**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
- Quick Start Guide
- Li-Ion Battery
- AC Power Adapter

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**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.

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**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.

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**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.

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**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.

**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.

**LED Status Lights**

**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

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**Extend Your Battery Life**

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

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**Quick Start Guide**

**4G/3G Road Runner Mobile Hotspot**

CradlePoint 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 to 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 SETUP INTERNET 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 are using must be supported on the network providing your cellular service or it is 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, 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
- most WiFi-enabled Devices that are not PCs or Macs
- and more

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 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

sin the address bar.

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

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!

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

FREQUENTLY ASKED QUESTIONS ABOUT THE PHS300tw

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

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