

# 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.

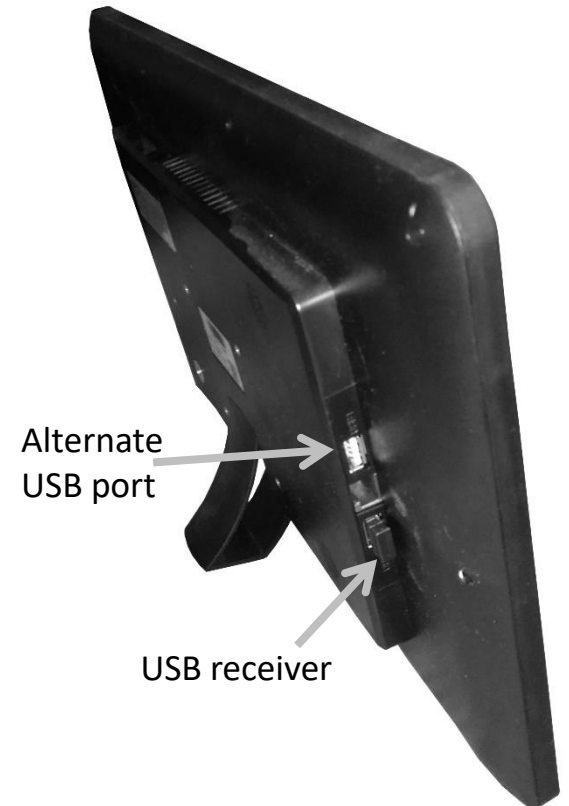
## 1. Functional test

- On the back side of the remote control, you can see that there is a plastic piece that slides into the top of the remote control's metal case. When a button is pressed on the remote control, you should be able to see a red light flash at the joint between the top plastic piece and the metal case.
- If you do not see the light, the remote control may need a new battery. It's a coin-type battery, CR-2032. To replace the battery, there is a small grey tab located on the bottom of the remote control on the back side. Pull this tab out to remove the battery tray. It's a tight fit so you may need some leverage using a small flat-head screwdriver.

## 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.

1. Unplug the remote control’s USB receiver from the ViewClix frame.
2. Hold the remote control within 1-2 feet of the USB remote receiver.
3. On the remote control, simultaneously press the OK button and the \* button for 3 seconds and then release the buttons.
4. The red light on the remote control will begin to flash (you can see the light flashing by looking at the back side of the remote control, at the joint between the top plastic piece and the metal case.)
5. Plug the USB receiver back into the ViewClix frame.
  - The red light should stop flashing. This indicates that pairing was successful.
  - If the light does not stop flashing, the pairing was not successful and you should try again using the same process.