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Hey, for 3 weeks now, I've had a sync problem between the remote control and the 4k mini case, which forces you to press the connecting button on the case and look for an accessory. I put zero on thinking about the 4k case to solve the problem, but the problem persists. I would also point out that the problem happens occasionally, that it can work properly for 2 days and has 2-3 times the same problem per day. Hi, I called 3244 on Saturday, after various tests the technician notices that the remote no longer works. And initiate the procedure to replace the remote control. And today, surprise! I receive an email from the express informing me that after analyzing my request, it was found that the problem had been resolved. Cancel the replacement request. What a mess is this????? Where's my problem solved? @Locrien, you're free to see. If you can give me what shows my remote is working, I'll be fine. With the remote in my hands, it's not working! I use my smartphone to change channels!!

Belle Day, Loyal free from September 2009 and free mobile from January 2012 Fiber Free -> NO.: 28085CHA Freebox Revolution (R1) - MultiTV Player Mini 4K If you're having problems with remote control and Freebox Player (for example, if you can't get past the stage of pressing free-AV keys), whether it's whether it's when you first use it, reconnect (a new remote control menu via the player's apparyant) or after renewing the remote control, continue the manipulation described below: When the Player is on, press the small black button on the back as shown in the figure below: Follow the onscreen instructions to make the connection; Press the Free and AV buttons on the remote control for 2 seconds instead of one. Do not press the remote control button again during the connection phase (approx. 20 seconds) Do not make the connection more than 10 feet from the Player. Make sure that no radio device interferes with the Player. If a warning message that pairing is not coming, take out the first stack and give it. The association procedure must be completed successfully. If this is not the case, the remote control may be damaged or the batteries may be discharged. Once you have added new ones and the problem persists, we encourage you to contact our support services (link Contact us). In the meantime, you can. A USB keyboard that replaces the remote control. If the remote doesn't seem to be responding, Freebox Player no longer recognizes it, or if you've just received a new one, do the manipulation described below. When the Player is on, find the round button on the back and press it: The TV has the first step in the join procedure: When the screen invites you to it, hold the free and mute keys (cut audio), then release. The red light on the remote control at the top must flash: The confirmation message prompts you to press the OK button to complete the procedure: If the procedure fails, we will prompt you to do it again. Also check the condition of the battery on the remote control and replace them with new batteries if necessary. If the remote doesn't seem to be responding, Freebox Player no longer recognizes it, or if you've just received a new one, do the manipulation described below. When the Player is on, find the round button on the back and press it: The TV has the first step in the join procedure: When the screen invites you to it, hold the free and mute keys (cut audio), then release. The red light on the remote control at the top must flash: The confirmation message prompts you to press the OK button to complete the procedure: If the procedure fails, we will prompt you to do it again. Also check the condition of the battery on the remote control and replace them with new batteries if necessary. If the remote doesn't seem to be responding, Freebox Player no longer recognizes it, or if you've just received a new one, do the manipulation described below. When the Player is on, briefly press the RESET button on the side of the case: The connection procedure is displayed on the TV. As you can see on the screen, press and hold the keys in the house and back. The red light on the remote must then flash, you can release: After a while, the remote will join: If the procedure fails, we will prompt you to do it again. Also check the battery condition of the remote control and replace them with new batteries. This card does not apply to the selected box (Freebox HD). To view the plugs associated with the selected box, use the mark on the left. To view this table for another box, select it at the bottom of the screen on the side of the lookup field. This card does not apply to the box (Freebox Crystal). To view the plugs associated with the selected box, use the mark on the left. To view this table for another box, select it at the bottom of the screen on the side of the lookup field. This card does not apply to the selected box (Freebox mini 4K). To view the plugs associated with the selected box, use the mark on the left. To view this table for another box, select it at the bottom of the screen on the side of the lookup field. Do you find this content useful? Yes No Sheet 2574 available at URL: Assistance Free - © Free - MCRA Page 2 Page 3 Freebox Revolution remote control is equipped with a motion sensor. The on-screen cursor (especially when browsing the mains) plays the movements of the hand holding the remote control. To increase accuracy, movements must be made on the wrist and not on the forearp. If the remote does not respond or looks defective, consider replacing the batteries with new batteries at first. If you have a connection problem with Freebox Player, check out this listing. If the problem persists, contact our services to create a remote management procedure. You can solve the lack of remote control (and if you expect the replacement remote to be delivered), you can use a USB keyboard as a substitute to connect to the USB port in front of the Player. Then read the corresponding table on your keyboard. You can also use the Game Controller (Controller) provided by Free. Then read the matchboard on the game disc. If the connection light (small red light) flashes, the remote control searches for the Freebox Player Mini. You don't have to act. If the remote does not respond or looks defective, consider replacing the batteries with new batteries at first. If you have a connection problem with Freebox Player, reconnect it (see below). If the problem persists, contact our services to create a remote management procedure. If the remote doesn't seem to be working anymore, it may no longer be connected to the Player Mini case. This is always the case if: I just got a new one. After checking the condition of the battery (the small red light on the remote control must be on) and the plastic tab (it protects the batteries and needs to be removed), simply press the button on the front of the Player case: the connection assistant will turn on and appear on the TV. Don't forget to get as close as possible to your Player Mini during your association. The small red light on the remote control should also flash. If the problem persists, please contact us (at the bottom of the screen). Updates are available regularly to improve the operation of the remote control. When the update is available, just go to the Freebox TV menu on the right, the Remote Control Update tab: The remote control update will work automatically. To put the action in the background, press OK: The update appears to be running: The update will end automatically and you will not have any other actions. You can check the availability of remote control update at any time by going to Freebox settings and then to remote update: You can use your Android smartphone as a Freebox remote with Android Remote Control. Download and install the app through the Play Store on your Android phone. Connect to your personal Freebox WiFi network and turn on your TV. Launch the Android TV Remote Control app and go to Connection Manager: The app searches for Freebox or Freebox boxes available on WiFi: Freebox Mini is found, tap it to select it: The code will automatically appear on your TV: Notify the app and tap Connect: The remote is active: Using this app can be very useful if your remote is malfunctioning. You can use it while you wait to receive a working remote control after you report a malfunction through contact. The Delta Freebox has a soft touch remote control. Its initialization will be offered when you first launch Freebox Player. The soft touch remote has physical buttons and is equipped with batteries (included). Touch remote was part of a package of Freebox Delta subscribers for the first time. The touch control has a battery and charges automatically when you turn it on on Freebox Player. The magnet will help you install it. Once in place, it indicates the status of the battery charge. The touch remote has a dynamic display that allows it to customize and contextualize the different options it offers. Freebox One has a soft touch remote control. It is original when you first turn on your Freebox One computer on TV. The soft touch remote has physical buttons and is equipped with batteries (included). Freebox Player Pop has a remote control and two batteries. It's the original when you first launch Freebox Pop on TV. The remote has keyboard shortcuts for content services like Netflix, Amazon, or even a freebox TV directly through the OQee interface. If the problem occurs (for example, if the Player is controlled by remote controls), it is useful to do so again. This card does not apply to the selected box (4G). To view the plugs associated with the selected box, use the mark on the left. To view this table for another box, select it at the bottom of the screen on the side of the lookup field. Do you find this content useful? Yes No Sheet 91 available in URL: Assistance Free - © Free - MCRA Page 2 Page 3

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