

ViewClix Remote Control Troubleshooting

The ViewClix remote control is a wireless device that does not need to be pointed at the ViewClix frame to function. The remote control transmits its wireless signals to a small USB receiver that is plugged into the back of the ViewClix frame.

1. Batteries

- Make sure that the blue light on the front of the remote control flashes when a button on the remote control is pressed. If there is no light, a new pair of AAA batteries might be needed.

2. Resetting the USB remote receiver

- The receiver is a small USB “dongle” that is plugged into a USB port on the back of the ViewClix frame.
- Try resetting the receiver by switching its USB port.
- Unplug the receiver and then plug it into a different USB port (per the picture).
- The remote control may begin working after the USB receiver is switched to a different USB port.

Important NOTE: after resetting the USB receiver, you may need to unplug the ViewClix frame and plug it back in again before the remote control will begin working.



USB receiver

Alternate
USB port

ViewClix Remote Control Troubleshooting (continued)

3. Re-pairing the remote control with the USB receiver

It may be necessary to “re-pair” the transmitter with the receiver. Follow the steps below to re-pair.



- Remove the battery compartment lid from the back of the remote control and remove a battery. Then, put the battery back into the remote control.

NOTE: don't press any of the buttons on the remote control until the next step.

- Hold the remote control within 1-2 feet of the USB remote receiver.
- On the remote control, simultaneously press the left arrow and the * button for about 3 seconds.
- The blue light on the remote control will turn on.
- When the light comes on, immediately release the buttons.
- The pairing will begin and the blue light should flash 3 times and then go out. This indicates that pairing was successful.
- If the light stays on for more than 1 minute and then flashes once and goes out, the pairing was not successful and you should try again using the same process.

Important NOTE: after re-pairing the remote control, you may need to unplug the ViewClix frame and plug it back in again before the remote control will start working.