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

05 **What is your service activation date?**
Do not attempt to install your service until **2pm or later** on your service activation date. You can find this date on your packing slip.

Did you activate your service?
You must complete activation for your Internet service to work correctly. See Step **3** inside.

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

Power down, power up.
Unplug the power cord from the back of the Wi-Fi Gateway. Leave the Wi-Fi Gateway unplugged for 15 seconds and plug it back in. You may need to wait up to two minutes for blinking indicator lights to turn solid green.

Additional U-verse information

What is your Internet connection speed?
Our speed test is available to help you gauge the performance of your online experience. Visit **att.com/speedtest** to determine the speed at which data is sent to or from your computer.

Manage your account:
Available 24/7, download the myATT app at **att.com/myattapp** from your mobile device.

Accessibility Support:
Alternate formats now available in large print or braille. Call 800.288.2020 and request your guide number (ATT141210879-3) in an alternate format. Additional accessibility support:

• 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**

• Device Compatibility Feature: Compatible with any TTY/TDD devices with standard phone line

¿Hablas español?
Por favor visita **att.com/uverseguias** *para ver la información en español. También puedes ver la siguiente guía: ATT141210879-3 (PnP Internet Install Guide) para más detalles.*

Need more help?

Visit **att.com/uversesupport**
Call us at **800.288.2020** and ask for "U-verse technical support."

AT&T U-verse

High speed Internet Wi-Fi Gateway self-installation guide

Get started

Approximate installation time: 30 minutes

Before you begin:
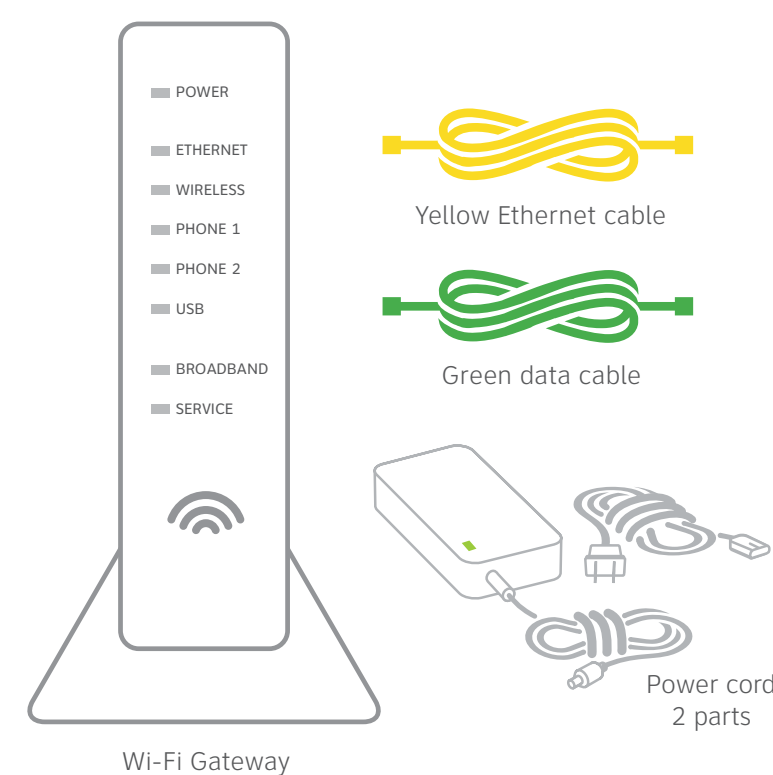
05 **1. Check your service activation date.**
Do not attempt to install your service until **2pm or later** on the date provided to you by AT&T. This date is also located on your packing slip.

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 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:

POWER
ETHERNET
WIRELESS
PHONE 1
PHONE 2
USB
BROADBAND
SERVICE

Wi-Fi Gateway

Yellow Ethernet cable

Green data cable

Power cord
2 parts

Dual-port filter

3 single-port filters

Also needed:

AT&T U-verse

Packing slip

Terms of Service

User Guide

Terms of Service
AT&T High Speed Internet User Guide

Your 4-digit passcode. You received a separate letter confirming the 4-digit passcode you designated when placing your order.
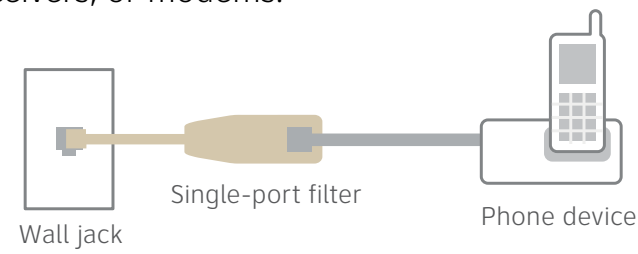
Images are not to scale.

1. Set up

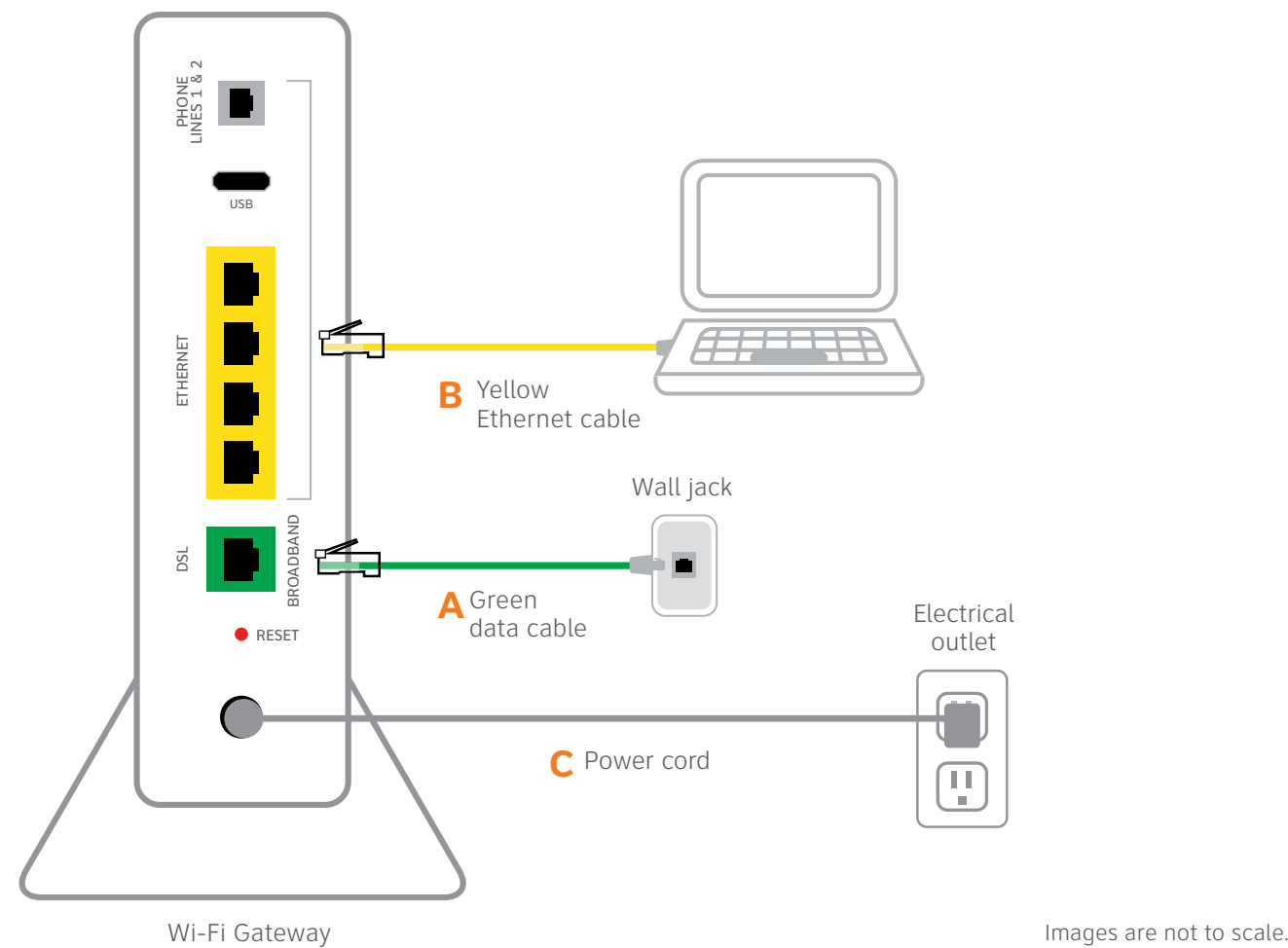Approximate time: 10 minutes

Note:
- If you have traditional dial tone phone service, install single-port filters in wall jacks that have devices such as phones, fax machines, satellite receivers, or modems.

Wall jack   Single-port filter   Phone device

- The dual-port filter is used when you want to connect a phone or other piece of equipment, such as a fax machine, to the same wall jack as your Wi-Fi Gateway.

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

B. Connect the yellow Ethernet cable from one of the Wi-Fi Gateway's Ethernet ports to your computer.

C. Plug the power cord into the Wi-Fi Gateway and an electrical outlet.

Below is a completed setup. Your connections may vary.

PHONE LINES 1 & 2

USB

ETHERNET

DSL   BROADBAND   ● RESET

B Yellow Ethernet cable

Wall jack

A Green data cable

Electrical outlet

C Power cord

Wi-Fi Gateway   Images are not to scale.

2. Power up

Approximate time: 1–5 minutes

- 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 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 5 minutes, see **"Having Trouble?"** on the back of this guide.

POWER
ETHERNET
WIRELESS
PHONE 1
PHONE 2
USB
BROADBAND
SERVICE
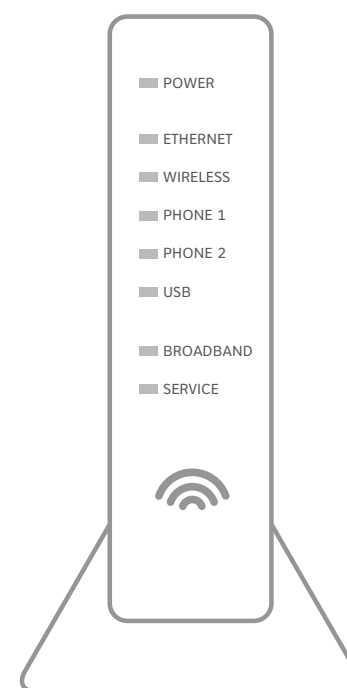
New Wi-Fi Gateway indicator lights on front panel. Lights may vary with setup.

3. Registration & activation

Approximate time: 5 minutes

Customers who have already completed the U-verse online registration:
- Welcome to U-verse.
- Activation of your high-speed Internet service will be completed automatically.
- The service activation may take a few minutes to complete.
- Be sure to open a browser, go to a Web site, and check that you can access it.

Customers who have NOT completed the U-verse online registration:
- Open your Internet browser (e.g., Internet Explorer, Safari, etc.).
- The online registration process will start automatically. If it doesn't, enter **att.net/uverse** into your address bar.
- Enter your Account Number (if requested) and Passcode.
  1. Your Account Number is available on your order confirmation email or letter.
  2. Your Passcode is the four-digit number you selected when you placed your order.
- Follow the online instructions to complete your registration and activate your Internet service.
- Upon successful registration, you will see the following:

Congratulations. Your AT&T U-verse services are now activated and ready to use!

4. Go Wi-Fi

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 characters 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-character 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.

SSID: ATT XXX
Wireless Network Key: XXXXXXXXXX
For help: att.com/support

Wi-Fi Network Name (SSID)
A T T

10-digit Wi-Fi Password

POWER
ETHERNET
WIRELESS
PHONE 1
PHONE 2
USB
BROADBAND
SERVICE