

Now any spot can be a hotspot. With a Road Runner Mobile Hotspot device, you can create your own mini hotspot to share with others.

What's Included In The Box

- 4G/3G Road Runner Mobile Hotspot Device
- Li-Ion Battery
- Quick Start Guide
- AC Power Adapter

4G/3G Road Runner Mobile Hotspot

CradlePoint PHS300tw

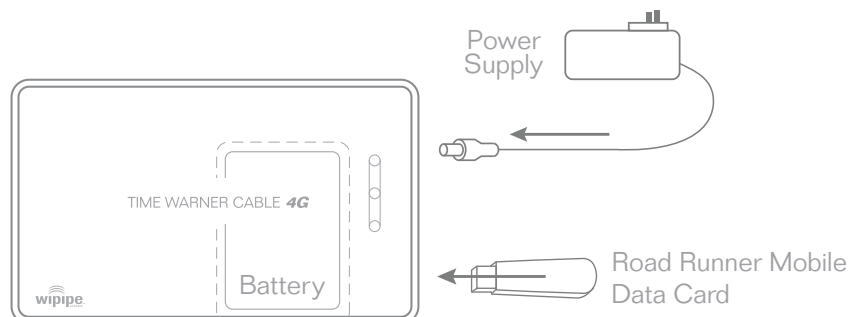


Quick Start Guide

Step 1

Set up your Road Runner Mobile Hotspot

Connect the power supply and insert your Road Runner Mobile USB data card into the CradlePoint PHS300tw router as shown.



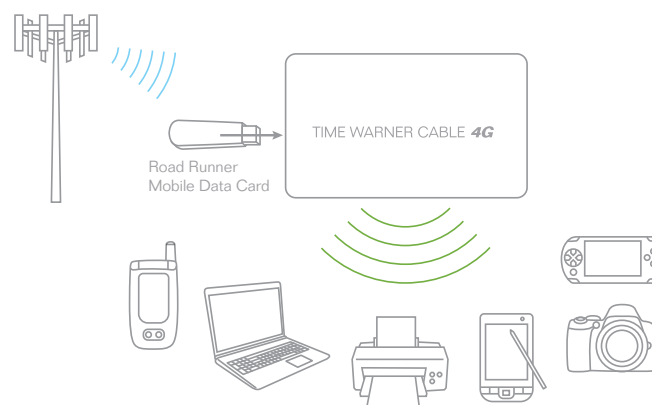
* The Road Runner Mobile data card is not included. The Hotspot device requires Road Runner Mobile service from Time Warner Cable.

Step 4

Share Your Mobile Internet Connection

Place your PHS300tw anywhere you want to have a Road Runner Mobile Hotspot.

Share your Road Runner Mobile Broadband connection with all your WiFi devices, including laptops, desktop PCs and printers, VoIP phones, PDAs, and more. Up to 16 devices can share the connection at the same time – up to 150 feet away.



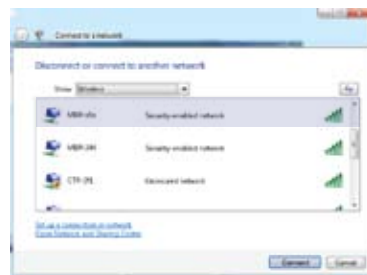
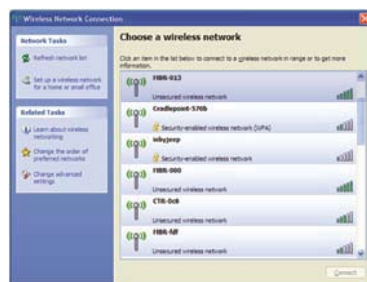
Step 2

Establish a Mobile Internet Connection

Use your computer's wireless network Connection Manager to establish a connection.

Windows XP

Open your computer's **Wireless Network Connection** to associate with the router's **Wireless Access Point**. This is typically completed by opening the **View Available Wireless Networks** window. After you have highlighted the **TWC4GMobile-xxx** network, click the **Connect** button.



Windows Vista

Open **Connect to a Network** by clicking the **Start** button, and then clicking **Connect**. In the **Show** list, click **Wireless**. You'll see a list of the wireless networks currently available. Click on the **TWC4GMobile-xxx** network, and then click **Connect**.



Mac

Open your Mac's wireless connection list by clicking the **Airport** icon on your menu bar. Highlight the **TWC4GMobile-xxx** network.

Step 3

Connect to the PHS300tw

1. From your computer, open a browser window. The **CradlePoint Router Administration** page will open and ask you for a password.
2. The password is the last six digits of the MAC address shown on the box label and on the bottom of the PHS300tw. This is a unique number identifying your PHS300tw.
3. Once you have correctly entered your password click **OK**. You are now free to connect to the Internet using the router.
4. Time Warner Cable recommends that WiFi security be set up at this point. See the **Setting WiFi Security** section of this guide.



Find Your Password and Network Name

Password

A Media Access Control Address (MAC Address) is a unique identifier assigned to the PHS300tw. Your default password for your PHS300tw is the last six characters of the MAC Address and can be found on the back of the unit as shown at right.

SSID

A Service Set Identifier (SSID) is used to identify your wireless network name. Your default Network Name will be **TWC4GMobile-xxx**. You can change the name of your network on the CradlePoint Router Administration page.

Reset Button

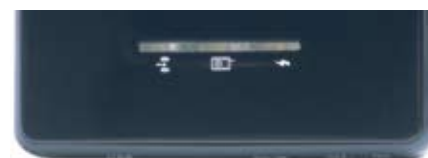
To reset your device, locate the reset button as pictured at right and consult the CradlePoint Knowledge Base for instructions.



Reset Button MAC Address

LED Status Lights

Network
WLAN Connection Power



Extend Your Battery Life

Turn your PHS300tw OFF when not in use for best battery performance.

WLAN

Signifies that the WiFi radio of the router is **On**. Blinking indicates traffic.

Network Connection

Indicates that recognizable cellular device is connected to the router.

Green: Connection is established
Orange: Connection is negotiating
Red: Connection not made

Power

Signifies the PHS300tw power level.

Green: Plugged into wall power, internal battery is fully charged or operating remotely on fully charged internal battery

Orange: Plugged into wall power, internal battery is charging

Red: Battery charge is very low

FREQUENTLY ASKED QUESTIONS ABOUT THE PHS300tw

How do I set WiFi Security

WiFi security is highly recommended by Time Warner Cable. Setting **WiFi Security** on your router prevents unauthorized users from connecting their computers to your router and using your mobile Internet connection.

Follow The Steps Below To Set The WiFi Security:

1. Access the CradlePoint Router Administration page by opening your browser and typing <http://192.168.0.1> in the address bar.
2. Enter your default Administrative password. This password is the **last six digits of the MAC address** found on the label on the bottom of the router. Once you have entered the password, click **LOG IN**.
3. Click on the **BASIC** tab.
4. On the left panel, click **WIZARD**.
5. Select **INTERNET SETUP WIZARD** then **NEXT**.

My USB modem or phone does not work with the PHS300tw

1. If your USB data modem or phone is not working with the router, check the list of supported devices to ensure you are using a supported device and carrier. The device you're using must be supported on the carrier network providing your cellular service or it's considered an unsupported device, even if it is supported on another carrier's network.

CradlePoint's supported device list changes regularly. We update our supported device list after a device is certified and approved. If the device you have is **NOT** on the list, that means we do not support it at this time.

The **SUPPORTED DEVICE** list can be found at: cradlepoint.com/support/PHS300tw

2. Sometimes a USB data modem needs to be updated or have other configurations set correctly in order to make a connection through the router. If your USB Modem has not been updated recently, it is recommended that you do so if it is having trouble connecting to the PHS300tw. Simply insert your USB data modem into your PC and using the software provided by your cellular carrier, access the Internet. Follow the directions provided to complete the update. Once you have updated your USB data modem, reconnect the cellular device to your CradlePoint router and connect to the Internet.

If, after following the above directions, you are still unable to access the Internet, contact Time Warner Cable Customer Care for further assistance.

My WiFi-enabled devices can't get past the login page

Some electronic devices may experience problems handling the Internet Access User Login setting.

Devices that commonly have trouble are, but not limited to:

- iPod Touch
- iPhone
- Wireless VoIP Phones
- Wireless Printers
- most WiFi-enabled Video Game Systems
- most WiFi-enabled Devices that are not PCs or Macs

To Allow These Devices Access, follow the instructions below to disable the user login.

Access the CradlePoint Router Administration page by opening your browser and typing <http://192.168.0.1> in the address bar.

Go to the **TOOLS** tab on the top navigation, then the **USER LOGIN** menu on the left panel.

Uncheck the **REQUIRE USER LOGIN** check box.

Scroll to the top of the page and click **SAVE THE SETTINGS**, which will save and reboot the router with your new configuration.

Note: Because the User Login page adds security and access control to others connected to your router, you may need to enable additional security features such as WEP, WPA, or MAC Address Filtering (if you are not already doing so) when turning off the User Login Page. See the **Setting WiFi Security** section of this guide for details.

Still Have Questions?

Call Time Warner Cable Customer Care
888-662-4577 or visit TimeWarnerCable.com/mobile
or for more detailed information regarding the device
visit CradlePoint.com/knowledge-base

6. Enter a **NEW PASSWORD**.
7. Select your **TIME ZONE** from the drop down menu and select **NEXT**.
8. Enter a new name for your network in the **WIRELESS NETWORK NAME (SSID)** field.
9. Select your security mode: **GOOD** for WEP, **BETTER** for WPA and **BEST** or WPA2. (Make sure your PC or other devices support the mode you choose.)
10. Enter a personalized WEP or WPA Key. You may want to write it down for future reference.
11. Select **NEXT** then **SAVE SETTINGS** on the setup complete page, which will save and then reboot your router to operate based on your new security information.

You've now secured your CradlePoint router from unintended WiFi access.

I am connected to the PHS300tw but cannot connect to the Internet

The status LEDs of your router will give you an indication whether or not a proper connection is being made. See the LED STATUS definitions below:

Wireless Connection

1. If the **NETWORK CONNECTION** light is not illuminated, your modem is not connected and online. You may need to update your firmware. Refer to your **USB modem or phone does not work with the router**. If, after updating, you are still not online, call Time Warner Cable Customer Care for further assistance.
2. If the routers' lights are showing that you are online (green), try the following steps:

Windows XP Only

- a. Click on **START**.
- b. Click **RUN**.
- c. Type "inetwiz" into the text box and click **OK**.
- d. Internet Connection Wizard will launch.
- e. Select **CONNECT USING MY LOCAL AREA NETWORK (LAN)** and then **NEXT**.
- f. Uncheck all the boxes on this page and click **NEXT**.
- g. Select **NO** to setting up an Internet Mail Account and click **NEXT** and **FINISH**.

I need to update my firmware

To support the latest features, modems, and phones, follow the directions below:

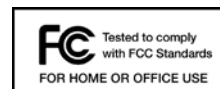
1. Access the CradlePoint Administration Router page by opening your browser and typing <http://192.168.0.1> in the address bar.
2. Select the **TOOLS** tab on the top navigation, then the **FIRMWARE** menu on the left.
3. Select **One-Button Firmware Update** for easy firmware updates.

If you experience problems, you can also install the firmware manually.

1. Download the new firmware by going to CradlePoint.com/support/PHS300tw.
2. Select the **TOOLS** tab on the top navigation, then the **FIRMWARE** menu on the left.
3. In the **FIRMWARE UPGRADE** section, click **BROWSE**.
4. Browse for the new firmware file you downloaded in Step 1 and click **OPEN**.
5. Click the **UPLOAD** button. The upgrade process can take a minute or two.

DO NOT TURN OFF OR UNPLUG THE DEVICE WHILE IT IS UPGRADING!

Regulatory Information



This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. This device must accept any interference received, including interference that may cause undesired operation. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try and correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio or television technician for help.

Changes or modifications not expressly approved by CradlePoint, Inc. could void the user's authority to operate the product.

Radio Frequency Interference Requirement - Canada

This Class B digital apparatus complies with Canadian ICES-003.
Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Warranty Information

CradlePoint, Inc. warrants this product against defects in materials and workmanship to the original purchaser (or the first purchaser in the case of resale by an authorized distributor) for a period of one (1) year from the date of shipment. This warranty is limited to a repair or replacement of the product, at CradlePoint's discretion. Contact Time Warner Cable Customer Care for additional information or to return your device under warranty.

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