

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?

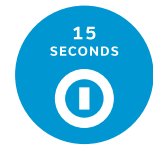
You must complete activation for your Internet and Voice services to work correctly. See step 3 inside.

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 1A and 1B. 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 gateway. Wait 15 seconds and then plug devices back in, making sure the 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 Digital 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."

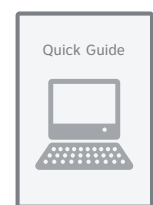
In Internet Explorer under Tools > Internet Options > Connections > LAN Setting, uncheck any checked boxes and click OK.

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 Quick Guide:

Now that you have successfully installed AT&T U-verse Internet, check out the Internet Quick Guide for more information about your email and security features. This guide is also available online at att.com/userguides.

Go online:

Go to att.com/myuverse to manage your AT&T u-verse account.

Habla español?

Por favor visite att.com/uverseguias para ver la información en Español. También pueden ver la siguiente guía: ATT102400723-2 (DBLPLY 3800 CSI INST GUIDE) para más detalles.

Need more help?

Go online: Visit att.com/uversesupport.

Call us: Dial **1.800.288.2020** 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 services until 8pm on 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.

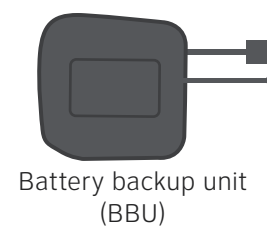


2. Do you have a security system, health alarm, or water meter monitor?

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

Approximate installation time: 50 minutes

Gather materials needed for setup:



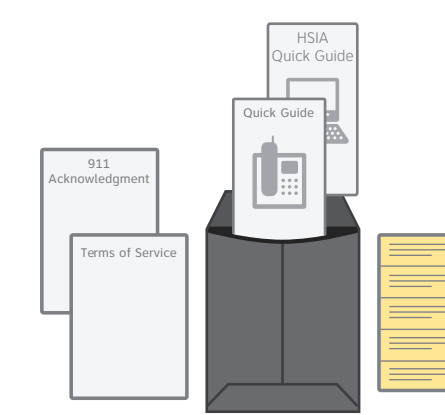
Battery backup unit (BBU)



Phone cord

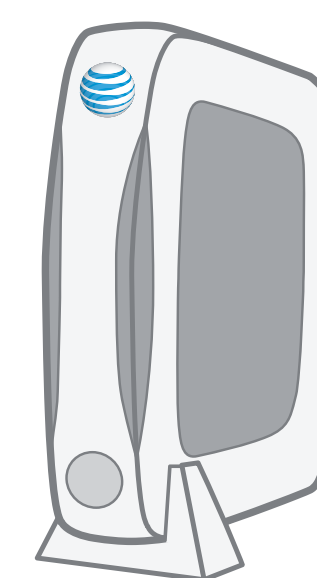


Ethernet cable (yellow)



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

Locate your Residential Gateway:



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



FPO

ATT102400723-2

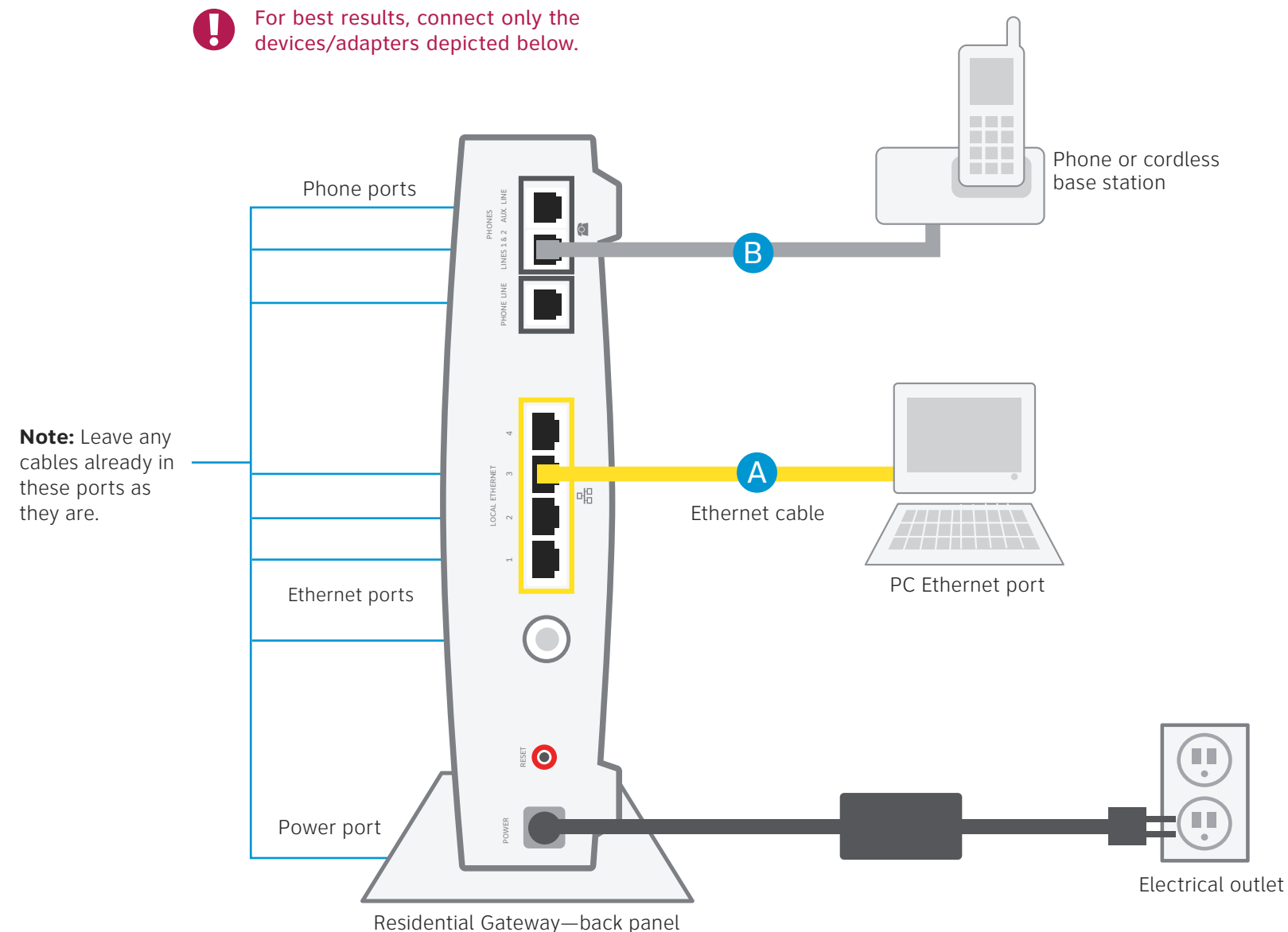
(DBLPLY 3800 CSI INST GUIDE)

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1 Set up Approximate time: 10 minutes

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

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



Note: Leave any cables already in these ports as they are.

- A** Connect the new yellow Ethernet cable from an open/available gateway Local Ethernet port to the computer Ethernet port.
- B** Connect the gray phone cord from the 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.

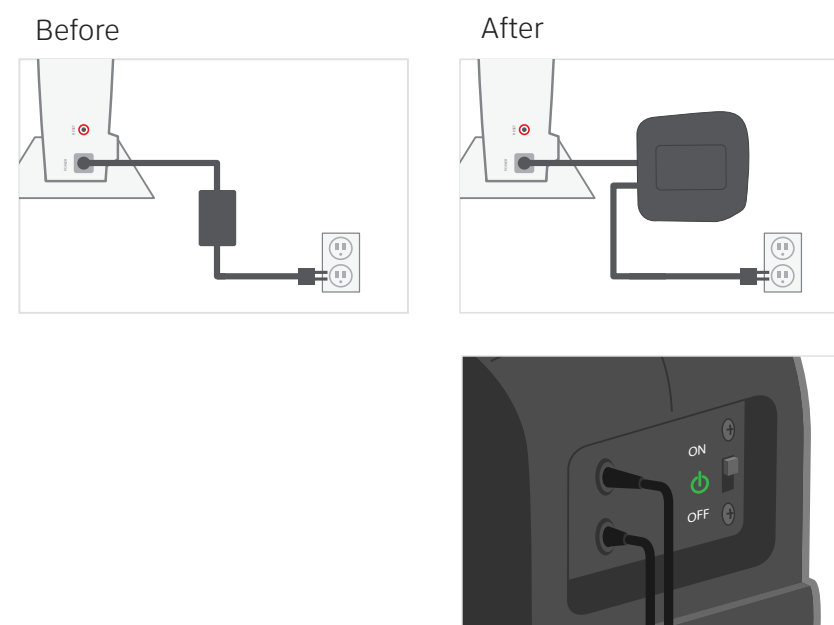
2 Battery backup and connections Approximate time: 10 minutes

! **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 Residential Gateway by unplugging the power adapter from the wall and the 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 Residential Gateway.

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

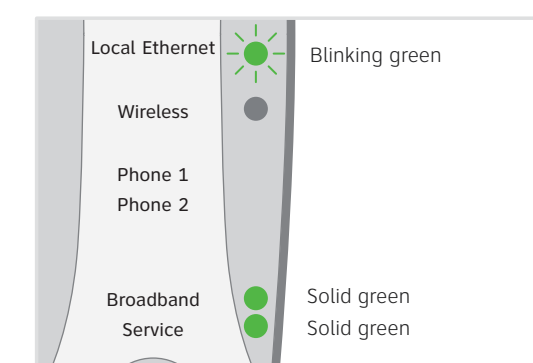


Questions?

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 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 the “Having trouble?” section on the back of this guide.



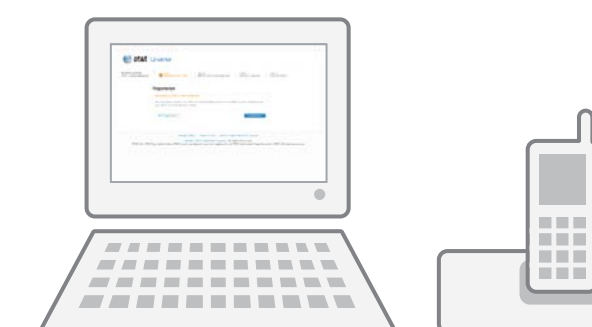
Note: If you're using an Ethernet cable for your connection, the Local Ethernet light should blink. When you're connected wirelessly, the Wireless light will blink.

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

3 Mandatory activation Approximate time: 20 minutes

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

- **To activate your high-speed Internet:** Open your Internet browser (e.g., Internet Explorer® or Safari®). The online registration process will start automatically to assist you in activating your Internet and Voice services. If it does not, enter **att.net/uverse** into your address bar. Continue with online registration using the 4-digit passcode you created when you placed your order—it was mailed to you separately for your reference.
- **To activate your Voice service:** Call **1.877.377.0016** from the phone you just connected and follow the voice instructions to complete the activation.

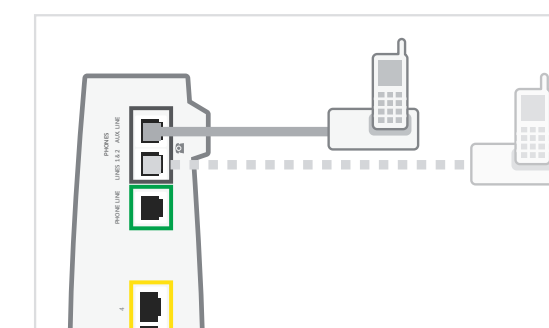


! **Important:** You will have a dial tone after completing step 2, but will only be able to make emergency and toll-free calls until you activate your service in step 3.

Adding a second phone line

To add a second AT&T U-verse Digital Voice service line (with a different phone number):

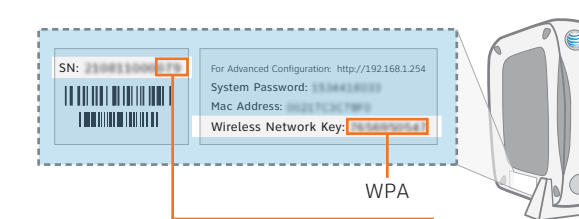
- Connect the gray phone cable from the AUX Line port to your phone or cordless base station.
- Complete the **mandatory activation** of your Voice service (see step 3) from the phone you just connected.



4 Go Wi-Fi (optional) Approximate time: 10 minutes

Note: If you have a newer computer, it may already have wireless capabilities built in. If not, you can purchase wireless cards and adapters at att.com/equipment or an electronics store.

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



Network Name (SSID)
 2 W I R E [] [] []
 10-digit Wireless Network Key (WPA)
 [] [] [] [] [] [] [] [] [] []

Now configure your wireless network:

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

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.

