**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”

**Additional U-verse information**

- **Manage your account:**
  - Available 24/7, download the myAT&T app at att.com/myattapp from your mobile device.
  - **¿Habla español?**
  - Por favor visite att.com/userguides para ver la información en español. También pueden ver la siguiente guía: ATT121140818-3 (WIRELESS GATEWAY SWAP 3800 to 3801) para más detalles.

- **Support:**
  - For U-verse support, including live chat, go to att.com/uversesupport
  - Visit att.com/userguides to find this guide (ATT121140818-3 Wireless Gateway Swap 3800 to 3801)

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**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 battery backup from existing Wi-Fi Gateway and set it 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. 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

A. Your Wi-Fi Gateway is now powering up. During this time, the Broadband light will turn red and the Power light will turn solid green.
   - 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 Need More Help? section on the back of this guide.

   - 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.

**3 Go Wi-Fi** Approximate time: 1-5 minutes

New! Transfer Wi-Fi Settings (Network Name and Password) from existing Wi-Fi Gateway to your new Wi-Fi Gateway so that all your Wi-Fi connected laptops, tablets, and other devices still work.

A. Select only one option to begin the Wi-Fi Setup
   - Connect using PC (recommended)
     - Connect laptop or PC with an Ethernet Cable to your Wi-Fi gateway
     - Continue to B
   - or Connect using Tablet
     - Establish a temporary connection using new Wi-Fi settings located on yellow sticker on new Wi-Fi Gateway
     - Select your Wi-Fi network (SSID)
     - Enter Wi-Fi Password (Wireless Network Key)
     - Continue to B
   - or Connect using Smartphone
     - Mobile internet access required
     - Continue to B

B. Open a browser and go to http://ufix.att.com/restore
   - Log into your U-verse account with your Member ID (primary AT&T email address) and Password
   - Follow the on-screen instructions to transfer the existing Wi-Fi settings

   Once Complete:
   - 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

   If existing Wi-Fi Settings did not transfer:
   - Use settings from new Wi-Fi Gateway’s yellow sticker
   - Open your device’s Wi-Fi connection settings and select your Wi-Fi Network Name
   - Enter Wi-Fi Password to connect to your network
   - Record and keep your Wi-Fi settings for future reference when connecting all your Wi-Fi devices

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

Questions? Visit att.com/uversesupport