

Comrex Connect Modems for LiveShot

Product Manual



COMREX CONNECT MODEMS

Comrex Connect is a pro-grade, high gain LTE modem designed to work with the LiveShot Portable video 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.

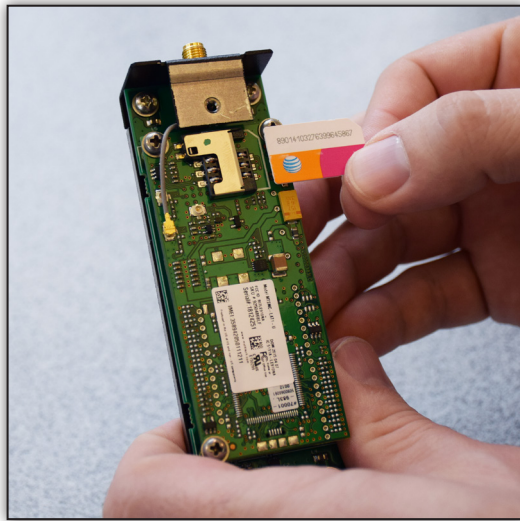


FIGURE 3

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.

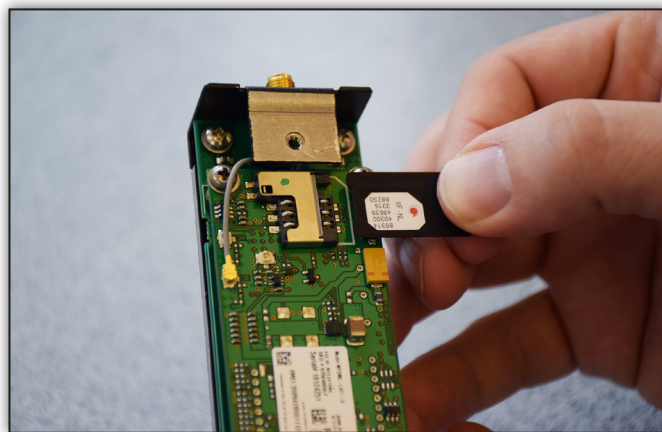


FIGURE 4

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

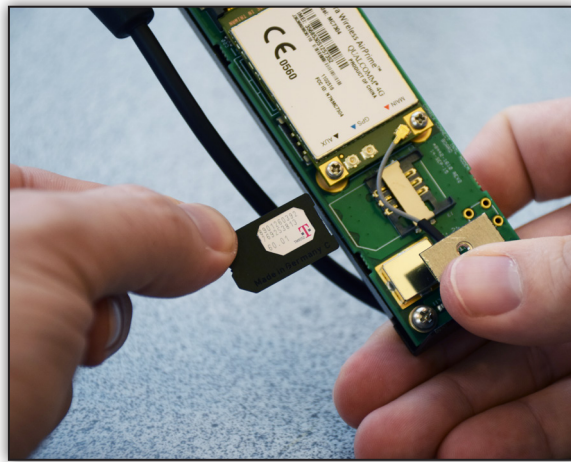


FIGURE 5

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

INSERTING THE LIVESHOT CONNECT MODEM INTO THE LIVESHOT PORTABLE

The Connect modem was designed with a bracket to easily plug into your LiveShot Portable. Make sure the USB cable from the XLR is seated into the micro-USB connector on the modem as shown in Fig 7.



FIGURE 7

Plug the 4-pin XLR connector into the top of the LiveShot Portable as shown in Fig 8.



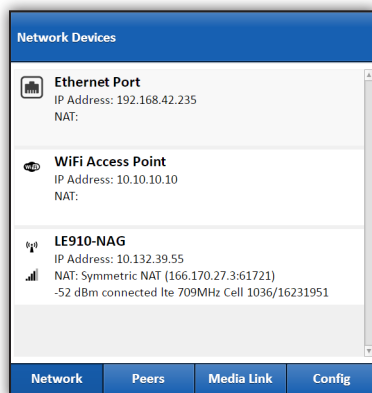
FIGURE 8

USING COMREX CONNECT

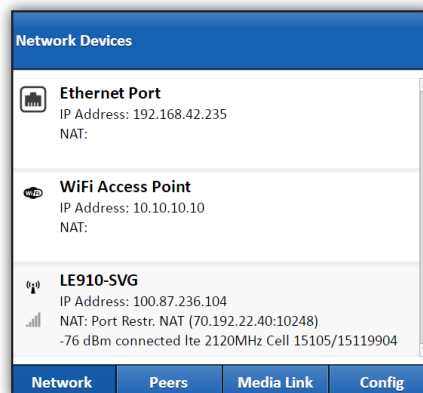
Once attached, the Connect modem will appear in the network list of your LiveShot Portable like any other modem device, and have all the same options.

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:

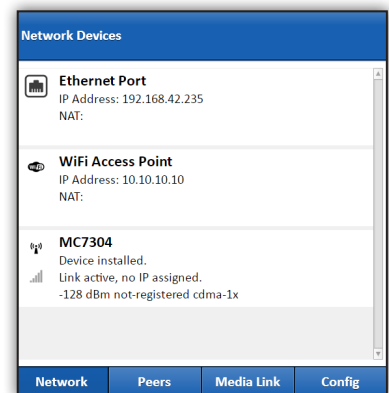
AT&T



Verizon



International



See the LiveShot 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.