

TVs, streaming & smart home | Easy | 2 min read

TV remote control not working or needs pairing

When a remote stops working, it is usually the batteries, but there are other quick fixes. This guide covers the standard remote and the smart remotes that need pairing, which differ by brand.

Check the simple things

1. Replace the batteries with new ones. Do not mix old and new, and check they are fitted the right way round.
2. Remove any dirt or battery leakage from inside the battery compartment.
3. Point the remote straight at the TV and move closer.
4. Check nothing blocks the TV sensor, such as a soundbar, ornament or sticker.

Test the remote with your phone camera

Some remotes use invisible infrared light. Point the remote at your phone's camera, press a button and look at the phone screen. If you see a small light flashing, the remote is sending a signal. If not, the remote may be faulty.

Try the buttons on the TV

Most TVs have a power button on the back, underneath or on a small joystick. You can use this to turn the TV on and open basic menus. If the TV works this way, the remote is the problem.

Bluetooth or smart remotes

Many newer remotes, including Amazon Fire, Samsung and LG models, connect by Bluetooth or radio rather than infrared. To pair:

1. Unplug the TV for a minute and plug it in again.
2. Take out the remote's batteries and put them back in.
3. Hold the remote near the TV.
4. Press and hold the pairing buttons shown in your manual. This is often the **Home** button, or **Back** and **OK** together, for 10 seconds or so. The combination differs by brand.
5. Wait for the pairing message on screen.

Use a phone as a remote

Most TV brands, plus Fire TV and Chromecast, have a free phone app that can act as a remote. Your phone and the TV must be on the same Wi-Fi.

When to get more help

Get in touch if the remote has not been found by the TV after repeated pairing tries, if the TV has no buttons, or if the TV works with the phone app but never with a remote. We can help find the correct replacement.

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.