

# V810VD by ATEL User Guide

## 4G LTE Cat-4 Fixed Wireless Access Router + POTS Replacement



### Models Covered:

Model	LTE Bands
V810VD	B2/4/5/12/13/14/66/71

User Guide in Spanish available on the ATEL product page at [www.ATEL-USA.com](http://www.ATEL-USA.com).

Guía del usuario en español disponible en la página del producto ATEL en [www.ATEL-USA.com](http://www.ATEL-USA.com).

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# 1. Overview

## LTE Network Bands per Model

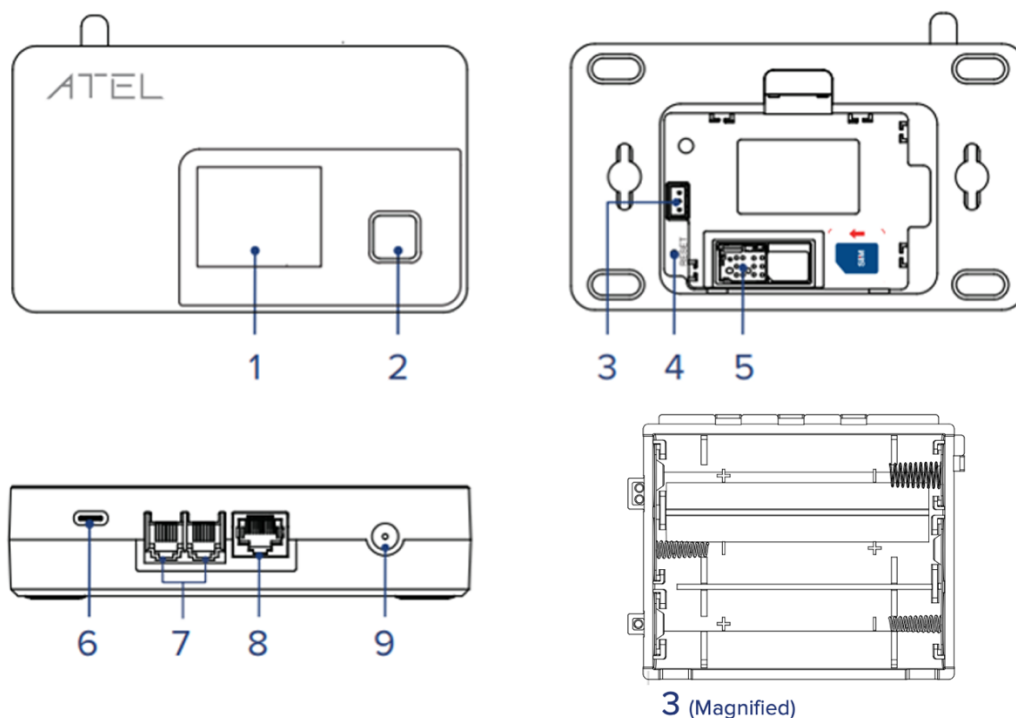
Model	LTE Bands
V810VD	B2/4/5/12/13/14/66/71

Note: Your device model number can be found on the device label.

## System Requirements

The V810 provides voice and data service. You can connect your V810 to a telephone (corded or cordless) for voice services and connect to the internet using the V810 Hotspot Wi-Fi function or Ethernet port connection. You must subscribe to an eligible service plan with a wireless operator to use the V810 voice and data functions.

## Components and Indicators



### 1. LCD Display

Displays different menus of V810 information, such as, Home, IMEI, Hotspot login information, and Online Portal login information.

## **2. Power Button**

Power the V810 on/off by pressing and holding this button (note that a long press is required to boot up the device). You can also short press this button to wake up the screen and check device information.

## **3. Battery Port**

This battery port is used to connect to the battery holder (3x AA batteries) or a Ni-MH rechargeable battery pack (may be sold separately).

## **4. Reset Button**

Use a pin to press and hold this button for factory reset.

## **5. SIM Card Slot**

Insert your 4FF SIM card into this spring-loaded SIM card slot. To remove a SIM, press the edge of the SIM inward and the SIM will pop outward from the SIM slot.

## **6. Type C Port**

Insert your USB cable to this USB-C port and plug the other end into a wall adapter for external power.

## **7. Phone Port (RJ11)**

Your V810 has 2 phone ports. Insert a telephone cord into one of these ports and plug the other end into your telephone base for voice usage.

## **8. Ethernet Port (RJ45)**

Insert an ethernet cable to this port and plug the other end to your computer for internet access.

## **9. Antenna Connector**

Install an optional antenna (may be sold separately) to increase signal strength.

# **Power Management**

Your V810 comes with both an AC wall adapter and three AA batteries. An optional NiMH rechargeable battery pack can be purchased separately through ATEL USA. For more information, visit [www.ATEL-USA.com](http://www.ATEL-USA.com).

During a power outage, or if the wall charger is unplugged, the V810 continues to run off the batteries to support Voice and Ethernet functions. Note that the Hotspot Wi-Fi function will not be available in AA battery-only mode.

During a power outage, only corded phones that do not require electric power can be used to make or receive calls (including calls to 911).

Refer to the table below for the V810 functions supported in different power modes.

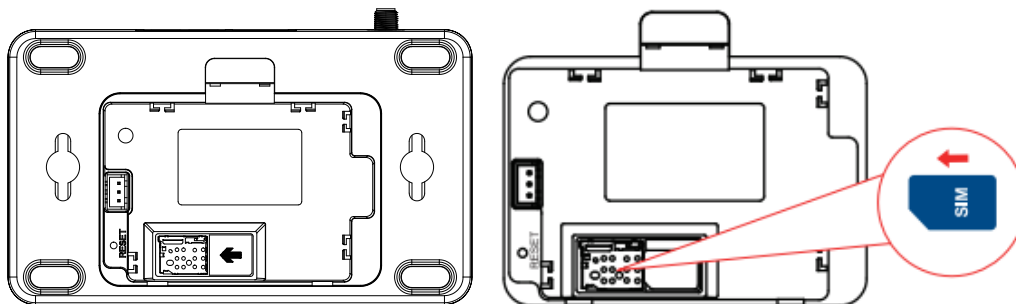
V810	Functions Supported in Different Power Scenarios			Voice Model	Voice + Data Model		Notes
	Wall Adapter	Battery Type Installed	Icon Display		Internet Port (Ethernet Cable)	WiFi Hotspot	
1	Device connected to Wall Adapter	AA Batteries Installed		✓	✓	✓	
2	Device connected to Wall Adapter	NiMH Battery Pack* Installed	 *Battery Full  *Battery Charging	✓	✓	✓	
3	Device connected to Wall Adapter	No Battery Installed		✓	✓	✓	
4	Device NOT connected to Wall Adapter	AA Batteries Installed		✓	✓	✗	WiFi Hotspot function is ONLY available when plugged into the wall adapter or when the NiMH battery pack is installed.
5	Device NOT connected to Wall Adapter	NiMH Battery Pack* Installed		✓	✓	✓	
6	Device NOT connected to Wall Adapter	No Battery Installed	No Display	✗	✗	✗	Device has no power. Connect to a wall adapter for use.

\*NiMH Battery Pack may be sold separately.

## 2. Getting Started

### Install SIM Card

1. Remove the V810 back cover.
2. Carefully lift the battery holder from the side.
3. Install the SIM card into the spring-loaded SIM slot as the image shows. To remove a SIM, press the edge of the SIM inward and the SIM will pop outward from the SIM slot.

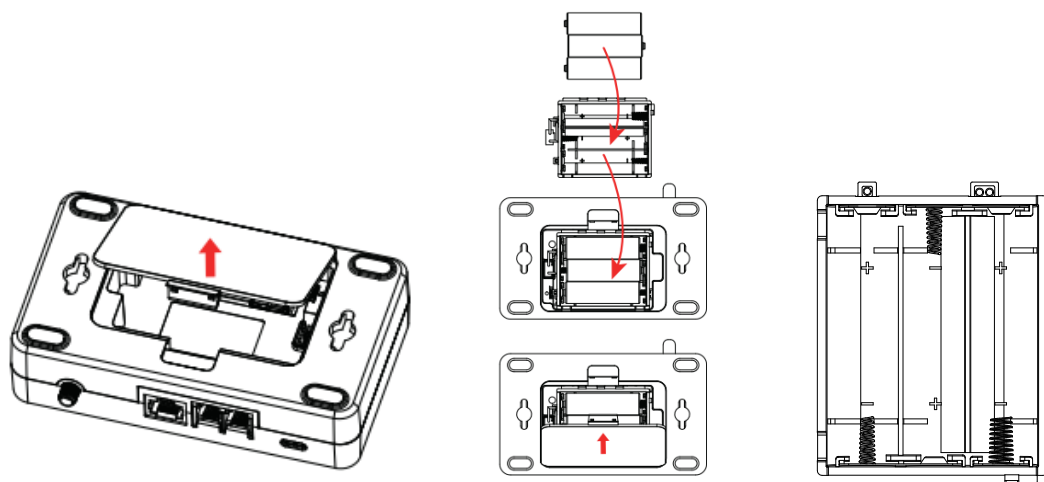


### Install the Batteries

1. Remove the battery cover.
2. Properly align and install 3 AA batteries into the battery holder.

3. Insert the battery connection cable into the battery port then align the battery holder to the correct position.
4. Put the battery cover back in place as shown in the image.

Note: A NiMH rechargeable battery pack (may be sold separately) can be installed in place of AA batteries). You will need to disconnect the AA battery holder from the battery port and insert the NiMH battery pack back into the battery port.



Note: Wi-Fi Hotspot function is only supported when your V810 is connected and plugged to a wall adapter.

### **Backup Battery Tips**

Battery usage and standby time depends on the network, signal strength, temperature, features, battery age and accessories you use. Generally, talk usage time (without data) on backup AA batteries is approximately 2 hours, and standby time is up to 27 hours (varies by conditions). Talk and data usage time on backup Ni-MH batteries is approximately 2.5 hours and standby time is up to 6 hours. If the power save mode is on, talk without data usage time on backup Ni-MH batteries is approximately 3.5 hours and standby time is up to 27 hours.

In battery-only mode, you can check the battery level by pressing the Power Key. The battery level will be in the upper right corner of the screen.

Do not use sharp objects or excessive force or remove the battery, as this may damage the V810 and the batteries and will void any warranties.

Never expose batteries to temperatures below -20°C (4°F) or above 60°C (140°F).

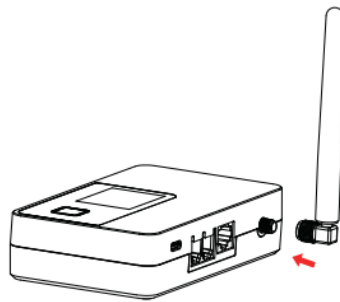
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## Installing the Optional Antennas (May be Sold Separately)

To increase signal strength, you can install an optional antenna.

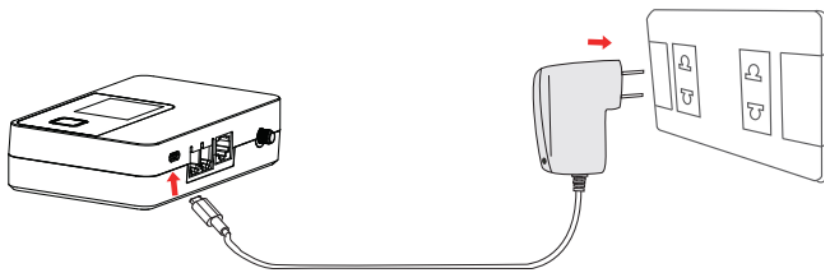
1. Align the antenna with the antenna port and screw securely into place in a clockwise direction.
2. Before continuing use, restart the V810 after the antenna has been installed or removed.

Using optional accessories (antenna and battery pack) by ATEL is recommended, more information available at ATEL website, <https://www.atel-usa.com/>.



## Turning your V810 On/Off

1. Connect your V810 to a wall adapter with a USB-C cable and plug the wall adapter to the wall outlet. The V810 will power on automatically.



2. When the V810 is on battery only, turn your V810 on by pressing and holding the Power Button.
3. When the V810 is on battery only, turn it off by pressing and holding the Power Button until you see the display screen turn off.
4. When the V810 is powered by the wall adapter, press and hold the Power Button to reboot the device.

**WARNING!** Please only use an approved USB adapter for the V810. The use of other incompatible adapters may cause damage to your device and void the warranty.



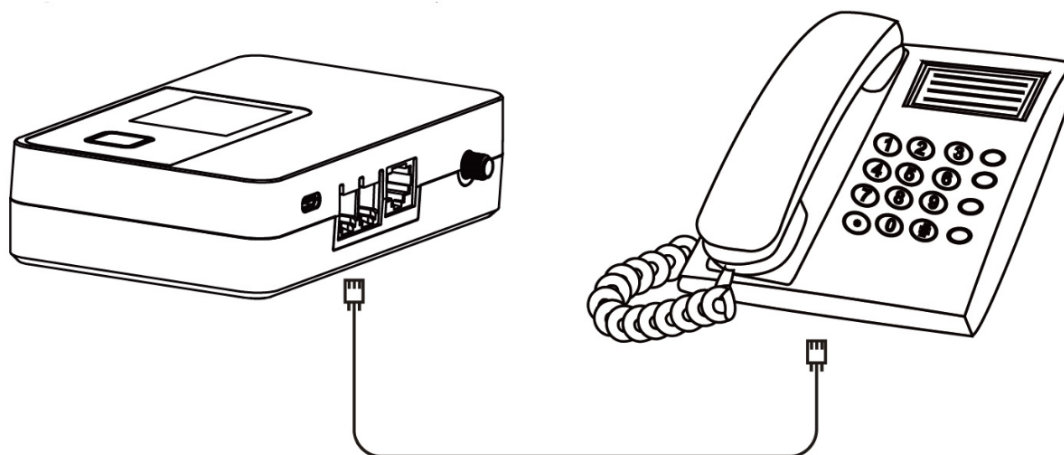
## V810 LCD Display

On your V810 LCD Display, you may see one or more of the following icons:

	Icon	Definition
Network Signal		Indicates the signal strength of your wireless provider in your location. More bars represent a stronger signal.
WiFi		(Voice + Data Models) WiFi available for connection.
Battery		Battery Level
		Batteries Not Installed
		Battery Charging
TTY	TTY	In TTY Mode
Power Key		Press the Power Key to switch menu screens.

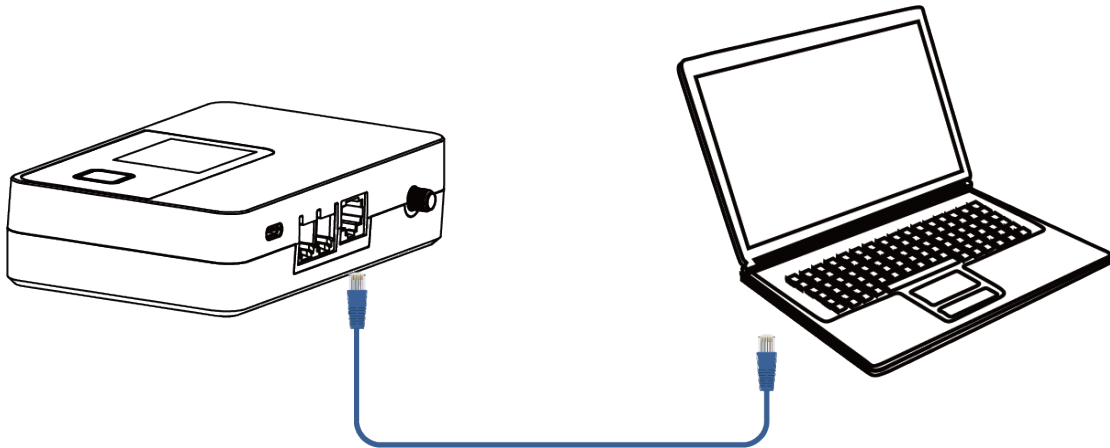
## Connect your Telephone to the V810

The V810 provides two telephone ports (RJ11). The ports use the same telephone number. Plug the telephone cord into one of the telephone ports on the back of the V810. The other end of the cord must remain plugged into the back of your home telephone base unit. Note: The telephone and telephone cord are not included.



## Connect your Computer to the V810

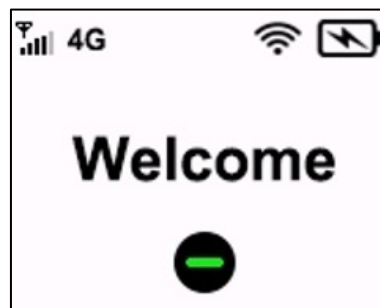
The V810 provides 1 Ethernet port (RJ45). For internet access, plug an ethernet cable to the Ethernet port of your V810 and connect it to the Ethernet port of your computer. You can connect your PC to the V810 using Wi-Fi for wireless connection.



## 3. Using Your V810 for Voice Functions

### Making Calls

Before making a call, make sure the signal strength on the LCD is good enough. If no signal bars are lit, move the V810 to a location that can receive a signal.



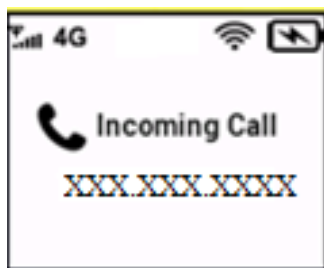
Place a call by entering the desired phone number. In most areas, you will need to include the three-digit area code, even when dialing a local number. When your call is complete, simply hang up the phone.

Note: You must have an active voice plan with your service provider to utilize the calling functions of the V810.

### Receiving Calls

When an incoming call is received, the screen will light up and the incoming call's phone number will display on the display screen (if available).

Simply answer the connected telephone as you normally would.



## Call Waiting

If a call comes in while you are on the phone, you'll hear a click, and the 2<sup>nd</sup> incoming phone number appears on the device screen (if available). Press the “Flash” button on the phone to put the first call on hold and answer the second call. When you hang up or press “Flash” again, you are reconnected with the first call.

## Missed Calls

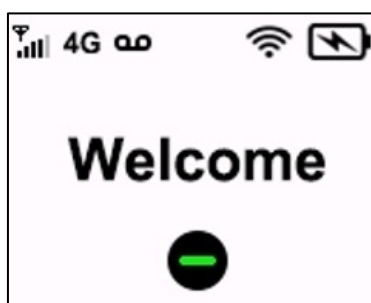
If you do not pick up an incoming call, the V810 screen displays a “Missed Call”. Short press the Power Key to switch to the “Missed Calls” submenu and check the missed call number(s).

Note: The “Missed Calls” menu shows up to the 3 most recent missed calls and will be dismissed once read.



## Using Voice Mail

For voicemail setup and services, check with your wireless service provider for more details. When you have unheard messages in your voicemail system, the voicemail icon is displayed on V810 display screen (image below).



1. Check your wireless service provider for voicemail access instructions.
2. Follow the system prompts to listen to and manage your voice mails.

NOTE: Refer to the Troubleshooting section for additional instruction on accessing voicemail or using a telephone answering machine as your preferred method to manage your voice messages.

## Using a Text Telephone

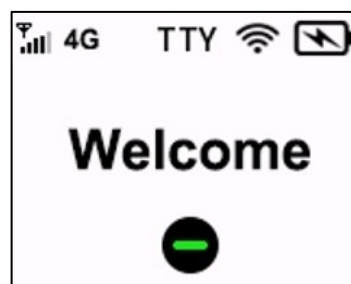
A Text Telephone (TTY) is used by those who are hearing, or speech impaired to translate typed text to voice and vice versa. To use the V810 with TTY, you must first change the TTY mode from the default (None) to one of the following modes:

- **Full TTY** translates both text to voice and voice to text. The person using the TTY can type outgoing messages (which are translated to voice on the other end) as well as read messages that have been translated from the connected caller's voice.
- **Voice Carry Over (VCO)** translates incoming voice to text, allowing the person using the TTY to speak directly to the other caller and read translated text on the TTY screen.
- **Hearing Carry Over (HCO)** translates text typed to voice, allowing the person using the TTY to type instead of speaking yet hear the connected caller's voice.

From the connected telephone dial pad, dial “##56\*n#” where "n" indicates the TTY mode to use as follows:

- 0 - None (TTY is disabled)
- 1 - Full TTY mode
- 2 - VCO mode
- 3 - HCO mode

You will see “TTY” on the V810 Home Screen when TTY mode is enabled.



Note: TTY capabilities may vary based on your service provider and plan.

## Connecting to your V810 Hotspot Wi-Fi

Your V810 Hotspot Wi-Fi function supports up to 15 Wi-Fi connected devices. To connect to the Hotspot Wi-Fi:

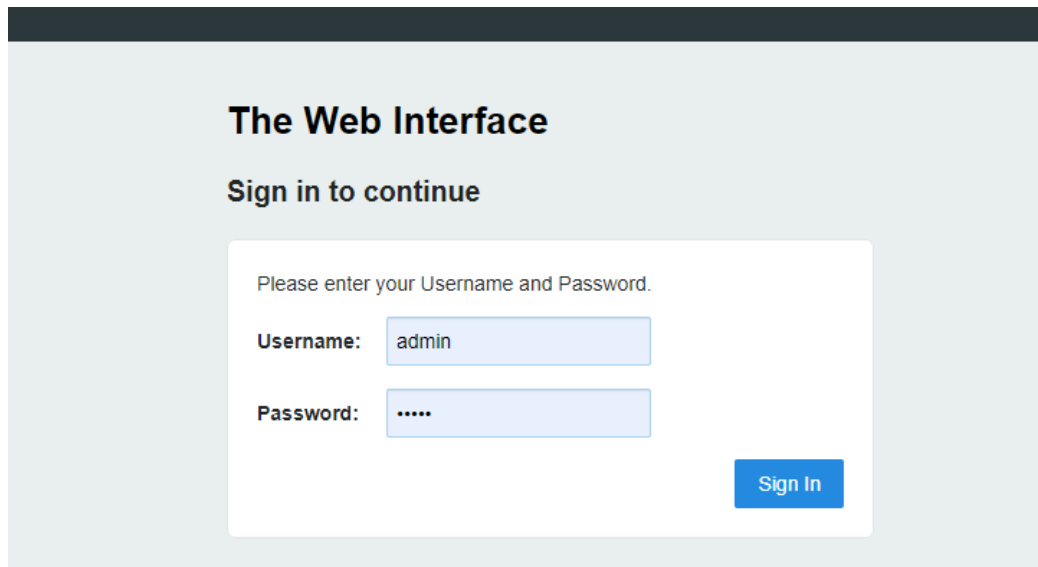
1. Locate your Wi-Fi Network Name (SSID) / Password from your V810 LCD Display or from the device label under the battery holder.
2. Open the WiFi settings of your Wi-Fi capable devices.
3. Select the SSID of your V810 from the available Wi-Fi network list.
4. When prompted, enter the password unique to your V810 (from the device label).
5. Once the connection is established, you are connected to the Internet.

## 4. Accessing Your V810 Direct Connect (WebGUI) Device Management Portal

The Direct Connect Device Management Portal is a web-based interface that interacts directly with your V810. You can login to the Portal to view device status, change device settings, or perform a manual software upgrade.

To access the Direct Connect Portal:

1. First connect your computer to the V810 Hotspot Wi-Fi and then enter <http://192.168.0.1> in the browser URL address bar. Note that you can also connect your V810 to a computer with a USB-C or ethernet (RJ45) cable to access the Direct Connect Portal.
2. The Direct Connect Portal login username is “admin”. The unique password can be found in the LCD Display menu or the device label (under the battery holder).



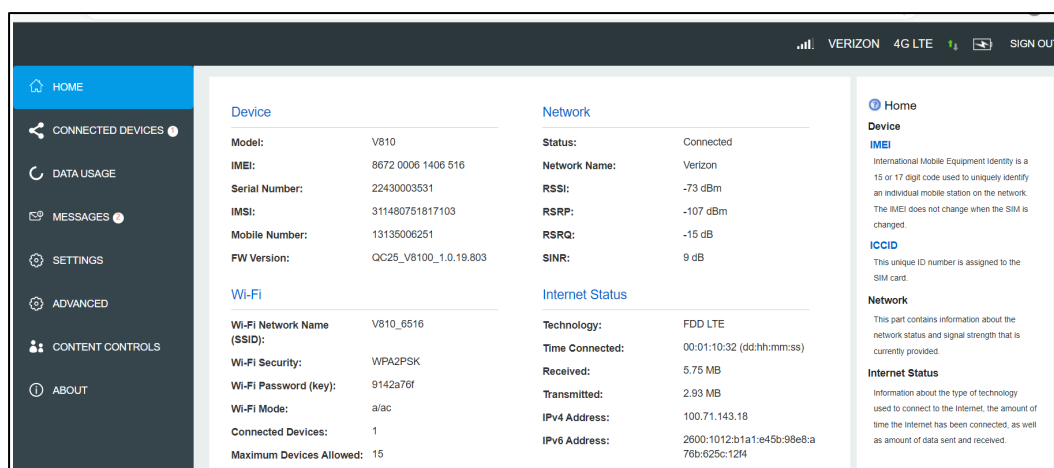
This table shows the device label and LCD screen display for your V810. Pictures are for illustration purposes. Information varies based on your model.

	Voice + Data Models			
Info Available on Device Label				
Device LCD Display Menu				

## Direct Connect Portal Home Page

After successfully logging in, you will find the Home Page displaying information about your V810, (e.g. device IMEI and network status) along with a list of menu options on the left column.

- HOME
- CONNECTED DEVICES
- DATA USAGE
- MESSAGES
- SETTINGS
- ADVANCED
- CONTENT CONTROLS
- ABOUT

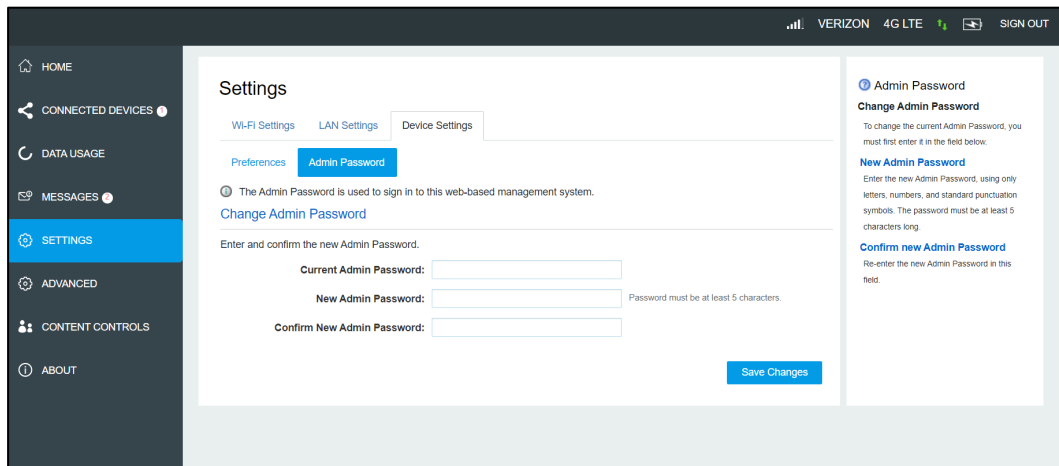


## Changing your Direct Connect Portal Password:

You can create your own Direct Connect Portal password in the Settings page. Once created, you will be required to use the new password to sign in.

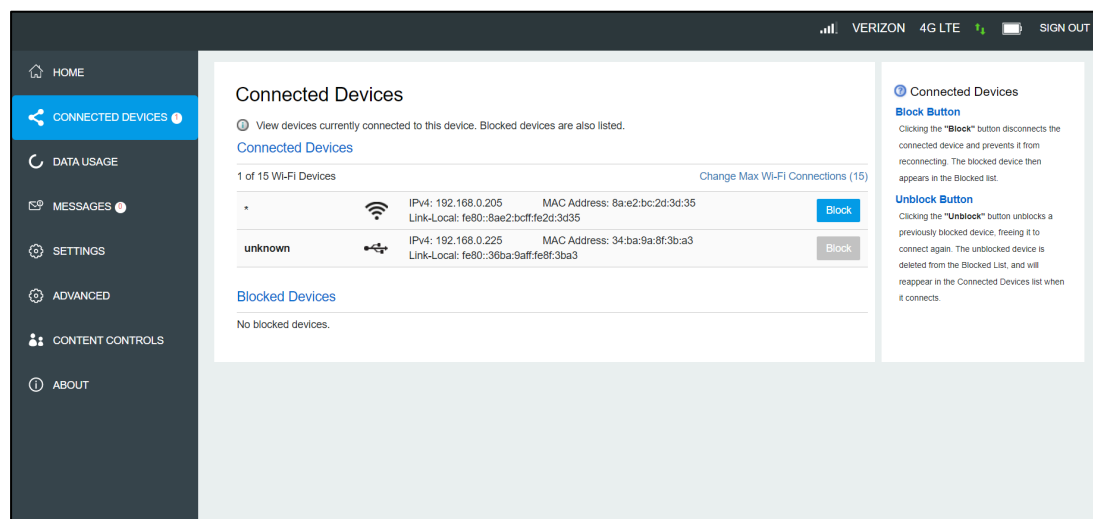
To Change your Direct Connect Portal Password:

1. Connect your device using the instructions for logging into the Direct Connect Portal, in the beginning of this Section 4.
2. Open a web browser and enter <http://192.168.0.1> into the URL address bar.
3. Go to Settings > Device Settings > Admin Password. Input your current admin password and setup your new password by following the prompts, then save the changes.



## Connected Devices

On this page, you can view Connected Devices, Blocked Devices, and the Change Max Wi-Fi Connections.

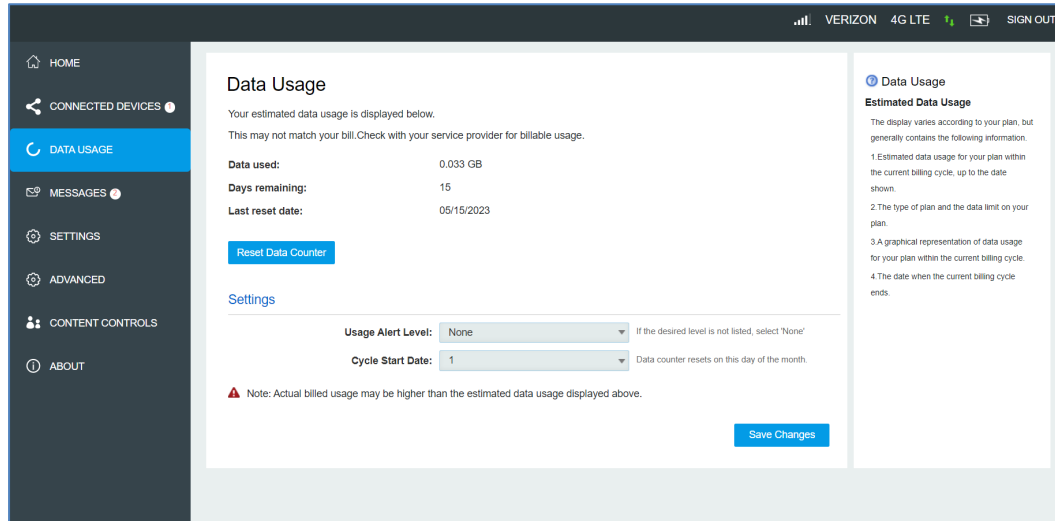


- **Connected Devices:** This field lists the clients that are connected to your V810.
- **Change Max Connections:** The default max connection is 15. Click this button and it will take you to the Wi-Fi Settings where you can change the Max Wi-Fi Connections. To block a device, select the desired device and click the Block button. The Wi-Fi connection to the blocked device will be disconnected and the blocked device will appear in the “Blocked Devices” list.
- **Blocked Devices:** Displays the devices that are blocked. Choose a blocked device and click the Unblock button; the selected device will disappear from the “Blocked Devices” list. It will show in the “Connected Devices” list again after it connects to your V810.



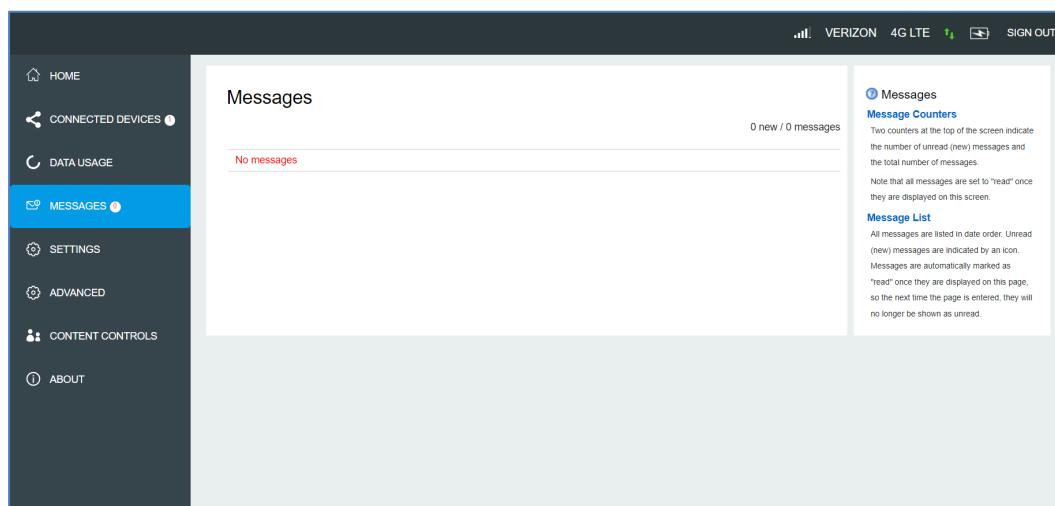
## Data Usage

This page shows the estimated data usage (which may not match your bill). Check with your service provider for billable usage. If desired, choose Day of Month, Usage Limit and click Save Changes to save your settings.



## Messages

The messages page displays SMS messages sent to you by your wireless carrier.



The number of unread messages displays to the right of the message icon. When a new message arrives, the message icon appears. A maximum of 30 messages can be stored.

To view a message, select a message from the Messages menu. To delete a message, select the message and click the trash bin icon to the right of the message date and time. To delete all messages, click the Delete All Messages button.

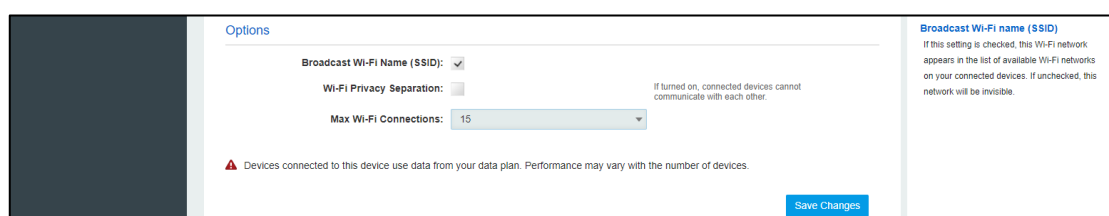
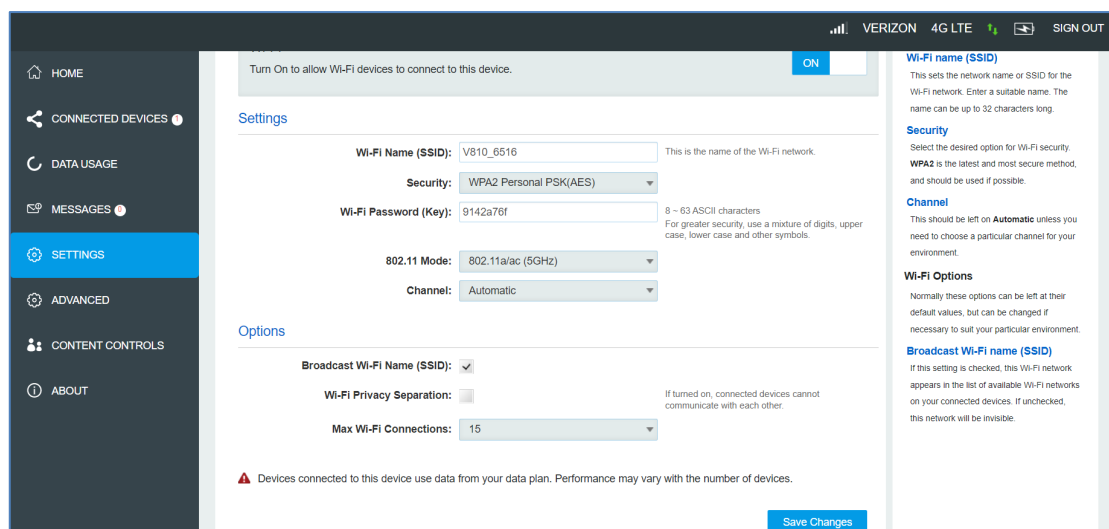
## Settings

The Settings page has the following menu options:

- Wi-Fi Settings
- LAN Settings
- Device Settings

## Wi-Fi Settings

These settings apply whenever the Wi-Fi is turned on. Changes made to these Wi-Fi settings may require you to reconnect your Wi-Fi devices for the new settings to take effect.



- **Wi-Fi On/Off:**

Turn on to allow Wi-Fi devices to connect to this device. Wi-Fi devices will not connect to this device if it is turned off.

- **Wi-Fi Name (SSID):**

To identify your wireless network, the SSID (Service Set Identifier) is used. You can set a name with a max of 32 characters. Make sure that your SSID is unique if there are other wireless networks operating in your area.

- **Security:**

You can set wireless security and encryption to prevent the router from unauthorized access and monitoring. The default security is WPA Personal/PSK. You can also set Security as “None”, “WPA Personal/PSK”, “WPA2 Personal/PSK(AES)”, or “WPA/WPA2 Mixed Mode”.

- **802.11 Mode**

The default is 802.11a/ac (5GHz).

You can also set it as 802.11/b/g/n (2.4GHz).

Note: Some old Wi-Fi devices (TVs, gaming machines or other devices) may only have 2.4G Wi-Fi. Changing the 802.11 Mode to 2.4G can help those devices find the Wi-Fi.

- **Channel:**

The default “Channel” is “Automatic”. You can set it from channel 1 to channel 11.

- **Wi-Fi Options:**

Wi-Fi Options include Broadcast Wi-Fi name (SSID), Wi-Fi Privacy Separation, and Max Wi-Fi Connections.

- **Broadcast Wi-Fi Name (SSID):**

The wireless device can search and connect to the SSID after turning on “Broadcast Wi-Fi Name (SSID)”. The wireless client must input the SSID manually to connect to the SSID after turning off “Broadcast Wi-Fi Name (SSID)”.

- **Wi-Fi Privacy Separation:**

If turned on, connected devices cannot communicate with each other.

- **Maximum Wi-Fi Connections:**

The default maximum number of Wi-Fi connections is 15. You can set it to any number between 1 and 15.

## LAN Settings

From the Direct Connect Portal, click Settings > LAN Settings to display the information shown in the following figure.

## Settings

Wi-Fi Settings
LAN Settings
Device Settings

ⓘ Note that connected devices will be disconnected and connected to acquire new address once IP address is updated.

### IPv4

**IP Address:**

**Subnet Mask:**

**MAC Address:** 34:BA:98:12:34:70

**DHCP Lease Time:**  minutes.

**Start DHCP Address Range at:**

**DHCP Address Range:** 192.168.0.2 - 192.168.0.254

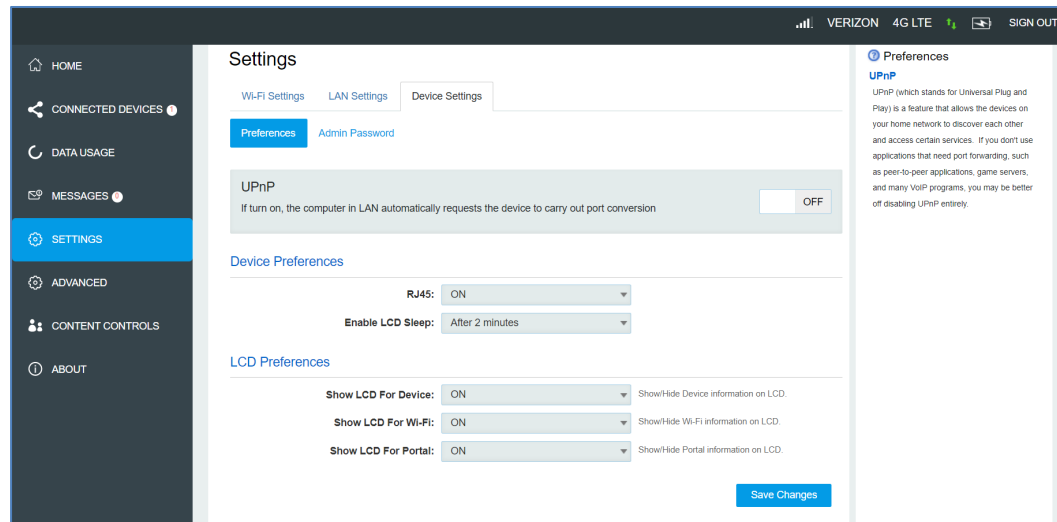
Reserved IP Addresses

Save Changes

- **IP Address:**  
Enter the IP address of your V810 online management portal (factory default: 192.168.0.1).
  
- **Subnet Mask:**  
An address code that determines the size of the network. Generally, use 255.255.255.0 as the subnet mask.
  
- **MAC Address:**  
It is written to the device at the time of manufacture.
  
- **DHCP Lease Time:**  
The Lease Time is the amount of time a network user will be allowed connection to the router with their current dynamic IP address. Enter the amount of time in minutes and the user will be "leased" this dynamic IP address. After the time is up, the user will be assigned a new dynamic IP address automatically.
  
- **Start DHCP Address Range at:**  
Specify an IP address for the DHCP server to start with when assigning IP addresses. The default start address is 192.168.0.2.
  
- **Reserve IP Address:**  
You can reserve an IP address so that it is always assigned to the same connected device. Every reserved IP address must be within the range of IP addresses used by DHCP.

## Device Settings

### Device Preferences



- **UPnP (Universal Plug and Play):**

UPnP (which stands for Universal Plug and Play) is a feature that allows the devices on your home network to discover each other and access certain services. If you don't use applications that need port forwarding, such as peer-to-peer applications, game servers, and many VoIP programs, you may be better off disabling UPnP entirely.

- **RJ45**

You can turn the Ethernet port on/off using this toggle. By default, it is on.

- **Enable LCD Sleep**

Set the automatic sleep time of the LCD Display. The default is "After 30 seconds", you can set it to 15 seconds, 2 minutes, or never turn off the Display.

- **Show LCD For Device**

You can turn the device information page (including IMEI, SW and HW information) on/off on the LCD Display using this toggle. By default, it is on.

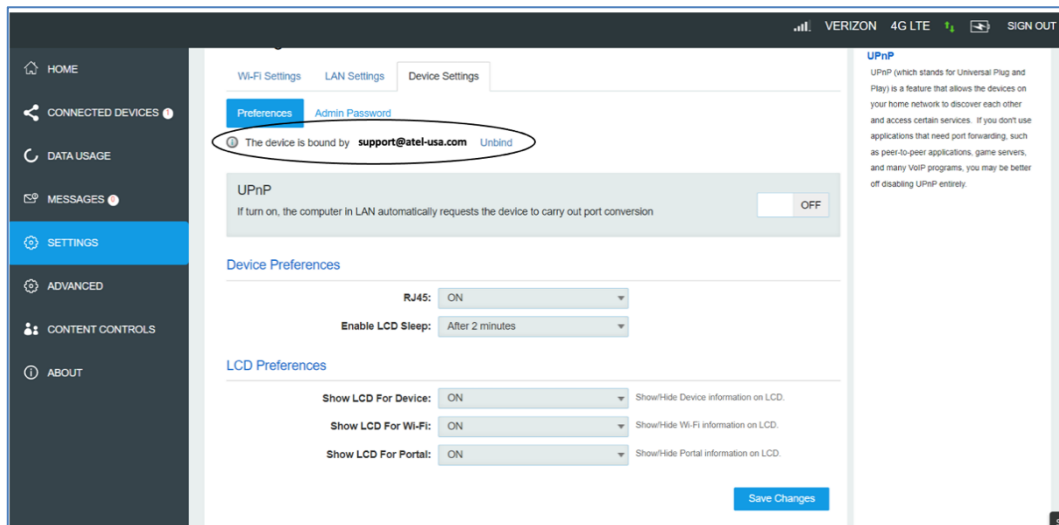
- **Show LCD For Wi-Fi**

You can turn the device Wi-Fi information on/off on the LCD Display using this toggle. By default, it is on.

- **Show LCD For Portal**

You can turn the Direct Connect portal access information on/off on the LCD Display using this toggle. By default, it is on.

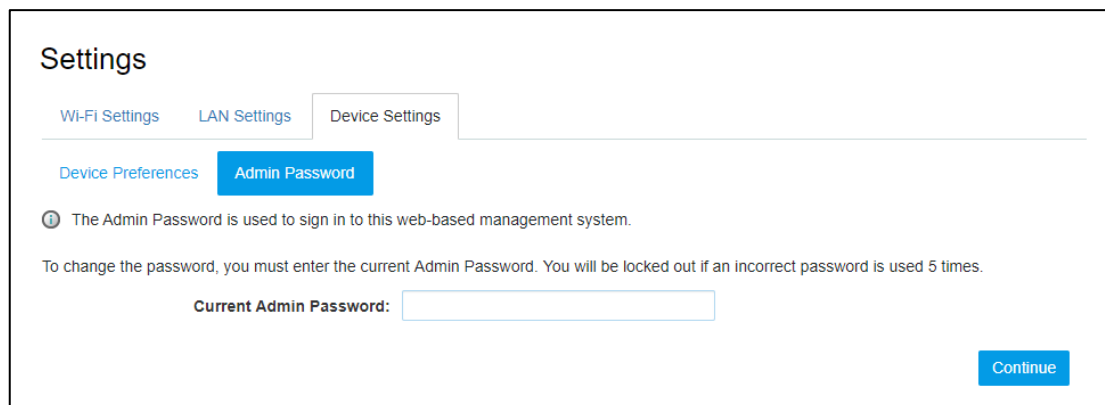
Note: If your device is registered to the ATEL remote management cloud platform, ATRACS, for remote management, you will see the message below in the Device Settings page. Click 'Unbind' to remove that registration from ATRACS.



## Admin Password

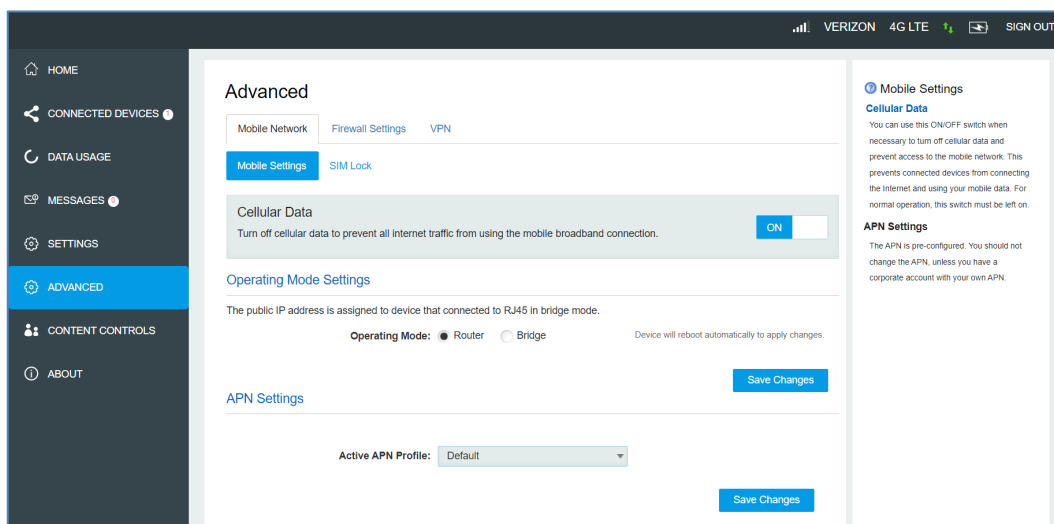
### Admin Password:

The Admin Password is used to sign into this Direct Connect (WebGUI) Portal. To change the password, you must enter the current Admin Password. You will be locked out if an incorrect password is used 5 times. If locked out, you will need to restart your V810 and enter the Direct Connect Portal again.



## Advanced

On this page, you can view Mobile Network Settings, Firewall Settings and VPN settings.



## Mobile Network

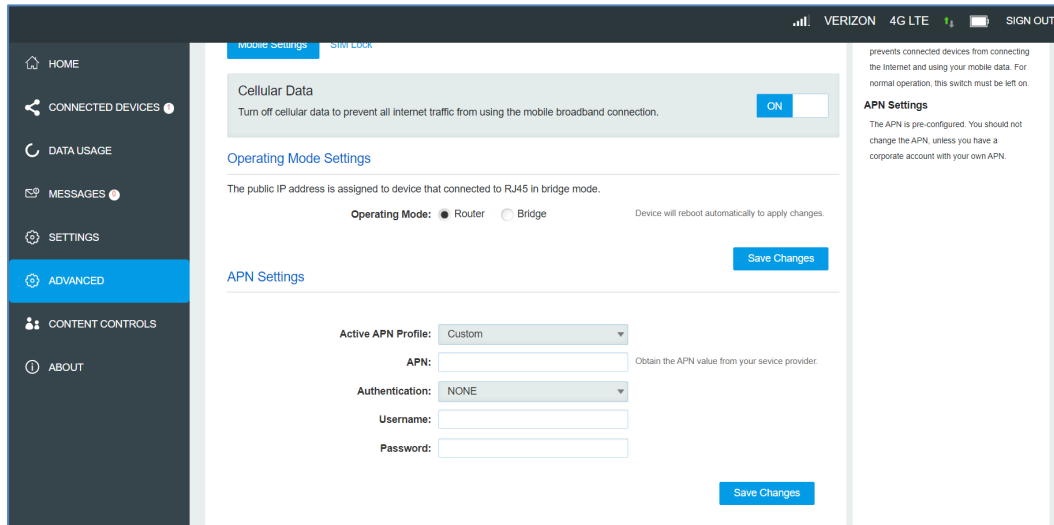
### Cellular Data

On this page, you can turn Cellular Data on/off.

### Operating Mode Settings

If you want to set up IPPT (IP Passthrough), you can set up the Operating Mode as 'Bridge'. The public IP address will be assigned to the device connected to the Ethernet port.

## APN Settings



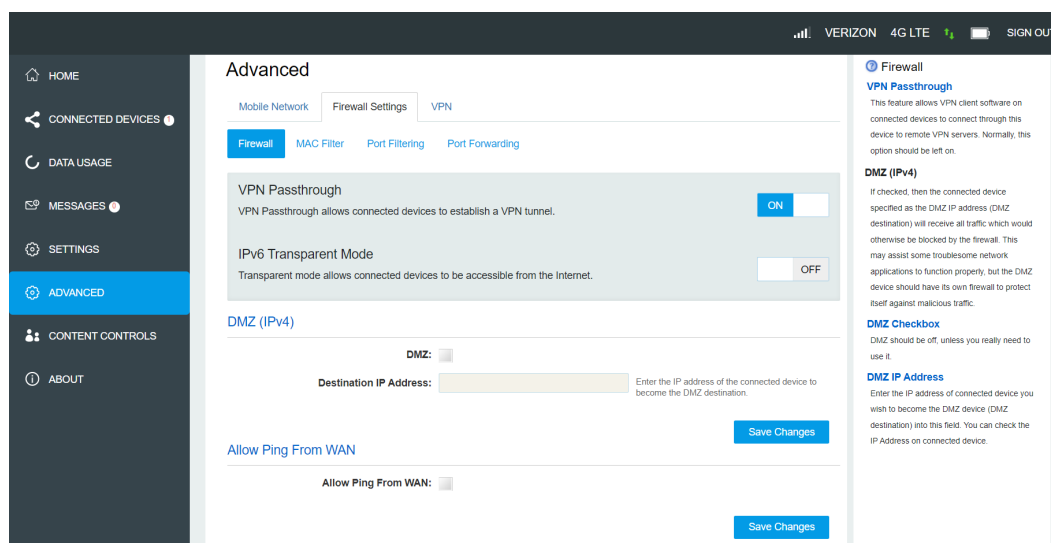
You can choose to either use the default APN or your own customized APN.

## Firewall Settings

On this page, you will find four menus: Firewall, MAC Filter, Port Filtering and Port Forwarding.

### Firewall

This page contains Firewall-related settings:





- **VPN Passthrough**

After being turned on, VPN Passthrough allows connected devices to establish a VPN tunnel.

- **IPv6 Transparent Mode**

Transparent mode allows connected devices to be accessible from the Internet.

- **DMZ (Ipv4)**

Enter the IP address of the connected device in the Destination IP address input field for it to become the DMZ destination. After enabling the DMZ feature, all the applications of the connected device will be visited.

- **Allow Ping From WAN**

You can configure the device to “Allow Ping From WAN” and set up a white IP address list. Note: Even if the device is configured as “Allow Ping From WAN”, you may not be able to ping the device due to network policy of the mobile carriers.

**DMZ (IPv4)**

DMZ:

Destination IP Address:  Enter the IP address of the connected device to become the DMZ destination.

[Save Changes](#)

---

**Allow Ping From WAN**

Allow Ping From WAN:

Allow Ping White List:

IP Address:

IP Address:

IP Address:

IP Address:

IP Address:

[Save Changes](#)

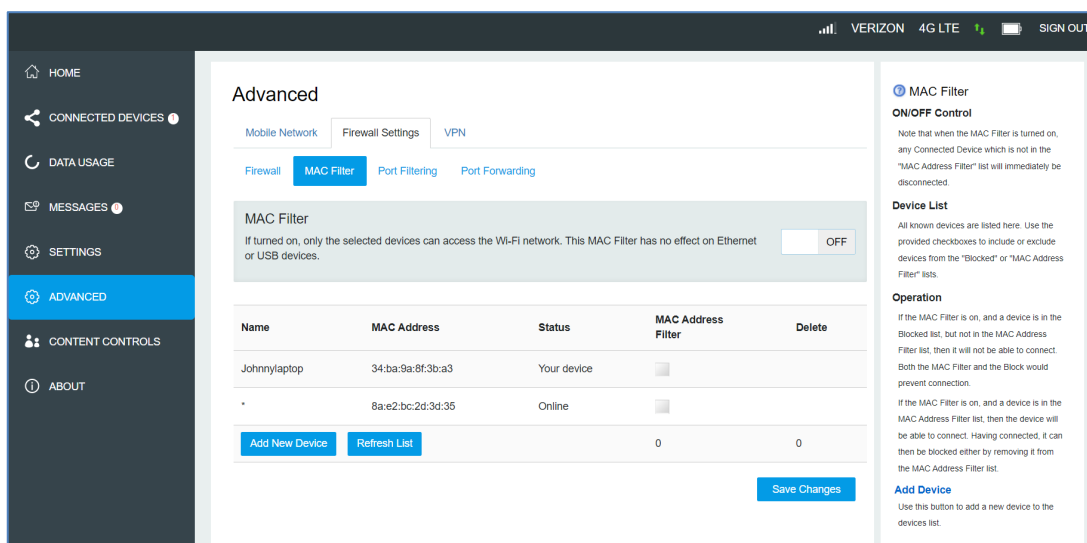
**DMZ Checkbox**

DMZ should be off, unless you really need to use it.

**DMZ IP Address**

Enter the IP address of connected device you wish to become the DMZ device (DMZ destination) into this field. You can check the IP Address on connected device.

## MAC Filter



The default “MAC Filter” status is “OFF”. If the MAC Filter is on and devices are listed in the MAC Address Filter list, then all the listed devices will be able to connect to your V810. For any given device, the interaction of the MAC Filter with the “Block” feature on the Connected Devices screen is shown in the following table.

Included in Block List	Included in MAC Filter List	Connection
No	Yes	Allowed
No	No	Not allowed
Yes	Yes	Not allowed
Yes	No	Not allowed

The “Block” (Blacklist) feature is always available. After being blocked, the blocked devices will disconnect from the V810.

Name	MAC Address	Status	MAC Address Filter	Delete
ttliu-pc	7c:dd:90:1e:fe:ff	Your device	<input type="checkbox"/>	
			0	0
				<a href="#">Save Changes</a>

Because enabling the MAC Filter could potentially disconnect all devices, the user needs to populate the “MAC Address Filter” list first while the MAC Filter is OFF. Otherwise, when you click the “ON/OFF” button, it will prompt warning information as follows:


MAC Filter cannot be turned on while no devices are allowed to connect.

After changing the “MAC Filter” to “ON”, only the local “MAC Address Filter” listed devices can connect to the V810, other devices will disconnect from the V810.

**MAC Filter**  
If turned on, only the selected devices can access the Wi-Fi network. This MAC Filter has no effect on Ethernet or USB devices.  ON

Name	MAC Address	Status	MAC Address Filter	Delete
ttliu-pc	7c:dd:90:1e:fe:ff	Your device	<input checked="" type="checkbox"/>	
<span style="margin-right: 20px;"><input type="button" value="Add New Device"/></span> <input type="button" value="Refresh List"/>			1	0
				<input type="button" value="Save Changes"/>

You can click the “Add Device” button to add devices. The added devices can then connect to the V810.

Name	MAC Address	Status	MAC Address Filter	Delete
ttliu-pc	7c:dd:90:1e:fe:ff	Your device	<input checked="" type="checkbox"/>	
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>		<input type="checkbox"/>	<input type="checkbox"/>
<span style="margin-right: 20px;"><input type="button" value="Add New Device"/></span> <input type="button" value="Refresh List"/>			1	0
				<input type="button" value="Save Changes"/>

## Port Filtering

Firewall MAC Filter **Port Filtering** Port Forwarding

**Port Filtering**  
If on, only traffic from selected applications can access the Internet. Note that DNS is always allowed.  OFF

**Applications**  
Select the applications which you wish to allow.

Email (POP3, IMAP, SMTP)

FTP

HTTP

HTTPS

Telnet

**Custom Applications**  
You can define your own applications, and then turn them on or off as needed. To define an application, you need to know the outgoing ports used by the application.

[+ Add a Custom Application](#)

[Save Changes](#)

**Filtering feature is on.** Traffic from selected applications can access the Internet. Otherwise, the traffic is blocked.

**Custom Applications**  
This feature allows you to define your own applications - up to 10. Once defined, these applications can be turned on and off the same way as pre-defined applications.  
Note that any changes to a Custom Application are not saved until the "Save Changes" button is used to save the entire page contents.

**Application Checkbox**  
Use this checkbox to turn on an application after you have defined it.

**App Name**  
Enter a suitable name for the application you are defining.

**Port Range (Start Port/End Port)**  
Each application has its own port range. Enter the beginning and end of the port range for each application.

**Protocol**  
For each port range, select the protocol (TCP or UDP) used by that port range.

**Delete**  
Use this checkbox to delete a custom application.

- **Applications**

The default applications are “Email (POP3, IMAP, SMTP)”, “FTP”, “HTTP”, “HTTPS” and “Telnet”. If port filtering is on, only traffic from selected applications can access the Internet. Note that DNS is always allowed.

- **Custom Applications**

Click “Add a Custom Application” to define your own applications, and then turn them on or off as needed. To define an application, you need to know the outgoing ports used by application.

## Port Forwarding

### Advanced

Mobile Network
Firewall Settings
VPN

Firewall
MAC Filter
Port Filtering
Port Forwarding

**Port Forwarding**

Port forwarding sends specific incoming traffic to a connected device. The connected device is specified using its IP address.  OFF

On	Application	IP Address
<input type="checkbox"/>	DNS	<input type="text" value="0.0.0.0"/>
<input type="checkbox"/>	FTP	<input type="text" value="0.0.0.0"/>
<input type="checkbox"/>	HTTP/HTTPS	<input type="text" value="0.0.0.0"/>
<input type="checkbox"/>	NNTP	<input type="text" value="0.0.0.0"/>
<input type="checkbox"/>	POP3/POP3S	<input type="text" value="0.0.0.0"/>
<input type="checkbox"/>	SMTP/Secure SMTP	<input type="text" value="0.0.0.0"/>

<input type="checkbox"/>	SNMP	<input type="text" value="0.0.0.0"/>
<input type="checkbox"/>	Telnet	<input type="text" value="0.0.0.0"/>
<input type="checkbox"/>	TFTP	<input type="text" value="0.0.0.0"/>

**Custom Applications**

You can define your own applications, and then turn them on or off as needed. To define an application, you need to know the incoming ports used by the application.

+ [Add a Custom Application](#)

Save Changes

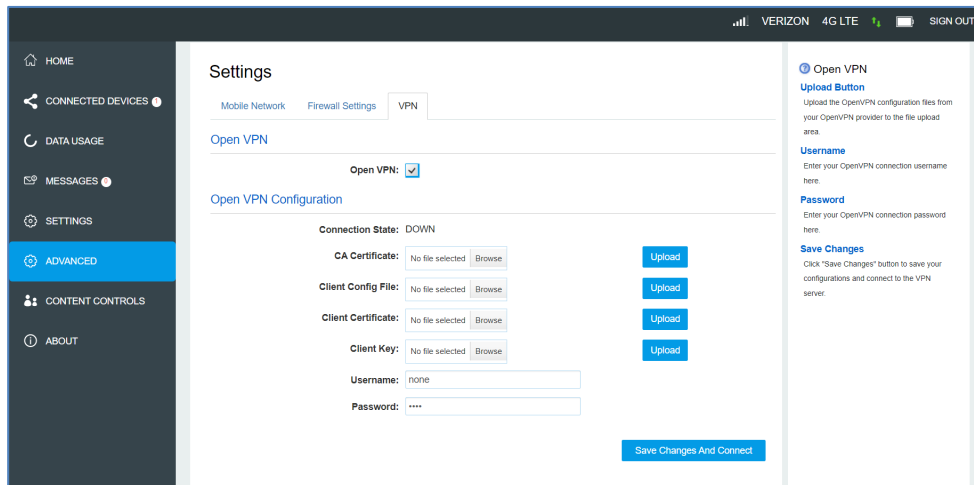
- **Applications**

The default applications are “DNS”, “FTP”, “HTTP”, “NNTP”, “POP3”, “SMTP”, “SNMP”, “Telnet” and “TFTP”. Port forwarding sends specific incoming traffic to a connected device. The connected device is specified using an IP address.

- **Custom Application**

Click “Add a Custom Application” to define your own applications, and then turn them on or off as needed. To define an application, you need to know the incoming ports used by the application.

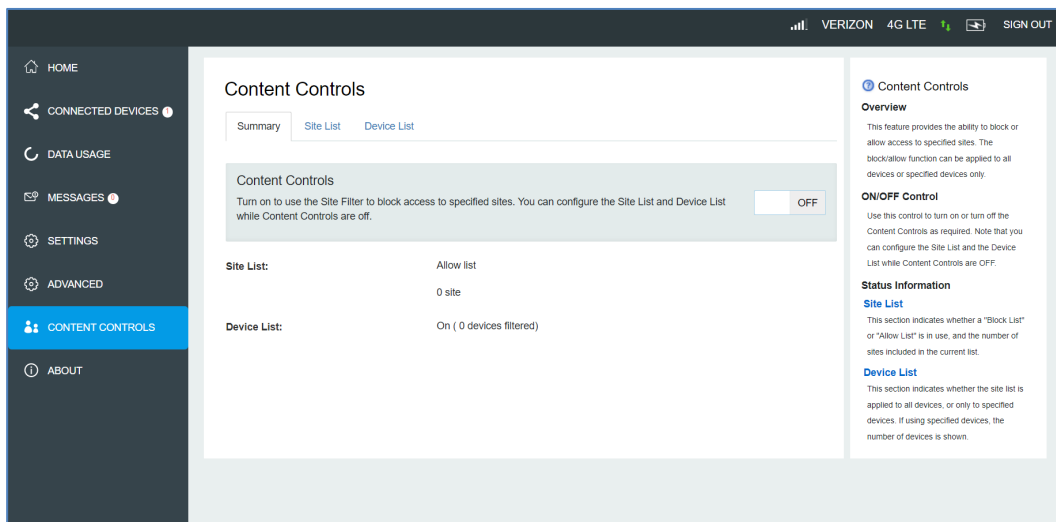
## VPN



You can set up Open VPN on this page.

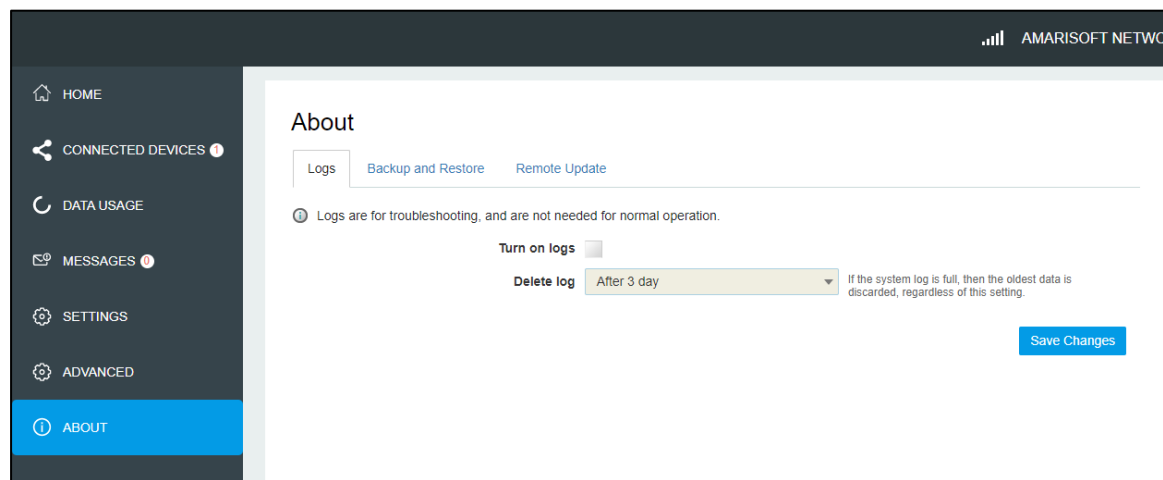
## Content Control

On this page, you can control the content visited either by site or device.

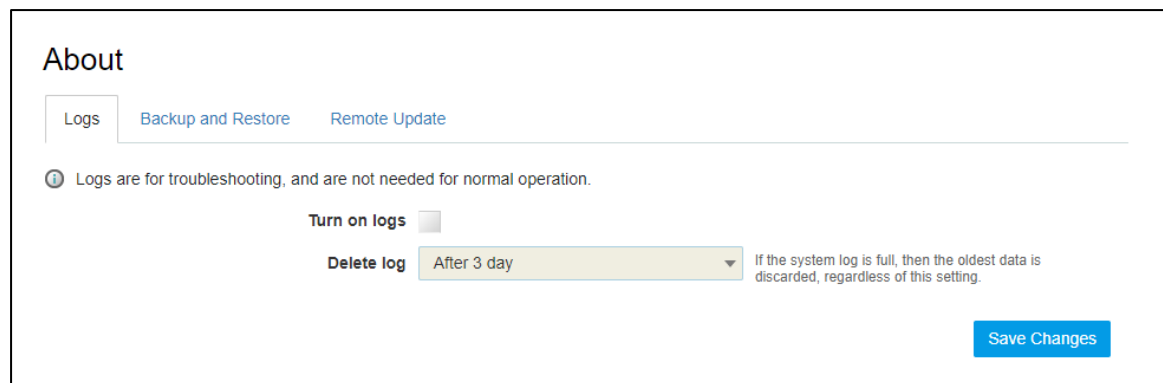


## About

From the Online Portal Home screen, click the About tab to view the available information.



## Logs



- **Turn on Logs**

Turn on the logs as needed.

- **Delete Log**

This setting determines for how long the log data is retained. Select the desired option.

Note that if the log is full, the oldest data is deleted, regardless of this setting.

- **Log**

This log contains data regarding connections to the mobile network.

- **Clear Log**

Clicking this button will delete all existing log data. This makes new data easier to read.

- **Refresh**

Use this to update the log data which is displayed.

## Backup and Restore

On this page, you can operate Backup, Restore, Restore to Factory Defaults and Restart.

## About

Logs
Backup and Restore
Remote Update

ⓘ Back up your settings and preferences to your computer. Please note that the backup file will only work with this particular device.

### Backup

---

Save your settings to your computer.

Admin Password:

[Download](#)

### Restore

---

Upload a previously saved backup file from this device to restore your settings.

Admin Password:

Select a file: No file selected Browse

[Restore Now](#)

### Restore to Factory Defaults

---

Restore all settings to the factory default values.

[Restore Factory Defaults](#)

[Restart](#)

● **Backup**

Backup your V810 settings and preferences to your computer.

**Note:**

1. The backup file will only work with your specific V810.
2. You will be locked out if an incorrect password is used more than 5 times.

● **Restore**

Upload a previously saved backup file from this device to restore your settings.

**Note:**

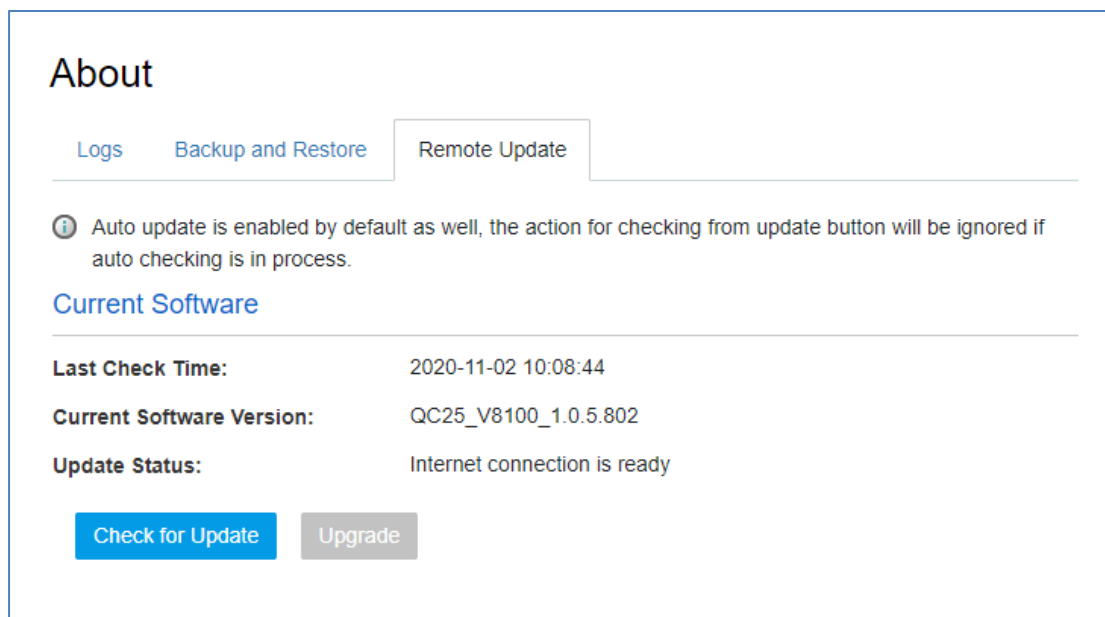
You will be locked out if an incorrect password is used more than 5 times.

● **Restore to Factory Defaults**

Restore all settings to the factory default settings.



## Remote Update



**To avoid potential damage from power loss during a software upgrade, please ensure that you connect your V810 to a wall charger for external power prior to starting any software updates.**

- **Check for Update:**

The “Check for Update” button is only active (blue button) every 6 hours. When active, you can click the “Check for Update” button to check for a new software version. If a new version is detected, the “Upgrade” button will become active (blue color).

- **Upgrade:**

If a software upgrade is available, click the active “Upgrade” button to launch the upgrade manually. Once the upgrade is completed, the device will reboot, and the new software version will be displayed.

## 5. ATRACS Cloud Remote Management

You can manage the device using the ATEL Remote Management Cloud Platform, ATRACS, by visiting <http://aags.a-tracs.com> or <https://aags.a-tracs.com>. Please refer to ATRACS User Manual for details.

## 6. Troubleshooting

When properly installed, the V810 is a highly reliable product. Most problems are caused by one of these issues:

1. Telephone or ethernet device was connected to incorrect ports.
2. Network coverage is unavailable due to coverage area, an account problem, or a network problem.

The following tips may help solve some common problems encountered while using your V810.

1. Make sure you are using the V810 in the correct geographic region (within the wireless coverage area of your service provider).
2. Ensure that your wireless coverage extends to your current location.
3. If you do not receive a strong wireless signal, try moving your V810 to a different location near a window.
4. Ensure that you have an active service plan.
5. Restarting your V810 can sometimes resolve the issues.

**IMPORTANT!** Before contacting customer care, be sure to restart both your V810 and any device to which it is currently connected.

## Common Problems, FAQ's and Solutions

### 1. How do I perform a Power Reset on V810?

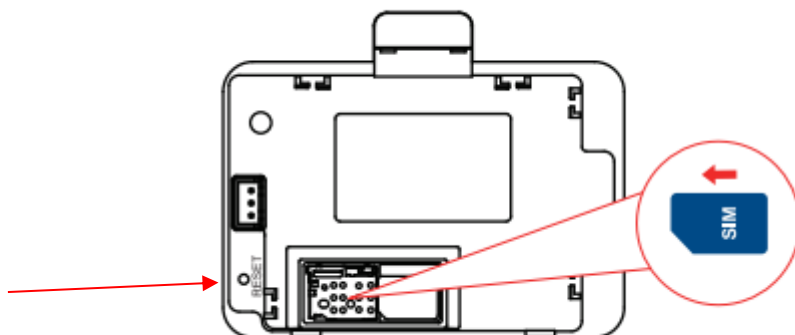
Your V810 can be used in 3 different power modes; battery-only, AC power only, or AC power with batteries installed. Your V810 comes with 3 AA batteries. An optional Ni-MH rechargeable battery pack can be purchased through ATEL USA. Visit, [www.ATEL-USA.com](http://www.ATEL-USA.com) for more information.

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.
- d) If your V810 is plugged into the wall charger AND installed with AA batteries, unplug the wall charger, AND remove the batteries for 10 seconds. Then, plug the charger back in and re-install the batteries.

## 2. 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 an 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.



## 3. 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 strength bars is lit up. Check with your SIM provider to make sure that service is activated and provisioned for this type of voice device.

## 4. 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.

## 5. 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.

## 6. Does the 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

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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.

### **7. 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).

### **8. How long is the backup battery usage and standby time of the V810?**

Battery usage and standby time depends on the network, signal strength, temperature, features, battery age and accessories you use. Generally, talk usage time (without data) on backup AA batteries is approximately 2 hours, and standby time is up to 27 hours (varies by conditions). Talk and data usage time on backup Ni-MH batteries is approximately 2.5 hours and standby time is up to 6 hours. If the power save mode is on, talk without data usage time on backup Ni-MH batteries is approximately 3.5 hours and standby time is up to 27 hours.

### **9. 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, it 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).

### **10. 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.

### **11. 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.

### **12. Why can't I connect to the internet?**

If you cannot connect to the internet, try the following suggestions:

- a) Make sure you are connected to your V810 with the correct Hotspot Wi-Fi SSID and password.
  - b) Make sure the SIM card is inserted properly in the spring-loaded SIM card slot.
  - c) Contact your service provider to make sure your SIM subscription plan is active.
- Note: Hotspot service plan may be required.

### **13. Where do I find the Hotspot Wi-Fi network name (SSID) and password?**

The Hotspot Wi-Fi network name (SSID) and password can be found on your V810 LCD Display and on the device label (under the battery holder).

### **14. How do I perform a Factory Reset via the Direct Connect (WebGUI)?**

Connect to your V810 Hotspot Wi-Fi and then launch the Direct Connect Portal (<http://192.168.0.1>). Select About > Backup and Restore, click on Restore Factory Defaults.

### **15. Why can't I connect to Wi-Fi after changing the Wi-Fi password?**

Your Wi-Fi devices save the previously used Wi-Fi names associated with the passwords used to access the Wi-Fi name. When you change the Wi-Fi password only for your V810 and keep the same Wi-Fi Name, the devices try to connect to your V810 using the Wi-Fi name and previous Wi-Fi password saved, causing Wi-Fi authentication error.

To resolve the issue, from your device Wi-Fi settings, try "Forget" your V810 Wi-Fi SSID from the network available list and re-connect again when the V810 SSID reappears.

### **16. Why can't I access the <https://192.168.0.1>?**

If you can't access the Direct Connect Portal at <https://192.168.0.1>, check the following:

- a) Ensure the correct URL, <https://192.168.0.1>, is entered or try <http://192.168.0.1>
- b) Ensure your device is connected to your V810 Wi-Fi with the correct Wi-Fi name (SSID) and password.

The default password for the Direct Connect Portal can be found on the device label as well as the LCD screen display menu. If you have forgotten the password you created, you will need to do a factory reset to restore the default settings on your V810 by long pressing the RESET pinhole.

### **17. 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.

### **18. 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 on whether a SIM replacement is needed.

### **19. How do I fix my TV or gaming console or Security Camera if it cannot find the Wi-Fi SSID while my phone and PC work on the Wi-Fi?**

Please follow the below steps to fix:

- a. Connect the PC to the V810 using its Wi-Fi or Ethernet cable or connect your iPhone or Android Phone to the V810 using its Wi-Fi.
- b. Open any web browser and visit 192.168.0.1. If you can't open, please try another Web browser such as Safari or Chrome.
- c. Input the username: **admin**, the password can be found on the LCD display by pushing power button, or on the sticker at the bottom of the device, under the battery and the battery door.
- d. If using a PC, go to settings > Wi-Fi settings > 802.11 Mode > select 802.11b/g/n (2.4GHz) > click "Save Changes". If using a phone, click the menu icon (three short lines) on the upper right corner, Settings > Wi-Fi Settings > 802.11 Mode > select 802.11b/g/n (2.4GHz) > click "Save Changes".
- e. Try to search for the Wi-Fi SSID on your TV or gaming console. If still can't find the Wi-Fi SSID, restart the device by holding the power button down for 10 seconds. Then use TV or gaming console to search again.
- f. Your TV or gaming console should find the Wi-Fi SSID now. Please note if you reset the device, repeat the above procedure again to configure.

## **20. How do I fix the device when it's stuck (it doesn't power on and doesn't charge)?**

Please follow the below steps to fix:

- a. Unplug the USB cable from the wall charger.
- b. Open the battery door on the bottom of the V810.
- c. Unplug the battery from the device carefully. Please note that the use of tools (not provided by ATEL) to unplug the battery might cause damage to the device and void the warranty.
- d. Plug the battery back in and make sure it is plugged in all the way into the port. Plug the USB cable and wall charger back into the wall outlet.
- e. The device should power on once the wall charger is connected.
- f. If the device is on battery only without the wall charger, please press and hold the power button until the V810 powers on.

## **21. Can this device be used in Fire Alarm Panel, elevators, or any similar industry use case?**

Yes. ATEL has mature software solutions for different industry use cases, such as Fire Alarm Panels or Elevators. Please consult the ATEL team with your specific use case and requirement to discuss options.

## 7. Regulatory Statements

### *FCC Equipment Authorization ID: XYO-V810*

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference.
- 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.

**FCC CAUTION:** Any changes or modification not expressly approved by ATEL, the party responsible for compliance could void the user's authority to operate this equipment.

This equipment generates 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 measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

#### **RF Exposure Warning Statements:**

The antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons during the normal operations.

**NOTE:** The Radio Frequency (RF) emitter installed in your modem must not be located or operated in conjunction with any other antenna or transmitter, unless specifically authorized by ATEL.

## 8. Safety Hazards

#### **Follow Safety Guidelines**

Always follow the applicable rules and regulations in the area in which you are using your device. Turn your device off in areas where its use is not allowed or when its use may cause interference or other problems. Note that this type of device should be placed at least 10 ft from work area(s).

### **Electronic Devices**

Most modern electronic equipment is shielded from radio frequency (RF) signals. However, inadequately shielded electronic equipment may be affected by the RF signals generated by your device.

### **Medical and Life Support Equipment**

Do not use your device in healthcare facilities or where medical life support equipment is located as such equipment could be affected by your device's external RF signals.

### **Pacemakers**

- It is recommended to maintain a minimum separation of six inches between a RF device and a pacemaker in order to avoid potential interference with the pacemaker.
- Persons with pacemakers should always follow these guidelines:
- Always keep the device at least six inches away from a pacemaker when the device is turned on.
- Place your device on the opposite side of your body where your pacemaker is implanted in order to add extra distance between the pacemaker and your device.
- Avoid placing a device that is on next to a pacemaker (e.g., do not carry your device in a shirt or jacket pocket that is located directly over the pacemaker).
- If you are concerned or suspect for any reason that interference is taking place with your pacemaker, turn your device OFF immediately.

### **Hearing Devices**

When some wireless devices are used with certain hearing devices (including hearing aids and cochlear implants) users may detect a noise which may interfere with the effectiveness of the hearing device.

### **Use of Your Device while Operating a Vehicle**

Please consult the manufacturer of any electronic equipment that has been installed in your vehicle as RF signals may affect electronic systems in motor vehicles.

Please do not operate your device while driving a vehicle. This may cause a severe distraction, and, in some areas, it is against the law.

### **Use of Your Device on an Aircraft**

Don't use your device during flight, it may violate FAA regulations. Because your device may interfere with onboard electronic equipment, always follow the instructions of the airline personnel and turn your device OFF.

### **Blasting Areas**

In order to avoid interfering with blasting operations, your device should be turned OFF when in a blasting area or in an area with posted signs indicating that people in the area



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must turn off two-way radios. Please obey all signs and instructions when you are in and around a blasting area.

### **Proper Battery & Adapter Use and Disposal**

- Do not disassemble or open, crush, bend or deform, puncture or shred.
- Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion or another hazard.
- Only use the battery for the system for which it is specified.
- Do not short circuit a battery or allow metallic conductive objects to contact battery terminals.
- Replace the battery only with another battery that has been qualified with the system per this standard. Use of an unqualified battery may present a risk of fire, explosion, leakage or another hazard. Only authorized service providers shall replace the battery.
- Promptly dispose of used batteries in accordance with local regulations.
- Battery usage by children should be supervised.
- Avoid dropping the battery. If the battery is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.
- Improper battery use may result in a fire, explosion or another hazard.

### **Voice/Emergency calls:**

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). Check with your wireless service providers. When making an emergency call, remember to give all the necessary information as accurately as possible.

### **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](http://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](mailto: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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