V810VD by ATEL FAQ's

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 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. 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 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.
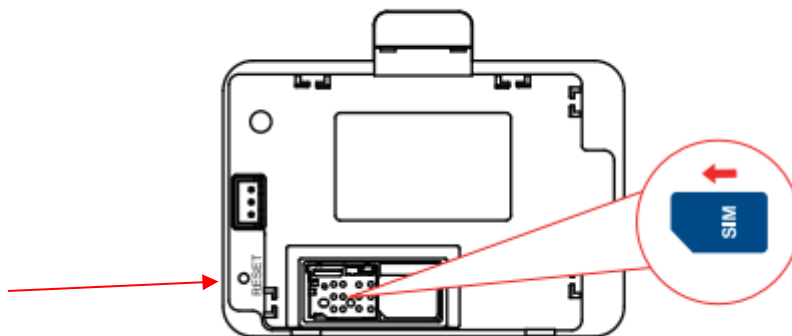
3. Why am I not getting a dial tone on my handset?

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 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.

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.