

Important Connex® Setup Tips to Ensure Exceptional Game Time Performance

We want to help you to focus on your game plan, not your headset system. To ensure the best possible performance of your Connex system at game time, please read the following setup tips that will ensure that Connex is properly setup for maximum reception.

Placement of the Command Center: Where do you place the Command Center?

Most press boxes have a table. Be sure the command center is placed as close to the press box opening as possible so the signal does not bounce off of the table. Many press boxes have a 4-6 inch ledge above the table. Be sure the command center is placed on something that will allow the antenna to be well above the ledge. The signal will not go through cement/wood and bounce down to the field.

Which Antenna do you use, Whip or Directional?

Do you use the antenna that goes directly into the Command Center (Whip) or do you use the antenna that is placed outside of the press box (Directional)?



Whip Antenna:

If you are using the Whip that goes directly into the Command Center, the antenna **MUST** be horizontal or the signal will not get to the field. Positioning the antenna pointed straight up will not provide proper reception and performance. See the photo above for the correct antenna position.

Directional Antenna:

If you are using the Directional antenna, the metal plates **MUST** be placed up and down and not left to right. If you are looking at the directional antenna, it should look like an alligator mouth (plates on top and bottom). See the photo above for the correct position.

If your Directional antenna is still causing problems, disconnect it and try the Whip antenna. If the Whip antenna works, there may be an issue with the cable for the directional antenna. **NOTE:** The cable can easily be damaged if the user rolls it extremely tight or bends it to pack it in the case.

For a brief tutorial on the setup of the Connex system, please go to <http://coachcommcare.teamhiway.com/files.cfm?gpt=3&g=109> and choose the Connex QuickStart Guide Tutorial.

Please call or email our customer service department should you have any questions or issues with your setup. Our goal is to make sure Connex is a winning solution for your team!

CoachComm Customer Support

1-800-749-2761