

EM_MC7355 (Gobi5000) Sprint setup instructions

Activations:

Sprint activations are setup from the ICCID number of the SIM card and the MEID number of the modem. The MC/EM7355 does not show the MEID; it only displays the IMEI. The MEID number is the IMEI number minus the last character.

From the modem below:

IMEI = 990004250093758

MEID = 99000425009375 (this is the IMEI minus the last character)



The IMEI will be 15 characters long and the MEID will be 14 characters long.

For the Sprint LTE ICCID information, here is a picture where to obtain the ICCID number off the Sprint LTE SIM:



Note: Accounts are configured based on the partnership of the MEID and ICCID when the activation is initially setup. Customers cannot swap Sprint LTE SIMs between EM_MC7355 modems. If there are any changes made (i.e. MC7335/EM7355 replaced or LTE SIM is lost), the customer must contact Sprint directly to reconfigure their account to allow them to connect on Sprint's LTE network.

Connection Manager Support:

Sprint SmartView does not support the EM_MC7355 (Gobi5000) modem per Sprint. Here are the following connection managers to use per Windows OS versions:

- 1) For Windows 7, please use Windows Mobile Broadband
- 2) For Windows 8/8.1, please use Sprint Connect (available via Microsoft store)

In addition, prior to following the directions noted below, please make sure Sprint LTE SIMs are not inserted until notice is received from Sprint that the accounts have been activated.

Software Setup and Configuration:

- 1) Download the supporting items for MC7355/EM7355 (Gobi5000) modem from the following site:

<http://www.panasonic.com/business/toughbook/computer-support-wireless.asp>. Supporting files for MC7355/EM7355 are located in the Multi-Carrier Software tab

- 2) For Win 7, download the following files from site noted above:
 - EM_MC7355_Driver_b3985_Win7.zip
 - WirelessHelperServiceApp.zip
- 3) The order of install should be as follows for Windows 7:
 - EM_MC7355 driver
 - WirelessHelperServiceApp
- 4) For Windows 8/8.1 support, download the following files from site noted above:
 - EM_MC7355_Driver_b4018_Win_8_81.zip
 - WirelessHelperServiceApp.zip
 - For connection manager, customer must download **Sprint Connect** from the Microsoft Store
- 5) The order of install should be as follows for Windows 8/8.1:
 - EM_MC7355 driver
 - WirelessHelperServiceApp
 - **Sprint Connect**