ACCESS 2USB FAQ

How do I change the Web GUI password on my ACCESS 2USB?

When logged in through the Web GUI Interface, go to the System Settings tab and choose Security on the left-hand side of the screen. If you are using the LCD touchscreen go to Configure, then to System Settings, then to Security.

I can't connect in my hotel or at a restaurant

Open your browser to view the redirect page from your location's router. Agree to the terms, then continue. You should be able to connect.

My Linphone app won't work when I try to connect to my ACCESS 2USB.

Make sure you have updated your ACCESS Rack to at least firmware version 3.0 and that you have followed the instructions from the Linphone Technote available on our website (www.comrex.com).

If you still can't connect, make sure you do not already have a connection established on your Comrex device.

Try connecting Linphone to our test unit at the following address: sip:70.22.155.132

If you can connect, please make sure that your network is not blocking port UDP 5060 to the ACCESS 2USB.

How do I monitor statistics on my ACCESS 2USB?

In the Web GUI Interface, go to the Statistics tab. If you are having issues monitoring statistics remotely, check that your network has the correct ports forwarded to allow access.

How do I log in to the Web GUI interface of my ACCESS 2USB if I am located outside of my network?

The following default ports will need to be open or forwarded to your ACCESS 2USB (pre-4.0 firmware. 4.0px and above only need TCP 80):

> **TCP 80 (Web port)**
> **TCP 8080 (XML port)**

If these ports are already in use on your network, they can be adjusted on your Comrex device.
If you are not capable of adjusting your network equipment to accommodate a change, we recommend consulting with an IT professional or your ISP (Internet Service Provider).

Put Comrex On The Line.
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How do I setup a Switchboard account?

Please send a message to techies@comrex.com with what you would like set for the following fields.
Account name:
Username:
Password:
Full Contact Name:
Email Address:
Phone Number: <optional>

Once the account is created, we will send a confirmation email.

How do I update my ACCESS 2USB so that it has an AAC license?

Please provide our tech support department (techies@comrex.com) with the serial number or MAC address of your ACCESS unit. We can then verify your unit and provide you an AAC license key along with installation instructions.

How do I update my ACCESS 2USB so that it has a TS license?

Make sure you are operating your unit with a firmware version that is 2.8 p24 or newer to automatically enable the TS license. Our latest ACCESS firmware packages are found at the following link. **http://www.comrex. com/support/access-2usb/#firmware**

Which 4G device should I use for my ACCESS 2USB?

You can choose either a mobile hotspot device from your cell carrier and connect with an ACCESS compatible USB Wi-Fi adapter, or, choose a device from our compatibility support list. **http://www.comrex.com/ products/compatible-3g4g-modems/**

The screen on my ACCESS 2USB doesn't respond to my stylus.

You may need to recalibrate your screen. Use the keypad by pressing F1 to drop down the menu list and the circular directional pad to navigate to Configure\Additional Configuration\Calibrate Touchscreen. Follow the on-screen instructions.

I upgraded my ACCESS 2USB to a newer firmware, but now my 4G modem no longer functions.

Verify that your 4G modem is on our support list: **http://www.comrex.com/products/compatible-3g4g-modems/**

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If it is, eject the modem from the ACCESS unit and delete any associated network entries in the network list. Navigate to Network, then to Manage Networks, select the network you wish to delete, and then go to Network --> Delete Network. Confirm the deletion and power down the unit. Reinsert the modem and power up the unit. Go back to Manage Networks and select the new entry, then press Enable near the bottom of the screen. Reboot the unit again, and verify that you can establish a connection.

Can I use my iPhone hotspot to supply an internet connection to my ACCESS 2USB?

We don't currently support iPhone hotspots.

I have my two ACCESS 2USBs registered and online with Comrex's Switchboard server, but my units can't connect.

Verify the NAT type of each location in your Switchboard account or at the local units. If you are trying to connect two Symmetric NAT types or a Symmetric NAT and a Port Restricted NAT type, they are incompatible. We recommend opening the BRIC Normal port on one of the networks (default UDP 9000).

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