V810A and V810AD by ATEL FAQ's

4G LTE Cat-4 Fixed Wireless Access Router

Models Covered:

Model	LTE Bands
V810A	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 in 2 different power modes; AC power only or NiMH battery installed.

To perform a Power Reset when the V810 is powered via the AC wall charger, either with a NiMH battery installed or not: Press and hold the power button for 5 seconds then release, the device will power off first and then power on automatically.

To perform a Power Reset when the V810 is powered via NiMH battery only: Press and hold the power button for 5 seconds then release, the device will power off. Then press the power button again and the device will power on.

Note: Unplug and disconnect all power source(s), then plug in and reconnect when performing a Power Reset. Unplug the wall charger and remove the battery for 10 seconds. Then, reinstall the battery and plug the charger back.

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.
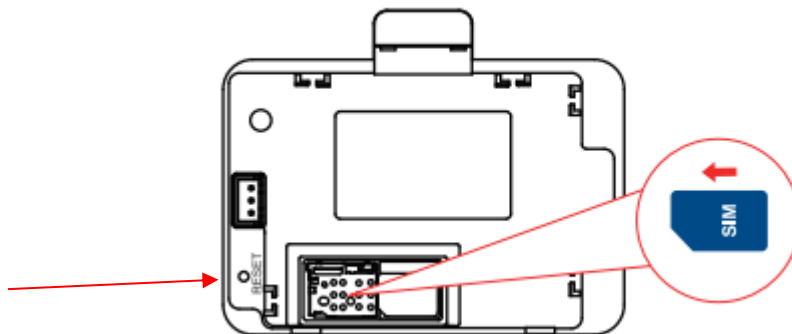
3. How long is the backup battery usage and standby time of the V810?
Usage time on backup batteries is approximately (up to) 5 hours and standby time is up to 8 hours. Actual values can vary with environmental conditions, connectivity, and other usage-related circumstances.

4. 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: A hotspot service plan may be required.

5. 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).

6. How do I perform a Factory Reset via the Direct Connect (WebGUI) Device Management Portal?

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.

7. 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.

8. 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.

9. How can I manage my device?

There are two ways to manage your V810 device:
1. WebGUI (Direct Connect Management Portal)
   a. Connect your PC and V810 device using Wi-Fi from the device, ethernet cable or USB-C cable.
   b. Using your Web Browser, visit 192.168.0.1
   c. Log in to the Direct Connect. Your username is 'admin' and the password can be found on the LCD display or on the device label on the bottom of

the device (under the battery cover).

    d. Once you've logged in, you can manage the device.

2. <u>ATRACS (Cloud/Remote Device Management)</u>

    a. Using a PC with Internet access (not necessarily the internet provided by the device which is being managed), visit http://aags.a-tracs.com or https://aags.a-tracs.com

    b. You need to create an account before you can login. For details, please refer to the ATRACS user manual (go to ATEL's website, www.ATEL-USA.com or contact ATEL Customer Support for additional information).

10. 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.

11. 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.

12. How do I fix my TV or gaming console or Security Camera if it cannot find the WIFI SSID while my phone and PC work on the WiFi?

Please follow the below steps to fix：

    a. Connect the PC to the V810 using its WiFi or Ethernet cable, or connect your iPhone or Android Phone to the V810 using its WIFI.

    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 > WiFi 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 > WiFi Settings > 802.11 Mode > select 802.11b/g/n (2.4GHz) > click "Save Changes".

    e. Try to search for the WiFi SSID on your TV or gaming console. If still can't find the WiFi 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 WIFI SSID now. Please note if you reset the device, repeat the above procedure again to configure.

13. 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.

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.