

Amazon Alexa, Echo & Fire TV | Easy | 2 min read

Fire TV remote not working, or how to pair it again

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

If your Fire TV remote stopped working, the cause is usually flat batteries or the remote needing to be paired again. This guide covers the usual fixes.

Try the simple things

- Fit fresh batteries. Try new alkaline batteries.
- Keep the remote within about 3 metres of the Fire TV, and not behind a closed cabinet door.
- Unplug the Fire TV, wait five seconds and plug it in again.

Pair the remote again

The steps are:

1. Press and hold the **Home** button for about 10 seconds, until you see a message saying to press Play/Pause to start.
2. If that does not work, take out the batteries, wait 30 seconds, put them back and hold **Home** again.
3. If that fails, press and hold **Left**, **Menu** and **Back** together for 12 seconds, then press **Home** again.

When it pairs, you should see a message on the lower right of the screen.

A phone can help

If the remote is dead, you can use the Fire TV app on your phone as a remote. It needs your phone to be on the same Wi-Fi as the Fire TV. Use it to pair a replacement remote.

Alexa voice remote

The voice remote has a microphone button. Hold it and speak, for example, "Open BBC iPlayer" or "Find Strictly". If the button does nothing, re-pair the remote as above. The TV volume and power buttons only control the TV if the remote has been set up for it, and not all models have these.

Good to know

A maximum of seven controllers can be paired at once, so remove an old one before adding another.

When to get more help

If a new remote will not pair at all, there may be a fault with the Fire Stick. Vision Tech can help work out which one needs replacing.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.