2. Download screen casting software, such as EZCast, on your Windows PC and projector. 3. Open the screen casting software, and then click the casting icon in the upper right corner to cast to the projector.
	How do I play videos on Nebula P1 without Wi-Fi?	1. Download the video to a USB drive. 2. Install a file explorer application, such as Nebula FileManager, from the Google Play Store on your Nebula P1. 3. Connect your USB drive and play the video stored on the USB drive.
	What should I do if the YouTube voice assistant is not working?	If the voice assistant does not work on Youtube, you can enable it by following these steps: 1) Step 1: Go to Settings > Apps > See All Apps > YouTube > Clear Cache. 2) Step 2: Go to Settings > Apps > YouTube > Permissions, change the Microphone permission to Allow only while using the audio.
	What is the gray border on the projector screen?	1. Why does my projector display an image with a gray border around it? This gray border is a characteristic of projectors using Digital Light Processing (DLP) technology. It occurs due to the design of the Digital Micromirror Device (DMD) that is used to adjust the image. The DMD has an inactive area at the edges that creates a gray border around the image when light hits that area. 2. Can the gray border be minimized or removed? Yes, the gray border can be minimized. One way to minimize the gray border is to project as far as possible, keeping the gimbal level and turning off keystone correction. This will make the gray border narrower. 3. What is keystone correction and how does it affect the gray border? Keystone correction adjusts the image to a rectangular shape when the projector is not perfectly aligned with the screen. This process essentially crops the skewed image into a normal rectangle, thereby increasing the inactive area on the DMD. 4. Is the gray border a defect or a normal feature? The gray border is normal and an inherent characteristic of the DMD system used in DLP projectors. It is not a defect, but rather a result of technical design. 5. Does the gray border affect the overall viewing experience? Gray borders are typically very narrow and do not significantly affect the overall viewing experience. However, if you feel uncomfortable, you can adjust the position and settings of the projector as described above to minimize the visibility of the gray border. 6. Are there other solutions to reduce the gray border?

		Other than adjusting keystone correction and projector position, there is no other solution to completely eliminate the gray border, as it is a fundamental aspect of DMD technology. However, ensuring that the projector is properly aligned with the screen can help minimize its impact.
	What should I do if there is no sound in Nebula P1?	Press the Setup Button to open the Dashboard, observe the speaker connection status in the upper left corner, if it shows "Offline," you need to reconnect the speakers.
	Why is there a popping sound or a disconnect alert on the speakers?	During daily use of the projector and satellite speakers, some beeps and disconnections may affect the viewing experience. Our projector and satellite speakers are connected via BT 2.4G, which is a common band used by many electronic devices. Interference can occur from devices such as cameras, routers, doorbells, etc. We suggest separating the speaker from the projector and keeping both away from other electronic devices during reconnection to reduce interference. We hope this will help solve your problem and look forward to your feedback. Troubleshooting: 1. In daily use, try to minimize the number of Bluetooth or Wi-Fi devices in the projector's environment, especially when preparing to connect the speaker. 2. Adjust the placement of the projector and satellite speakers so that the speaker is facing the projector. 3. Ensure the distance between the projector and the speakers is no more than 8 meters. 4. When using the satellite speakers separately from the projector, avoid placing the speakers next to Wi-Fi devices whenever possible.