

# WINEGARD® Connect™ 2.0+

WF2-35B, WF2-135 4G LTE + WIFI EXTENDER with TV/FM ANTENNA  
WF2-95B, WF2-695 4G LTE + WIFI EXTENDER with TV/AM/FM ANTENNA  
WF2-85B, WF2-685 WIFI EXTENDER with TV/AM/FM ANTENNA

## OEM Installation / Operation Manual



DOWNLOAD  
*Winegard Connected App*



FREE  
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For help, email [help@winegard.com](mailto:help@winegard.com)  
or call 1-800-320-9992

[www.winegard.com/connect](http://www.winegard.com/connect)



DESIGNED AND  
MANUFACTURED IN  
**USA**  
SINCE 1953

Register your product at [winegard.com/login](http://winegard.com/login)



2452403

Place label here

2452403  
Rev4-22

**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 television and the internet securely to you and your devices.

## CONTENTS

Welcome .....	2	Swapping the SIM .....	10
Parts List .....	2	All about the App .....	12
Warnings .....	2	Over the Air Antenna Operation .....	13
Connect 2.0+ Installation .....	3	Troubleshooting.....	13
WiFi/4G Operation .....	6	FCC Statement and Warranty Statement .....	15
Operating Features .....	7		

## PARTS LIST

Antenna



INCLUDED IN WF2-95B, WF2-85B, AND WF2-35B MODELS ONLY:

WP2-600 Wall Plate



Wall Plate Screw (2)



Cable Entry Plate



Mounting Screw (20)



20' Power Cable Extension

Terminal Insulator (4)



OTHER POSSIBLE POWER SUPPLIES:

WiFi On/Off Switch



TV Antenna Power Supply w/hardware



### 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 FreedomGO Nationwide Data Plan 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\*. Please consult with your carrier to receive the correct SIM card (Mini/Standard SIM).

\*Visit [www.winegard.com/connect](http://www.winegard.com/connect) to see the updated approved cellular providers.

#### 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](mailto:help@winegard.com), or visit our website at [www.winegard.com/connect](http://www.winegard.com/connect).

## EXTERIOR INSTALLATION

### Choosing a Location for the Antenna & Power Supply

Before mounting the antenna, determine a location for the wall plate/power supply. Keep in mind the following:

- A coaxial cable will have to run from the power supply to the antenna and from the power supply to each television (up to 4 TVs if using the WP2-600).
- A connection must be made from the Connect 2.0+ to the back of the power supply and from the power supply to a RV power source.

Choose a location for the antenna that meets the following requirements:

- Offers enough support for a secure installation
- Maintains adequate clearance from the edge of the roof and any obstructions
  - clearance distance of 24" needed from the antenna to front of the vehicle
  - clearance distance of at least 12" needed from the antenna to nearest obstruction and to the edge of the roof

### Option A Connect 2.0+ with WP2-600 Wall Plate

#### EXTERIOR

Step 1 – Select a level spot on your roof for installation. Level the base front-to-back and side-to-side.

Step 2 – After selecting a location for the antenna, make sure that the center line of the antenna is on or parallel to the center line of the vehicle; the center line of the antenna runs through the point between the two feet where cable connections are located.

Step 3 – 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.

Step 4 – Place the unit on the roof in its permanent location, and mark around each base foot.

Step 5 – Apply sealant in the areas marked for the base feet. Place the base feet on top of the sealant. Screw down each foot and put sealant around the edge of feet and over each screw (use only manufacturer approved screws and sealant).

Step 6 – Decide the best location for the power cable and coax cable to enter the vehicle, as well as the location of the wall plate power switch inside your vehicle. Drill a 3/4" hole in the roof, and push the power cable and coax cable inside, making sure the cable is accessible from the area where the power supply will be located.

Step 7 – Place the provided cable entry plate over the hole and cables. Screw the plate in place. Seal the plate and screw holes with sealant.

#### INTERIOR (see diagram on page 4)

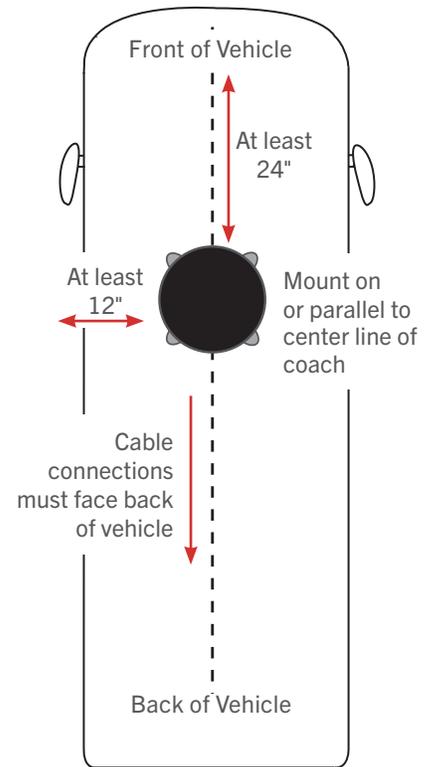
Step 8 – For a wall or panel mount, drill or use a hole saw to create a 1 1/4" hole. Pull the wires through the wall or panel.

Step 9 – After connecting to the Connect's power cable, run the red wire to the spade terminal labeled WiFi+, located in the middle of the electronics board on the backside of the wall plate. Next, run the black wire to the spade terminal labeled WiFi-, also located in the middle of the electronics board.

Step 10 – Run a dedicated power cable to the fuse panel or RV power source with an inline 3 amp fuse. Run a ground cable to the vehicles chassis.

Step 11 – Connect the coax cable coming from the antenna to the ANT IN input.

Step 12 – There is an option to run a coax cable to an outside receptacle for park cable. If doing so, connect that cable to the PARK CABLE IN input.



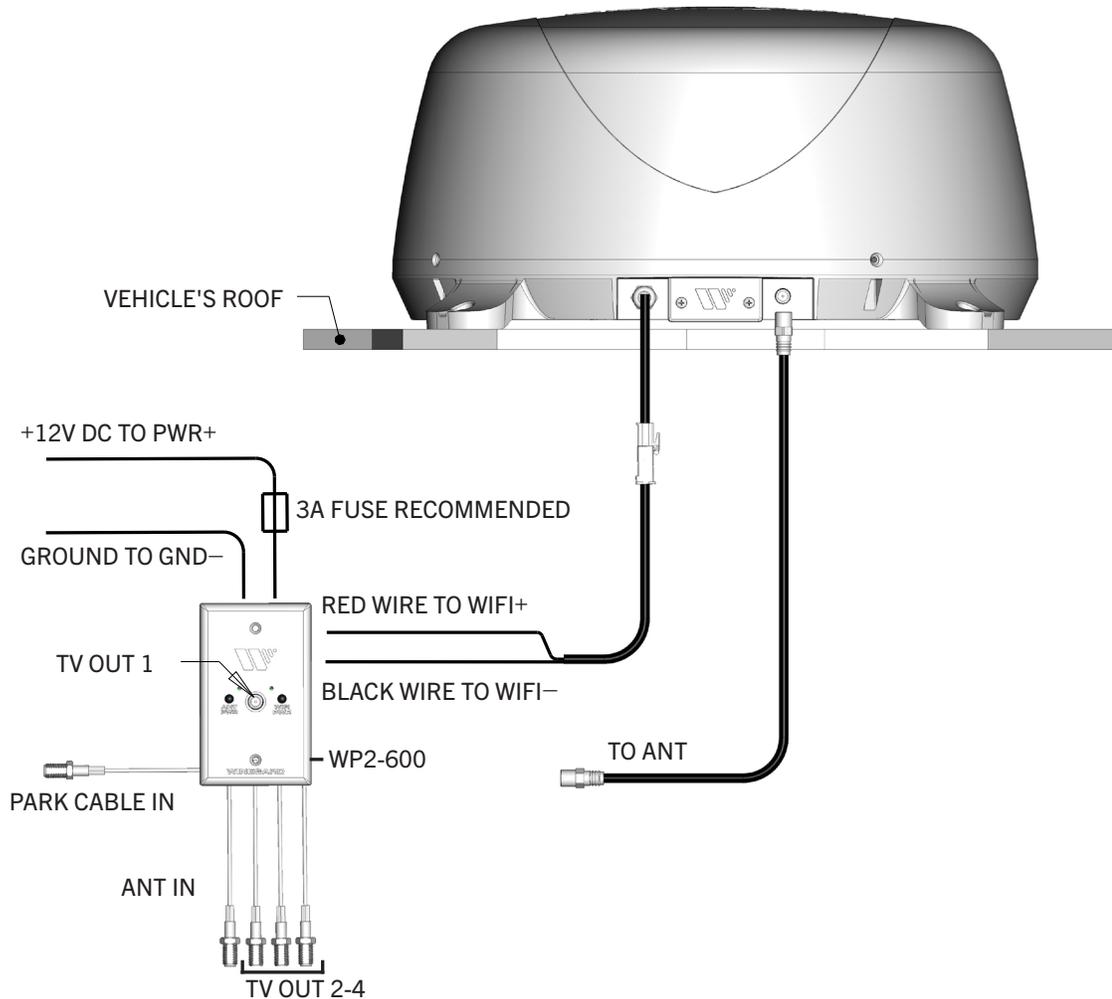
### 12V DC Wiring Requirements

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

## EXTERIOR INSTALLATION (cont)

### Option A Connect 2.0+ with WP2-600 Wall Plate (cont)

Step 13 – You can wire up to 4 TVs with this wall plate. Connect each TV to the TV outputs as labeled below.



### Option B Connect 2.0+ with WP2-6DC Wall Plate & Regular Wall Plate for OTA

#### EXTERIOR

Step 1 – Follow steps 1-7 from Option A.

#### INTERIOR (see diagram on page 5)

Step 2 – You will need two separate holes for each wall plate. For a wall or panel mount, drill or use a hole saw to create a 1¼" hole. Pull the power cable and coax cable through the wall or panel. Be sure the switch is in the OFF position before continuing. Slide the power switch into the wall plate.

Step 3 – Connect the +12V power wire from the vehicle to a small red terminal insulator. Crimp the connector. Connect this small red terminal insulator to the isolated spade of the power switch.

Step 4 – Connect the red wire from the Connect 2.0+ to another small red terminal insulator. Crimp the connector. Connect this small red terminal insulator to the other spade on the switch.

## Option B Connect 2.0+ with WP2-6DC Wall Plate & Regular Wall Plate for OTA (cont)

Step 5 – Slide the ground wire from the vehicle into one end of a barrel crimp splice, and slide the black ground wire from the antenna into the opposite end of the splice. Crimp the splice.

Step 6 – Slide the power supply back into the hole created in step 2. Mount the wall plate with the two screws.

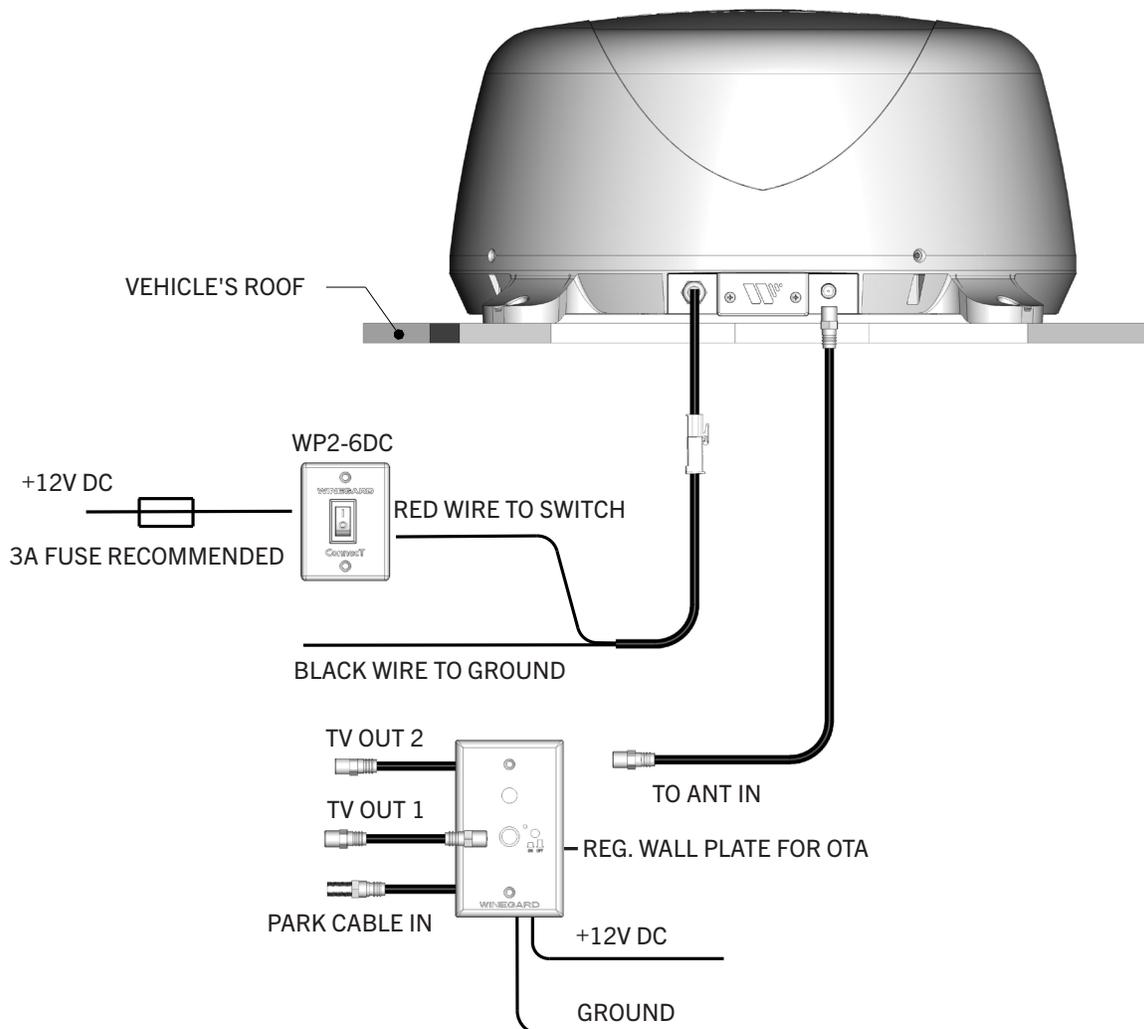
Step 7 – Run the coax cable from the ConnectT to the ANT IN input on the standard Winegard wall plate/power supply.

Step 8 – There is an option to run a cable to an outside receptacle. If doing so, connect that cable to the PARK CABLE IN input.

Step 9 – You can wire up to 2 TVs with this wall plate. Run a coax cable from the outputs to the ANT IN F-Jack on the back/side of the TV.

Step 10 – Make +12 VDC connection by running two #12 wires between the wall plate and +12 VDC source. If in doubt as to the polarity of the wires, connect them temporarily to tabs on circuit board and press switch on front of outlet. If light comes on, polarity is correct.

Step 11 – Mount the wall plate power supply with two wall plate screws.



# WiFi / 4G 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 power 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: **check the front of this manual for the password**

Winegard® Connect™ : Login

USERNAME  
admin

PASSWORD

CONTINUE

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.

Figure 1



Figure 2

Status

4G/LTE Data Plan needs updating - For more information Or navigate to the Data Plan page.

INTERNET STATUS

Connected to WiFi "Winegard"

Connect™ ANTENNA STATUS

Connected through "Winegard2ghzD2864F"

WiFi SIGNAL

67%

4G/LTE SIGNAL

86%

INTERNET ACCESS

4G/LTE Only

WiFi Only

No Internet

SELECT

SCAN FOR WIFI

FORGET WIFI

2.4 GHz LOCAL NETWORK - Better Range / Slower

Winegard2ghzD2864F

NAVIGATE TO PAGE

SELECT

SELECT PAGE

Figure 3

Winegard® Connect™ : 4G/LTE Data Plan

Subscription

Click here to view or renew your subscription

Status

RATE PLAN

Winegard - 1GB USCAN 30 Days Plan

DATA LEFT

60%

AMOUNT LEFT

621 MB

AMOUNT USED

403 MB

TOTAL AMOUNT

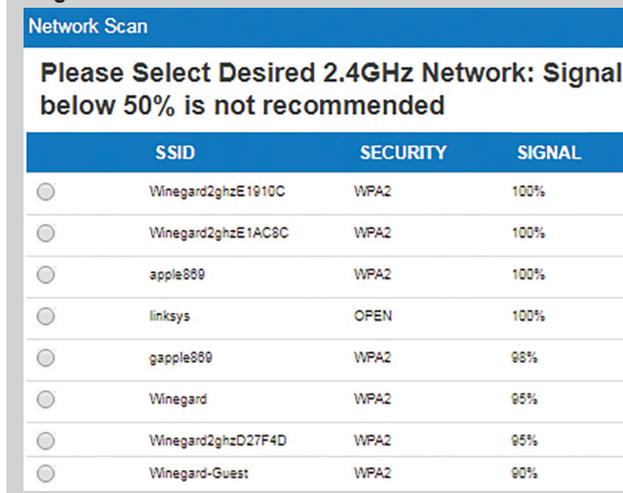
1024 MB

## WiFi / 4G OPERATION (cont)

- 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 ConnectT 2.0+ will display available networks by signal strength. Select the desired network and click **CONTINUE**. See figure 4.
- Enter the network password, if prompted. Once the Winegard ConnectT 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 below 50% is not recommended			
	SSID	SECURITY	SIGNAL
<input type="radio"/>	Winegard2ghzE1910C	WPA2	100%
<input type="radio"/>	Winegard2ghzE1AC8C	WPA2	100%
<input type="radio"/>	apple889	WPA2	100%
<input type="radio"/>	linksys	OPEN	100%
<input type="radio"/>	gapple889	WPA2	98%
<input type="radio"/>	Winegard	WPA2	95%
<input type="radio"/>	Winegard2ghzD27F4D	WPA2	95%
<input type="radio"/>	Winegard-Guest	WPA2	90%

## OPERATING FEATURES

Most functions on the Winegard ConnectT 2.0+ are controlled from the Local Network Settings screen. From the Status Screen, select **LOCAL NETWORK SETTINGS** from the drop down menu and click **SELECT**.

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 ConnectT. 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.

**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 ConnectT 2.0+ with the changed network name and/or password.

### Security Type

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

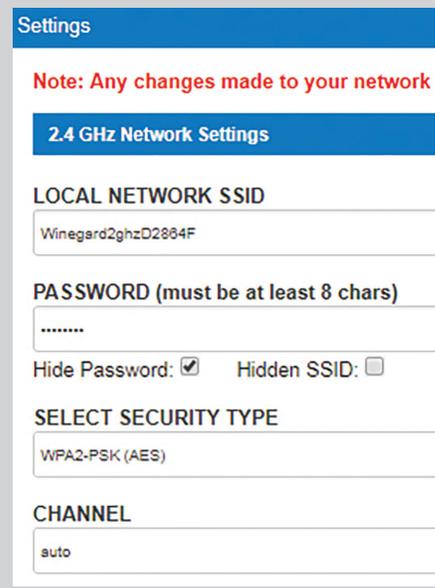
### Guest Network

The Winegard ConnectT 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:

- Click on **ENABLE**. See figure 6.
- Give the guest network an easily recognizable name. See figure 6.
- 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 5



Settings

Note: Any changes made to your network

2.4 GHz Network Settings

LOCAL NETWORK SSID

Winegard2ghzD2884F

PASSWORD (must be at least 8 chars)

.....

Hide Password:  Hidden SSID:

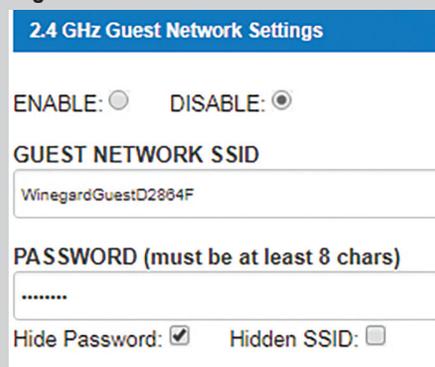
SELECT SECURITY TYPE

WPA2-PSK (AES)

CHANNEL

auto

Figure 6



2.4 GHz Guest Network Settings

ENABLE:  DISABLE:

GUEST NETWORK SSID

WinegardGuestD2884F

PASSWORD (must be at least 8 chars)

.....

Hide Password:  Hidden SSID:

## ADVANCED SETTINGS

### 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.**

### 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.

### NETWORK ACTIVITY

In the Network Activity option, the name of each device that is connected wirelessly to the Winegard Connect product will be displayed. Internet usage per device can be found here starting from the time the unit was powered up.

Figure 7

The screenshot shows the 'Advanced Settings' interface. It has a blue header 'Advanced Settings' and several sections:

- Administration:** A blue button labeled 'CHANGE PASSWORD'.
- NETWORK ADDRESSES (do not change):** A text input field containing '10.11.12.1 10.11.13.1' and a blue button labeled 'CHANGE ADDRESS'.
- 4G/LTE Data Provider:** A blue header for the next section.
- CELLULAR PROVIDER:** A text input field containing 'WINEGARD' and a blue button labeled 'CHANGE PROVIDER'.
- CONNECTED DEVICES:** A table with two columns: 'NETWORK' and 'MAC'. It lists three devices, all with 'lan' in the network column.

NETWORK	MAC
lan	24:5b:a7:d3:b2
lan	24:77:09:4b:84
lan	40:33:1a:f3:0f

## RESET / RETURN TO FACTORY DEFAULTS

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

To reset the Winegard unit and avoid roof access, 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.

If unable to cause the device to reset, please contact Winegard at 1-800-320-9992 or email [help@winegard.com](mailto:help@winegard.com).

## UPDATING THE SOFTWARE

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.

---

**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 and click **SELECT**.

---

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

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- 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 Connect 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 be 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 Connect setup screens. If this happens, simply reconnect manually to the Connect's SSID again from your device.

---

Figure 8

Winegard® Connect™ : Update Software

### Update Software

Flash new software into Winegard® Connect™  
Upload Winegard® Connect™ software here to replace the running software.

Check "Keep settings" to retain the current configuration.  
**Keep settings:**

**Software:**  
 No file chosen

OR  
(requires internet connection)

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

Figure 9

Verify Software

### Verify Software

The software to be flashed was downloaded. List the version, checksum, file size - compare them to the file to ensure data integrity.

**Software installed appears to be correct**

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

- Software: wgex-both-20170830.bin
- Version: WGEX-BOTH-20170830
- Checksum: ccce6473492eebcf6bd1ba6c91...
- Size: 10.00 MB (15.25 MB maximum)
- Configuration will be kept.

## 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.

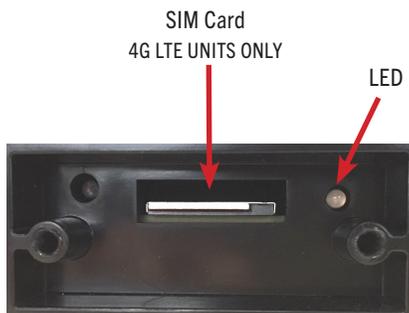
At the time this manual was written, the Connect 2.0+ supports the Winegard Plan, AT&T, and Verizon Wireless. Visit [www.winegard.com/connect](http://www.winegard.com/connect) to view currently approved carriers. Winegard has no control over hotspot data plans through your provider.

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, please 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.



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

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**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.

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

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**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.

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## SWAPPING THE SIM CARD (4G LTE Systems Only) cont.

### 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:  
**check the front of this manual for the password.** 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 **Advanced Settings** followed by clicking the **SELECT** button.
- 8) In the Advance Settings screen, click on the **CHANGE PROVIDER** button. See figure 10.

- 9) 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 11.

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

- 10) Click on the **CHANGE PROVIDER** button.
- 11) 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 12.
- 12) You are ready to use the internet with your own data plan!

For help, email [help@winegard.com](mailto: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](mailto:help@winegard.com), or visit our website at [www.winegard.com/connect](http://www.winegard.com/connect).

Figure 10

Figure 11

Figure 12

# ALL ABOUT THE APP



## Winegard - Connected App



Let Winegard keep you connected to the Internet while on the road and on the water using our *Connected app* for Winegard Internet products.

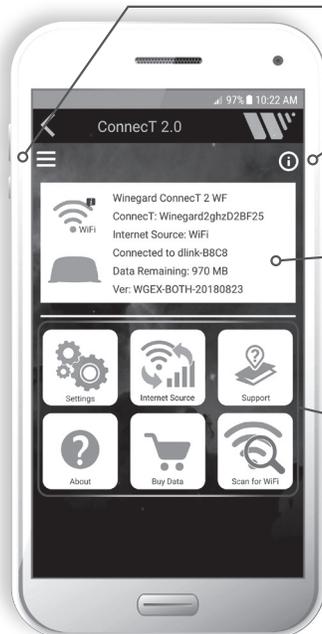
**FREE  
DOWNLOAD**



Installation and setup of your Connect system is quick and easy when using our app.

**No PC needed!**

Use your smartphone to: switch WiFi and LTE networks, view data usage, purchase data, update software, or access support documentation. Compatible with all Winegard Connect models.



**Slideout Menu** Internet download speed test, quick start setup, shop Winegard.com

**Info** Helpful hints, troubleshooting

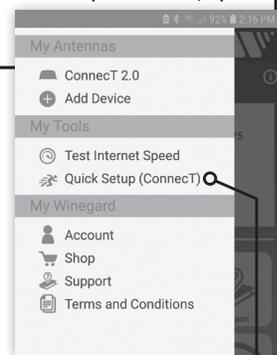
**Overview** Connection status, tap to see signal strength, software version

**Settings** Change network info

**Internet Source** Switch between WiFi, 4G, and no Internet

**Support** Contact Winegard, access logs and manuals

**About** Update software, view system info



**Quick App Overview**

**Buy data** Purchase Winegard LTE data (pay 30 days at a time with no throttling)

**Scan for WiFi** Scan and switch to available WiFi networks

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This app requires the use of the camera, GPS, sensors and compass in your smartphone. Compass accuracy is based on calibration and distance from large objects that may cause magnetic interference.

## OVER THE AIR ANTENNA OPERATION

### Running a Channel Scan

Confirm the antenna power button on the wall plate is powered on.

**First time users must run a channel scan** after installing the antenna to receive maximum programming.

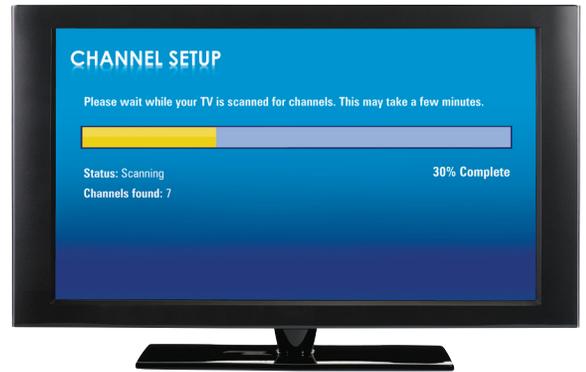
A new scan will find any new channels that have been added in your area as well as finding any channels that have changed or moved.

While the steps to perform a channel scan may vary between televisions or compatible devices, below are some general guidelines to follow. For more specific instructions, refer to your device user manual for assistance.

#### General Instructions

1. Using the remote that came with the TV or compatible device, Select "Menu."
2. Select "Channel Setup."
3. Select "Antenna" or "Off-Air Mode" or "Auto-Scan."
4. Select "Channel Search" or "Channel Scan."

Run a channel scan anytime the antenna is moved or anytime a channel is lost. Once you have run a channel scan, you are ready to watch TV.



**NOTE:** If you are not receiving all desired channels, check out [dtv.gov/maps](http://dtv.gov/maps). On this site, you can enter the address of your current location and get a listing of likely channels available in your area.

## WINEGARD® CONNECT™ 2.0+ SUPPORT

### 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.

#### STATUS SCREEN MESSAGES:

<i>Connected to WiFi XXXX</i>	The Winegard ConnectT 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 ConnectT 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 ConnectT 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 ConnectT 2.0+ system is not connected to a network.
<i>Connecting to WiFi XXXX</i>	The Winegard ConnectT 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.

## WINEGARD® CONNECT™ 2.0+ SUPPORT cont.

QUESTION / PROBLEM	ANSWER
<i>On the Status page I see a message NO SIM Detected.</i>	With the ConnectT 2.0+ powered off, remove the SIM card from the device. Check the metallic contacts, clean if needed, and then reseat in the SIM card connector. Restart the device. If that doesn't work contact Winegard at 1-800-320-9992.
<i>Am I able to paint the Winegard ConnectT 2.0+?</i>	Do not paint any portion of the ConnectT 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 ConnectT 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 web pages are not 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>What if I lost my manual and/or cannot find my SSID or password?</i>	<p>If you haven't changed your factory preset SSID or password you have some options to recover these:</p> <ol style="list-style-type: none"> <li>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.</li> <li>2. Contact Winegard at 1-800-320-9992.</li> </ol> <p>If you have changed your password you have 2 options:</p> <ol style="list-style-type: none"> <li>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.</li> <li>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).</li> <li>3. Contact Winegard at 1-800-320-9992.</li> </ol>
<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 ConnectT 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 ConnectT 2.0+ to see if your device will then connect. See the Reset/Return to Factory Defaults section of this manual on page 5.
<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 ConnectT. 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 ConnectT when in proximity.
<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 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 range and coverage can I expect to get?</i>	To see the Winegard Nationwide coverage map, go to <a href="http://www.winegard.com/connect">www.winegard.com/connect</a> . If you are bringing your own SIM card, check your provider's coverage map.
<i>What channels will the ConnectT 2.0+ receive?</i>	The ConnectT 2.0+ antenna can receive programming from the major local broadcast networks (e.g. ABC, CBS, FOX, NBC, PBS) plus additional networks (Qubo, ION, The CW, This TV, MyNetworkTV, Azteca, Telefutera, Univision, and Telemundo). The Rayzar z1 antenna can also receive local news, weather and educational programs that satellite and cable don't offer. Availability may vary based on location and distance from the broadcast tower
<i>What capabilities does the ConnectT 2.0+ have?</i>	The ConnectT 2.0+ is a high-band VHF/UHF antenna. It may also receive low-band VHF signals in optimal conditions.
<i>What happens if the ConnectT 2.0+ stops working or if I can't set up the antenna properly?</i>	Contact Winegard Technical Services by emailing <a href="mailto:help@winegard.com">help@winegard.com</a> or by calling 1-800-320-9992.

# WINEGARD® CONNECT™ 2.0+ SUPPORT cont.

## Winegard 4G/LTE ONLY Data Plan

In the Data Plan page, my rate plans and other fields are showing “unknown”.	<ol style="list-style-type: none"> <li>1. Confirm that you have the most up-to-date software.</li> <li>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).</li> </ol>
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”.	<ol style="list-style-type: none"> <li>1. Ensure that you have coverage in your location. To view the 4G/LTE nationwide coverage map visit <a href="http://www.winegard.com/connect">www.winegard.com/connect</a>.</li> <li>2. The Winegard Connect 4G will not work in Mexico.</li> <li>3. Disconnect the Connect from power and wait 10 seconds before reconnecting.</li> </ol>
I am being billed every month and am not using the Winegard Connect 2.0+.	Log in to your account, click on “View Winegard Connect Subscriptions”. Verify that auto renew is “Off”.
The system will not process my credit card.	Verify that the billing address is the correct address associated with the credit card being used.

### 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](http://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](mailto: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.

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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.

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