

WINEGARD® Connect™ 4G1

LONG RANGE, HIGH PERFORMANCE WIFI EXTENDER

Owner / User Manual

Models WF-4000 White and WF-4035 Black



Manuel disponible en français
au www.winegard/support



www.winegard.com/connect

Register your product at winegard.com/myantenna

For help, email help@winegard.com or call 1-800-788-4417

2452373
Rev0 2/17

SPECIFICATIONS

PARTS LIST

Wireless Standard
802.11a/b/g/n/ac

Frequency Band
2.4GHz, 5GHz Simultaneous (5GHz indoor unit only)

Wireless Speed (max)
2.4GHz: 450Mbps (Rx), 450Mbps (Tx)
5GHz: 1300Mbps (Rx), 1300Mbps (Tx)

Amplifiers

Outdoor: (3) 2.4GHz amplifiers
Indoor: (3) 2.4GHz amplifiers
(3) 5GHz amplifiers

Wireless Security

WEP, WPA, WPA2, WPA mixed

Antennas

Outdoor: (3) Detachable high gain 5dBi antennas
Outdoor: (2) Detachable high gain 4G LTE antennas
Indoor: (3) Internal 2.4GHz 4dBi antennas
(3) Internal 5GHz 6dBi antennas

Ports

(1) RJ45 10/100/1000m Lan Port (IDU only)
(1) RJ45 PoE (ODU & IDU)
(2) USB 2.0 Ports

Power Rating

Switching, AC Input 100-240v, 1.5A

Setup Requirements

Wireless 802.11a/b/g/n 2.4GHz network
Computer, tablet or smartphone with a
web browser

Outdoor 2.4ghz
Antennas (3)



Outdoor4G LTE
Antennas (2)



Power Adapter



Outdoor Unit (ODU)



Mounting Feet
with Nuts (3)



Mounting Screws (6)



Indoor Unit (IDU)



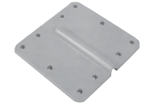
25' Ethernet Cable



Indoor Unit Stand



Cable Entry Plate



Outdoor Unit Cable
Entry Cover w/Screw



WARNINGS:

- Do not paint any portion of the Winegard Connect 4G1. Painting the system could damage the system and will void the warranty.
- Do not mount closer than 12 inches from the edge of the roof.
- Do not mount closer than 24 inches from adjacent devices.
- Do not mount the outdoor unit (ODU) with the cable facing the front of the vehicle.

EXTERIOR INSTALLATION

- 1) Remove each antenna from the protective bag and screw it into an open port on the outdoor unit (ODU).
Figure 1.
- 2) Firmly tighten each antenna by hand. If using a wrench, do not overtighten the antenna as the antennas or housing may become damaged. The antennas should be tightened to 20–25 inch pounds of torque.
- 3) Attach the mounting feet to the unit by threading the provided nuts to the post on the mounting feet. Tighten nuts using an 11/32" wrench. *Figure 1.*
- 4) Place the unit on the roof in the chosen location. Connect the cable to the ODU. Ensure that the Ethernet cable exits the unit towards the back of the vehicle. *Figure 2.*

Figure 1

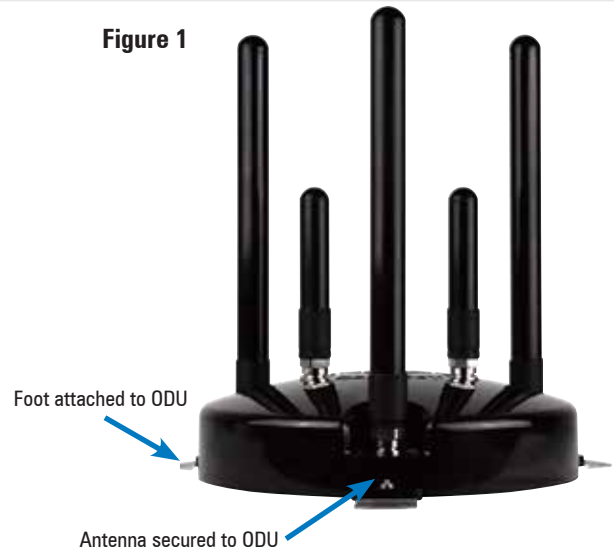
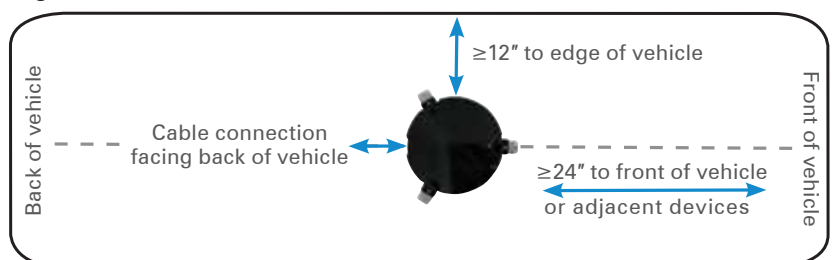


Figure 2



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

- 5) Using a 1/8" drill bit, pre-drill the holes for each of the screws to hold the mounting feet in place.
- 6) Add a small bead of manufacturer approved sealant (not provided) to each hole.
- 7) Drive the screws through the sealant into each hole until tight. Do not overtighten as it will cause the screw to strip. *See NOTE on this page.*
- 8) After the mounting feet are secured, add a small amount of approved sealant around the edge of each mounting foot and over each screw.
- 9) Place cable entry cover on the ODU and secure using the provided screw. *Figure 3.*
- 10) Decide where the indoor unit (IDU) will be mounted inside the vehicle to determine the best location for the Ethernet cable to enter the vehicle. Drill a 3/4" hole through the roof and push the Ethernet cable into the vehicle. Make sure the cable is accessible from the area where the IDU will be located.
- 11) Add a bead of sealant around the hole for the cable. Place the provided cable entry plate over the hole and cable. Secure cable entry plate in place using the supplied screws. Seal the plate and screws with approved sealant.
- 12) Secure the cable to the roof every 12–16 inches to eliminate excessive cable movement. Seal the cable to the roof between the unit and cable entry plate. Cable clamps (not provided) may need to be used depending on the distance the cable runs across the roof.

NOTE: Before using the supplied mounting screws, check with the vehicle manufacturer for any special screw requirements.

Figure 3



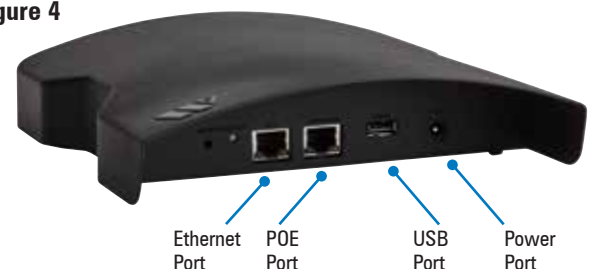
The IDU is designed to allow for multiple mounting options.

INTERIOR INSTALLATION

- 1) Connect the Ethernet cable from the ODU to the **POE** port on the bottom of the IDU. *Figure 4.*
- 2) Plug the power adapter into the IDU. The system may take as long as five minutes before being ready for a WiFi connection.



Figure 4



SETTING UP THE WINEGARD CONNECT 4G1

NOTE: Winegard recommends using Chrome or Firefox for set-up.

- 1) Turn on the WiFi enabled device that you want to connect and scan for wireless networks with this device.
- 2) The label located on the front of this manual or on the back of the IDU will display the default SSID and password. Select WiFi signal and connect. Once the IDU has been selected, enter the password. *Figure 5.*

- 3) 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 Status Screen for the IDU. *Figure 6.* Login using:

Username: **admin**

Password: **admin**

The Winegard Connect 4G1 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**. *Figure 7.*

WARNING: Connecting to the Internet through 4G/LTE will use data from your Winegard Connect Data Plan.

- 5) To add data to the 4G1 from the status screen, choose **DATA PLAN** from the drop down menu and click **SELECT**. Once on the data plan screen, you can see how much data you have remaining or click the link to shop.winegard.com and follow the steps. *Figure 8.*

WARNING: In order to get to shop.winegard.com you must be connected to an internet source.

- 6) To connect to a WiFi network, select **SCAN FOR AVAILABLE WiFi** to bring up a list of all WiFi signals in range (this could take a few minutes).

The Winegard Connect 4G1 will display available networks by signal strength. Select the desired network and click **CONTINUE**. *Figure 9.*

- 7) Enter the network password, if prompted. Once the Winegard Connect 4G1 connects, the status screen will display the page shown in *Figure 10*. When INTERNET STATUS shows connected to the chosen network, (this could take as long as two minutes) the system is ready to browse. *Figure 10.*

NOTE: Some networks will display a “splash page” when connecting instead of using a network password.

NOTE: When connecting to a network requiring a splash screen for multiple days, it may be necessary to clear your browser cache.

Figure 5



Figure 6

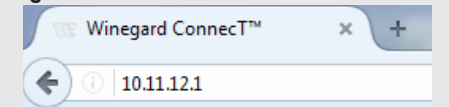


Figure 7

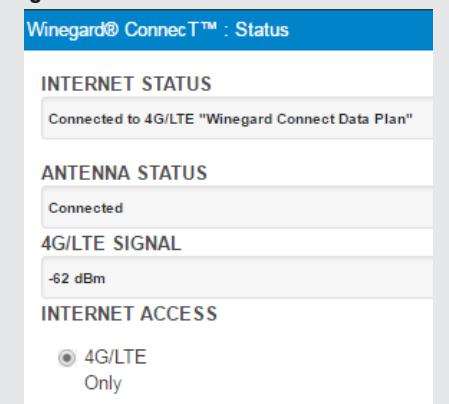


Figure 8

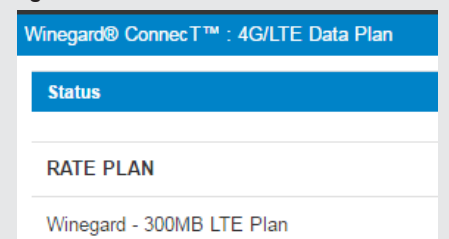


Figure 9

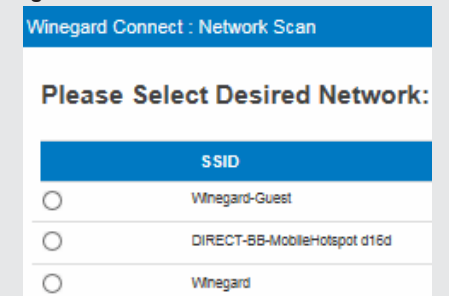
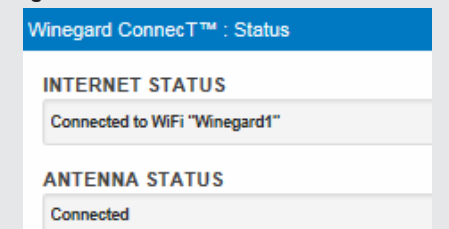


Figure 10



OPERATION OF THE WINEGARD CONNECT 4G1

Most functions on the Winegard Connect 4G1 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 it is possible to do any of the following:

Change (SSID) Network Name

It is recommended that you change the name of the IDU. 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.

Security Type

The Winegard Connect 4G1 Security Type has been defaulted to WPA2-PSK (AES). Other options are available on this screen.

Guest Network

The Winegard Connect 4G1 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 easier password to use when accessing your network while still maintaining a secure system.

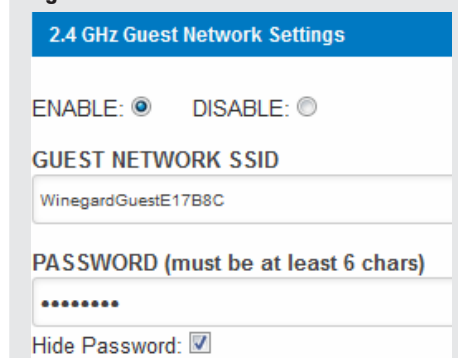
To set up a Guest Network:

- 1) Click on **ENABLE**. *Figure 11.*
- 2) Give the guest network an easily recognizable name. *Figure 11.*
- 3) Enter a password. If you use a simple password, it is recommended that the guest network be disabled when not in use. *Figure 11.*

NOTE: When changing the network SSID you will have to reconnect your device once the Winegard Connect 4G1 reboots.

NOTE: When changing the network password you will have to reconnect your device once the Winegard Connect 4G1 reboots.

Figure 11



ADVANCED SETTINGS

Connected Devices

This displays the name of each device currently connected to the Winegard Connect 4G1.

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 Admin Password

It is not necessary to change the ADMIN PASSWORD, however, to change the password click on **CHANGE ADMIN PASSWORD** to bring up the new password screen.

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 network existing password for the ADMIN PASSWORD.

UPDATING THE WINEGARD CONNECT 4G1 SOFTWARE

NOTE: To retain all passwords and name changes during updates, click “Keep Settings”.

When first setting up the Winegard Connect 4G1 it is recommended to check for software updates the first time the system is connected to an Internet signal. There are two different ways to check for updates: from network and from drive.

From Network

NOTE: Updating the system software from the network will require the Winegard Connect 4G1 to be connected to an Internet source.

- 1) From the Status Screen, choose **UPDATE SOFTWARE** from the drop down menu and click **SELECT**.
- 2) Once on the update software screen, click **CHECK FOR LATEST VERSION**. *Figure 12*.
- 3) There will be a slight delay while the Winegard Connect 4G1 compares the current software version to the latest available version. If you have the latest version there is no need to update the software. If the check finds that you have older software, click **PROCEED** to update to the latest version. *Figure 13*.
- 4) The system will be unavailable for several minutes while the IDU and ODU reset. As these power back on, the system will function normally.

Return to Factory Defaults

To return to factory default SSID and password, press the reset button located on the IDU for ten seconds. *Figure 14*.

WARNING: All changes will be lost and unit will return to factory default SSID and password. To begin setup, please refer to quick start guide.

Figure 12

Winegard® Connect™ : Update Software

Update Software

Flash new software into Winegard Connect
Upload Winegard Connect software here to rep

Keep settings:

Software:
Choose File No file chosen

UPDATE SOFTWARE

OR

(requires internet connection)

CHECK FOR LATEST VERSION

Figure 13

Winegard® Connect™ : Verify Software

Verify Software

The software to be flashed was uploaded. Listed below are the

Software installed appears to be the latest

Click "Proceed" below to start the flash procedure. It will take a

- Software: wgex-both-20170206.bin
- Version: WGEX-BOTH-20170206
- Checksum: 9451ffa8f858896688f00660fa71d35b
- Size: 9.94 MB (15.44 MB maximum)
- Configuration will be kept.

PROCEED

CANCEL

Figure 14



MAINTENANCE

Periodically check the ODU to ensure all connections are tight. As with all electronics, cycle power every few days to keep things running smoothly.

Winegard Connect 4G1 SUPPORT

Troubleshooting

QUESTION	ANSWER
<i>Am I able to paint the Winegard Connect WF1?</i>	Do not paint any portion of the WF1. Painting the system could damage the system and will void the warranty.
<i>Why doesn't my system have a "Scan for WiFi" button?</i>	One of two things is happening. Either you have logged into the system before the outdoor antenna has fully powered up. Please wait four to five minutes for the system to fully boot before logging in. - OR - The Ethernet cable for the outdoor antenna is plugged into the Ethernet port on the indoor unit. Plug it into the port labeled "POE".
<i>The system says that it is connected, why won't web pages load?</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>The system keeps making me log in every time I try to change screens...</i>	Check to see if you have a second window open on the Winegard Connect status screen. Close this window and the problem should go away.
<i>What if I forget my password?</i>	If you have not changed your default password, it will be listed on the back of the indoor unit. If you have changed this password, you can reset the unit using the RESET button on the bottom of your indoor unit. Press this button and your system will return to the factory settings. Once reset, the default password will unlock your system.
<i>I changed my password and nothing happened.</i>	The Winegard Connect will reject any password that is not long enough. Try entering a password of at least eight characters. This will improve the security of your devices.
<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 model is connected to. If this is not the Winegard Connect SSID, this address isn't valid. If you are indeed connected to the correct network, the address may have been changed. To resolve this, press the reset button on the bottom of your indoor unit. This will return the unit to its factory settings.
<i>My default SSID does not appear on my device when I search for it.</i>	When the Winegard Connect first powers on or has reset for any reason, it stops broadcasting the SSID. It may take between four and five minutes from the time it regained power to start broadcasting again.
<i>I changed my Winegard Connect SSID and was disconnected.</i>	This is normal. The old SSID that you were connected to is no longer valid, simply open your device's WiFi screen and search for the name you chose for your network. Select this and enter the password.
<i>I am connected to a network but the speed isn't very good.</i>	The Winegard Connect can only extend the signal range for what is available. Try moving closer to the source of the signal and logging on with your device directly. If the speed is still slow, try searching for another available network.

LED DEFINITION:

<i>Slow Orange Blink</i>	The Winegard Connect IDU is searching for an ODU.
<i>Solid Orange</i>	The Winegard Connect IDU has found an ODU and is supplying power. Waiting for a response from the ODU.
<i>Fast Orange Blink</i>	The Winegard Connect IDU has received a response from the ODU and is waiting for a network connection.
<i>Slow Red Blink</i>	The Winegard Connect IDU is connected by the PoE port to a device other than an ODU. Please connect the PoE port to the ODU only.
<i>Solid Green</i>	The Winegard Connect IDU is connected to an ODU and has an internet connection available.
<i>Fast Green Blink</i>	The Winegard Connect ODU is being updated with a new image.
<i>Alternating Green & Orange Blink</i>	The Winegard Connect IDU is being updated with a new image.

Continued next page

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

Troubleshooting (cont)

STATUS SCREEN MESSAGES:

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

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

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.

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

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

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

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

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

RETURN AUTHORIZATION POLICY

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

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

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

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

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

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

WS-MOBWARREV3
Rev. 10/14

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antenna does not function as expected, please contact Winegard Company
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