

MRX-10 Not Responding or Undiscoverable

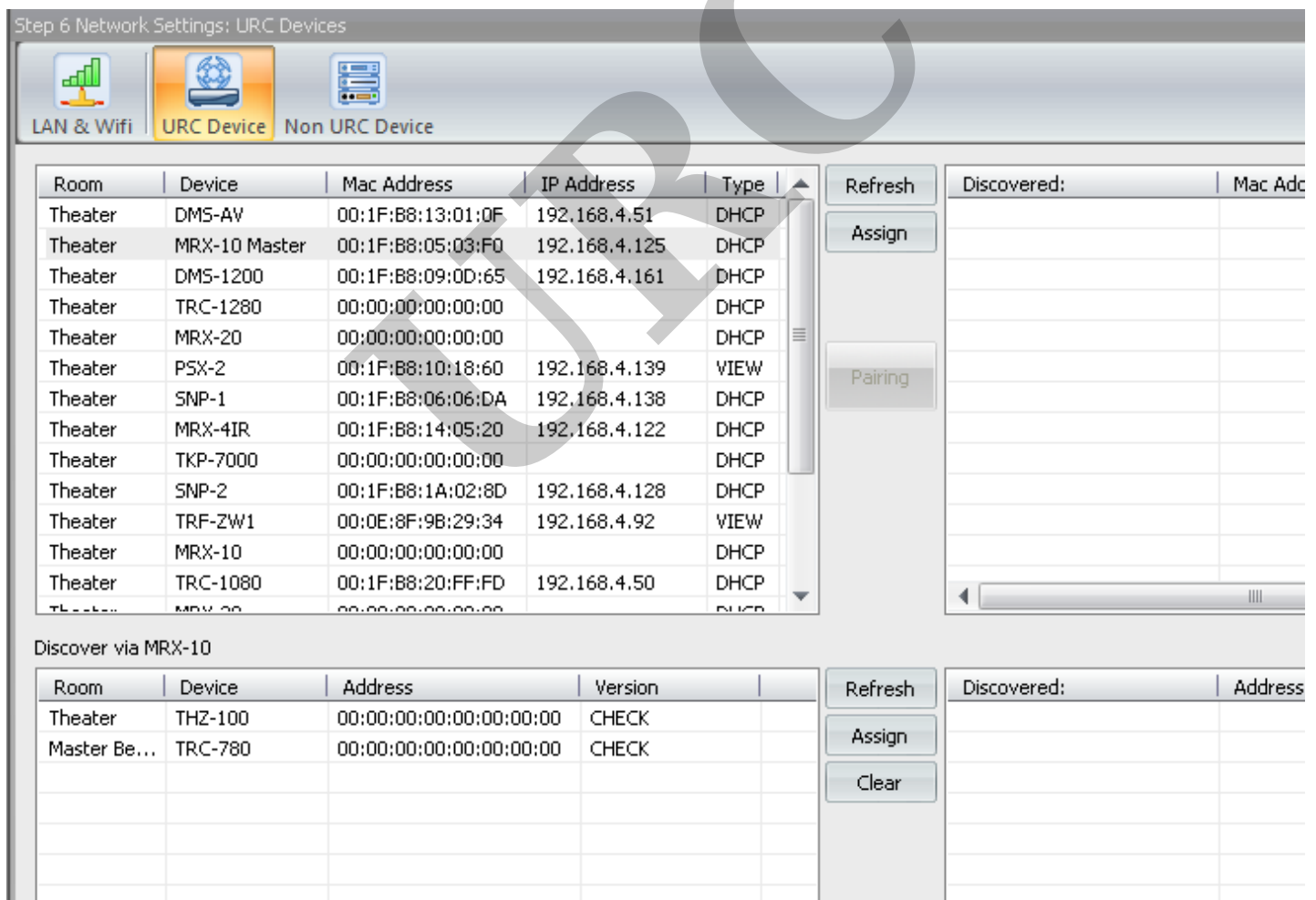
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How to troubleshoot an MRX-10 that will not discover or respond

If the MRX-10 is not responding, do a **soft reset** by pressing the reset button for 2 seconds.

If there is still a communication error and/or you cannot download to it, do the following:

1. Do a **factory reset** of the unit by pressing reset button for 35 seconds (white light flickers on front panel).
2. Rediscover the MRX-10 in step 6, URC Device, and download your file twice (first download is to update the firmware and the second is for the file).



Step 6 Network Settings: URC Devices

LAN & Wifi URC Device Non URC Device

Room	Device	Mac Address	IP Address	Type	Refresh	Discovered:	Mac Adc
Theater	DMS-AV	00:1F:B8:13:01:0F	192.168.4.51	DHCP	Assign Pairing		
Theater	MRX-10 Master	00:1F:B8:05:03:F0	192.168.4.125	DHCP			
Theater	DMS-1200	00:1F:B8:09:0D:65	192.168.4.161	DHCP			
Theater	TRC-1280	00:00:00:00:00:00		DHCP			
Theater	MRX-20	00:00:00:00:00:00		DHCP			
Theater	PSX-2	00:1F:B8:10:18:60	192.168.4.139	VIEW			
Theater	SNP-1	00:1F:B8:06:06:DA	192.168.4.138	DHCP			
Theater	MRX-4IR	00:1F:B8:14:05:20	192.168.4.122	DHCP			
Theater	TKP-7000	00:00:00:00:00:00		DHCP			
Theater	SNP-2	00:1F:B8:1A:02:8D	192.168.4.128	DHCP			
Theater	TRF-ZW1	00:0E:8F:9B:29:34	192.168.4.92	VIEW			
Theater	MRX-10	00:00:00:00:00:00		DHCP			
Theater	TRC-1080	00:1F:B8:20:FF:FD	192.168.4.50	DHCP			
Theater	MRX-20	00:00:00:00:00:00		DHCP			

Discover via MRX-10

Room	Device	Address	Version	Refresh	Discovered:	Address
Theater	THZ-100	00:00:00:00:00:00:00:00	CHECK	Assign Clear		
Master Be...	TRC-780	00:00:00:00:00:00:00:00	CHECK			

3. Be sure your laptop is hardwired, firewall and antivirus are not enabled, and that you have opened the Accelerator program as administrator (**by right clicking on the accelerator icon and choosing run as administrator**).

4. Check the network settings in step 6, Lan & Wifi, part 1 Lan Network Info. **We recommend using Google DNS for the preferred DNS and Alternate DNS; 8.8.8.8 and 8.8.4.4.**

If you require any additional information or have any questions, please do not hesitate to contact our **technical support** team at **914-835-4484**.

URC