

WINEGARD®

Gateway & Gateway Pro

Models: GW-1000, GW-PRO1



User Guide
4G LTE WIFI ROUTER
AIR™ 360 Plus ANTENNA REQUIRED FOR USE



WINEGARD®

Place label here

2452438
Rev3 11-22



Welcome

Congratulations on your Winegard® Gateway™ purchase! Thank you for trusting Winegard to bring connectivity solutions to you while on the go. This product, combined with the Winegard Air™ 360 Plus, will provide you more freedom when choosing where to adventure, all while bringing the comforts of TV and secure internet to you and your devices. Please read this manual as it contains installation, maintenance, and usage information.

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Product Information

The Winegard Gateway has been designed for use only with the Winegard Air 360 Plus system and will not operate as a standalone accessory. The Air 360 Plus is compatible for RVs with a roof-radius of 230 inches to flat and a 7-inch max. roof thickness. If needed, cable extensions can be purchased through Winegard.

RV Manufacturer Install

Many RV manufacturers have chosen to factory install the Air 360 Plus and prewire both +12VDC and the WiFi/4G antenna cables. These will be located directly behind a cap (shown on Page 4) on the RV's ceiling. If this is the case, remove the cap to access the wiring. Once you've found the +12VDC wiring and three-color coded antenna cables (Red, Yellow, and Green) you can continue to the Installation section (Page 4).

Aftermarket Install

If your vehicle does not have an Air 360 Plus antenna installed, please contact your local RV dealer for information on having one installed. It is recommended to install the Air 360 Plus before attempting to install the Gateway system as the Gateway must be installed directly under the Air 360 Plus. 12VDC must be present where the Gateway is to be mounted. Please refer to Air 360 Plus manual for correct installation instructions.

Specifications

Wireless Standard: 802.11b/g/n or 802.11ac (GW-PRO1)

Frequency Band: LTE: B2, B4, B5, B12, B13, B14, B66, B71

Wireless Speed: 2.4 GHz: 450Mbps
5 GHz: 1300 Mbps (ONLY ON GW-PRO1)

Max 4G LTE Speed: 150 Mbps download

Wireless Security: WPA, WPA2, WPA mixed

Antennas:

WiFi: (1) in Gateway & (1) in Air 360 Plus

4G LTE: (2) in Air 360 Plus

GPS: (1) in Gateway

WiFi Range: Up to 1/3 mile

SIM Card Port (Dual): Mini SIM (2FF) - (25mm x 15mm x 0.76mm)

Compatible Carriers: Winegard FreedomGO, Verizon, AT&T, T-Mobile
For complete list of compatible carriers: www.winegard.com/connect

Power Rating: DC 9-16V, 1A

Operating Temperature Range: -30°C to +70°C (-22°F to +158°F)

Weight: 0.8 lb.

Dimensions: 8.13"l x 8.13"w x 1.68"d

Warranty & Support:

Warranty: 2 Years Parts, 1 Year Labor

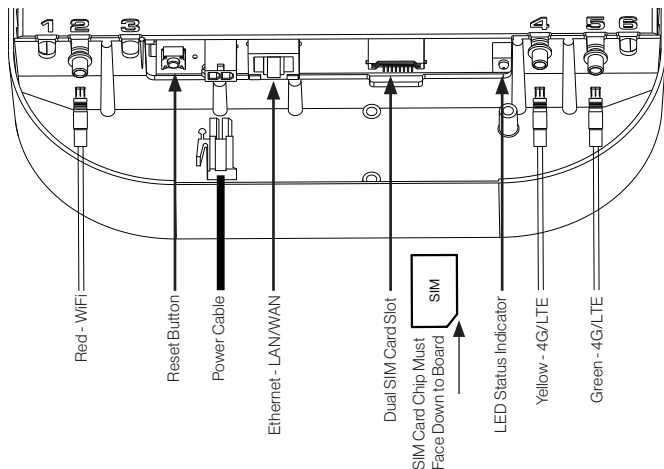
Support: Complimentary Telephone and Email Support
Online Technical Manuals and Instructions
Large Dealer Support Network

Setup Requirements: Minimum Wireless 802.11 b/g/n 2.4 GHz network;
Winegard Air 360 Plus antenna; computer, tablet, or smartphone with a web browser; Winegard Connected App

What's in the Box

- Gateway Router
- Mounting Plate
- FreedomGo Sim Card (installed)
- Installation Hardware
- Power Cable
- Manual

Connection Overview



LED Definitions

LED DEFINITION - LOCATED ON BACKSIDE OF GATEWAY:

LED OFF	System is powered down.
SOLID RED	System is booting up.
FAST BLINKING GREEN	System is initializing.
FAST BLINKING YELLOWISH-GREEN	System is up and waiting for an Internet connection.
SOLID GREEN	System is connected to the Internet.
ALTERNATING GREEN/ORANGE	System is being updated with new software.

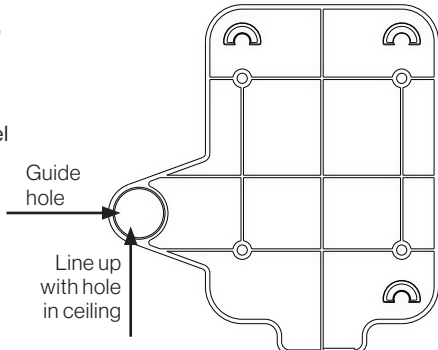
If the Air 360 Plus system was installed at the RV manufacturer, you should notice a white circular Winegard cable access cap on the ceiling of your RV, directly below where the Air 360 Plus is installed. If the Air 360 Plus was not previously installed, refer to the Air 360 Plus installation instructions before attempting to mount the Gateway system.



Note: When mounting the Gateway to the ceiling, it **MUST** be mounted directly under the Air360 Plus to ensure the WiFi and 4G LTE antenna cables reach the Gateway connections.

Step 1 - Remove the two screws that secure the access cap to the ceiling and gently pull the +12VDC power cables and three smaller antenna cables down through the hole. If any of these cables are missing, please contact your coach manufacturer or installing dealer.

Step 2 - Pull the cables through the guide hole of the mounting bracket and align this hole with the hole in the ceiling of the RV. Make sure that the bracket is in a parallel position with the walls of the RV. Once in position, secure the mounting plate to the ceiling of the RV with four screws included in the mounting hardware.



Step 3 - Next, with the provided two wire nuts, splice the included 9.5" power cable and the power cable that the RV Manufacturer installed. Connect the black wire to the ground wire from the RV, and the red wire to the power wire from the RV. Ensure that the cables are secure to the wire nuts before continuing. If the power switch was already installed from the OEM discard the included wall plate and power switch and continue to Step 13.

Note: If the power wire was not installed, you will need to install your own power wire. It is recommended to use 18-gauge wire, no longer than 50 feet with a dedicated 12VDC circuit and a 3A fuse. See Air360 Plus installation manual for more information.

Step 4 - Choose a location to install the supplied Wall Plate with Power On/ Off switch. When selecting a location, remember that a +12VDC power cable will need to be run from the Gateway to the switch.

Step 5 - For a wall or panel mount, drill or use a hole saw to create a 1¼" hole. Pull the power cable from the Gateway and the RV's power wires through the wall or panel.

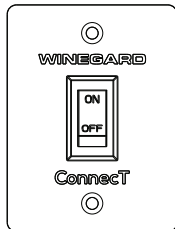
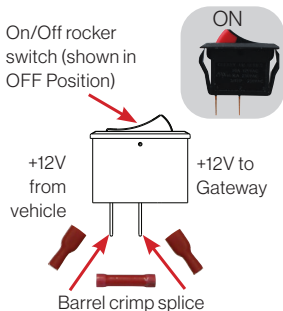
Step 6 - Be sure the switch is in the OFF (O) position before continuing. Slide the power switch into the wall plate.

Step 7 - Connect the +12V power wire from the vehicle to a small red terminal insulator. Crimp the connector.

Step 8 - Connect this small red terminal insulator to the isolated spade of the power switch.

Step 9 - Connect the red wire from the Gateway to the other small red terminal insulator. Crimp the connector.

Step 10 - Connect this small red terminal insulator to the middle spade on the switch.



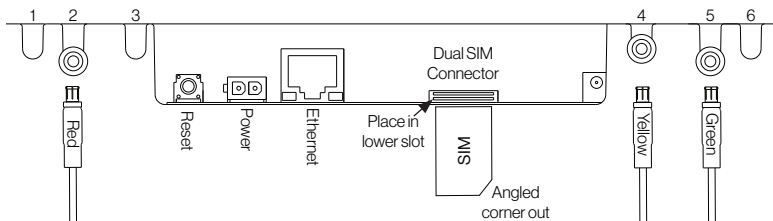
Power switch into wall plate

Step 11 - Slide the ground wire from the vehicle into one end of the barrel crimp splice and slide the black ground wire from the Gateway into the opposite end of the splice. Crimp the splice.

Step 12 - Mount the wall plate to the wall or panel with the two supplied wall plate screws.

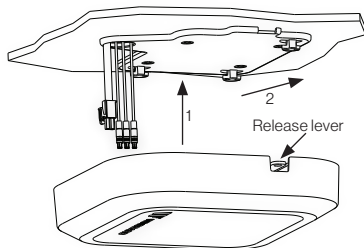
Step 13 - Now is time to connect the exterior antennas to the Gateway. Connect the WiFi cable with the red tubing to the mating connector that is designated in the #2 slot.

Step 14 - Connect the 4G LTE cables with their respective mating connectors (Yellow - #4 slot and Green - #5 slot).

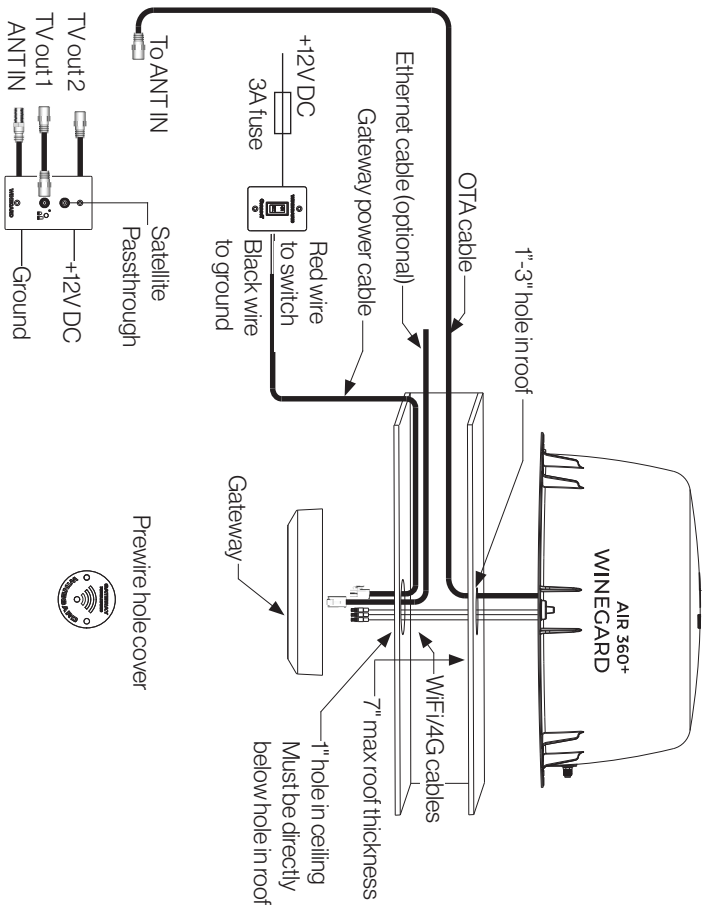


Step 15 - Before connecting the power cable to the Gateway confirm that all other connections are properly made. If so, connect the power cable. Turn the wall plate power switch to the ON position and verify that the LED on the backside of the Gateway illuminates.

Step 16 - Lastly, feed all excess cabling back into the hole of the ceiling and push the backside of the Gateway up onto the mating hooks. There will be two on the side opposite the cabling hole and one on the same side as the cabling hole. Once the Gateway is secure to the hooks, slide the Gateway towards the release lever until it locks into place. A clicking sound indicates the Gateway is locked in position.



Installation Diagram



Note: To access the Winegard Connect software Winegard recommends web browsers Microsoft Edge, Firefox, Safari, and Google Chrome.

Warning: For first time users - On the initial setup, your Gateway may have to reconfigure the modem. If this occurs, expect an additional 1-2 minutes of delay before the Gateway can be used.

DO NOT CLICK THE BACK BUTTON on your web browser when navigating through this software.

Step 1 - Turn the Gateway power switch ON. Turn on the WiFi enabled device(s) that you want to connect and scan for wireless networks. It may take a few minutes for the Winegard network to appear.

Step 2 - The label located on the front of this manual lists the unique default SSID and password. Select this WiFi network from the list and enter the correct password.



Note: It is recommended to set your device(s) to automatically reconnect with the Winegard Gateway

Step 3 - Once connected, open your device's Internet browser and type 10.11.12.1 into the address bar and press Enter. This will take you to the Admin Login page. Login using the following:

USERNAME: admin

PASSWORD: admin

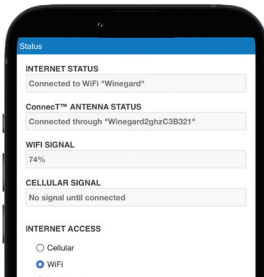
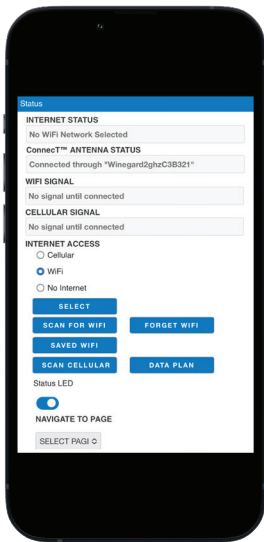
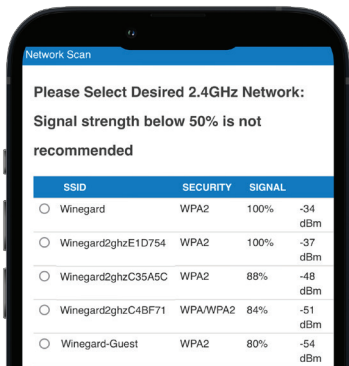


Web Operation (continued)

The Winegard Gateway with Air 360 Plus can access the internet two ways: from a local WiFi network or a 4G LTE network.

Step 4 - To connect to a **WiFi** network, select WiFi from the Internet Access options and then click on **SCAN FOR WiFi**. This will bring up a list of all WiFi signals in range (this will take around 30 seconds). The list of available networks will be displayed by signal strength. Select the desired network (SSID) and click **CONTINUE**.

Step 5 - Enter the network password, if prompted and click **Continue**. Once the Winegard Gateway connects to the internet the **INTERNET STATUS** field will show Connected (this could take up to two minutes). You are now ready to use the WiFi.



Note: Some networks will display a "splash page" when connecting instead of using a network password. When connecting to a network requiring a splash page for multiple days, it may be necessary to clear your browser cache.

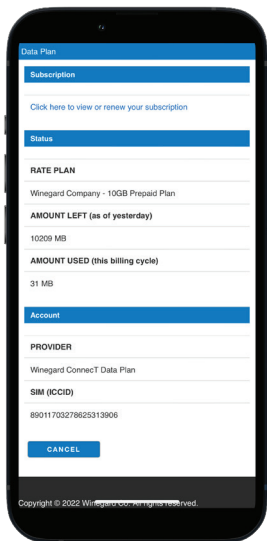
Step 6 - To connect to a **4G LTE** network, select “Cellular” from the internet access options and click SELECT. If you have available data to use, the INTERNET STATUS should display Connected to 4G/LTE “Winegard Connect Data Plan”. You are now ready to use the 4G LTE connection. If you do not have any available data, the Internet Status field will display Denied Access. You will have to add data in order to use the 4G connection.

WARNING: Connecting to the Internet through 4G LTE will consume data from your Winegard FreedomGO data plan.

Step 7 - To add data you must be connected to an internet source. If needed, connect to a WiFi source (steps 4-5). Once connected, from the Status page, select the DATA PLAN button. On the Data Plan page, you can see how much data you have remaining or click the link in the subscription field. Here you can sign in and view your account or set up a new account. When creating a new account enter the Account Registration form and select Save. Once this is complete you can choose the right FreedomGo plan that is right for you.

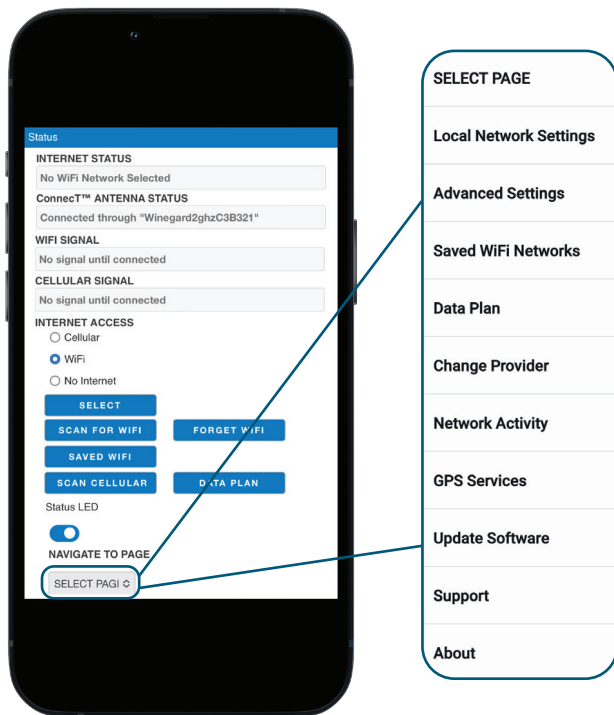
NOTE: Once you have a Winegard account for your Gateway system you may purchase data any time by signing into your account at shop.winegard.com. This can be done away from your RV.

NOTE: All data plans are non-refundable and if the auto renew feature is selected at the time of purchase you must turn it off by accessing your account, ahead of the current active plan's expiration.



Navigate to Page

More advanced features and information can be found on pages located within the drop-down menu located under the NAVIGATE TO PAGE section on Status page.



Local Network Settings

Note: Any changes made to your network settings will result in a temporary loss of all network connections. You will need to reconnect all devices to the Winegard Gateway with the changed network name and/or password.

Change Local Network Name (SSID)

It is recommended that you change the network name of your Winegard Gateway. This will improve the security of your network and make it easier to find with your WiFi enabled devices.

Change Network Password

To secure your network, it is suggested that you change the network password to something you can remember. The new password must be at least eight characters long.

Security Type

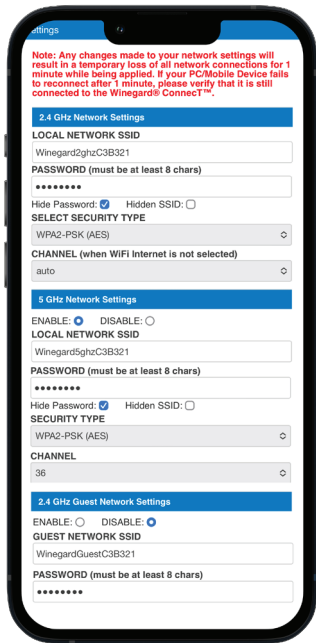
The Winegard Connect Security Type has been defaulted to WPA2-PSK (AES). Other security options are available on this page.

5 GHz Network Settings (only available on GW-PRO1)

For faster device performance enable the 5GHz network. Once enabled connect your WiFi enabled devices to the SSID shown.

Guest Network

The Connect software provides a simple way to set up an extra network that doesn't have access to the Status page. This allows you to provide guests with an easy login process to use when accessing your network while you still maintain a secure system.



To set up a Guest Network click on the **ENABLE** selection, give the Guest Network SSID an easily recognizable name, and enter a password that can be remembered by your guest. If you use a simple password, it is recommended that the guest network be disabled when not in use.

Advanced Settings

Change Administration Password

It is not necessary to change the administration password, however, to change the password, click on **CHANGE PASSWORD** to bring up the new password screen. Enter the new password into the area for both **PASSWORD** and **RE-ENTER PASSWORD**. The password in each of these boxes must match.

Change Network Address

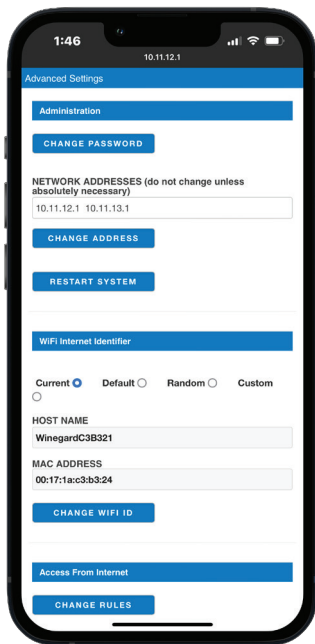
WARNING: Do not change the network address unless instructed by Winegard Customer Support. Doing so may cause your system to not function properly.

Restart System

Press the restart button only if needing to reboot the Winegard Gateway system.

WiFi Internet Identifier

Here you can change the MAC Address of the Gateway system.



Saved Networks

Within the Saved WiFi Networks page, you can manage your preferences to what WiFi networks your system will connect to. The system can remember if you frequently visit and use a location's WiFi, therefore not requiring you to enter the password to connect.

Data Plan (Winegard FreedomGO Data Plans Only)

Within the Data Plan page, you can see how much data you have remaining or click the link in the subscription field to view your current plan or purchase more data. You must have an internet connection to access this Winegard Sign In page.

Change Provider

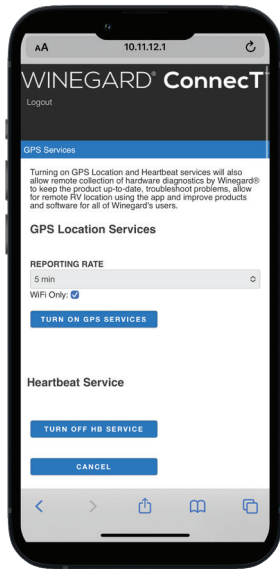
See Adding a SIM Card on page 17 of this manual. You must have a WiFi connection to change the 4G LTE provider.

Network Activity

Within the **Network Activity** page, you can see what devices are currently connected to your Gateway system as well as what network you are connected to. You can also see the network traffic activity and data consumption from the time the unit was last powered on.

GPS Location

Within the **GPS Location** page, you can see the latitude and longitude of your Gateway. Here you must Turn On GPS Services which will allow you to Find My RV when using the Winegard RV Halo app. When using the app, you must sign in and register your Gateway in order to access Find My RV.



Update Software

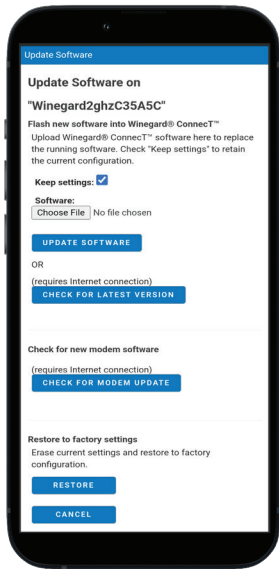
When first setting up the Winegard Gateway it is recommended to check for software updates the first time the system is connected to an Internet source. It is also recommended to check for updates every couple months for fixes and added features. In the Update Software page, you can check for the latest software version, check for a modem update, or restore the system to the original factory configuration.

Note: To retain all passwords and name changes during updates, click **Keep Settings**.

Restore/Return To Factory Defaults

You can return the system to factory defaults either by clicking the Restore button on the Update Software page, or by holding the reset button located on the backside of the Gateway between the power cable and the Red cable connector #2 for 30 seconds, as shown on page 3.

WARNING: All changes will be lost and the unit will return to the factory default SSID and password.



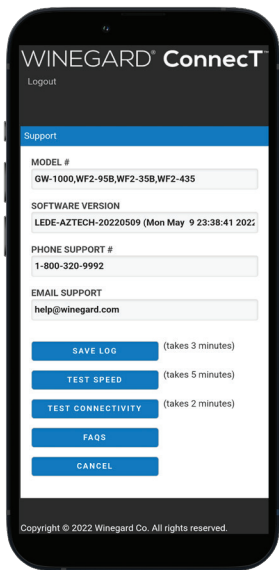
Support

Within the Support page, you will find useful information on how to contact the Winegard support team. If you are experiencing issues, you may be asked to save a log file. To do this you will click on the SAVE LOG button and a download from the Winegard Gateway software to your device will begin. A file will be generated and downloaded that you will be able to email Customer Support for review.

Before contacting the Winegard support team click on the FAQ button and see if the issue/question you are experiencing is already listed.

About

The About page has information about your Gateway product, such as current software version, 4G Carrier, IMEI Number, SIM Card Number, and much more.



The Winegard Gateway comes ready for use out of the box, preinstalled with a unique Winegard SIM card that supports the fastest speeds available without the threat of throttling. Unlike some hotspot data plans, the Winegard plan allows you to decide what data plan is right for you for 30 days and will not charge overages or throttle your speeds at any point. If you happen to need more data, you can purchase additional plans at any time.

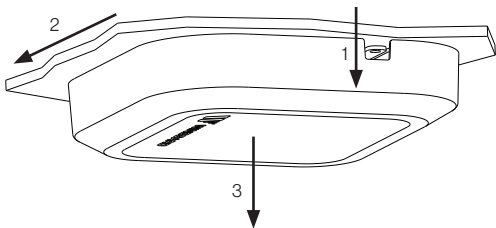
At the time this manual was written, the Winegard Gateway has been fully certified for use with the Winegard FreedomGo Plans, AT&T®, Verizon® Wireless and T-Mobile®. Visit www.winegard.com/gateway to view up-to-date approved carriers.



Winegard provides a service activation team that can get you the right plan and SIM card for the carrier of your choice without having to call or visit a retailer. Simply call 1-877-494-0659 and speak to a representative. A SIM card will be delivered to you within a couple business days.

Once you have the SIM card from Winegard, you are ready to install it. In order to do this, follow these instructions:

Step 1 - Start with the Gateway power turned off. The Gateway will then need to be removed from its mounting location. See diagram to the right on how to pull down on the release lever and slide the Gateway before pulling down gently.

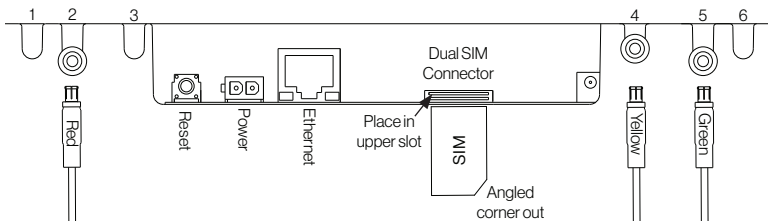


Scan to learn more



Step 2 - Locate the SIM card slot on the backside of the Gateway. A portion of the Winegard FreedomGo SIM card (SIM0) is exposed. It is not necessary to remove this SIM as Winegard Data is always available for purchase.

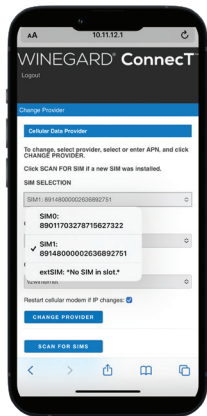
Step 3 - In the upper slot (SIM1) of the dual SIM Connector, insert the NEW carrier's SIM card with the metal electronic chip facing the electronics board and the angled corner in the correct position, as shown below. If the SIM is inserted incorrectly the SIM will not be recognized and an error code will be displayed on the Status page.



Step 4 - Turn the Gateway power switch on.

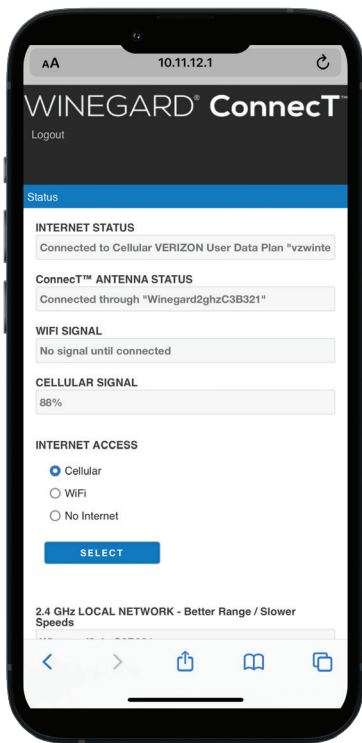
Step 5 - Return to the **Status** page of the Winegard software by following steps 1-3 on page 8. Next, navigate to the **Change Provider** page. Select the SIM SELECTION drop down menu and choose the correct SIM. Verify that the correct cellular provider is listed in the CELLULAR PROVIDER field and that the correct APN from the table below matches. Once verified click on the Change Provider button.

Cellular Provider	APN (Access Point Name)
T-Mobile	fast.t-mobile.com
Verizon	vzwinternet
AT&T	broadband



Step 6 - Changing the carrier will initiate the modem to restart. When it has completed, verify that the Cellular option is selected under Internet Access. Once the Internet Status field shows "Connected to "Provider" User Data Plan" you are now ready to use the cellular connection.

Note: Using a SIM card other than the FreedomGO plan will eliminate some features, such as the Data Plan page. For more information about data usage, contact your cellular provider.



RV Halo App

Winegard has created a NEW app, called the RV Halo, that offers an alternative solution to controlling the Winegard Gateway. This takes the place of the Winegard Connected app with more features and will incorporate other Winegard IoT products.



Problem - I am not seeing the SSID for my Gateway system.

Solution - Remove the Gateway from the mounted location and check that the LED, located on the backside, is powered on. If not, with a voltage meter, verify that 12V is getting from the vehicle power to the dome. If it is powered on and you do not see the SSID, reset the unit by pressing and holding the reset button next to the power connector for 30 seconds.

Problem - What if I lost my manual and/or cannot find my SSID or password?

Solution - The factory preset SSID and password will be located on the backside of the Gateway system. To return to factory default, press and hold the reset button for 30 seconds. Then, you may log in using the factory SSID and password.

Problem - What do I do if 10.11.12.1 does not bring up the login page?

Solution - First, verify that the WiFi signal that your device is connected to is in fact the Gateway. If not connected to the Gateway SSID, the web address isn't valid. If you are connected to the correct network, the address may have been changed. To resolve this, perform a factory reset by pressing and holding the reset button for 30 seconds.

Problem - What range and coverage can I expect to get?

Solution - Service and Coverage not available everywhere. To see the Winegard Nationwide coverage map, go to <https://winegard.com/service-plans/data-plans/freedom-go>. If you are bringing your own SIM card, check your provider's coverage map.

Problem - I want to shut off the LED that is illuminating from the Gateway.

Solution - On the Status page there is a Status LED on/off toggle. You can turn this off but doing so will temporarily remove the ability to see the status of the Gateway. Turning the LED switch back on will bring back this feature.

Problem - The system software shows I'm connected to a WiFi source but why aren't the web pages loading?

Solution - Some WiFi sources do not require a password to connect but do require something before they will let you use their network. In these cases, they will often have a "SPLASH" page that requires you to either agree to their Terms and Conditions or enter a password before they will allow you to use their network. These pages will not always load on the web browser that you select but instead open on your devices default browser. Sometimes browsing to a web page will also bring up this splash page. Also, try entering fixwifi.it into your web address bar. This should force the splash page to load.

Problem - I have data but I am not able to connect to the internet. The Internet Status field continuously gives messages but never connects.

Solution - Confirm that you have coverage in your location. To view the 4G/LTE nationwide coverage map for the Winegard Data Plan visit <https://winegard.com/service-plans/data-plans/freedom-go>.

The Winegard 4G will not work in Mexico.

Power cycle the Gateway and wait 10 seconds.

Problem - I am receing a NO SIM error, but the SIM card is in the Gateway.

Solution - Refer to page 18 to verify the SIM is installed in the correct slot, and the corresponding slot is selected on the **Change Provider** page. Also, try cleaning the contacts on the SIM card using a pencil eraser.

All other problems please contact Winegard Customer Support at 1-800-288-8094 or email help@winegard.com. A Log File may be requested. When the problem is occurring, before attempting to power down, download a Log File (see page 16).

FCC STATEMENT

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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 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 methods:

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

FCC CAUTION

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

Only channels 1–11 can be operated. Selection of other channels is not possible.

This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter.

FCC Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 25 cm between the radiator and your body. This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter except in accordance with FCC multi-transmitter product procedures.

This device complies with FCC and Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme à FCC et CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Disclaimer:

Although every effort has been made to ensure that the information in this manual is correct and complete, no company shall be held liable for any errors or omissions in this manual. Changes and technological advances are continuously being made in the wireless market. Information provided in this manual was accurate at time of printing. If the Gateway does not function as expected, please contact Winegard Company at 1-800-288-8094, email help@winegard.com, or visit our website at www.winegard.com/gateway.

SCAN FOR

MORE
PRODUCT
INFORMATION



WARRANTY
OR CALL
800-288-8094



For help, email help@winegard.com or call 1-800-288-8094

**WINEGARD®**

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