ATEL
PASSION FOR INNOVATION

W02 Arch+™
FAQs

- **Where do I find my device setup instructions?**
The W02 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 name and password?**

  Your device SSID name and password can be found in the Wi-Fi menu by pressing through the Power Button as well as on the device label under the battery.

- **Where is the Online Portal login name and password?**

  The Online Portal login name and password can be located on the device label under the battery. Refer to your Quick Start Guide or User Manual for Portal access instructions. (Hyperlink to UM/ QSG)

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

  The default password for the Online Portal can be found on the device label under the battery. 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 the default. Instructions for device reset can be found in the W02 Arch+™ User Manual (hyperlink to UM).

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

  Remove the battery cover from the back of your W02 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. (Hyperlink to QSG)

- **How do I turn the W02 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 the LCD display screen go up and then off.

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

  Your battery level is shown on LCD display screen via the battery icon in the upper right corner of the display. If the display is off, single press the power button to wake up the display and check battery levels. If the display will not turn on, you might be out of battery and in need of charging your device.

- **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?**

  You can perform a factory reset through your Online Device Management Portal or pushing the button inside the Reset pin hole on your W02+. Detail instructions can be found in your User Manual. (Hyperlink to UM)

- **What do I do if I did not see the LTE/3G indicator on my W02 Arch+™?**

  You can try the following suggestions:
  a) Power reset your W02 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. Some carriers may require separate hotspot service plan.

- **What do the different symbols mean on the device LCD display?**

  On your W02 Arch+™ display, there are indicator icons : LTE/3G Connection, Wi-Fi Connection, Battery Level, Messages, and connected device counter.

LCD Indicator	Description
▼ill	Wireless network strength (more bars indicate stronger signal)
(Wi-Fi symbol)	Wi-Fi Available
(battery symbol)	Battery Strength
✉1	Message Notification
U 0	Number of Wi-Fi Users connected to your W02.
(Press button for more)	Press the Power Button for other menus (i.e. SSID, IMEI).

- **How do I find my software version?**
  Your device software version can be found in the Device Info menu by pressing through the Power Button as well as in the Home Setting of the Online Portal.

- **How can I learn more about your products**? Visit our Products page here (hyperlink to product page). Our newest products will be listed, and you can expand to learn more about any of our products. You can also learn more on our Social Media pages:

  (Facebook) @AsiatelcoUSA   (LinkedIn) @atel-asiatelco

  (YouTube) @ATEL USA   (Instagram) @ATEL_USA

- **How can I contact ATEL support?** Visit our Contact Us page here (hyperlink to the contact us page). Or you can call us at 1-833-FAQ-ATEL.

- **What is your warranty?** Our full Warranty Policy can be found at our Warranty page here (hyperlink to Warranty). Please note that specific products may have their own warranty stipulations and if you have questions about your specific inquiry, you can Contact Us.