MRX-4IR: Works When its Hard-Line Connected but not on Wi-Fi

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How to Troubleshoot the MRX-4IR Wireless Issues:

If you can not communicate with the **MRX-4IR** check the network setup. Assure the Wi-Fi information is completed in **Step 6a (LAN & WiFi)**. Check the router to ensure the information added is correct. If the information is not correct, devices may not connect properly.

Be sure the laptop is **hard-wired**, and that **any and all firewalls are disabled.** Check your antivirus to see if they have built-in firewalls as these need to be disabled as well (AVG, Norton, etc.)

1. Add the **MRX-4IR** in **Step 3: Add URC Devices** to the desired room.
2. **Plug in** the **power supply** and a **Cat5/6** cable into the back of the **MRX-4IR .**
3. Click **Refresh** in **Step 6** (URC Devices) to **discover** the unit and **assign** IP address.
4. Click on **DHCP** under the **TYPE** column to bring up **settings,** then click on **Send wireless AP list via Network**. This will send the wireless information to the device.
5. Once the **Send wireless AP list** is completed, **disconnect** the **Cat5/6 cable** and **wait** for the **wireless network** to **connect** to the **MRX-4IR.**
6. **If** this **fails**, do a **factory reset** of **MRX-4IR** by **pressing** the **RESET** button on the bottom of the unit with a small screwdriver for 20 seconds.
7. Start over from **Step 3** of this article.
8. Once the MRX-4IR is connected via WiFi and discovered in Step 6b, make sure to do a complete system download using the **Download** button after Step 14.

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