WHY IS THE REMOTE NOT WORKING ?

- Make sure to insert fresh batteries in correct orientation
- Make sure the pairing button is not stuck
- Double check your Roku model, certain old Roku Players do not support Wi-Fi connection

Still not working? Using the troubleshooting steps below to help resolve the issue:

❶ Restart your Roku device and remote

- Open the battery compartment and remove the batteries from your remote.
- Remove the power cable from your Roku device, wait 5 seconds and then re-connect the power cable.
- **Pro Tip**: All Roku streaming devices (except for Roku Streaming Sticks) can be controlled with a Roku IR remote. If you also have this type of remote, you can use it to access the settings menu and restart your Roku device.
- Go to Settings > System > System restart > Restart on a player, or Settings > System > Power > System restart > Restart on a Roku TV.
- When your Roku device displays the home screen, reinsert the batteries in your remote.
- Wait at least 30 seconds to see if your remote establishes a connection with your Roku device.

❷ Re-pair the remote

- Open the battery compartment and remove the batteries from your remote.
- Remove the power cable from your Roku device, wait 5 seconds and then re-connect the power cable.
- When your Roku device displays the home screen, reinsert the batteries in your remote.
- Press and hold the pairing button inside the battery compartment of your remote for 5 seconds or until you see the pairing light on the remote begin to flash. If the light does not flash, try again. If the light still does not flash, then you should replace the batteries (see below).
- Wait for 30 seconds while the remote establishes a connection with your Roku device.
- The remote pairing dialog should appear on your TV screen.

❸ Replace the batteries

- Open the battery compartment and remove the old batteries from the remote.
- Remove the power cable from the Roku device, wait 5 seconds and then re-connect the power cable.
- When the Roku device displays the first screen, insert new batteries
- Wait for 30 seconds while the remote establishes a connection with your Roku device.
- The remote pairing dialog should appear on your TV screen.

❹ Install a HDMI extension cable (Roku Streaming Stick® only)

- When using a Roku Streaming Stick or Roku Streaming Stick+ that can be connected directly to an HDMI® port on your TV, wireless interference from the HDMI connector may impact the performance of your remote.
- If this is the type of Roku device you own, try moving it away from the HDMI connector on your TV by installing a extension cable to connect your Streaming Stick to your TV.

If none of the above steps solve your problem, please contact us to solve your problem or get a new FREE replacement.
Visit paring steps online video: *https://www.youtube.com/watch?v=EK3T6eXqPU8*
Email us any questions you may have and we'll reply in 12hrs. **(amaz247.info@gmail.com)**

Rev. 191101

FCC Caution:

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
FCC RF Radiation Exposure Statement:
1. This Transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
2. This equipment complies with RF radiation exposure limits set forth for an uncontrolled environment.
The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.
Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
—Reorient or relocate the receiving antenna.
—Increase the separation between the equipment and receiver.
—Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
—Consult the dealer or an experienced radio/TV technician for help.