

# KOHLTECH

Solutions For Every Industry & Every Build

MDVR-R8 & MDVR-R6

KOHLTECH  
VIDEO MANAGEMENT CENTER



Live



Playback

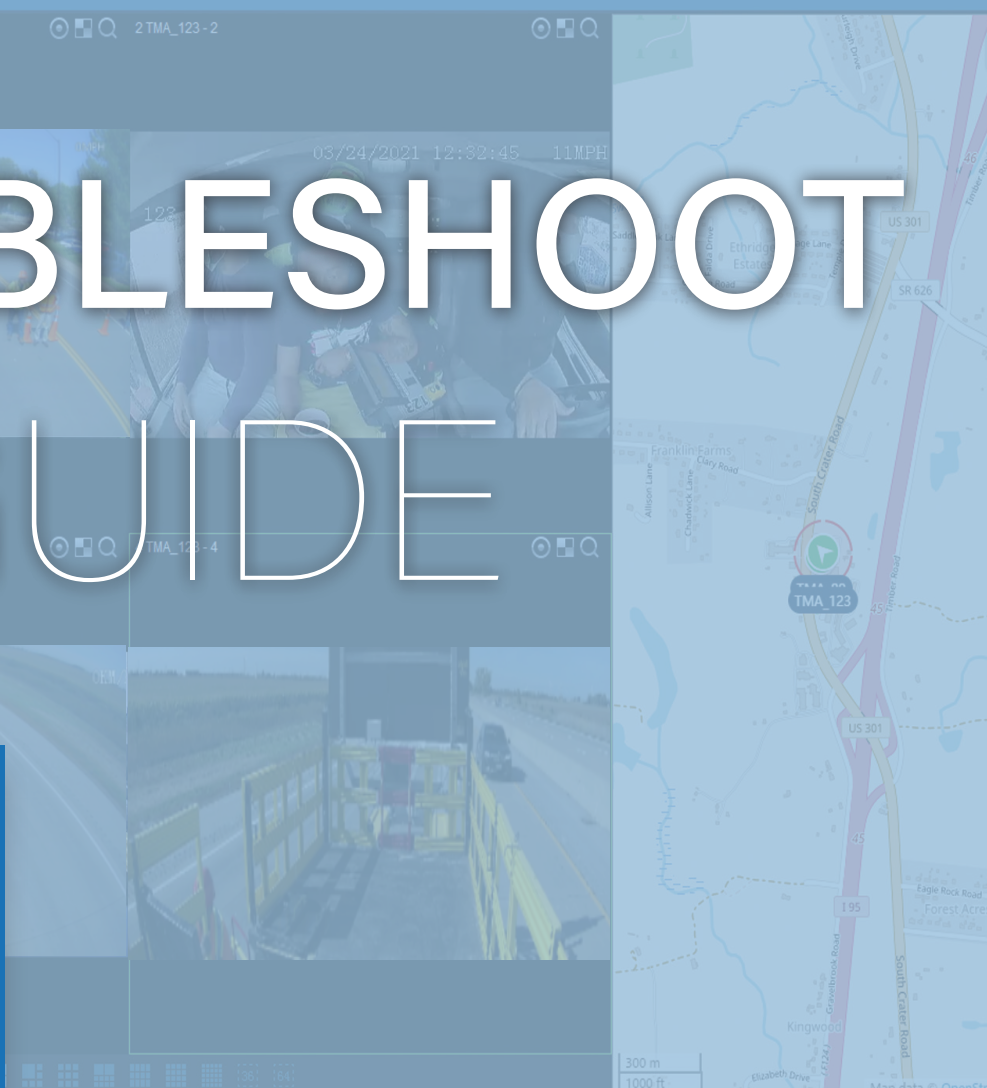


Evidence

# TROUBLESHOOT GUIDE

- Quick Check Guide
- Hardware Troubleshooting
- Network Connectivity
- Status Light Identification
- Support Contact Steps

- Vehicle Number
- Device ID
- Group
- Type
- Longitude
- Latitude
- Speed



## Quick Check Guide

1. Locate and gather appropriate troubleshoot tools
  - A. Lockbox keys (image 1A.)
  - B. MDVR Keys (image 1B.)
  - C. EZ check device
  - D. Mobile phone with EZ check app



2. Locate DVR (if applicable, unlock the lockbox as seen in image 2A with the key shown in image 1A.)



3. Once the DVR is in clear view or the lockbox door is open, look at the face of the DVR as pictured in image 3A.



Normal operation with KOHLTECH Server connection - Blue PWR, Green REC and flashing Green NET light

4. Image 3A. shows a DVR under normal operating conditions when connected to a KOHLTECH server and network. If you do not see the pictured lights illuminated please refer to the Status Light Identification section of this manual.

5. If there are no lights illuminated use the DVR key pictured in image 1B. to ensure the DVR is locked. (Insert key into slot pictured in image 5A. and turn counterclockwise to lock.)



6. If the DVR was unlocked and is now locked, it should power up. If the DVR was already locked and there is still no power, you will need to remove the lockbox lid to access the power cable at the rear of the DVR.

7. Remove the lid as pictured in image 7A. by pushing the rear of the lid with force, towards the lockbox door. Once you feel the lid slide forward, lift up and remove the lid ensuring you do not break the fan cable as pictured in image 7B.



8. Once the lid has been lifted off of the DVR lockbox base, unclip the white fan cable as pictured in image 7B. and set the lid off to the side.

## Hardware Troubleshooting

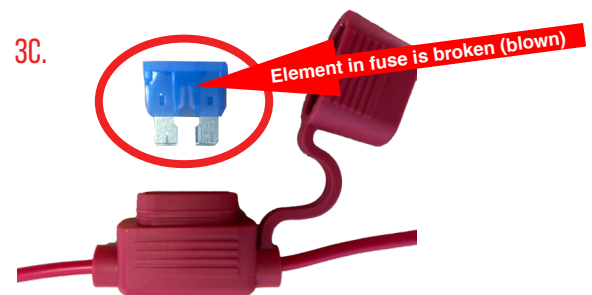
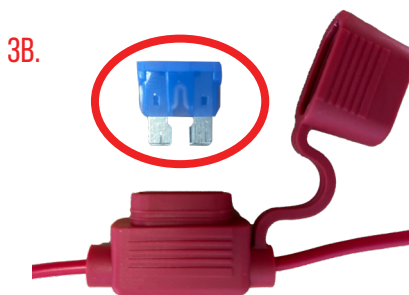
1. Check the power cable on the rear of the DVR as pictured in image 1A. ensure the connection is tight and the barrel nut is snug.



2. Check the in-line fuse on the power cable harness pictured in image 2A. to ensure the fuse is present and not blown.



3. To check the fuse, remove the red cap as pictured in image 3A. and ensure the fuse is present and not blown. Intact fuse pictured in image 3B. - Blown fuse pictured in image 3C.



4. When replacing the fuse, ensure it is fully seated and the cap is completely closed when done.

5. If after checking all of the previous points there is still no power, check the DVR power source to ensure the DVR is properly connected to and receiving the required 12V.
  
6. Once it is confirmed that the DVR is properly connected to the power source and there is still no power, contact a licensed/approved technician to test and ensure the power source is providing the required 12V of constant power to the DVR.
  
7. If the DVR is powered on but not connecting to the network, please refer to the Network Connectivity Troubleshooting section of this manual.
  
8. For further power troubleshooting assistance please contact the KOHLTECH technical support team.

## Network Connectivity Troubleshooting

1. Ensure the lockbox lid has been removed (See step 7 under the hardware troubleshoot guide on how to remove lid.)

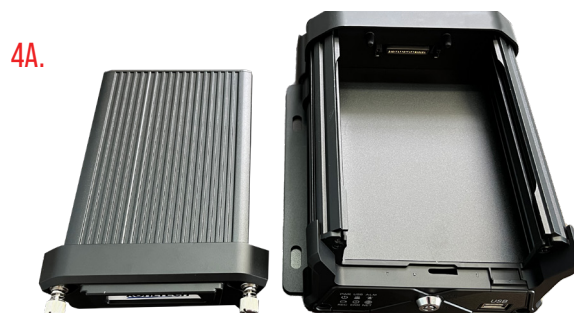
2. To check the SIM card, you must unscrew the two silver screws on the front of the DVR as pictured in image 2A. The screws should be hand tight and able to be unscrewed by hand. If they are too tight to do by hand, use a flat head screwdriver to gently loosen the screws then remove by hand.



3. Once the silver screws have been loosened (they will pop out as they are under spring tension.) you can slide the top tray as pictured in image 3A and 3B.



4. Once the tray has been pushed forward lift up and set the tray to the side as pictured in image 4A.



5. Removing the hard drive tray will allow you to flip down the door covering the SIM and SD card slots on the front of the DVR as pictured in image 5A. and 5B.



6. Once the door has been flipped down you should see a white SIM card in the top slot pictured in image 6A.



7. Ensure the sim is fully seated in the slot. If when pushed the card clicks and pops out the card was fully seated. Once the check is complete, click the card back into the slot.

8. Close the door and replace the hard drive tray in the reverse order of removal.

9. Once the hard drive tray has been replaced, ensure the 4G antenna located at the rear of the DVR as pictured in image 9A. and 9B. is securely connected and the barrel nut is tight.



10. After verifying a secure antenna connection, ensure the antenna as pictured in image 10A. is not blocked or covered and is in clear view of the sky.



11. Once all previous steps have been completed, lock the DVR as described in step 5 of the Quick Check Guide section of this manual. Wait for the DVR to power up and display the proper lights indicating a good network connection (see the Satus Light Identification section of this manual for clarification).

12. If the DVR is still not connecting to the network, please refer to the EZ Check manual for further direction on network connectivity troubleshooting.

## Status Light Identification



Normal operation (without network connection) - Blue PWR and Green REC



Normal operation with KOHLTECH Server/Network connection -  
Blue PWR, Green REC and flashing Green NET light



A orange ERR and red ALM light indicates a missing or damaged SD card  
and a disconnected or damaged camera.

## Technical Support Contact Guide

**For further assistance please contact KOHLTECH at:**

**[support@kohl-tech.com](mailto:support@kohl-tech.com)**

**877.708.7803**

**[www.kohltechnology.com/contact](http://www.kohltechnology.com/contact)**