

BRIC-Link FAQ

How do I change the password on my BRIC-Link?

Log in to the Web GUI Interface, navigate to the System Settings Tab, and choose Security on the left-hand side of the screen. There, you can change your password.

If you are logged into the Console Interface with a monitor connected to the rear of the unit, navigate to Configure, then System Settings, then Security.

My Linphone app won't work when I try to connect to my BRIC-Link.

Make sure you have updated your BRIC-Link 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 BRIC-Link.

How do I monitor Statistics on my BRIC-Link?

If using the Web GUI Interface, go to the Statistics tab. If using the LCD or Console interface with a monitor, go to Stats\Peer Stats.

How do I log in to the Web GUI interface of my BRIC-Link if I am located outside of my network?

The following default ports will need to be open or forwarded to your BRIC-Link (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).



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.

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 BRIC-Link so it has a TS license?

Contact your preferred dealer to purchase a TS license for your BRIC-Link.

I have my two BRIC-Link units 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).

