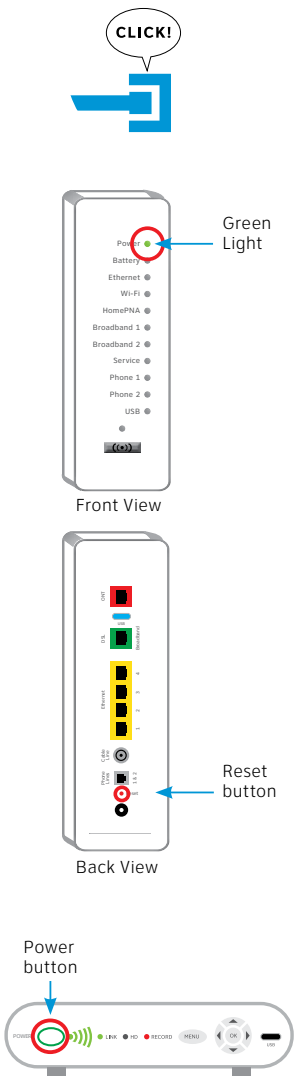


# Need more help?

## No TV or Internet service:



**Check your connections:**  
Cables usually make an audible click when secure.

**Check Power:** Power light on the Wi-Fi Gateway should be green; if not, try another electrical outlet.

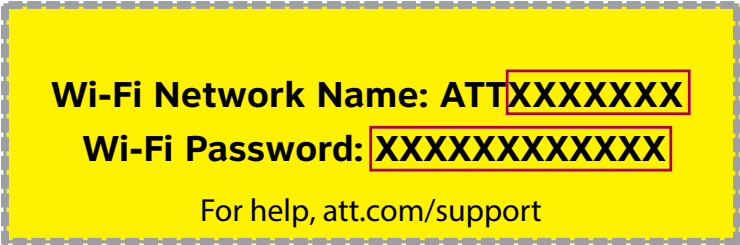
**Check Service light on front of the Wi-Fi Gateway:** If after 5 minutes, the light is red or off, power down the Wi-Fi Gateway by holding down red Reset button for 15 seconds.

**TV Receivers not responding:**  
Confirm Service light is solid green on the Wi-Fi Gateway. If so, hold the TV receiver's Power button down for 10 seconds and release, then wait five minutes.

**Wi-Fi Gateway Power light is amber:** Don't worry. This is a normal part of the power-up sequence.  
**No dial tone:** Make sure your phone cable is plugged into the Phone Line port on the Wi-Fi Gateway.  
**Additional assistance:** Call 800.288.2020 and ask for "U-verse technical support".

**If your existing Wi-Fi settings did not transfer, you will need to set up a new Wi-Fi Network Name and Password. To do so, follow these steps:**

- Use settings from new Wi-Fi Gateway yellow sticker
- Open your device's Wi-Fi connection settings, select your Wi-Fi Network Name and enter Wi-Fi Password to connect
- Record and keep your Wi-Fi settings for future reference when connecting all your Wi-Fi devices



# AT&T U-verse® Wi-Fi Gateway Replacement



## For use with High Speed Internet, Voice, and TV

- Reminder:**
- Your new gateway does not contain a battery backup.
  - Battery backup is available for purchase from third party manufacturers and retailers to keep you connected in the event of a power failure. Visit [att.com/batterybackup](http://att.com/batterybackup) for more information.



# Get started

Total approximate installation time: 20 minutes

These instructions will guide you through the process of replacing your AT&T U-verse Wi-Fi Gateway.

## Additional U-verse information

**Manage your account:**  
Available 24/7, download the myAT&T app at [att.com/myattapp](http://att.com/myattapp) from your mobile device.

**Support:**

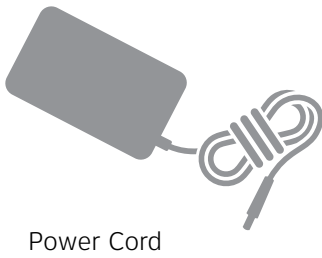
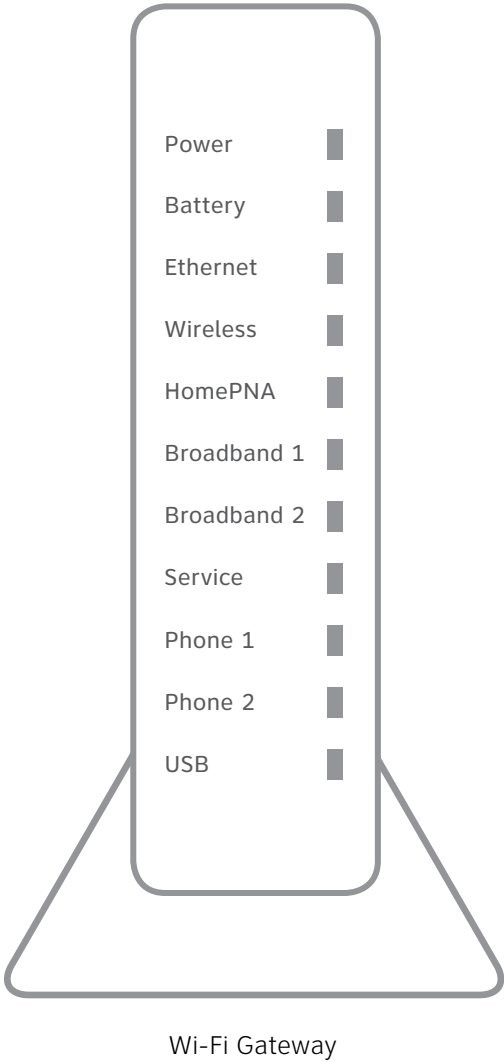
- For U-verse support, including live chat, go to [att.com/versesupport](http://att.com/versesupport)
- Visit [att.com/userguides](http://att.com/userguides) to find this guide (NVG589 to NVG589 like for like with Voice Swap Guide).

**¿Habla español?**  
Por favor visite [att.com/uverseguias](http://att.com/uverseguias) para ver la informacion en español. También pueden ver la siguiente guía: ATT123520853-7 (NVG589 to NVG589 like for like with Voice Swap Guide) para más detalles.

**Accessibility Support:**

- Alternate formats now available in Large Print or Braille. Call 800.288.2020 and request your guide number (ATT123520853-7)
- Special Needs Equipment:
  - Phone: 877.902.6350
  - TTY: 800.772.2889
- Repair Center:
  - Phone: 800.246.8464
  - TTY: 800.397.3172
- Accessible Tagged PDF: Visit [att.com/userguides](http://att.com/userguides)
- Device Compatibility Feature: Compatible with any TTY/TDD devices with standard phone line

## In the box:



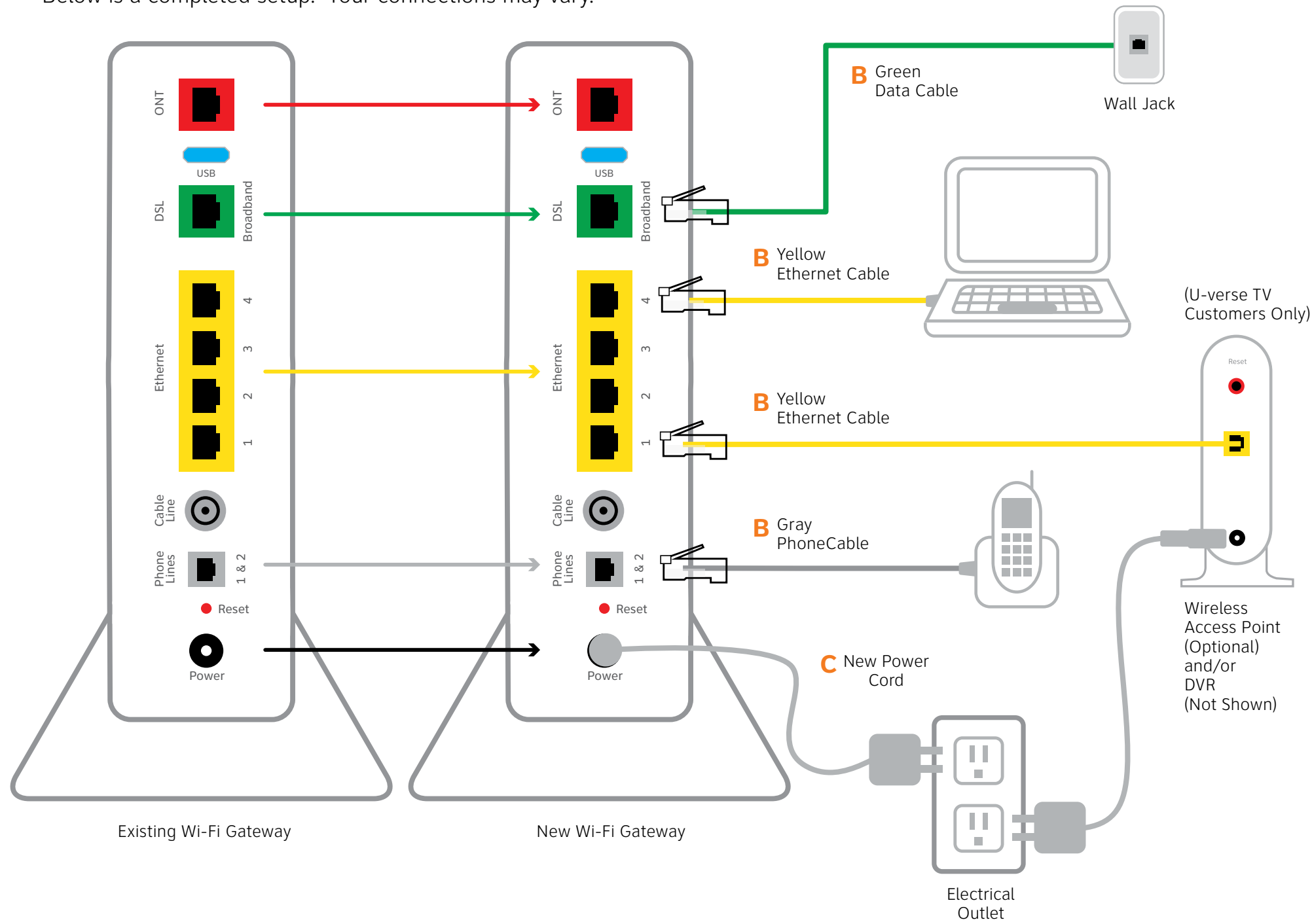
# 1. Set up

Approximate time: 10 minutes

**⚠** Please note that your U-verse TV, internet, and voice services will not operate during this process. This includes recording TV shows.

- A.**
  - Unplug power cord from existing Wi-Fi Gateway
  - Set power cord aside
  - Stand new Wi-Fi Gateway side-by-side with existing Wi-Fi Gateway
- B.**
  - Transfer one connection at a time from the existing Wi-Fi Gateway to new Wi-Fi Gateway
- C.**
  - Carefully read and remove yellow power sticker covering the Power port of new Wi-Fi Gateway
  - Connect new power cord to power port of new Wi-Fi Gateway and into electrical outlet

Below is a completed setup. Your connections may vary.



# 2. Power up

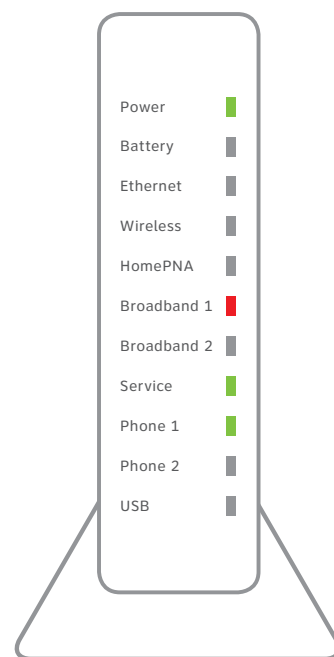
Approximate time: 1–5 minutes

**⚠** Your Wi-Fi Gateway is now powering up. During this time (up to 5 minutes), do not unplug the power cord or the green data cable, as this can permanently damage the Wi-Fi Gateway and significantly delay your service activation.

**A.** When complete, the Service light will begin flashing, then turn to solid green. If the Service light does not turn solid green or continues to blink after 5 minutes, see **Need More Help?** on the back of this guide.

**B.** For U-verse TV, restart your TV receivers after the Service light is solid green. Go to each TV and hold down the Power button on the U-verse receiver and DVR for ten seconds.

**NOTE:** Live TV may take a few minutes to display. If TV does not respond refer to **Need More Help?** on the back of this guide.



Lights may vary with setup.

# 3. Go Wi-Fi

Approximate time: 1–5 minutes

**New Wi-Fi setup:**

**A.** Select only one option to begin the Wi-Fi setup.

**Option 1: Connect using PC**

- Connect laptop or PC with an Ethernet cable to your Wi-Fi Gateway
- Continue to **B**

**Option 2: Connect using smartphone/tablet**

- Establish a temporary connection using new Wi-Fi settings located on yellow sticker on new Wi-Fi Gateway
- Open your device's Wi-Fi connection settings and select your Wi-Fi Network Name and enter your Wi-Fi Password to connect to your network
- Continue to **B**

**B.**

- Open a browser and go to **ufix.att.com/restore**.
- Log in to your U-verse account. If you forgot your User ID (primary AT&T email address) and Password, help can be found on the account log-in screen.
- Follow the onscreen instructions to transfer the existing Wi-Fi settings.
- Record existing Network Name and Wi-Fi Password on separate yellow sticker from kit.
- Place new yellow sticker over your new Wi-Fi Gateway's yellow sticker.

**⚠ NOTE:** If Wi-Fi settings did not transfer or to use new Wi-Fi Network Name and Password, refer to **Need more help?** section on back page of guide.

**⚠ NOTE:** Any custom settings made for security cameras, game consoles, etc., on your original Wi-Fi Gateway will also need to be made on your new Wi-Fi Gateway.

# 4. Easy return

(Refer to return instructions in your kit)

**A.** Return your equipment at no cost to you within 21 days to avoid \$150 charge.

**B.** Take original gateway and power cord to nearest The UPS Store. Bring your AT&T Account number located on your packing slip. Please do not return other devices (e.g., backup battery, etc.).

**C.** UPS will scan your equipment, provide a receipt, pack, and ship equipment to AT&T at no cost to you.

