

# "Failed to initialize infrared Remote Hardware" error

This appears to be an error from an IR Remote Software not being able to detect the device from your computer. If you have a TV Tuner device connected to your computer, please consider checking if the driver for the device is installed or updated via device manager using the steps below:

1. Press the **Windows Key + R combination**
2. Type in **Devmgmt.msc** then click **OK**
3. Expand the list under **"Sound, Video and Game Controllers"**
4. Right-click on the driver for your TV Tuner device then select Update Driver
5. If the problem persists even updating the driver, please consider coordinating with your device's manufacturer for an updated and working driver for your device

However considering you have already purchased Restoro and would like us to assist you in doing that utilizing a remote session, please contact our support and they will be happy to help you.

- Email: [support@restoro.com](mailto:support@restoro.com)

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Revision #1

Created 2 years ago by [Ghichel Santos](#)

Updated 2 years ago by [Ghichel Santos](#)