

Apex by ATEL

WB550 5G FWA WiFi Router

User Manual



Common Problems, FAQ's and Solutions

1. **The Power LED indicator is not ON.**
 - a. Confirm the power adapter is plugged properly into the AC socket.
 - b. Confirm the power adapter is connected to the device properly.
 - c. **Note: Use only the Power Adaptor that is provided and comes packaged with the device.**

2. **Web Based Utility (WebGUI) cannot be accessed.**
 - a. Ensure that the WB550 is powered on.
 - b. Ensure that your wireless client is connected and has acquired the IP address from the device over Wired or wireless connection.
 - c. Check with another web browser or try to reset the browser cache memory.
 - d. Try to Reboot or factory reset the device.

3. **Device cannot access the network.**
 - a. Ensure your USIM card is valid and active.
 - b. Check the 5G/4G LED, it should be On. If it is off, then login to WebGUI and check the Network details available on the home page.
 - c. Network status should be showing Connected. If it is showing disconnected or connecting, check the network parameters RSRP, SINR values.
 - i. SINR value (dB) should be Positive.
 - ii. RSRP value must be greater than -115dBm. Preferred value should be around -90 dBm.
 - d. Try to Reboot or factory reset the device.

4. **How do I optimize the device to maximize throughput?**
 - a. You can move the device around to find the best location for data throughput. Generally, a higher location near windows and a place with minimum obstruction to carrier cell towers will result in a better data throughput.
 - b. You can log into the WebGUI to check the RSRP/RSRQ/SINR to verify the changes to signal quality.
 - c. In the WebGUI, you can also go to “Settings” > “Cellular Settings” > “Network”, to specify the band you want to use. Please check and confirm band information with your carrier before you adjust the band you prefer. Please note that we don't encourage customers to adjust these features by themselves if you are not familiar with mobile technology.

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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