

Audio Research Tech Note: Infrared (IR) remote control problems

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We frequently receive many calls and emails about products for which the remote control functions have either failed completely, or some of the button functions don't respond. In most cases, the remote itself has a problem, not the infrared (IR) receiver in the product itself. The following tips may help you to diagnose where the problem lies.

Problem 1: Remote appears dead. No buttons make product respond.

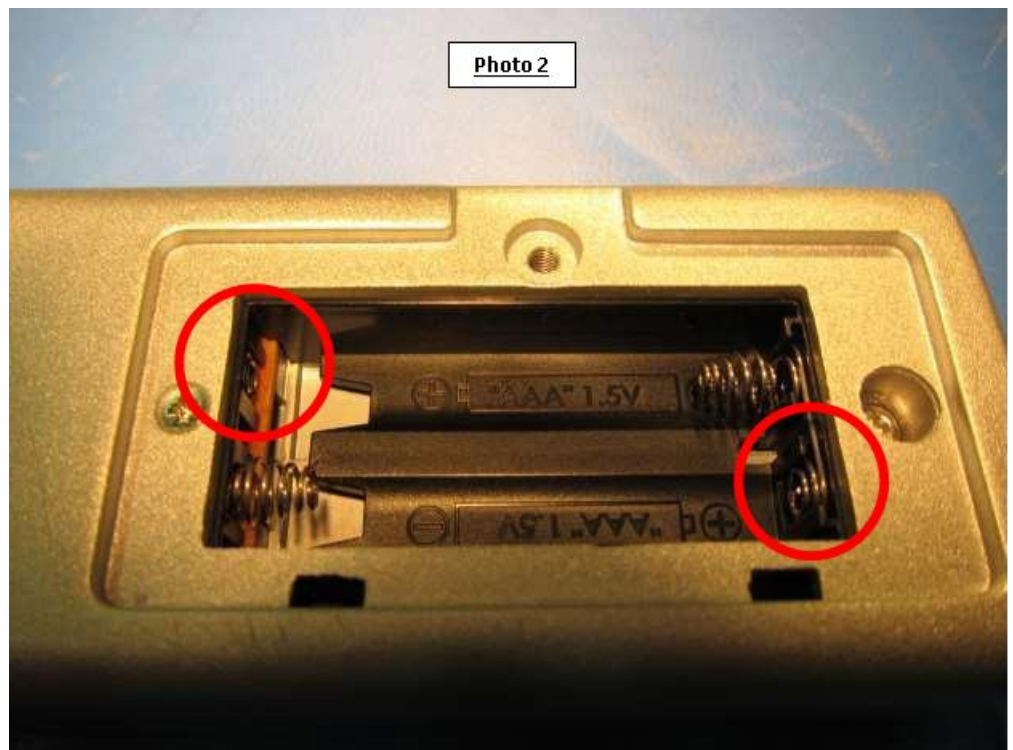
Solution: Use a smart phone camera or digital camera to see if remote is transmitting. Hold up remote front end with IR transmitter "eye" toward camera lens and hold down any button. View result through camera screen. Since the camera's light engine can "see" infrared pulses which are invisible to the eye, it will show the pulses as purple flashes if the remote is transmitting. See Photo1.

Now, if the remote is transmitting and the product does not respond, you may have a problem with the product itself. Please contact: service@audioresearch.com to arrange for technical service.



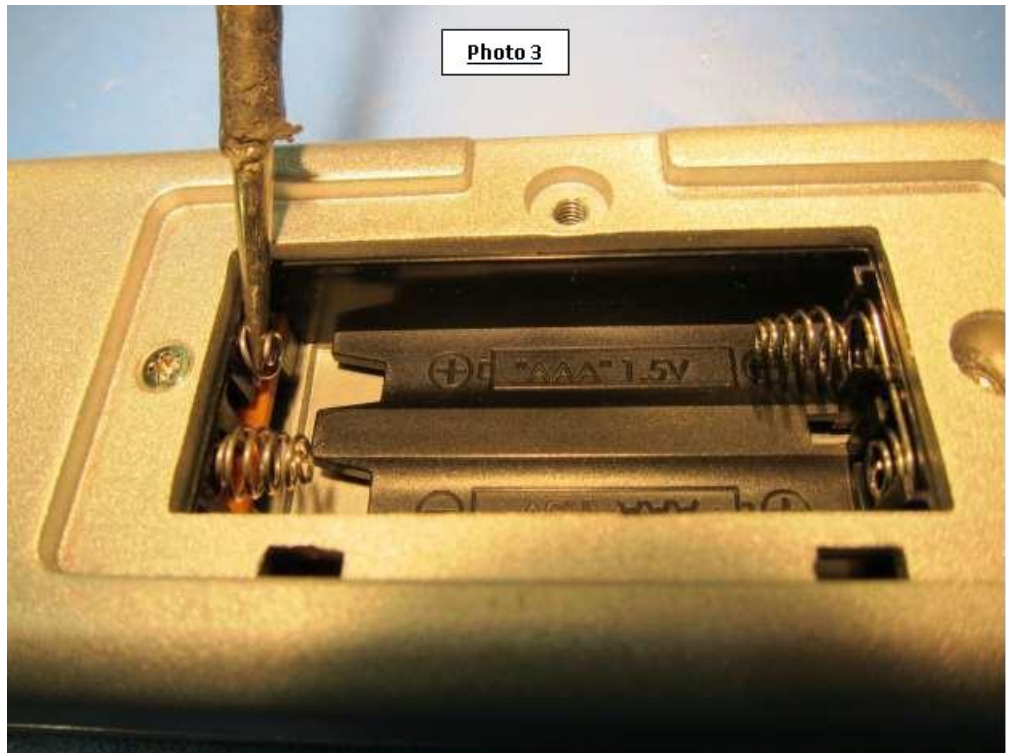
Problem 2: Solution 1 shows no IR flashes. Remote is not transmitting.

Solution: Remove the battery door and remove the batteries. If you have a battery tester, the AAA batteries should each measure 1.5 - 1.6V for a good battery. Anything below 1.3V is weak. If batteries are weak or dead, replace them with new ones and remote should function.

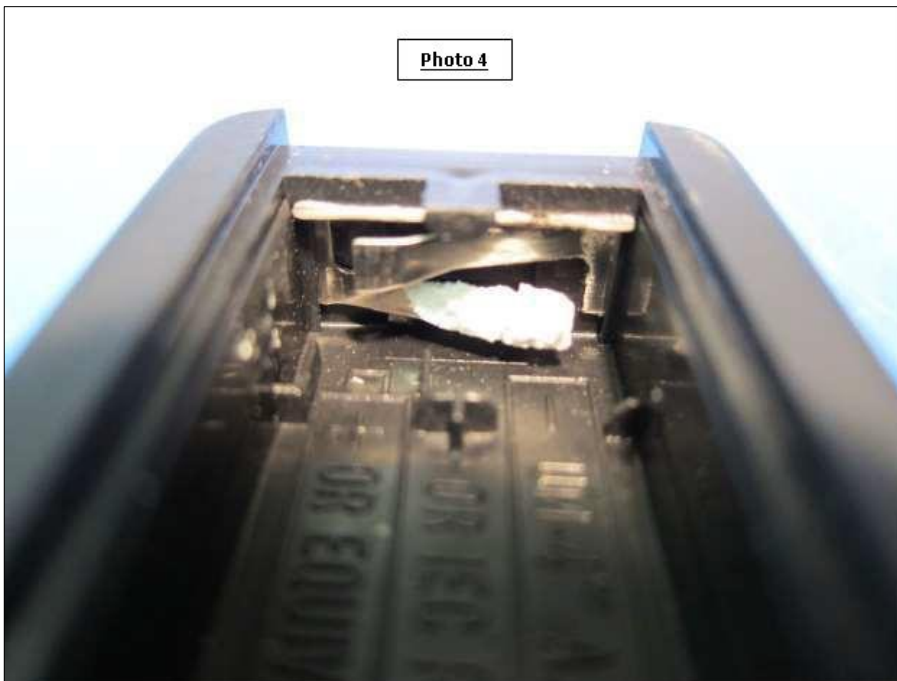


Problem 3: New AAAs installed, but remote is still not transmitting.

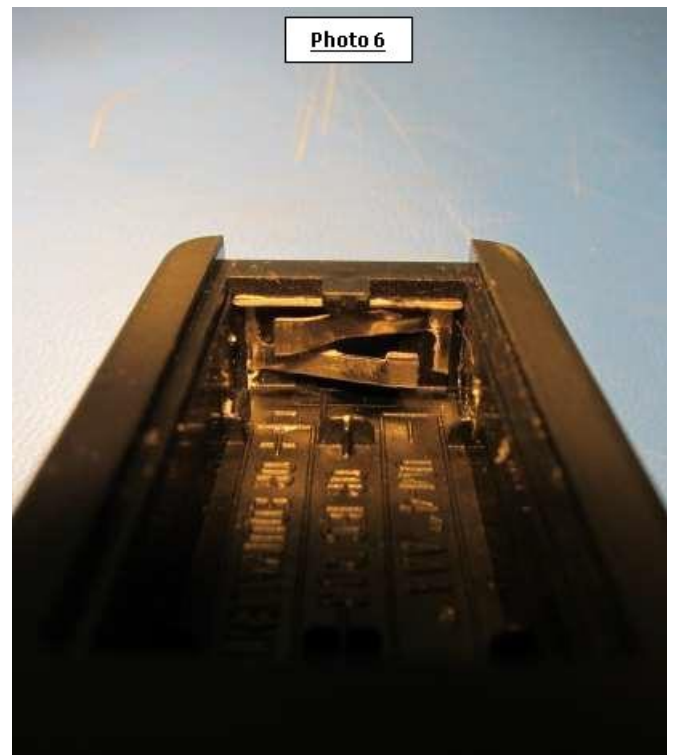
Solution: Again, remove batteries and examine the spring contacts. If the springs are pressed back into the housing, use a pick or jeweler's screwdriver to gently extend them so they firmly contact the battery terminals when the AAAs are installed. Retest operation as above. See Photos 2 and 3.



Problem 4: Batteries have leaked. Corrosion all over battery spring contacts.



Solution: Plain old water is very effective at dissolving and removing the white / green corrosion. Use a cotton swab ("Q-tip") dipped in water to gently rub the corrosion off the contacts. You will need to use several Q-tips to effectively remove as much corrosion as possible. Any left on contacts, you will need to use #400 grit sandpaper or a fingernail Emory board to scrub the corrosion off. Springs must be shiny and have no white residue to function. Dry off contacts and battery compartment before installing fresh AAAs. See photo 4 before cleaning, photo 5 Q-tip with corrosion removed, photo 6 after cleaning.



Problem 5: Liquid spilled into my remote and now some of the buttons commands don't function, and / or some of the button functions need a very hard press to function.

Solution: Sorry folks, your remote has died and gone to IR heaven. It is not possible to disassemble and service a remote. Once the internal button contacts have become contaminated or worn out, you'll need to purchase a new remote. Please contact service@audioresearch.com to purchase a new remote.