

BRIC-Link III FAQ

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

It is highly recommended to change from the default password of “comrex” by logging into the Web GUI Interface, navigating to the System Settings Tab, and choosing “Security” on the left-hand side of the screen.

How do I monitor Performance on my BRIC-Link III?

In the Web GUI Interface, go to the Performance Tab to monitor data packets on a connection that is currently active. The Dashboard Tab can also be helpful for monitoring audio levels, network performance, contact closure signals and Switchboard status (if Switchboard is enabled).

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

By default, **TCP port 80** will need to be open or forwarded to your BRIC-Link III to allow remote access to the Web GUI Interface. Simply navigate to the Public IP Address that is assigned or forwarded to the BRIC-Link III.

If this default port is already in use on your network, the default port can be adjusted on your Comrex device in the System Settings Tab under “Security”. (“*Show Advanced Settings*” must be enabled to display the **Web Server Port** option.) Once this is changed on the BRIC-Link III, the newly chosen port (TCP) must be open or forwarded to your BRIC-Link III, and users outside the network must add the new port to the end of the Public IP Address (separated by a *colon*) when navigating to the Web GUI Interface. (e.g., **70.80.90.100:81**)

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 update my BRIC-Link III so it has a TS license to enable Switchboard?

Contact your preferred dealer to purchase a Switchboard TS license for your BRIC-Link III. Please be sure to provide them with the following information about the BRIC-Link III unit you wish to enable:

Serial Number:

MAC Address: <also called “Switchboard ID” in the unit’s interface>

Name and email address of the user who will be installing the license:

Comrex Tech Support will reach out to the user with the license code and installation instructions.

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.

Account Name:

Username:

Password: <leave blank to receive a temporary password>

Full Contact Name:

Email Address:

Phone Number: <optional>

Once the account is created, we will send a confirmation email.

For existing Switchboard accounts, new users can be added by any existing user.

I have my two BRIC-Link III 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) as well as the CrossLock port (default UDP 9001).

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

Our support page has documents detailing several popular SIP service integrations. Make sure you have updated your BRIC-Link III to the latest available firmware version and that you have followed the instructions from the appropriate 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 the SIP Phone app 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 III.