

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

self-
installation
guide

Before installation:

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.



Get started

Approximate installation time: 30 minutes



1. Check your service activation date.

Do not attempt to install your services 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:



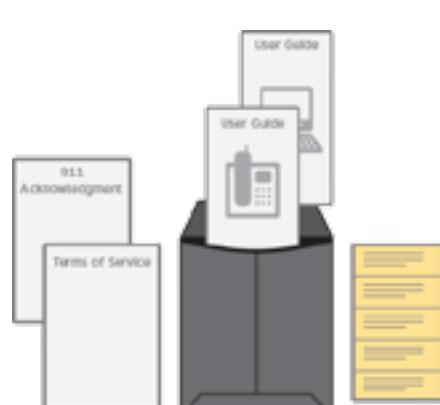
1 Yellow Ethernet cable



1 Green data cable



Packing slip



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

Also needed:



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

Reminder:

- Your 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 for more information

Images are not to scale.

1 Set up

Approximate time: 10 minutes

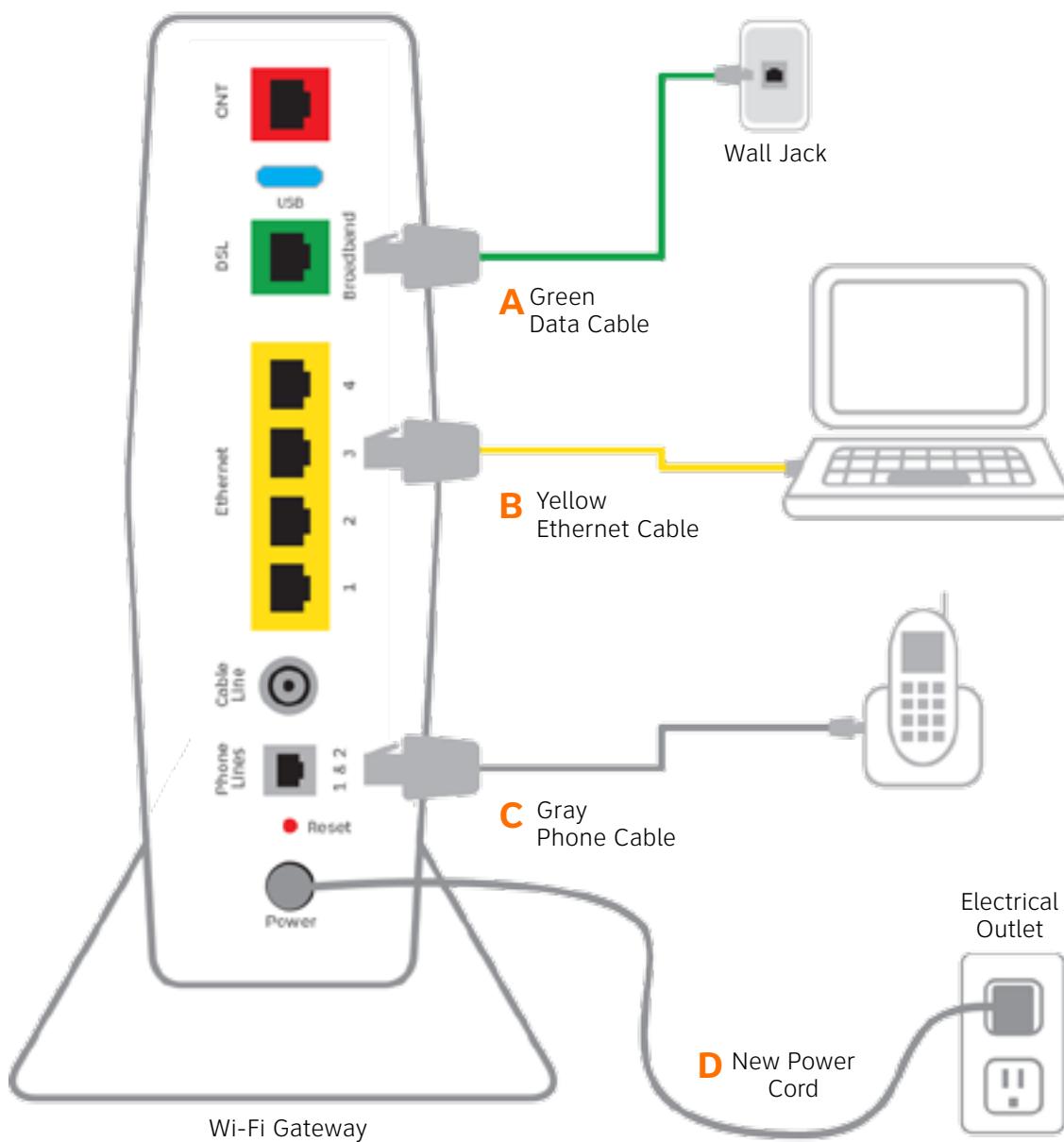
! Please note that your U-verse TV service will not operate during this process. This includes recording TV shows.

Before you begin:

- Power down all U-verse TV receivers by unplugging them from the electrical outlets
- Unplug the power cord from back of Wi-Fi Gateway
- Leave any cables that are already connected to the Wi-Fi Gateway as they are

- Connect the green data cable from the Wi-Fi Gateway's DSL Broadband port to your wall jack
- Connect the yellow Ethernet cable from your computer into the back of the Wi-Fi Gateway
- 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
- Plug the power cord back into the Wi-Fi Gateway

Below is a completed setup. Your connections may vary.



2 Power up

Approximate time: 1-5 minutes

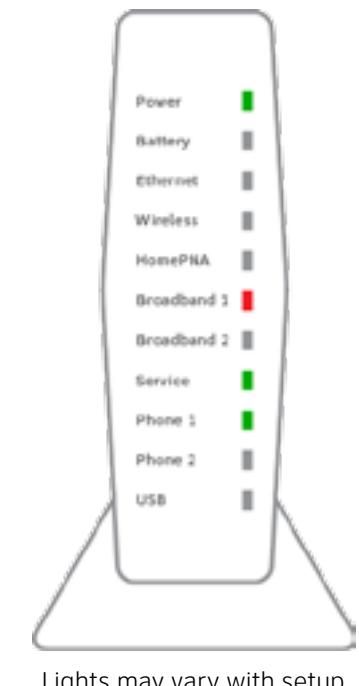
A. Your Wi-Fi Gateway is now powering up. During this time, the Broadband light will turn red and the Power light may turn orange.

Wait up to 5 minutes for the Service indicator light to turn solid green.

! 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.

If the Service light does not turn solid green or continues to blink after 5 minutes, see the **Having trouble?** section on the back of this guide.

B. Power up all of your TV receivers by plugging them back into the electrical outlets. This process may take several minutes.



Lights may vary with setup.

3 Registration & Activation (required)

Approximate time: 5 minutes

Customers who have already completed the U-verse on-line registration.

- Activation of your High Speed Internet and Voice services will be completed automatically
- The service activation may take a few minutes to complete
- Be sure to open a browser, go to a site and check that you can access it. Next, test that you can make and receive calls from the phone connected to the gateway to ensure it is working

Customers who have NOT completed the U-verse on-line 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.
 - Your Account Number is available on your order confirmation email or letter
 - Your Passcode is the four-digit number that you selected when you placed your order
- Follow the online Instructions to complete your registration and activate your Internet and Voice services
- Upon successful registration, you will see the following:

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

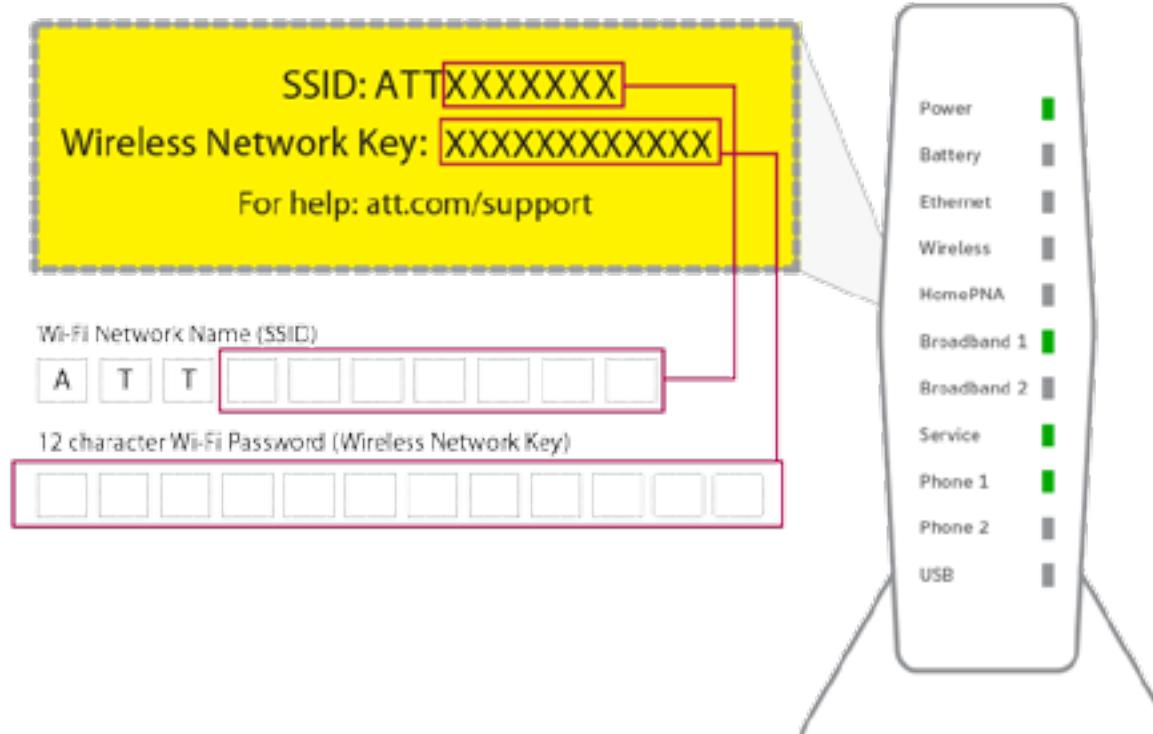
4 Go Wi-Fi (optional)

Approximate time: 10 minutes

Write down the Wi-Fi Network Name and Wi-Fi Password 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 seven characters of the Wi-Fi Gateway's serial number. Be sure to record this information in the form below.

Now configure your new 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 12 character Wi-Fi Password (Wireless Network Key) in the Password field to connect to your network.
- Connect all your Wi-Fi devices with the new Wi-Fi Network Name and new Wi-Fi Password.



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:

- Dial *98 (or dial your home phone number).
- Follow the prompts to set-up your mailbox.
- 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 **2pm or later** on your service activation date. 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 these simple steps:



1. Check your connections.

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



2. 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 AT&T U-verse information

Manage your account:

Available 24/7, download the myAT&T app at att.com/myattapp from your mobile device.

Support:

- For U-verse support, including live chat, go to att.com/versesupport
- Visit att.com/userguides to find this guide: PnP NVG589 Internet + Voice

Accessibility Support:

Alternate formats now available in Large Print or Braille. Call 800.288.2020 and request your guide number (ATT141210881-3)

- 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

¿Habla español?

Por favor visite att.com/uverseguias para ver la informacion en español. También pueden ver la siguiente guía: **ATT141210881-3** (PnP NVG589 Internet + Voice) para más detalles.

Need more help?

Visit att.com/versesupport

Call us at **800.288.2020** and ask for "U-verse technical support."

