

# 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.

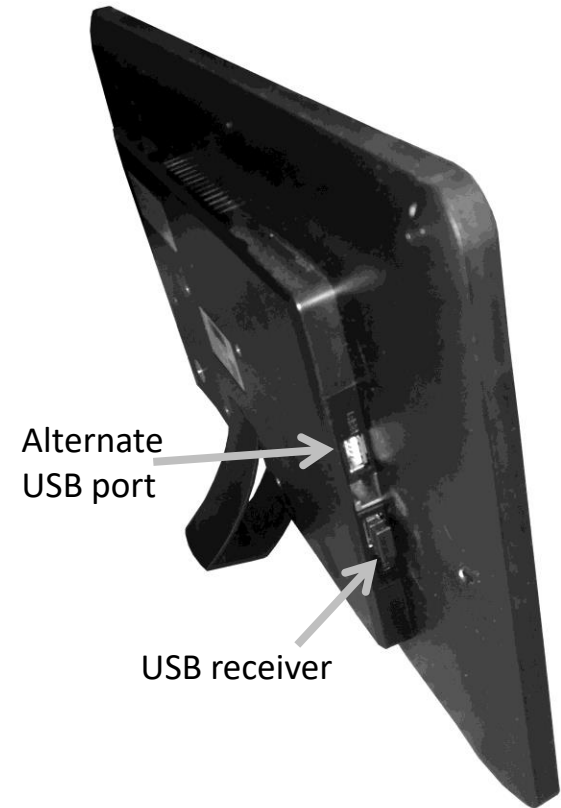
## 1. Batteries

- 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.



# 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.

