

Having trouble?

Many issues can be resolved in two simple steps:



1. Check your connections.

Verify that cables and cords on all devices are connected as specified in steps 1A and 1B.



2a. Power down, power up.

Shut down your computer, and unplug the black power cord and any other devices from the back of the Wireless Gateway. Wait 15 seconds and then plug devices back in, making sure the Wireless Gateway's Power light is on. You should see a solid green Power light indicating a successful power connection (if the light is not on, try another electrical outlet). Then turn your computer back on.

2b. Wait for blinking indicator lights.

Wait for blinking indicator lights to turn solid green (may take up to two minutes), and then attempt to access the Internet.

Specific Issues

I have a home security system or health alarm.

You will need to contact your home security and/or health alarm providers after completing all of the installation steps in this guide to ensure that their services have not been affected.

My Power indicator light turns orange during the power up sequence.

Don't worry. This is a normal part of the power up sequence — just remember not to unplug the power cord or data cable when the light is still orange. At the end of the sequence, the Broadband and Service indicator lights will be solid green.

Where can I go for further installation assistance or to download the online support tool?

For further installation assistance or to download the online support tool for features configuration, such as wireless networking service, go to **uverseactivation.att.com**.

Every time I try to browse a Web page, I get a message saying "Detecting Proxy Settings."

In Internet Explorer, under Tools > Internet Options > Connections > Settings, uncheck any checked boxes and click OK.

Additional AT&T U-verse information

Check out the User Guide:

Now that you have successfully installed AT&T U-verse Internet, check out the Internet User Guide for more information about your email and security features. This guide is also available online at **support.att.com/userguides**.

Go online:

To manage your AT&T U-verse account, go to **att.com/uversecentral**.

¿Habla español?

Para las guías en español, visitar **support.att.com/userguides**.

Need more help?

Go online: Visit **att.com/uversesupport**.

Call us: Dial **1.800.288.2020** and ask for "U-verse technical support."



AT&T U-verse® High Speed Internet Wireless Gateway

SELF-
INSTALLATION
GUIDE

Before installation:

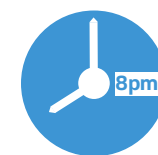
Do not attempt to install your services until 8pm or later on your service activation date. You can find this date on your packing slip.



Get started

APPROXIMATE INSTALLATION TIME: 30 MINUTES

Before you begin:



1. Check your service activation date.

Do not attempt to install your service until 8pm or later on the date provided to you by AT&T. This date is also located on your packing slip.



2. Do you have a home security system or health alarm?

You will need to contact your home security and/or health alarm providers after completing all of the installation steps in this guide to ensure that their services have not been affected.

Materials needed to complete installation

Current home set up:



Wireless Gateway



1 Power Cord
(Black)



Data cable
(color may vary)

In the box:



Internet User Guide
support materials



Packing slip



Ethernet cable



Your 4-digit passcode.
You received a separate
letter confirming the 4-digit
passcode you designated
when placing your order

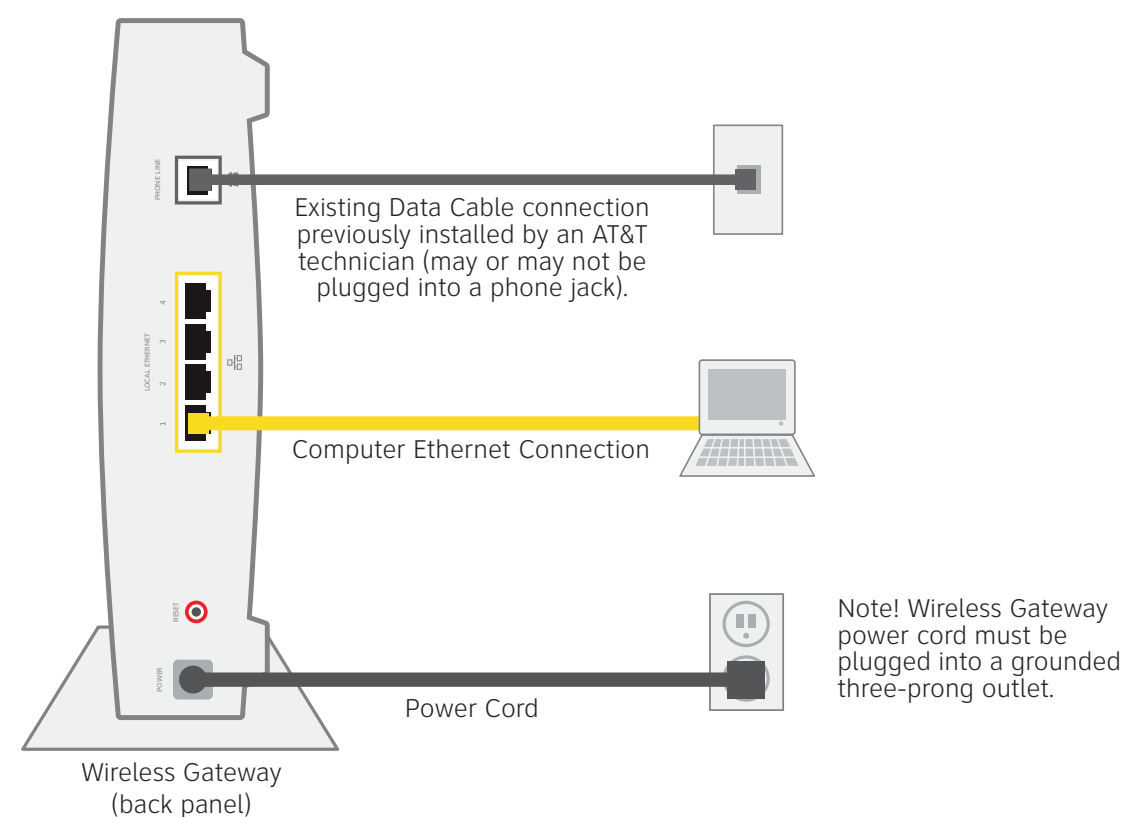


1 Set up Approximate time: 5 minutes

- A Locate your Wireless Gateway.



- B Connect the Ethernet cable (depicted in yellow below) from the Wireless Gateway's Local Ethernet port to your computer's Ethernet port.



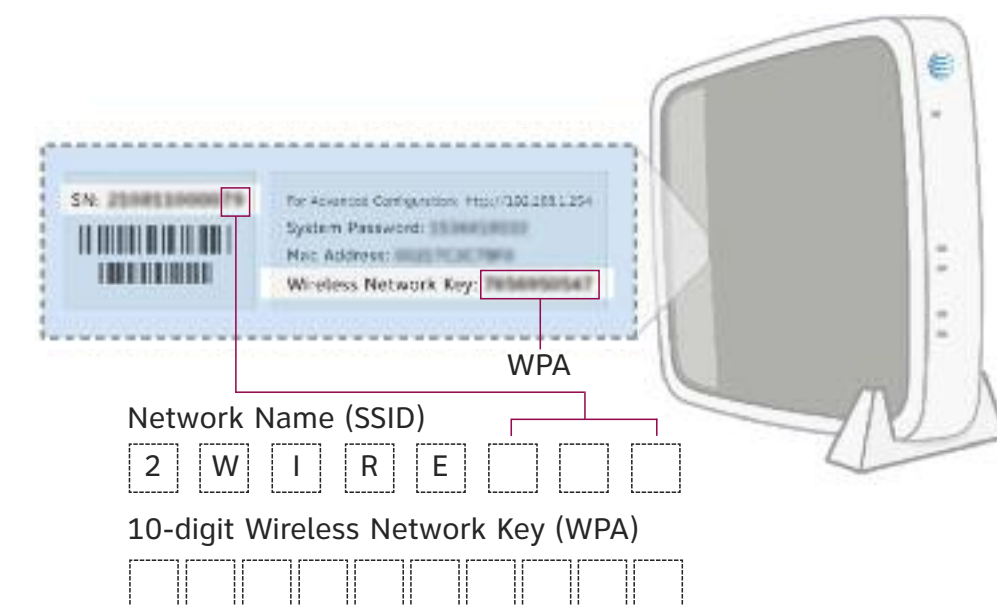
2 Mandatory activation Approximate time: 15 minutes

- Open your Internet browser (e.g., Internet Explorer, Safari, etc.). The online registration process will start automatically to assist you in activating your service. If it does not, enter lsreg.att.net into your address bar.
- Continue with online registration using the 4-digit passcode you created when you placed your order—it was mailed to you separately for your reference.



3 Adding other wireless devices (optional) Approximate time: 10 minutes

Write down your Network Name (SSID) and Wireless Network Key (WPA) to configure a wireless device. This information is on the side of your Wireless Gateway. The Network Name consists of "2WIRE" plus the last three digits of the Wireless Gateway's serial number. Be sure to record this information in the form below.



Now configure your wireless network:

- Go to your computer's "Wireless Network Settings" and refresh the network list.
- Select your Network Name (SSID) from the list. You may need to scroll through the list to find your SSID.
- Enter the 10-digit Wireless Network Key (WPA) in the Password field to connect to your network.

Congratulations!

You should now be wirelessly connected to the Internet.

Questions?

Go online: Visit att.com/uversesupport.

Call us: Dial **1.800.288.2020** and ask for "U-verse technical support."

To learn more about the benefits and features of your U-verse service, visit att.com/u-verse/newcustomer.

Stay connected on the go!

AT&T Wi-Fi Basic is included with your AT&T U-verse High Speed Internet service, so you can access the Internet at thousands of AT&T Wi-Fi Hot Spots across the country. Visit attwifi.com to learn more.

