

# Technical Note #103

## IR Remote Stops Working

### Symptoms

You try to use the infrared remote control and the Lighthouse Pro does not respond. Either all or some of the keys do not work.

### Causes

- IR Lock is turned ON.
- The battery is weak or dead.
- The remote is damaged physically or with spilled liquids.
- The remote has lost its code.

### Troubleshooting Procedure

1. Press down on any button. A red LED located behind the letters "XLS" should light up. If the LED does not illuminate, the most likely cause is a dead battery or the batteries are installed backwards. If the remote has experienced physical or water damage, contact MCU Research to purchase a replacement.
2. If buttons work only some of the time and no physical damage has taken place, then the likely cause is weak battery.
3. The infrared remote may be locked. Aim the remote at the front panel display. Press and release the *RESUME* key, then press and release the *IRLOCK* key. The display will indicate that the remote has been unlocked. If this is the problem, the remote should now function properly.
4. In rare cases, the remote could lose its setup code. To hard reset the remote, follow these steps:
  - 1) Press down and hold the *MAINT* and *CONTRAST* buttons at the same time.
  - 2) Within 3-5 seconds the LED will blink a few times then go out.
  - 3) Release both buttons.
  - 4) Press down and hold the *CANCEL* and *ENTER* buttons at the same time.
  - 5) In 3-5 seconds, the LED should come on and stay on.
  - 6) Release both buttons.
  - 7) Press and release the "6" key.
  - 8) Press and release the *ENTER* key.
  - 9) The LED will blink a few times then go out.