Welcome to Time Warner Cable Mobile Internet

With Time Warner Cable Mobile Internet and the Sierra Wireless IG2, it’s easy to enjoy a super-fast Mobile Internet connection with almost any WiFi compatible device.*

Simply follow the instructions to set up and activate your Personal Mobile Hotspot device. Then connect and go*!

Requirements

Check your computer’s system requirements to ensure compatibility with the IG2.

System Requirements
Windows® XP, Windows Vista®, or Windows® 7
Mac® OS X 10.4.x or higher
USB 2.0 slot (for USB cable connections only)

Browser Requirements
For device activation and Home Page access:
• Internet Explorer® 6.0 or higher
• Mozilla® Firefox® 2.0 or higher
• Google Chrome™ 2.0.172.28 or higher
• Apple® Safari® 2.0 or higher
• Opera 9.64

Your computer and any other WiFi compatible devices must support WiFi (802.11b/g/n).

*This device is locked and intended for use only with Time Warner Cable Mobile Internet or Business Class Mobile service from Time Warner Cable. Activation and use is subject to Time Warner Cable’s terms and conditions and privacy policy, and requires a service plan that must be purchased separately. 4G service only available in certain metro areas; 3G service is required for coverage outside of 4G metro areas. Service may not be available in all areas. Additional per-MB domestic roaming charges will apply for service outside of the 4G and 3G coverage areas.
Sierra Wireless IG2
Device Features

LCD Display Screen Features
A Signal Strength
B 4G/3G Status
C Roaming Indicator
D Alerts
E GPS
F Number of WiFi Users
G Battery Status
H WiFi Network Name (SSID)
I WiFi Network Password
   (number shown as example)
J Amount of Data Transferred;
   Connection Duration and Message Area
Getting Started

1. Insert the battery into the IG2. Plug the USB cable into the device and connect it to the power charger. Use only the cable provided with the device—other cables should not be used. Charge the battery for at least 3 hours, or until the Battery Status indicator is full.

2. Ensure you are in a Time Warner Cable Mobile Internet service area.

3. Check to see if your computer’s WiFi is turned on.

4. To turn on the IG2, press and hold the Power button for several seconds.

5. The IG2’s LCD Display will show the IG2 WiFi Network Name and Password, and ask you to connect your computer to the IG2 WiFi network.
   - The IG2 WiFi Network Name is **TWC4GMobile-xxx**. This will appear on your LCD Display.
   - Your default WiFi Network Password is the number displayed beneath the network name.

For assistance with connecting your computer to a WiFi network, refer to the “How to Connect” section of this Guide.

6. The LCD Display will then prompt you to open a web page or browser window to continue with set-up. You will be automatically directed to the **Time Warner Cable Terms of Service**. You must review and accept these terms the first time you use the device.

   After accepting the Terms of Service, you will have the option to connect to the Internet or go to the Home Page to customize your settings.

You are now ready to enjoy Time Warner Cable Mobile Internet on the go, and share your connection with other WiFi compatible devices!
Manage your Sierra Wireless IG2

The Home Page
When connected to the IG2, open your browser and type either http://twc4gmobile or http://192.168.0.1 to access the Home Page. From here you can do the following:

• View your current device status and network (4G, 3G and WiFi) connections.

• Utilize GPS based Point of Interest (POI) information using the Map me functionality.

• Check Alerts which highlight messages that require your attention. If more than one alert is available, the highest priority alert opens. When you close that window, the next priority alert opens.

- Obtain additional support with the Online Help or User Guide on the Home Page.

- Access administrative and advanced settings.

Change Settings
To manage the administrative and advanced settings of your device, use the Admin Login with an initial default password of password. When logged in as the administrator, you can:

• Modify basic configuration options by clicking the status items listed on the left side of the Home Page.

• Change device settings by using icons at the top, including:
  - Administrative Setup items like passwords and WiFi settings.
  - Advanced settings such as device roaming capabilities, maximum number of users, power options, network preferences, security features and other user based options. Note: click Home in the upper right to return to the Home Page when finished.

• Enable GPS functionality and configure availability / privacy settings.

• Manage and process software and firmware updates.
Managing Your Updates

Updates are made available to improve device performance and add or modify features. This may include changes to device firmware, 3G network updates, browser interface, or help files.

Manual Updates

To manually check for updates, ensure you are connected to the 4G or 3G network, then from the Home Page click Advanced Settings > Device Tab > Basic > Check for updates now. The message next to the button indicates whether updates are available at that time. To proceed with the update, select Update Options. This could take 15 – 30 minutes depending on the download size and your current connection.

Auto Updates

Whenever the IG2 device is in 4G or 3G coverage, it routinely checks for available updates. If updates are found while you are on the 4G network, the device downloads the update in the background, stores it on the device and provides notification with a message on the LCD display. Automated updates normally take less than 10 minutes to complete.

When alerted, you can either:

a) Continue with your current session and the update will initiate automatically the next time you power on, or

b) Manually power off and power back on the device to initiate the update automatically.

If the update is found while you are on the 3G network, the device provides an alert notification that an update is available for download. You may then either initiate a manual update (see p. 10) or wait until you are in a 4G area for it to automatically update.
Checking Your Version Number

You can check your version number at any time by going to Advanced Settings > Device Tab > About > Software Version.

Share your IG2 WiFi Connection

You can share your connection with up to 8 other WiFi compatible devices. Have them connect to the TWC4GMobile-xxx WiFi network using the WiFi Network Password found on your device. It’s that easy!

WiFi Network Name      WiFi Network Password
(number shown as example)
How to Connect to the IG2 WiFi Network

For Windows® XP:
1. From your desktop, click Start > Control Panel > Network Connection.
2. Click Wireless Network Connection > View Available Wireless Networks.
3. Select the TWC4GMobile-xxx Network and click Connect.
4. Enter your Password (may be referred to as a network key) to complete the connection.

For Windows® 7:
1. From your desktop, click Start and enter join network in the text box.
2. A pop-up window will display a list of available networks.
3. Select the TWC4GMobile-xxx Network and click Connect.
4. Enter your Password (may be referred to as a network key) to complete the connection.

For Windows Vista®:
1. From your desktop, click Start > Control Panel > Network and Internet > Network and Sharing Center.
2. Under Tasks at left, click Connect to a network.
3. Select the TWC4GMobile-xxx Network and click Connect.
4. Enter your Password (may be referred to as a network key) to complete the connection.

For Mac® OS X:
1. Click the AirPort icon in the upper right corner of your screen.
2. Select the TWC4GMobile-xxx Network and click Connect.
3. Enter your Password (may be referred to as a network key) to complete the connection.
Support
For detailed information about your Sierra Wireless IG2 and its features, consult the online User Guide found on the IG2 Home Page. Click the Help button and select User Guide.

For personal assistance, please contact Customer Support at 1.888.662.4577 during regular business hours.

Time Warner Cable Mobile Internet Account Management
Manage your Time Warner Cable Mobile Internet services, track your usage, or check your bill wherever and whenever works for you, using the Mobile Manager. Sign up under MyServices at www.timewarnercable.com.

Warranty
This Sierra Wireless IG2 Mobile Hotspot is covered by a limited 12-month manufacturer’s warranty. A copy of the warranty is provided with your original paperwork. Failure to comply with all warranty service procedures and instructions may result in additional charges. Please call Customer Support at 1.888.662.4577 for detailed information about warranty returns.

Regulatory Notices
The design of the IG2 complies with U.S. Federal Communications Commission (FCC) guidelines respecting safety levels of radio frequency (RF) exposure for mobile devices, which in turn are consistent with the following safety standards previously set by U.S. and international standards bodies:

- International Commission on Non-Ionising Radiation Protection (ICNIRP) 1998, Guidelines for limiting exposure to time-varying electric, magnetic, and electromagnetic Regulatory Notices fields (up to 300 GHz).
FCC ID: N7N-MHS802

RF Exposure - The AirCard IG2 personal hotspot has been tested for compliance with FCC RF exposure limits in a portable configuration. At least 1.0 cm of separation distance between the AirCard IG2 personal hotspot and the user’s body must be maintained at all times.

This device must not be used with any other cable, antenna or transmitter that has not been approved to operate in conjunction with this device. Changes or modifications to this device that have not been approved could void the user’s authority to operate this device.

Warning (EMI)
— United States FCC Information — This equipment has been tested and found to comply with the limits for a Class B computing device peripheral, pursuant to Parts 15 and 27 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. 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 to 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/TV technician for help. Any changes or modifications not expressly approved by Sierra Wireless could void the user’s authority to operate the equipment.

This device complies with Parts 15 and 27 of the FCC Rules. Operation is subject to the condition that this device may not cause harmful interference, and must accept any interference received including interference that may cause undesired operation.