

How to troubleshoot the DMS-AV

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Troubleshooting The DMS-AV

If you are unable to connect to the DMS-AV do a factory reset of the unit by doing the following;

1. On the back of the unit and above the Ethernet port, press and hold the little white button for thirty seconds.
2. While holding down white button, unplug power from unit, wait 5 seconds and re-plug in the power.
3. Set the MRX basestation (master) to DHCP and rediscover the basestation AND DMS-AV.
4. Download to both.
5. If issue persists do the following...

Are the DMS and SNP units plugged into an MFS switch? (and nothing else other than those units are on MFS switch?)

Do a factory reset of BOTH MRX base (master) and DMS-AV, rediscover both and redownload.

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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**.
