

# **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 three varieties:

- Compatible with the Verizon network in the US\*\*
- Compatible with the AT&T network in the US
- 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**.

## INTERNATIONAL VERSION

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

- **800MHz (Band 20)**
- **900MHz (Band 8)**
- **2600MHz (Band 7)**
- **1800MHz (Band 3)**
- **2100MHz (Band 1)**

In addition, in the absence of LTE service, this modem offers 3G service on **Band 8**, **Band 5 (850MHz)**, **Band 2 (1900MHz)** and **Band 1**.

## 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. Its selection of bands makes it incapable of working on most LTE networks in the US, but most other areas support at least one band covered by the modem.

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 Asia, **Bands 7, 3, and 1** are common, exclusive of China, Japan, and India, which are not supported by this modem.

In Oceania and the Middle East, **Bands 7 and 3** are common.

In Canada, Latin America and the Caribbean, the International modem may not cover your full range of networks, due to lack of **Band 4**, which is common. If **Band 4** is optimum for your carrier, the AT&T modem is a better choice. If support for both **Band 4** and **Band 7** are required for optimal performance, the Comrex Connect is not recommended.

## 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

As shown in Figs 1 and 2, 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.



FIGURE 1



FIGURE 2

## 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 in Fig 3.

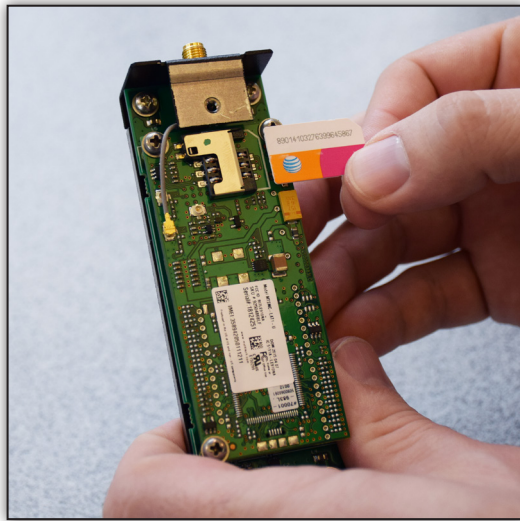


FIGURE 3

If using an adapter, first insert the SIM into the adapter as completely as possible, then apply the entire assembly to the SIM socket as shown in Fig 4.

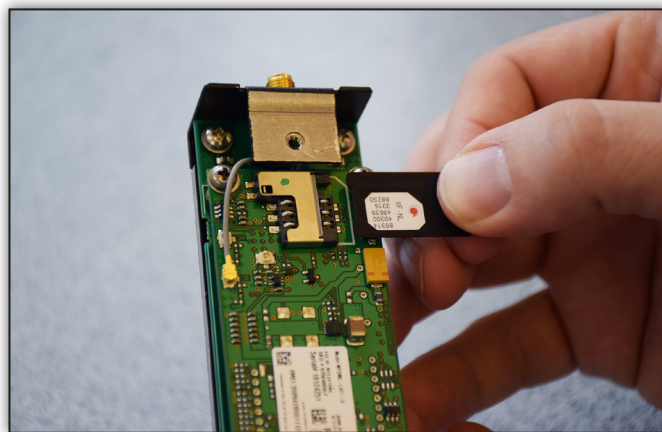


FIGURE 4

For the International Connect modem, the process is the same, but the SIM slot is in a different location as shown in Fig 5.

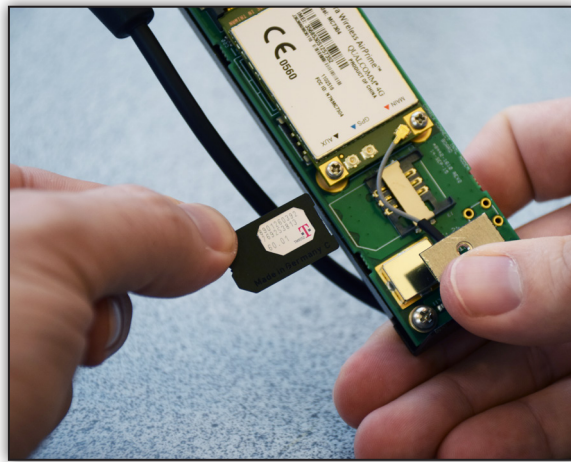


FIGURE 5

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 in Fig 6.



FIGURE 6

## 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.

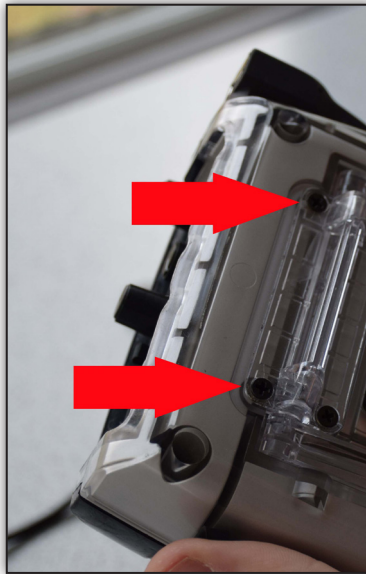


FIGURE 7

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.

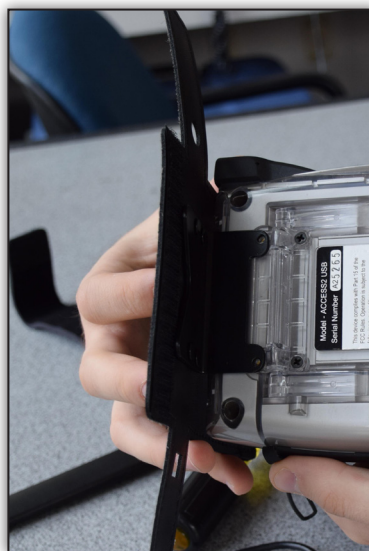


FIGURE 8



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.



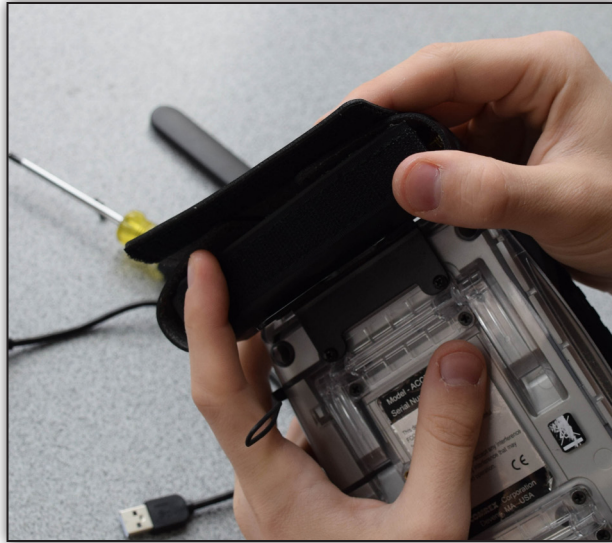
**FIGURE 9**

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



**FIGURE 10**

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.



**FIGURE 11**

The pouch should now be snug and securely closed.



**FIGURE 12**

Attach the antenna to the SMA jack securely as shown.



**FIGURE 13**

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



**FIGURE 14**

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



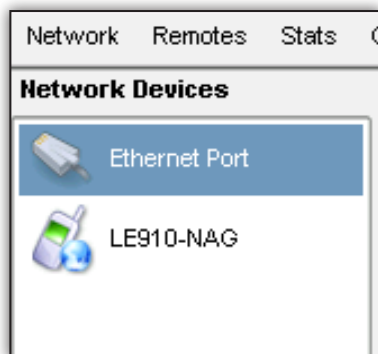
FIGURE 15

## USING COMREX CONNECT

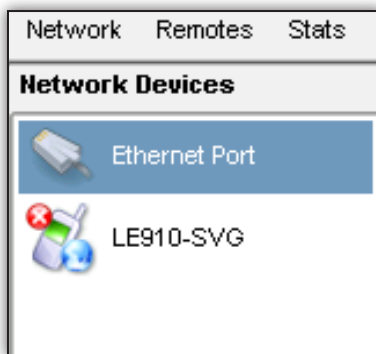
Once attached, the Connect modem will appear in the network list of your ACCESS Portable like any other modem device, and have all the same options.

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:

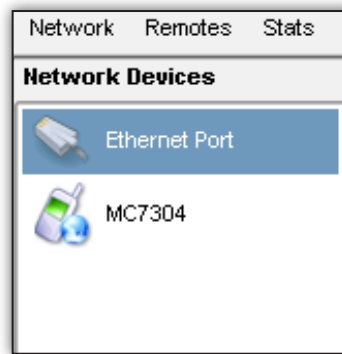
### AT&T



### Verizon



### International



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.