

# AT&T U-verse<sup>®</sup> Voice and High Speed Internet Wi-Fi Gateway



## Before installation:

Do not attempt to install your service until your service activation date. You can find this date on your packing slip.



# Get started

Approximate installation time: 55 minutes

## Before you begin:



**1. Check your service activation date.** Do not attempt to install your services 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 monitored home security system or health alarm?**

If either of these apply to you, you will need an AT&T technician to install your service. Call 1.800.288.2020 to schedule an appointment. Additional charges will apply for professional installation services from an AT&T U-verse service technician.

## In the box:



5031 Wi-Fi Gateway



Yellow Ethernet cable



Green Data cable



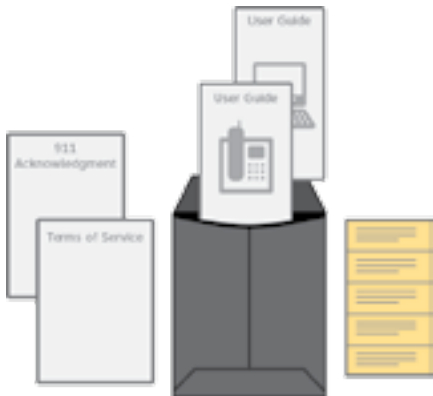
Battery Backup Unit (BBU)



Packing slip



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



911 Acknowledgment form  
Terms of Service  
AT&T U-verse Voice User Guide  
AT&T High Speed Internet User Guide  
911 stickers

Images are not to scale.



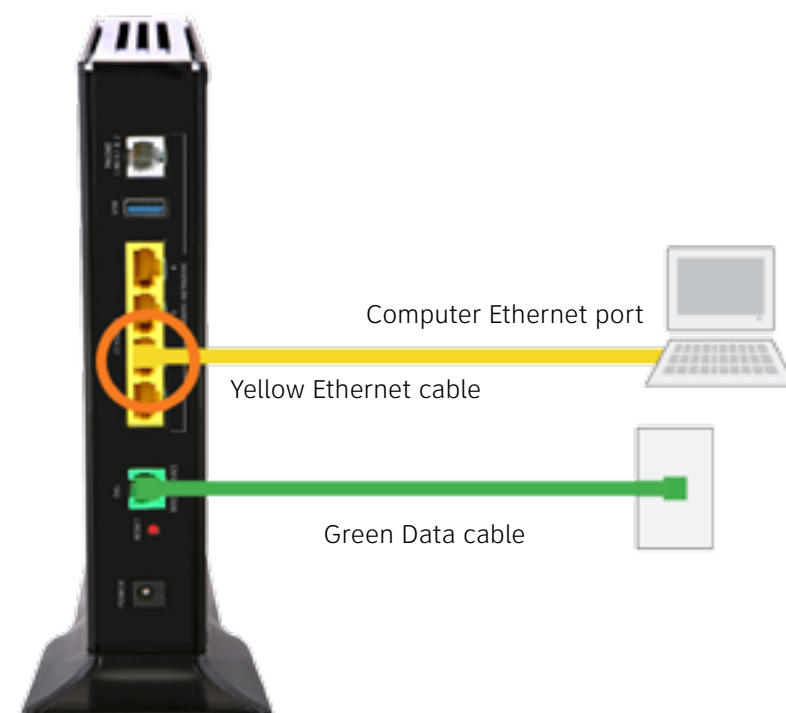
# 1 Set up

Approximate time: 10 minutes

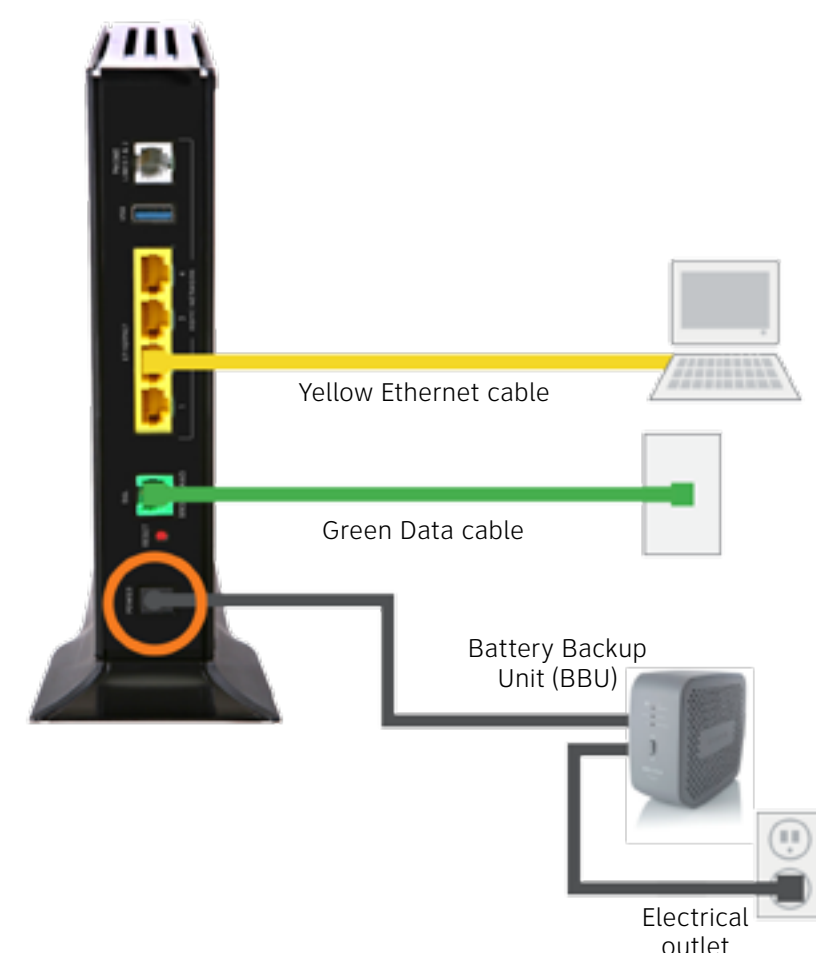
- A** Connect the green data cable from the Wi-Fi Gateway's DSL Broadband port to your wall jack.



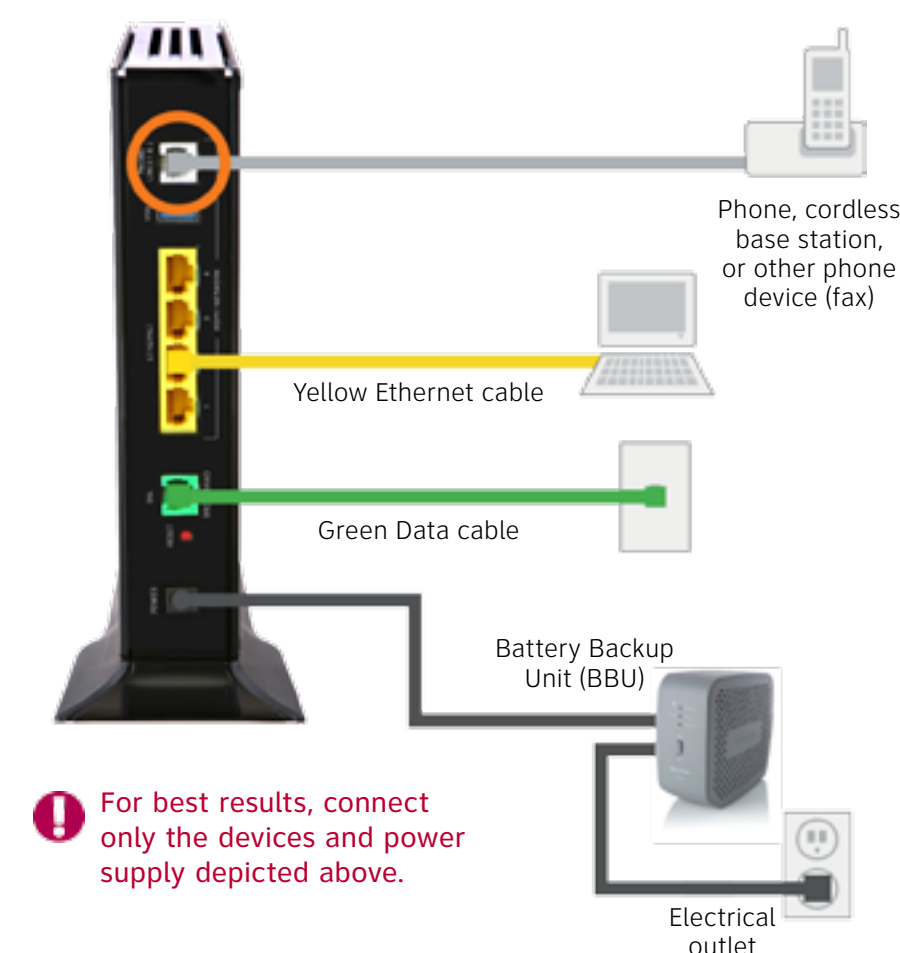
- B** Remove the sticker covering the Power port. Connect the yellow Ethernet cable from the Wi-Fi Gateway's Ethernet port to your computer's Ethernet port.



- C** Connect the Battery Backup Unit (BBU) to the Wi-Fi Gateway's Power port. Plug the BBU into a standard electrical outlet only. **Wait until Step 2 before you turn on the BBU.**



- D** Plug one end of your phone cable into the Wi-Fi Gateway's Phone Lines 1 & 2 port and the other end into a standard phone or cordless base station.



Images are not to scale.

## Questions?

**Go online:** Visit [att.com/versesupport](http://att.com/versesupport)

To learn more about the benefits and features of your AT&T U-verse service, visit [att.com/u-verse/newcustomer](http://att.com/u-verse/newcustomer)

# 2 Power up

Approximate time: 15 minutes

- Move the switch on the back of the Battery Backup Unit (BBU) to the "on" position.
- Your Wi-Fi Gateway is now powering up. Wait up to five minutes for the Broadband and Service indicator lights to turn solid green.
- !** During this time, do not unplug the BBU or green data cable, as this can permanently damage the Wi-Fi Gateway and significantly delay your Service Activation.
- If the Broadband and Service lights do not turn solid green or continue to blink after 15 minutes, see "Having Trouble?" on the back of this guide.

**Note:** The BBU must be charged for approximately 18 hours before it is fully operational; however installation of your service may continue while the BBU is charging. The BBU may emit a beeping sound while charging.



Wi-Fi Gateway indicator lights



Battery Backup Unit (BBU)

# 3 Registration & Activation

(required)

Approximate time: 20 minutes

**Note:** You must complete both activation steps in order to use your Internet and Voice services.

- !** You will have a dial tone after completing Step 2, but will only be able to make emergency and toll-free calls until you activate your Voice service in Step 3 B.

- A** Open your Internet browser (e.g., Internet Explorer, Safari, etc.):

- The online registration process will start automatically to help you activate your Internet and Voice services.
- If the registration process does not start automatically:
  - Turn off security or firewall software, or give permission to "allow the network connection" if prompted by your browser, in order to connect to the AT&T network.
  - Enter [att.net/uverse](http://att.net/uverse) into your address bar.
- Continue your online registration using the **4-digit passcode** you created when you placed your order—it was mailed to you separately for your reference.



- B** To activate your Voice service to make calls: Call **1.877.377.0016** from the phone you set up in Step 1D, and follow the voice instructions to complete the activation.



**Upon successful activation, you will hear the following: "Your telephone number XXX.XXX.XXXX has been successfully activated."**

# 4 Go Wi-Fi

(optional)

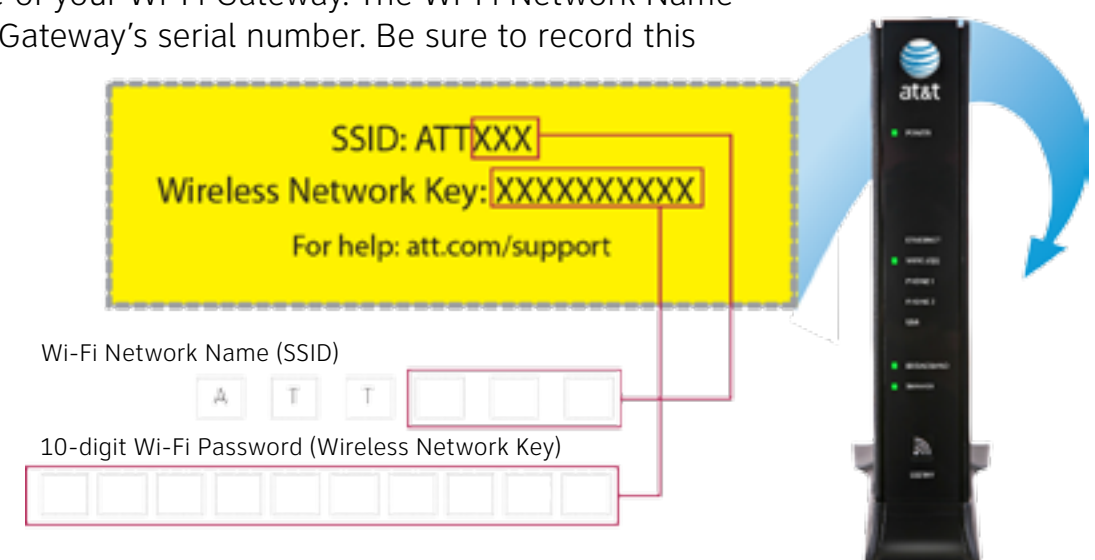
Approximate time: 10 minutes

Write down the Wi-Fi Network Name (SSID) and Wi-Fi Password (Wireless Network Key) to configure additional Wi-Fi devices. This information is on the side of your Wi-Fi Gateway. The Wi-Fi Network Name consists of "ATT" plus the last three digits of the Wi-Fi Gateway's serial number. Be sure to record this information in the form below.

## Now configure your Wi-Fi network:

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

**Congratulations! You should now be connected to the Internet via Wi-Fi.**



## 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](http://attwifi.com) to learn more.



# Set up Voicemail from your home phone

AT&T U-verse Voicemail incorporates the latest technology to save you time and money, no matter where you are or how you communicate.

## To set up your voicemail from your home phone:

1. Dial \*98 (or dial your home phone number).
2. Follow the prompts to set-up your mailbox.
3. After creating your **pin**, be sure to set-up your authentication code. This will allow you to reset your **pin** over the phone if you forget it.

After you have set up your voice mailbox, visit **att.com/vmviewer** for the option of automatic delivery of your voicemail messages to your qualifying Wi-Fi device or computer.

By downloading the AT&T Voicemail Viewer App, you can check your voicemail messages visually, choosing the order in which you listen to them or even reading your messages as voicemail-to-text.

## Manage your U-verse Phone and Voicemail features

### To manage Phone Features online:

1. Log in to your online account at **att.com/myatt**
2. Click on **home phone**
3. Click on **manage features**

### To manage Voicemail Features online:

1. Log in to your online account at **att.com/myatt**
2. Click on **home phone**
3. Click on **check voicemail**
4. Click on **voicemail settings**

For more information on managing Phone Features or Voicemail Settings go to **att.com/uvfeatures**

## Having trouble? Here are a few common issues to check:



### What is your service activation date?

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



### Did you make the required activation call?

You must complete activation for your AT&T U-verse Voice service to work correctly. See Step **3B**.

Still having problems? Many issues can be resolved with these simple steps:



### 1. Check your connections.

Check all cables and cords to ensure they are connected properly and securely.



### 2a. Power down, power up.

Unplug the BBU power cord from the back of the Wi-Fi Gateway. Leave the Wi-Fi Gateway unplugged for 15 seconds and plug it back in.

### 2b. Wait for blinking indicator lights.

You may need to wait up to two minutes for blinking indicator lights to turn solid green.

## Additional AT&T U-verse information

### Check out the User Guides online:

Visit **att.com/userguides** to find an electronic version of this guide ATT122090839-3 (UV Double Play Internet + Voice) and other support information.

### Manage your account:

Go to **att.com/myuverse** to manage your AT&T U-verse account. To view & pay your bill download the new myAT&T app at **att.com/anytime** today.

### ¿Habla español?

Por favor visite **att.com/uverseguias** para ver la informacion en español. También pueden ver la siguiente guía: ATT122090839-3 (UV Double Play Internet + Voice) para más detalles.

### Accessibility Support:

Alternate formats now available in Large Print or Braille. Call 1.800.288.2020 and request your guide number (ATT122090839-3) in an alternate format. Additional accessibility support:

- Customers with Disabilities:
  - Voice Calls: 1.800.288.8303
  - TTY Calls: 1.800.536.8890
- Repair Center:
  - Voice Calls: 1.800.246.8464
  - TTY Calls: 1.800.397.3172
- Accessible Tagged PDF: Visit **att.com/userguides**
- Device Compatibility Feature: Compatible with any TTY/TDD devices with standard phone line

## Need more help?

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

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

