

How to Troubleshoot an MRX-8 connection

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The MRX-8 need to be hardwired to the network. Follow these steps to fix any connection issues with the MRX-8.

1. Hard wire the computer to the network.
2. Disable any firewalls and anti-virus software.
3. Factory reset the MRX-8 (be sure you have a backup of the file already since a factory reset will **ERASE** everything on unit), by pressing the reset button underneath with a small screwdriver for 30 seconds.
4. When it reboots, rediscover it and leave as DHCP (you can make it a static IP when the issue is resolved).
5. Download the file to it 2 times (first time is to update firmware, and second time for the file itself).

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