V810 by ATEL FAQs

4G LTE Cat-4 Home Phone Connect

POTS Replacement

Models Covered:

Model	LTE Bands
V810T	B2/4/5/12/13/14/66/71

User Guides available on the ATEL product page at www.ATEL-USA.com.

Guía del usario en español disponible en la página del producto ATEL en www.ATEL-USA.com.

Common Problems, FAQ's and Solutions

1. **Where is my external antenna?**

   The external antenna is an optional add-on accessory and sold separately. Please make sure to only use external antennas provided by ATEL USA and not from another source. To purchase, please visit the ATEL product page here.

2. **How do I connect the V810 to my Telephone?**

   The V810 provides 2 telephone ports (RJ11). Plug the telephone cord into one of the telephone ports on the back of your device. The other end of the cord must remain plugged into the back of your telephone unit. Telephones sold separately.

3. **How do I insert the SIM card?**

   Remove the battery cover from the back of your V810. Lift the battery holder. Install the SIM card into the spring-loaded SIM slot. To remove a SIM, press the edge of the SIM inward and the SIM will pop outward from the SIM slot. Refer to the Quick Start Guide or User Guide for more details.

4. **How do I perform a Power Reset on V810?**

   Your V810 can be in 3 different power modes, battery-only, AC power only, or AC power with batteries installed. Your V810 comes with 3 AA batteries. Optional Ni-MH rechargeable battery pack can be purchased through ATEL USA. Visit, www.ATEL-USA.com for more information.

   To Perform a Power Reset:
   a) Using the Power button: Press and hold the power button for 10 seconds until the V810 restarts.
   b) If your V810 is in Battery-only mode, remove the batteries for 10 seconds and then re-install the batteries.
   c) If your V810 is in AC power only mode (only plugged into the wall charger), unplug the wall charger for 10 seconds and then plug the wall charger back.
   If your V810 is plugged to the wall charger AND installed with batteries, unplug the wall charger AND remove the batteries for 10 seconds. Then, plug the charger back and re-install the batteries.

5. **How do I perform a Device Reset using the RESET pin hole?**

   Using the RESET pin hole: Remove the back cover. Make sure your V810 is powered on. Use a unfolded paper clip, insert it into the RESET pin hole and push down for 3 seconds, then release. Your V810 will perform the reset and restart automatically.
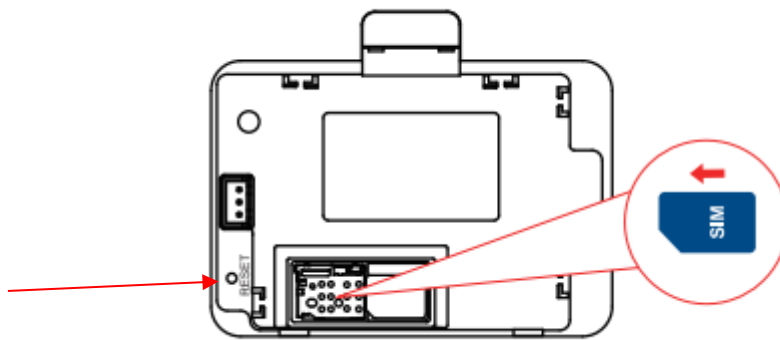
6. Why am I not getting a dial tone on my handset?

Make sure the AC power adapter is properly connected to both the unit and the wall socket. Check to make sure the telephone cable is securely plugged into both the phone and the V810 unit. Check the screen to make sure at least one of the signal strengths is lit up. Check with your SIM provider to make sure that service is activated and provisioned for this type of voice device. Note that a dial tone will only be available and heard when the device is connected to a network.

7. Can I create a shortcut to access my voice mail?

The availability of a shortcut feature to access voice mail messages depends solely on the capabilities of the telephone you use with the V810. Please refer to the user manual and set-up material that came with your telephone.

If your wired phone does not support a shortcut feature to access voice messages, you may have the option to save your voice mail number into the address book on the handset and assign that number to the #1 speed dial position on your phone's keypad.

8. Can I use my phone answering device instead of voice mail?

If the telephone connected to your V810 has an answering device, you can set it to pick up after fewer rings before the call goes to the voice mail. Turn off your answering device if you would like to use the voice mail service. Please refer to the user manual and set-up material provided by the answering machine manufacturer for instructions.

9. Does V810 support E911 calls?

You can use the telephone connected to your V810 to make 911 calls. For better GPS location accuracy, place your V810 near a window.

Note: ATEL cannot guarantee the voice or E911 calls availability. Making a successful call depends on your hardware (telephone) availability, physical location, wireless signal strength, and/or network services. You should never rely solely on any wireless mobile device for essential communications (medical emergencies, for example). When making an emergency call, remember to give all the necessary information as accurately as possible.

10. Does the V810 voice function work during a power outage?

While the V810 has backup batteries, if the phone connected to it requires external power to operate, service (including the ability to make and receive 911 calls) will not be available during a power outage. Service will only be available during a power outage if the phone connected to the device does not rely on external power to operate (as is the case with many corded phones).

11. How long is the backup battery life of the V810?

Talk usage time on the AA backup batteries is approximately 3 hours and standby time is approximately 30 hours. Actual values can vary with environmental conditions, connectivity and other usage-related circumstances. Note that the batteries can be replaced with new AA batteries for continued use.

12. How does Caller ID (CID) work?

Your V810 displays the phone number for incoming and outgoing calls. If the telephone connected to your V810 supports the Caller ID function, the telephone displays the caller's phone number and/or name before you take the call. Contact names stored on your telephone may be displayed for incoming calls. Please consult with your service provider for more info on the Caller ID feature (additional charges may apply).

13. How does Call Forwarding work?

Call forwarding allows you to forward incoming calls to another phone number and this feature may be supported by your carrier/service provider. Please contact your service provider for more details.

14. Can I adjust the volume on my telephone?

You can adjust the volume using the telephone connected to the V810. Refer to your telephone user manual for more details.

15. Why do I get the recording, "Call cannot be completed as dialed?"

Check the number to ensure you're dialing correctly, without pauses longer than four seconds between dialed digits.

16. Where do I find the device Software (SW) version information?

The device SW version can be found on your V810 screen display menu by pressing the Power Key.

17. What do I do if I see a "No SIM" message on the device screen display?

If you see a "No SIM" message, please check the following:

- Make sure your SIM is inserted properly in the spring-loaded SIM card slot;
- Contact your service provider to make sure your SIM subscription plan is active;
- Check with your service provider if a SIM replacement is needed.

Disclaimer:

Certain variations may be present between the device and user manual description depending on software release or specific network services. ATEL shall not be held legally responsible for such deviations, if any, nor for their potential consequences.

Limited Warranty:

The full ATEL USA Warranty Policy can be found at www.atel-usa.com/warranty. On this page you can "Start a Warranty Claim", "Check on an Existing Claim" and read the Warranty Policy by clicking on "ATEL's Warranty Policy". Please follow all warranty instructions available and if you have any questions contact us at support@atel-usa.com. Note that some actions such as, but not limited to, using sharp objects to open the device, may void the warranty.

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