

## Troubleshooting guide for Winnebago Control app connection.

The Winnebago Control app is a specialized web browser that is served web pages by a SilverLeaf device called the LR-125. The LR-125 is a Linux-powered web server that connects to your RV's house data network (RV-C network) so that it is able to relay data and commands between your phone or tablet and your RV. The RV's WiFi router is the link between your phone or tablet and the LR-125.

There are two methods of connecting your app to the LR-125. The first, and simplest, is called Near-Field. A Near-Field connection simply requires both your phone or tablet and the LR-125 to be connected to your RV's WiFi network. Far-Field connections require an active internet connection at the RV's router and a registered Cloud account. Once an account is created and the user is signed in, data is relayed from the LR-125 to the WiFi router, then to the Cloud server, which serves the data to your phone or tablet. Creating and registering a Cloud account has been covered separately, so this document will assume that you already have an active account.

Before checking the Far-Field connection, you must first establish that the Near-Field connection is working. First, make sure that you have downloaded the correct app. There are two apps with the same logo. You should be using Winnebago Control, not Winnebago Connect. Next, determine whether both the phone or tablet and the LR-125 are connected to the RV's WiFi network.

**Does the LR125 have a valid IP address?** This is the best indicator of whether the LR-125 is connected. You can find the IP address in your RV's control panel under Settings → Tablet WiFi Settings. Unless you have replaced your router with a different brand, you should see an IP address that starts with 10.11.12 (e.g. 10.11.12.213). If the LR-125 does not have a steady IP address, or has an address of 0.0.0.0, it is not connected to the router.

- **No?** → Make sure the WiFi name and password are set correctly in the touch panel. Unless you have renamed the network in the router's admin panel, the network will be named Winegard2ghzXXXX. Your phone or tablet must be connected to this same network and this network must be correctly entered in your control panel. The same applies to the WiFi password. If you need to update the WiFi name or password in the control panel, first scroll down to the bottom of the Advanced Settings menu (using the down arrow) and change the Settings Lock Code to 42. This will unlock all settings. Then go into Tablet WiFi Settings from the main settings menu and scroll down until you find the appropriate settings. Once the settings have been unlocked, you will see a Change button next to them.
- **Yes?** → You may need to change the channel on your router. Earlier units shipped with the channel set to 6, but later units are set to Auto by default. Depending on the firmware version, if the channel is not set to 6, the LR125 may be able to obtain a steady IP address but will not be able to communicate with the router. You can change this channel through the admin panel on your router. On a device that is connected to your Winegard router, open a web browser and go to 10.11.12.1. This will take you to an Admin login screen. Unless you have changed it, the password is **admin**. In the admin panel, you will see a drop down menu to navigate to different pages. Go to Local Network Settings. Here, you will see the channel setting. Change it to 6. You do not need to update the Guest Network settings. This change can take a few minutes to apply.

### **Can you connect to the router with your phone or tablet?**

- **No?** → Does your router have power? In Class-A models, the cabinet above the entry door has

a rocker switch that turns the router on or off. If you're not sure whether it has power, remove the router from its mounting base on the ceiling and verify that the status lights are on. If the router has a green status LED, it is connected.

- **Yes?** → Your app may not be configured properly. You can change the app settings from the admin screen in the app. Wait for the connection pane to time out and press Cancel. Then open the menu in the upper right corner of the app (the three dots) and enter Advanced Settings. On the Advanced Settings screen, make sure that **Rozie Telematics** is **disabled** and **Web Connection** or **Far Field Connection** is **enabled**. You can also access these settings from a web browser by going to 10.11.12.XXX (your LR125's IP address from the touch panel) and adding **/admin** to the end of the URL.

**Can you access the app screen from a web browser?** To check this, open a web browser on a device that is connected to your RV's WiFi network and go to 10.11.12.XXX (your LR125's IP address from the touch panel). If you get a warning about the security certificate, choose to proceed anyway (this does not apply to Safari).

**Yes?** → Try closing the app completely by killing the background process or reboot your phone. It may also be helpful to clear the cache from your app.

**Yes - Android only:** Because of changes made to the Android standards, additional code was added to the LR-125 firmware to better handle web connections. Check the firmware version of the LR-125 from your touch panel by going to Settings (gear icon) → Advanced Settings → System Component List. If the LR-125 firmware is older than 2.2.4, you may need to have your LR-125 updated.

### **Far Field Connection**

**Does your router have an active internet connection?** You can check this by connecting your phone or tablet to your RV's WiFi network and navigating to a web site. It may be necessary to turn off Cellular Data on your phone for this test.

**Yes?** → Make sure your RV has been fully registered with your Cloud account. You can find a video on this topic at [silverleafelectronics.com](http://silverleafelectronics.com) → Downloads & Support → SilverLeaf Videos → Winnebago Control App Step 2: Logging In To Your Cloud Account. If you aren't sure whether your RV is registered properly, you can try the process again. First go to the Settings menu at your control panel (gear icon), then Tablet WiFi Settings → **Clear Cloud Data**. Then, log in to your cloud account through the app or on a web browser at [roziecoreservices.com](http://roziecoreservices.com) and register your device again.