

WINEGARD® Connect™ 2.0

WF2-435 LONG RANGE, HIGH PERFORMANCE 4G LTE + WIFI EXTENDER

WF2-335 LONG RANGE, HIGH PERFORMANCE WIFI EXTENDER

Installation / Operation Manual



For help, email help@winegard.com
or call 1-800-320-9992

www.winegard.com/connect

Manuel disponible en français au www.winegard.com/connect



DESIGNED AND
MANUFACTURED IN
USA

Register your product at winegard.com/myantenna



2452399

Place label here

2452399
Rev3 4-18

PARTS LIST

Congratulations on your Winegard® Connect 2.0 purchase! Thank you for trusting Winegard to bring connectivity solutions to you while on the go. This product will provide you more freedom when choosing where to adventure, all while bringing the comforts of the internet securely to you and your devices.



TOOLS NEEDED FOR UNPACKING & INSTALLATION:

- Drill with 3/4" bit
- 1-1/4" hole saw (if mounting switch in wall)
- Phillips screw driver #2 3/8"
- Sealant (consult RV manufacturer for proper type for your roof material)
- Crimping tool
- Power wire 18 gauge, 50' maximum recommended
- Wire Stripper

WARNINGS:

- Read this manual carefully and completely before attempting to assemble, install or operate this product. Winegard recommends the installation of this equipment be done by a professional technician familiar with the vehicle in which it is installed.
- Winegard recommends wiring directly to a fused panel or fused box. However, if you are wiring to the battery, understand that batteries may expel explosive gases when not properly ventilated, therefore, special care and consideration is required. Consult your vehicle manufacturer for additional information on safely installing accessories.
- Save these instructions.
- Do not mount closer than 12 inches from the edge of the roof or any adjacent devices.
- Do not paint any portion of the Winegard Connect. Painting the system could damage the system and will void the warranty.
- When first setting up the Winegard Connect 2.0 it is recommended to check for software updates the first time the system is connected to an Internet signal. It is also recommended to check for updates every couple months for fixes and added features.
- The Winegard 4G LTE Nationwide Service will not work in Mexico.
- At the time this manual is written, the Connect 2.0 will work with the Winegard Data Plan, AT&T® and Verizon® Wireless*. Consult your carrier to receive the correct SIM card (Mini/Standard SIM).
- Please register your product at <http://www.winegard.com/myantenna>. We will be able to pass along relevant information, as well as, inform you when software updates are available.

*Visit www.winegard.com/connect to see the updated approved cellular providers.

SPECS

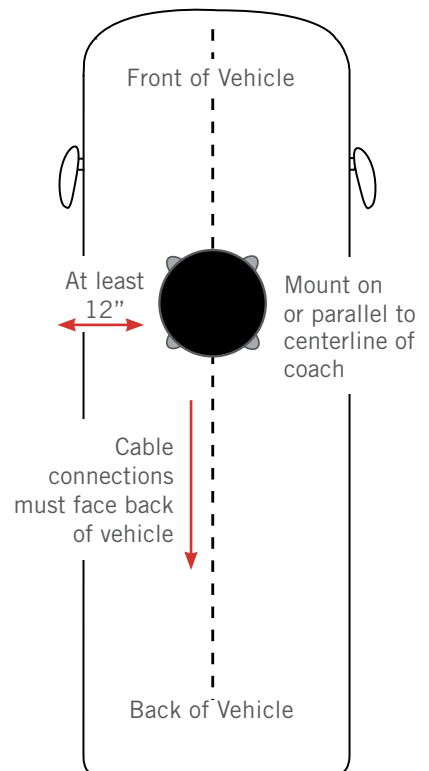
- Dimensions: 16" diameter, 8" tall, 3.75 lbs.

EXTERIOR INSTALLATION

- 1) Do not mount closer than 12 inches from the edge of the roof or any adjacent devices. The Connect 2.0 will perform better with a clear line of sight.
- 2) Select a level spot on your roof for installation. Level the base front-to-back and side-to-side.
- 3) After selecting a location for the antenna, make sure that the centerline of the antenna is on or parallel to the centerline of the vehicle; the centerline of the antenna runs through the point between the two feet where cable connections are located.
- 4) Position the antenna with cables exiting toward the rear of the vehicle. To ensure proper installation, verify that the distance from the edge of the roof to any foot is at least twelve inches (continued on next page).

TIP: Clean the surface where the unit will be mounted to ensure a good seal.

- 5) Place the unit on the roof in its permanent location, and mark around each base foot.
- 6) Clean the roof area where the base feet will attach to the roof; do not erase your marks.
- 7) Check with your vehicle manufacturer for approved sealant, and put approved sealant in the areas marked for the base feet. Place the base feet on top of the sealant.
- 8) Before using the supplied mounting screws, check with your vehicle manufacturer for any special screw requirements. Screw down each foot and put sealant around the edge of feet and over each screw.
- 9) Decide the best location for the power cable to enter the vehicle, as well as, the location of the power switch inside your vehicle. Drill a $\frac{3}{4}$ " hole in the roof, and push the power cable inside, making sure the cable is accessible from the area where the power switch will be located.
- 10) Place the provided cable entry plate over the hole and cables. Screw the plate in place. Seal the plate and screw holes with approved sealant (not included).
- 11) Before moving on to installing the power switch, verify whether you need the additional 20 feet of power cable (supplied). If you do not, you are able to cut off the connector from the end of the 10 foot power wire and strip the ground and power wires with a wire stripper (not provided). If you do need more length, connect the connector of the 10 foot power cable with the mating connector of the 20 foot extension.



INSTALLING THE POWER SWITCH

- 1) Choose a location to install the Connect 2.0 Wall Plate with power On/Off switch. When selecting a location, remember that you will need to run the supplied +12VDC power cable from the Connect 2.0 antenna to the switch along with power from your vehicle. It is recommended to use 18 gauge wire no longer than 50 feet with a dedicated 12VDC circuit and a 3A in-line fuse.
- 2) For a wall or panel mount, drill or use a hole saw to create a $1\frac{1}{4}$ " hole. Pull the wires through wall or panel.
- 3) Be sure the switch is in the OFF position before continuing.
- 4) Slide the power switch into the wall plate.
- 5) Connect the +12V power wire from the vehicle to a small red terminal insulator. Crimp the connector.
- 6) Connect this small red terminal insulator to the isolated spade of the power switch. (See diagram).
- 7) Connect the red wire from the Connect 2.0 to the other small red terminal insulator. Crimp the connector.
- 8) Connect this small red terminal insulator to the other spade on the switch.
- 9) Slide the ground wire from the vehicle into one end of the barrel crimp splice, and slide the black ground wire from the antenna into the opposite end of the splice. Crimp the splice.
- 10) Mount the wall plate with the two supplied wall plate screws. Slide the power switch back into the hole created in Step 2.
- 11) Turn the switch to the ON (I) position and verify that the LED on the outside of the dome, located under the SIM Card/LED cover plate, has turned on.

12V Wiring Requirements

- Supply voltage – 9-16V
- Max. operating current – 1A
- Max. operating temperature – 60C
- Max. power cable length – 18 gauge (recommended) – 50 ft.
- 3A Fuse

Step 3
On/Off Rocker
Switch (shown
in Off Position)



Step 5 & 6
+12 V from
vehicle

Step 7 & 8
+12 V from
Connect 2.0



Step 9
Barrel crimp splice

Step 4
Power switch
into wall plate



OPERATION

NOTE: Winegard recommends web browsers Microsoft Edge, Firefox®, and Google Chrome™ Browser.

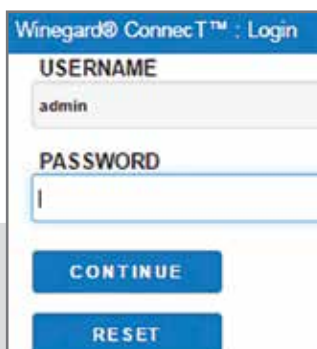
WARNING: FOR FIRST TIME USERS - On the initial setup, your Connect system may have to reconfigure the modem. If this occurs, expect an additional 1-2 minutes of delay before the Connect can be used.

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

- 1) Turn the rocker switch to the ON position. 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 network to appear.
- 2) The label located on the front of this manual lists the unique default SSID and password. Select this WiFi signal from the list of wireless networks and connect. Once the correct SSID has been selected, enter the password. **It is recommended to set your device(s) to automatically connect with the Winegard Connect 2.0.**

IMPORTANT: DO NOT LOSE THIS MANUAL. It contains your unique factory default SSID and password.

- 3) Once connected, open an Internet browser and type 10.11.12.1 into the address bar and press **Enter**. See figure 1. This will take you to the Admin Login Screen. Login using:
Username: **admin** Password: **admin**



The image shows the 'Winegard Connect™ : Login' screen. It has two input fields: 'USERNAME' with 'admin' entered and 'PASSWORD' with a single character entered. Below the fields are two buttons: 'CONTINUE' and 'RESET'.

4G LTE Units Only

The Winegard Connect 2.0 can access the internet two different ways: from a local WiFi network or a 4G LTE network.

- 4) To connect to a 4G LTE network, select **4G/LTE Only** from the internet access menu. Then click **SELECT**. See figure 2. If you have available data to use, the INTERNET STATUS should display Connected to 4G/LTE "Winegard Connect Data Plan". If you do not have any available data the field will not display Connected. You will have to add data in order to use the 4G connection.

WARNING: CONNECTING TO THE INTERNET THROUGH 4G LTE WILL USE DATA FROM YOUR WINEGARD CONNECT DATA PLAN.

- 5) To add data you must be connected to an internet source. From the Status screen, select the DATA PLAN icon. Once on the data plan screen, 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. See figure 3.

NOTE: Any changes made to your network settings may result in a temporary loss of all network connections for up to 1 minute while being applied. This includes switching from WiFi to 4G and from 4G to WiFi. During this temporary loss your device may switch to a local remembered WiFi network. This will not allow you to return to the Connect setup screens. If this happens manually reconnect to the Connect's SSID again from your device.

(Continued on next page.)

Figure 1

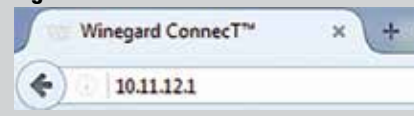
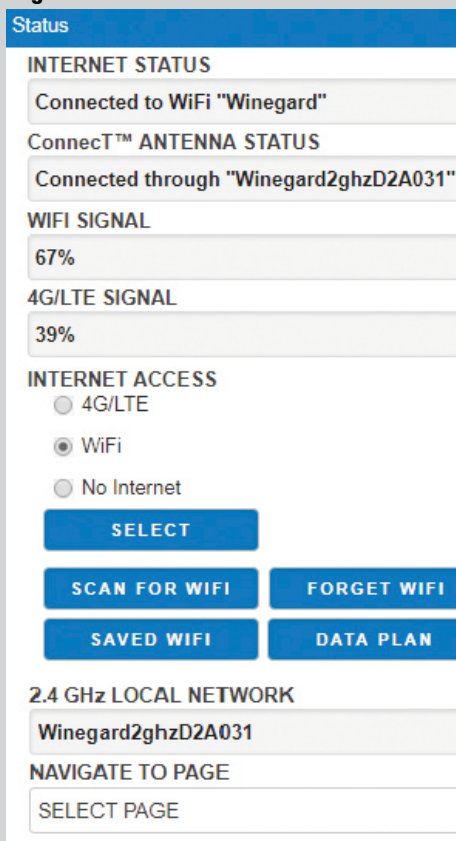


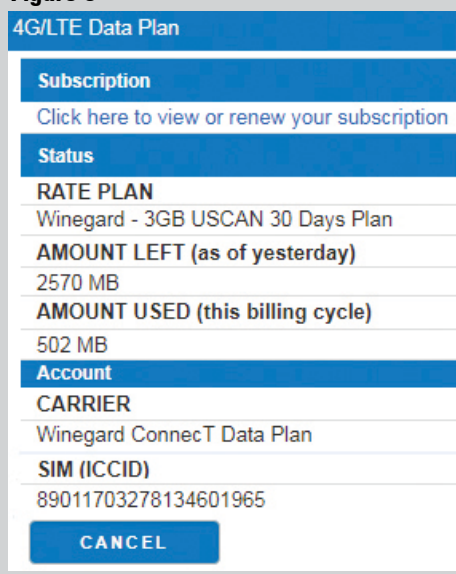
Figure 2



The image shows the 'Status' screen of the Winegard Connect 2.0. It displays the following information:

- INTERNET STATUS:** Connected to WiFi "Winegard"
- Connect™ ANTENNA STATUS:** Connected through "Winegard2ghzD2A031"
- WIFI SIGNAL:** 67%
- 4G/LTE SIGNAL:** 39%
- INTERNET ACCESS:** Radio buttons for 4G/LTE, WiFi (selected), and No Internet. A 'SELECT' button is below.
- Buttons:** 'SCAN FOR WIFI', 'FORGET WIFI', 'SAVED WIFI', and 'DATA PLAN'.
- 2.4 GHz LOCAL NETWORK:** Winegard2ghzD2A031
- NAVIGATE TO PAGE:** 'SELECT PAGE' button.

Figure 3



The image shows the '4G/LTE Data Plan' screen. It displays the following information:

- Subscription:** Click here to view or renew your subscription
- Status:**
- RATE PLAN:** Winegard - 3GB USCAN 30 Days Plan
- AMOUNT LEFT (as of yesterday):** 2570 MB
- AMOUNT USED (this billing cycle):** 502 MB
- Account:**
- CARRIER:** Winegard Connect Data Plan
- SIM (ICCID):** 89011703278134601965
- Buttons:** 'CANCEL' button.

- 6) To connect to a WiFi network, select **WiFi ONLY** and then click on **SCAN FOR WiFi**. This will bring up a list of all WiFi signals in range (this could take a few minutes). The Winegard Connect 2.0 will display available networks by signal strength. Select the desired network and click **CONTINUE**. See figure 4.
- 7) Enter the network password, if prompted. Once the Winegard Connect 2.0 connects to the internet the **INTERNET STATUS** will show connected (this could take as long as 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 screen for multiple days, it may be necessary to clear your browser cache.

Figure 4

Network Scan

Please Select Desired 2.4GHz Network: Signal strength below 50% is not recommended

	SSID	SECURITY	SIGNAL	CHANNEL
☐	Winegard	WPA2	100%	1
☐	Winegard2ghzD27F4D	WPA2	100%	1
☐	Winegard2ghzD2BF27	WPA2	100%	11
☐	Winegard-Guest	WPA2	97%	1
☐	OE1EC70	WPA2	94%	11
☐	For hidden network enter SSID here.		Select Security Type ▼	

CONTINUE

CANCEL

LOCAL NETWORK SETTINGS

Most functions on the Winegard Connect 2.0 are controlled from the Local Network Settings screen. From the Status Screen, select **LOCAL NETWORK SETTINGS** from the drop down menu. From here (see figure 5), it is possible to do any of the following:

Change (SSID) Network Name

It is recommended that you change the network name of your Winegard Connect. 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. You will need to log in using the new user name and password.

Security Type

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

NOTE: Any changes made to your network settings will result in a loss of all network connections. You will need to reconnect all devices to the Winegard Connect 2.0 with the changed network name and/or password.

Figure 5

Settings

Note: Any changes made to your network settings may result in a temporary loss of all network connections for up to 1 minute while being applied.

2.4 GHz Network Settings

LOCAL NETWORK SSID

Winegard2ghzD2A031

PASSWORD (must be at least 8 chars)

.....

Hide Password: ☒ Hidden SSID: ☐

SELECT SECURITY TYPE

WPA2-PSK (AES) ▼

CHANNEL (when WiFi Internet is not selected)

auto ▼

Guest Network

The Winegard Connect 2.0 provides a simple way to set up an extra network that doesn't have access to the Status Screen. 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:

- 8) Click on **ENABLE**. See figure 6.
- 9) Give the guest network an easily recognizable name. See figure 6.
- 10) Enter a password. If you use a simple password, it is recommended that the guest network be disabled when not in use. See figure 6.

Figure 6

2.4 GHz Guest Network Settings

ENABLE: ☐ DISABLE: ☒

GUEST NETWORK SSID

WinegardGuestD2A031

PASSWORD (must be at least 8 chars)

.....

Hide Password: ☒ Hidden SSID: ☐

SECURITY TYPE

WPA2-PSK (AES) ▼

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. See figure 7. Enter the new password into the area for both **PASSWORD** and **RE-ENTER PASSWORD**. The password in each of these boxes must match.

NOTE: Do not use the existing WiFi password for the ADMINISTRATION PASSWORD.

Change Network Address

WARNING: DO NOT CHANGE THE NETWORK ADDRESS UNLESS INSTRUCTED BY WINEGARD TECH SUPPORT. DOING SO MAY CAUSE YOUR SYSTEM TO NOT FUNCTION PROPERLY.

Restart System

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

NETWORK ACTIVITY

In the Network Activity option, the name of each device that is connected wirelessly to the Winegard ConnectT product will be displayed.

UPDATING THE SOFTWARE

When first setting up the Winegard ConnectT 2.0 it is recommended to check for software updates the first time the system is connected to an Internet signal. It is also recommended to check for updates every couple months for fixes and added features.

NOTE: To retain all passwords and name changes during updates, click **Keep Settings**. See figure 8.

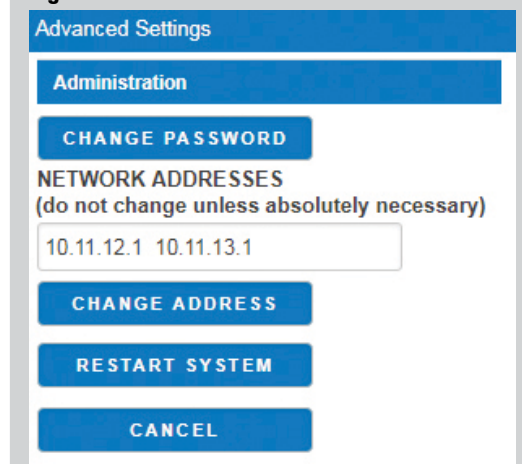
- 1) From the Status Screen, choose **UPDATE SOFTWARE** from the drop down menu.

NOTE: Updating the system software from the network will require the Winegard ConnectT to be connected to an internet source.

- 2) Once on the update software screen, click **CHECK FOR LATEST VERSION**. See Figure 8.
- 3) There will be a slight delay while the Winegard ConnectT compares the current software version to the latest available version. If you have the latest version there is no need to update the software, click **CANCEL**. If the check finds that you have older software, click **PROCEED** to update to the latest version. See Figure 9.
- 4) If you clicked **PROCEED**, the system will unavailable for several minutes while the outdoor antenna resets. After it reboots, the system will function normally.

NOTE: During this reset, your device may switch to a local remembered WiFi network. This will not allow you to return to the ConnectT setup screens. If this happens, simply reconnect manually to the ConnectT's SSID again from your device.

Figure 7



Advanced Settings

Administration

CHANGE PASSWORD

NETWORK ADDRESSES
(do not change unless absolutely necessary)

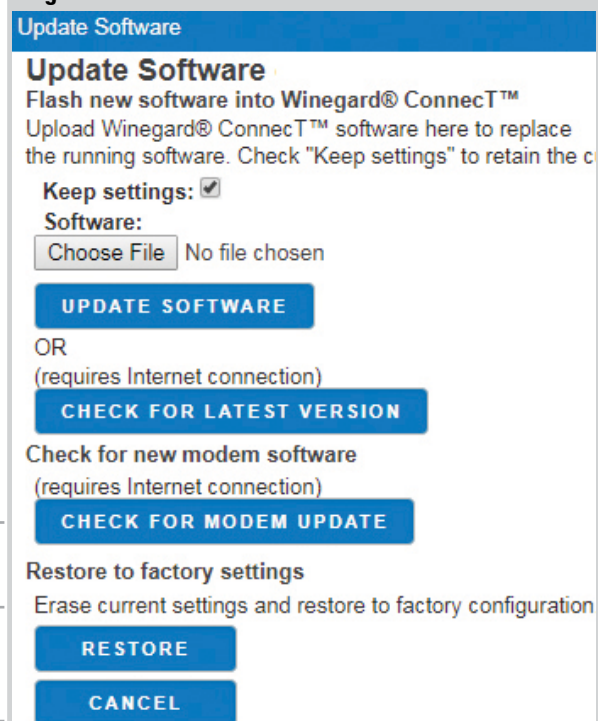
10.11.12.1 10.11.13.1

CHANGE ADDRESS

RESTART SYSTEM

CANCEL

Figure 8



Update Software

Update Software

Flash new software into Winegard® ConnectT™

Upload Winegard® ConnectT™ software here to replace the running software. Check "Keep settings" to retain the c

Keep settings: ☒

Software:

Choose File No file chosen

UPDATE SOFTWARE

OR
(requires Internet connection)

CHECK FOR LATEST VERSION

Check for new modem software
(requires Internet connection)

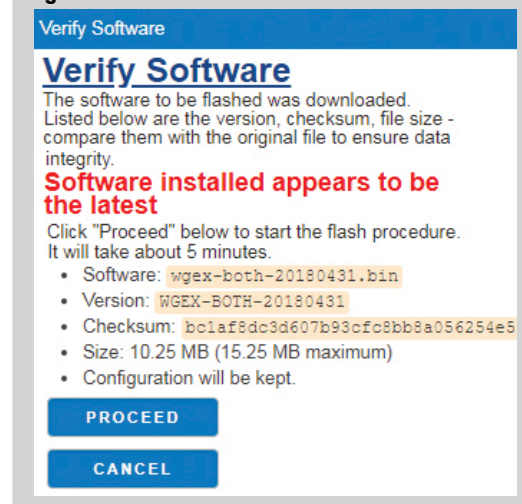
CHECK FOR MODEM UPDATE

Restore to factory settings
Erase current settings and restore to factory configuration

RESTORE

CANCEL

Figure 9



Verify Software

Verify Software

The software to be flashed was downloaded. Listed below are the version, checksum, file size - compare them with the original file to ensure data integrity.

Software installed appears to be the latest

Click "Proceed" below to start the flash procedure. It will take about 5 minutes.

- Software: wgex-both-20180431.bin
- Version: WGEX-BOTH-20180431
- Checksum: bc1af8dc3d607b93cfc8bb8a056254e5
- Size: 10.25 MB (15.25 MB maximum)
- Configuration will be kept.

PROCEED

CANCEL

Forget and Saved Networks

If you want to forget the WiFi network that you are currently on click the **FORGET WIFI** button. *Figure 10.*

Figure 10



To view the list of saved networks. Click the **SAVED WIFI** button. On this page you will be able to prioritize your list of saved networks, delete any or all saved networks, and edit any saved network. *Figure 11.*

SUPPORT

Under the support you will find some 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 Connect's software to your device will begin. After the file is downloaded you will be able to email technical service for review.

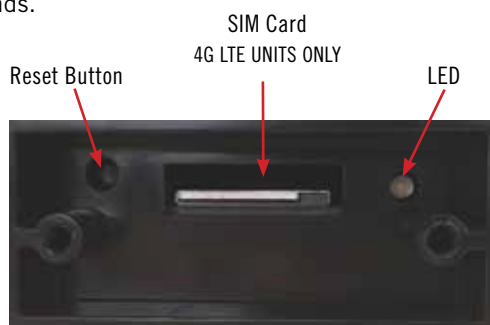
Before contacting the Winegard support team click on the FAQ button and see if the issue/question you are experiencing is already listed.

ABOUT

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

RESET / RETURN TO FACTORY DEFAULTS

To return to factory default, press the reset button located inside the SIM card/LED cover plate on the left-hand side for 30 seconds.



If you are unable to gain access to the outside antenna, you may perform a power cycle from the power switch. In order to do this, start with the power switch in the off position. You will need to turn the switch on, wait 90 seconds and then turn off. Repeat 3 consecutive times. On the next power on, the system will begin a reset.

Figure 11

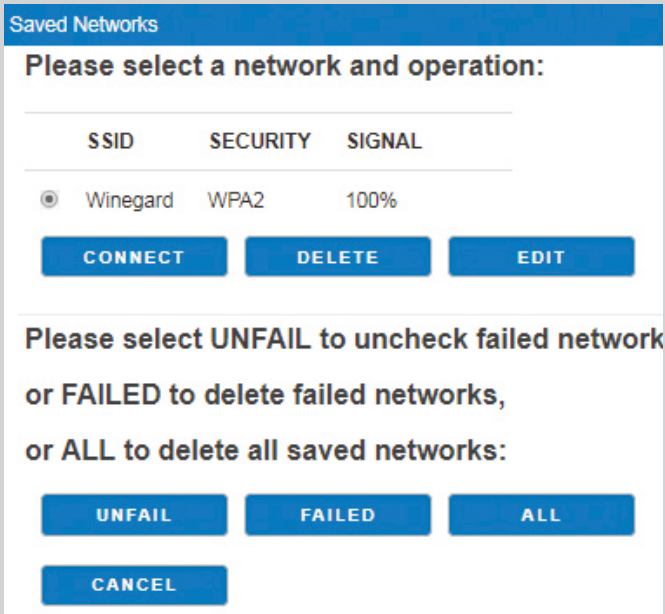
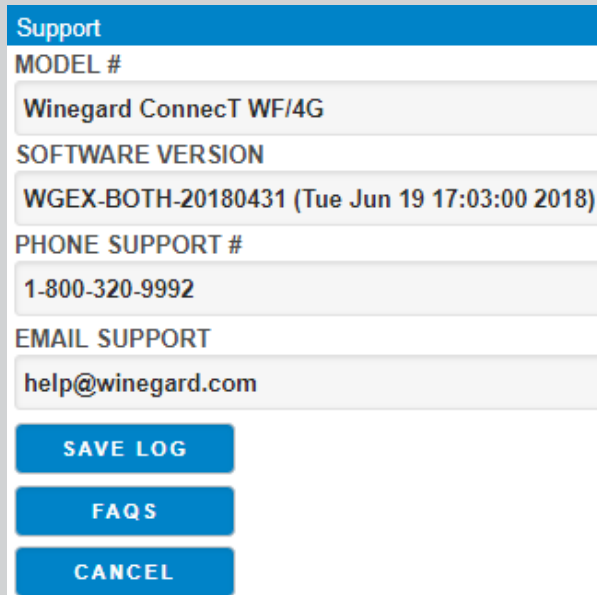


Figure 12



WARNING: ALL CHANGES WILL BE LOST AND THE UNIT WILL RETURN TO FACTORY DEFAULT SSID AND PASSWORD.



SWAPPING THE SIM CARD (4G LTE Systems Only)

The Winegard Connect 2.0 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 other hotspot data plans, the Winegard plan allows you to decide what data plan is right for you in a given 30 days and will not charge overages or throttle your speeds at any point. If you happen to need more data in a given month you are able to purchase additional plans.

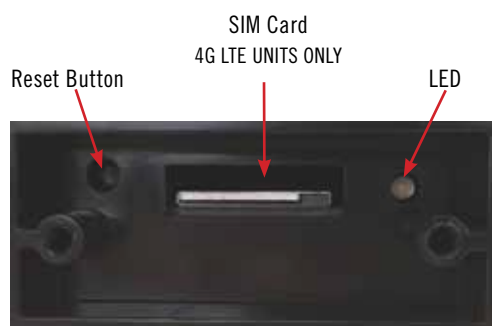
At the time this manual was written, the Winegard Connect 2.0 supports the Winegard Plan, AT&T, and Verizon Wireless. Visit www.winegard.com/connect to view currently approved carriers. Winegard has no control over hotspot data plans through your provider. Please check with your provider on data plans.

If you choose to use your own 4G/LTE plan, you will need your cellular provider to supply you with an approved SIM card (Mini-SIM/Standard SIM 25mm x 15mm x 0.76mm). **You may also need them to provide the correct APN (Access Point Name) for this SIM card. We have listed the correct APN in the Operation portion of this manual, but they are subject to change at the provider's discretion.** When you contact your cellular provider you may be required to provide them with some information:

- Type of connection – Data only
- Type of device – Mobile Hotspot
- IMEI Number – This number will be located on the front of this manual along with on the outside of the outdoor antenna.

Once you have the SIM card from your cellular provider, you are ready to swap out the Winegard SIM. In order to do this, follow these instructions:

- 1) Start with the Connect 2.0 powered off.
- 2) Remove the 2 Phillips head screws that attach to the SIM card cover plate.
- 3) Remove the SIM card cover plate.
- 4) Next, push the currently installed SIM card inward (located in the middle of the housing, see below). You will hear a soft clicking sound. Release the SIM and it will eject outward enough for you to remove it.



- 5) Take your newly acquired SIM card and insert it into the empty SIM card holder, with the metal electronic chip facing downward. You should hear another clicking sound once the card inserts into the correct position. If you do not hear a clicking sound, make sure that the SIM card is inserted correctly. If it is inserted backwards it will not insert completely and you will not hear a clicking sound.
- 6) Replace the SIM card cover plate and 2 screws.

NOTE: In order to update the Connect 2.0's firmware with the correct Carriers Network Settings you will need an internet connection. Please make sure that you have a usable WiFi connection.

NOTE: When using your own private data plan some features will be unavailable, such as the Data Plan page. For information about data usage, contact your cellular provider.

NOTE: Do **NOT** force the SIM card in to the SIM holder. The card must be properly positioned to function.

NOTE: After you have successfully swapped your SIM card, you will need to update the software of the Connect to recognize the SIM that is now installed.

OPERATION

- 1) Turn the Connect 2.0 on.
- 2) 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 network to appear). **It is recommended to set your device(s) to automatically connect with the Winegard Connect 2.0.**
- 3) The label located on the front of this manual lists the unique default SSID and password. Select this WiFi signal from the list of wireless networks and connect. Once the correct SSID has been selected, enter the password.
- 4) Once connected, open an Internet browser and type **10.11.12.1** into the address bar and press **Enter**. This will take you to the Admin Login Screen. Login using:
Username: **admin** Password: **admin**
See figure at right.
- 5) Next, you will need to connect to the internet in order to download the correct cellular provider's firmware. Select **WiFi Only** and click the **SELECT** button.
- 6) Click the **SCAN FOR WIFI** button and select one of the usable WiFi networks.
- 7) Once connected to the internet, under the NAVIGATE TO PAGE field, click on the drop-down menu and select **CHANGE PROVIDER** on the main status screen.
- 8) Verify that the correct cellular provider is listed in the CELLULAR PROVIDER field and then enter either the correct APN from the table below, or the one that your cellular provider provided you when you requested your SIM card in the CELLULAR APN field. Also, be sure that the Winegard APN check box is NOT checked. See Figure 13.

Winegard® Connect™ : Login

USERNAME
admin

PASSWORD
admin

CONTINUE

RESET

CELLULAR PROVIDER	APN (ACCESS POINT NAME)
AT&T	BROADBAND
VERIZON	vzwinternet

- 9) Click on the **CHANGE PROVIDER** button.
- 10) Once the download is completed, click on the **PROCEED** button (if available) to start the flash procedure. Next, click on the 4G/LTE ONLY Internet Access option on the main Status screen. Your internet status should change to Connected to "Your Provider". See Figure 14.

For help, email help@winegard.com or call 1-800-320-9992

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 Connect 2.0 antenna does not function as expected, please contact Winegard Company at 1-800-320-9992, email help@winegard.com, or visit our website at www.winegard.com/connect.

Figure 13

Change Provider

4G/LTE Data Provider

To change provider, enter the APN and click CHANGE PROVIDER. Or check Winegard APN and click CHANGE PROVIDER

CELLULAR PROVIDER
WINEGARD

CELLULAR APN
Winegard

Winegard APN: ☒

CHANGE PROVIDER

REFRESH

CANCEL

Figure 14

Status

INTERNET STATUS
Connected to 4G/LTE "ATT User Data Plan"

Connect™ ANTENNA STATUS
Connected through "Winegard2ghzD27DAD"

WIFI SIGNAL
No signal until connected

4G/LTE SIGNAL
100%

INTERNET ACCESS
☒ 4G/LTE Only
☐ WiFi Only
☐ No Internet

SELECT

Troubleshooting

LED DEFINITION (LOCATED UNDER THE SIM CARD/LED COVER) :

LED OFF	System is powered down.
SOLID RED	System is booting up.
FAST BLINKING GREEN	System is initializing.
FAST BLINKING ORANGE	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

QUESTION	ANSWER
<i>Am I able to paint the Winegard Connect 2.0?</i>	Do not paint any portion of the Connect system. Painting the system could impact the performance and possibly cause damage, which would void the warranty.
<i>I am not seeing the SSID for my Connect system.</i>	Check that the LED, located under the SIM Card/LED cover entry plate, 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 under the SIM Card/LED cover plate for 30 seconds.
<i>The system software shows I'm connected to a WiFi source but why aren't the web pages loading?</i>	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 rules 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.
<i>After updating the software and logging into the system, the CONNECT ANTENNA status field on the main Status screen shows "Installing Software" for an indefinite period.</i>	Return to the Update Software screen and click on the RESTORE button. This will complete the update on the Winegard Connect system.
<i>What if I lost my manual and/or cannot find my SSID or password?</i>	If you haven't changed your factory preset SSID or password you have some options to recover these: 1. Located on the side of the dome is a SIM card /LED cover plate. Inside this plate there will be a white label with your factory preset SSID and password. 2. Contact Winegard at 1-800-320-9992. If you have changed your password you have 2 options: 1. Inside the SIM Card/LED cover plate there is a reset button on the left hand side. Press and hold the reset button for 30 seconds. This will restore the unit to the original factory settings. Then you may log in using the factory SSID and password located on the front of this manual or inside the cover plate. 2. If you are unable to gain access to the outside antenna you can also do a power cycle to get the unit back to the factory defaults. (See the Reset/Return to Factory Defaults section of this manual on page 5). 3. Contact Winegard at 1-800-320-9992.
<i>What do I do if 10.11.12.1 does not bring up the login screen?</i>	One of several things has happened. The first thing to check is the WiFi signal that your device is connected to. If this is not the Winegard Connect SSID, this address isn't valid. If you are indeed connected to the correct network, the address may have been changed. To resolve this, perform a factory reset. See the Reset/Return to Factory Defaults section of this manual on page 5.
<i>My device shows the SSID but when I enter the correct password it will not connect.</i>	Try resetting the Connect 2.0 to see if your device will then connect. See the Reset/Return to Factory Defaults section of this manual on page 6.
<i>After switching from WiFi to 4G or vice versa my Internet Status field will not connect.</i>	Verify that your device is still connected to the Connect. When switching between 4G and WiFi your device may have stopped the connection. In order to avoid this, it is recommended to have your device set to auto connect to the Connect when in proximity.
<i>What is the No Internet button on the main screen used for?</i>	The No Internet button allows the user to turn off auto connect if there is no WiFi around. When auto connect searches for nearby saved WiFi networks, it causes the local AP to turn off making the user's device(s) disconnect and reconnect.
<i>What happens if my firmware update failed?</i>	First connect to a WiFi source. Navigate to the Update Software drop-down and click select. Finally click on the Recover Modem button. This will reconfigure your modem.
<i>What range and coverage can I expect to get?</i>	To see the Winegard Nationwide coverage map, go to www.winegard.com/connect . If you are bringing your own SIM card, check your provider's coverage map.

Winegard 4G/LTE ONLY Data Plan	
<i>In the Data Plan page, my rate plans and other fields are showing "unknown".</i>	1. Confirm that you have the most up-to-date software. 2. Log in to your account, click on "View Winegard Connect Subscriptions" to verify you have data. (You will have to be connected to the internet to view this).
<i>I have data but I am not able to connect to the internet. The Internet Status continuously says "Connecting 4G LTE Winegard Connect Data Plan".</i>	1. Ensure that you have coverage in your location. To view the 4G/LTE nationwide coverage map visit www.winegard.com/connect. 2. The Winegard Connect 4G will not work in Mexico. 3. Disconnect the Connect from power and wait 10 seconds before reconnecting.
<i>I am being billed every month and am not using the Winegard Connect 2.0.</i>	Log in to your account, click on "View Winegard Connect Subscriptions". Verify that auto renew is "Off".
<i>The system will not process my credit card.</i>	Verify that the billing address is the correct address associated with the credit card being used.

STATUS SCREEN MESSAGES:	
<i>Connected to WiFi XXXX</i>	The Winegard Connect 2.0 unit is communicating with the source WiFi signal and working. If you are unable to connect to the internet, the source signal may have a problem.
<i>Scanning</i>	The Winegard Connect 2.0 unit is looking for WiFi signals in range. This can take a few minutes. Once the unit is able to identify all of the signals, they will be listed and you will be able to choose one.
<i>Trying to Connect to WiFi XXXX</i>	You have selected a source signal and the Winegard Connect 2.0 unit is attempting to connect to this source. Once connected, the message should change to "Connect to..."
<i>Logging into WiFi XXXX</i>	The source signal is password protected. This message will be displayed after you have entered the correct password and the two systems work out the security protocols.
<i>Bad Password</i>	The source signal is password protected. This message will be displayed after you have entered an incorrect password and the source system has rejected the connection. Generally this screen will only be seen if the source signal is distant or weak. Normally, the password will be rejected on the network password screen.
<i>Not Connected</i>	The Winegard Connect 2.0 system is not connected to a network.
<i>Connecting to WiFi XXXX</i>	The Winegard Connect 2.0 system is communicating to the selected source signal and a connection is being made. This will generally only take a minute or two.

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.

WINEGARD MOBILE PRODUCTS LIMITED WARRANTY (2 YEARS PARTS; 1 YEAR LABOR)

Winegard Company warrants this product against defects in materials or workmanship for a period of two (2) years from the date of original purchase. During year one (1) of such warranty, Winegard Company will also pay authorized labor costs to an authorized Winegard dealer to repair or replace defective products. No warranty claim will be honored unless at the time the claim is made, Customer presents proof of purchase to an authorized Winegard dealer (to locate the nearest authorized Winegard dealer, contact Winegard Company, 3000 Kirkwood Street, Burlington, Iowa 52601, Telephone 800-288-8094 or visit www.winegard.com). Customer must provide proof of purchase with a dated sales receipt for the Winegard product to verify the product is under warranty. If the date of purchase cannot be verified, the warranty period shall be considered to begin thirty (30) days after the date of manufacture.

If a defect in material or workmanship is discovered, Customer may take the product to an authorized Winegard dealer for service. Customer must provide proof of purchase to verify the product is under warranty. If the product is brought to an authorized Winegard dealer for service prior to expiration of year one (1) of the warranty period and a defect in material or workmanship is verified by Winegard Technical Services, Winegard Company will cover the Winegard dealer's labor charges for warranty service. The Winegard dealer must contact Winegard Technical Services in advance for pre-approval of the service. Approval of the service is at the sole discretion of Winegard Company.

Alternatively, Customer may ship the product prepaid to Winegard Technical Services (located at 2736 Mt. Pleasant Street, Burlington, Iowa 52601, Telephone 800-788-4417). Customer must return the product along with a brief description of the problem and provide Winegard Technical Services with Customer's name, address, and phone number. Customer must also provide proof of purchase to verify the product is under warranty. If the product is returned before the expiration of the warranty period, Winegard Company will (at its option) either repair or replace the product.

This Limited Warranty does not apply if the product has been damaged, deteriorates, malfunctions or fails from: improper installation, misuse, abuse, neglect, accident, tampering, modification of the product as originally manufactured by Winegard in any manner whatsoever, removing or defacing any serial number, usage not in accordance with product instructions or acts of nature such as damage caused by wind, lightning, ice or corrosive environments such as salt spray and acid rain. This Limited Warranty also does not apply if the product becomes unable to perform its intended function in any way as a result of the television signal provider making any changes in technology or service.

RETURN AUTHORIZATION POLICY

A Return Material Authorization (RMA) is required prior to returning any product to Winegard Company or Winegard Warranty Services under this warranty policy. Please call our Technical Services Department at 800-788-4417 or send an email to warranty@winegard.com to obtain the RMA number. Please furnish the date of purchase when requesting an RMA number. Enclose the product in a prepaid package and write the RMA number in large, clear letters on the outside of the package. To avoid confusion or misunderstanding, a shipment(s) without an RMA number(s) or an unauthorized return(s) will be refused and returned to Customer freight collect.

WINEGARD COMPANY DOES NOT ASSUME ANY LIABILITIES FOR ANY OTHER WARRANTIES, EXPRESS OR IMPLIED, MADE BY ANY OTHER PERSON.

ALL OTHER WARRANTIES WHETHER EXPRESS, IMPLIED OR STATUTORY INCLUDING WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE AND MERCHANTABILITY ARE LIMITED TO THE TWO YEAR PERIOD OF THIS WARRANTY.

In states that do not allow limitations on implied warranties, or the exclusion of limitation of incidental or consequential damages, the above limitations or exclusions do not apply.

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion of limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

This warranty gives Customer specific legal rights. Customer may also have other rights that may vary from state to state.

WS-MOBWARREV3
Rev. 10/14



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