Windows Media Center remote control disconnects

Symptoms:

Using the Windows Media Center remote control in My Movies for iPhone or My Movies for iPad frequently disconnects from the remote control server, leaving it unable to function stable.

Cause:

The iOS software on iPhone and iPad have difficulties when Bonjour and Bluetooth networking solutions are operating at the same time, causing instabilities on network connections though Bonjour.

Solution:

a) If you disable Bluetooth on your mobile device, the remote control should function stable if your issue is caused by the problem mentioned in this article.

b) You can disable automatic server discovery in My Movies for iPhone or My Movies for iPad, and add your Media Center host(s) manually using the IP addresses.

My Movies Knowledge Base
https://kb.mymovies.dk/KnowledgebaseArticle50003.aspx