

Re: Problems configuring the IR receiver

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.mediacenter/2004-12/3848.html>

From: frustrated! (frustrated_at_discussions.microsoft.com)

Date: 12/23/04

Date: Thu, 23 Dec 2004 03:29:01 -0800

Yes I have tried different ports. I did call support yesterday and insisted they send me a new IR receiver and remote, which should get here by next week.

Thanks Terry, I'll keep you posted....Merry Christmas

"Terry Walsh" wrote:

- > *If the IR receiver is plugged in correctly, and it's not listed in Device*
- > *manager, then it may be a hardware problem.*
- >
- > *I take it you've tried a different USB port?*
- >
- > *I'd be tempted to take support up on the offer of another IR Receiver before*
- > *a re-install.*
- >
- > *Terry*
- >
- >
- >
- > *"frustrated!" <frustrated!@discussions.microsoft.com> wrote in message*
- > *news:057557EA-F6F0-4E55-B853-B74D25BE637B@microsoft.com...*
- >> *Hi:*
- >>
- >> *No, I don't see anything like you mention listed and did check all devices*
- >> *and usb controllers, although there are no conflicts. Do you think that*
- >> *if I*
- >> *do a full reinstall and run the wizard before any patches it may work? Or*
- >> *do*
- >> *you think it's hardware related. Support tells me that they would send me*
- >> *another IR receiver and remote if it didn't lit, but as I mentioned, it*
- >> *does... and the computer does recognizes it, except when running the*
- >> *wizard.*
- >>
- >> *"Terry Walsh" wrote:*
- >>
- >>> *If you go into Device Manager, can you see the remote control device*
- >>> *listed?*

> >> *From memory, it's called "Microsoft eHome Infrared Tranceiver"*
> >>
> >> *Terry*
> >>
> >>
> >>
> >> *"Frustrated!" <Frustrated!@discussions.microsoft.com> wrote in message*
> >> *news:23676C3A-B08A-4624-B578-97FE921B1A37@microsoft.com...*
> >> > *My new Media Center 2004 does not recognize the IR receiver as*
> >> > *installed*
> >> > *when*
> >> > *I run the Media Center Wizard in order to configure the remote control.*
> >> > *As*
> >> > *you know, I'm missing out on the many features the OS brings. I've*
> >> > *tried*
> >> > *setting it unplugging the cable box and plugging the coaxial cable*
> >> > *directly*
> >> > *to the computer but I get the same error. Support personnel*
> >> > *recommended I*
> >> > *uninstalled SP2 and run the wizard which I did, but got the same error,*
> >> > *so*
> >> > *I*
> >> > *reinstalled SP2 again. The weird part is that it glows the red light*
> >> > *when*
> >> > *I*
> >> > *point the remote and press anmy button to it and if I unplug it from*
> >> > *the*
> >> > *USB*
> >> > *port the computer makes the usual sound. Also it lights up at boot*
> >> > *time.*
> >> >
> >> > *Has anybody experienced the same situation...if so, what shoud you*
> >> > *recommend? It seems to me it has to do with software, not excluding a*
> >> > *driver...*
> >>
> >>
> >>
>
>
>