

Product Change Notification **UPDATE***
Software Release Notice

Connection Manager Software Management Tool for Cellular Modems

Now Available!

Date: March 27, 2019

I. Product Change Notification Number

PCN 032719-00

II. Type of Change

MultiTech announces the availability of Connection Manager – a software solution designed to greatly simplify and ease the installation, configuration and management of cellular connectivity in MultiTech cellular modems that lack intelligence to manage these functions. Connection Manager ensures that IoT edge applications using cellular backhaul can always communicate to the Internet whenever needed by ensuring the cellular connection is always ready for transmission, ensuring the smooth operation of real-world IoT use cases. AT Commands, traditionally used to manage these functions, can prove time-consuming and difficult to the un-initiated. Connection Manager provides a much easier and faster method of managing serial and USB cellular modems to ensure persistent connectivity to the cellular network.






Connection Manager is integrated into Windows Networking, supporting Windows 7, 8 and 10 versions, and automatically detects installed cellular USB and serial devices, downloads required drivers, ensures com ports are correctly mapped and establishes a cellular connection – all at the click of a button. Its keep-alive function overcomes common issues that lead to dropped connections, and helps maintain a persistent cellular connection. Traditionally managed by AT Commands, Connection Manager provides an additional, easy and convenient way to maintain always-on connectivity needed to power the IoT. Those that wish to use AT Commands for connectivity management can still do so.

Connection Manager is provided free of charge and supports MultiTech’s comprehensive portfolio of cellular connectivity products optimized for M2M (machine-to-machine) communications. See Section III below for a full list of supported products.

*See Section III for the updated list of products.

III. UPDATE - Models Covered

Connection Manager supports the following products:

	Model Name	Ordering Part Number
	SocketModem® Cell Embedded Cellular Modems (MTSMC Series) <ul style="list-style-type: none"> • 3G HSPA+ • 4G LTE Categories M1, 1, and 3 	MTSMC-H5-xx MTSMC-MAT1-xx MTSMC-MVW1-xx MTSMC-LAT3-xx MTSMC-LVW3-xx MTSMC-LAT1-xx MTSMC-LEU1-xx MTSMC-LVW2-xx MTSMC-LSP3-xx
	MultiConnect® Dragonfly™ Cellular System-on-Module (SoM) (MTQ Series) <ul style="list-style-type: none"> • 3G HSPA+ • 4G LTE Category 1 	MTQ-H5-xx MTQ-LAT3-xx MTQ-LVW3-xx
	QuickCarrier® USB-D Cellular Dongle (MTD Series) <ul style="list-style-type: none"> • 3G HSPA+ • 4G LTE Category M1 	MTD-H5-xx MTD-MAT1-xx MTD-MVW1-xx
	MultiConnect® microCell LTE Cat 1 USB Cellular Modem (MTCM Series) <ul style="list-style-type: none"> • 4G LTE Category 1 	MTCM-LAT3-xx MTCM-LSP3-xx
	MultiConnect® Cell® 100 Series Cellular Modems (MTC Series) <ul style="list-style-type: none"> • 3G HSPA+ • 4G LTE Categories M1, 3 and 4 	MTC-H5-xx MTC-MAT1-xx MTC-MVW1-xx MTC-LAT1-xx MTC-LVW2-xx MTC-LNA4-xx

IV. Download and Installation Instruction

To install Connection Manager, simply download the software from <https://www.multitech.com/support/connection-manager>

To use Connection Manager, input your configuration information into the Settings menu and check the boxes if you want Connection Manager to automatically run at Windows startup and/or automatically connect to the Internet.

- **Note:** you will need to input your APN (Access Point Name) details in order to enable the cellular connection.

Additional installation instructions can be found in your particular device's (e.g. MultiConnect Cell) installation instructions.

Once installation is completed, Connection Manager can automatically detect USB and serial modems connected to Windows Networking.

V. Supported Windows Versions

Connection Manager is supported by the following Windows Versions:

- Both 32-bit and 64-bit versions of Windows 7, 8, and 10
- In the case of serial modems, Connection Manager requires a modem be installed in the Operating System and to be linked to the correct serial port.

VI. Connection Manager Features

Connection Manager provides the following capability for cellular connectivity management in addition to AT Command functionality traditionally used:

- Automatically installs the most recent drivers
- Establishes a cellular data connection
- Provides modem details
- Displays line charts of signal level and data rates
- Automatically manages the cellular connection via the “keep-alive” feature
- Provides a terminal window for troubleshooting

VII. Action Requested:

To help facilitate the announcement of Connection Manager, we recommend the following actions be taken:

- Forward this announcement to others within your organization who are actively involved in the sale or support of MultiTech cellular products supported by Connection Manager (see Section III above for a list of supported products).

VIII. Additional Information

If you have any questions regarding this Product Change Notification, please contact your MultiTech sales representative or visit the technical resources listed below:

World Headquarters – U.S.A.

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EMEA Headquarters – UK

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MultiTech Website: <https://www.multitech.com/>

MultiTech Developer Site: www.multitech.net

MultiTech Support Portal: <https://support.multitech.com/support/login.html>

AFFECTED MPNS

MTC-LNA4-B01-US
MTC-LNA4-B03
MTC-LNA4-B03-KIT
MTC-LEU4-B01
MTC-LEU4-B03-KIT
MTC-MNA1-B01
MTC-MNA1-B01-US
MTC-MNA1-B03
MTC-MNA1-B03-KIT
MTC-LAT1-B01
MTC-LAT1-B01-US
MTC-LAT1-B02
MTC-LAT1-B02-US
MTC-LAT1-B03-KIT
MTC-LAT1-B03
MTC-LVW2-B01
MTC-LVW2-B01-US
MTC-LVW2-B02
MTC-LVW2-B02-US
MTC-H5-B01
MTC-H5-B01-US-EU-GB
MTC-H5-B03-KIT
MTC-H5-B03
MTCM-LAT3-B03-KIT
MTCM-LSP3-B03-KIT
MTD-MNA1
MTD-H5-2.0
MTQN-MNG1-B01
MTQN-MNG1-B01-SP
MTQN-MNG1-B02
MTQN-MNG1-B02-SP
MTQ-LAT3-B01
MTQ-LAT3-B01-SP
MTQ-LAT3-B02
MTQ-LAT3-B02-SP
MTQ-LVW3-B01
MTQ-LVW3-B01-SP
MTQ-LVW3-B02
MTQ-LVW3-B02-SP
MTQ-H5-B01
MTQ-H5-B01-SP
MTQ-H5-B02
MTQ-H5-B02-SP
MTSMC-H5-IP.R2
MTSMC-H5-IP.R2-SP
MTSMC-H5-IP

MTSMC-H5-IP-SP
MTSMC-H5-MI-IP
MTSMC-H5-MI-IP-SP
MTSMC-H5-GP.R2
MTSMC-H5-GP.R2-SP
MTSMC-H5-GP
MTSMC-H5-GP-SP
MTSMC-H5-MI-GP
MTSMC-H5-MI-GP-SP
MTSMC-MNA1
MTSMC-MNA1-SP
MTSMC-MNA1-U
MTSMC-MNA1-U-SP
MTSMC-LAT1
MTSMC-LAT1-SP
MTSMC-LAT1-U
MTSMC-LAT1-U-SP
MTSMC-LAT3
MTSMC-LAT3-SP
MTSMC-LAT3-U
MTSMC-LAT3-U-SP
MTSMC-LEU1
MTSMC-LEU1-SP
MTSMC-LEU1-U
MTSMC-LEU1-U-SP
MTSMC-LVW2
MTSMC-LVW2-SP
MTSMC-LVW2-U
MTSMC-LVW2-U-SP
MTSMC-LVW3
MTSMC-LVW3-SP
MTSMC-LVW3-U
MTSMC-LVW3-U-SP
MTSMC-LSP3
MTSMC-LSP3-SP
MTSMC-LSP3-U
MTSMC-LSP3-U-SP
MTSMC-H5.R2
MTSMC-H5.R2-SP
MTSMC-H5
MTSMC-H5-SP
MTSMC-H5-U.R2
MTSMC-H5-U.R2-SP
MTSMC-H5-U
MTSMC-H5-U-SP