



# Tech Info Library

## Infrared Remote Control: Functions & Troubleshooting (1/96)

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TOPIC -----

This article provides information on the infrared remote control functions, and also provides troubleshooting tips.

DISCUSSION -----

An infrared remote control is included with all Macintosh computers that include a television tuner or tuner module. It is also included with the Apple TV/Video System. There are two remote control models, both offer identical functions:

- A thin, credit-card type remote with a raised-bubble control pad
- A larger, standard-type remote control similar to those included with many televisions and VCR players.

### CONTROLS

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- **Power:** Turns the computer on and off. When turning the computer off using the remote control, you must quit all applications currently running before the shut down is completed. Quitting applications is performed automatically. However, you must respond to any dialogs that may appear during the shut down process.

- **Muting:** When using the Apple Video Player or AppleCD Audio Player, turns the sound off and on. The word "Muting" appears in Apple Video Player's video window, except when playing MPEG movies. The Sound control panel also indicates that you have muted the sound.

- **Volume +, Volume -:** Two buttons. Increases or decreases the volume for Apple Video Player or AppleCD Audio Player.

- **Channel +, Channel -:** Two buttons. Changes the programmed television channels in Apple Video Player in ascending or descending numerical order.

- **Display:** Toggles the video window in the Apple Video Player between the current size and the largest size.

- **TV/Video/Mac:** Toggles between the Apple Video Player window and other Macintosh applications currently running. If Apple Video Player is not running,

it is launched.

- Stop/Eject: Press once to stop the currently playing audio CD. Press again to eject the audio CD. Also ejects a Video CD when in the Apple Video Player.
- REV: To go to the previous track on an audio CD.
- FWD: To go to the next track on an audio CD.
- Play/Pause: Play or pause an audio CD.

#### What to Do if the Remote Does Not Work

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- Make sure you have answered all dialogs or error messages that are on your computer screen.
- Check the remote control with another Macintosh computer that uses a remote control. Try powering on/off the computer. Some Sony television sets also work since they use the same type of remote control signal. If your remote control can power on/off another device the problem is unlikely to be the remote control unit.
- Make sure you have the Video Startup extension installed in your Extensions folder. If you do not have this extension in your Extension folder, only the Power button on the remote control works.
- Make sure you are using the remote control in close proximity to the black infrared receiver window in your Macintosh computer. Also make sure nothing is obstructing the infrared receiver window.
- The thin, credit-card type remote is shipped with a clear plastic tab that protects the battery during shipping. Remove this tab if present.
- The checkbox labeled "Disable Remote Control" may be selected in Apple Video Player. Choose Preferences from the Setup menu and deselect this box. Having this option selected disables ALL remote control functions, including Power, regardless of whether Apple Video Player is currently running. After shut down, however, the remote will still be able to power on the computer. The other functions remain disabled after starting up until "Disable Remote Control" is deselected in Apple Video Player, or the Video Player Prefs file is thrown away, and Apple Video Player is restarted.
- The remote control may have a dead battery.

#### Thin Remote Control

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Insert a pen tip into the small round hole on the back of the remote control, then move it to the right to allow the battery compartment to slide freely outward from the bottom of the remote.

Replace the battery with a 3-volt lithium cell (type CR2025). These batteries

are available wherever camera, watch, and calculator batteries are sold.

#### Larger Remote Control

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Slide the battery cover off with your thumb. Replace the batteries with fresh AA batteries.

#### Remote Control Works in Some Applications

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- Try using it to control AppleCD Audio Player functions. If it works properly with AppleCD Audio Player, it may be that only the application Apple Video Player is not working properly.
- Trash the Apple Video Player Prefs file from the Preferences folder, inside your System Folder, and restart the computer.
  - If Apple Video Player still does not work after throwing away the preferences, reinstall Apple Video Player and the Video Startup extension.

#### NOTE:

Make sure to throw away the old versions of Apple Video Player and the Video Startup extension before installing new versions.

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