

If the remotes have started to slow down or have difficulties during registration they may need to be reset. Contact support for additional troubleshooting prior to performing a Mass Reset.

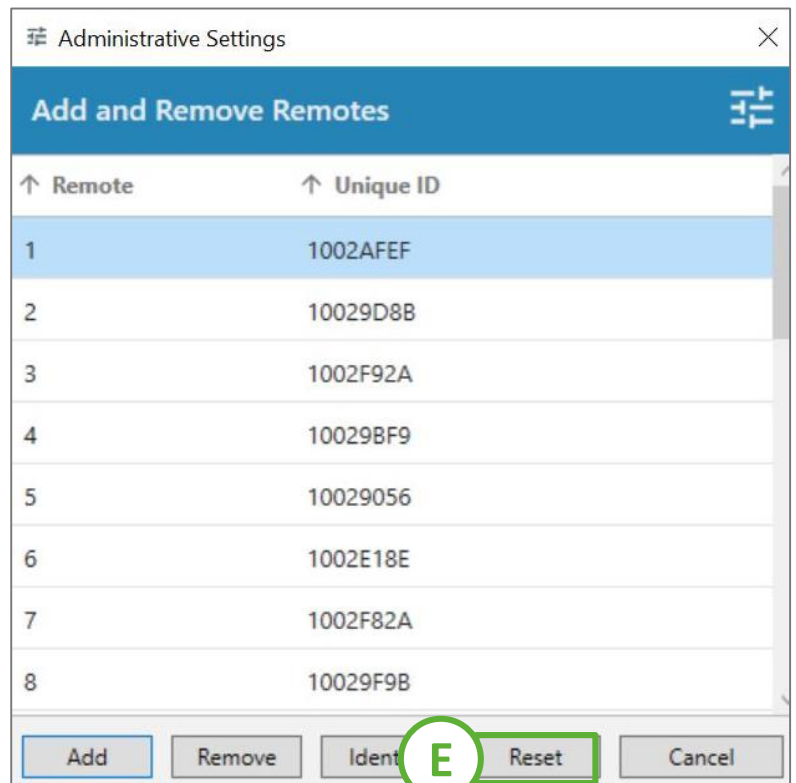
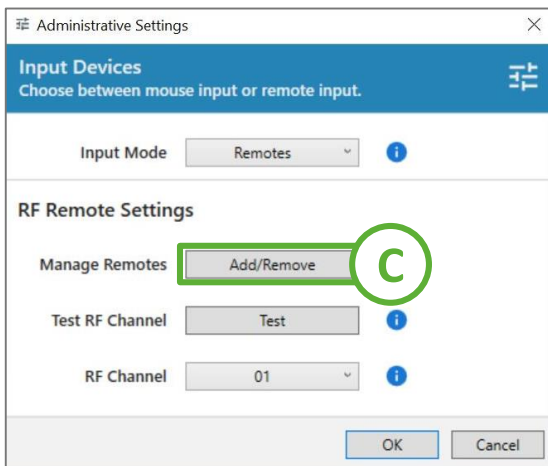
## Mass Remote Reset

If Player is open, close Player and ensure that the base station is plugged in and active

- A. Launch Player
- B. Select **Input Devices** from the Main tab



- C. Select **Add/Remove** under **RF Remote Settings**
- D. Activate all of the affected remotes by pressing the **registration** button. The remotes will stay active for up to 45 minutes.
- E. Once remotes are active, select **Reset** and the remotes will reset automatically

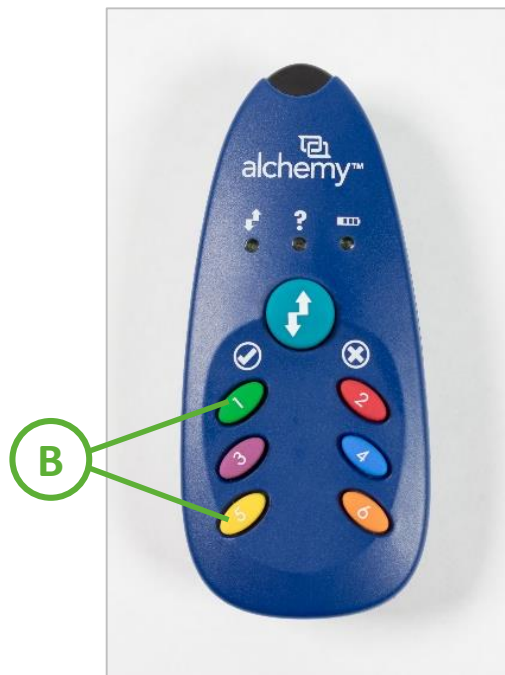


If only a single remote is having difficulties, you can reset an individual remote. If you have difficulties with a single remote mid-session, switch it out. Do not reset a remote mid-session without first contacting Alchemy Support. **Resetting a remote mid-session will erase the registered student and their answers.**

## Individual Remote Reset

Do not reset remotes in the middle of training session without contacting Alchemy Support for assistance.

- A. Ensure that the class session is paused or has ended
- B. Hold the 1 and 5 buttons down at the same time for five (5) seconds



- D. Re-register the user if needed for the next course in the session