

Tatlow Platform RCU Android TV

Quick Start Guide & FAQs



1. How do I start using my remote (out of the box)?
 - a. Normally your remote will be paired with the Android TV device during initial setup. Make sure your TV and Android TV Device are powered on. A screen with instructions on how to pair will appear on the initial startup. If your remote can control the Android TV Device, then it is paired.
 - b. If the remote is not paired with the device, there is a manual mode to try:
 - i. Press and hold the button on the side of the Android TV Device for 5 seconds to display the pairing screen. Follow the TV on-screen instructions.
 - ii. Place the remote in pairing mode by pressing and holding Back and Home for 5 seconds until the LED starts rapidly blinking.
2. What type of device can I control with the remote?

- a. TVs and the Android TV Device
- 3. How do I start the QuickSet setup process for my remote?
 - a. Make sure your remote is paired with your Android TV device.
 - b. The Android TV Device supports an automatic discovery and set-up flow powered by QuickSet. It will automatically recognize the TV and programs the remote in the background after a few minutes of being paired.
 - c. To manually change what type of TV the remote is programmed to control follow these instructions:
 - i. Go into the Android TV Settings > Remotes & accessories > Select the remote, it will be named NE + the last two digits of the MAC address > Change TV Setup
 - ii. Follow the on-screen menu to change the programming of the remote.
- 4. Why is my remote not working?
 - a. Make sure your remote is paired with your Android TV Device. If your remote cannot be paired with your Android TV Device, you may need to perform a factory reset of the remote. This reset will unpair your remote from your Android TV device and all other devices it is paired with.
 - i. Press and hold the Guide and 0 buttons on the remote simultaneously for approximately 3 seconds.
 - ii. The activity indicator will blink twice
 - iii. Press the keys 9, 8, 1, to reset the remote.
 - iv. The activity indicator will flash red 5 times.
 - v. Pair your remote by following the instructions in Remote Control Pairing.
- 5. Why won't my remote control my TV (or other equipment)?

To control your equipment, be sure to do the following:

- a. Point the remote at the equipment when using it, making sure that there is a clear line of sight.
 - b. The Activity light on the remote should blink with each keypress. If not, replace the batteries.
- 6. Does this remote support Voice control?
 - a. Yes, it supports voice control using Google Assistant.
 - 7. How do I pair the remote?
 - a. Press and hold the button on the side of the Android TV Device for 5 seconds to display the pairing screen. Follow the TV on-screen instructions.

- b. Place the remote in pairing mode by pressing and holding Back and Home for 5 seconds until the LED starts rapidly blinking.
- 8. Does the remote automatically recognize TVs?
 - a. The Android TV Device supports an automatic discovery and set-up flow powered by QuickSet. It will automatically recognize the TV and programs the remote in the background after a few minutes of being paired.
 - b. To manually change what type of TV the remote is programmed to control follow these instructions:
 - i. Go into the Android TV Settings > Remotes & accessories > Select the remote, it will be named NE + the last two digits of the MAC address > Change TV Setup
 - ii. Follow the on-screen menu to change the programming of the remote.
- 9. What type of batteries should I use?
 - a. This remote uses 2x AAA size batteries. While Heavy Duty batteries will work, alkaline batteries are recommended and will have much longer battery life.
- 10. Where can I find the Federal Communication Commission (FCC) and Industry Canada (IC) compliance statements for this device?

Federal Communication Commission Interference Statement:

Caution: The user is cautioned that 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.

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 a reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiated 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 or a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

In order to maintain compliance with FCC regulations, shielded cables must be used with this equipment. Operation with non-approved equipment or unshielded cables is likely to result in interference to radio and TV reception. The user is cautioned that changes and modifications made to the equipment without approval of manufacturer could void the user's authority to operate this equipment.

FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Industry Canada Statement:

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s).

This device complies with RSS-247 of the Industry Canada 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.

Le present appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisee aux deux conditions suivantes:

- (1) l'appareil ne doit pas produire de brouillage;
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioelectrique subi, meme si le brouillage est susceptible d'en compromettre le fonctionnement.

IC Radiation Exposure Statement:

This equipment complies with Canada radiation exposure limits set forth for an uncontrolled environment.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Déclaration d'IC sur l'exposition aux radiations:

Cet équipement est conforme aux limites d'exposition aux radiations définies par le Canada pour des environnements non contrôlés.

Cet émetteur ne doit pas être installé au même endroit ni utilisé avec une autre antenne ou un autre émetteur.