



WINEGARD®

Winegard WiFi/4G Antenna Troubleshooting

Start



Select the symptom listed below that best correlates to your issue

No Power

No SSID

Unable to Access User Interface

No Internet-WiFi

No Internet-4G

No SIM

Antenna Status-Installing Software

Antenna Status-Not Connected



WINEGARD®

No Power

Troubleshooting a No Power issue varies by model. Select the appropriate model below.

Gateway

ConnecT 2.0

1st Generation Connect with IDU

1st Generation Connect with power over Ethernet



WINEGARD®

No Power-Gateway

With the status light lit the system is getting power. If you are experiencing other problems, please restart this troubleshooter and select the appropriate symptom.

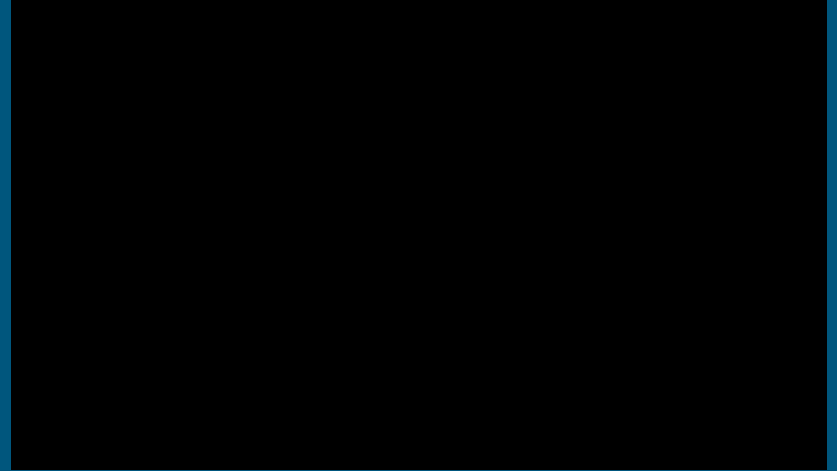
Restart



WINEGARD®

No Power-Gateway

With the status light not lit a voltage test will need to be done to verify the required 12vdc power is going into the Gateway. The video to the right will guide you through testing voltages.



Is there a +12vdc power reading on the power cord at the Gateway?

Yes

No

Restart



WINEGARD®

No Power-Gateway

With a +12vdc reading on the power cord and the Gateway status light not lit, there is a failure in the Gateway. If the Gateway is less than two years old it can be replaced under the warranty. Please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for warranty assistance.

If the system is over two years you would need to purchase a new Gateway. You can purchase a new Gateway on our website using the link below.

[Gateway GW-1000](#)

Restart



WINEGARD®

No Power-Gateway

If there is not +12vdc power on the power cord at the Gateway, the voltage will need to be traced back through the power line to determine where the power is being lost. We recommend contacting a local RV dealer for assistance for tracing the power line through the coach to test voltage.

Restart

No Power-Connect 2.0

Troubleshooting power with the Connect 2.0 requires getting on the roof. At the base of the antenna you will find a clear plastic, removable using a phillips screw driver. Under that plate is a status light. With the system powered on is that light lit.



Is the status light lit?

Yes

No

Restart



WINEGARD®

No Power-Connect 2.0

With the status light lit the system is getting power. If you are experiencing other problems, please restart this troubleshooter and select the appropriate symptom.

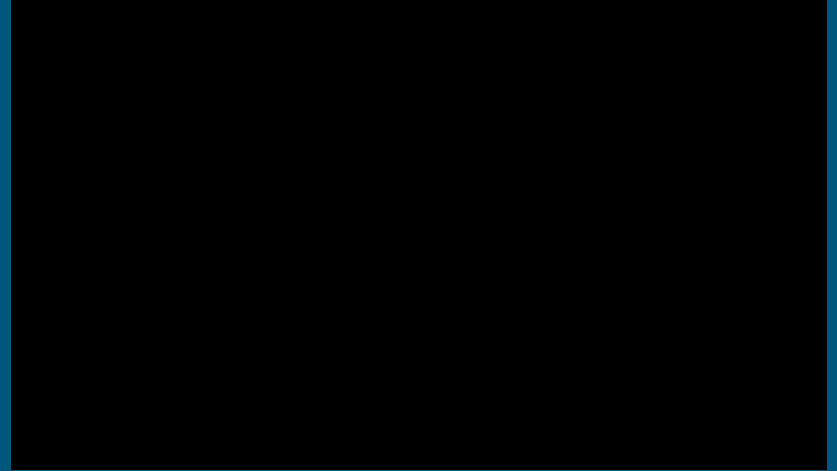
Restart



WINEGARD®

No Power-Connect 2.0

With the status light not lit a voltage is required to verify if the 12vdc power is reaching the board in the antenna. The video to the right will walk through testing voltage.



Is there a +12vdc power reading on the power cord at the board under the dome?

Yes

No

Restart



WINEGARD®

No Power-Connect 2.0

With a +12vdc reading on the power cord into the board and the status light not lit the antenna would need to be replaced. If the antenna is less than two years old it can be replaced under the warranty. Please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for warranty assistance.

If the system is over two years you would need to purchase a new antenna. You can purchase a new antenna on our website using the link below.

[Connect 2.0](#)

Restart



WINEGARD®

No Power-Connect 2.0

If there is not +12vdc power on the power cord into the board, the voltage will need to be traced back through the power line to determine where the power is being lost. We recommend contacting a local RV dealer for assistance for tracing the power line through the coach to test voltage.

Restart

No Power-1st Gen IDU

Begin by locating the indoor device, verify the power cord is plugged into the unit and a wall outlet. Locate the status light shown in the image to the right.



Is the status light lit?

Yes

No

Restart



WINEGARD®

No Power-1s Gen IDU

With the status light lit the system is getting power. If you are experiencing other problems, please restart this troubleshooter and select the appropriate symptom.

Restart

No Power-1st Gen IDU

If the status light is not lit, unplug the power adapter from the wall. Check the label and compare it the image to the right. The adapter should have a 24vdc and 1.5amp/1.67amp output.



Does your wall adapter match these specifications?

Yes

No

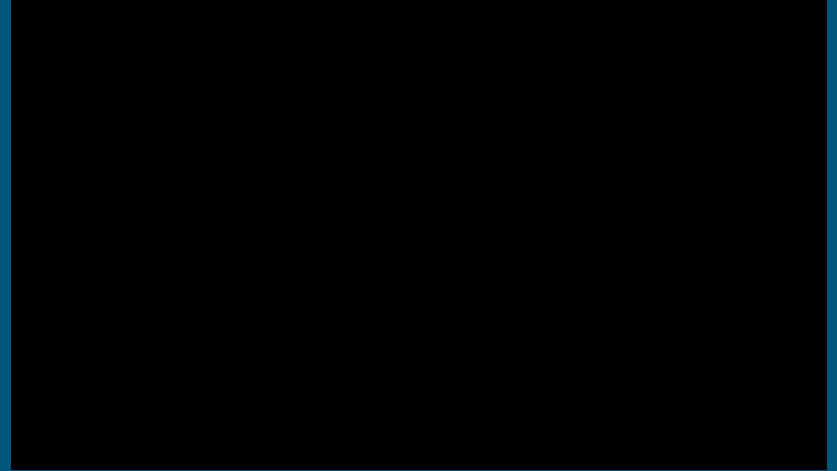
Restart



WINEGARD®

No Power-1st Gen IDU

With the proper power adapter connected and the status light not lit a voltage test is required. The video to the right will walk you through a voltage check.



Is the power adapter putting out the required +24vdc power?

Yes

No

Restart



WINEGARD®

No Power-1st Gen IDU

If the specifications do not match then it is not the correct power adapter. If you cannot locate the proper power adapter that matches these specifications you will need to purchase a new power adapter. The power adapter can be purchased on our website using the link below.

[1st Generation Connect Power Supply](#)

Restart



WINEGARD®

No Power-1st Gen IDU

With the required power on the power adapter and the status light not lit, there is a defect in the indoor unit and it will need to be replaced. If the system is less than two years old it can be replaced under the warranty.

Please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for warranty assistance.

If the system is over two years you would need to purchase a new indoor unit. You can purchase a new indoor unit on our website using the link below.

[1st Generation Connect Indoor Unit](#)

Restart



WINEGARD®

No Power-1st Generation IDU

If the power adapter is not providing the proper voltage it will need to be replaced. . If the system is less than two years old the power adapter can be replaced under the warranty. Please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for warranty assistance.

If the system is over two years you would need to purchase a new power adapter. You can purchase a new indoor unit on our website using the link below

[1st Generation Connect Power Supply](#)

Restart



No Power-1st Gen POE

Locate the status light on the indoor power inserter assembly. When the power button is depressed this light should be lit. See image to the right.



Is the status light lit?

Yes

No

Restart



WINEGARD®

No Power-1st Gen POE

If the status light is lit then the device is getting power. If you are experiencing other issues restart this troubleshooter and select the appropriate symptom.

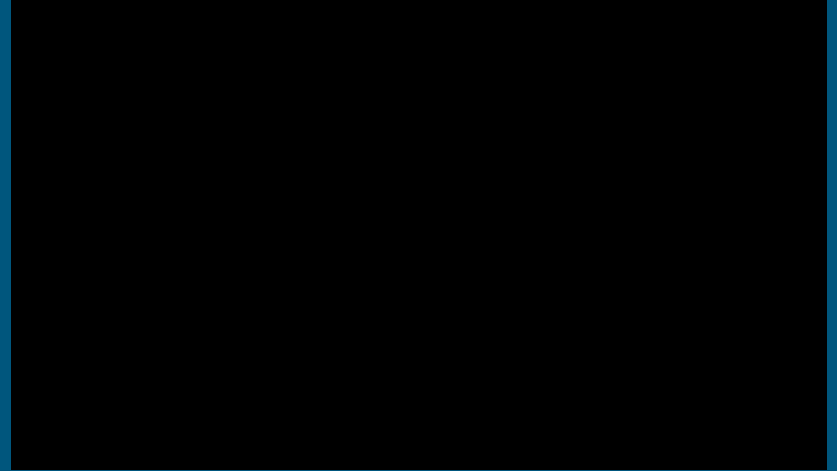
Restart



WINEGARD®

No Power-1st Gen POE

If the status light is not lit a voltage test is needed to ensure the POE is getting the required 12vdc power. See the video to the right for assistance with testing voltage.



Is the required 12vdc available on the power cord into the POE device?

Yes

No

Restart



WINEGARD®

No Power-1st Gen POE

With 12vdc power available on the power cord the POE is not working and needs replaced. If the system is less than two years old the POE can be replaced under the warranty. Please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for warranty assistance.

If the system is over two years you would need to purchase a new POE. Please call Winegard Customer Support at 800-288-8094 to place an order.

Restart



WINEGARD®

No Power-1st Gen POE

If there is not +12vdc power available on the power cord into the POE, the voltage will need to be traced back through the power line to determine where the power is being lost. We recommend contacting a local RV dealer for assistance for tracing the power line through the coach to test voltage.

Restart



WINEGARD®

No SSID

Troubleshooting a No SSID issue varies by model. Select the appropriate model below.

Gateway

ConnecT 2.0

1st Generation Connect with IDU

1st Generation Connect with power over Ethernet

No SSID-Gateway

If the Gateway is not broadcasting its SSID, make sure the device is powered on, and check the status light on the back of the Gateway.



Is the status light lit?

Yes

No

Restart

No SSID-Gateway

With the status light lit, hold the reset button next to the status light for a full 180 seconds to reset the system.



Does the SSID start broadcasting after the reset?

Yes

No

Restart



WINEGARD®

No SSID-Gateway

If the status light is not lit the system may not be getting power. Restart this troubleshooter and select the No Power option to troubleshoot for power.

Restart



WINEGARD®

No SSID-Gateway

With the SSID now broadcasting you have fixed the reported issue. If you experience other issues please restart this troubleshooter and select the appropriate symptom.

Restart



WINEGARD®

No SSID-Gateway

If the SSID does not start broadcasting after the reset the Gateway needs replaced. If the Gateway is less than two years old it can be replaced under the warranty.

Please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for warranty assistance.

If the system is over two years you would need to purchase a new Gateway. You can purchase a new Gateway on our website using the link below.

[Gateway GW-1000](#)

Restart

No SSID-Connect 2.0

Troubleshooting No SSID with the ConnectT 2.0 requires getting on the roof. At the base of the antenna you will find a clear plastic, removable using a phillips screw driver. Under that plate is a status light. With the system powered on is that light lit.



Is the status light lit?

Yes

No

Restart

No SSID-ConnecT 2.0

With the status light lit, press and hold the reset button for a full 180 seconds to reset the system.



Does the SSID start broadcasting after the reset?

Yes

No

Restart



WINEGARD®

No SSID-ConnecT 2.0

With the status light not lit the system may not be getting power. Restart this troubleshooter and select the No Power option to troubleshoot power issues.

Restart



WINEGARD®

No SSID-ConnecT 2.0

With the SSID now broadcasting you have fixed the reported issue. If you experience other issues please restart this troubleshooter and select the appropriate symptom.

Restart



WINEGARD®

No SSID-Connect 2.0

If the SSID does not start broadcasting after the reset the Connect 2.0 needs replaced. If the Connect 2.0 is less than two years old it can be replaced under the warranty. Please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for warranty assistance.

If the system is over two years you would need to purchase a new Connect 2.0. You can purchase a new Connect 2.0 on our website using the link below.

[Connect 2.0](#)

Restart

No SSID-1st Gen IDU

To troubleshoot a NO SSID with a 1st Gen Connect with IDU make sure the power adapter is plugged into the back of the IDU, and the wall outlet. Locate the status light, see image to the right.



Is the status light lit?

Yes

No

Restart

No SSID-1st Gen IDU

With the status light lit, press and hold the reset button for a full 180 seconds to reset the system.



Does the SSID start broadcasting after the reset?

Yes

No

Restart



WINEGARD®

No SSID-1st Gen IDU

With the status light not lit the system may not be getting power. Restart this troubleshooter and select the No Power option to troubleshoot power issues.

Restart



WINEGARD®

No SSID-1st Gen IDU

With the SSID now broadcasting you have fixed the reported issue. If you experience other issues please restart this troubleshooter and select the appropriate symptom.

Restart



WINEGARD®

No SSID-1st Gen IDU

If the SSID does not start broadcasting after the reset the IDU needs replaced. If the IDU is less than two years old it can be replaced under the warranty. Please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for warranty assistance.

If the system is over two years you would need to purchase a new IDU. You can purchase a new IDU on our website using the link below.

[1st Generation Connect Indoor Unit](#)

Restart



No SSID-1st Gen POE

To troubleshoot a NO SSID with a 1st Gen Connect with POE make sure the power cable is plugged into the POE and the POE is turned on. Locate the status light, see image to the right.



Is the status light lit?

Yes

No

Restart



No SSID-1st Gen POE

With the status light lit, press and hold the reset button for a full 180 seconds to reset the system.



Does the SSID start broadcasting after the reset?

Yes

No

Restart



WINEGARD®

No SSID-1st Gen POE

With the status light not lit the system may not be getting power. Restart this troubleshooter and select the No Power option to troubleshoot power issues.

Restart



WINEGARD®

No SSID-1st Gen POE

With the SSID now broadcasting you have fixed the reported issue. If you experience other issues please restart this troubleshooter and select the appropriate symptom.

Restart



WINEGARD®

No SSID-1st Gen IDU

If the SSID does not start broadcasting after the reset, the POE needs replaced. If the system is less than two years old it can be replaced under the warranty. Please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for warranty assistance.

If the system is over two years you would need to purchase a new POE. Please call Winegard Customer Support at 800-288-8094 to purchase a new POE.

Restart



WINEGARD®

Unable to Access Interface

The user interface is used to configure the device for internet access or change settings. You can use either the Winegard Connected App or the WebUI 10.11.12.1 page.

Are you using the App or WebUI to configure the system?

App

WebUI

Restart

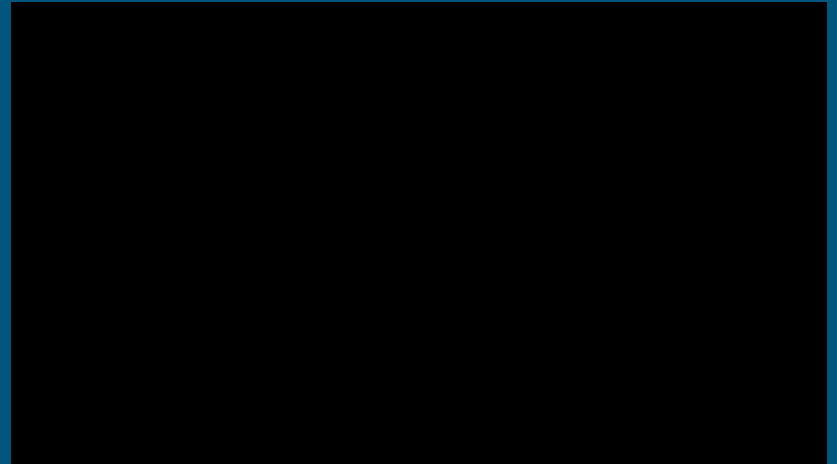


WINEGARD®

Unable to Access Interface-App

If this is your first time using the app please use the video to the right as a guide on pairing the device with the app.

If you have previously used the app, is the antenna you are trying to use listed in the apps device list?



Yes

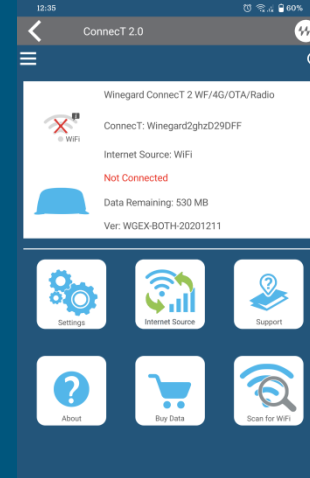
No

Restart



Unable to Access Interface-App

If the antenna is listed in the apps devices list then it has been paired, make sure you are connected to the Winegard wireless network, and turn off your mobile data. Tap the antenna in the device list. Does the user interface load? See image to the right.



Yes

No

Restart

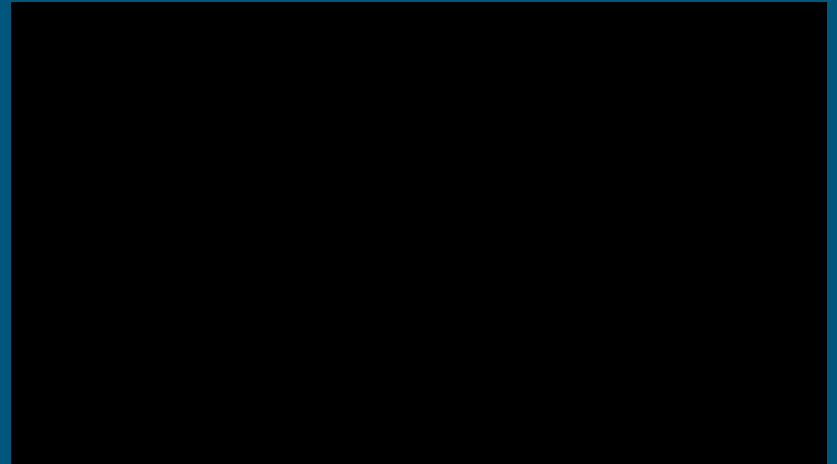


WINEGARD®

Unable to Access Interface-App

With the antenna not listed in the device list it needs to be paired. Please review the video to the right. It will walk you through pairing and setting up the antenna in the app.

Are you able to get the antenna paired in the app and load the user interface?



Yes

No

Restart



WINEGARD®

Unable to Access Interface-App

With the interface now loading you have resolved the reported issue. If you are experiencing other problems please restart this troubleshooter and select the appropriate symptom.

Restart



WINEGARD®

Unable to Access Interface-App

If the app will not pair with the antenna or load the user interface we recommend trying to use the WebUI to try and access the user interface. Click the Next button below to proceed with troubleshooting accessing the user interface in the WebUI.

Next

Restart

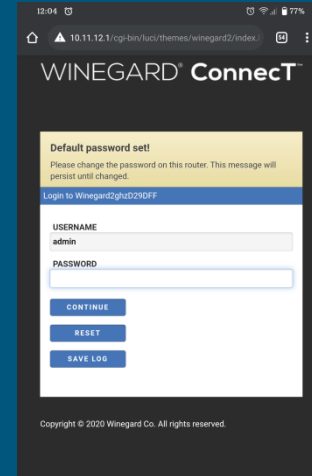


WINEGARD®

Unable to Access Interface-WebUI

Begin by connecting your device to the Winegard wireless network. If you are using a cell phone turn off your mobile data.

Once connected to the Winegard wireless network open a web browser and enter 10.11.12.1 in the address bar. It should load to a page shown in the image to the right.



Does this page load?

Yes

No

Restart



WINEGARD®

Unable to Access Interace-WebUI

With the page loading enter your admin password. The default password is admin, but your admin password may vary based on model. Models with unique admin passwords will have them listed on the front of the manual. If your manual does not have it listed or you do not have a manual please contact Winegard Customer Support via phone at 800-288-8094 or email help@winegard.com for the admin password.

Are you able to login with the admin password?

Yes

No

Restart

Unable to Access Interface-WebUI

If the page does not load a system reset would need to be done. Using the image to the right locate the reset button on your system. Hold the reset button for a full 180 seconds to reset the system, then try and access the interface again. If you continue to experience issues please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com.



Restart



WINEGARD®

Unable to Access Interface-WebUI

With the page loading and logging in with the admin password you have resolved the reported issue. If you are experiencing other problems please restart this troubleshooter and select the appropriate symptom.

Restart

Unable to Access Interface-WebUI

If you cannot login with the admin password a system reset would need to be done. Using the image to the right locate the reset button on your system. Hold the reset button for a full 180 seconds to reset the system, then try and access the interface again. If you continue to experience issues please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com.



Restart



WINEGARD®

No Internet-WiFi

Configuring the Winegard system can be done using the Winegard Connected App or the WebUI 10.11.12.1 page.

Are you using the App or WebUI to configure the system?

App

WebUI

Restart



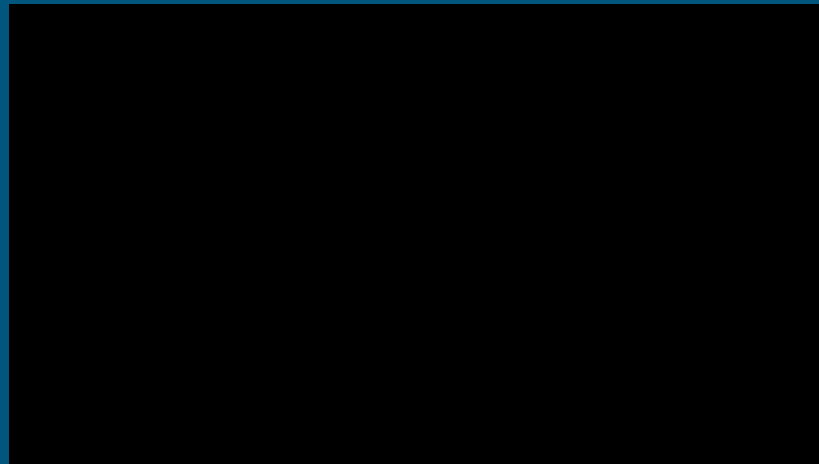
WINEGARD®

No Internet-WiFi

The video to the right is a guided walk through on setting up the system with the Winegard Connected App.

If you are not able to connect to a local WiFi network after reviewing the video we recommend using the WebUI to configure the system as it will provide more information regarding connection failures..

Please click the Next button to proceed to the WebUI process.



Next

Restart



WINEGARD®

No Internet-WiFi

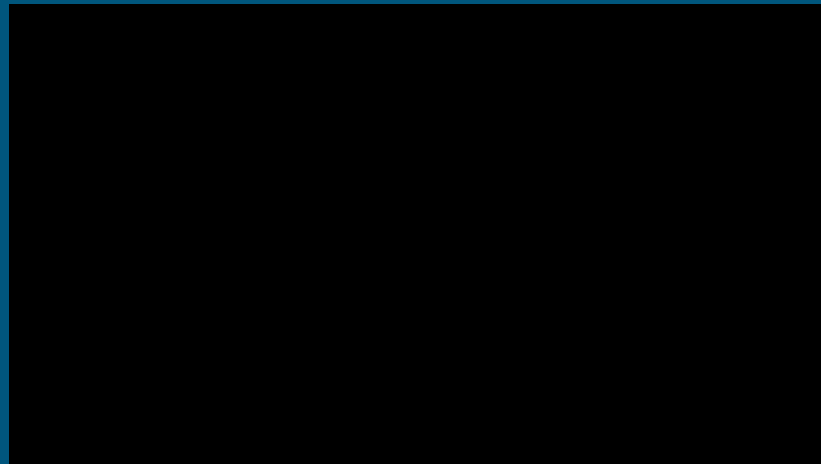
The video to the right is a guided walk through on setting up the system using the WebUI.

If the system does not connect to the local WiFi network you may receive one of the errors listed below. Click the appropriate option for more information on that error.

IP Address Conflict

Limited Connectivity

Network Parameters Error



Restart



WINEGARD®

No Internet-WiFi

The IP Address Conflict error is caused by the local WiFi network using the same 10.11.12.* IP address range as the Winegard system. To overcome this the IP address range in the Winegard system needs to be changed. Click the link below to access a guide on how to change the IP address range of the Winegard system.

[IP Address Change Guide](#)

Restart



WINEGARD®

No Internet-WiFi

The Limited Connectivity message indicates the system has successfully connected to the local WiFi network, but that network is not allowing internet traffic to the Winegard system.

This could be caused by the local WiFi network requiring the user to accept terms and conditions for the network, or entering login information, both are done through a captive portal. Close the browser and open a new one, if the captive portal does not load automatically enter fixwifi.it in the address bar to try and force it to load.

Restart



WINEGARD®

No Internet-WiFi

A Network Parameters error indicates the local WiFi network is rejecting the connection. This is most often caused by the incorrect password being entered. Some WiFi network providers have found ways to block our system from accessing their network, unfortunately there is no way for us to circumvent this. We recommend connecting to a different network.

Restart



WINEGARD®

No Internet-4G

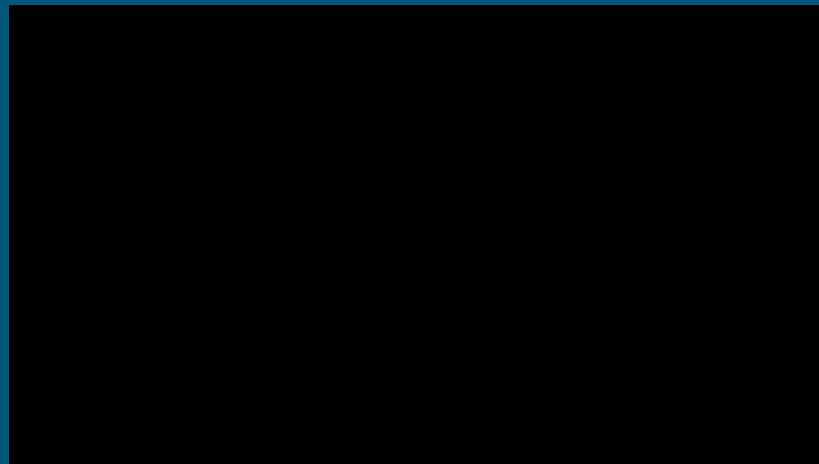
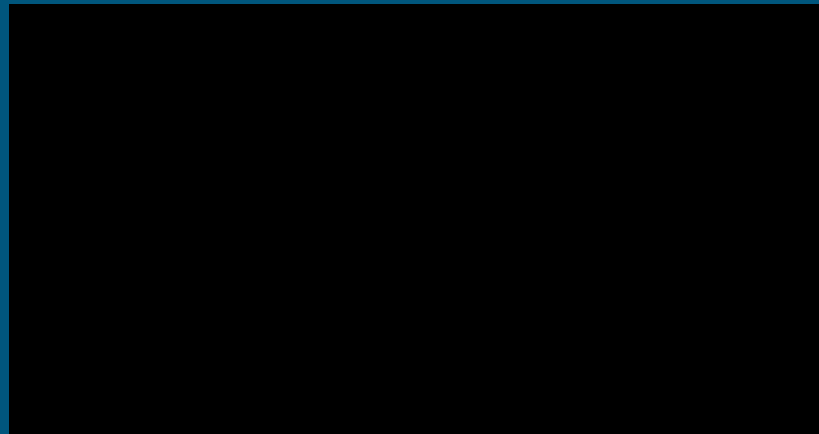
Configuring the system for 4G internet access can be done using either the Winegard Connected App or the WebUI.

The videos to the right are guided walkthroughs on setting up the system using either the Winegard Connected App or WebUI.

If the system fails to connect you will receive an Access Denied error. Click the Next button if you receive that error.

Next

Restart





WINEGARD®

No Internet-4G

1. An Access Denied error means the system failed to connect to the 4G network. This could be caused by the network rejecting the connection, not being within the providers 4G coverage area, or software/hardware issues in the Winegard system.

2. Start by verifying you have an active 4G data plan with a supported provider. Supported providers include Winegard, AT&T, Verizon, and T-Mobile. Third party companies like Consumer Cellular may use one of three carrier networks but our devices are not certified with those third party companies and may not work correctly. Support is only provided if using Winegard, AT&T, Verizon, and T-Mobile.

Click the Next button to proceed.

Next

Restart



WINEGARD®

No Internet-4G

If your SIM card has active data, then you will need to verify you are within the providers coverage area.

Winegard data plans use AT&T as the service provider.

Using the link below you can access a 4G LTE coverage map created by the FCC. Open this map and selected your providers LTE Data box to view coverage.

If you are within the coverage area click the Next button to proceed. If not you will need to try in a different location that is within the providers coverage area.

[FCC 4G Coverage Map](#)

Next

Restart



WINEGARD®

No Internet-4G

1. If your Sim card has data, and you are within the carriers coverage area it is necessary to make sure your system has the most updated software. Click the link below to access a guide on updating software.

[Software Update Guide](#)

2. If updating the software does not fix the issue Winegard will need a log file for your system to determine what is causing the issue. Click the link below to access a guide on how to obtain a log file. Email that downloaded log file to help@winegard.com along with a your antenna model information and description of the issue.

[Log File Download Guide](#)

Restart



WINEGARD®

No SIM

1. To begin troubleshooting a No SIM error the system software must be up to date. Access to local WiFi is required to complete a software update. If you are using the app you can update software in the About page, if using the WebUI 10.11.12.1 you can update the software by selecting the Update Software option in the drop down menu.

2. If the No SIM error persists after the software update, or your software is already up to date the bootloader needs updated. The bootloader update can only be done in the WebUI.

Click the Next button to proceed.

Restart

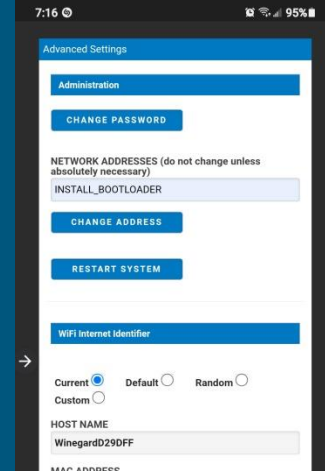
Next



No SIM

To update the bootloader login to the WebUI and select the Advanced Settings option in the drop down menu.

In the Network Addresses field enter `INSTALL_BOOTLOADER` and click change address. Wait a full 2 minutes then power cycle the system. Click the Next button to proceed.



Next

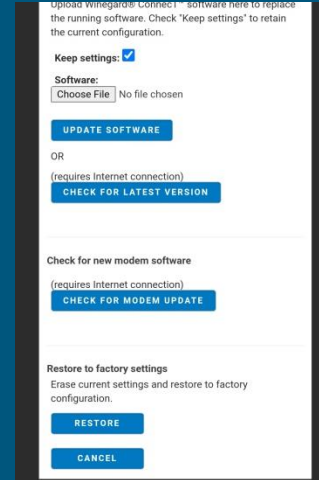
Restart

No SIM

If the software update, and bootloader update did not fix the issue, the system needs to be reset. The system can be reset through the software. If using the app select the Settings button, then scroll to the bottom of the page and select Advanced Settings, select the Reset button on this page to reset the system to factory settings.

If using the WebUI select Update Software from the drop down menu, select the Restore button on this page to reset the system to factory settings.

If the No SIM error persists click the Next button to proceed.



Next

Restart

No SIM

1. If the No SIM error persists after resetting the system and you have a system with a non-removable SIM card the system would need replaced. Please contact Winegard Customer Support via phone at 800-288-8094 or email help@winegard.com for assistance in getting the correct replacement.

2. If your system has a removable SIM card, power the system off, remove the SIM card, clean the copper contacts with a pencil eraser if available, or wipe it with your finger and replace the SIM card. DO NOT use any liquid to clean the SIM card contacts. See the image to the right for SIM card locations.



3. If the NO SIM error persists a log file is needed for Winegard to diagnose the issue. Click the link below to access a guide on downloading the log file, and email the log file to help@winegard.com with your system model, and description of the issue.

[Log File Download Guide](#)

Restart

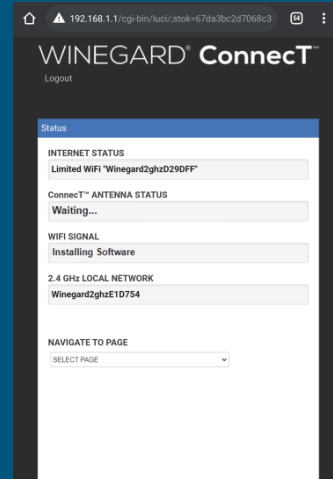


Antenna Status-Installing Software

If the antenna status is stuck on installing software a manual software update can be attempted to try and force the correct software to load. Below are two links, the first link is a guide on how to update the system software and includes instructions on the manual update process. The second is a link to download the most current software file. Download the software file and use the guide to complete a manual update procedure. If the issue persists click the Next button to proceed.

[Software Update Guide](#)

[Software File Download](#)



Next

Restart



Antenna Status-Installing Software

If performing a manual software update did not solve the issue the system needs to be reset. On the Update Software page of the WebUI is a Restore button, click that button and the system will be restored to the factory settings.

If the issue persists please contact Winegard Customer Support via phone at 800-288-8094 or email help@winegard.com for additional assistance.

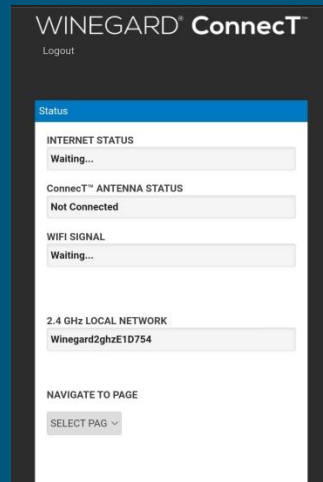
A screenshot of the 'Update Software' page in the Winegard WebUI. The page has a white background with a dark blue border. At the top, it says 'Upload Winegard's Connect™ software here to replace the running software. Check "Keep settings" to retain the current configuration.' Below this, there's a 'Keep settings:' section with a checked checkbox. Under 'Software:', there's a 'Choose File' button and the text 'No file chosen'. A blue 'UPDATE SOFTWARE' button is below. An 'OR' separator follows. Then, a section for '(requires Internet connection)' with a blue 'CHECK FOR LATEST VERSION' button. Another section for 'Check for new modem software (requires Internet connection)' with a blue 'CHECK FOR MODEM UPDATE' button. At the bottom, a 'Restore to factory settings' section with the text 'Erase current settings and restore to factory configuration.' and two blue buttons: 'RESTORE' and 'CANCEL'.

Restart



Antenna Status-Not Connected

A Not Connected message in the Antenna Status field of the WebUI may appear on a 1st Generation Connect system if the indoor and outdoor units are not communicating. We recommend trying a different Ethernet cable between the indoor and outdoor units. You can either take the indoor unit on the roof with an extension cord, or bring the outdoor unit inside so you do not have to get a longer length of Ethernet cable. If a different Ethernet cable does not fix the issue please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for additional assistance.



Restart



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