WINEGARD® Gateway™

4G LTE WIFI ROUTER
AIR™ 360+ ANTENNA REQUIRED FOR USE

Model: GW-1000

PROTECTED BY WINEGARD 2 YEAR LIMITED WARRANTY

For help, email help@winegard.com
or call 1-800-320-9992
Manuel disponible en français au
www.winegard.com/gateway

DESIGNED AND MANUFACTURED IN USA SINCE 1953

Register your product at www.winegard.com/myantenna

Place label here

2452438
Rev2 9-19

Welcome

Congratulations on your Winegard® Gateway™ purchase! Thank you for trusting Winegard to bring connectivity solutions to you while on the go. This product, combined with the Winegard Air™ 360**+**, will provide you more freedom when choosing where to adventure, all while bringing the comforts of TV and secure internet to you and your devices.

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Product Information

The Winegard Gateway has been designed for use **only** with the Winegard Air 360**+** system and will not operate as a standalone accessory. It is compatible for RVs with a roof-radius of 230 inches to flat and a 7 inch max. roof thickness.

RV Manufacturer Install

Many RV manufacturers have chosen to factory install the Air 360**+** and prewire both +12VDC and the WiFi/4G antenna cables to a cap in the RV's ceiling. A photo of the cap is located on page 2 of this manual. If this is the case, locate and remove the cap to access the wiring. If you are able to locate the +12VDC wiring and three color coded antenna cables, you have found the location to install the Gateway and can continue to the Installation section (page 2).

Aftermarket Install

If your vehicle does not have an Air 360**+** antenna installed, please contact your local RV dealer for information on having one installed. It is recommended to install the Air 360**+** **before** attempting to install the Gateway system. Winegard recommends installing the Gateway **directly under** the Air 360**+**. Once the Air 360**+** has been installed, there are two requirements to finding a location on the RV ceiling for installation: +12VDC must be present, and the three WiFi/4G antenna cables from the Air 360**+** must be able to reach the connection points on the Gateway router. Please refer to Air 360**+** manual for correct installation instructions.

There are two mounting options for the Winegard Gateway system:
A. Ceiling Mount (recommended) or B. Inside Air 360**+** Dome.

A. Ceiling Mount Install (Recommended)

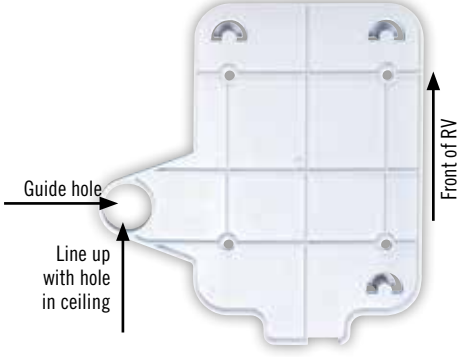
see page 5 for diagram

If the Air 360**+** system was installed at the RV manufacturer, you may notice a white circular Winegard cable access cap on the ceiling of your RV. If the Air 360**+** was not previously installed, refer to the Air 360**+** Installation instructions before attempting to mount the Gateway system.

NOTE: When mounting the Gateway inside the RV, it MUST be mounted directly under the Air 360**+** to ensure the WiFi and 4G LTE antenna cables reach the Gateway.

Step 1 - Remove the two screws that secure the access cap to the ceiling and gently pull the +12VDC power cables and three smaller antenna cables down through the hole. If any of these cables are missing please contact Winegard Company.

Step 2 – Pull the cables through the guide hole of the mounting bracket and align this hole with the hole in the ceiling of the RV. Make sure that the bracket is in a parallel position with the walls of the RV. Once in position, secure the mounting plate to the ceiling of the RV with four screws included in the mounting hardware.



Step 3 – Next, with the provided two wire nuts, splice the included 9.5" power cable and the power cable that the RV Manufacturer installed. Connect the black wire and the ground wire from the RV, and the red wire to the power wire from the RV. Ensure that the cables are secure to the wire nuts before continuing. Continue to Step 13 if the power cable was already installed. Discard the included wall plate and power switch, if not needed.

NOTE: If the power wire was not installed, you will need to install your own power wire. It is recommended to use 18 gauge wire no longer than 50 feet with a dedicated 12VDC circuit and a 3A fuse. See the Air 360**+** installation manual for more information.

Step 4 – Choose a location to install the supplied Wall Plate with Power On/Off switch. When selecting a location, remember that a +12VDC power cable will need to be run from the Gateway to the switch.

Step 5 – For a wall or panel mount, drill or use a hole saw to create a 1¼" hole. Pull the power cable from the Gateway and the RV's power wires through the wall or panel.

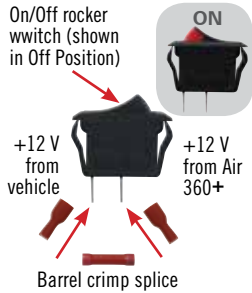
Step 6 – Be sure the switch is in the OFF position before continuing. Slide the power switch into the wall plate.

Step 7 – Connect the +12V power wire from the vehicle to a small red terminal insulator. Crimp the connector.

Step 8 – Connect this small red terminal insulator to the isolated spade of the power switch.

Step 9 – Connect the red wire from the Gateway to the other small red terminal insulator. Crimp the connector.

Step 10 – Connect this small red terminal insulator to the middle spade on the switch.



Barrel crimp splice

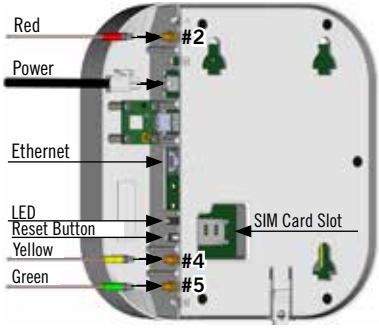
Power switch into
wall plate

Step 11 – Slide the ground wire from the vehicle into one end of the barrel crimp splice, and slide the black ground wire from the Gateway into the opposite end of the splice. Crimp the splice.

Step 12 – Mount the wall plate to the wall or panel with the two supplied wall plate screws.

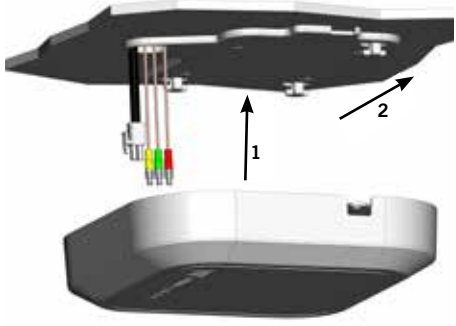
Step 13 – Next, connect the WiFi cable with the red tubing to the mating connector that is designated in the #2 slot.

Step 14 – Connect the 4G LTE cables with their respective mating connectors (Yellow - #4 slot and Green - #5 slot).

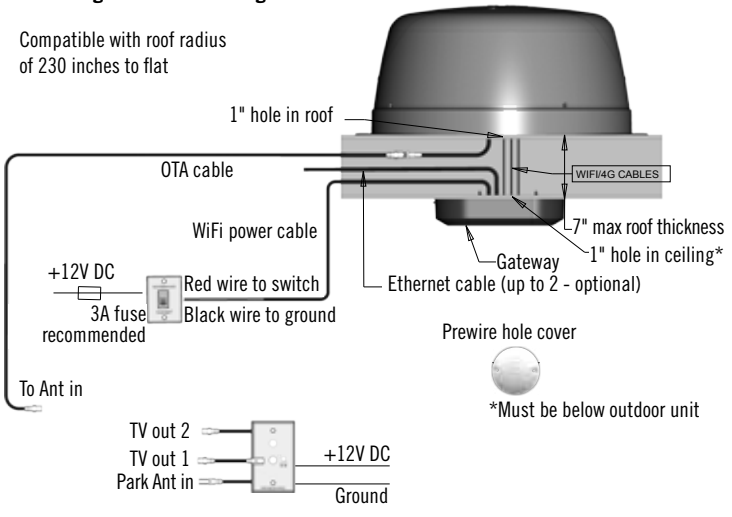


Step 15 – Before connecting the power cable to the Gateway confirm that all other connections are properly made. If so, connect the power cable. Turn the wall plate power switch to the ON position and verify that the LED on the backside of the Gateway illuminates.

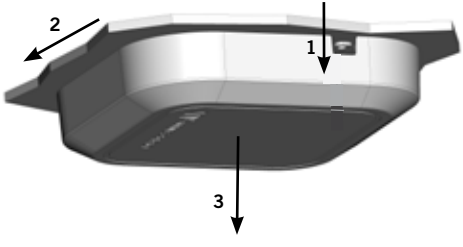
Step 16 – Lastly, feed all excess cabling back into the hole of the ceiling and push the backside of the Gateway up onto the mating hooks. There will be two on the side opposite the cabling hole and one on the same side as the cabling hole. Once the Gateway is secure to the hooks, slide the Gateway towards the lever until it locks into place. A clicking sound indicates the Gateway is locked in position.



A. Ceiling Mount Install Diagram



To remove the Gateway from the mount, pull the lever down (1) and slide the Gateway housing away from the lever (2). Next, gently pull the Gateway down (3).



B. Air 360+ In Dome Install

see page 8 for diagram

If the compatible Air 360**+** system was installed at the RV manufacturer and there isn't a white circular Winegard cable access cap on the RV's ceiling, the Gateway was meant to be installed inside the dome of the Air 360**+**. If the Air 360**+** was not previously installed, refer to the Air 360**+** Installation instructions on mounting the antenna before attempting to mount the Gateway system.

WARNING: There is a coax cable connected to the over-the-air antenna under the dome. Gently remove the dome and lay on its side next to the base to avoid damaging the antenna, coax, or other antennas within the dome.

Step 1 – Remove the four screws on the outside of the Air 360**+** dome and gently remove the dome.

Step 2 – With the provided two wire nuts, splice the included 9.5" power cable and the power cable that the RV Manufacturer installed. Connect the black wire and ground wire from the RV and red wire to the power wire from the RV. Ensure that the cables are secure to the wire nuts before continuing. Continue to Step 12 if the power cable was already installed. Discard the included wall plate and power switch, if not needed.

NOTE: If the power wire was not installed, you will need to install your own power wire. It is recommended to use 18 gauge wire no longer than 50 feet with a dedicated 12VDC circuit and a 3A inline fuse. See the Air 360**+** installation manual for more information.

Step 3 – Choose a location to install the supplied Wall Plate with Power On/Off switch. When selecting a location, remember that a +12VDC power cable will need to be run from the Gateway to the switch.

Step 4 – For a wall or panel mount, drill or use a hole saw to create a 1¼" hole. Pull the power cable from the the Gateway and the RV's power wires through the wall or panel.

Step 5 – Be sure the switch is in the OFF position before continuing. Slide the power switch into the wall plate.

Step 6 – Connect the +12V power wire from the vehicle to a small red terminal insulator. Crimp the connector.

Step 7 – Connect this small red terminal insulator to the isolated spade of the power switch. (See diagram)

Step 8 – Connect the red wire from the Gateway to the other small red terminal insulator. Crimp the connector.

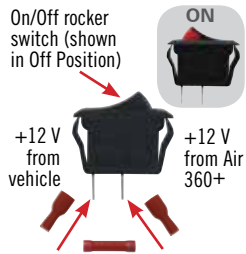
Step 9 – Connect this small red terminal insulator to the middle spade on the switch.

Step 10 – Slide the ground wire from the vehicle into one end of the barrel crimp splice, and slide the black ground wire from the Gateway into the opposite end of the splice. Crimp the splice.

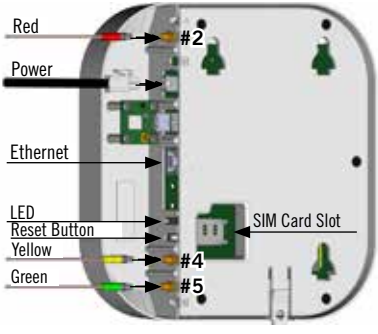
Step 11 – Mount the wall plate to the wall or panel with the two supplied wall plate screws.

Step 12 – Next, connect the WiFi cable with the red tubing to the mating connector that is designated in the #2 slot.

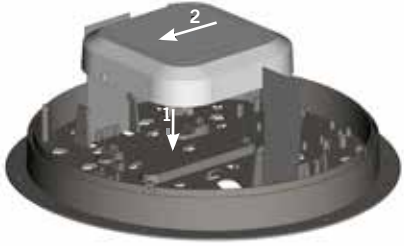
Step 13 – Connect the 4G LTE cables with their respective mating connectors (Yellow - #4 slot and Green - #5 slot).



Power switch into wall plate



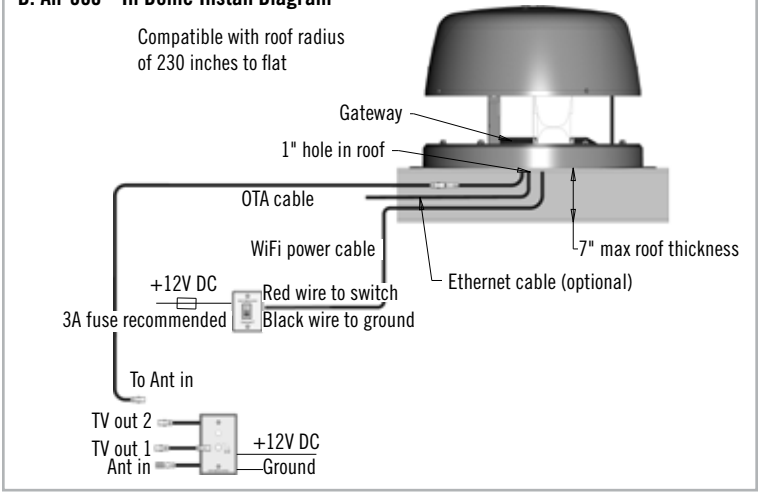
Step 14 – Before connecting the power cable to the Gateway confirm that all connections are properly made. If so, connect the power cable. Turn the wall plate power switch to the ON position and verify that the LED on the backside of the Gateway illuminates.



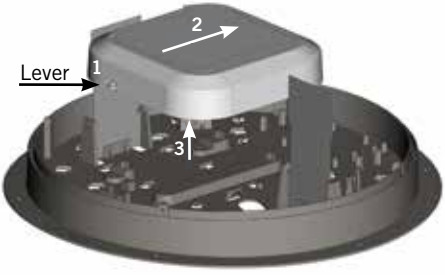
Step 15 – There will be two mating hooks on the side opposite the cabling hole and one on the same side as the cabling hole. Once the Gateway is secured to the hooks (1), slide the Gateway towards the lever until it locks into place (2). A clicking sound indicates the Gateway is locked in position.

Step 16 – Carefully reinstall the dome with the four screws previously removed.

B. Air 360+ In Dome Install Diagram



To remove the Gateway from the mount pull the lever up (1) and slide the Gateway housing away from the lever (2). Next, gently pull the Gateway upward (3).



NOTE: To access the Winegard® ConnecT™ software Winegard recommends web browsers Microsoft Edge, Firefox®, Safari, and Google Chrome™ Browser.

WARNING: FOR FIRST TIME USERS - On the initial setup, your Gateway system may have to reconfigure the modem. If this occurs, expect an additional 1-2 minutes of delay before the Gateway can be used.

DO NOT CLICK THE BACK BUTTON on your web browser when navigating through this software.

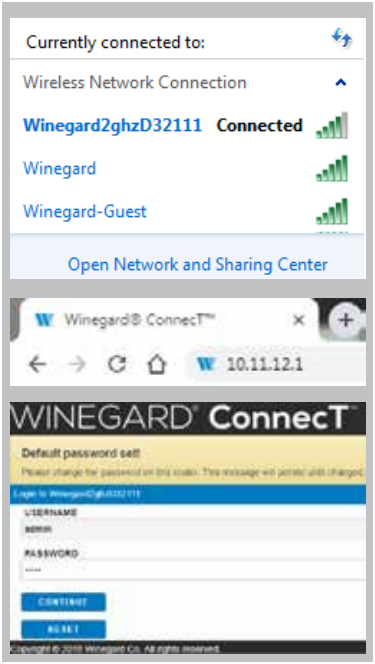
Step 1 - Turn the power switch to the ON position. Turn on the WiFi enabled device(s) that you want to connect and scan for wireless networks. It may take a few minutes for the Winegard network to appear.

Step 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 Gateway.

Step 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 Admin Login Screen. Login using the following credentials:

Username: admin

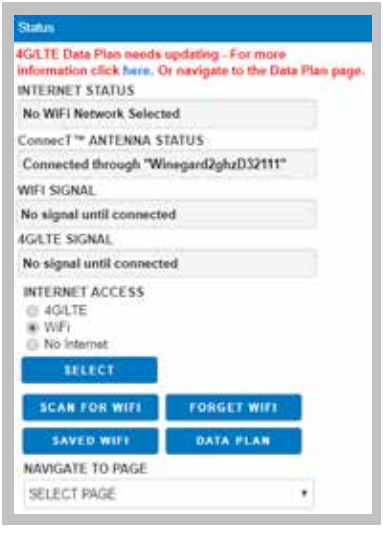
Password: admin

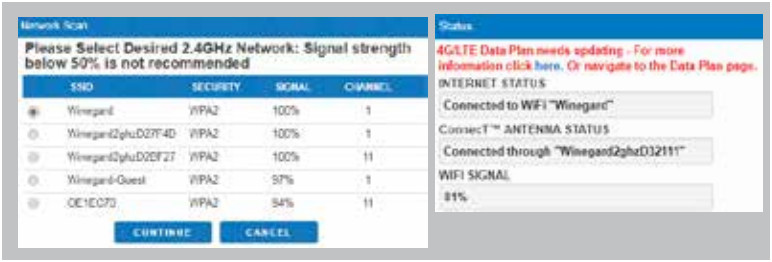


The Winegard Gateway with Air 360+ can access the internet two different ways: from a local WiFi network or a 4G LTE network.

Step 4 - To connect to a WiFi network, select **WiFi** from the Internet Access options and then click on **SCAN FOR WiFi**. This will bring up a list of all WiFi signals in range (this could take up to 30 seconds). The list of available networks will be displayed by signal strength. Select the desired network (SSID) and click **CONTINUE**.

Step 5 - Enter the network password, if prompted. Once the Winegard Gateway connects to the internet the **INTERNET STATUS** field will show Connected (this could take as long as two minutes). You are now ready to use the WiFi.



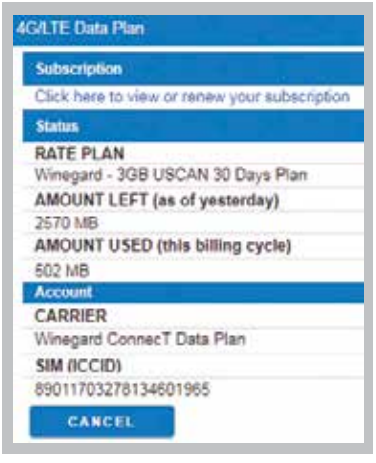


NOTE: Some networks will display a “splash page” when connecting instead of using a network password. When connecting to a network requiring a splash screen for multiple days, it may be necessary to clear your browser cache.

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.



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.

Most functions within the Winegard software are controlled from the Local Network Settings screen. From the Status Screen, select **LOCAL NETWORK SETTINGS** from the drop down menu. From here it is possible to do any of the following:

Change (SSID) Network Name

It is recommended that you change the network name of your Winegard Gateway. 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.

Security Type

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

Guest Network

The ConnecT software 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.

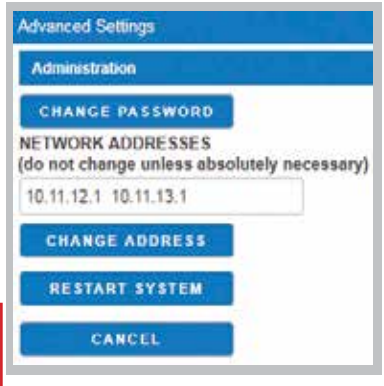
To set up a Guest Network click on the ENABLE selection, give the Guest Network SSID an easily recognizable name, and enter a password that can be remembered by your guest. If you use a simple password, it is recommended that the guest network be disabled when not in use.

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 Gateway with the changed network name and/or password.

Advanced Settings

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. Enter the new password into the area for both PASSWORD and RE-ENTER PASSWORD. The password in each of these boxes must match.



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.

Restart System

Press the restart button only if needing to reboot the Winegard Gateway system.

Saved WiFi Networks

In the **Saved WiFi Networks** screen you can manage your preferences to what WiFi networks your system will connect to. The system can remember if you frequently visit and use a location's WiFi, therefore not requiring you to enter the password to connect.

Data Plan

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. You must have an internet connection to access this Winegard Sign In screen.

Change Provider

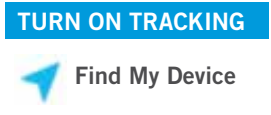
See Swapping the SIM Card in the next section of this manual. You must have a WiFi connection to change the 4G LTE provider.

Network Activity

On the **Network Activity** screen, you can see what devices are currently connected to your Gateway system as well as what network you are connected to.

GPS Location

On the **GPS Location** screen, you can see the location of your unit along with what GPS satellites can be seen. Here you can click on Turn On Tracking which will allow you to Find My Device when using the Winegard Connected app. When on the app you must sign in and have your device registered in order to access Find My Device.



Update Software

When first setting up the Winegard Gateway 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. In the **Update Software** screen you can check for the latest software version, check for a modem update, or restore the system to the original factory configuration.

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

Support

Under the Support section, you will find useful information on how to contact the Winegard support team. If you are experiencing issues you may be asked to save a log file. To do this you will click on the SAVE LOG button and a download from the Winegard Gateway software to your device will begin. A file will be generated and downloaded that you will be able to email technical services for review.

Before contacting the Winegard support team click on the FAQ button and see if the issue/question you are experiencing is already listed.

About

The About page has information about your Gateway product, such as current software version, 4G Carrier, IMEI Number, SIM Card Number, and much more.

RESET / RETURN TO FACTORY DEFAULTS

To return to factory default, press the reset button located on the backside of the Gateway between the LED indicator and the Yellow cable connector #4 for 30 seconds.

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

The Winegard Gateway 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 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 Winegard Gateway supports the Winegard Plan, AT&T®, and Verizon® Wireless. Visit www.winegard.com/gateway to view up-to-date approved carriers. Winegard has no control over hotspot data plans through a third-party provider. Please check with your provider on data plans.

If you choose to use a third-party 4G/LTE plan, you will need the cellular provider to supply you with an approved SIM card (Mini-SIM/Standard SIM (2FF - 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 current 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:

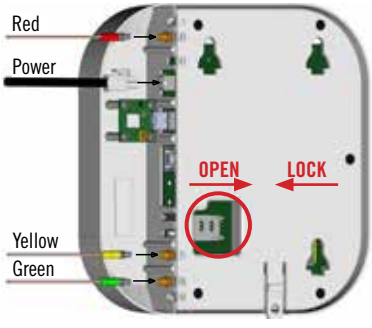
- Type of connection – Data only
- Type of device – Mobile Hotspot
- IMEI Number – This number will be located on the front of this manual and can be found in the About page of the software.

Once you have the SIM card from your cellular provider, you are ready to swap out the Winegard SIM card. In order to do this, follow these instructions:

Step 1 - The Gateway will need to be removed from it's mount. For ceiling mount removal, see the bottom of page 5. For roof mount removal, see page 6, Step1 for instructions on safely removing the Air 360**+** dome, and page 9 for instructions on removing the Gateway form the Air 360**+** base.

NOTE: It may be easier to swap the SIM card out with the antenna and power cables disconnected from the Gateway.

Step 2 - Locate the SIM card slot on the backside of the Gateway. Slide the connector back to Open. There is an arrow on the black connector indicating the correct direction.



Step 3 – Gently pull up on the connector exposing the SIM card. Remove the SIM card.

Step 4 – Insert the third-party provider SIM card with the metal electronic chip facing downward. Gently push the connector back down and slide in to the locked position. There is an arrow on the black connector indicating the correct direction.
If the SIM is inserted incorrectly the SIM will not lock into place.

Step 5 – Reconnect the antenna and power cables, if removed, and reattach the Gateway to the mounted location. See the installation section of this manual on how to secure the Gateway.

NOTE: When using a third-party data plan some features will be unavailable, such as the Data Plan page. For information about data usage, contact your cellular provider.

NOTE: After you have successfully swapped your SIM card, you will need to update the software of the Gateway to recognize the SIM that is now installed. In order to update the Gateway's firmware with the correct Carrier's Network Settings you will need an internet connection. Please make sure that you have a usable WiFi connection.

First time Operation – Updating Firmware

Step 1 - Follow steps 1-5 from the Operation (web) section of this manual to connect to a useable WiFi source.

Step 2 - Once connected to the internet, under the NAVIGATE TO PAGE field, click on the drop-down menu and select **CHANGE PROVIDER** on the main status screen.

Step 3 - 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 to you when you requested your SIM card in the CELLULAR APN field. Also, be sure that the Winegard APN check box is NOT checked.

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

Step 4 - Click on the CHANGE PROVIDER button.

Step 5 - 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".

Let Winegard keep you connected to the Internet while on the road using our FREE Connected app for all Winegard Internet products.

Slideout Menu -
Test Internet Speed, Find My Device (GPS), Account Information, Support and more.

Tap to see signal strength of the 4G or WiFi connection.

Information Icon -
Helpful hints and tips can be found here.

Connection Information -
Device name, Local Network name, Internet Source, and software version.

NOTE: The initial ADMIN PASSWORD is admin.

In the Settings screen you are able to change the Local and Guest Network Name (SSID) and passwords.

In the Advanced Settings screen you are able to change the IP address, modify saved WiFi networks, perform a factory reset, and reboot the system if needed (recommended to NOT make changes).

Health Check – If you believe your system is having problems you can click on the Download Logs button (and with an internet connection will be able to send directly to Winegard for review). If no internet connection is available, the file can be saved to your device and sent via email at a later time.

Product Manual – This link will send you to the Winegard website where you can find your correct manual.

Submit Help Request – Fill out the Contact Form and include a message with what you need help with and a Winegard Support agent will respond. Or call Winegard Technical Support 1-800-320-9992.
help@winegard.com – Link will open your default email provider and start a new email.

All the device information can be found in the **About** screen. You are also able to check for software updates which typically update every couple months for added improvements.

Internet Source - Switch between WiFi, 4G LTE, or turn off internet. Switching between internet options will prompt the message to the left. Make sure your phone or tablet is set to auto connect and that a connection to another network has not been made during this change.

Selecting the **Buy Data** button will direct you to the Winegard sign on screen. Enter your account user name and password or create a new account. You must have an internet connection to access the Winegard sign on screen.

If WiFi is selected as the Internet Source, a **Scan for WiFi** button will appear. Click this button and a scan of the available WiFi in your location will take place. Connect to an available WiFi network within the list provided. If there is a lock next to the available network, a password is required to log on.

Problem - I am not seeing the SSID for my Gateway system.

Solution - Remove the Gateway from the mounted location and check that the LED, located on the backside, 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 next to the LED for 30 seconds.

Problem - What if I lost my manual and/or cannot find my SSID or password?

Solution - If you haven't changed your factory preset SSID or password you have some options to recover these:

1. The factory preset SSID and password will be located on the backside of the Gateway system.

2. Contact Winegard at 1-800-320-9992.

If you have changed your password you have 2 options:

1. To return to factory default, see page 16. 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 on the backside of the Gateway.

2. Contact Winegard at 1-800-320-9992.

Problem - What do I do if 10.11.12.1 does not bring up the login screen?

Solution - 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 Gateway 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 16.

Problem - The system software shows I'm connected to a WiFi source but why aren't the web pages loading?

Solution - 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 Terms and Conditions 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. Also, try entering fixwifi.it into your web address bar. This should force the splash page to load.

Problem - I have data but I am not able to connect to the internet. The Internet Status field continuously gives messages but never connects.

Solution –

1. Ensure that you have coverage in your location. To view the 4G/LTE nationwide coverage map for the Winegard Data Plan visit www.winegard.com/connect.
2. The Winegard 4G will not work in Mexico.
3. Power cycle the Gateway and wait 10 seconds.

Problem - What range and coverage can I expect to get?

Solution – Service and Coverage not available everywhere. To see the Winegard Nationwide coverage map, go to www.winegard.com/connect. If you are bringing your own SIM card, check your provider's coverage map.

All other problems please contact Winegard's Technical Support at 1-800-320-9992 or email help@winegard.com.

LED Definitions

LED DEFINITION - LOCATED ON BACKSIDE OF GATEWAY:	
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.

Specifications

Wireless Standard: 802.11b/g/n
Frequency Band: 2.4 GHz; LTE: B2, B4, B5, B13, B17
Wireless Speed: 2.4 GHz: 450Mbps (Rx), 450 Mbps (Tx)
Max 4G LTE Speed: 150 Mbps download
Wireless Security: WPA, WPA2, WPA mixed
Antennas WiFi: (2) in Gateway & (1) in Air 360+ 4G LTE: (2) in Air 360+ GPS: (1) in Gateway
WiFi Range: Up to 1/3 mile
SIM Card Port: Mini SIM (2FF) - (25mm x 15mm x 0.76mm)
Compatible Carriers: Winegard Data Plan, Verizon, AT&T For complete list of compatible carriers: www.winegard.com/connect
Power Rating: DC 9-16V, 1A
Operating Temperature Range: -30°C to +70°C (-22°F to +158°F)
Weight: 0.8 lb
Dimensions: 8.13"l x 8.13"w x 1.68"d
Warranty & Support: Warranty: 2 Years Parts, 1 Year Labor -Complimentary Telephone and Email Support -Online Technical Manuals and Instructions -Large Dealer Support Network
Setup Requirements: Wireless 802.11 b/g/n 2.4 GHz network; Winegard Air 360+ antenna; computer, tablet, or smartphone with a web browser; Winegard Connected App
In the Box: Router, Mounting Plate, Installation Hardware, Power Cable, User Manual

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.

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 Gateway does not function as expected, please contact Winegard Company at 1-800-320-9992, email help@winegard.com, or visit our website at www.winegard.com/gateway.

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.

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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 THISWARRANTY.

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.

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