Comrex Connect Modems for ACCESS

Product Manual

COMREX CONNECT MODEMS

Comrex Connect is a pro-grade, high gain LTE modem designed to work with the ACCESS Portable Audio codec. Connect modems are available in four varieties:

- Compatible with the Verizon network in the US**
- Compatible with the AT&T network in the US
- Compatible with China, Japan, South Korea, Taiwan and Brazil
- Compatible with many other LTE networks worldwide

** *Connect modems for Verizon do not support 3G services*

VERIZON VERSION

The Comrex Connect for Verizon is able to work on the network's main LTE channel at **700MHz**, known as **Band 13**. In addition, it can operate on the **AWS Band 4**, marketed as XLTE by Verizon.

AT&T VERSION

The Comrex Connect for AT&T is able to work on the following LTE bands:

- **700MHz (Band 17)**
- **850Mhz (Band 5)**
- **AWS (Band 4)**
- **1900 MHz (Band 2)**

In addition, in the absence of LTE service, this modem offers 3G service in **Band 5** and **Band 2**.

CJ VERSION

The Comrex Connect CJ is able to work on the following 4G bands:

- **1900MHz (BAND 1)**
- **1800MHz (BAND 3)**
- **850MHz (BAND 5)**
- **2600MHz (BAND 7)**
- **900MHz (BAND 8)**
- **800MHz (BAND 18)**
- **800MHz (BAND 19)**
- **1500MHz (BAND 21)**
- **700MHz (BAND 28)**
- **2600MHz (TDD) (BAND 38)**
- **1900MHz (TDD) (BAND 39)**
- **2300MHz (TDD) (BAND 40)**
- **2500MHz (TDD) (BAND 41)**

And covers the following 3G bands:

- **2100MHz (BAND 1)**
- **850MHz (BAND 5)**
- **800MHz (BAND 6)**
- **900MHz (BAND 8)**
- **1700MHz (BAND 9)**
- **800MHz (BAND 19)**
- **1900MHz (TD-SCDMA) (BAND 39)**

INTERNATIONAL VERSION

The Comrex Connect International is able to work on the following LTE bands:

- **2100MHz (BAND 1)**
- **1900MHz (BAND 2)**
- **1800MHz (BAND 3)**
- **2100/1700MHz (BAND 4)**
- **850MHz (BAND 5)**
- **2600MHz (BAND 7)**
- **900MHz (BAND 8)**
- **700MHz(a) (BAND 12)**
- **700MHz(c) (BAND 13)**
- **800MHz (BAND 20)**
- **1900MHz (BAND 25)**
- **850MHz (BAND 26)**
- **700MHz (BAND 29)**
- **2300MHz (BAND 30)**
- **2500MHz (TDD) (BAND 41)**

And covers the following 3G bands:

- **2100MHz (BAND 1)**
- **1900MHz (BAND 2)**
- **1800MHz (BAND 3)**
- **2100/1700MHz (BAND 4)**
- **850MHz (BAND 5)**
- **900MHz (BAND 8)**

INTERNATIONAL VERSION COUNTRIES

The International Comrex Connect is designed to work in many countries. It is unlocked and carries PTCRB certification, so it should be allowed to register on most networks worldwide. While it covers most of the bands used by carriers in the U.S., it does not carry the carrier-specific certification required to be used on these networks.

LTE coverage by country/region:
In Europe and Africa, Bands 20, 7, and 3 are most common and are covered by the modem.
This modem also supports Band 8, used by a select number of carriers in Europe.
In most of Asia, Bands 7, 3, and 1 are common, exclusive of China, Japan, and India.
In India, some carriers use band 41 (TDD) and others use Band 3.
In Oceania and the Middle East, Bands 7 and 3 are common.
In Canada, Latin America and the Caribbean, Bands 7 and 4 are common.

ARRANGING LTE SERVICE

Since the Comrex Connect modem is certified to work on most networks, you can deliver the IMEI number of the modem (from the label) to the carrier. The carrier will provide a SIM card for your modem. Request a “full size” SIM card if possible.

It’s also often possible to move a SIM card from an existing USB modem or Hotspot (or even a tablet) and use that data service directly on the Comrex Connect.

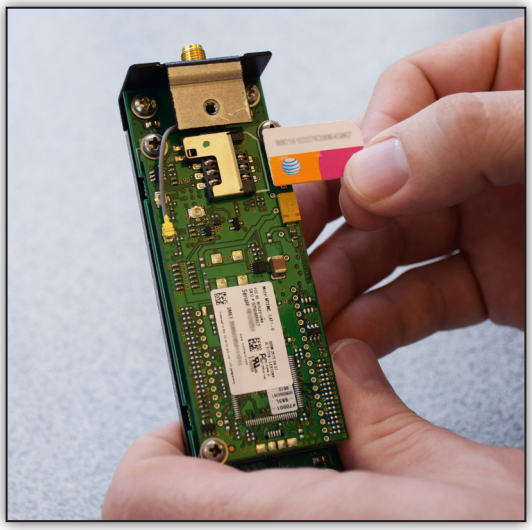
OPENING THE CONNECT MODEM CHASSIS

The Comrex Connect modem has a captive thumbscrew that can be turned to open the chassis. Once the thumbscrew is completely loose, pull down on the top cover (toward the USB jack) to remove it.

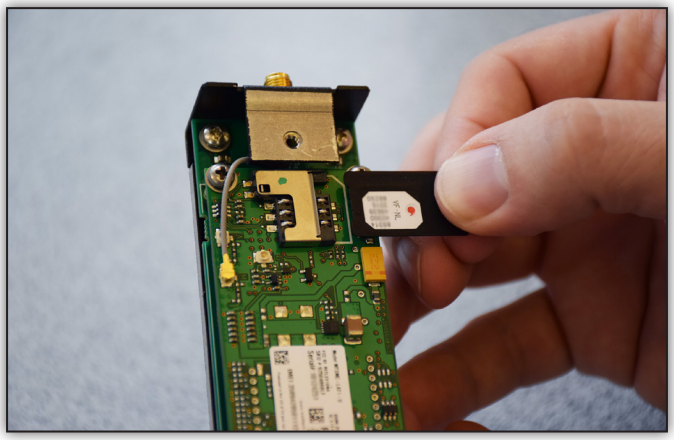
INSERTING THE SIM

SIM cards currently come in three sizes: Full, Micro, and Nano. Connect modems use a full-size SIM card. Smaller sizes can be accommodated with the included SIM adapters.

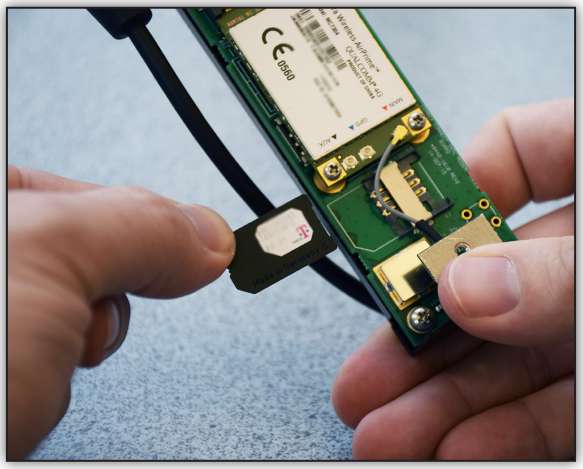
For the AT&T and Verizon models, the SIM card is inserted as shown below.



If using an adapter, first insert the SIM into the adapter as completely as possible, then apply the entire assembly to the SIM socket.



For the CJ and International Connect modem, the process is the same, but the SIM slot is in a different location.



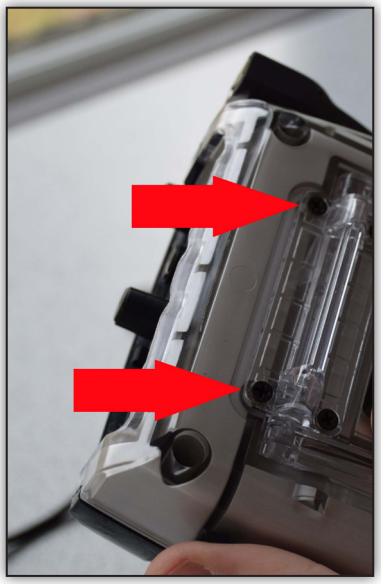
Once the SIM is installed correctly, reattach the modem's top cover and re-secure the thumbscrew.

ANTENNA

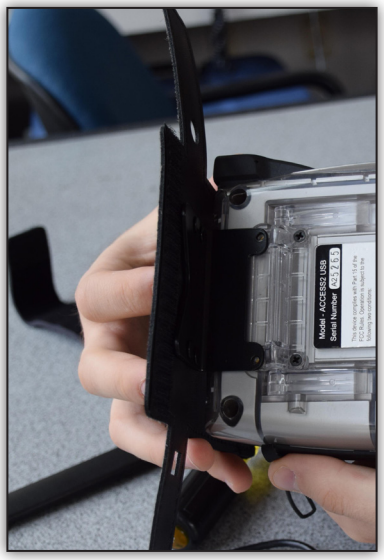
The external antenna is required for proper modem operation. The antenna is designed to work over all the LTE and 3G bands supported by the modem. Attach the antenna to the SMA jack securely as shown below.

USING THE CONNECT ACCESS POUCH

The Connect modem comes with a pouch designed to attach to the back of the ACCESS Portable chassis. To attach the pouch, remove the top two Philips screws that secure the handstrap slot on the back of the ACCESS.



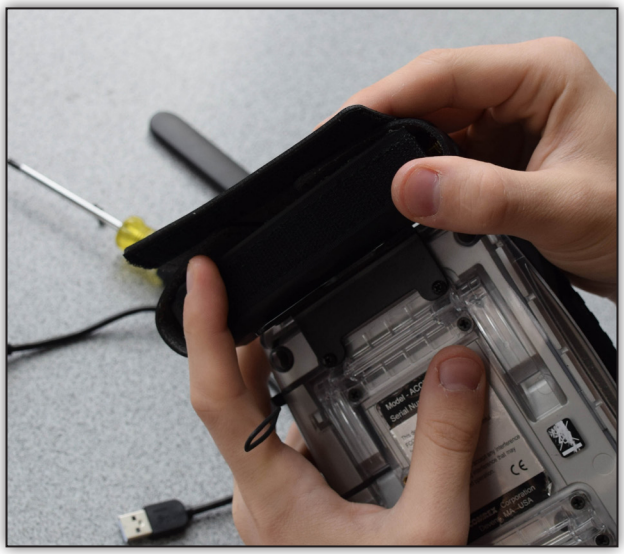
Place the pouch assembly so that the mounting screws align with these holes, and apply the provided mounting screws through both the pouch assembly and the handstrap slot assembly.



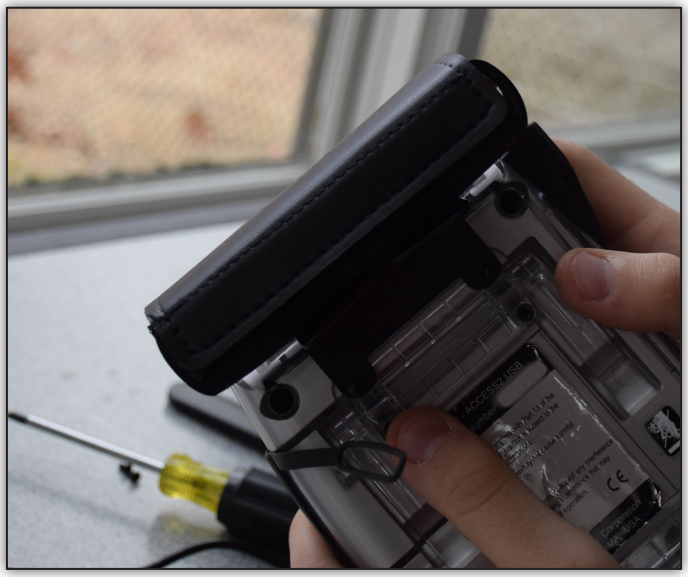
Align the modem in the pouch so that the SMA jack is lined up with the circular hole on the pouch and the micro-USB connector is aligned with the rectangular hole on the pouch.

Fold the side flaps over the top of the modem on both sides.

Lift the smaller flap on the back side of the ACCESS Portable so that the velcro is facing out along the back of the modem. Fold the longer flap with the Comrex logo over the modem and attach to the smaller velcro flap.



The pouch should now be snug and securely closed.



Attach the antenna to the SMA jack securely.

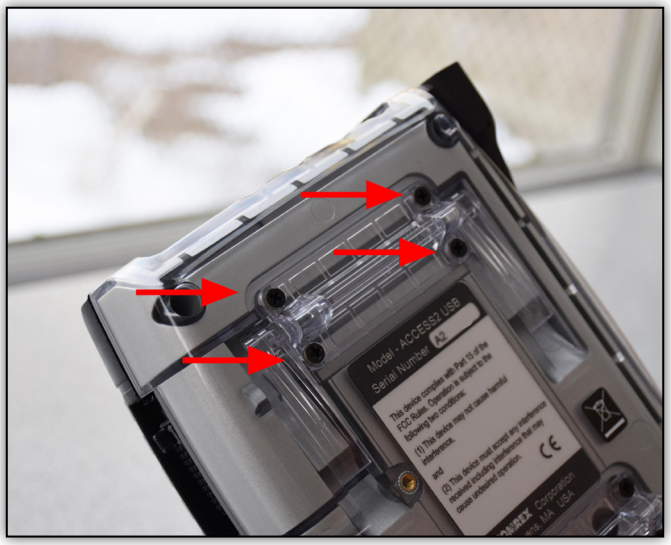
Connect the USB cable by seating the micro-USB into the micro-USB connector on the modem.

Run the supplied USB cable from the micro-USB socket on the Connect modem to the side USB connector on ACCESS.

ACCESS CONNECT MODEMS EXT

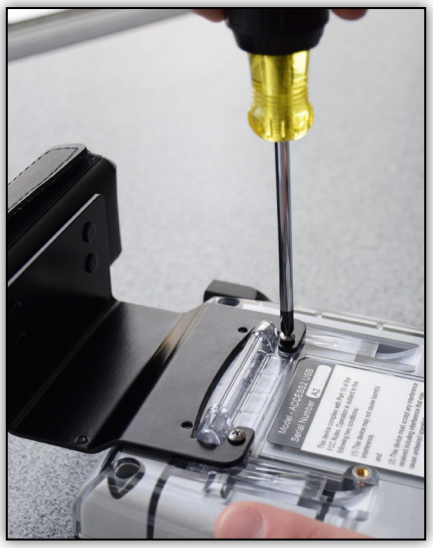
If you have purchased the EXT modem to use along with another Connect modem, you will need to attach the EXT model first and then the standard pouch model. The image below shows the two modems in pouches with antennas attached.

To start, remove the four Philips screws that secure the handstrap slot on the back of the ACCESS.



With the handstrap slot still attached and screws removed, take the EXT modem and align the 4 holes on the back plate to the four screw holes.

Apply the two silver screws provided with the EXT modem into the two bottom holes.



Align your standard Connect Modem bracket to the two top holes of the EXT bracket. Apply the two black screws with washers provided.

INSERTING INTO POUCHES

To insert the bottom modem into the pouch, simply slide the modem with the antenna facing the circular hole and the USB connector facing the rectangular hole. Fold up the flaps on each side under the top pouch.

Fold the bottom flap up. Fold the top flap down and over the bottom flap's velcro.

Repeat the steps for the top modem. Note that the circular and rectangular holes are opposite of the bottom modem.

ANTENNAS AND USB CABLES

Attach the antennas to each modem and insert the micro-USB connectors with the provided USB to micro-USB cables.

Insert the USB connectors into the top and side USB ports on the ACCESS 2USB.

USING COMREX CONNECT MODEMS

Once attached, the Connect modem will appear in the network list of your ACCESS Portable like any other modem device, and have all the same options.

When first installed, your modem may appear as a “Network Device”. Within about 30 seconds it should change its name to one of the following:

AT&T: LE910-NAG
Verizon: LE910-SVG
CJ: MC7430
International: MC7455

See the ACCESS user manual for more info on configuring APNs for modems.

INDICATORS

The Connect modem has two LED indicators. The red LED indicates power is active to the modem. The green LED has different behavior depending on the type of modem:

- **Verizon** - Flashing green indicates the modem is registered with the network
- **International** - Solid green indicates the modem is registered with the network
- **AT&T** - The green indicator does not activate at all in current firmware
- **CJ** - Solid green indicates the modem is registered with the network