**POWERED BY** WINEGARD®

# TOGO

## ROADLINK™ C2

**4G LTE ROUTER + WIFI EXTENDER**

## Installation & Operation Manual
### Model WF2-TH2

### *Get started!*

**DOWNLOAD**
Winegard Connected App

① Free at App Store and Google Play

**SCAN**
QR code with App for Setup

② QR code found in manual

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

For help relating to your AT&T® Data plan please call 1-800-331-0500

Register your product at winegard.com/myantenna

PROTECTED BY WINEGARD
2 YEAR LIMITED WARRANTY

DESIGNED AND MANUFACTURED IN **USA**
SINCE 1953

2452430

Place label here

2452430
Rev1 4-19

## Welcome

### Congratulations on your Togo Roadlink™ C2 purchase!

Togo Roadlink is your complete connectivity solution. From advanced hardware to exclusive data plans and more, you now have the freedom to stay connected no matter your destination. Engineered for RVs, Roadlink C2 connects all of your devices through a secure hotspot that maximizes speed and range. It's reliable internet for your on-the-go lifestyle. With exclusive data plans from AT&T*, you're now free to stream entertainment, surf the internet, and more. Stay connected at the campground or while en route to your next adventure!

*Visit att.com/togo for latest plan pricing and details. Eligible vehicle/AT&T wireless account required. Service & coverage not available everywhere. Other charges & restrictions apply. Plan pricing and terms subject to change.
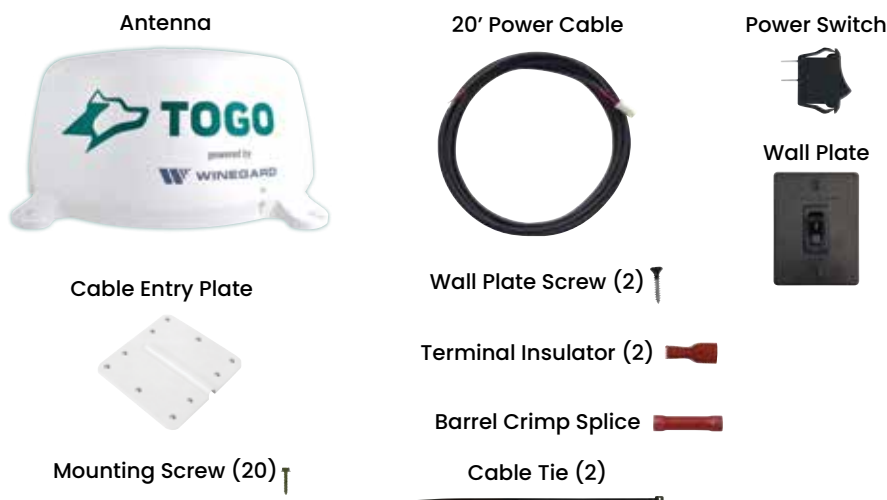
## Contents

## Warnings

- You must have a compatible tablet or cellular device running iOS or Android in order to download the Winegard App.

- In order to use the app you must allow for camera access. The camera will need to scan the QR code, located on the front of this manual, as part of the initial setup process.

- Read this manual carefully and completely before attempting to assemble, install or operate this product. Togo and Winegard recommend the installation of this equipment be done by a professional technician familiar with the vehicle in which it is installed.

- It is recommended to wire 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 Roadlink C2 device. Painting could damage the system and will void the warranty.

- Check with vehicle manufacturer on recommended screws and sealant to use on this product

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 Roadlink C2 antenna 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/connect.

## Parts List

Antenna

20' Power Cable

Power Switch

Wall Plate

Cable Entry Plate

Wall Plate Screw (2)

Terminal Insulator (2)

Barrel Crimp Splice

Mounting Screw (20)

Cable Tie (2)

**Tools required for unpacking & installation:**

- Drill with 3/4" bit
- 1-1/4" hole saw (if mounting switch in wall)
- Phillips screw driver #2 3/8"
- Sealant (consult RV manufacturer for proper type for your roof material)
- Crimping tool
- Power wire 18 gauge, 50' maximum recommended
- Wire Stripper

**Specs:**

- Dimensions: 16" diameter, 8" tall, 3.75 lbs.

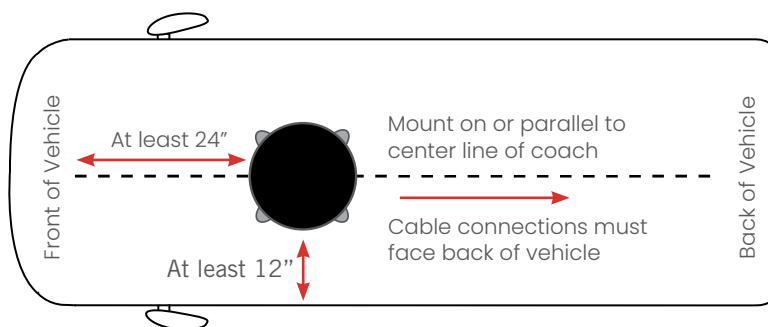## Togo Roadlink™ C2 Installation

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

Before mounting the antenna, determine a location for the wall plate/ power supply. Keep in mind 12 V connection must be made from the Roadlink C2 to the back of the power supply and from the power supply to a RV power source. It is recommended to use 18 gauge wire no longer than 50 feet with a dedicated 12VDC circuit and a 3A in-line fuse. Then, choose a location on the roof of the RV 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.

**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



Front of Vehicle

At least 24"

Mount on or parallel to center line of coach

Cable connections must face back of vehicle

At least 12"

Back of Vehicle

### 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 centerline of the antenna is on or parallel to the centerline of the vehicle; the centerline 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.  Remove the unit.

STEP 5 – Apply sealant (not provided) 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.

STEP 6 – Decide the best location for the power cable to enter the vehicle, as well as, the location of the wall plate power switch inside your vehicle. Drill a ¾" hole in the roof, and push the power cable making sure the cable is accessible from the area where the power switch will be located.

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

### Interior

STEP 8 – Choose a location to install the ConnecT Wall Plate with power On/Off switch. When selecting a location, remember that you will need to run the supplied +12VDC power cable from the Roadlink C2 antenna to the switch along with power from your vehicle. It is recommended to use 18 gauge wire no longer than 50 feet with a dedicated 12VDC circuit and a 3A in-line fuse.

STEP 9 – For a wall or panel mount, drill or use a hole saw to create a 1¼" hole. Pull the power wires through the  wall or panel.

STEP 10 – Be sure the switch is in the OFF position before continuing.

Step 11 – Slide the power switch into the wall plate.

STEP 12 – Connect the +12V power wire from the vehicle to a small red terminal insulator (included). Crimp the connector.

STEP 13 – Connect this small red terminal insulator to the isolated spade of the power switch. (See diagram on next page).

STEP 14 – Connect the red wire from the Roadlink C2 to the other small red terminal insulator (included). Crimp the connector.

STEP 15 – Connect this small red terminal insulator to the other spade on the switch.

STEP 16 – Slide the ground wire from the vehicle into one end of the barrel crimp splice (included), and slide the black ground wire from the C2 antenna into the opposite end of the splice. Crimp the splice.

STEP 17 – Slide the power switch back into the hole created in Step 9. Mount the wall plate with the two supplied wall plate screws.

STEP 18 – Turn the switch to the ON (I) position and verify that the LED on the outside of the dome, located under the SIM Card/LED cover plate, has turned on.

Vehicle's Roof

+12V DC

3A FUSE RECOMMENDED

RED WIRE - TO SWITCH

BLACK WIRE - TO GROUND
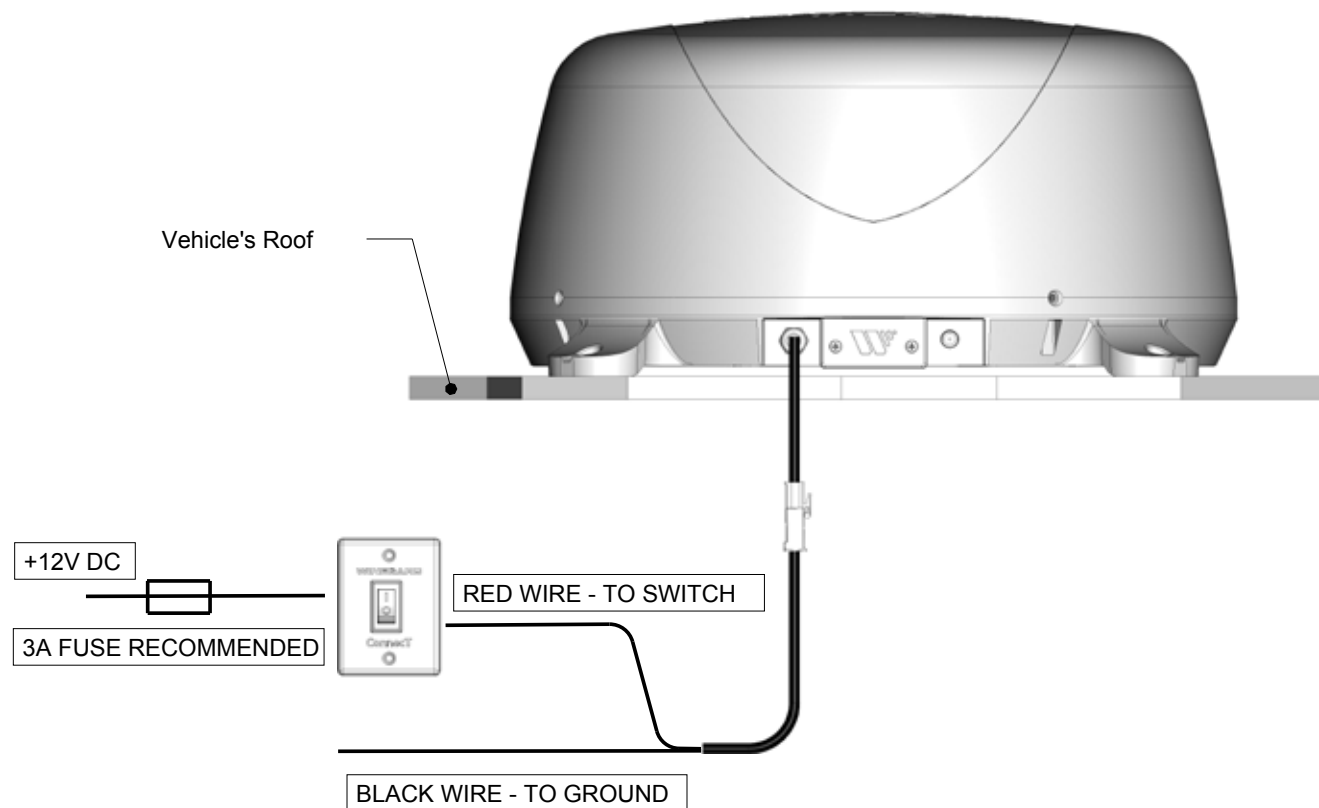
**ON Position**

**STEP 10**
On/Off Rocker Switch (shown in Off Position)

**STEP 11**
Power switch into wall plate

**STEP 12 & 13**
+12V from vehicle

**STEP 14 & 15**
+12V from Roadlink C2
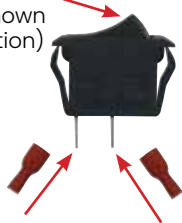
**STEP 16**
Barrel crimp splice

## Initial Setup Process

**The Winegard – Connected app** must be downloaded first before using the product.

**WARNING:** FOR FIRST TIME USERS – The initial setup requires an internet connection to pair the device with a newly created account. **Do not** connect directly to the local network (shown on the front of this manual) of your Togo Roadlink C2 Device. You will be instructed when to connect during the initial account setup process.

1. From your mobile device or tablet, download the free Winegard – Connected app either in the iOS App Store or the Google Play Store. Once the download is complete, open the app.

2. Turn the power switch to the Roadlink C2 to the ON position. This will either be a rocker (on/off) switch or a push button on the right side of the wall plate as seen in the previous Installation (Option A) section of this manual (pg. 4).

**NOTE:** Not all RVs are wired the same way. Consult your RV manufacturer if either this switch or button cannot be found.

3. In order to use the Togo Roadlink C2 unit you must accept Winegard's Terms and Conditions. To view the full Privacy Policy and Terms of Use please select the link in the app or visit http:www. winegard.com/about/privacy-policy.

4. After the Terms and Conditions are accepted, a screen with the message "No devices have been detected. Please choose a method to connect to a new device." will appear. Once this message disappears, click on the Add Device QR Code button.
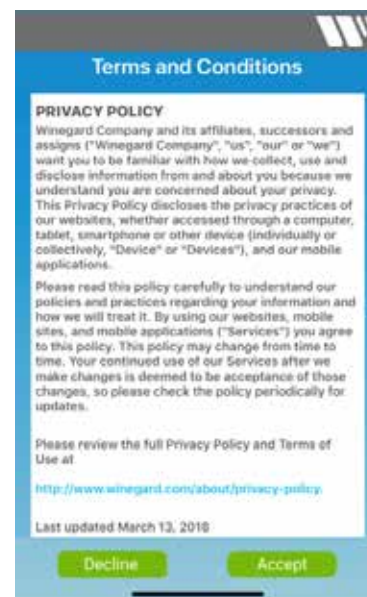
**NOTE:** You may get a message asking to allow the Connected app access to your device's camera. You will need to allow access in order to complete the setup.

5. After selecting the Add Device icon, a message will appear stating "You must be signed in order to use this feature. You will automatically be taken to the account page to sign in with Togo." Click on the Sign in with Togo ID button. Review Togo's Privacy Policy (you must agree to the terms of use). If you already have a Togo account simply sign in and skip to step 7. If not, click on the link to create one (see step 6).

Winegard Connected App
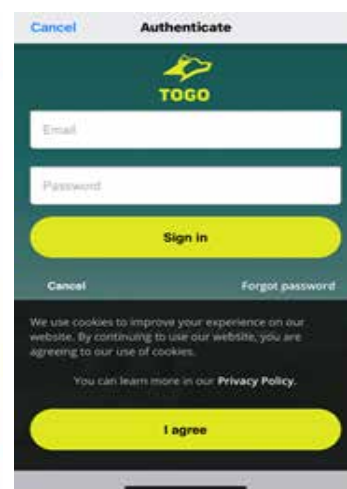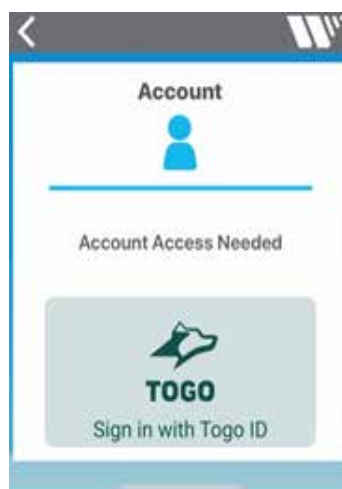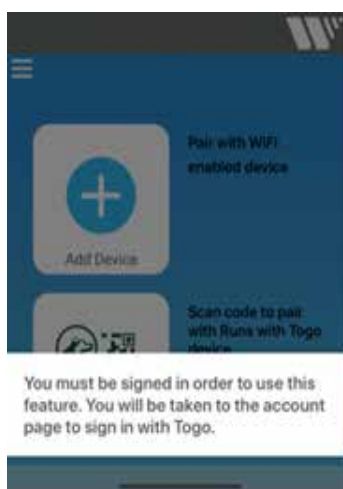
6. If you need to create a Togo ID fill out the information, agree to the Terms of Service and Privacy Policy, then click the Continue button. You will be sent an email to verify the email address is correct. Click on the Click to Verify button within the email. You're now verified!
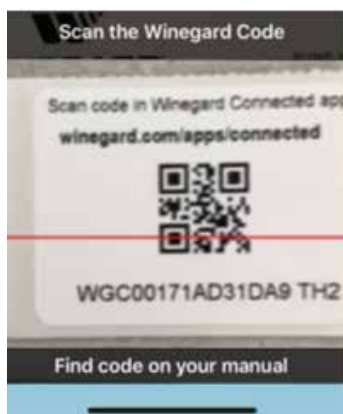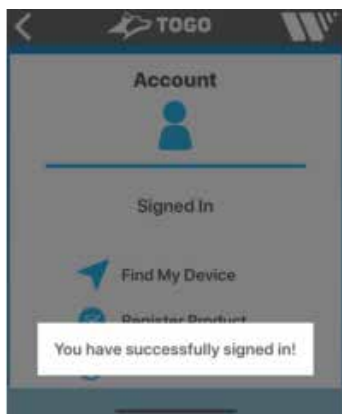
**NOTE: Account must be verified before you may continue.**

7. Reopen the Winegard app and sign into your Togo account. Winegard will now request personal information to improve the overall experience of the Roadlink C2. Click on the **Allow** button.

**NOTE:** Clicking on the Disallow button will force close the app. You will need to reopen the app and start the Initial Setup Process over.

8. You have successfully signed in! Your camera should appear with a message to Scan the Winegard QR Code. The Winegard QR Code can be found on the front of your manual, in a cabinet or glove compartment, or under the dome. Please scan the Winegard code and complete the registration process.

**NOTE:** If you are unsure of where the QR code is located, please contact Winegard or your vehicle manufacturer.   Also, if your camera does not appear to operate properly, make sure that the Winegard Connected app has access to your device's camera. You can verify this in your phone or device's settings.

9. After you complete the registration questions, you will get your Device Information. Verify that the Network Name and Network Password match what is labeled on your manual (if it is not please stop and confirm the device is powered on or contact Winegard Company at 1-800-320-9992). Next, open up your device's wireless settings and select the correct Network Name (ex. Winegard2ghzXXXXXX). Enter the correct password and once connected move back to the app and select the **Continue** button.

10. Your device is now paired with your Togo account. At this point you can buy Togo Roadlink 4G LTE data from AT&T by selecting the **Buy Data** button or choose the **Not Now** button. Continue on to step 11 to buy data. If you choose the **Not Now** button, please move to the Operating Features Section on page 9 of this manual. You may now use the product as a WiFi extender.

11. A message will appear indicating "No active internet connection detected". In order to buy data for the Roadlink C2 device, there must be an internet connection. Review the three options to connect your cellular device or tablet to the internet.

    1) **Skip 4G Setup**. You can setup and buy data a later time.

    2) **Scan for WiFi**. Selecting this option will use the Roadlink C2 WiFi extender. A scan of your current location's available WiFi signals will appear. Connect to an available WiFi network within the list provided. Once connected you will be able to buy data.

    3) **Buy Data**. Turn your phone or tablet's WiFi connection off in order to buy data over your cellular connection. Once the purchase is complete you can turn the WiFi connection back on and reconnect to the device.

12. Once you have a internet connection and you click the **Buy Now** button, you will be directed to an AT&T website to create a new account and purchase data. Fill in the necessary information and after purchase the SIM card in your device will become activated.
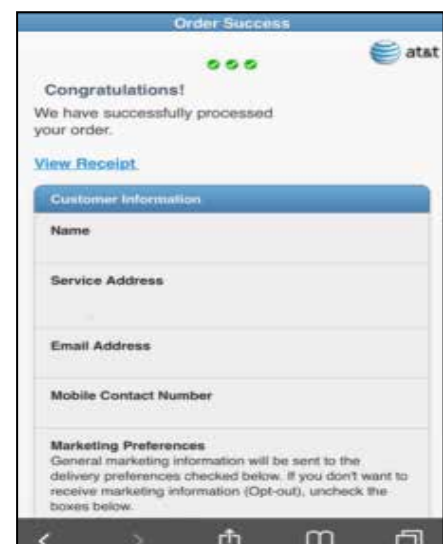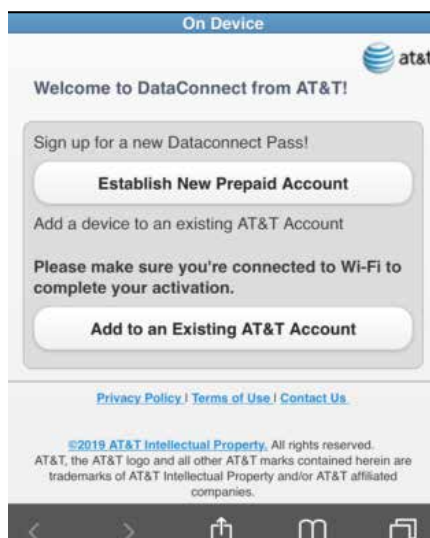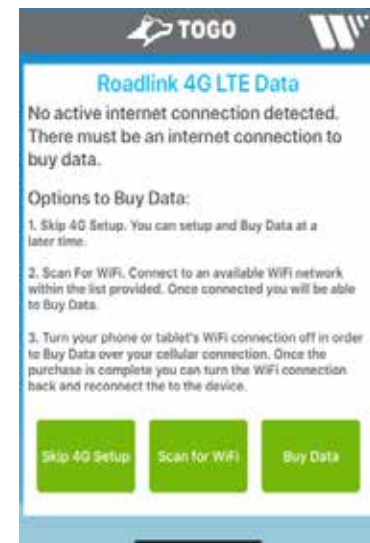
## Initial Setup Process (cont)

13. After purchasing data and reopening the Winegard App you will have a message that you have finished setting up the Roadlink C2 unit. Click on the Close button.

14. Be sure that your device is connected to the Togo Roadlink C2 system and that your Internet source is 4G as shown below. Once the Signal Strength indicator shows a signal and you are connected to Togo Roadlink AT&T, you are ready to use the previously purchased data plan.
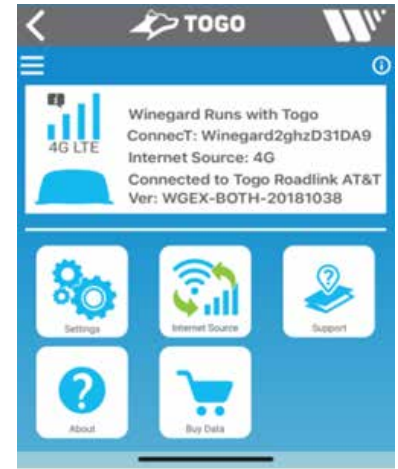
**NOTE:** Activation can take up to 30 minutes.

15. You may now connect all other wireless enabled devices to your Roadlink C2 by selecting the correct SSID and entering the correct password. Once an internet connection has been made, all devices that are connected to the Roadlink C2 will have access to the internet.
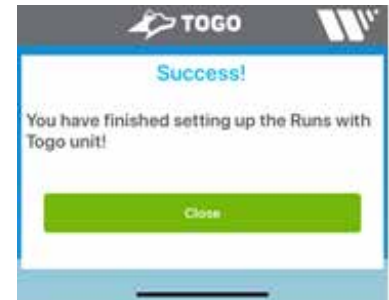
**Before 4G Connection**

**After 4G Connection**

## Operating Features

**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.

**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).
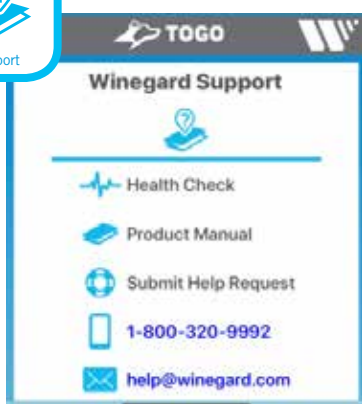
**Health Check –**
If you believe your system is having problems you can click on the Download Logs button (and with an internet connection will be able to send directly to Winegard for review). If no internet connection is available, the file can be saved to your device and sent via email at a later 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.
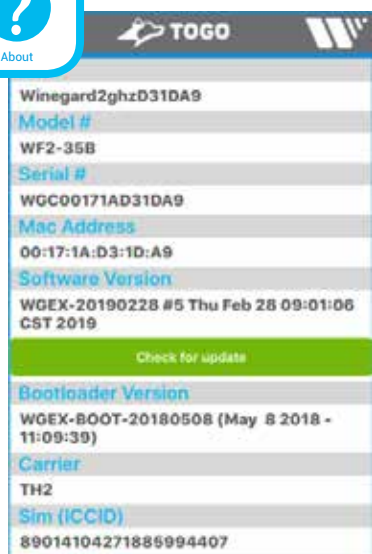
All the device information can be found in the About screen. You are also able to check for software updates which typically update every couple months for added improvements.
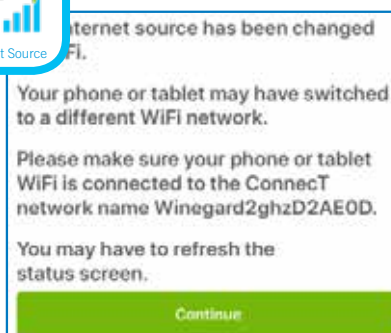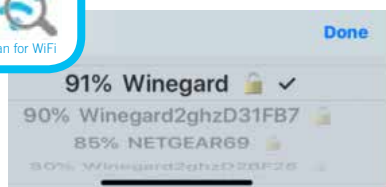
**Internet Source -**
Switch between WiFi, 4G LTE, or turn off internet. Switching between internet options will prompt the message to the left. Make sure your phone or tablet is set to auto connect and that a connection to another network has not been made during this change.

**Selecting the Buy Data button** will link to the AT&T portal to purchase data. An internet connection must be present in order to access this website. See step 11.3 on page 8.
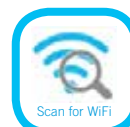
**If WiFi is selected as the Internet Source,** a Scan for WiFi button will appear. Click this button and a scan of the available WiFi in your location will take place. Connect to an available WiFi network within the list provided. If there is a lock next to the available network, a password is required to log on.

**NOTE:** Some WiFi sources do not require a password to connect but do require consent 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 and/or enter a password before they will allow you to use their network. These pages will not always automatically load on the web browser that you select. Sometimes browsing to a web page will help load this splash page.

## Operating Features (cont)

 **Test Internet Speed**

Found in the slide out menu, the **Test Internet Speed** option will initiate a speed test for you to understand what your download speed is.

Also found in the slide out menu, the **Find My Device** option will locate your Roadlink C2's location.  The unit must be powered on and have an internet connection in order to locate the correct location.

 **Find My Device**

## 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 |

| PROBLEM | TROUBLESHOOTING |
|---|---|
| Can't access Internet | If you believe you have data contact AT&T at 1-800-331-0500.  Service & coverage not available everywhere.  If you don't have data see the Buy Data section of this manual. |
| You have forgotten your router login and/or password | If you haven't changed your factory preset SSID or password have some options to recover these: 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. 2. Contact Winegard at 1-800-320-9992. If you have changed your password you have 3 options: 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. 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. If you are unable to gain access to the outside antenna, you may 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. 3. Contact Winegard at 1-800-320-9992. |
| What is the No Internet button on the main screen used for? | 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 am not seeing the SSID for my Roadlink system. | 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 t 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. |
| Am I able to paint the Roadlink C2? | No, do not paint any portion of the C2 system. Painting the system could impact the performance and possibly cause damage, which would void the warranty. |
| | Please contact Winegard Technical Services at 1-800-320-9992 for all other questions. |

## 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). 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.

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