

Register your PHS300 Personal WiFi Hotspot Today!

~ YOU WILL RECEIVE ~

- FREE** Technical Support New Product Information
- FREE** Firmware Upgrades Special Offers & Promotions

cradlepoint.com/register

What's Included In The Box

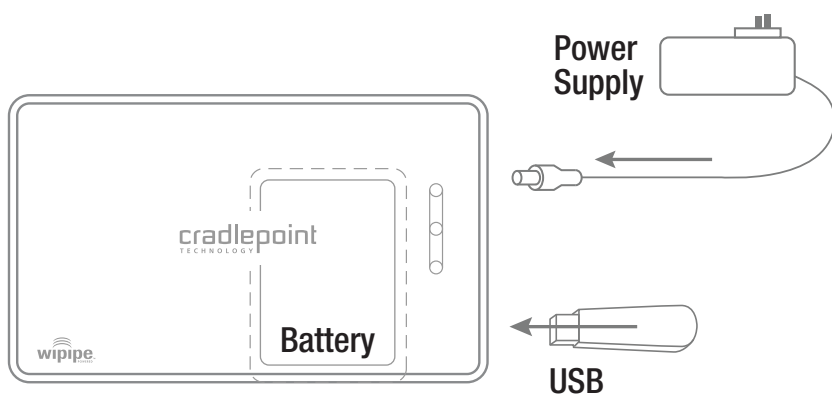
- 3G/4G Personal WiFi Hotspot
- Li-Ion Battery
- Quick Start Guide
- AC Power Adapter

PHS300 3G/4G Personal WiFi Hotspot



Wireless Setup using a Mobile Broadband (cellular) Data Modem or Compatible Phone

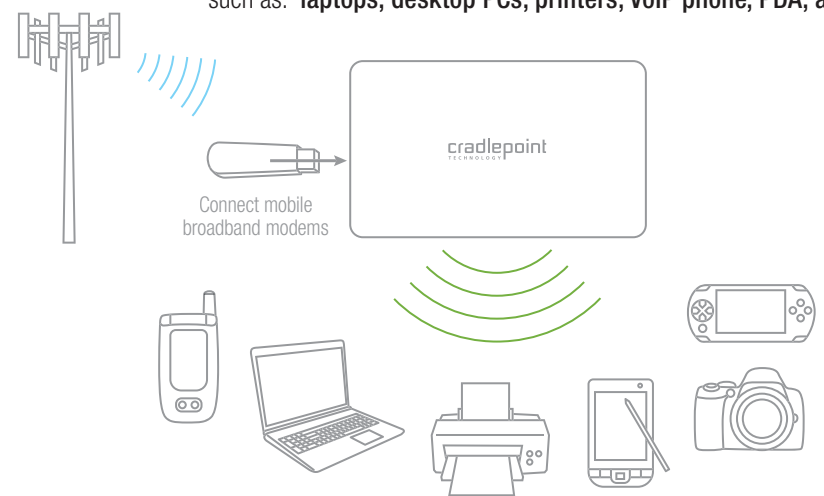
Connect Power Supply and USB modem.*
Then establish a wireless internet connection as shown below.



* Mobile Broadband Modem not included. See your Mobile Broadband Service Provider for details.

Share Your Internet Connection With Up To 16 WiFi Enabled Devices (~150' Range)

- Place your PHS300 anywhere in your home or office for the best signal
- Share your mobile broadband connection with all your WiFi enabled devices such as: **laptops, desktop PCs, printers, VoIP phone, PDA, and more**



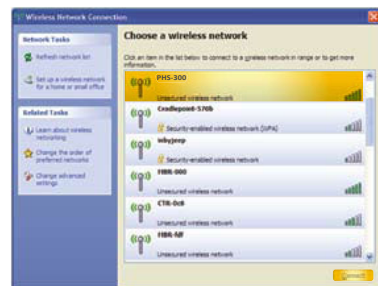
Establishing a Wireless Internet Connection

Identify the PHS300

find connection starting with "PHS"

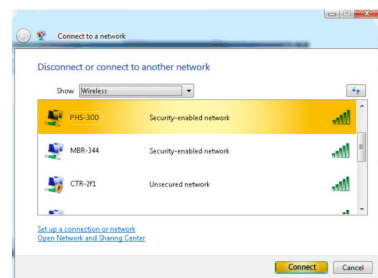
Windows XP

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 PHS-xxx, click the "Connect" button.



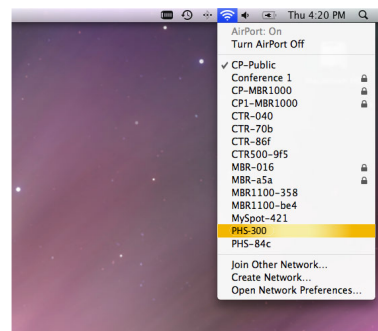
Windows Vista

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 PHS-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 PHS-xxx.



Connecting To The Router

- 1) Using either a Windows or Mac platform, open a browser window. A default CradlePoint page will appear asking 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 router. This is a unique number identifying your router.
- 3) Once you have correctly entered your password, click "OK". **You can now access the Internet.**

Note: CradlePoint recommends that WiFi security be setup at this point. See the "Setting WiFi security on your CradlePoint Router" section of this guide.



Finding Your Password and Network Name



MAC ADDRESS

Media Access Control Address (MAC Address) is a unique identifier assigned to the PHS300

Your default password for your PHS300 is the **last six characters** of the MAC Address and can be found on the back of the unit.

SSID

Service Set Identifier (SSID) is used to identify your wireless network name.

Your default Network Name will be **PHS-xxx**. You can change the name of your Network in the Setup Wizard.

SERIAL NUMBER

When you register your product online, you will be asked for your Serial Number.

RESET BUTTON

If you need to do a factory reset, 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 PHS300 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

TECHNICAL INFORMATION FOR THE PHS300

Setting WiFi Security on your CradlePoint Router

WiFi security is highly recommended by CradlePoint. *WiFi Security is separate from the User Login Page.* Setting "WiFi Security" on your router prevents users from connecting their computers to your router unless they have your wireless security password.

Follow The Steps Below To Set The WiFi Security:

- 1) Access your 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**.
- 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.

Your USB Modem or Phone Does Not Work With the Router

- 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/phas300

- 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 CTR350. 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 CradlePoint Technical Support 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.

- 1) Access your router administration page by opening your browser and typing **http://192.168.0.1** in the address bar.
- 2) Go to the **TOOLS** tab on the top navigation, then the **USER LOGIN** menu on the left panel.
- 3) Uncheck the **REQUIRE USER LOGIN** check box.
- 4) 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 on your CradlePoint Router" section of this guide for details.

You are Connected to the Router 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 CradlePoint Technical Support 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:

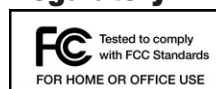
- 1) Access your router administration page by opening your browser and typing **http://192.168.0.1** in the address bar.
- 2) Select the **TOOLS** tab on the top navigation, then the **FIRMWARE** menu on the left.
- 3) Select **One-Button Firmware Update** for easy firmware updates.

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

- 1) Download the new firmware by going to cradlepoint.com/support/ctr350.
- 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.

Within thirty (30) days of receipt should the product fail for any reason other than damage due to customer negligence, purchaser may return the product to the point of purchase for a full refund of the purchase price.

If the purchaser wishes to upgrade or convert to another CradlePoint, Inc. product within the thirty (30) day period, purchaser may return the product and apply the full purchase price toward the purchase of the other product. Any other return will be subject to CradlePoint, Inc.'s existing return policy.

Still Have Questions??

visit

cradlepoint.com/knowledge-base

or

EMAIL support@cradlepoint.com

CHAT cradlepoint.com/content/chat-support

CALL (208) 424-5054 Option #2
Monday-Friday 7:00am to 7:00pm MST