V810A *AXIS* ™ 1 by ATEL User Guide

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 to fix my TV or PS4 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 PC to the device using its WIFI or Ethernet cable or connect your iPhone or Android Phone to the device using its WIFI.
b. Open any web browser, visit 192.168.0.1. If you can't open, please try another Web browser such as Safari or Chrome.
c. Input username: **admin**, password can be found on the LCD screen by pushing power button, or on the sticker at the bottom of the device, under the battery behind the battery door.
d. If using PC, go to settings - WIFI settings - 802.11 Mode – choose 802.11b/g/n(2.4GHz) – Save Changes. If using phone, click the menu icon (three short line) on the upper right corner, Settings – WIFI Settings – 802.11 Mode – choose 802.11b/g/n(2.4GHz) – Save Changes
e. Try to search the WIFI SSID on your TV or PS4. If still can't find the WIFI SSID, restart the device by holding the power button down for 10 seconds. Then use TV or PS4 to search again.
f. Your TV or PS4 should find the WIFI SSID now. Please note if you reset the device, repeat the above procedure again to configure.

2. How to fix if the device is stuck (it doesn't power on and doesn't charge)?

Please follow the below steps to fix:

a. Unplug the USB cable to wall charger.
b. Open the battery door on the bottom.
c. Unplug the battery from the device carefully. The battery connector is tight, don't be afraid to use force.   Use force to pull the connector out carefully.
d. Plug the battery back and make sure it is lugged in all the way into the port. Plug the USB cable with Wall charger back.
e. Continue to push the power button and hold up to 10 seconds to power on the device.

3. How do I perform a Power Reset on V810A?
Your V810A can be in 2 different power modes, AC power only or NiMH battery installed.

To Perform a Power Reset:

    a) Using the Power button: Press and hold the power button for 5 seconds then release, the device will power off. Then press the power button, the device will power on.

    b) If your V810A is in NiMH-only mode, remove the battery for 10 seconds and then re-install the battery.

    c) If your V810A 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 V810A is plugged to the wall charger AND installed with the battery, unplug the wall charger, AND remove the battery for 10 seconds. Then, plug the charger back and re-install the battery.

4. How do I perform a Device Reset using the RESET pin hole?

Using the RESET pin hole: Remove the back cover. Make sure your V810A is powered on. Use an unfolded paper clip, insert it into the RESET pin hole and push down for 3 seconds, then release. Your V810A will perform the reset and restart automatically.
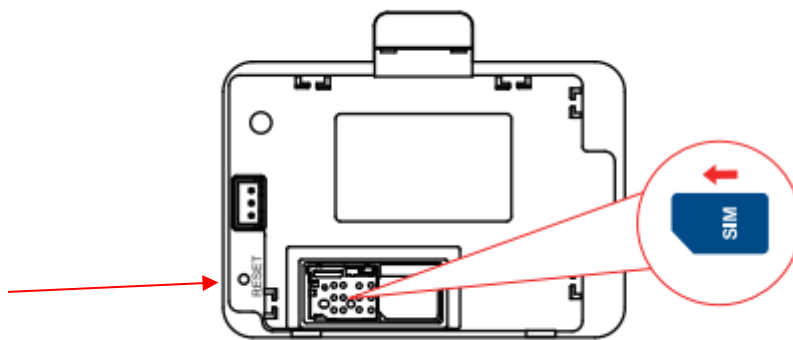
5. How long is the backup battery life of the V810A?

Talk usage time on backup batteries is approximately (up to) 2 hours and 40 minutes and standby time is approximately 32 hours. Actual values can vary with environmental conditions, connectivity, and other usage-related circumstances.

6. 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 V810A 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.

7. 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 V810A LCD Display and on the device label (under the battery holder).

8. How do I perform a Factory Reset via the Online Device Management Portal?

Connect to your V810A Hotspot Wi-Fi and then launch the Online Portal (http://192.168.0.1). Select About > Backup and Restore, click on Restore Factory Defaults.

9. 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 V810A and keep the same Wi-Fi Name, the devices try to connect to your V810A 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 V810A Wi-Fi SSID from the network available list and re-connect again when the V810A SSID reappears.

10. Why can't I access the https://192.168.0.1?

If you can't access the Online 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 V810A Wi-Fi with the correct Wi-Fi name (SSID) and password.

   The default password for the Online 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 V810A by long pressing the RESET pinhole.

11. How can I manage my device?

There are three ways to manage your V810A device:

   1. WebGUI (Local Online Device Management Portal)
      a. Connect your PC and V810A device using WiFi from the device, ethernet cable or USB-C cable.
      b. Using your Web Browser, visit 192.168.0.1
      c. Log in to the WebGUI. Your Username is 'admin' and 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>ARMS (Remote Device Management)</u>
   a. Using a PC with Internet access (not necessarily the internet provided by the device which is being managed), visit https://dm.a-tracs.com
   b. You can select 'create account', then register for a "General" account. You will need to provide your email, a device IMEI and SN. The device shouldn't have been managed by anyone else in ARMS or the APP already. If you have already got your account registered through the APP, you can use the same credentials to log in.
   c. You can register with an "Admin" account without the device information (note that you must have an agreement ready with ATEL first.) Admin accounts can manage all the devices ATEL preload for you.
   d. The registered account can be used to log-in to ARMS and the APP.
   e. Log into your account. You can view your device there.
   f. Power on the device (make sure it connects to Internet).
   g. Once connected to the Internet, you can see your device is shown 'online' in the ARMS portal.
   h. You can manage your device now. You can use the menu button to refresh the status, delete the device, configure the device, tag (name) it, give it an address, share the device management with another person using his/her email, and import more devices either one by one or in batch.
   i. After sharing the device to another person's email, he/she can use the default password **Atras!234** to log-in to manage the device. After log-in, he/she can change the password.

3. <u>APP (Remote Device Management</u>
   a. Using your iPhone, go to Apple Store. download 'ATRACS Admin' APP. Android APP can be downloaded through the link on the ARMS Web portal https://dm.a-tracs.com
   b. You can click 'Sign Up', to register for a "General" account using a device IMEI and SN. This device shouldn't have been managed by anyone else in ARMS or APP already. If you already have an account registered through ARMS, you can use the same credentials to log in.
   c. You can register with an "Admin" account without the device information (note that you must have an agreement ready with ATEL first.) Admin accounts can manage all the devices ATEL preload for you.
   d. The registered account can be used to log-in to ARMS and the APP.
   e. Log into your account. You can view your device there.
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   h. You can manage your device now. You can use the menu button to refresh the status, delete the device, configure the device, tag (name) it, give it an address, share the device management with another person using his/her email, and import more devices one by one.
   i. After sharing the device to another person's email, he/she can use the

default password **Atras!234** to log-in to manage the device. After log-in, he/she can change the password.

12. Where do I find the device Software (SW) version information?

The device SW version can be found on your V810A screen display menu by pressing the Power Key.

13. 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.

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.

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