V810 *AXIS* ™ by ATEL User Guide

4G LTE Cat-4 Home Phone Connect

POTS Replacement

Models Covered:

Model	LTE Bands
V810T	B2/4/5/12/66/71
V810V	B2/4/5/12/13/66/71
V810A	B2/4/5/12/13/14/66/71
V810S	B2/25/26/41/66/71

User Guide in Spanish 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.

Contents

1. Overview

LTE Network Bands per Model

Model	LTE Bands
V810T	B2/4/5/12/66/71
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V810A	B2/4/5/12/13/14/66/71
V810S	B2/25/26/41/66/71

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

System Requirements

The V810 provides voice service when your V810 is connected to a telephone (corded or cordless) and inserted with a sim card subscribing to an eligible service plan with a wireless operator.

Components and Indicators
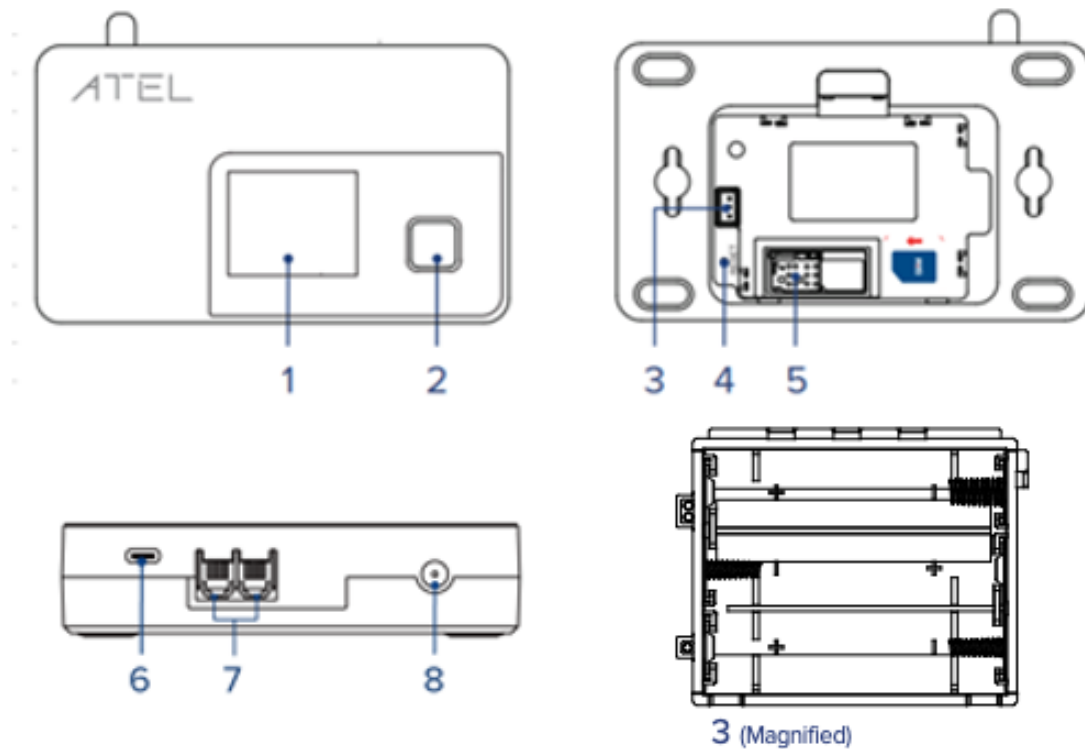
1. LCD Display
Displays different menus of V810 information, such as Home and IMEI screens.

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 (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 would 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. For Voice-only models, you can connect this port directly to a computer/laptop using a USB-C cable to access the Online Portal.

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. Antenna Connector
Install an optional antenna (sold separately) to increase signal strength.

Power Management

Your V810 comes with both an AC wall adapter and three AA batteries. An optional Ni-MH rechargeable battery pack can be purchased separately through ATEL USA. For more information, visit www.ATEL-USA.com.

During a power outage or if the wall charger is unplugged, the V810 continues to run off of the batteries to support Voice functions.

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 Scenario	Functions Supported in Different Power Scenarios					Voice Model	Notes
	Wall Adapter	3x AA Batteries	Icon Display	Ni-MH Battery Pack (Sold Separately)	Icon Display	Voice (with Telephone Cord)	
1	Device connected to Wall Adapter	Batteries Installed	[battery icon]	Batteries Installed	[battery full icon] *Battery Full [battery charging icon] *Battery Charging	✓	Icon may vary based on actual battery percentage.
2	Device connected to Wall Adapter	No Battery Installed	[battery x icon]	No Battery Installed	[battery x icon]	✓	
3	Device NOT connected to Wall Adapter	Batteries Installed	[battery icon]	Batteries Installed	[battery icon]	✓	
4	Device NOT connected to Wall Adapter	No Battery Installed	No Display	No Battery Installed	No Display	✗	Device has no power. Connect to a wall adapter for use.

2. Getting Started

Install SIM Card

1. Remove the V810 back cover.
2. Carefully lift up 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 would pop outward from the sim slot.
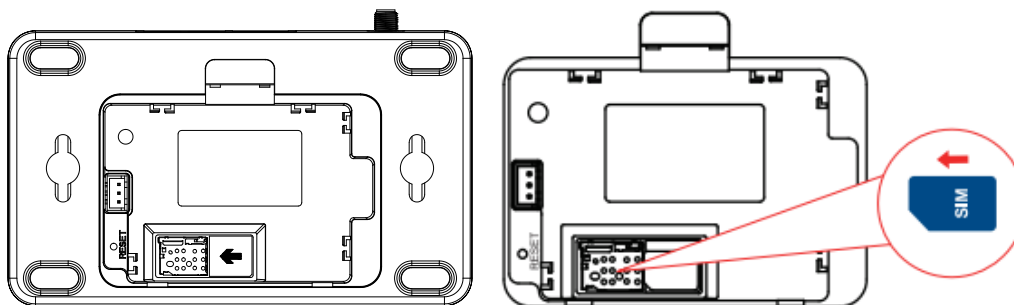
Install the Batteries

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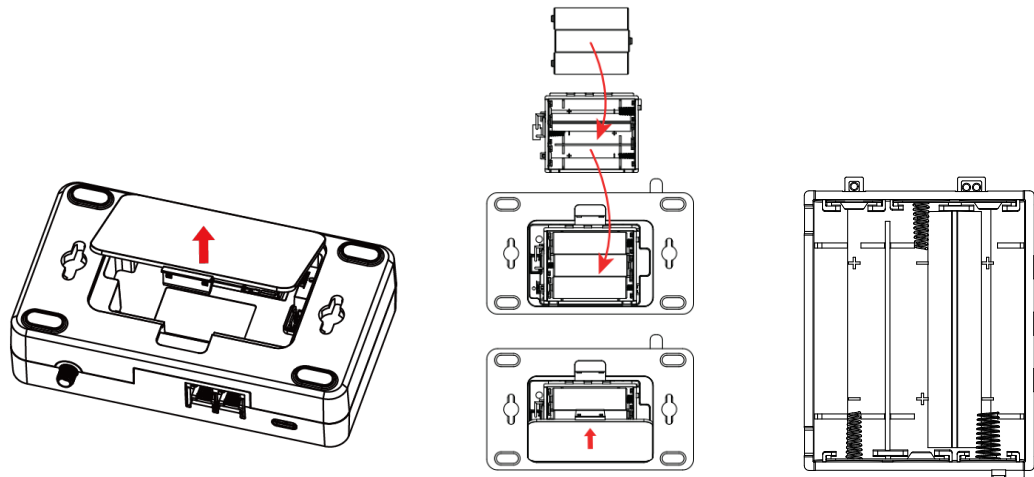
Note: Ni-MH rechargeable battery pack (sold separately) can be installed in place of AA batteries). You will need to disconnect the AA battery holder from the Battery port and insert the Ni-MH battery pack back into the Battery port.

Backup Battery Tips

Battery life depends on the network, signal strength, temperature, features, and accessories you use. Generally, talk usage time on backup batteries is approximately three hours, and standby time is approximately 30 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).

Installing the Optional Antennas (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. Restart the V810 after the antenna is installed or removed.

Using optional accessories (antenna and battery pack) by ATEL is recommended. More information available at ATEL's website, https://www.atel-usa.com/.
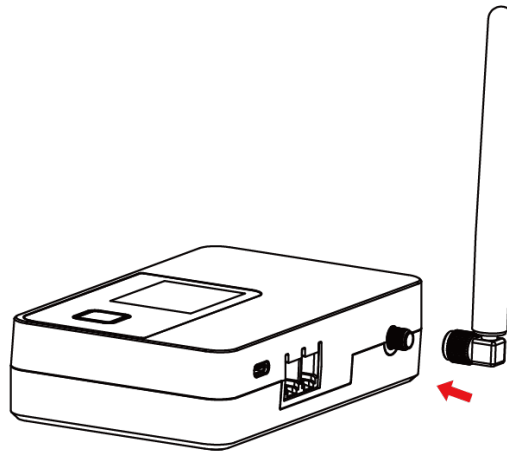
Turning your V810 On/Off

1. Connect your V810 to a wall adapter with a USB-C cable and plug the wall adapter to the wall outlet.
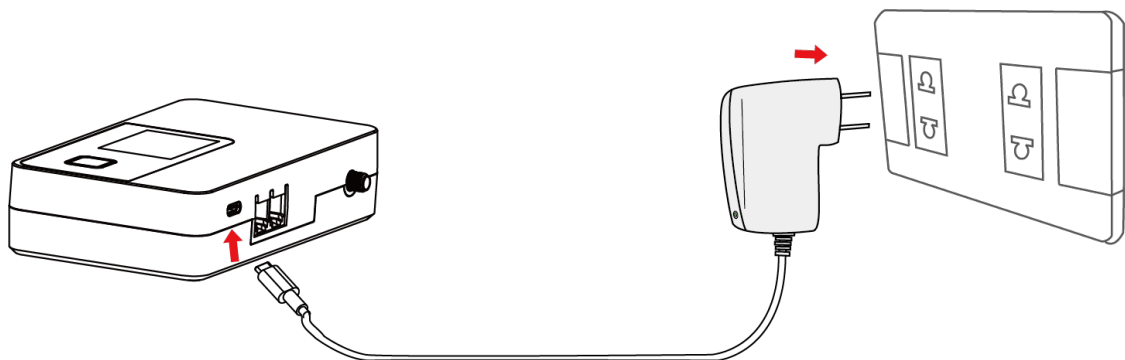
2. To turn your V810 on, press and hold the Power Button.
3. To turn it off, press and hold the Power Button until you see the screen turn off.

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.
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 2 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.
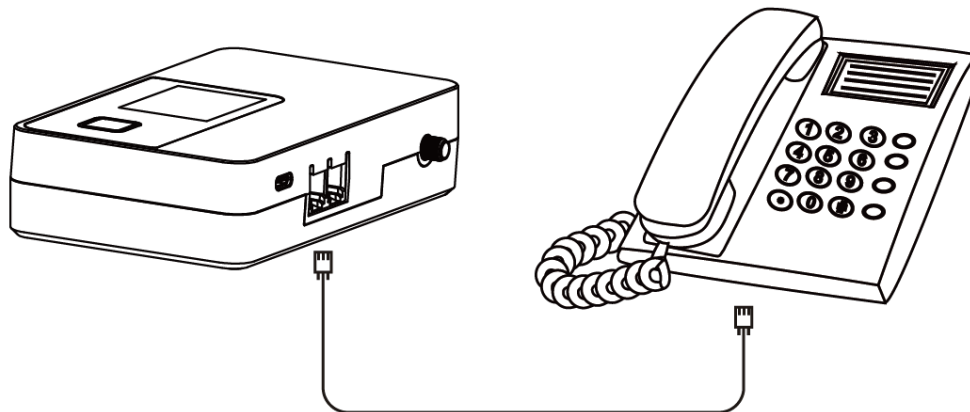
3.Using Your V810 for Voice Functions

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.

Receiving Calls

When an incoming call is received, the screen will light up and the incoming call phone number is displayed. Simply answer the connected telephone as you normally would.
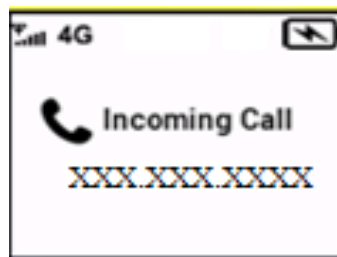
Call Waiting

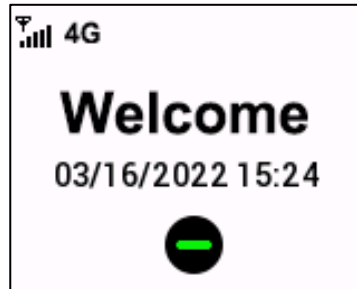If a call comes in while you are on the phone, you'll hear a click, and the 2nd incoming phone number appears on the device screen (if available). Press the Flash Button on the phone to put the first call on hold and answer the second call. When you hang up or press Flash again, you are reconnected with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

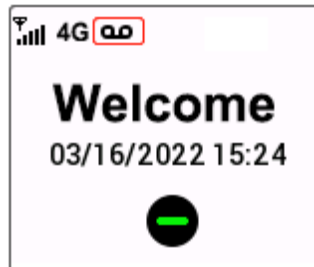NOTE: Refer to the Troubleshooting section for additional instruction on accessing voicemail or using a telephone answering machine as your preferred method to manage your voice messages.

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

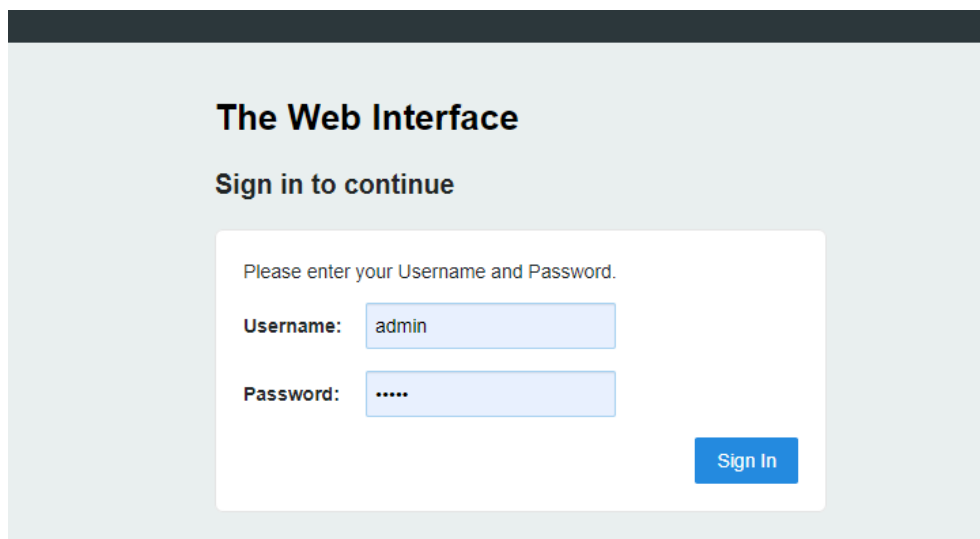You will see "TTY" on the V810 Home Screen when TTY mode is enabled.

4. Accessing Your V810 Online Device Management Portal

The Online 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 Online Portal:
1. First connect your V810 to a computer with a USB-C cable and then enter http://192.168.0.1 in the browser URL address bar.
2. The Online Portal login username is "admin". The unique password can be found on the device label (under the battery holder).

The Web Interface

Sign in to continue

Please enter your Username and Password.

Username:	admin
Password:	•••••

Sign In

This table shows where on the device label, LCD screen display to find Online Portal access details. Pictures are for illustration purposes. Information varies based on your model.

	Voice-Only Models
Info Available on Device Label	ATEL™ Model: V810T IMEI: XXXXXXXXXXXXXX Online Portal http://192.168.0.1 User Name: admin Password: 123456 FCC ID: XYO-V810 Made in China
Device LCD Display Menu	4G **Welcome** 03/16/2022 15:24 IMEI:866834041312757 SW:1.0.11.803 My number: 100.000.0079 TTY:OFF
Online Portal Access	1) Connect a computer to your V810 with a USB-C Cable. 2) Enter http://192.168.0.1 in the browser URL address bar.

Online Portal Home Page

After successful login, you will see 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
- REMOTE UPDATE

HOME

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.

- **Check for Update:**

"Check for Update" button is only active (blue color) 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 display.

5. 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 in 3 different power modes, battery-only, AC power only, or AC power with batteries installed. Your V810 comes with 3 AA batteries. 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.
   If your V810 is plugged to the wall charger AND installed with batteries, unplug the wall charger AND remove the batteries for 10 seconds. Then, plug the charger back 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 a 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.
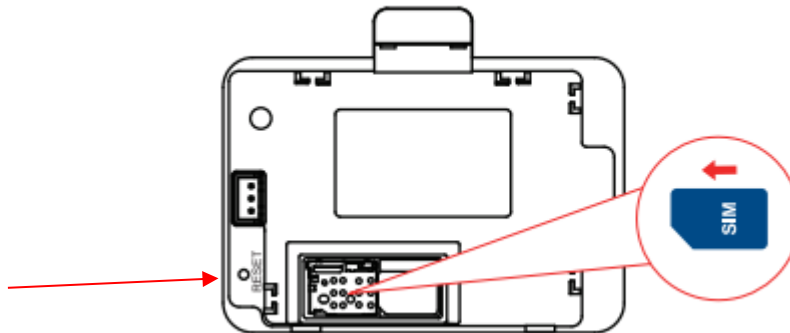
3. Why am I not getting a dial tone on my handset?

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 strengths 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 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 life of the V810?

Talk usage time on backup batteries is approximately 3 hours and standby time is approximately 30 hours. Actual values can vary with environmental conditions, connectivity and other usage-related circumstances.

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, the telephone 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. How does Call Forwarding work?

Call forwarding allows you to forward incoming calls to another phone number and this feature may be supported by your carrier/service provider. Please contact your service provider for more details.

11. 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.

12. 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.

13. 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.

14. 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 if a SIM replacement is needed.

6. 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.

7.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 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. 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.