

Troubleshooting TerraTec Remote Control

Note: This documentation can be used as a guide for all TerraTec products from the Cingery Series and the TerraTec Series regarding problems using the TerraTec Remote Control!

So if your Remote Control not working properly or not working at all, hopefully this guide will help you to solve the problem:

Is the infrared receiver connected to the PCI card / USB stick?

Some of our products are delivered with an external infrared receiver, others have an integrated receiver.

PCI cards normaly have an external receiver which gets connected to the card / PC via USB cable or 3.5 mm mini jack. The USB sticks normaly have an integrated receiver, only exception is the Cinergy Hybrid T USB XS.

Please check in the manual if the delivery should contain an infrared receiver and then please connect the device with the TV card to enable the use of the remote control

Please check first of all the if the delivery contains all parts that are shown in the manual:

1. TerraTeck Cinergy S2 PCI HD
2. Remote Control and Batteries
3. **Infrared Receiver**



Is the software for the Remote Control Editor installed on the system?

The software is nessecary because it passes the commands coming from the remote control to the PC. The TerraTec Home Cinema and the remote control software are two independent programs and can be started and closed seperately. However in order to use the remote control in the Home Cinema the remote control has to be active. If the software is active, you will see a tray icon like the one on the picture below.



When the software is currently active you can open the browser with a double click on the tray icon as shown on the picture above.

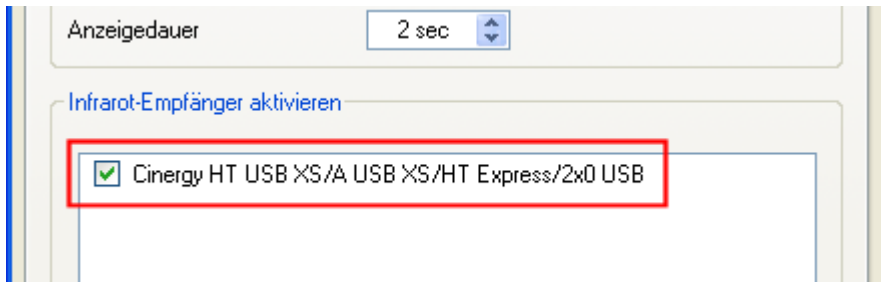
In case that the program is not running you can find the starter by following the next steps:

Start(Windows button) – (All)Programs – TerraTec – TerraTec Home Cinema – Tools – Remote Control Editor

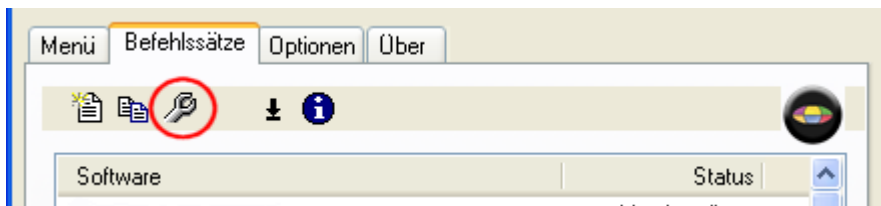
To make sure that your remote control is selected, please go to the “Options” of the software and check, if the picture matches the remote control you have.

In case that you can't find the software in the Startmenu or there is no device found, the software has been installed without a device connected / installed. To solve the problem, please install the driver for the device and make sure that it is connected to the PC, then run the TerraTec Home Cinema Setup (either from CD or Download from our website) again.

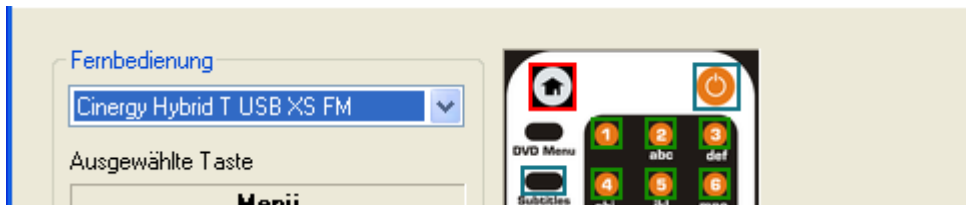
When the driver and software are installed correctly and you open the Remote Control Editor, your TerraTec product should appear under the Options of the Editor as shown in the picture below.



Another possible error source could be that a wrong preset for the remote control is chosen. Please open the command settings, then select the TerraTec Home Cinema entry and proceed by clicking on the button with the tool image on it (picture below).



Please check if the selected preset is the one for your remote control. An easy way is to compare the image of the remote control shown with the one delivered with the product. Select your remote control the proceed with one click on "Next".



The remote control now is ready for the use with the Home Cinema and if you press the "House-Button" while the Home Cinema is running, the software menu should open on your monitor. (if there is no "House-Button" try the one with "OSD" on it)

For further Informations please read the Remote Control Editor Manual on the driver CD included in the package.

<CD-Drive>Manuals\English\Remote Control Editor\ Remote Control Editor en.pdf

or on our Website

ftp://ftp.terratec.de/Accessories/RemoteControl/Manual/RemoteControlEditor_Manual_EN.pdf

How can I completely uninstall the Remote Control Editor?

In case that the remote control is not working properly a new installation of the software can fix the problem. Therefore you have to close the Remote Control Editor and remove the whole folder.

C:\Programs\Common Files\TerraTec\Remote

Then open your internet browser and use the link below to download the latest version of the software.

<ftp://ftp.terratec.de/Accessories/RemoteControl/Update/>

Test the functionality of the remote control:

In order to test the functionality of your remote control, please take a digital camera or even use the camera mode of your mobile phone and look through the camera on the "LED" on the top of the remote control while you press a random button.

If you can see the "LED" flash up through the camera the remote control is working and the problem must be somewhere else.

In case the "LED" does not flash up please check the batteries first and if the batteries are ok, please contact your retailer or the TerraTec Support team.