LIVESHOT

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How to run dual Verizon UML295s on Comrex LiveShot

Verizon Wireless has the best 4G LTE deployment in the United States. Their flagship USB modem, the **UML295**, works great with Comrex LiveShot except for one feature: The device always uses a single, common, fixed IP address. This means if two of the same modem are inserted into LiveShot, there will be an IP address conflict.

New **UML295** firmware is available that has a work-around. This fix is available in firmware **L0295VWD821F.B1** or later. The work-around requires you to go to a hidden diagnostic menu which can make permanent changes to your modem. The user assumes all responsibility here- Comrex is not liable for users making changes in this menu.

The **UML295**, in its factory default state, has the following IP configuration:

IP address: **192.168.32.50**

Subnet: **255.255.255.0**

DHCP server/Web Host address:

192.168.32.32

The goal is to change one of your **UML295**s to a different IP address and DHCP/Host address. In our example, the modem will be changed to:

IP address: **192.168.33.50**
Subnet: **255.255.255.0**
DHCP server/Web Host address:

192.168.<u>33</u>.32

The only difference in operation with a computer will be that the internal status/connect page will be at the new Host address (**192.168.<u>33</u>.32**, in our example)

All of the following steps require that you attach your **UML295** to a computer USB, and run the "Enhanced Mobile Broadband Manager" tool that can be downloaded via the modem menu system. Windows operation is described here.

First, go to the "**Settings**" tab on the manager and click "**Check for updates**". If your **UML295** is not at the latest firmware, the manager will offer to update your modem.
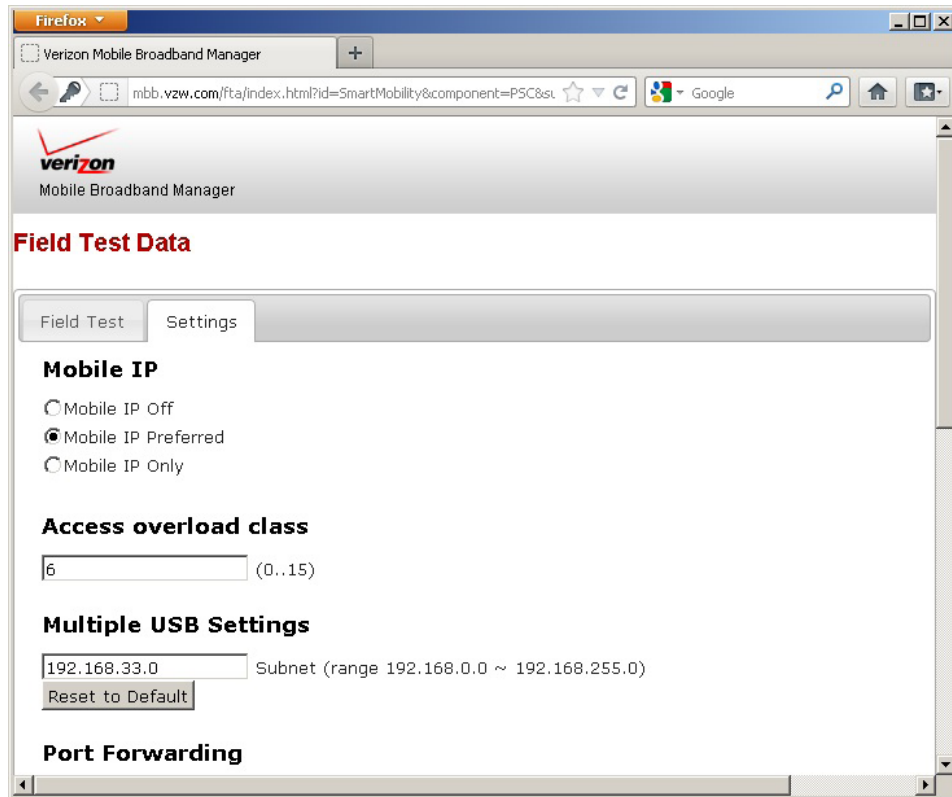
Now with the modem still attached and the Mobile Manager still running, press **<CTRL>D** on the computer to gain access to the diagnostic menu. This menu is password protected. User name is "**vzw**" and password is "**mbbdiag**".

Once in the diagnostic menu, it's a really good idea to set your modem to factory defaults before you change anything. We recommend this because we have seen **UML295**s caught in a non-optimal mode, and this will clear out any bad settings.

Click the "**Settings**" tab, and scroll to the bottom and choose "**Reset to Factory Default**"

The modem will restart and you will need to restart the Manager software.

Put Comrex On The Line.

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Return to the diagnostic menu and click the "**Settings**" tab again.

Look for the entry marked "**Multiple USB settings**".

As shown above, change the third decimal number in the string (**.32**) to something else (**.33** in our case).

Click "**OK**" at the bottom of the page to save this setting.

The modem will restart.

You can then pull the modem and apply it to LiveShot, where the new address (**192.168.33.50**) will be used, and allow simultaneous use of an additional **UML295** without this settings change.

It's a good idea to label the modem with the change, in case you forget the new address of the status/connect page.