



Connection Manager for Windows Users

Using Connection Manager to Install Drivers, Activate a Device, and Connect to the Carrier Network

Connection Manager is software that installs device drivers, activates your device on your carrier's network, and connects your device to your carrier's network.

Note: The Connection Manger can install drivers and connect your device regardless of your CDMA network; however, activation is only supported with Verizon, Aeris, and some CDMA Regional Carriers. If you cannot activate your device with the Connection Manger, refer to your device's User Guide.

Note: H5 models use SIM based activation. If you do not have a SIM card, contact your carrier.

Connection Manager supports the following Windows versions:

- Windows XP, Vista, 7, 8 and 2008, both 32-bit and 64-bit versions
- Windows Server 2012
- Windows 2003 Server 32-bit version

To download and use the Connection Manager:

1. If you are not on the Connection Manager page, go to www.multitech.com/connectionmanager.go.
2. Click **Download** and download the Connection Manager zip file.
3. Unzip the **Connection Manager** file and run the installer (.msi file).
4. When prompted, plug the device into a USB port.
5. **Wait for drivers to install**, then click **Next**.
6. Open the **Connection Manager**.
7. To have the application load during Windows startup and automatically connect to the internet:
 - a. Click **Settings** and check the boxes for **Run application at Windows startup** and **Connect to the Internet Automatically**.
 - b. Click **Apply**.
8. To allow Connection Manager to re-connect when a connection is lost:
 - a. Click **Connection** and check the **Enable keep-alive check**.
 - b. Enter an address to ping in the **Host to ping** box (for example, 8.8.8.8, which is www.google.com).
9. Enter **Dial number** and **APN** if different from the default.
10. Click **Apply** to save settings.
11. Click **Main**, then click **Connect**:

This starts your connection. The connection manager auto connects if the keep alive fails.

When you start the computer, Connection Manager launches and establishes a connection.
12. Browse to a website to confirm the device has Internet access.

Troubleshooting the Connection Manager

If the connection drops and the Main page shows a **Keep Alive Failure**, clear out the error by removing the numeric file names under this directory:

C:\Users\tdg\AppData\Roaming\Multi-Tech Connection Manager

Note: Replace “tdg” with your windows username.

