

RESET HIK REMOTE CONTROLLER

Troubleshooting Remote Control

Note: Make sure you have installed batteries properly in the remote control, and you have to aim the remote control at the IR receiver on the front panel. If there is no response after you press any button on the remote, follow the procedure below to troubleshoot.

Steps

1. Go to Menu > Configuration > General > More Settings by operating the mouse.
2. Check and remember the device No. The default No. is 255. This device No. is valid for all the IR remote controls.
3. Press the DEV button on the remote control.
4. Enter the device No. from step 2
5. Press the ENTER button on the remote.

If the remote control is operating properly, but there is still no response from the remote, please check the following:

1. Batteries are installed correctly and the polarities of the batteries are not reversed.
2. Batteries are fresh and not out of charge.
3. IR receiver is not obstructed.

If the remote still can't function properly, please change a remote and try again, or contact the device provider.