








TS – My Remote Control Is Not Working

Objective: To troubleshoot remote control issues for Elite 2-function Wireless Remote Control

Action	
<p>The Elite 2-function Wireless Remote Control (EL20) is compatible with the following Elite Series models:</p> <p>Elite Liberty Elite 1 Elite 2 Elite 3</p> <p>There are 2 parts to any Wireless Remote Control System; the transmitter and the receiver. The transmitter for the Elite 2-function Wireless Remote Control is also called a key fob as it is designed to attach to a key chain. The receiver is installed into the ball machine and connects to the back of the control panel on the green circuit board.</p>	<div style="text-align: center;">  <p>EL20 Transmitter (Key Fob)</p> <p>EL20 Receiver (installed)</p>  <p>Remote Control Receiver</p> </div>
<p>The more common statements regarding a remote control not functioning are...</p> <p>“My remote control does not work from the other side of the net”</p> <p>“My remote control does not work at all”</p> <p>This indicates one of the following:</p> <p>The remote control switch is off</p> <p>The battery in the transmitter is weak</p> <p>There is interference in the signal</p> <p>The remote control is faulty</p> <p>The remote receiver antennae is stuck inside the receiver</p> <p>Your remote is not connected</p> <p>Step 1 – Replace Battery In Transmitter</p> <ol style="list-style-type: none"> a. Check the key fob or transmitter, if the LED indicator light is weak or not illuminating it indicates the battery is low on power and the battery needs to be replaced. b. To replace the battery in the transmitter unscrew the screws on the back, note the orientation of the battery before removing the old one and then replace the battery. c. Press the sweep button to ensure the led 	<div style="text-align: center;">  <p>Back of EL20 Transmitter (key fob)</p> </div>



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<p>comes on before you screw the keyfob back on.</p> <p>If the LED light on the transmitter does not illuminate after a replacement battery has been installed then the transmitter is faulty and a replacement is needed. If the transmitter is broken inside or is “rattling” then a replacement is needed.</p> <p>E578 Transmitter (Key Fob)</p> <p>If the issue is not resolved then Go to Step 2.</p>	
<p>Step 2 – Checking Interference and Reception</p> <ol style="list-style-type: none">1. Remove the control panel and look at the wires leading to the Remote Receiver. There should be a single thin black wire with no clip or attachment at the end, this is the antenna. The antenna should be “hanging” down loosely in the machine to maximize reception from the transmitter. <p>If the issue is not resolved then Go to Step 3.</p>	 <p>Control Panel - Open</p>  <p>Remote Receiver Installed</p>



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Step 3 – Check For Faulty Remote Control

1. Check to make sure the remote switch on the control panel is in the “on” position.
2. There is a 20 second delay before the feed wheel begins to rotate when the machine starts up the remote is also not usable during this time.
3. Hold down button on transmitter for 1 second to register.
4. Unscrew the four screws to the control panel and pull it out and to the side being careful not to disconnect any additional wires.
5. On the green electronic board (PCB) find the connection labeled “J22” (EL0L- EL03 models) and ensure the connection from the receiver is firmly connected.



Remote Control Switch
(EL01-EL03)



Remote Control Button
(EL04-EL05LE)



Control Panel - Open



Remote Receiver connection to
Control Panel

If the troubleshooting does not correct the issue then the remote control is faulty and a replacement is needed.

EL20 2-Function Wireless Remote Control
E578 Key Fob
E579 Receiver