Q: What's the big deal about 4.0 firmware?

A: 4.0 adds CrossLock, a new reliability layer that greatly enhances stability on challenging networks. While CrossLock provides higher reliability on single network useage, it also allows the use of multiple networks simultaneously on ACCESS, in either a "Bonding" or "Redundancy" mode.

Q: So a pair of 3G or 4G modems on ACCESS 2USB Portable?

A: Yes, or Ethernet combined with up to two modems. On ACCESS Rack, two Ethernet links combined with wireless modems*.

*If multiple networks are used on the ACCESS Portable side, only a single network should be used on ACCESS Rack.

CrossLock™ VPN

Q: Will 4.0 talk to my non-upgraded codecs?

A: Yes, full compatibility is maintained. Although some legacy encoders (HQ1, HQ2, ULB) are not available for selection in 4.0, they are still in there and will activate if an incoming call requests them.

Q: Will I need to use the Switchboard server?

A: It's highly recommended. CrossLock requires some added security to connect. This is handled seamlessly in the background when using Switchboard server to make your connections. And Switchboard is free to ACCESS users.

Q: Which of my ACCESS units are eligible for upgrade?

A: All ACCESS Racks can support firmware 4.0. Only ACCESS 2USB Portables with serial numbers higher than 6200 are eligible. In some cases, older 2USB units may have been serviced in the past and given a memory upgrade that makes them compatible. ACCESS Portable Classic (with the PCMCIA slot) is not upgradeable.

《ACCESS》
2USB

Q: I suspect my 2USB portable is upgradeable but I'm not sure. Any other way to tell?

A: Unfortunately 3.0 firmware cannot tell you whether your 2USB has the higher memory option. But you can try the upgrade. If the memory option is not installed, the unit will boot to a display informing you of this. You will then be able to downgrade to the latest 3.0 firmware (available on our web site).

Q: My Portable 2USB falls below the threshold. Am I stuck?

A: ACCESS 2USB units can get a hardware upgrade at the factory to make them compatible. This has a cost. Contact our techies for more information.

Q: After upgrade, Device Manager is warning me the ACCESS doesn't have certificates. It can't use CrossLock. Help?

A: After a 4.0 upgrade, your ACCESS will attempt to install security certificates from the Comrex Switchboard server. This requires that it be on the public Internet for about five minutes for the process to complete. Until certificates are installed, CrossLock connections aren't possible, but the unit will work in every other way.

Q: Anything else I need to know?

A: Please read the manual addendum. There is important information about changes to default ports, POTS mode, statistics and audio encoders in there. And enjoy the enhancements on firmware 4.0!

CrossLock™ VPN