

WIFI**RANGER**[™]

A WINEGARD[®] COMPANY

Converge[™]



OWNERS MANUAL

Converge Indoor / Outdoor Routers



THANK YOU

FROM THE
WiFiRanger Family!



PACKAGED WITH CARE BY

MERIDIAN IDAHO



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PRELIMINARY RECOMMENDATIONS & CAUTIONS

- Read this manual before attempting to assemble, install, or operate this product and save these instructions.
- Install by a professional technician familiar with the vehicle in which it is installed. WiFiRanger — A Winegard Company assumes no liability for improper or unsafe installation resulting in damage to the products, vehicle, or bodily injuries.
- Ensure adequate spacing from appliances and electronic systems to minimize interference and increase performance.
- Wire directly to a fused electrical panel or box for most uptime. If wiring to the battery, please note that batteries may expel explosive gases when not properly ventilated. Electric shock may also occur. Special care and consideration is required. Consult your vehicle manufacturer for more information on safely installing electronic accessories.
- Do not paint any portion of the Converge system as it could compromise performance and void warranty.
- Check for firmware updates once the system is connected to reliable internet.
- Consult your LTE Carrier's data plan contract for coverage areas and limitations if using an LTE device or modem with the Converge system.
- Register your product while connected to the WiFiRanger by going to the Register tab of the Control Panel.

PACKAGE CONTENTS

PACKAGE CONTENTS VARY BY PURCHASE.

What follows are typical components that may or may not be included.

INDOOR ROUTER UNIT (IDU)



Poplar



Spruce



Aspen

OUTDOOR ROUTER UNIT (ODU)



Teton



Denali



Everest

TYPICAL ACCESSORIES (DEPENDING ON ROUTERS)



12VDC Fused Wire
(included with **all** routers)



Y-Splitter Cable
(only included with **IDU & ODU Pack**)



LENGTH OF
15, 30,
OR 45FT

TetherPoint Cable
(only included with **ODU**)

OPTIONAL ACCESSORIES (IF PURCHASED)

INCLUDED
WITH PACKS



AC Adapter
(12V / 36W)



DC Auto Adapter
(12V)



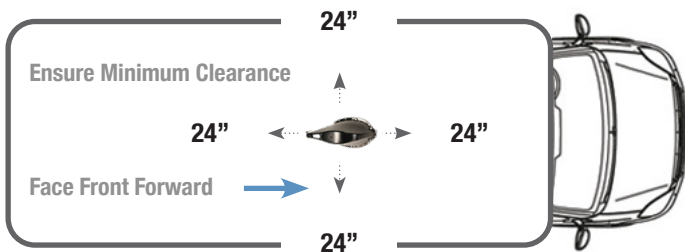
POE Adapter
(Power Over Ethernet)

OUTDOOR INSTALLATION

ONLY APPLICABLE FOR OUTDOOR ROUTER.

Skip this page if you are only installing an Indoor Router Unit (IDU).

- 1 Find a spot to mount Outdoor Router Unit (ODU) that is at least 24" from any other rooftop appliance or obstruction. This location should be as close to the centerline of the vehicle as possible and be as level as possible. The ODU will function best with ample clearance in all directions and by being level.



- 2 Mark the location where mounting the ODU and the location where the TetherPoint cable exits from the back of the ODU. Ensure that the WiFiRanger embossed logo is facing towards the front of the vehicle which improves aerodynamics.
- 3 Trace and drill a 5/8" hole in the vehicle roof where the TetherPoint cable exits from the rear of the ODU. Alternately, route the cable inside vehicle through a window, entry vent, or other location to avoid making a penetration.
- 4 Route the cable through the newly drilled hole or alternate entry to the location where wiring the ODU into power. It is recommended to protect the LAN and power port ends with electrical tape when pulling wires. See Interior Installation (next page) for further instructions to power the ODU.

- 5 Thoroughly clean off the roof area where mounting the ODU and wait to dry, ensuring full adhesion.
- 6 Once the cable is appropriately routed to the inside of the vehicle, seal the hole around the cable with manufacturer recommended sealant. Optionally, secure cable to roof using weather resistant tape.
- 7 Mount the ODU to the roof using either screws and sealant or sealant only. If using screws and sealant, drill small pilot holes then snug screws with dabs of sealant. If using sealant only, apply sealant on base of ODU as shown for maximal adhesion. For either method, also make a bead of sealant around the edge of the base plate (leave area where cables exit unsealed). Do not cover the side wall, hood screws, or seam of the case, allowing the upper hood to be removed for future repairs or upgrades.

TOOLS & SUPPLIES

Select sealant, tape, and / or screws based on vehicle manufacturer recommendations

Not Drilling into Rooftop



Rooftop Sealant



Weather Resistant Tape
(ideal for securing cabling)

Drilling into Rooftop



Drill + 5/8" Bit



Screws + Pilot Bit

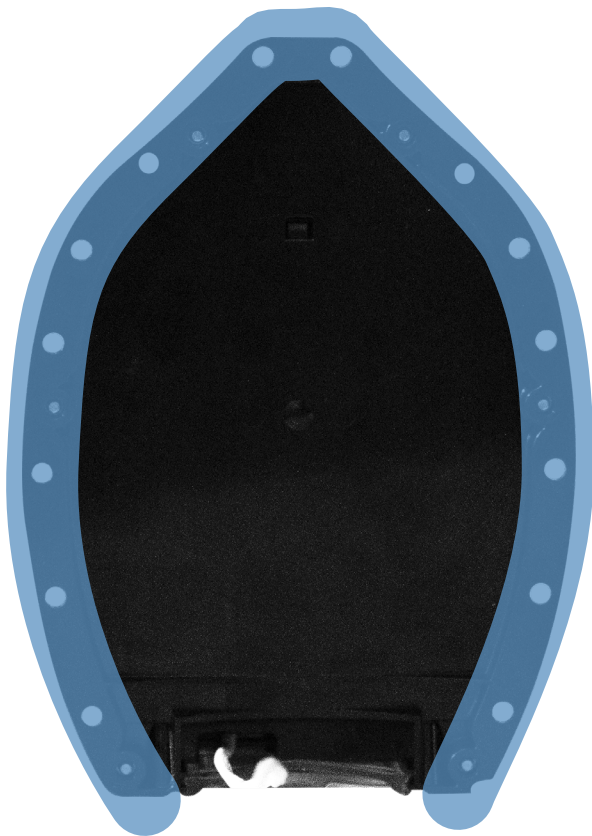


Rooftop Sealant



Weather Resistant Tape
(ideal for securing cabling)

ODU INSTALLATION DIAGRAMS

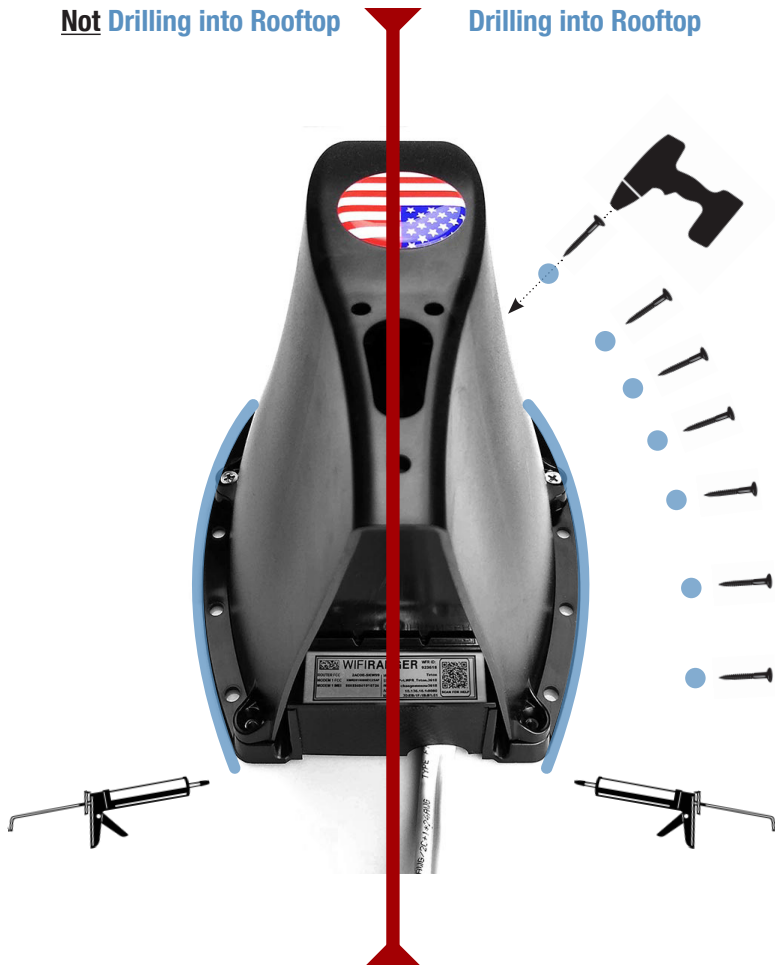


ODU BOTTOM
(apply sealant on edge)

ODU INSTALLATION DIAGRAMS

Not Drilling into Rooftop

Drilling into Rooftop



INDOOR INSTALLATION

WARNING & DISCLAIMER:

Ensure that any power modifications are done by carefully following vehicle safety measures. DO NOT attempt to place any fuses, splicers, or other modifications on the TetherPoint cable. Make sure there are no bare wires or wire strands exposed after making connections. Failure to properly install wiring could cause the unit(s) to fail or even result in an electrical fire or other damage to vehicle or person. Hiring a licensed electrical professional to complete the installation is recommended. WiFiRanger — A Winegard Company assumes no liability for improper or unsafe installation resulting in damage to your products, vehicle, or body.

IDU INSTALLATION CONSIDERATIONS

Pairing of Indoor & Outdoor Routers Depends on Cabling

It is vital to plug the yellow ethernet cable of the TetherPoint cable into the correct port on the indoor Converge router. The correct port varies by your indoor Converge router model. Reference the diagram below to ensure the yellow ethernet cable is plugged in correctly.

DC Power Recommended Due to Constancy

Although AC power works, it can be intermittent or interrupted in many vehicles. As such, DC power is recommended as it provides increased reliability and uptime for your routers.

Modify Diagram if Installing Standalone Router

Ignore components that are not applicable for your WiFiRanger Converge package. Only consider the parts that are relevant for your installation which were included in your order. For example, the Y-Splitter Cable could be skipped if installing just a standalone router.

8ft+ Spacing Between Indoor & Outdoor Routers

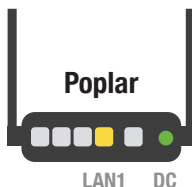
It is recommended to space the two routers at least 8 feet apart if possible. This minimizes wireless interference and improves performance.

WIRING DIAGRAM

Indoor & Outdoor Converge Routers

Indoor Router

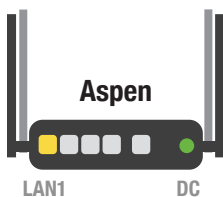
(Plug TetherPoint and Power cables in based on your model)



Spruce



Aspen



Outdoor Router



TetherPoint Cable
(2-in-1
LAN + Power)

(LAN)

(Female)

(2x Male)

Y-Splitter Cable*
(powers both routers)

(Female)

*May be skipped for
standalone router installations

From Desired Power Source

(Choose either DC or AC option on next page)

To Y-Splitter Cable or Router

(Choose either DC or AC option)

DC Power Source

RECOMMENDED

Battery System

(12-18VDC)



DC Fuse**

(Crimp)

(Fuse)

(Male)

Crimp **red wire** to **V+** and **black wire** to **V-**

**May be substituted by optional

DC Auto Adapter or DC Step-up Converter

Either/Or

AC Power Source

AC Adapter

(Male)



AC Outlet

(110-240VAC)

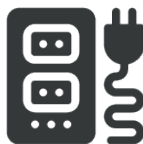
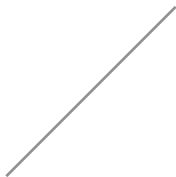


Plug AC adapter into AC outlet

QUICK START GUIDE

1 POWER UP YOUR WIFIRANGER(S)

Follow steps from Rooftop Installation and Interior Installation in order to power up unit(s) **then wait 5 minutes.**



QUICK START GUIDE

2 WIRELESSLY CONNECT YOUR DEVICE TO YOUR WIFIRANGER

Pvt.WFR_Teton.____

Pvt.WFR_Denali.____

Pvt.WFR_Everest.____

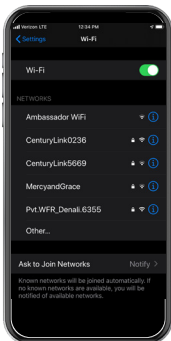
Pvt.WFR_Poplar.____

Pvt.WFR_Spruce.____

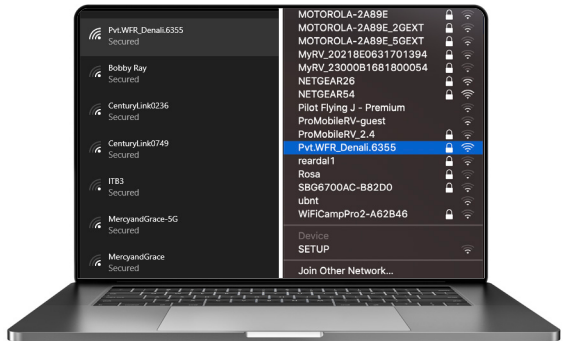
Pvt.WFR_Aspen.____

Network names vary depending on which WiFiRange model(s) you have. Note that the **blank spaces** need to be filled in with the **4 unique digits** of your WiFiRanger(s).

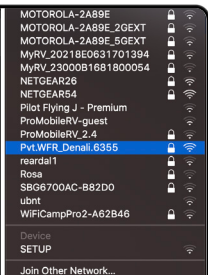
SMARTPHONE VIEW



PC VIEW



MAC VIEW



QUICK START GUIDE

3 ENTER PASSWORD

changemenow_ _ _ _

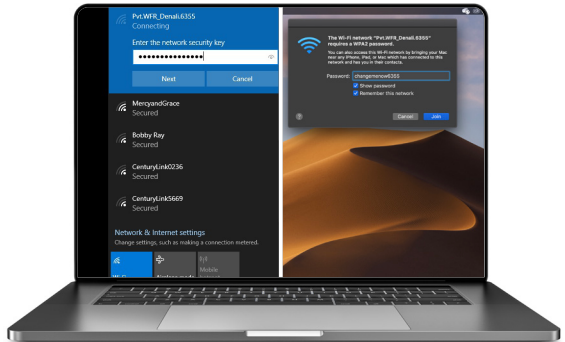
Enter password in **lower case** with **no spaces**.

Note that the **blank spaces** need to be filled in with the **4 unique digits** of your WiFiRanger(s).

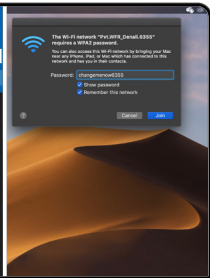
SMARTPHONE VIEW



PC VIEW



MAC VIEW



4 VISIT [MYWIFIRANGER.COM](https://mywifiranger.com)

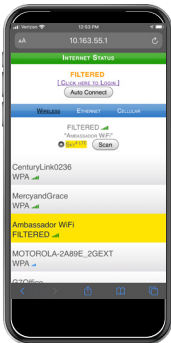
This brings up the WiFiRanger Control Panel which can be bookmarked for future access.

QUICK START GUIDE

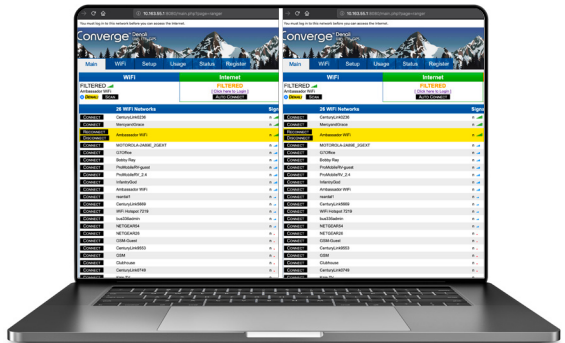
5 CLICK CONNECT ON WIFI NETWORK OR CELLULAR DEVICE

For filtered WiFi networks, proceed to the captive portal or login page and enter the necessary credentials or terms of service.

SMARTPHONE VIEW



PC VIEW



MAC VIEW

LTE ACTIVATION

Navigating Cellular Data Plans & Activation

WiFiRanger provides LTE solutions that are not locked into a specific cellular carrier. This gives our customers increased flexibility compared to competing offerings which are tied to specific carriers or data plans. The WiFiRanger LTE solution gives you the freedom to find the right plan for you. The cellular landscape is continuously evolving and advancing, so our goal is to assist you in making the best choices from the many options that are available. The following information is intended to help you navigate the data plan and activation topics that are applicable to our LTE solutions. The LTE solutions offered by WiFiRanger may change due to changes in the LTE marketplace.

FIND MORE ACTIVATION INFO AT WIFIRANGER.COM

- List of Supported Carriers
- Latest Updates on LTE Support and Options
- Links and Contact Info for Supported Data Plans

IMPORTANT CONSIDERATIONS

A. DATA PLAN AVAILABILITY VARIES BY REGION

Some cellular carriers offer certain data plans by region. As such, you may find that the data plan that you desire is available through a cellular reseller or representative in another area while your local representative has more limited options. Check around or call a representative in another region if you can't find what you want locally.

B. WFR PRODUCTS ARE SHIPPED WITH FREEDOM GO SIMS

Modems integrated into WiFiRanger devices are shipped with SIMs compatible with Winegard/AT&T Freedom Go data plans. Although Ranger owners are not required to use these plans, it is important that they understand that these SIMs cannot be used for any other AT&T Plans. Purchasing data plans for Freedom Go SIMs is discussed in the WiFiRanger user manual.

C. EASE OF MODEM ACTIVATION VARIES BY RESELLER / CARRIER

In some cases, it can be difficult to activate the WiFiRanger LTE modem and SIM card depending on the representative you speak with. Some representatives work for a cellular reseller that does not have the offerings you desire, or you may need a more knowledgeable representative to handle your request. Ask different cellular stores, resellers, or a direct Carrier representative until you find the right person to activate your modem and SIM card on the desired plan. Always have your LTE modem's ICCID/SIM and IMEI card numbers available when discussing data plans with representatives.

D. DATA PLAN PRICING DEPENDS ON YOUR CELLULAR ACCOUNT

In large part, the price of data plans for the WiFiRanger LTE modem may be affected by your cellular account type and other data plan(s) on your account. In some cases, the WiFiRanger LTE modem will require having a data-only plan that is separate from the data plan attached to your smartphones or other devices. Checking with your carrier on costs will help you to understand how the carrier will handle the WiFiRanger LTE modem pricing and data amounts available.

E. UPGRADING FROM NON-LTE WIFIRANGER TO LTE MODEM MAY REQUIRE ADDITIONAL STEPS

If you are upgrading from a non-LTE WiFiRanger router to an embedded LTE modem, please be sure to click Check for Updates on the WiFiRanger Control Panel after installing the modem or upgrade kit. If you are experiencing problems or have questions about the new LTE modem, contact WiFiRanger to assist in getting your WiFiRanger configured to support the new modem. Our contact info is listed on the bottom of this guide.

F. CHANGING CELLULAR CARRIERS SHOULD ONLY BE DONE AFTER VERIFYING SUPPORTED BANDS

If you plan on changing cellular carriers, ensure that your modem supports the necessary bands. Supported bands listed below:

MODEM	CATEGORY 4 Qualtel EC25-AF8	CATEGORY 6 Qualtel EP06-A	CATEGORY 12 Qualtel EM12-G
BANDS	2 / 4 / 5 / 12 / 13 / 14 66 / 71	2 / 4 / 5 / 7 / 12 / 13 25 / 26 / 29 / 30 / 66	1 / 2 / 3 / 4 / 5 / 7 / 8 / 9 / 12 13 / 14 / 17 / 18 / 19 / 20 / 21 25 / 26 / 28 / 29 / 30 / 32 38 / 39 / 40 / 41 / 66

Identify modem model on Setup tab of Control Panel under Cellular settings (shown on next page).

LTE SETUP

ACCESSING CELLULAR SETTINGS

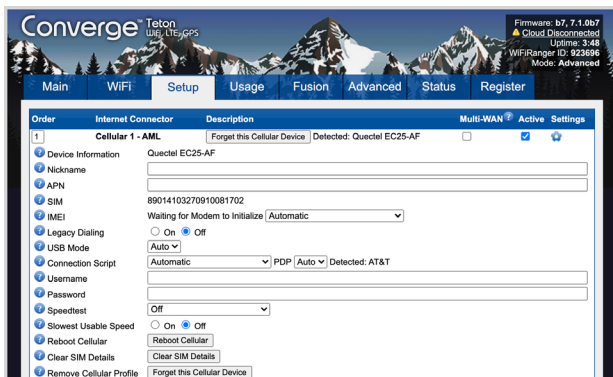
1. Power up the WiFiRanger system with embedded LTE modem(s)
2. Connect over ethernet or wirelessly to the WiFiRanger's network
3. Access Control Panel of the WiFiRanger and select the "Setup" tab
4. Expand modem settings by clicking the **appropriate** gear icon:
 - a. Standalone WiFiRanger (indoor **or** outdoor unit):
 - (i) Click "Cellular" gear icon
 - b. Dual Router WiFiRanger Systems (indoor **and** outdoor units):
 - (i) Click "Cellular" gear icon to access indoor unit modem
 - (ii) Click "WFRControl" gear icon to access outdoor unit modem

VIEWING ICCID, SIM & IMEI NUMBERS

If you need the ICCID/SIM or IMEI numbers for Cellular plan activation or support, then follow the steps below:

1. Follow steps for "Accessing Cellular Settings"
2. View ICCID/SIM & IMEI numbers after expanding the modem settings

Example:
Control Panel



REFRESHING ICCID/SIM NUMBER

If you've changed the SIM card in your WiFiRanger modem or the ICCID/SIM number appears to be incorrect, refresh the ICCID/SIM number, follow the steps below:

- 1. Follow steps for "Accessing Cellular Settings"
- 2. Click on "Clear ICCID/SIM Details" then wait 30 seconds
- 3. Click on "Reboot Cellular" then wait 60 seconds
- 4. Refresh the Control Panel and erify the new ICCID/SIM number appears

MANUALLY SETTING AN APN

(usually unnecessary on latest firmware since APN is *automatically* detected)

If you are unable to connect to the internet using the WiFiRanger modem even though your data plan is active, then there may be an issue with the modem's APN.

An APN is a password used by the modem for authenticating with your cellular Carrier.

To change the APN, follow the steps below:

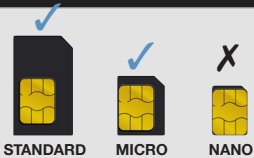
- 1. Follow steps for "Accessing Cellular Settings"
- 2. Enter correct APN into the APN field:
 - a. **Default** APN shown in this table (**most common**)
 - b. **Unique** APN on your Cellular account (**only if applicable**)
- 3. Click "Save Changes"

CARRIER	DEFAULT APN
Verizon	vzwinternet
Freedom Go*	auto configured
T-Mobile	fast.t-mobile.com
AT&T	broadband

* Freedom Go APN is auto configured by using the WFR control panel

CONVERGE ROUTERS & MODEMS ONLY SUPPORT STANDARD SIM SIZE

Be sure that SIM card is Standard size as Nano and Micro sizes will not fit properly within Converge routers or LTE modems. A SIM card size adapter kit may be used to resize the SIM.



TROUBLESHOOTING

What if I can't connect to the Internet?

- 1) Find and connect to the WiFiRanger WiFi network from your computer/device
- 2) Enter the WiFiRanger's default password changemenowXXXX
X's are replaced with the last 4 digits of your WFR ID found on the device sticker or from the default WiFi broadcast of the WiFiRanger
- 3) Go to **mywifiranger.com** in your web browser (Google Chrome is best)
Smartphone users can scroll down to the bottom of the mobile version of the Control Panel and click the link "View Full Control Panel" for more detail
- 4) On the Main tab, click Scan then wait for the list of WiFi networks to refresh
- 5) Click Connect on the desired network
- 6) If applicable, enter the network's password or login through a Filtered network

What if I don't see the WiFiRanger in my list of available networks?

- 1) Confirm WiFiRanger router is powered on
 - a) If powered on, wait 3-5 minutes then try connecting again
 - b) If powered off (no lights), test power supply for 12V using voltage meter
 - Contact WiFiRanger tech support if power appears to be an issue
- 2) If above steps do not resolve issue, perform a Factory Reset as shown below

What if I must factory reset my WiFiRanger?

- 1) Unplug or Switch Off power to the WiFiRanger (wait 5 seconds)
- 2) Power On (wait 2 minutes 30 seconds) Power Off (wait 5 seconds)
- 3) Power On (wait 3 minutes 30 seconds) Power Off (wait 5 seconds)
- 4) Power On (wait 3 minutes 30 seconds) Power Off (wait 5 seconds)
- 5) Power On (wait 3 minutes)
- 6) Connect to WiFiRanger following Quick Start Guide instructions
- 7) If these steps are unsuccessful, contact WiFiRanger tech support.

What if I forgot my password?

- 1) Connect computer to LAN port of the indoor WiFiRanger using ethernet cable
- 2) Go to **mywifiranger.com** in your web browser
- 3) Review/change password on the WiFi tab of the Control Panel
- 4) If unable to connect via LAN, perform a Factory Reset as shown above

What if I cannot access the Control Panel using mywifiranger.com

- 1) Ensure your computer/device is connected to the WiFiRanger
- 2) Enter **10.1.XX.XX:8080** into the address bar of your web browser
X's are replaced with the last 4 digits of your WFR ID found on the device sticker or from the default WiFi broadcast of the WiFiRanger
- 3) If still not loading, try different web browsers (Chrome, Firefox, Safari, etc.)
- 4) If still not loading, try clearing your web browser's cache then retry step 2

What if I connect to public WiFi that requires a login or agreement?

Some public WiFi networks have a welcome page that requires logging in or accepting terms prior to accessing the Internet. This is called a Filtered network. To access this type of welcome page:

- 1) Ensure your computer/device is connected to the WiFiRanger
- 2) Go to **mywifiranger.com** in your web browser
- 3) Click Connect onto the desired Filtered network and wait for connection
- 4) Under the Internet banner, click the link "Click here to log in"
- 5) Follow the login/agreement steps required by the public WiFi provider

What if I need to find my IMEI and SIM numbers from a WiFiRanger modem?

- 1) Ensure your computer/device is connected to the WiFiRanger
- 2) Go to **mywifiranger.com** in your web browser
- 3) Click the Setup tab
- 4) Click the gear icon for Cellular to expand settings
- 5) View the IMEI and SIM numbers

What if I can't register my product?

There is a known bug that prevents registering your product when certain fields are filled into the registration form. To work around this issue, follow these steps:

- 1) Ensure your computer/device is connected to the WiFiRanger
- 2) Go to **mywifiranger.com** in your web browser
- 3) Click the Register tab
- 4) Enter **only** your First Name, Last Name, and Email (leave all other fields blank)
- 5) Click Save Changes

WARRANTY

WIFIRANGER WARRANTIES

WiFiRanger backs their products with generous warranty policies that provide support for both current and dated products. Products under warranty can be repaired at no cost to you. Certain products or issues that are out-of-warranty may also be repaired at reasonable rates.

1-Year WiFiRanger Functionality Warranty

This guarantee gives you peace of mind knowing that we back our product(s) as advertised. Should you experience a problem with the functionality of our product(s) that we have advertised to be working we will have our support team troubleshoot until it is evident that a solution is not available. At that time you may opt to return the product(s) for a purchase-price refund.

1-Year WiFiRanger Hardware Warranty

POPLAR, SPRUCE, ASPEN, TETON, DENALI

This warranty protects all of our product(s) against failure under normal and recommended use for a full year after purchase. Should our product(s) fail within a year after purchase we will replace the failed hardware through our RMA process. If the same hardware is no longer available to replace failed equipment; then a replacement of equal or greater value or performance will be substituted (the replacement will be decided by WiFiRanger).

2-Year WiFiRanger Hardware Warranty

EVEREST (and any paired indoor Converge router)

This warranty protects against failure under normal and recommended use for 2-years after the purchase of the product. Should the product fail within 2 years after purchase and within the product's continuance, WiFiRanger will replace the failed hardware through our RMA process. If the same product is no longer available to replace failed equipment; then a replacement of equal or greater value or performance will be substituted (the replacement will be decided by WiFiRanger). Shipping fees required to ship product(s) back to WiFiRanger are paid for by the customer.

RETURN AUTHORIZATION POLICY

A Return Material Authorization (RMA) is required prior to returning any product to WiFiRanger under the stated warranty policy. Please call our Technical Services Department at 208-321-5544 or send an email to support@wifiranger.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.

Out-of-Warranty Replacement & Repair

WiFiRanger offers reasonable pricing for repair of products that are no longer under warranty. There is an assessment fee of \$25 for all out-of-warranty RMAs. This charge is non-refundable. Additional parts or miscellaneous supplies may be required for repair. Quotes for replacements/repairs you receive from WiFiRanger may vary depending on the condition of your product(s).

30-day Satisfaction Guarantee

Within 30 days of purchasing a WiFiRanger product from our supported sources we allow you to return the product(s) in as-delivered condition for a no-questions-asked purchase price refund (excludes any shipping charges).

Warranty Restrictions

WiFiRanger does not cover damages incurred by Acts of God, Misuse, or Abuse. Furthermore, damage caused due to overhangs or trees that strike the product will not be covered under warranty. Even if a product is within the warranty period but has suffered damage due to such causes, applicable repair or replacement fees may apply.

WIFIRANGER DOES NOT ASSUME ANY LIABILITIES FOR ANY OTHER WARRANTIES, EXPRESS OR IMPLIED, MADE BY ANY OTHER ENTITY. ALL OTHER WARRANTIES WHETHER EXPRESS, IMPLIED OR STATUTORY INCLUDING WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE AND MERCHANTABILITY ARE LIMITED TO THE DESCRIBED 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.

COMPLIANCE

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, C-F and H 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 and energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is not 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 the 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 experience 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.

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 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 licensee-exempt RSS standards. 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.

Disclaimer: Although every effort was made to ensure the accuracy of the contents of this manual at time of publication, errors may exist. Wi-Fi Ranger — A Winegard Company does not guarantee expressly or implicitly, nor take on any legal responsibility about the correctness, exhaustiveness, or usefulness of information in this Owners Manual.



**Connect & Control.
Completely.™**

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OWNERS MANUAL — CONVERGE INDOOR/OUTDOOR ROUTERS



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