

# General Inquires

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# Arch FAQs

- **Where do I find my device setup instructions?**

The W01 Arch setup instructions can be found in the Quick Start Guide that is packaged with the device. You can also find additional setup and device instructions in the User Manual. A downloadable version of both documents can be found at <https://www.atel-usa.com>.

- **Where is my device SSID password and Online Portal password?**

Your device SSID password is on the device label under the battery and listed next to “P/W”.

For T-Mobile and all other users, the login password for the Online Portal is “admin”.

For Verizon users, the login password to the Online Portal is unique for each device and can be found on the device label.

Additional details on the Online Portal can be found in your Quick Start Guide ([here](#)).

- **What do I do if I forgot my Online Portal password?**

The default password for the Online Portal is “admin”. If you changed the admin login password and forgot the password that you created, you will need to perform a device reset (via the RST pin hole) which will set the password back to “admin”. Instructions for device reset can be found in the W01 Arch User Manual ([here](#)).

- **How do I insert the SIM card?**

Remove the battery cover from the back of your W01 Arch and remove the battery. Slide the SIM door open and insert your SIM. Make sure the SIM is placed properly before sliding the door back up to close the SIM door. A reference image is shown in the Quick Start Guide ([here](#)).

- **How do I turn the W01 Arch On and Off?**

To turn it on, press and hold the power button. To turn it off, press and hold the power button until you see all of the LED lights go up and then off.

- **How do I check the battery level?**

Your battery level is shown on the icon that is 3<sup>rd</sup> from the left side. The battery level can be matched to the color key in your User Manual, [here](#) (hyperlink to UM). Green is 65% or more, Blue is 35-64% and Red is under 35%.

- **How do I check my data usage?**

Log into your Online Device Management Portal as instructed in the Quick Start Guide. Along the left menu bar, find the option for “Date Usage”, click on it to view and monitor your data usage.

- **How do I perform a factory reset? How do I perform a factory reset?**

You can perform a factory reset through your Online Device Management Portal or pushing the button inside the Reset pin hole on your W01 Arch. Detail instructions can be found in your User Manual ([here](#)).

- **What do I do if I did not see the LTE/3G signal indicator or the indicator appears in red color on my W01 Arch?**

You can try the following suggestions:

- a) Power reset your W01 Arch.
- b) Check to make sure the SIM is placed properly.
- c) Contact your service provider to make sure your SIM account/ service plan is active.

- **What do the different colors mean on the device LED display?**

On your W01 Arch display, there are four icons (start from left): LTE/3G Connection, Wi-Fi

Connection, Battery Level, and Messages



. The icon color changes based on the status, details below. Additional information can be found in your W01 Arch User Manual ([here](#)).

## LED Indicator

LED	Color	Action	Function Description
Power/Battery	Green	On	Battery level _ high, capacity > 65%
	Green	Blinking	Charging, Battery level _ high
	Blue	On	Battery level _ Mid, capacity 35%~65%
	Blue	Blinking	Charging, Battery level _ Mid
	Red	On	Battery level _ Low capacity < 35%
	Red	Blinking	Charging, Battery level _ Low
		Off	No battery
	White	Blinking	Power off Charging
	White	On	Power off charging full
WiFi	Green	On	WiFi connected with a WiFi Client
		Off	WiFi not connected
	Green	Blinking	On 1S, off 1S, during WPS is enabled
SMS	Green	Always on	Unread SMS
		Off	No unread SMS
LTE/3G	Green	On	Represents 5-bar signal strength
	Blue	On	Represents 4-bar signal strength
	Cyan(B+G)	On	Represents 3-bar signal strength
	Purple(R+B)	On	Represents 2-bar signal strength
	Yellow	On	Represents 1-bar signal strength
	Red	Blinking	Means error, no SIM or no internet connection
		Off	No Signal
Upgrading	All above LED	On	Power and LTE LED light white, WiFi and SMS LED light green during F/W upgrading