

EM_MC7355 Verizon Wireless Custom APN Support Configuration for Windows 7 and 8

Note: Recommend prior to starting the steps provided below, confirm the Verizon Wireless LTE SIM being utilized has been properly activated before it is inserted into the respective Toughbook product.

In order for provisioning of the Verizon Wireless LTE Sims to setup custom APNs (i.e. Static IP/Private Network) for each respective customer, Over the Air (OTA) update must be completed properly. The OTA process incorporates the appropriate APN change to allow the connection to occur to Verizon's LTE network as well as their EvDo (eHRPD) network.

The challenge with Windows 8 (Windows 8/8.1) is the utilization of the embedded connection manager associated with this operating system. The connection manager associated with Win 8/8.1 manages multiple connections such as ones for the embedded Sierra Wireless EM_MC7355 modem.

The limitation found with using Windows 8/8.1 connection manager as it pertains to supporting custom APN setup, is that the APN setting is not being populated automatically to the embedded connection manager with Windows 8/8.1 allowing the ability to connect after the OTA process completes successfully.

To address this limitation, there are two options to allow the ability to connect to Verizon's LTE network with their assigned custom APN. The two options are as follows:

APN entered automatically:

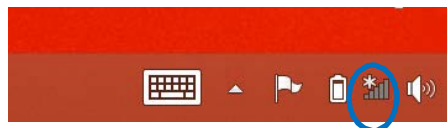
For the APN setting to automatically set in Windows 8/8.1 OS, it requires Sierra Watcher installed. The Sierra Watcher application can be downloaded from Panasonic's support site: <http://www.panasonic.com/business/toughbook/computer-support-wireless.asp>

The steps noted to have the APN entered automatically for Windows 8/8.1 OS are as follows:

- 1) Make sure Verizon Wireless LTE SIM is not installed during this process
- 2) Install Sierra Watcher application and supporting EM_MC7355 (Gobi5000) drivers from Panasonic's support site provided above.
- 3) Once Sierra Watcher application has been installed, power off laptop and then insert Verizon Wireless LTE SIM.
- 4) Once the OTA (Over the Air) process occurs successfully when the correct APN is configured, a reboot is required. (same for Windows 7)

APN entered manually:

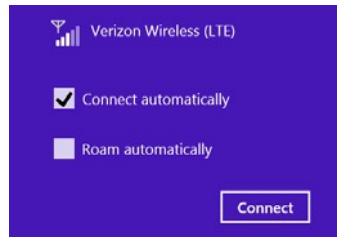
- 1) Once the OTA process completes (recommend allowing 5-15 minutes before running this step), go to the lower right hand corner and click on the icon noted in blue circle



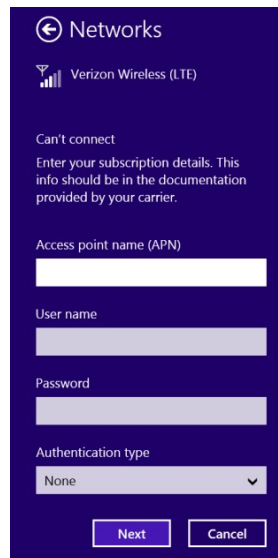
- 2) Networks option will appear, click on the Verizon Wireless (LTE) connection noted in Mobile Broadband section



- 3) Click on Connect



- 4) Next, enter Access Point Name (APN) assigned and then click NEXT



- 5) Once the APN has been entered, a reboot is required (same for Windows 7)