

STEP 1 - Basics

- Verify the batteries are properly installed in the remote and do not need to be replaced
- Point the curved front surface of the remote receiver at the end of the room where the remote is used

If the remote still does not work, proceed to **Step 2**.

STEP 2 - Verify the Auto Configure Remote check box is checked in the Acuity Pro Preferences Panel (*NOTE: If an account with administrator privileges is used to install Acuity Pro, the Auto Configure Remote setting is “on” by default. However, if the Acuity Pro remote receiver is not plugged in to a USB port before Acuity Pro is opened or the remote driver did not install correctly, an error message is displayed stating the remote could not be found and Auto Configure Remote is reset to “off”.*)

- Ensure the user is an administrator
- Attach the remote receiver to a USB port
- Start Acuity Pro and press H on the keyboard
- Check the **Auto Configure Remote** box
- Press H again to hide the preferences panel
- Press Q to quit Acuity Pro (only for Version 7 or 8)
- Restart Acuity Pro (only for Version 7 or 8)

If Acuity Pro still cannot find the remote, verify the drivers are installed and the remote is recognized as detailed in **Step 3**.

STEP 3

Restart Acuity Pro and press H on the keyboard. If the **Auto Configure Remote** check box is unchecked again after performing step 1 above, go to **step 5**.

If the **Auto Configure Remote** check box is checked but the remote still doesn't work, continue below.

- Look at the entry entitled “Manual COM Port Selection”
- If there is a 0 in the box, the driver did not install correctly or the remote is not plugged in. Go to **Step 4**
- If there is a number in the box other than 0, this indicates the driver was loaded correctly and the remote is plugged in and recognized. Go to **Step 5**

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STEP 4

- Quit Acuity Pro if it is running by pressing Q on the keyboard or clicking the X in the upper right corner of the screen
- Use Windows Explorer to navigate to the directory "C:\Program Files\Acuity Pro 9.0" or on a 64 bit machine "C:\Program Files(x86)\Acuity Pro 9.0" (for Version 7 or 8, substitute the relevant version number for "9")
- Open the folder
- Double click on the file with the Red icon entitled CDM20xxx.exe to install the remote control drivers - a confirmation dialog will display when installation completes
- Restart Acuity Pro
- Press H on the keyboard
- Check the **Auto Configure Remote** box
- Press H on the keyboard again
- Press Q on the keyboard
- Restart Acuity Pro - the remote should work

If Acuity Pro still cannot find the remote, go to **Step 5**.

STEP 5

- Quit Acuity Pro if it is running by pressing Q on the keyboard or clicking the X in the upper right corner of the screen
- Use Windows Explorer to locate the configuration file for Acuity Pro entitled acuitypro90.ini (or acuitypro70.ini or acuitypro80.ini for Version 7 or 8, respectively). NOTE: This file is in a hidden folder so you will need to ensure "view folders" is set to expose hidden files and folders.
- On Windows XP, this file is located at C:\Documents and Settings\All Users\Application Data\APConfig\acuitypro90.ini
- On Windows 7 or later, this file is located at C:\Program Data\APConfig\acuitypro90.ini
- Open the acuitypro90.ini, acuitypro80.ini, or acuitypro70.ini file with Notepad
- Locate the entry:
[remote]
auto=0
- Change the entry to read: auto=1
- Save the file and close Notepad
- Restart Acuity Pro - the remote should work