ACCESS Portable Classic FAQ

My PCMCIA card no longer works.

If your ACCESS Portable is operating with a firmware version that is 3.0 or higher, it will not support 16bit PCMCIA cards. We recommend using a modern USB based adapter. Contact our Tech Support department (techies@comrex.com) for suggestions. If you need to regress back to an earlier firmware, please download and load the following file: ftp://ftp.comrex.com/ACCESS-portable-2.8-p24-2013-10-31.upd

If your firmware is older than 3.0, and your hardware has previously worked in the past, there could be an issue with your hardware.

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

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 Portable.

Which 4G device should I use for my ACCESS Portable?

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.
I forgot my password.

You can't reset through Web GUI but can through portable interface or with rackmount, mouse and keyboard

My WLAN entry says I have a current IP, but I can't make a connection to my corresponding unit.

Try connecting to our test unit at the following address:

sip:70.22.155.132

If you cannot make a connection, please contact Comrex Technical Support at techies@comrex.com or (978) 784-1776 or 1-800-237-1776.

Put Comrex On The Line.

COMREX

Toll Free in USA: 800-237-1776 • www.comrex.com
e-mail: info@comrex.com
19 Pine Road, Devens, MA 01434 USA
Tel: +1-978-784-1776 • Fax: +1-978-784-1717

Which 4G device should I use for my ACCESS Portable?

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.

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.

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

We don't currently support iPhone hotspots.

My firmware upgrade failed.

Please contact Comrex Technical Support at techies@comrex.com or (978) 784-1776.

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

Verify in 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).

How do I find my MAC address?

In the Web GUI, navigate to Network. Click Manage Networks, then click Select Ethernet Port Entry. Press the Configure button, and you'll see the MAC address.

Alternately, you can go to System Settings and click on Software Licensing. The MAC address will be listed under Node ID.

Your MAC address will also be displayed in Device Manager.

Put Comrex On The Line.
COMREX

Toll Free in USA: 800-237-1776 • www.comrex.com
e-mail: info@comrex.com
19 Pine Road, Devens, MA 01434 USA
Tel: +1-978-784-1776 • Fax: +1-978-784-1717

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

The following default ports will need to be open or forwarded to your ACCESS Portable:

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.

COMREX

Toll Free in USA: 800-237-1776 • www.comrex.com
e-mail: info@comrex.com
19 Pine Road, Devens, MA 01434 USA
Tel: +1-978-784-1776 • Fax: +1-978-784-1717