

After upgrading to the latest version of iTunes, the Tunes Explorer Wireless is unable to connect.

When updating iTunes to a newer version, it may create some problems with the remote being recognized on first launch. For example, iTunes may need to re-analyze the music folder. This unusual delay could prevent communication between the software and the remote, giving the impression that it is not being recognized correctly.

We recommend that you first launch iTunes manually (using you mouse) and allow all operations to complete before attempting to use the remote to control the software.

For PC users:

This principle also applies to Windows Media Player, WinAmp and RealPlayer.