

Maintenance Update to the Sierra Wireless W801 IntelliGo Mobile Hotspot (V2.22 - 12/20/10)

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Summary of the Release Changes






(V2.22 - 12/20/10)

TWC is pleased to release a maintenance update to the Sierra Wireless W801 IntelliGo Mobile Hotspot. This update provides fixes to minor bugs and adds functionality as follows:

Battery Over Temperature Charging Notification

If your IntelliGo is in direct sunlight or direct heat the battery may be unable to charge. If so, you will receive a notification in the Web based User Interface (WebUI). The notification will be in this format, "%XX left - too warm to charge" where XX is the charge remaining value (e.g. 87% left - too warm to charge)

The IntelliGo LCD UI will also display the following:

	Low Battery, not charging
	Battery 1 bar, not charging
	Battery 2 bars, not charging
	Battery 3 bars, not charging
	Battery 4 bars, not charging

Please remove your device from the heated environment to restore normal operations.

Improved iPad Stability with Wi-Fi

Resolves a bug where if your Wi-Fi connection went idle, your Wi-Fi connection would be disconnected.

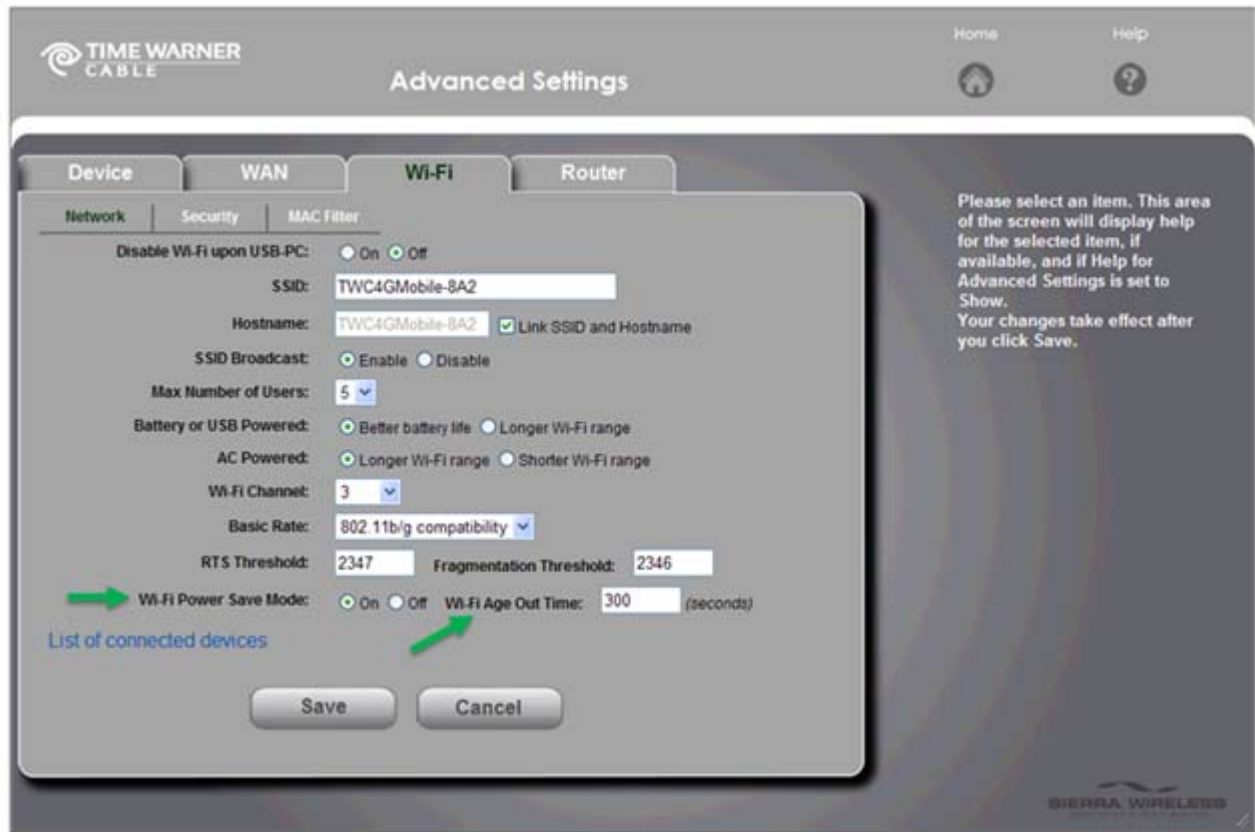
Updated the WebUI Advanced Settings mode with the following options:

Wi-Fi Tab: Added the ability to enable/disable Wi-Fi Power Save Mode

If set to "On", the Wi-Fi component of the IntelliGo enters power save mode when possible. If your computer tends to lose the Wi-Fi connection and stops responding, set this option to "Off".

Wi-Fi Tab: Added a Wi-Fi Age Out Time

User may now control the settings for the amount of time prior to the device going into an inactive state (no traffic). After this time, the IntelliGo will go inactive and drop the connection of the device. The default value is set to 300 seconds (5 minutes).



WAN Tab: Added the Work Mode setting

This field indicates the 3G activation / provisioning status of your IntelliGo and account. Technical support staff may request this value from you.

WAN Tab: Added a 4G Re-scan Period

User may now control how often the IntelliGo attempts to reacquire 4G service while in 3G. The default time period is set to 10 minutes. Note, changing this setting may impact battery life. If 4G service is not found, the device remains in 3G and the 4G component returns to power save mode.



Firmware Update Process

To take advantage of the new features and functionality described above, you will need to update the firmware on your device using the simple instructions below.

Options for Upgrading:

- 1) Guaranteed Update in 4G Coverage – updates are downloaded to the device in the background and alert you when ready
 - Recommended for users who are regularly in 4G coverage
- 2) Manually Checking via WebUI – Use the WebUI to manually check for updates
 - Recommended for those who are regularly in 3G but seldom in 4G coverage
- 3) Downloading from Web and Installing via WebUI – download from the website to your computer and use the WebUI to update the device
 - Recommended for those in low signal (either 3G or 4G) conditions

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Option 1: Guaranteed Update in 4G Coverage (7-10 Minutes)

Whenever the IntelliGo is in 4G coverage, it routinely checks for available updates. If found, it downloads the update in the background, stores it on the device and provides notification with a message like the one below.



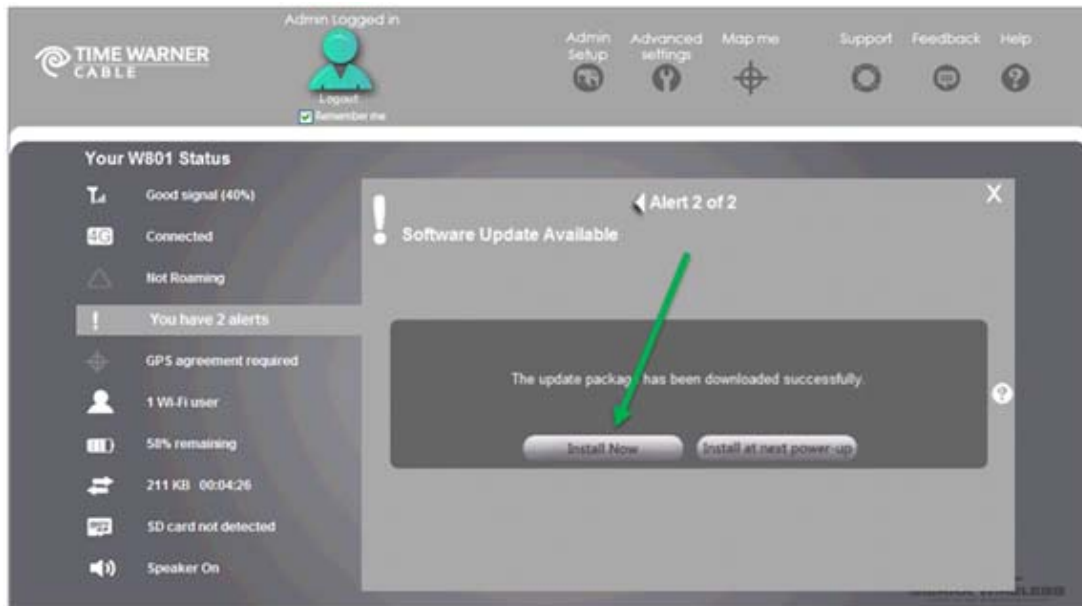
With the Guaranteed Update in 4G Coverage option, you can choose to do any of the following:

- 1) Continue with your current session and the update will initiate automatically the next time you power on (see step #7 below for additional information). This will not affect your current session.
- 2) Manually power off and power on the device to initiate the update automatically. Skip to step #7 below.
- 3) Use the WebUI to initiate the update process as follows:
 1. Connect your computer to the IntelliGo via Wi-Fi using the provided SSID and network key (e.g. TWC4GMobile-8A2 and 01062)
 2. Plug the IntelliGo into AC power (required to perform an update)
 3. Open your browser and type either <http://twc4gmobile> or <http://192.168.0.1>
 4. On the homepage, enter the administrator password (default is "password")
 5. Click on the Alerts message from the "Your W801 Status" column

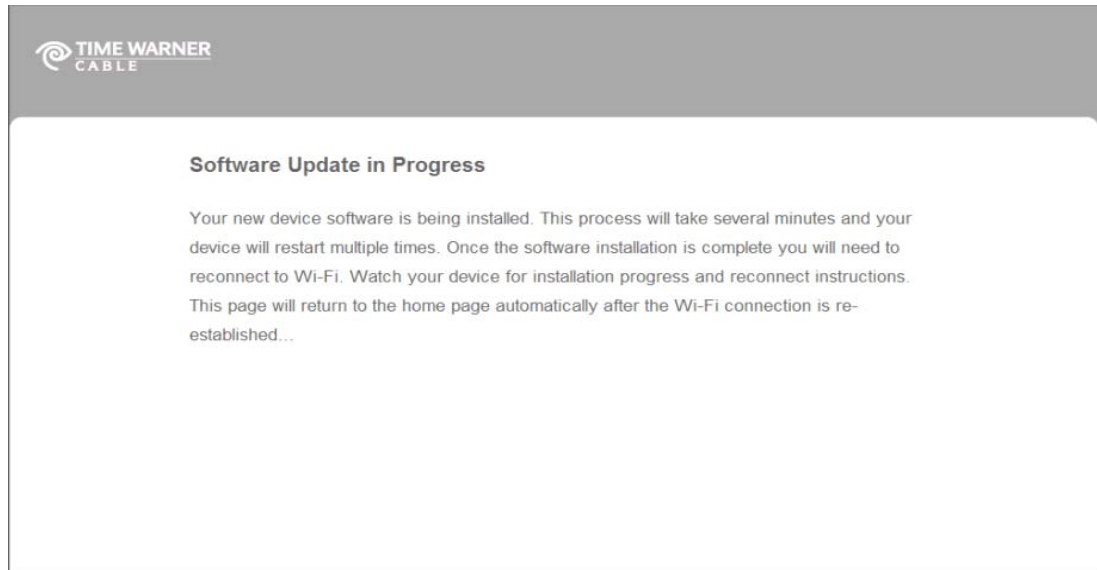
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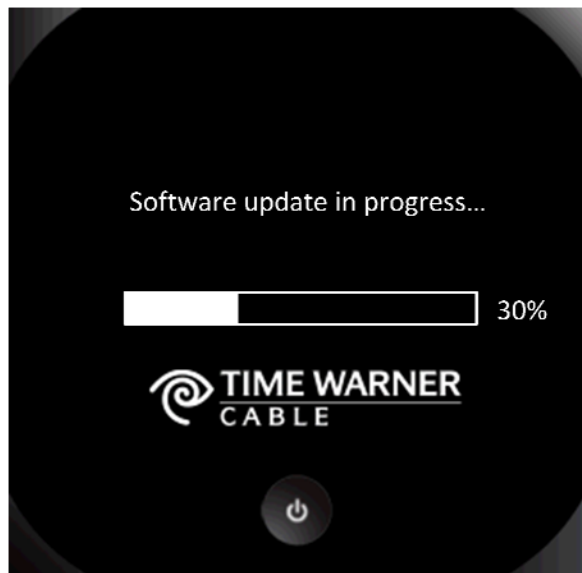
6. Click "Install Now" to begin update process



7. The update process begins



8. As the update progresses, the display will provide the current status. Note: During installation of the update, DO NOT turn off, unplug or remove the battery from the device. Your Wi-Fi and Internet connections will not be available until the update process is complete.

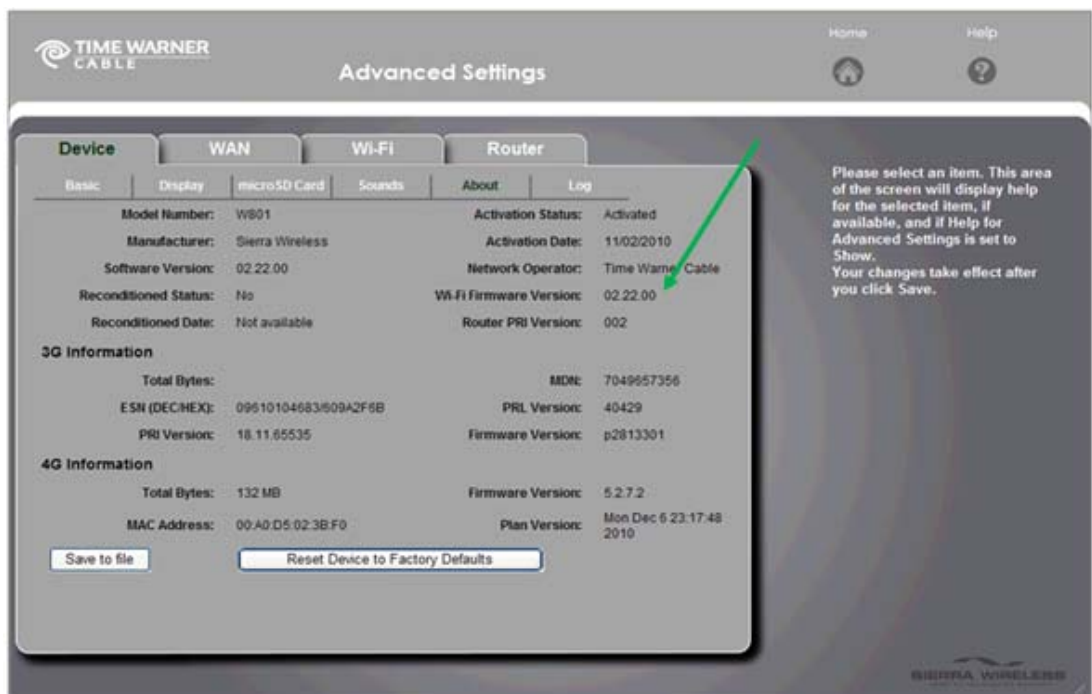


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- When the update is complete, the following screen will display before the device automatically reboots and is ready for normal operation.



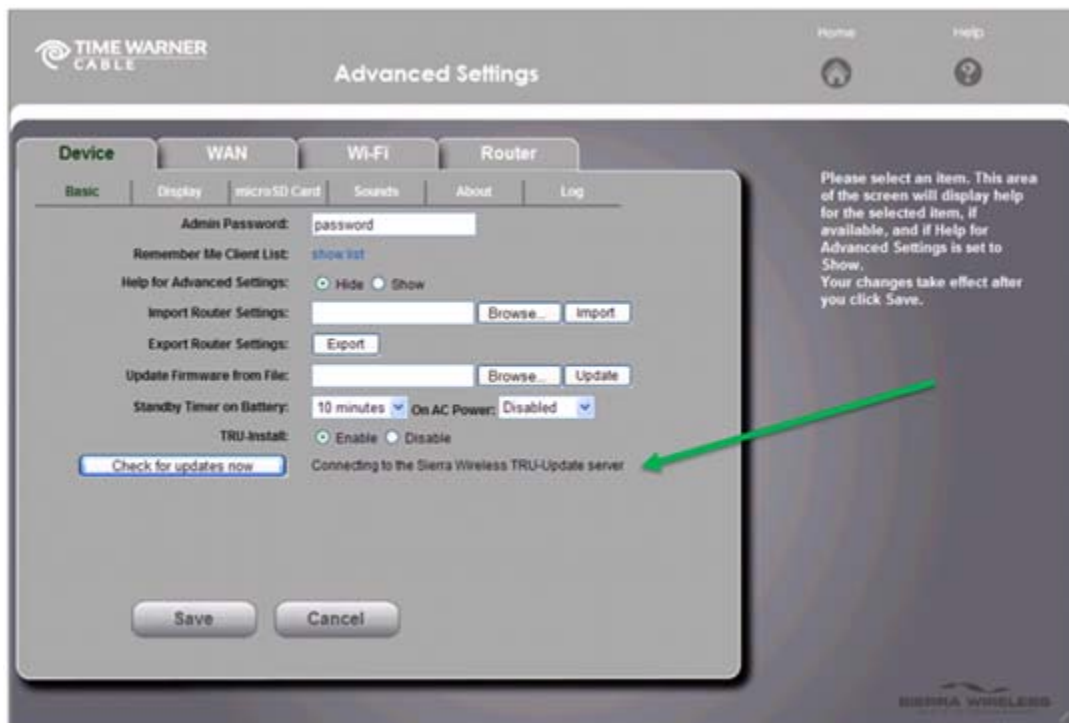
- Users can validate that the update is complete by checking the version number on the About screen.



Option 2: Manually Checking via Web UI (10-30 minutes depending on signal quality)

If the IntelliGo has not been in 4G coverage for some time or to manually check for updates in either 4G or 3G coverage:

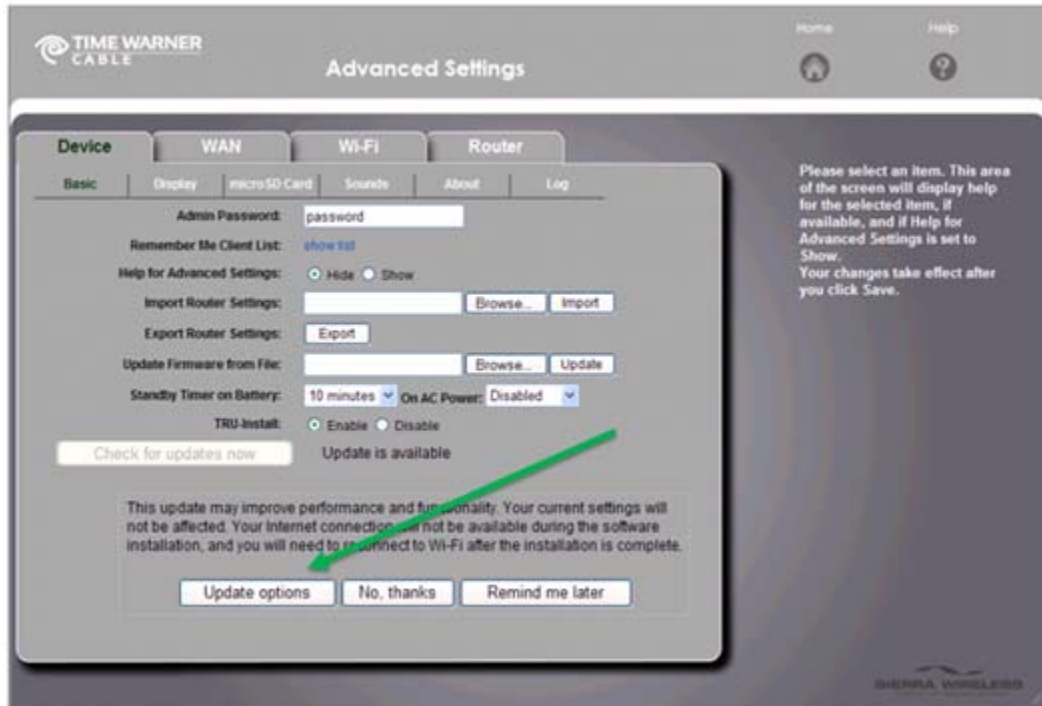
- 1) Use the WebUI to initiate the update process:
 1. Connect your computer to the IntelliGo via Wi-Fi using the provided SSID and network key (e.g. TWC4GMobile-8A2 and 01062)
 2. Plug the IntelliGo into AC power (required to perform an update)
 3. Open your browser and type either <http://twc4gmobile> or <http://192.168.0.1>
 4. On the homepage, enter the administrator password (default is "password")
 5. Click on "Advanced Settings" and go to the Device > Basic tab and select "Check for updates now"



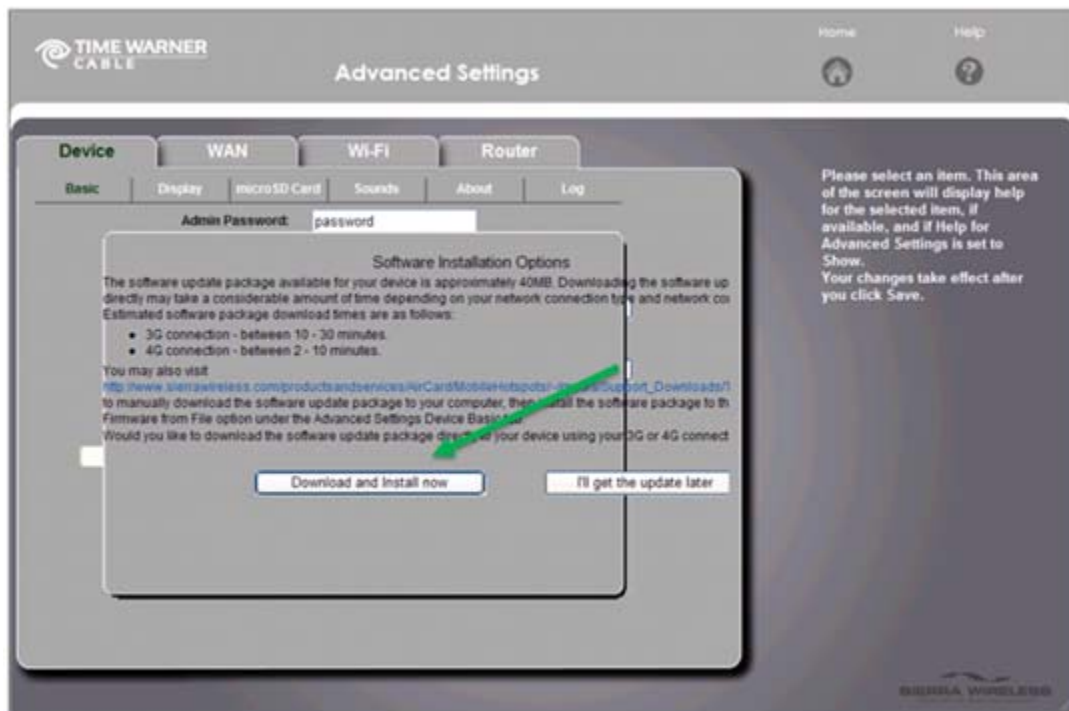
6. If an update exists, you will be presented with 3 options.
 - Update options
 - No, thanks
 - Remind me later

To proceed with the update, select Update options

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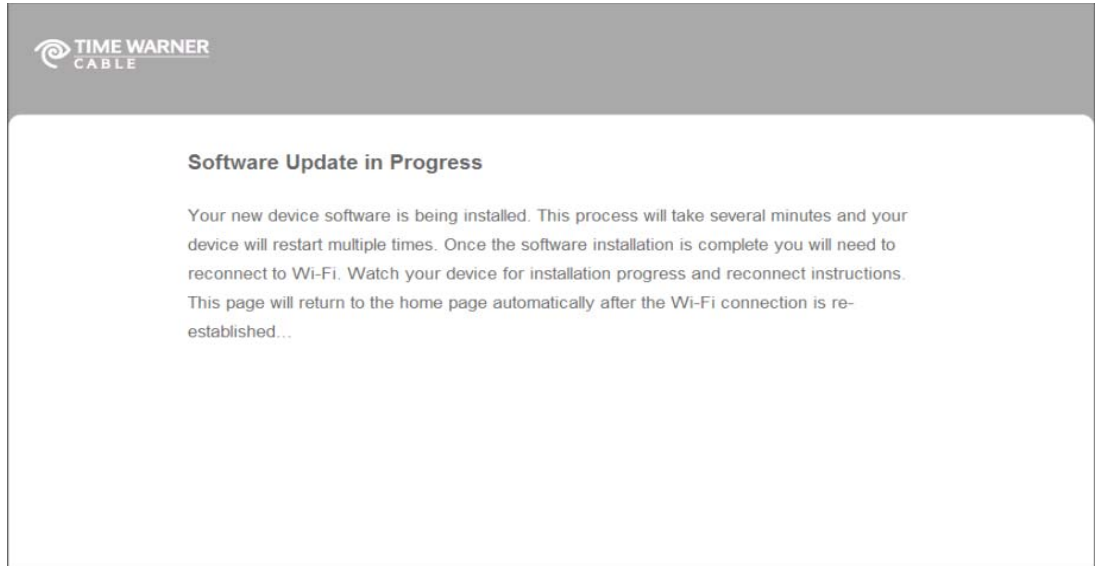
7. Select Download and Install now to begin the update process.



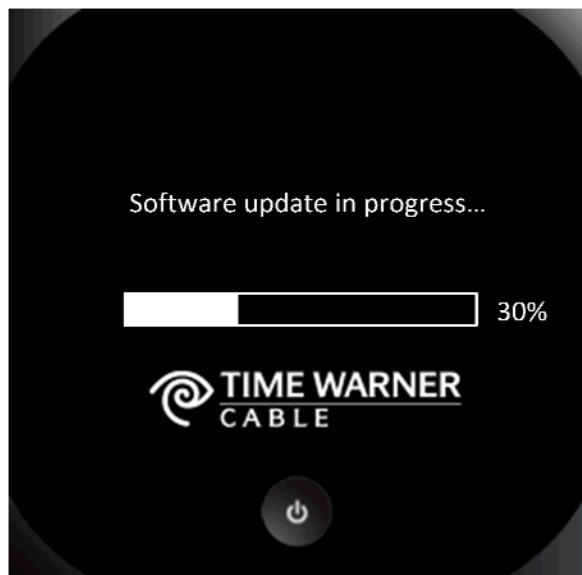
8. The WebUI will provide a status bar to monitor activity. Depending on the current connection signal quality, the download could take between 2-10 minutes in 4G or 20-30 minutes in 3G.



9. When the download is complete, the update process begins



10. As the update progresses, the display will provide the current status. Note: During installation of the update, DO NOT turn off, unplug or remove the battery from the device. Your Wi-Fi and Internet connections will not be available until the update process is complete.

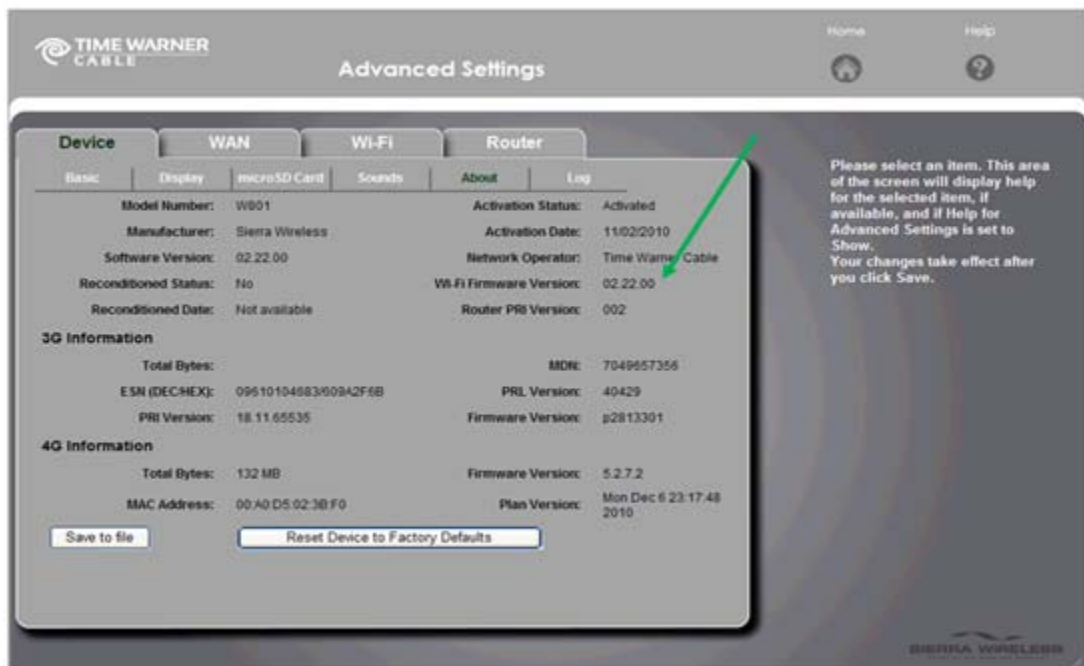


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- When the update is complete, the following screen will display before the device automatically reboots and is ready for normal operation.



- Users can validate that the update is complete by checking the version number on the About screen.

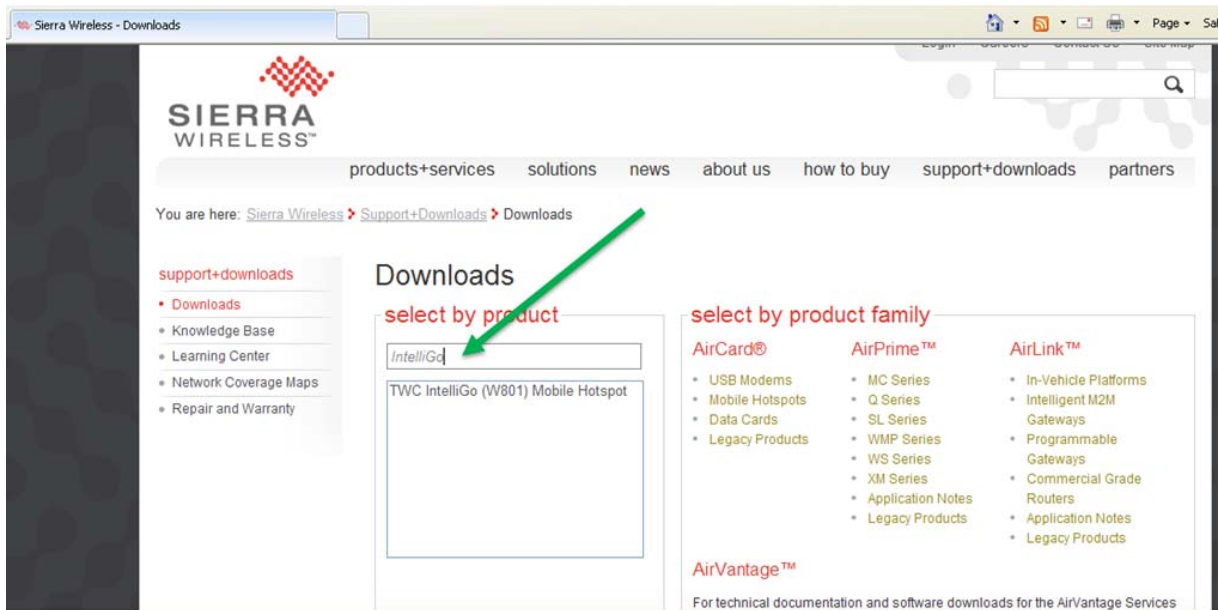


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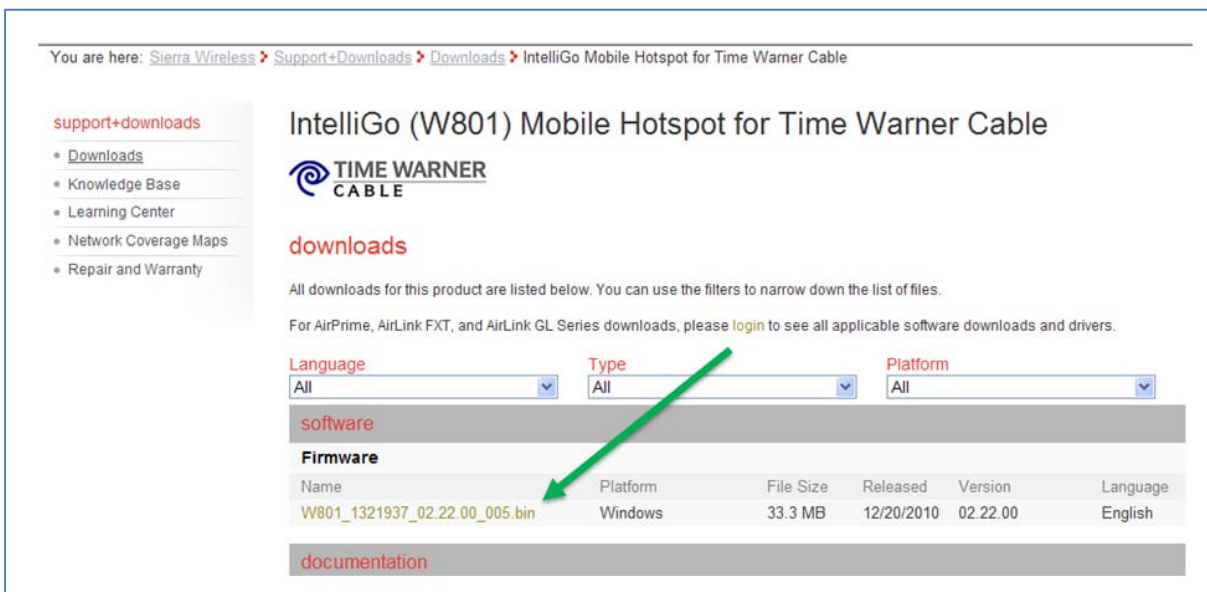
Option 3: Downloading from Web and Installing via WebUI (15 minutes)

To manually download the update from the web and install via the WebUI:

- 1) Go to <http://www.sierrawireless.com/Support/Downloads.aspx>, type in “IntelliGo” and click on TWC IntelliGo (W801) Mobile Hotspot below

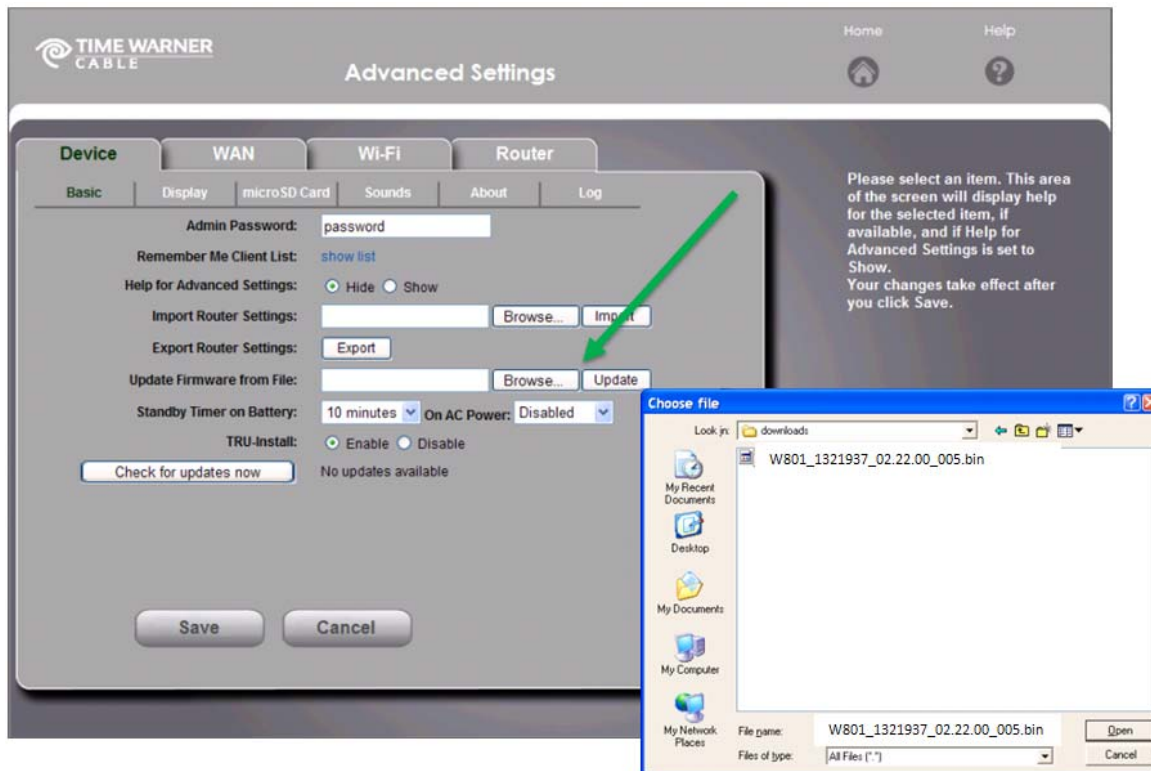


- 2) Find the update from the TWC IntelliGo downloads page (click filename: W801_1321937_02.22.00_005.bin) and save. NOTE: We recommend downloading to either your downloads folder or Desktop for ease of locating.



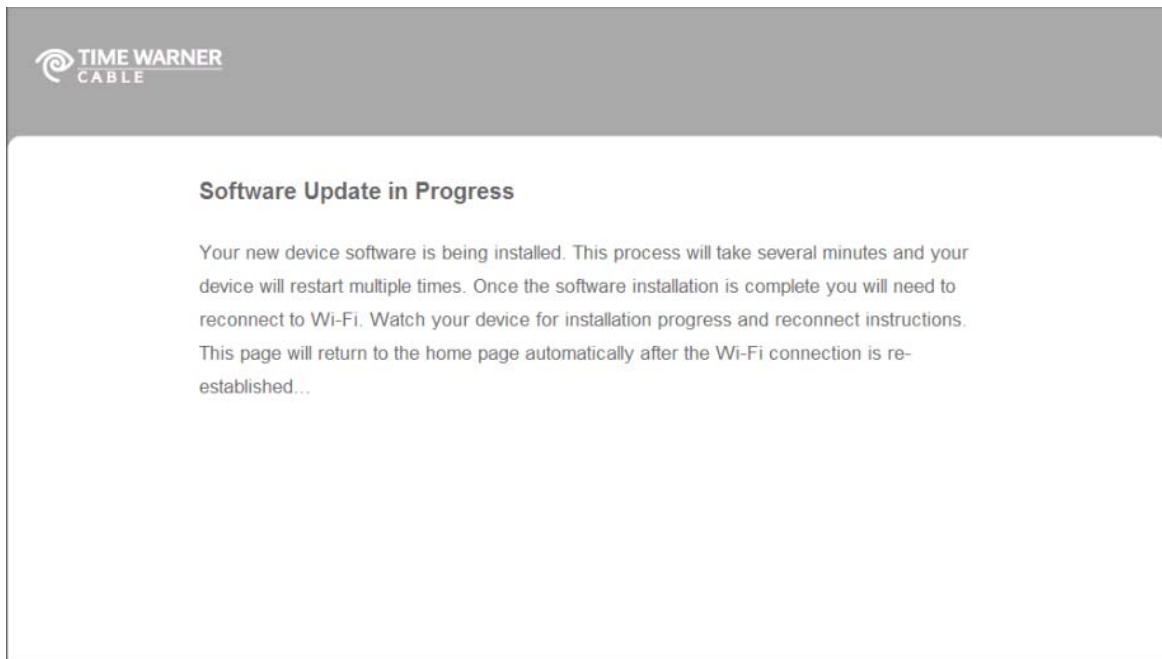
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- 3) Connect your computer to the IntelliGo via Wi-Fi using the provided SSID and network key (e.g. TWC4GMobile-8A2 and 01062)
- 4) Plug the IntelliGo into AC power (required to perform an update)
- 5) Open your browser and type either <http://twc4gmobile> or <http://192.168.0.1>
- 6) On the homepage, enter the administrator password (default is “password”)
- 7) Click on “Advanced Settings” and go to the Device > Basic tab. Use “Update Firmware from File” option to browse to update file location. Then click update to begin the update process.

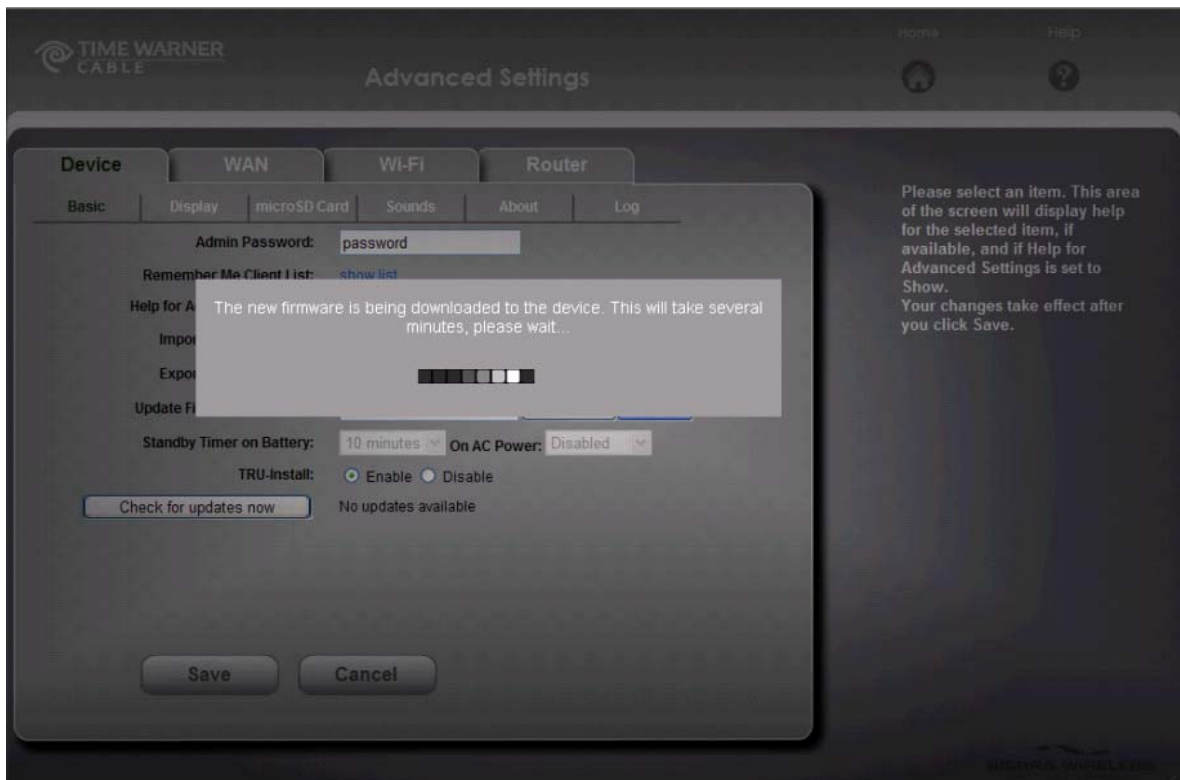


- 8) The update process begins

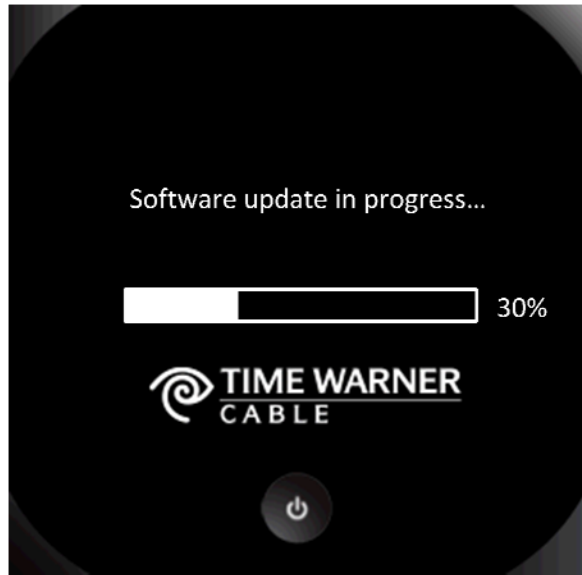
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- 9) As the update progresses, the WebUI will display status message. Note: During installation of the update, DO NOT turn off, unplug or remove the battery from the device. Your Wi-Fi and Internet connections will not be available until the update process is complete.



- 10) As the update progresses, the device display will provide the current status Maintenance Update to the Sierra Wireless W801 IntelliGo Mobile Hotspot (V2.22 - 12/20/10)



11) When the update is complete, the following screen will display before the device automatically reboots and is ready for normal operation.



12) Users can validate that the update is complete by checking the version number on the About screen.

