

Having trouble?

Here are a few common issues to check:



What is your service activation date?

Do not attempt to install your services until **8pm** on the date provided to you by AT&T. You can find this date on your packing slip.



Did you activate your services?

You must complete activation for your Internet and Voice services to work correctly. See step **3** inside.

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



1. Check your connections.

Verify that cables and cords on all devices are connected as specified in steps **1 A** and **1 B**. Cables usually make an audible “click” when secure. If connections are secure and you are still unable to connect to the Internet, try another phone jack. Make sure the phone jack has a dial tone.



2. Power down, power up.

Shut down your computer, and unplug the battery backup unit and any other devices from the back of the Wi-Fi gateway. Wait 15 seconds and then plug devices back in, making sure the Wi-Fi 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 power outlet). Then turn your computer back on.



Important: When you power down, you will temporarily lose your AT&T U-verse TV service, your TV/DVR connection, and your phone service (if you have AT&T U-verse Voice).

3. Wait for blinking indicator lights.

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

Specific issues

I have a home security system, health alarm, or water meter monitor.

You will need special installation assistance. Call 1.800.288.2020 to schedule an appointment with an AT&T U-verse service technician or call your monitoring provider. Additional charges will apply for professional installation services from an AT&T U-verse service technician.

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

Don't worry. This is a normal part of the power up sequence—just remember not to unplug the battery backup unit or green data cable when the light is still amber. 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 > LAN Setting, uncheck any checked boxes and click OK.

I've completed installation but my service isn't working.

You must activate your Internet and Voice services for them to work correctly. Make sure you have completed step **3** inside.

Additional AT&T U-verse information

Check out the User Guide online:

Visit **att.com/userguides** to find an electronic version of this guide (ATT102400723-3 DBLPLY 3800 CSI INST GUIDE) 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 myAT&T app at **att.com/anytime** today.

¿Habla español?

Por favor visite **att.com/uverseguías** para ver la información en español. También pueden ver la siguiente guía: ATT102400723-3 (DBLPLY 3800 CSI INST GUIDE) para más detalles.

Accessibility Support:

Alternate formats now available in Large Print or Braille. Call 1.800.288.2020 and request your guide number (ATT102400723-3) 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 **800.288.2020** and ask for “U-verse technical support.”

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AT&T U-verse® Voice and High Speed Internet

self-installation guide



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

Before you begin:



1. Check your service activation date.

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



2. Do you have a security system, health alarm, or water meter monitor?

You will need special installation assistance. See **Specific issues** on the back of this guide for more information.

Total approximate installation time: 50 minutes

In the box:



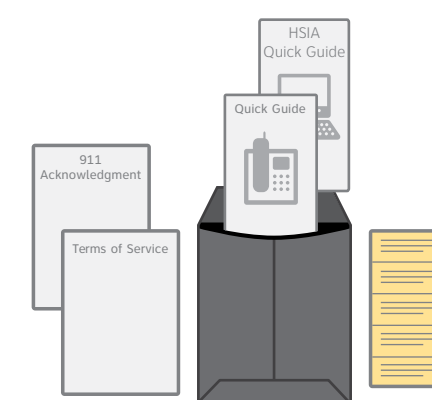
Phone cable (grey)



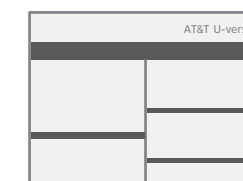
Ethernet cable (yellow)



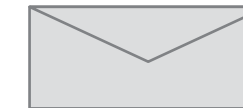
Battery Backup Unit (BBU) Box 2



911 Acknowledgment form
Terms of Service
AT&T U-verse Voice Quick Guide
HSIA Quick Guide
911 stickers

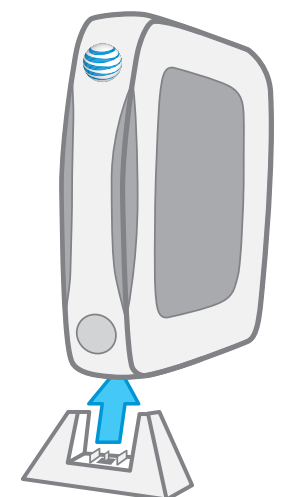


Packing slip with activation date



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

Locate your Wi-Fi Gateway:



Wi-Fi Gateway Box 1

The Wi-Fi Gateway stand should fit snugly into the bottom of the Gateway toward the front and sit flat on the surface as shown above.

(DBLPLY 3800 CSI INST GUIDE)
08/12



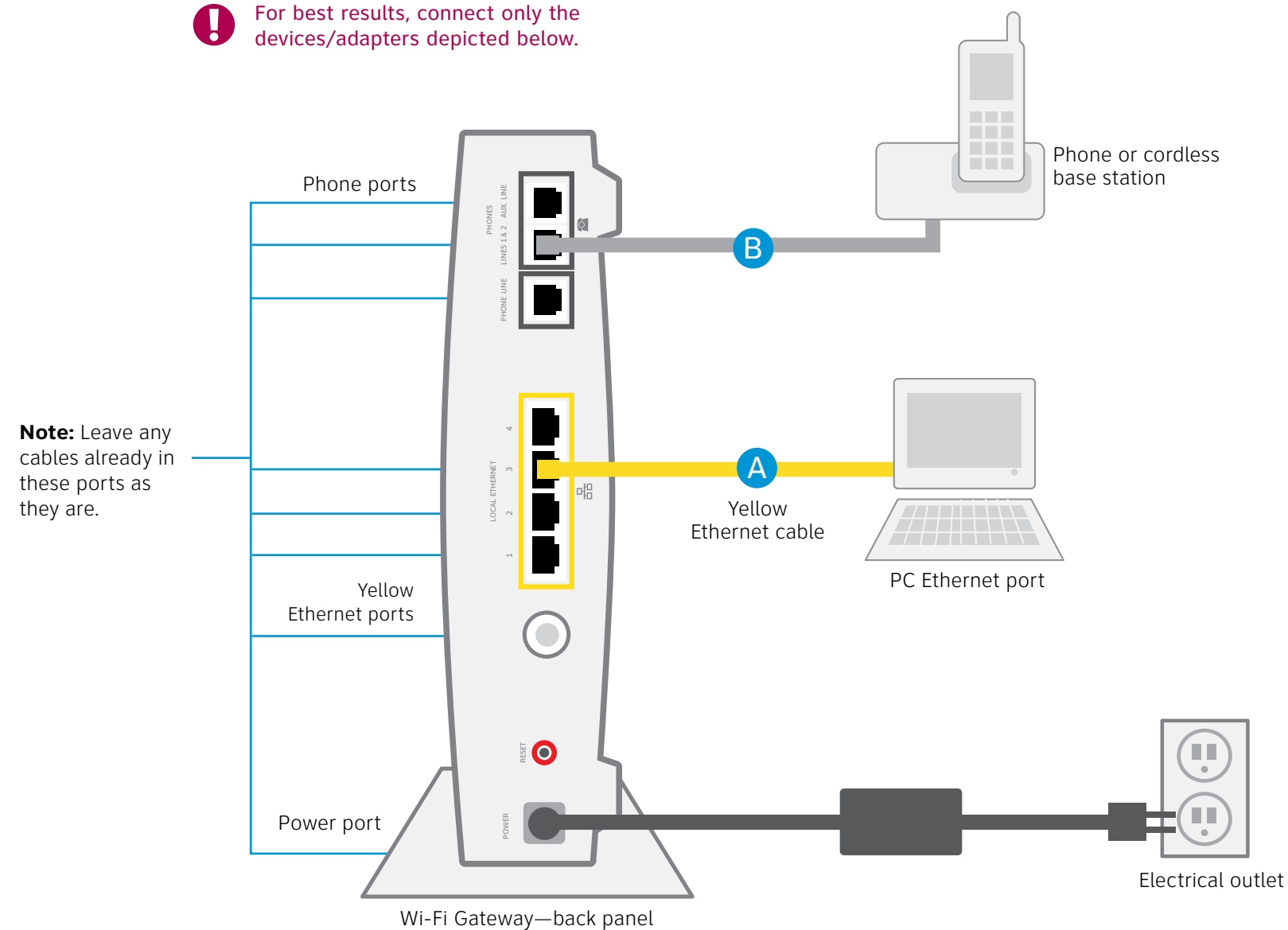
ATT102400723-3

1 Set up

Approximate time: 10 minutes

Note: Leave any cables that are already connected to the Wi-Fi gateway as they are.

! For best results, connect only the devices/adapters depicted below.



- A** Connect the new yellow Ethernet cable from an open/available Wi-Fi Gateway Local Ethernet port to the computer Ethernet port.
- B** Connect the gray phone cord from the Wi-Fi Gateway Lines 1 & 2 port to your phone. If you are using a cordless phone, make sure the base station is plugged into an electrical outlet.

2 Power Up

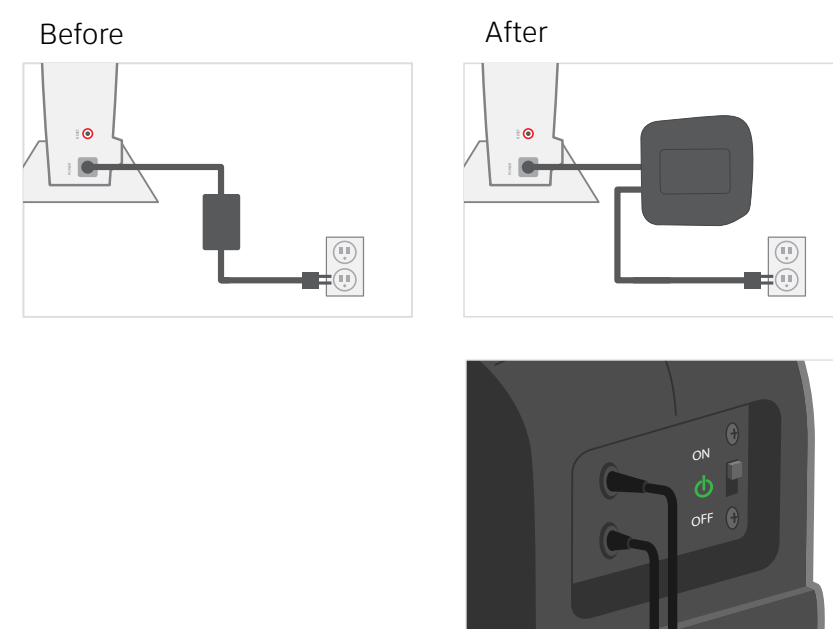
Approximate time: 10 minutes

! **Important:** You will temporarily lose your AT&T U-verse® TV service and your TV/DVR connection during this step.

Attach your battery backup unit:

- Power down your Wi-Fi Gateway by unplugging the power adapter from the wall and the Wi-Fi Gateway. You will no longer need this power supply.
- Connect the battery backup unit by plugging it into an electrical outlet. Then plug the round connector into the Power port on the Wi-Fi Gateway.

Switch the power to On. You should see a solid green Power light to indicate a successful power connection.



Questions?

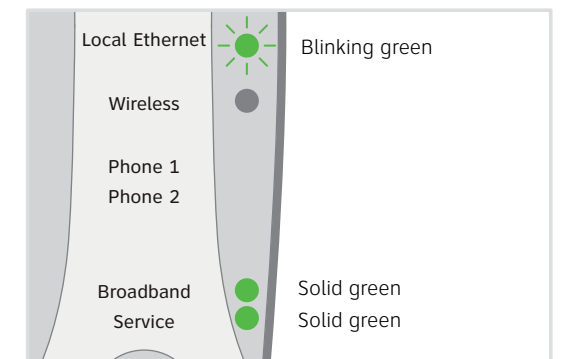
See the “**Having trouble?**” and “**Specific issues**” sections on the back of this guide for tips and answers to common questions.

Check your Internet connection:

- On the Wi-Fi Gateway, make sure the indicator lights for Broadband and Service turn solid green and that the indicator light for Local Ethernet is blinking green.

If the Broadband and Service lights do not turn solid green or continue to blink after 10 minutes, see **Having trouble?** on the back of this guide.

! During this time, do not unplug the power adapter. This can damage the Wi-Fi Gateway and interrupt your TV service.



Note: If you're using an Ethernet cable for your connection, the Local Ethernet light should blink. When you're connected wirelessly, the Wireless light will blink.

3 Registration & Activation (required)

Approximate time: 20 minutes

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

! **Important:** 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** 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 1 D, 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.”

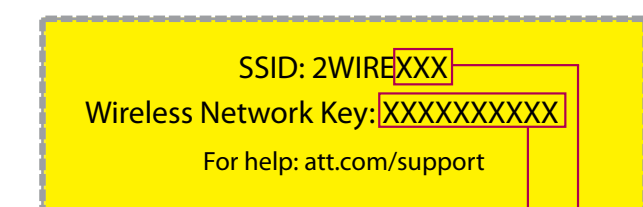
4 Go Wi-Fi (optional)

Approximate time: 10 minutes

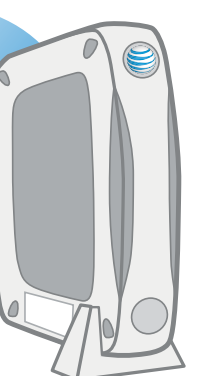
Write down your Wi-Fi Network Name (SSID) and Wi-Fi Password (Wireless Network Key) to configure a Wi-Fi device. This information is on the side of your Wi-Fi gateway. The Network Name consists of “2WIRE” plus the last three digits of the Wi-Fi gateway’s serial number. Be sure to record this information in the form to the right.

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 Wi-Fi list. You may need to scroll through the list to find your Wi-Fi Network Name.
- Enter the 10-digit Wi-Fi Password (WPA) in the password field to connect to your network.



Wi-Fi Network Name (SSID)
2 W I R E [] [] []
10-digit Wi-Fi Password
[] [] [] [] [] [] [] [] [] []



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.

