

Troubleshooting the Remote for the iPhone or iPod Touch

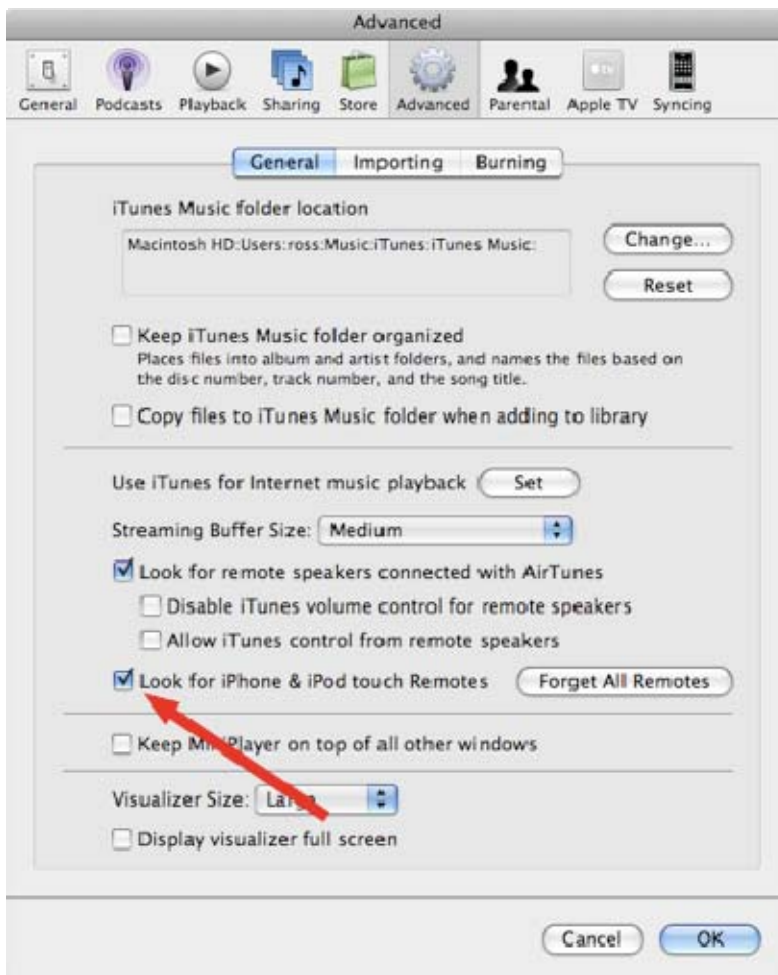
by Ross McKillop on August 4, 2008 (www.simplehelp.net)

Network

Your iPhone/iPod Touch must be on the same network as the computer running iTunes. Remote does not work over Edge or 3G. The PC or Mac running iTunes doesn't need to be connected via Wi-Fi, but your iPhone or iPod Touch must be connected to the same network.

iTunes Settings

Make certain that your iTunes is actually looking for the Remote. To do so, open the **iTunes Preferences** and select the **Advanced** tab. From there, make sure that the box labeled is checked.

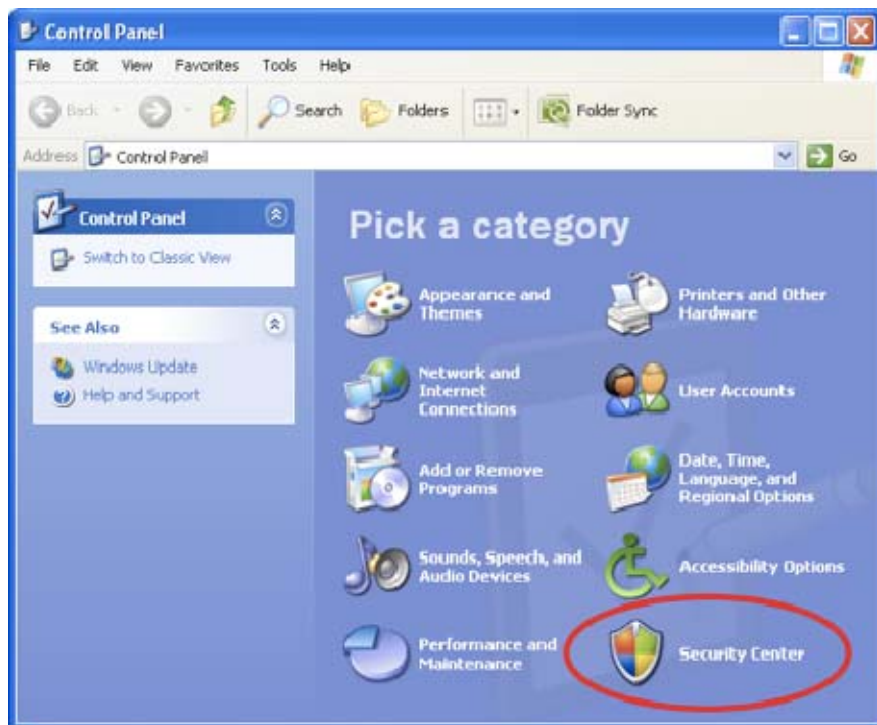


Firewall

iTunes must be allowed through any software (or hardware) firewall that you may be using. I've provided the steps for the built-in firewalls included with Windows XP and Windows Vista, and some suggestions for other software and hardware firewalls.

- i. [I use the Windows XP firewall](#)
- ii. [I use the Windows Vista firewall](#)
- iii. [I use another 3rd party firewall](#)
- iv. [Hardware Router firewall](#)

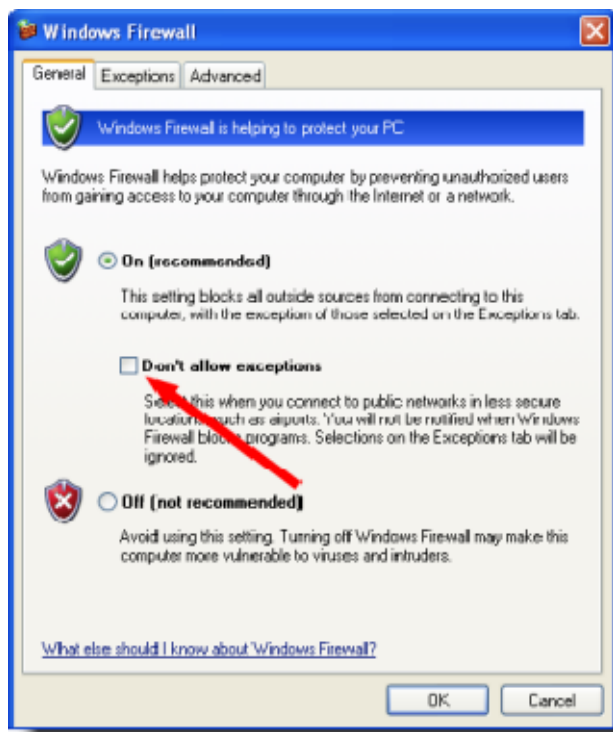
- i. Windows XP
 - a. If you're using the built-in Windows XP firewall, you'll want to make sure that iTunes is an allowed exception. To do so, open the **Control Panel** and select the **Security Center**.



- b. In the **Security Center**, select the **Windows Firewall** link from the bottom of the page.



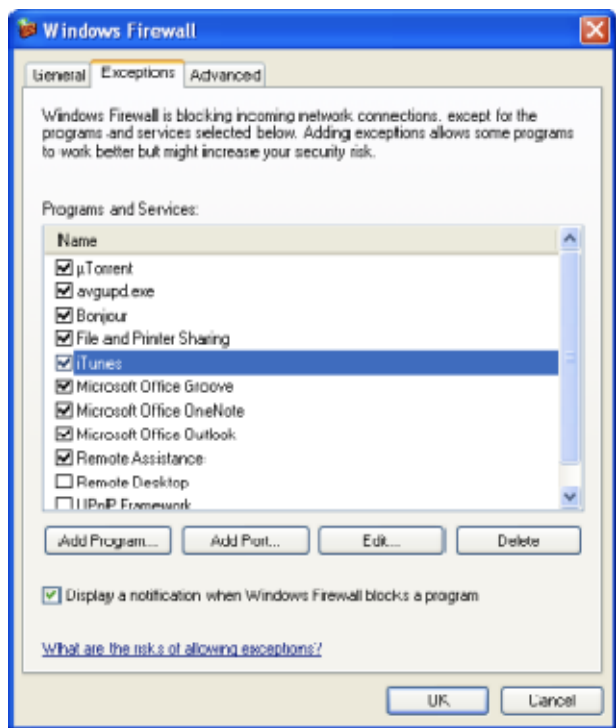
- c. On the **General** tab, make sure that **Don't allow exceptions** is **NOT** selected.



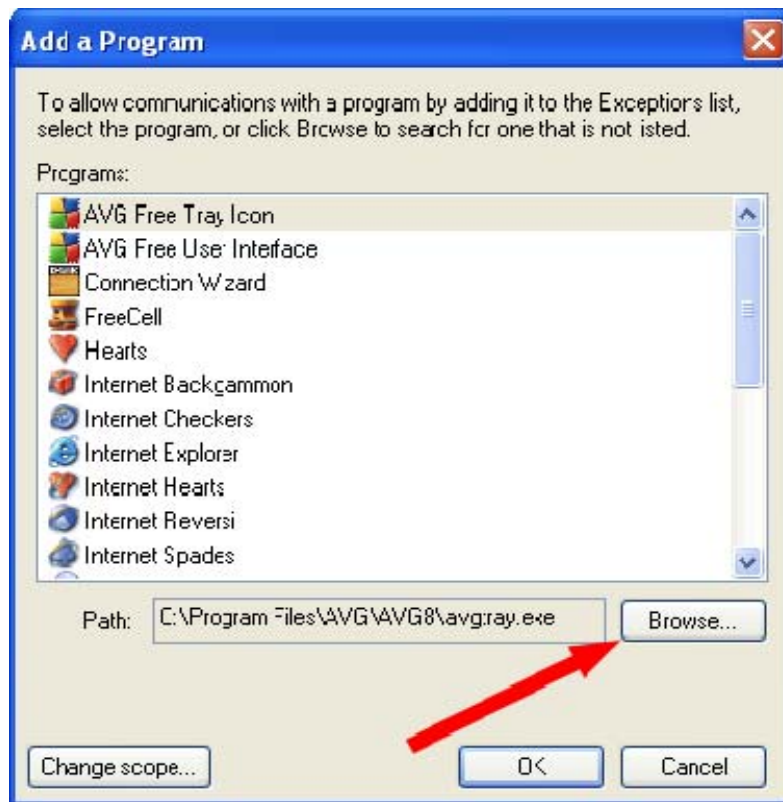
- d. Now select the **Exceptions** tab. In the list, make sure that **iTunes** is listed, and **DOES** have a check in the box next to it. If it's listed, but was unchecked (and now you've checked it off) - click **OK**, close out of the Security Center and give your Remote a try again.

If it is listed, and checked, and you've confirmed the previous troubleshooting steps, make sure that if you have a [router and are utilizing its firewall](#), that the proper ports are being forwarded.

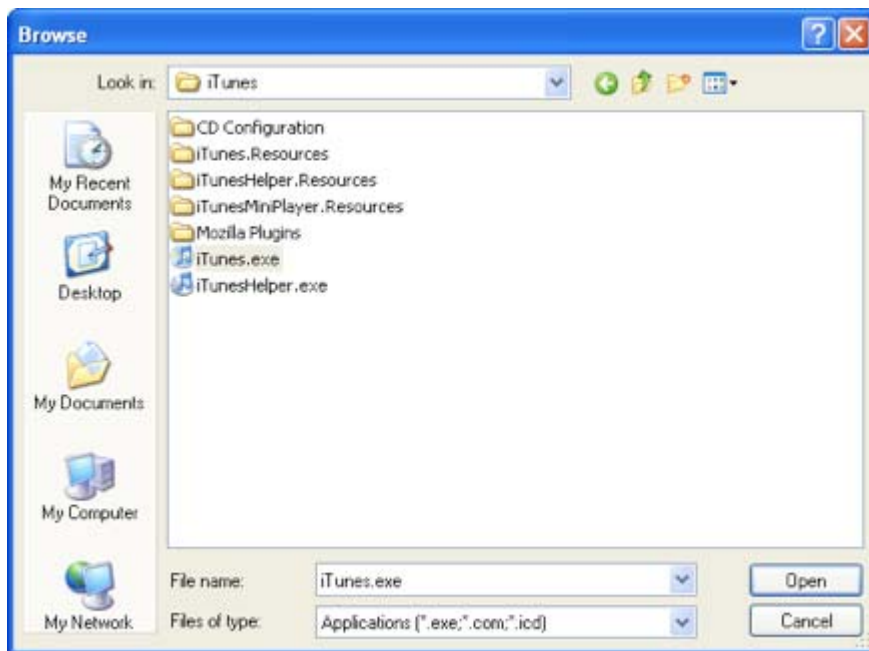
If iTunes is **not** listed, carry on with the next step.



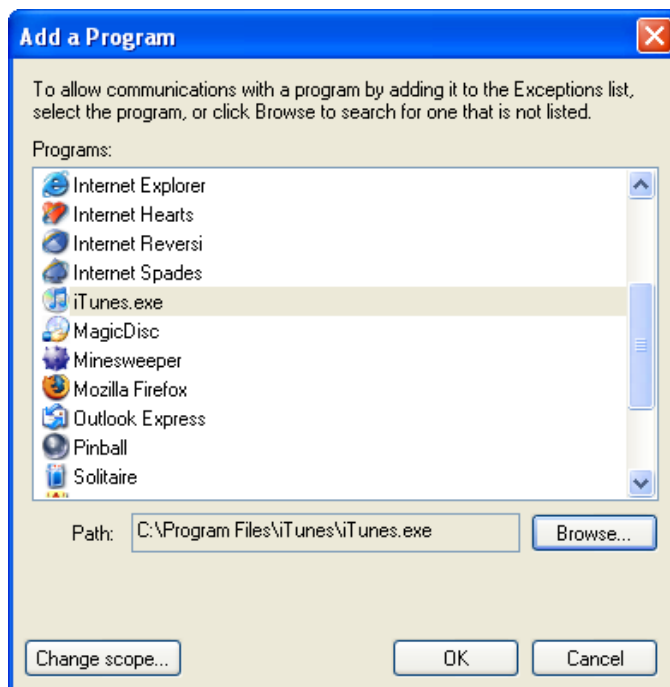
- e. Click the **Add Program...** button, and see if iTunes is listed among the programs. If it is, select it and click **OK**. Jump down to step **h** below. If it's **not** listed, click the **Browse** button.



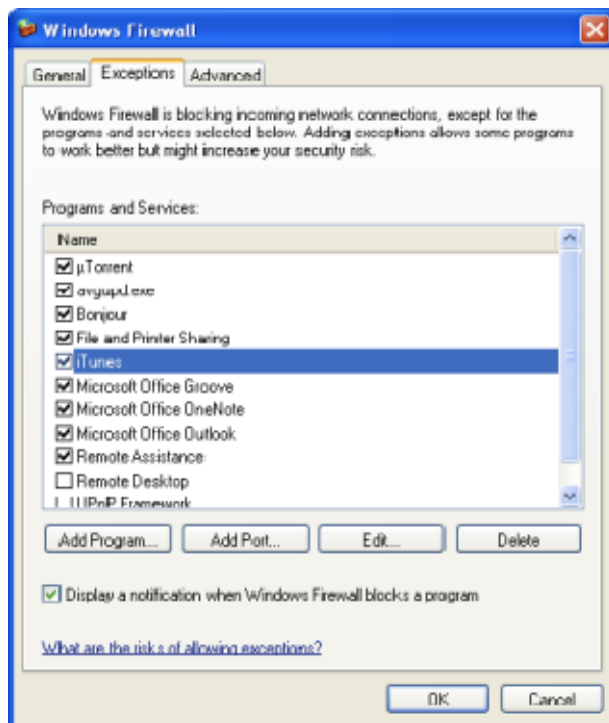
- f. Navigate to the **C:\Program Files\iTunes** folder. Select **iTunes** (might be listed as **iTunes.exe**) and click **Open**.



- g. iTunes will now be listed in the **Add a Program** window. Make sure it's selected, and then click **OK**.

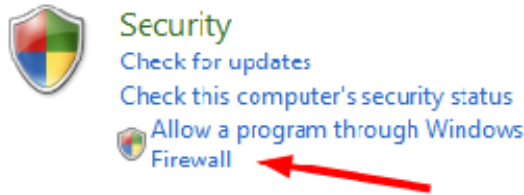


- h. iTunes should now be listed in your Windows XP firewall exceptions list, with a check in the box next to it. Click **OK**, exit out of the **Security Center** and give your Remote a try again.

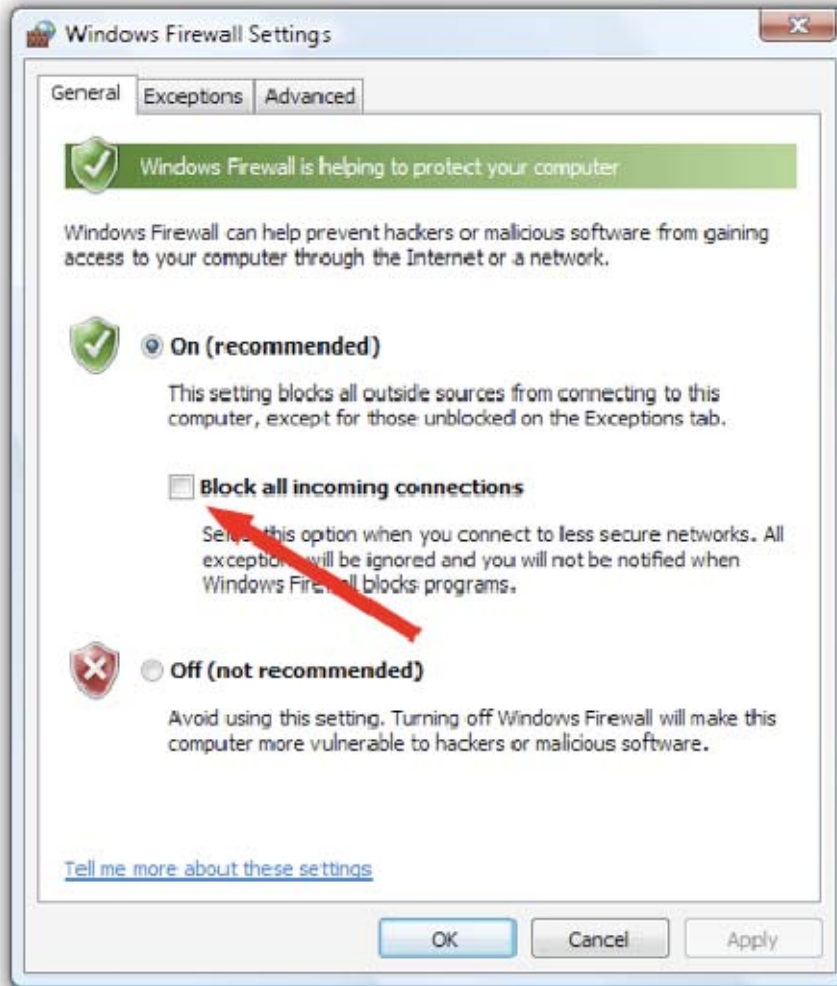


ii. Windows Vista

- a. If you're using the built-in Windows Vista firewall, you'll want to make sure that iTunes is an allowed exception. To do so, open the **Control Panel** and select the **Allow a program through Windows Firewall** link in the **Security** section.



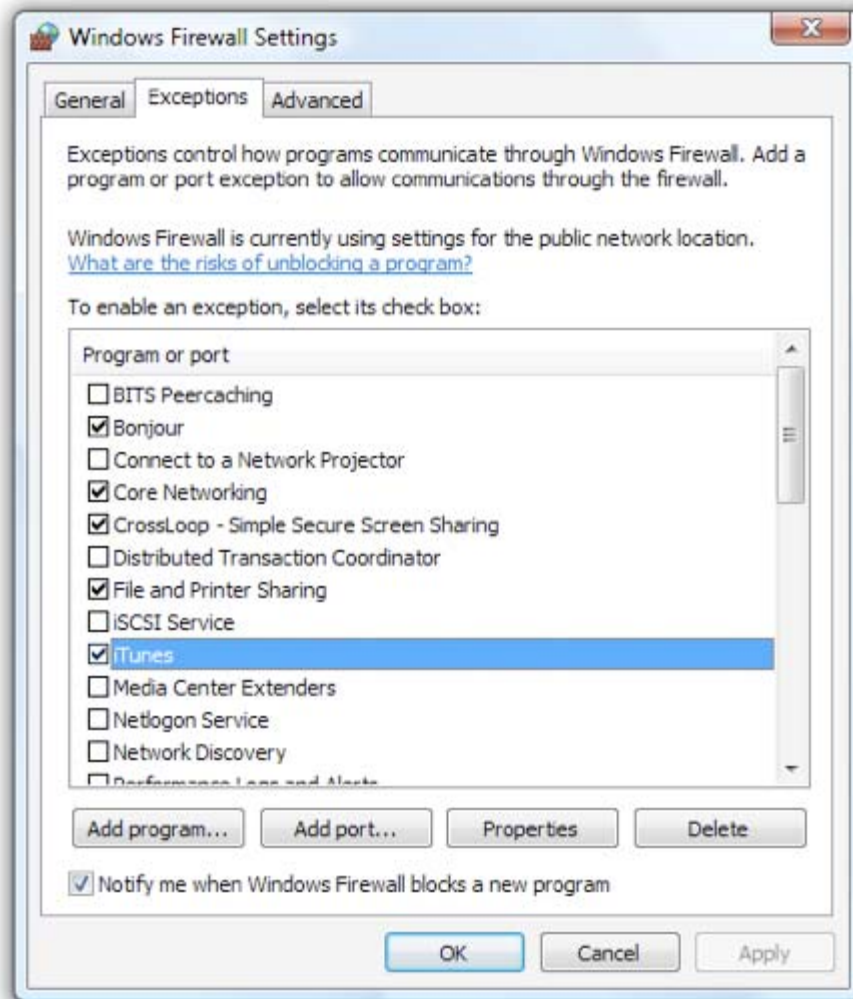
- b. On the **General** tab, make sure that **Block all incoming connections** is **NOT** checked.



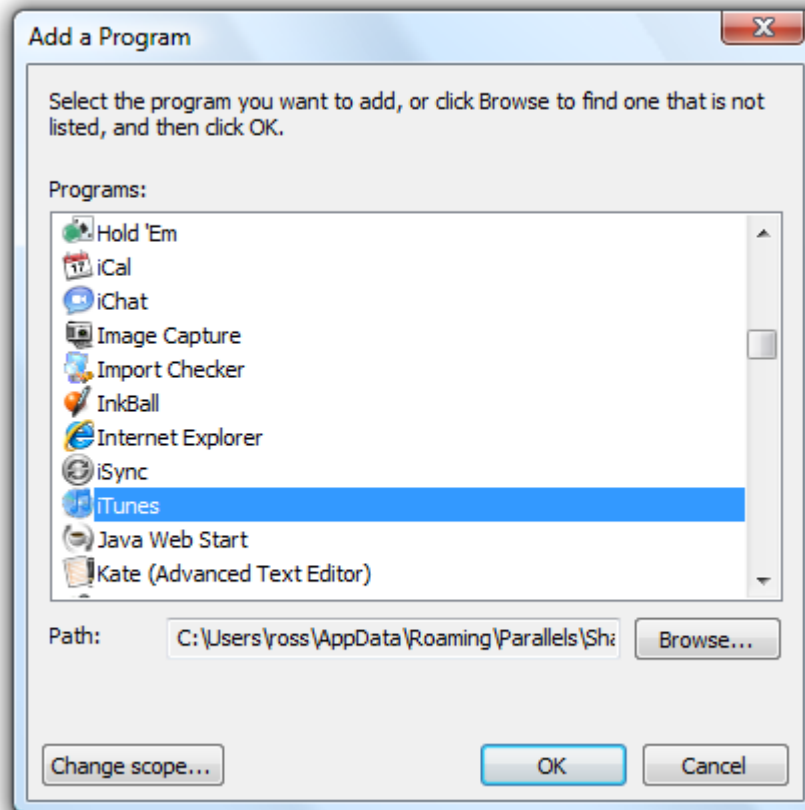
- c. Select the **Exceptions** tab. Make sure that **iTunes** is listed, and **DOES** have a check in the box next to it. If it's listed, but was unchecked (and now you've checked it off) - click **OK**, close out of the Control Panel and give your Remote a try again.

If it is listed, and checked, and you've confirmed the previous troubleshooting steps, make sure that if you have a [router and are utilizing its firewall](#), that the proper ports are being forwarded.

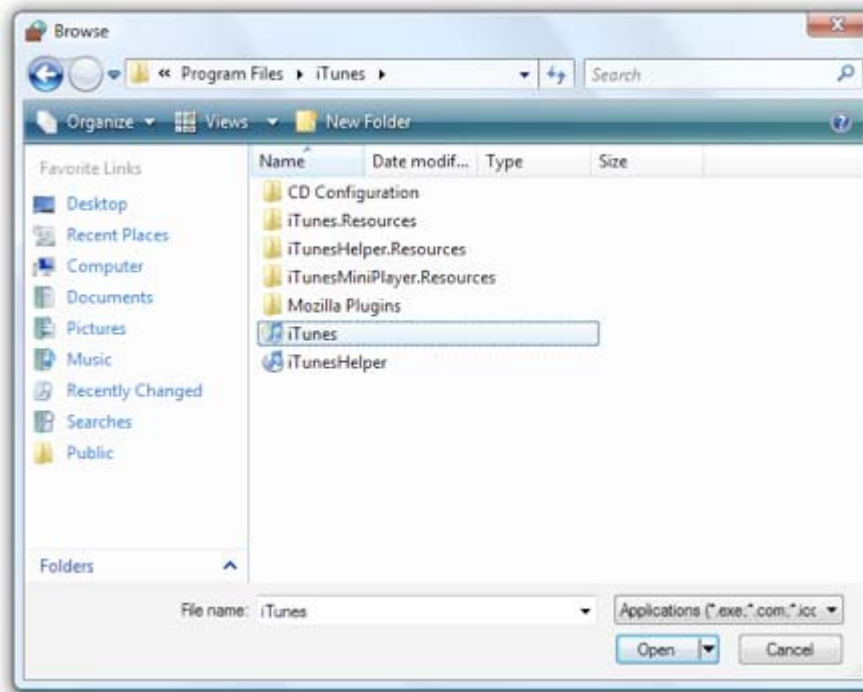
If iTunes is **not** listed, carry on with the next step.



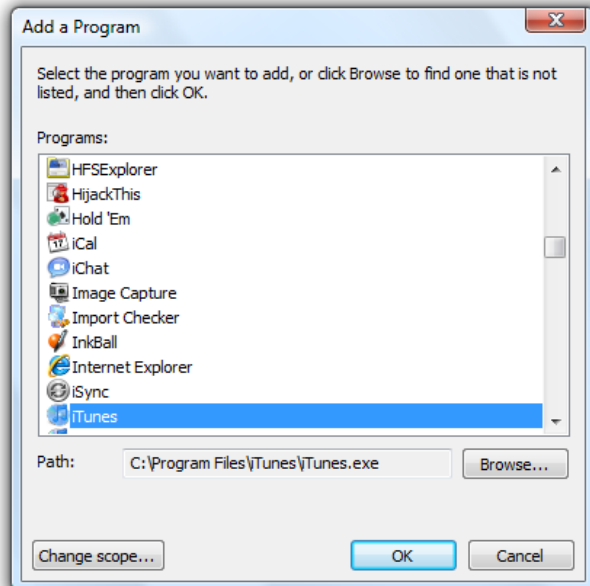
- d. Click the **Add program...** button, and see if iTunes is listed. If it is, select it and click the **OK** button. Jump down to step **g** below. If it's **not** listed, click the **Browse...** button.



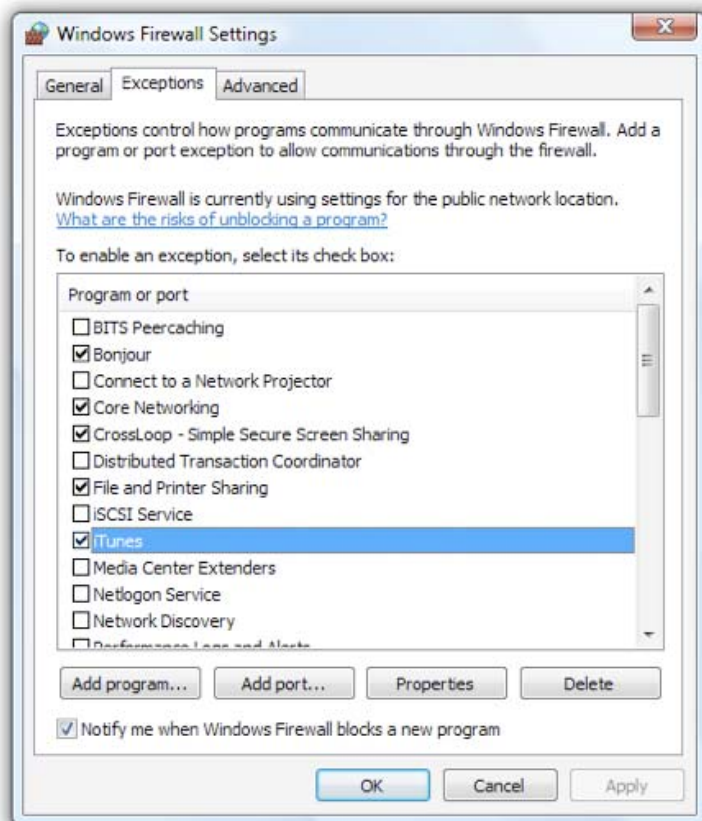
- e. Navigate to the **C:\Program Files\iTunes** folder. Select **iTunes** (might be listed as **iTunes.exe** and click **Open**.



- f. iTunes will now be listed in the **Add a Program** window. Make sure it's selected, and then click **OK**.



- g. iTunes should now be listed in your Windows Vista firewall exceptions list, with a check in the box next to it. Click **OK**, exit out of the Windows Firewall Settings and give your Remote a try again.



iii. Other 3rd Party firewall

If you're using a firewall provided by Norton, McAfee or any one of the dozens (hundreds?) of other firewall vendors, check with their online or built-in support on how to allow a program through the firewall. It's iTunes.exe that you'll want to allow. iTunes.exe is located in the **C:\Program Files\iTunes** folder. You may also/alternately need to allow TCP port 3689 and UDP port 5353 through - it depends on your firewall program.

iv. Hardware Router firewall

If you have a router and utilize its firewall, you may need to configure it to allow Remote traffic. Remote uses TCP port 3689 and UDP port 5353 to communicate with your iTunes or Apple TV.