Manuals+ — User Manuals Simplified.

WINEGARD WG04 Gateway PRO/Extender with Bridge User Manual

WINEGARD
Extreme 2.0 WG04
Gateway PRO/Extender with Bridge
Mode 2.4/5Ghz

Contents

Parts Included

Extreme Outdoor unit POE L-Pipe Both Feet Insert Hardware bags

Specifications

Wireless Standard: 802.11a/b/g/n/ac
Frequency Band: 2.4GHz/5GHz
Wireless Speed:2.4GHz 432Mbps(Tx), 5Ghz
757Mbps
Amplifiers: 3×3 MIMO
Antennas: (3) 2.4GHz/5GHz, (2) 4G LTE Antennas

Wireless Security: WEP,WPA, WPAA2, WPA mixed
Sim Card Port: Standard SIM (25mm x 15mm x .076mm)
Port: (1) RJ45 10/100/1000
Power Rating: Switching, AC Input 100-240V,1.5A

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.
- Save these instructions.
- Do not paint any portion of the Winegard Connect® Home™ . Painting the system could damage the system and will void the warranty.
- When first setting up the Winegard CONNECT HOME 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.

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. Information provided in this manual was accurate at time of printing. If the antenna does not function as expected, please contact Winegard Co. Winegard is a registered trademark of Winegard Company. LLC. Apple & the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc., registered in the U.S. and other countries. Google Play & the Google Play logo are trademarks of Google LLC. All trademarks, registered trademarks and logos are the property of their respective owners and are not affiliated with Winegard Company

Installation (Ethernet Cable not provided – MAX 100 feet)

DO NOT MOUNT OVER CHIMNEY OPENING
The CONNECT-HOME unit maybe installed inside.
Unit may not be installed upside down. Improper installation will cause product damage.

1. Determine the desired location of the CONNECT – HOME unit and install mount foot (Hardware not provided) . Unobstructed placements will give you best performance
2. Attach to L-pipe by inserting one bolt with washer into the single hole of the insert through the end hole of the L-pipe. Finish by attaching with washer and nut and tighten using 7/16" wrench.
3. Align holes of insert assembly to the CONNECT-HOME unit and use plastite screws to fasten (hand tighten with a Phillips screwdriver).
4. Attach the L-pipe assembly to the mount foot by inserting one bolt with washer into the top single hole of the mount foot through the top hole on the bottom of the L- pipe. Adjust the angle of the L-pipe assembly so the front of the Lpipe is as close to vertical as possible. Once desired angle is established, insert bolt with washer into the appropriate hole in mount foot through the bottom slot of the L-pipe. Finish attaching both bolts with washers and nuts and tighten using a 7/16" wrench.
5. Side ethernet cable through hole in cover plate.
6. Slide grommet over ethernet cable
7. Insert grommet into cover plate
8. Plug ethernet cable end into side of the CONNECT-HOME unit and make sure you hear it click locking into place.
9. Slide cover plate in place and attach using 2 plastite screws provided.

10. Run ethernet cable to location of POE and plug into port marked POE. (The POE is INDOOR rated only, not intended for outside use. Good for use -4 degrees to 104 degrees)

11. Plug in the POE unit into an interior wall outlet.

Operation

Preferred connection method of product is through the Winegard Connected APP
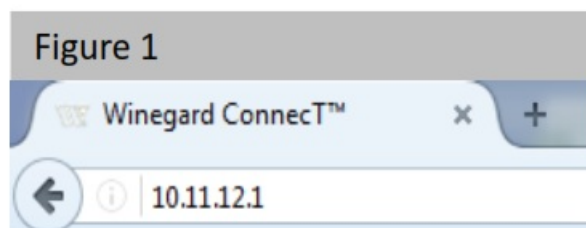**IMPORTANT:** DO NOT LOSE THIS MANUAL.
It contains your unique factory default SSID and password.
NOTE: Winegard recommends web browsers Microsoft Edge, Firefox, and Google Chrome Browser

WiFi Extender
1) 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.

Figure 1

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 Home.
3) Once connected, open an internet browser and type 10.11.12.1 into the address bar and press Enter. Figure 1.
This will take you to the Admin Login screen. Figure 2.
Login using: Username: admin
Password: admin.
To connect to a WiFi network, go to Step

Figure 2

NOTE: The steps below can also be done on the WINEGARD CONNECTED App.

Figure 3

4) To connect to a WiFi network, select WiFi and then click on SCAN FOR WiFi. Figure 3. This will bring up a list of all WiFi signals in range (this should take about one minute).
The Winegard Connect Home will display available networks by signal strength. Select the desired network and click
CONTINUE.
5) Enter the network password, if prompted.
Once the Winegard Connect Home 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.

Step 6 – To connect to a 4G LTE network, select 4G/LTE from the internet access menu. Then click SELECT. If you have available data to use, the INTERNET STATUS should display Connected to 4G/LTE "Winegard ConnecT Data Plan". You are now ready to use the 4G LTE connection. If you do not have any available data the field will display Denied Access. You will have to add data in order to use the 4G connection.

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

Step 7 – To add data you must be connected to an internet source. If needed, connect to a WiFi source. 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.

4G/LTE Data Plan

Subscription
Click here to view or renew your subscription

Status

RATE PLAN
Winegard - 3GB USCAN 30 Days Plan

AMOUNT LEFT (as of yesterday)
2570 MB

AMOUNT USED (this billing cycle)
502 MB

Account

CARRIER
Winegard ConnecT Data Plan

SIM (ICCID)
89011703278134601965

CANCEL

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

NOTE: Any changes made to your network settings may result in a temporary loss of all network connections. 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 Gateway's SSID again from your device.

Change (SSID) Network Name
It is recommended that you change the name of your Extreme. This will improve the security of younetwork and make it easier to find with your WiFi enabled devices.

Figure 5

FORGET WIFI   SAVED WIFI

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.

Figure 6

Forget and Saved Networks

If you want to forget the WiFi network that you are currently on click the FORGET WIFI button. Figure 5.

To view the list of saved networks. Click the SAVED WIFI button. On this page you will be able to prioritize your list of saved networks, delete any or all saved networks, and edit any saved network. Figure 6.

Most functions on the Winegard Connect Home 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 (Figure7), it is possible to do any of the following:

Security Type

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

Figure 7

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

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

If a defect in material or workmanship is discovered, Customer may take the product to an authorized Winegard dealer for service. Customer must provide proof of purchase to verify the product is under warranty. If the product is brought to an authorized Winegard dealer for service prior to expiration of year one (1) of the warranty period and a defect in material or workmanship is verified by Winegard Technical Services, Winegard Company will cover the Winegard dealer's labor charges for warranty service. The Winegard dealer must contact Winegard Technical Services in advance for preapproval 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 ompany 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, ampering, modification of the product as originally manufactured by Winegard in any manner whatsoever, removing or defacing any serial number, usage not in accordance with product instructions or acts of nature such as damage caused by wind, lightning, ice or corrosive environments such as salt spray and acid rain. This Limited Warranty also does not apply if the product becomes unable to perform its' intended function in any way as a result of the television signal provider making any

changes in technology or service.

RETURN AUTHORIZATION POLICY

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

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

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

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

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

This warranty gives Customer specific legal rights. Customer may also have other rights that may vary from state to state. WS-MOBWARREV3 Rev. 10/14

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 20 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.

The device for operation in the band 5150-5250 MHz is only for in-home use.

Winegard Company • 2736 Mt. Pleasant Street • Burlington, IA 52601 • 1-800-288-8094 • Fax 319-754-0787 **www.winegard.com** • Printed in U.S.A. ©2018 Winegard Company Rev3 4-20 2452414

IC Regulatory Compliance

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s).

Operation is subject to the following two conditions:

(1) This device may not cause interference.

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

RF Exposure Compliance

This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the radiator and your body.

The device for operation in the band 5150-5250 MHz is only for indoor use.

Winegard App Connected
Logo/Info here
Unit label with Password
Register your product at **www.winegard.com/myantenna**

Documents / Resources

	WINEGARD WG04 Gateway PRO/Extender with Bridge [pdf] User Manual AZ1333300, C3D-AZ1333300, C3DAZ1333300, WG04, Gateway PRO Extender with Bridge