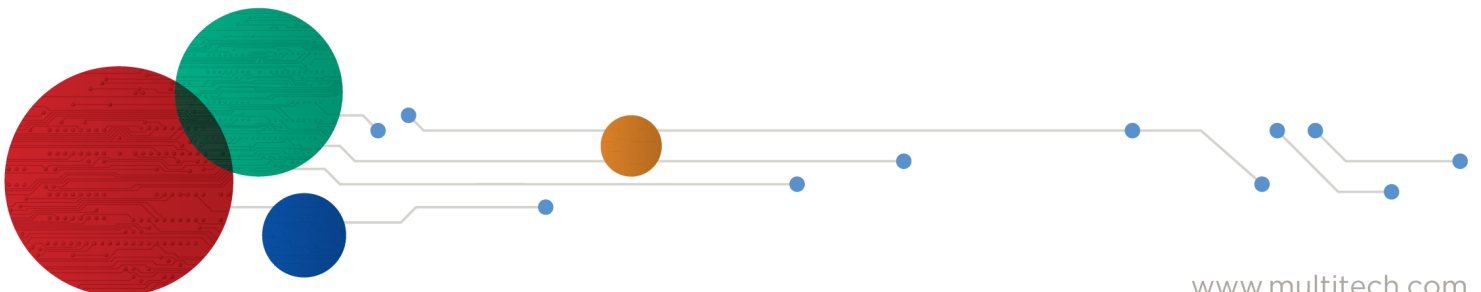




MultiConnect® microCell

MTCM2-L4G1 User Guide



MultiConnect microCell User Guide

Model: MTCM2-L4G1

Part Number: S000732 1.1

Copyright

This publication may not be reproduced, in whole or in part, without the specific and express prior written permission signed by an executive officer of Multi-Tech Systems, Inc. All rights reserved. **Copyright © 2019 by Multi-Tech Systems, Inc.**

Multi-Tech Systems, Inc. makes no representations or warranties, whether express, implied or by estoppels, with respect to the content, information, material and recommendations herein and specifically disclaims any implied warranties of merchantability, fitness for any particular purpose and non-infringement.

Multi-Tech Systems, Inc. reserves the right to revise this publication and to make changes from time to time in the content hereof without obligation of Multi-Tech Systems, Inc. to notify any person or organization of such revisions or changes.

Trademarks

MultiTech[®], the MultiTech logo, and MultiConnect are registered trademarks of Multi-Tech Systems, Inc. All other brand and product names are trademarks or registered trademarks of their respective companies.

Legal Notices

The MultiTech products are not designed, manufactured or intended for use, and should not be used, or sold or re-sold for use, in connection with applications requiring fail-safe performance or in applications where the failure of the products would reasonably be expected to result in personal injury or death, significant property damage, or serious physical or environmental damage. Examples of such use include life support machines or other life preserving medical devices or systems, air traffic control or aircraft navigation or communications systems, control equipment for nuclear facilities, or missile, nuclear, biological or chemical weapons or other military applications ("Restricted Applications"). Use of the products in such Restricted Applications is at the user's sole risk and liability.

MULTITECH DOES NOT WARRANT THAT THE TRANSMISSION OF DATA BY A PRODUCT OVER A CELLULAR COMMUNICATIONS NETWORK WILL BE UNINTERRUPTED, TIMELY, SECURE OR ERROR FREE, NOR DOES MULTITECH WARRANT ANY CONNECTION OR ACCESSIBILITY TO ANY CELLULAR COMMUNICATIONS NETWORK. MULTITECH WILL HAVE NO LIABILITY FOR ANY LOSSES, DAMAGES, OBLIGATIONS, PENALTIES, DEFICIENCIES, LIABILITIES, COSTS OR EXPENSES (INCLUDING WITHOUT LIMITATION REASONABLE ATTORNEYS FEES) RELATED TO TEMPORARY INABILITY TO ACCESS A CELLULAR COMMUNICATIONS NETWORK USING THE PRODUCTS.

The MultiTech products and the final application of the MultiTech products should be thoroughly tested to ensure the functionality of the MultiTech products as used in the final application. The designer, manufacturer and reseller has the sole responsibility of ensuring that any end user product into which the MultiTech product is integrated operates as intended and meets its requirements or the requirements of its direct or indirect customers. MultiTech has no responsibility whatsoever for the integration, configuration, testing, validation, verification, installation, upgrade, support or maintenance of such end user product, or for any liabilities, damages, costs or expenses associated therewith, except to the extent agreed upon in a signed written document. To the extent MultiTech provides any comments or suggested changes related to the application of its products, such comments or suggested changes is performed only as a courtesy and without any representation or warranty whatsoever.

Contacting MultiTech

Knowledge Base

The Knowledge Base provides immediate access to support information and resolutions for all MultiTech products. Visit <http://www.multitech.com/kb.go>.

Support Portal

To create an account and submit a support case directly to our technical support team, visit: <https://support.multitech.com>.

Support

Business Hours: M-F, 8am to 5pm CT

Country	By Email	By Phone
Europe, Middle East, Africa:	support@multitech.co.uk	+(44) 118 959 7774
U.S., Canada, all others:	support@multitech.com	(800) 972-2439 or (763) 717-5863

Warranty

To read the warranty statement for your product, visit www.multitech.com/warranty.go. For other warranty options, visit www.multitech.com/es.go.

World Headquarters

Multi-Tech Systems, Inc.
 2205 Woodale Drive, Mounds View, MN 55112
 Phone: (800) 328-9717 or (763) 785-3500
 Fax (763) 785-9874

Contents

Chapter 1 – Product Overview	5
About the MultiConnect microCell Modem	5
Documentation Overview	5
Dimensions.....	6
MTCM2-L4G1 Specifications	7
Side Panels and Connectors.....	8
Side Panels	8
Connectors	8
LED Descriptions	9
MTCM2-L4G1 Power Draw	10
Chapter 2 – Safety Warnings	11
Radio Frequency (RF) Safety	11
Interference with Pacemakers and Other Medical Devices	11
Potential interference	11
Precautions for pacemaker wearers	11
Chapter 3 – Installing the Device	12
Installing a SIM Card	12
Removing a SIM Card.....	12
Installing the Device.....	12
Mounting Device to Flat Surface.....	12
Next Steps	14
Chapter 4 – Antenna Information	15
Antenna.....	15
Antenna System Cellular Devices.....	15
Cellular and LTE Antenna	15
Antenna Specifications.....	15
Chapter 5 – Regulatory Information	16
EMC, Safety, and Radio Equipment Directive (RED) Compliance	16
Waste Electrical and Electronic Equipment Statement	16
WEEE Directive.....	16
Instructions for Disposal of WEEE by Users in the European Union	16
REACH Statement	17
Registration of Substances.....	17
Restriction of the Use of Hazardous Substances (RoHS)	17
Information on HS/TS Substances According to Chinese Standards	18
Information on HS/TS Substances According to Chinese Standards (in Chinese)	19

Chapter 6 – Using Connection Manager 20

- Installing Connection Manager 20
- Setting Up a Serial Device in Windows Device Manager 21
- Connecting a Device..... 23
- Uninstalling Connection Manager..... 24
- Connection Manager User Interface..... 24
 - Main tab..... 25
 - Settings tab 26
 - Connection tab..... 26
 - Details tab 26
 - Terminal tab..... 26
 - Charts tab..... 26
- Troubleshooting 26
 - Serial COM port is not available in the Serial Modem Settings..... 26
 - Device is not detected ("No Device") 26
 - MultiConnect Cell USB Modem is not detected 27
 - Connection Manager is not working, and a device connected to the computer is not detected..... 27
 - Connection Manager displays "Device Error" status for a serial device 27

Chapter 1 – Product Overview

About the MultiConnect microCell Modem

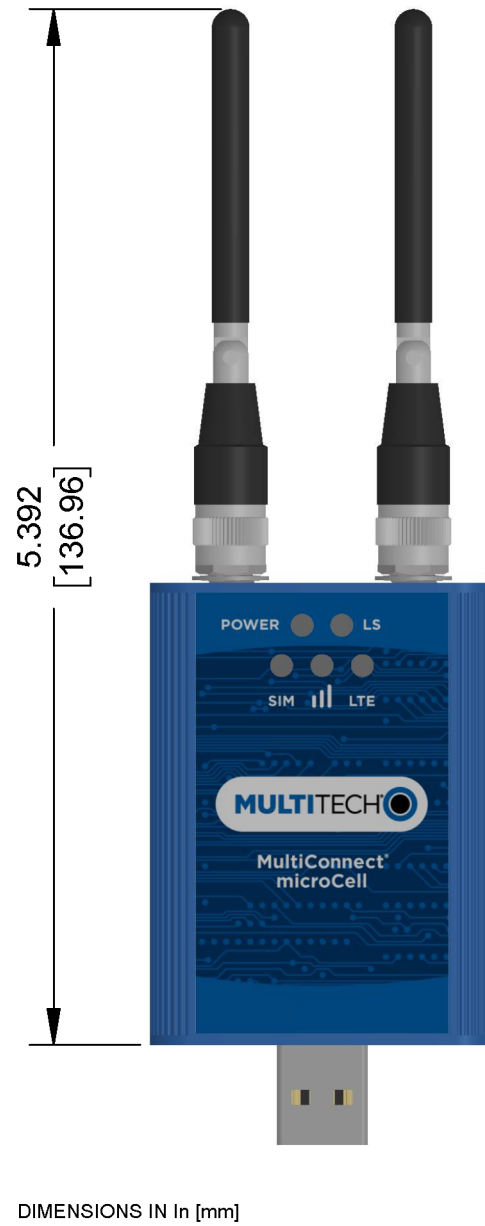
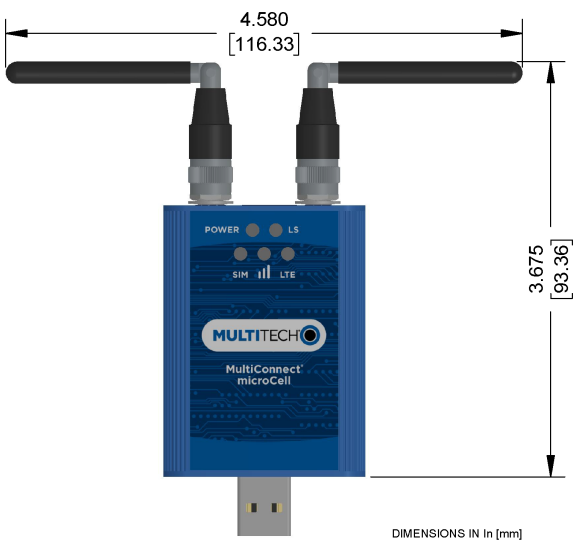
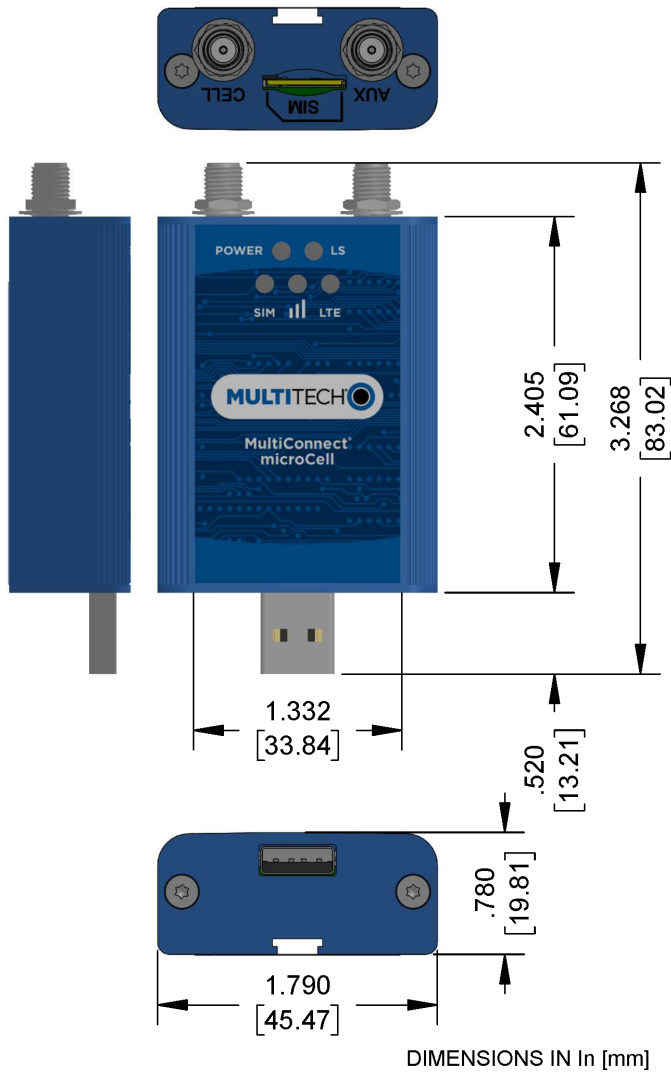
The MultiConnect microCell is a compact and simple communications platform that provides cellular capabilities for fixed and mobile applications. It is intended for use in settings such as vending, smart parking, medical, smart inventory tracking equipment and commercial applications.

Documentation Overview

The following documents are available at <https://www.multitech.com/brands/multiconnect-microcell>. Select your model to find the documents specific for that device.

Document	Description	Part Number
MultiConnect microCell MTCM2-L4G1 User Guide	Hardware, regulatory, and getting started information.	S000728
MultiConnect microCell MTCM2-L4G1 Quick Start	Steps for getting started. Ships with the device and is available online.	82104400L
Quectel EGxx AT Commands Manual, USB Installation Guides, and other related manuals	Multiple documents listing AT Commands, USB installation guides, app notes, and other protocols used to communicate with your device. Provided in a zip file.	N/A

Dimensions



MTCM2-L4G1 Specifications

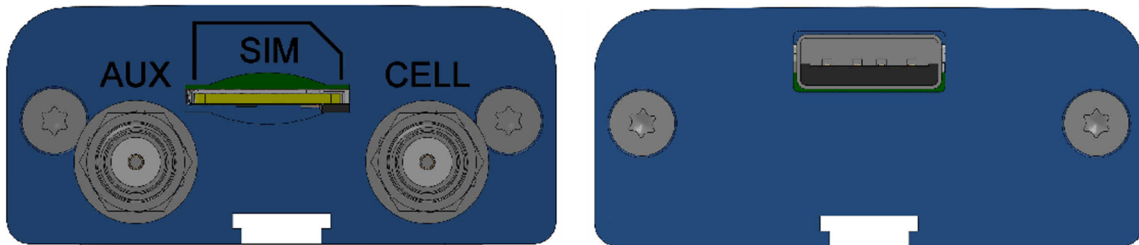
Category	Description
General	
Standards	3GPP Rel. 11 LTE
	UMTS/HSPA+
	GSM/GPRS/EDGE
	USB Interface is CDC-ACM compliant
TCP/IP Functions	FTP, SMTP, SSL, TCP, UDP
Frequency Bands	LTE FDD: B1/B2/B3/B4/B5/B7/B8/B12/B13/B18/ B19/B20/B25/B26/B28
	LTE TDD: B38/B39/B40/B41
	WCDMA: B1/B2/B4/B5/B8/B6/B19
	GSM: B2/B3/B5/B8
Speed	
Data Speed	LTE FDD: Max 150Mbps (DL)/Max 50Mbps (UL)
	LTE TDD: Max 130Mbps (DL)/Max 35Mbps (UL)
	UMTS: DC-HSDPA: Max 42Mbps (DL)
	UMTS: HSUPA: Max 5.76Mbps (UL)
	UMTS: WCDMA: Max 384Kbps (DL)/Max 384Kbps (UL)
	GSM: EDGE: Max 296Kbps (DL)/Max 236.8Kbps (UL)
	GSM: GPRS: Max 107Kbps (DL)/Max 85.6Kbps (UL)
Physical Description	
Weight	Device only 2.4 oz (66 g); With antennas 2.9 oz (83 g)
Dimensions	Refer to mechanical drawing for dimensions.
Connectors	
Antenna Connector	2 SMA connectors for cellular
SIM	1.8V and 3V SIM holder for micro-SIM (3FF) card
USB	USB 2.0 with High Speed up to 480 Mbps
Environment	
Operating Temperature	-40° C to +85° C*
Storage Temperature	-40° C to +85° C
Humidity	20%-90% RH, non-condensing
Power Requirements	
Operating Voltage	USB Model: 5 VDC
SMS	

Category	Description
SMS	Point-to-Point messaging
	Mobile-Terminated SMS
	Mobile-Originated SMS
Certifications and Compliance	
EMC and Radio Compliance	CE Mark, RED (EU)
Safety Compliance	IEC 60950-1 2nd ED, IEC 62368-1

*UL tested to ambient temperature of +60C.

Side Panels and Connectors

Side Panels



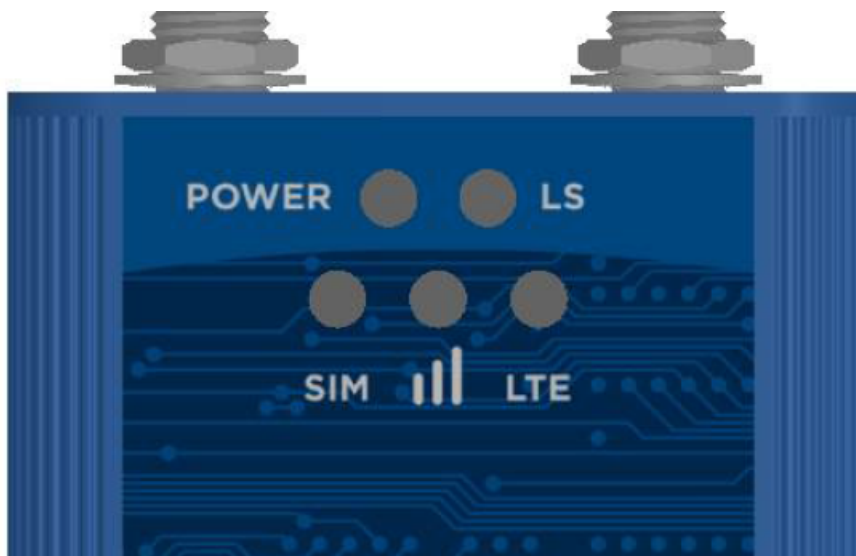
Connectors

The device has the following connectors:

- **USB** 1 USB connector
- **SMA** 2 female SMA connectors, labeled CELL and AUX
- **SIM** 1 micro-SIM slot, between the SMA connectors


LED Descriptions

The MTCM2 has the following LEDs:



Note:

- Slow is 1 second on 1 second off
- Fast is 200 milliseconds on 200 milliseconds off

LED	Status	Description
Power	On	Device has power
	Off	Device does not have power
Link Status (LS)	On	Radio is not registered
	Flash Slow	Registered
	Off	Radio is turned off, in PSM mode, receiving a firmware update, or SIM is not inserted.
LTE	On	LTE
	Flash Fast	3G
	Flash Slow	2G
	Off	SIM not inserted or radio technology unknown
SIM	On	Ready
	Flash Slow	Other
	Off	SIM not inserted
Signal Strength 	On	Excellent
	Flash Fast	Good
	Flash Slow	Fair
	Off	No signal or SIM not inserted

MTCM2-L4G1 Power Draw

Note: MultiTech recommends that you incorporate a 10% buffer into your power source when determining product load.

Radio Protocol	3G On/Off Mode Current or Sleep Mode	Live Connection, Idle Current	Cellular Connection Idle, No Data	Measured Current at Max Power ¹	TX Pulse Amplitude Current for Peak Current ²	Total Inrush Charge ³	Total Inrush Duration During Power Up
5 Volts							
GSM850	N/A	67 mA	67 mA	354 mA	1.40 A	0.156 mC	26.1 uS
WCDMA Band 2 (1854MHz)	N/A	68 mA	67 mA	512 mA	580 mA	0.156 mC	26.1 uS
LTE Band 1 (1950MHz)	N/A	71 mA	68 mA	721 mA	788 mA	0.156 mC	26.1 uS

Note:

1. Maximum Power: The continuous current during maximum data rate with the radio transmitter at maximum power.
2. TX Pulse: The average peak current during an HSDPA/LTE connection.
3. Inrush Charge: The total inrush charge at power on.

Chapter 2 – Safety Warnings

Radio Frequency (RF) Safety

Due to the possibility of radio frequency (RF) interference, it is important that you follow any special regulations regarding the use of radio equipment. Follow the safety advice given below.

- Operating your device close to other electronic equipment may cause interference if the equipment is inadequately protected. Observe any warning signs and manufacturers' recommendations.
- Different industries and businesses restrict the use of cellular devices. Respect restrictions on the use of radio equipment in fuel depots, chemical plants, or where blasting operations are in process. Follow restrictions for any environment where you operate the device.
- Do not place the antenna outdoors.
- Switch OFF your wireless device when in an aircraft. Using portable electronic devices in an aircraft may endanger aircraft operation, disrupt the cellular network, and is illegal. Failing to observe this restriction may lead to suspension or denial of cellular services to the offender, legal action, or both.
- Switch OFF your wireless device when around gasoline or diesel-fuel pumps and before filling your vehicle with fuel.
- Switch OFF your wireless device in hospitals and any other place where medical equipment may be in use.

Interference with Pacemakers and Other Medical Devices

Potential interference

Radio frequency energy (RF) from cellular devices can interact with some electronic devices. This is electromagnetic interference (EMI). The FDA helped develop a detailed test method to measure EMI of implanted cardiac pacemakers and defibrillators from cellular devices. This test method is part of the Association for the Advancement of Medical Instrumentation (AAMI) standard. This standard allows manufacturers to ensure that cardiac pacemakers and defibrillators are safe from cellular device EMI.

The FDA continues to monitor cellular devices for interactions with other medical devices. If harmful interference occurs, the FDA will assess the interference and work to resolve the problem.

Precautions for pacemaker wearers

If EMI occurs, it could affect a pacemaker in one of three ways:

- Stop the pacemaker from delivering the stimulating pulses that regulate the heart's rhythm.
- Cause the pacemaker to deliver the pulses irregularly.
- Cause the pacemaker to ignore the heart's own rhythm and deliver pulses at a fixed rate.

Based on current research, cellular devices do not pose a significant health problem for most pacemaker wearers. However, people with pacemakers may want to take simple precautions to be sure that their device doesn't cause a problem.

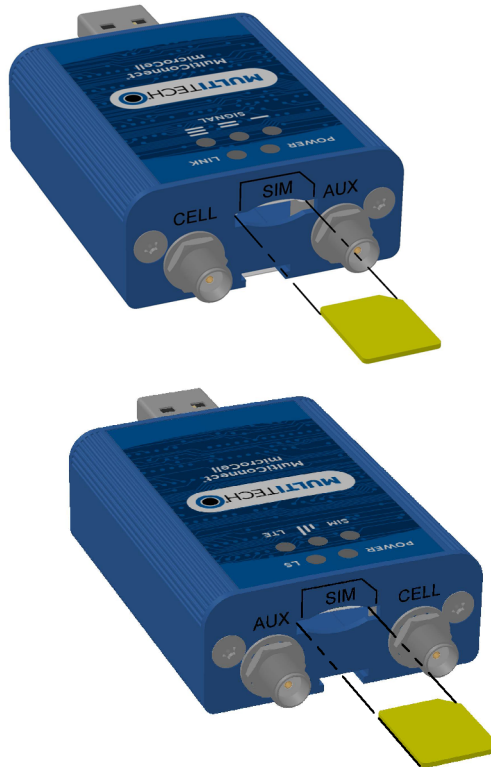
- Keep the device on the opposite side of the body from the pacemaker to add extra distance between the pacemaker and the device.
- Avoid placing a turned-on device next to the pacemaker (for example, don't carry the device in a shirt or jacket pocket directly over the pacemaker).

Chapter 3 – Installing the Device

Installing a SIM Card

This model requires a SIM card, which is supplied by your service provider. To install the SIM card:

1. Locate the SIM card slot on the side of the modem. The slot is labeled SIM.
2. Slide the SIM card into the SIM card slot with the contact side facing up as shown. When the SIM card is installed, it locks into place.



Removing a SIM Card

To remove the SIM card, push the SIM card in. The device ejects the SIM card.

Installing the Device

1. Connect antennas to the antenna connectors.
2. Connect the USB connector to your computer or other USB high power device, such as a hub.
3. The POWER LED lights after the device powers up.

Mounting Device to Flat Surface

1. Locate the groove on the bottom of the device.
2. Slide the mounting bracket through the groove.

-
-
3. To secure the bracket to the desired surface, place and tighten two screws in the holes on either end of the mounting bracket. The dimensions illustration in this guide shows the mounting bracket, as well as the dimensions for placement of the screws.

Next Steps

Before using the device:

- Install drivers. Download drivers for your device at <https://www.multitech.com/brands/multiconnect-microcell>. Select your model to find the drivers specific to your device. Driver documentation for both Linux and Windows is included in the related documentation zip file.
- To communicate with your device, use terminal software such as HyperTerminal, Tera Term, Kermit, or Putty.
- Power up your device and ensure it is connected to your computer that issues AT commands. AT command documents are in the related documentation zip file at <https://www.multitech.com/brands/multiconnect-microcell>. Select your model to find the zip file for your device.

Note: Wait 10 seconds after power-up before issuing any AT commands.

Chapter 4 – Antenna Information

Antenna

The antenna intended for use with this unit meets the requirements for mobile operating configurations and for fixed mounted operations, as defined in 2.1091 and 1.1307 of the FCC rules for satisfying RF exposure compliance. If an alternate antenna is used, consult user documentation for required antenna specifications.

Antenna System Cellular Devices

The cellular/wireless performance depends on the implementation and antenna design. The integration of the antenna system into the product is a critical part of the design process; therefore, it is essential to consider it early so the performance is not compromised. Devices were approved with the following antenna(s) and for alternate antennas meeting the given specifications.

The antenna system is defined as the UFL connection point from the device to the specified cable specifications and specified antenna specifications.

Cellular and LTE Antenna

Manufacturer:	2J
Manufacturer's Model Number:	2JW1024
Multi-Tech Systems:	45009891L

Antenna Specifications

Category	Description
Frequency Range	698 - 960 MHz
	1710 - 2170 MHz
	2500 - 2700 MHz
Impedance	50 Ohms
VSWR	VSWR should not exceed 2.0:1 at any point across the bands of operation
Peak Radiated Gain	~0.1 dBi
	~2.9 dBi
	~4.6 dBi
Radiation	Omni-directional
Polarization	Linear
Connector	SMA(M)

Chapter 5 – Regulatory Information

EMC, Safety, and Radio Equipment Directive (RED) Compliance



The CE mark is affixed to this product to confirm compliance with the following European Community Directives:

- Council Directive 2011/65/EU on the restriction of the use of certain hazardous substances in electrical and electronic equipment;
- and
- Council Directive 2014/53/EU on radio equipment and telecommunications terminal equipment and the mutual recognition of their conformity.

MultiTech declares that this device is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. The declaration of conformity may be requested at <https://support.multitech.com>.

Waste Electrical and Electronic Equipment Statement

Note: This statement may be used in documentation for your final product applications.

WEEE Directive

The WEEE Directive places an obligation on EU-based manufacturers, distributors, retailers, and importers to take-back electronics products at the end of their useful life. A sister directive, ROHS (Restriction of Hazardous Substances) complements the WEEE Directive by banning the presence of specific hazardous substances in the products at the design phase. The WEEE Directive covers all MultiTech products imported into the EU as of August 13, 2005. EU-based manufacturers, distributors, retailers and importers are obliged to finance the costs of recovery from municipal collection points, reuse, and recycling of specified percentages per the WEEE requirements.

Instructions for Disposal of WEEE by Users in the European Union

The symbol shown below is on the product or on its packaging, which indicates that this product must not be disposed of with other waste. Instead, it is the user's responsibility to dispose of their waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or where you purchased the product.

July, 2005



REACH Statement

Registration of Substances

Multi-Tech Systems, Inc. confirms that none of its products or packaging contain any of the Substances of Very High Concern (SVHC) on the REACH Candidate List, in a concentration above the 0.1% by weight allowable limit

The latest **197** substances restricted per the REACH Regulation were **last updated January 2019**. Refer to the following for the most current candidate list of substances: <http://echa.europa.eu/candidate-list-table>.

Restriction of the Use of Hazardous Substances (RoHS)

Multi-Tech Systems, Inc.

Certificate of Compliance

2015/863

Multi-Tech Systems, Inc. confirms that its embedded products comply with the chemical concentration limitations set forth in the directive 2015/863 of the European Parliament (Restriction of the use of certain Hazardous Substances in electrical and electronic equipment - RoHS).

These MultiTech products do not contain the following banned chemicals¹:

- Lead, [Pb] < 1000 PPM
- Mercury, [Hg] < 100 PPM
- Cadmium, [Cd] < 100 PPM
- Hexavalent Chromium, [Cr+6] < 1000 PPM
- Polybrominated Biphenyl, [PBB] < 1000 PPM
- Polybrominated Diphenyl Ethers, [PBDE] < 1000 PPM
- Bis(2-Ethylhexyl) phthalate (DEHP): < 1000 ppm
- Benzyl butyl phthalate (BBP): < 1000 ppm
- Dibutyl phthalate (DBP): < 1000 ppm
- Diisobutyl phthalate (DIBP): < 1000 ppm

Environmental considerations:

- Moisture Sensitivity Level (MSL) =1
- Maximum Soldering temperature = 260C (in SMT reflow oven)

¹Lead usage in some components is exempted by the following RoHS annex, therefore higher lead concentration would be found in some modules (>1000 PPM);

- Resistors containing lead in a glass or ceramic matrix compound.

Information on HS/TS Substances According to Chinese Standards

In accordance with China's Administrative Measures on the Control of Pollution Caused by Electronic Information Products (EIP) # 39, also known as China RoHS, the following information is provided regarding the names and concentration levels of Toxic Substances (TS) or Hazardous Substances (HS) which may be contained in Multi-Tech Systems Inc. products relative to the EIP standards set by China's Ministry of Information Industry (MII).

Hazardous/Toxic Substance/Elements

Name of the Component	Lead (PB)	Mercury (Hg)	Cadmium (CD)	Hexavalent Chromium (CR6+)	Polybrominated Biphenyl (PBB)	Polybrominated Diphenyl Ether (PBDE)
Printed Circuit Boards	O	O	O	O	O	O
Resistors	X	O	O	O	O	O
Capacitors	X	O	O	O	O	O
Ferrite Beads	O	O	O	O	O	O
Relays/Opticals	O	O	O	O	O	O
ICs	O	O	O	O	O	O
Diodes/ Transistors	O	O	O	O	O	O
Oscillators and Crystals	X	O	O	O	O	O
Regulator	O	O	O	O	O	O
Voltage Sensor	O	O	O	O	O	O
Transformer	O	O	O	O	O	O
Speaker	O	O	O	O	O	O
Connectors	O	O	O	O	O	O
LEDs	O	O	O	O	O	O
Screws, Nuts, and other Hardware	X	O	O	O	O	O
AC-DC Power Supplies	O	O	O	O	O	O
Software /Documentation CDs	O	O	O	O	O	O
Booklets and Paperwork	O	O	O	O	O	O
Chassis	O	O	O	O	O	O

X Represents that the concentration of such hazardous/toxic substance in all the units of homogeneous material of such component is higher than the SJ/Txxx-2006 Requirements for Concentration Limits.

O Represents that no such substances are used or that the concentration is within the aforementioned limits.

Information on HS/TS Substances According to Chinese Standards (in Chinese)

依照中国标准的有毒有害物质信息

根据中华人民共和国信息产业部 (MII) 制定的电子信息产品 (EIP) 标准—中华人民共和国《电子信息产品污染控制管理办法》(第 39 号), 也称作中国 RoHS, 下表列出了 Multi-Tech Systems, Inc. 产品中可能含有的有毒物质 (TS) 或有害物质 (HS) 的名称及含量水平方面的信息。

有害/有毒物质/元素

成分名称	铅 (PB)	汞 (Hg)	镉 (CD)	六价铬 (CR6+)	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
印刷电路板	O	O	O	O	O	O
电阻器	X	O	O	O	O	O
电容器	X	O	O	O	O	O
铁氧体磁环	O	O	O	O	O	O
继电器/光学部件	O	O	O	O	O	O
ICs	O	O	O	O	O	O
二极管/晶体管	O	O	O	O	O	O
振荡器和晶振	X	O	O	O	O	O
调节器	O	O	O	O	O	O
电压传感器	O	O	O	O	O	O
变压器	O	O	O	O	O	O
扬声器	O	O	O	O	O	O
连接器	O	O	O	O	O	O
LEDs	O	O	O	O	O	O
螺丝、螺母以及其它五金件	X	O	O	O	O	O
交流-直流电源	O	O	O	O	O	O
软件/文档 CD	O	O	O	O	O	O
手册和纸页	O	O	O	O	O	O
底盘	O	O	O	O	O	O

X 表示所有使用类似材料的设备中有害/有毒物质的含量水平高于 SJ/Txxx-2006 限量要求。

O 表示不含该物质或者该物质的含量水平在上述限量要求之内。

Chapter 6 – Using Connection Manager

Use Connection Manager to:

- Install the latest device drivers.
- Activate and connect your device to your carrier's network.

Note:

- Connection Manager can install drivers and connect your device regardless of your cellular network; however, activation is only supported with Verizon, Aeris, Sprint, and some regional carriers. If you cannot activate your device with Connection Manager, refer to *Account Activation for Cellular Devices*.
- MTD-H5 models use SIM-based activation. If you do not have a SIM card, contact your carrier.
- Switch the firmware in your device to a different carrier (if supported by your device).
- Manage cellular connection and automatically reconnect with the keep-alive feature.
- View device details.
- View line charts of signal level and data rates.
- Use a terminal window for communicating with and troubleshooting the device.

Installing Connection Manager

Connection Manager installs the appropriate drivers for USB devices along with the application. Serial devices do not require drivers.

Note: Attempting to plug in the device before the appropriate drivers are installed can cause the connection to fail.

To install Connection Manager and the device drivers:

1. Go to <https://www.multitech.com/support/connection-manager>.
2. Click **Connection Manager**.
3. Open or unzip the **Connection Manager** file and run the installer (.msi file).
4. In the MultiTech Connection Manager Setup Wizard, read the end-user license agreement and check **I accept the terms in the License Agreement**.
5. Click **Next** to have the installer automatically disable the native WWAN AutoConfig service in Windows.

The WWAN AutoConfig service manages mobile broadband connections. Connection Manager requires that this service be disabled.

Note: This page appears only on Windows 10.

6. If a MultiTech device is connected to the computer, disconnect it and click **Next**.
7. If you use a USB device, check **Install the modem driver**.

CAUTION: Unless you are certain that the drivers for your USB device are already installed on the computer, make sure that you check **Install the modem driver**. Failure to do this will cause the application to incorrectly detect your device or not detect the device at all.

Note: Because serial devices do not require drivers, it does not matter if you check or uncheck **Install the modem driver** for a serial device.

8. To specify a folder for Connection Manager, use the default folder or click **Change** to browse to the folder you want to use.
9. Click **Install**.

A separate wizard opens for installing Telit drivers. Some MultiTech devices use embedded modules from Telit Wireless Solutions to provide cellular connectivity; these devices require Telit drivers.

10. Select **Complete** setup type.
11. When the drivers are installed, click **Finish**.
12. In the Setup Wizard, click **Finish**.

Note:

- To open Connection Manager after installation, check **Start the MultiTech Connection Manager when the installation is finished**.
- After the drivers are installed, you need to restart your computer if prompted by Windows.

If using a USB device, you can connect the device to the carrier's network with Connection Manager. Refer to [Connecting a Device](#).

If using a serial device, you need to set up the device in Windows Device Manager before connecting the device. Refer to [Setting Up a Serial Device in Windows Device Manager](#).

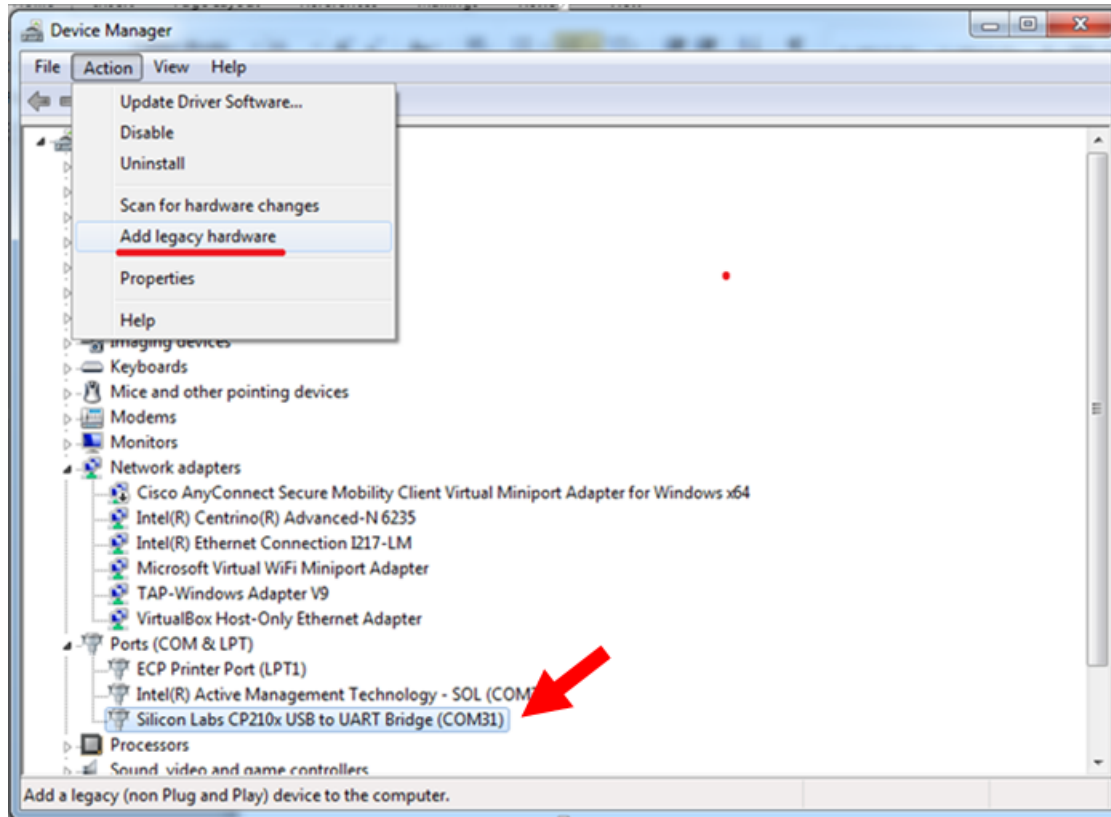
Setting Up a Serial Device in Windows Device Manager

To set up the device in Windows Device Manager:

1. Make sure that your desired COM port for the serial device is available.
2. Connect the serial device to the PC.
3. Go to **Control Panel > Device Manager**. Make a note of the COM port number for the connected device (in **COM Ports**).

Example: The COM port is **COM31**.

4. Go to **Action > Add legacy hardware**.



5. In the **Add Hardware Wizard**:

- a. Click **Next**.
- b. Select **Install the hardware that I manually select from a list**, then click **Next**.
- c. Select **Modems**, then click **Next**.
- d. Check **Don't detect my modem; I will select it from a list**, then click **Next**.
- e. Select **Standard Modem Types**, then select **Standard 33600 bps Modem** on the right.

Important: Make sure that you select *only* **Standard 33600 bps Modem**. Selecting another model may cause your device to work incorrectly or fail.

- f. Select your COM port, then click **Next**.
 - g. Click **Finish**.
 - h. Go to **Device Manager > Modems** and confirm that the device is added.
6. To verify that the device is set up correctly, query the device:
- a. Go to **Device Manager > Modems**, right-click **Standard 33600 bps Modem**, and select **Properties**.
 - b. On the **Diagnostics** tab, click **Query Modem**.

Note: The device cannot be queried if the Connection Manager is running and using the device's port.

If the device is ready, diagnostic information from the device appears in the box above.

To connect the device to your carrier's network, refer to [Connecting a Device](#).

Connecting a Device

Before You Begin

- Make sure that your device is connected to the computer where Connection Manager is installed.
- Set up the device in Device Manager. Refer to [Setting Up a Serial Device in Windows Device Manager](#).

To connect your device to the carrier's network:

1. Open Connection Manager.

Connection Manager automatically detects the connected device, and the **Detect** button on the **Main** tab changes to **Connect**. If the application cannot detect the device automatically, click **Detect** to initiate device detection manually.

2. If you are connecting the device to this computer for the first time, on the **Connection** dialog box, provide values for the connection settings, such as the dial number and access point name (APN).

You may need to ask the carrier for these settings.

- a. To monitor Internet connectivity, have Connection Monitor send periodic pings to a host, check **Enable keep-alive** and enter the IP address or host name to ping in the **Host to ping** box. For example, you can enter the host name google.com or IP address **8.8.8.8**.

If the keep-alive check fails, Connection Manager automatically reconnects. When the keep-alive feature is enabled, the Connection Manager's **Main** tab displays the keep-alive check status and when the last ping response was received.

- b. If your device supports dual carriers, switch the firmware to the desired carrier by selecting the carrier in the **MNO Firmware** list. For example, if your device can switch the firmware between AT&T and Verizon, select **Verizon** in the list.

Note:

- The **MNO Firmware** list doesn't appear if your device doesn't support carrier firmware switching.
- When you change the carrier firmware, the modem automatically restarts to apply the selected firmware.

- c. To save the settings, click **Apply**.

You can change the connection settings on the **Connection** tab. The **Dial number**, **APN**, **User name**, and **Password** cannot be changed after the device is connected.

3. On the **Settings** tab, select **USB Modem** or **Serial Modem** depending on whether you are connecting a USB or serial device.
4. If you are connecting a serial device, provide the serial settings on the **Settings** tab:
 - a. In the **Modem type** list, select the appropriate modem type.
 - b. For the other settings, provide the values that match the serial-port settings for the device in Device Manager.

For **Port**, expand **Ports** and notice the COM port number next to the device name. Right-click the device name, select **Properties**, and find the values for the other settings on the **Port Settings** tab.
 - c. To save the settings, click **Apply**.

Note:

- Settings displayed for a USB device on the **Settings** tab are determined automatically and cannot be changed.
- To set the application to run during Windows startup, check **Run application at Windows startup**.
- To automatically connect to the Internet, check **Connect to the Internet automatically**.

Selecting **Run application at Windows startup** and **Connect to the Internet automatically** is useful in scenarios where Connection Manager is running on a remote computer. If a power failure occurs on the computer, these settings ensure the application will restart and reconnect to the Internet when power is restored.

5. On the **Main** tab, click **Connect**.

When a connection is established, the **Main** tab displays the download and upload speeds, the amount of traffic sent and received, **Connected** status, and the signal strength percentage and bars. The statistics on connection speeds and traffic are available only during a current connection session.

Note:

- For serial modems, the signal strength is available only when the device is *not* connected to the carrier's network. When connection to the network is established, the last signal strength value is displayed.
 - View the details for the current connection on the **Details** tab.
6. To disconnect the device from the carrier's network, click **Disconnect**.

Uninstalling Connection Manager

Along with uninstalling Connection Manager, the installed device drivers are also removed.

Before You Begin

Make sure that Connection Manager is not running.

To uninstall Connection Manager:

1. In Windows, go to **Control Panel > Programs > Programs and Features**.
2. Right-click **MultiTech Connection Manager** and select **Uninstall**.
3. Click **Yes** to confirm that you want to uninstall Connection Manager.
The native Windows WWAN AutoConfig service is automatically enabled.
4. When the message "Are you sure you want to uninstall this product?" appears, click **Yes**.

Connection Manager and the installed drivers are removed from the computer.

Note: The steps above describe how to uninstall Connection Manager using Control Panel. You can also uninstall the application by using the installer file (.msi). Double-click the file, in the MultiTech Connection Manager Setup Wizard, click **Next**, and then select **Remove** on the next two pages.

Connection Manager User Interface

Connection Manager consists of the following tabs:

- Main
- Settings

- Connection
- Details
- Terminal
- Charts

MultiTech Connection Manager 1.0.6.77

MULTITECH

Main Settings Connector Details Terminal Charts

Statistics

Download:	0 B/s
Upload:	847 B/s
Sent:	37.39 Kb
Received:	24.39 Kb

Connected

58%

Keep-alive check: Success
Last ping response: 879 ms

Disconnect

Main tab

The **Main** tab displays the following:

- Status of device connection: Searching, Connecting, Connected, Disconnecting, or Disconnected
- The action button, which changes according to the current device connection status: **Detect**, **Connect**, or **Disconnect**
- Signal strength bars and percentage indicator (only when connection to the carrier's network is established)

Note: The signal strength is displayed for a serial device only when the device is not connected to the carrier's network.
- Connection statistics: download and upload speeds, amount of traffic sent and received (only when connection to the carrier's network is established)
- The keep-alive check status and when the last ping response was received if **Enable keep-alive check** is checked on the **Connection** tab.

Settings tab

Use the **Settings** tab to specify the type of device: **USB Modem** or **Serial Modem**.

- If **USB Modem** is selected, the tab displays USB settings. These settings cannot be edited.
- If **Serial Modem** is selected, the tab displays the serial settings that match the serial-port settings for the device. You can edit these settings.

The **Settings** tab also contains the **Run application at Windows startup** and **Connect to the Internet automatically** options.

- Check **Run application at Windows startup** to open Connection Manager when Windows starts.
- Check **Connect to the Internet automatically** to set Connection Manager to connect to the carrier's network automatically each time the application opens.

Connection tab

The **Connection** tab displays the following:

- The carrier-provided connection settings.
- The **Enable keep-alive check** box. Check this box to monitor connectivity to the Internet. Check **Enable keep-alive check** and enter the IP address or host name to ping in the **Host to ping** box. Connection Monitor will send periodic pings to the host. If the keep-alive feature fails, Connection Manager will automatically reconnect.
- The **MNO firmware** list. If your device supports dual carriers, you can switch the firmware to the other carrier by selecting the carrier in this list.

Note: The **Connection** tab isn't available if Connection Manager doesn't detect a device.

Details tab

The **Details** tab displays the modem details when a device is detected and the connection details when a connection is established.

Terminal tab

The **Terminal** tab contains a terminal window to communicate with the connected device by entering AT commands. For details, refer to the AT Commands reference guide for your device.

Note: When a serial device is connected to the carrier's network, the terminal window isn't available.

Charts tab

The **Charts** tab contains line charts that graphically represent signal strength and download and upload speeds for the 2-hour interval.

Troubleshooting

Serial COM port is not available in the Serial Modem Settings

Close Connection Manager and reopen it.

Device is not detected ("No Device")

After following the steps to activate your device, the **Main** tab still indicates "No Device."

Try the following steps:

1. Click the **Settings** tab and make sure that the appropriate modem type is selected: USB or Serial.
2. If you are connecting a serial device, make sure that all serial modem settings correspond to the serial modem and serial port configuration.
3. Restart Connection Manager.
4. Disconnect and reconnect the device.

MultiConnect Cell USB Modem is not detected

1. Check the Power and LS LEDs on the device. If they are not continuously lit, then the problem is with the power supply. Check the cable and connections.
2. USB device: Make sure that the device is connected to the PC and that the correct USB cable is in use.

Connection Manager is not working, and a device connected to the computer is not detected

Connection Manager cannot detect a connected device because the required drivers are not installed. The most likely cause is that **Install the modem drivers** was not checked during the installation.

Uninstall and re-install Connection Manager. During the installation, make sure that you check **Install the modem driver**. Refer to [Uninstalling Connection Manager](#) and [Installing Connection Manager](#).

Connection Manager displays "Device Error" status for a serial device

This error has the following causes and solutions.

Cause	Solution
Connection Manager cannot open the COM port that the device was installed on because the port is being used by another program.	If possible, free up the COM port for the device.
The wrong COM port is specified for the device on the Settings tab.	On the Settings tab, select the COM port that matches the port that the device is installed on and click Apply . You can look up the port in Device Manager in Windows. In Device Manager, expand Modems , right-click the name of your device, and select Properties . Note the port on the Modem tab.