

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 or later** 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 these simple steps:



1. Check your connections.

Verify that cables and cords on all devices are connected as specified in steps 1A–1D. Cables usually make an audible click when secure. If connections are secure and you are still unable to connect to the Internet, try another working wall jack.



2a. Power down, power up.

Shut down your computer, and unplug the Battery Backup Unit (BBU) 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 electrical outlet). Then turn your computer back on.

2b. Wait for blinking indicator lights.

Wait for the Broadband and Service lights to turn solid green (may take up to two to five minutes). The Local Ethernet light should blink green. Then attempt to access the Internet.

Specific issues

I have a monitored home security system or health alarm.

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 orange 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 (BBU) or green data cable when the light is still orange. 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.

How do I add a second line?

If you ordered a second AT&T U-verse Voice line (with a different phone number), follow the instructions below:

1. Connect the phone cord included with your installation kit from the AUX port to your phone or cordless base station.
2. Complete the mandatory activation call (step 3 above) from the phone you just connected.

Note: If you ordered two separate lines with your initial installation, connect the first as explained in step 1 and the second as described above.

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 Settings, 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 this guide.

Additional AT&T U-verse information

Check out the User Guides:

Now that you have successfully installed your AT&T U-verse services, check out the User Guides provided in this kit for more information about your email and voice features. These guides and other support information are 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: ATT91800646-9 (DBLPLY 3600 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 service until 8PM or later 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 or later** on the date provided to you by AT&T. This date is also located on your packing slip.

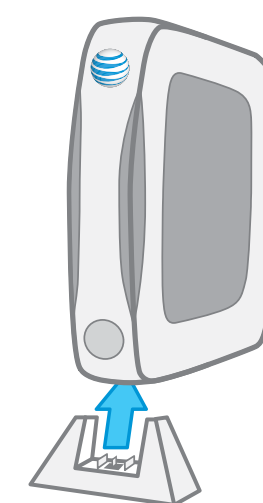


2. Do you have a monitored home security system or health alarm?

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

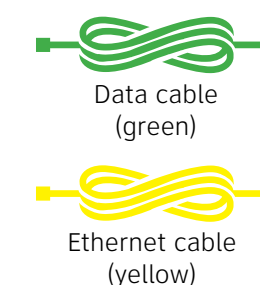
Total approximate installation time: 60 minutes

In the box:



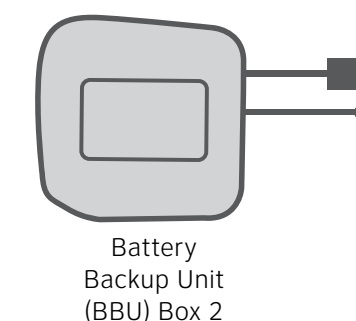
Wireless Gateway
Box 1

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

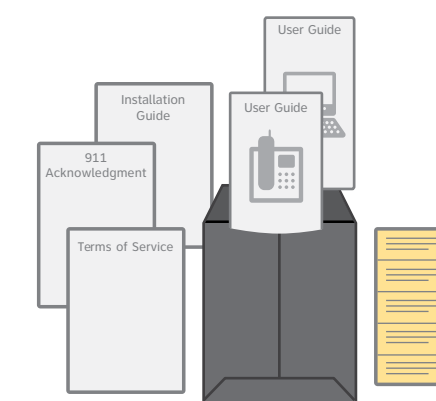


Data cable
(green)

Ethernet cable
(yellow)



Battery
Backup Unit
(BBU) Box 2



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



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

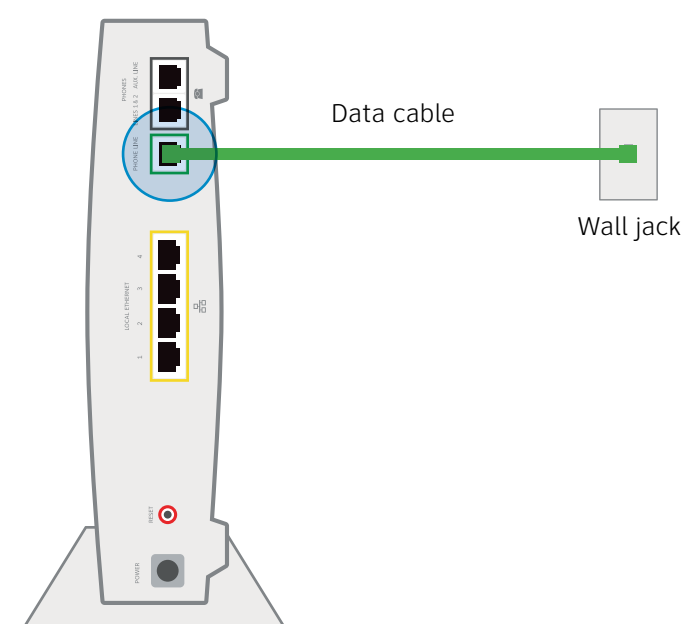
(DBLPLY 3600 CSI INST GUIDE)
11/12



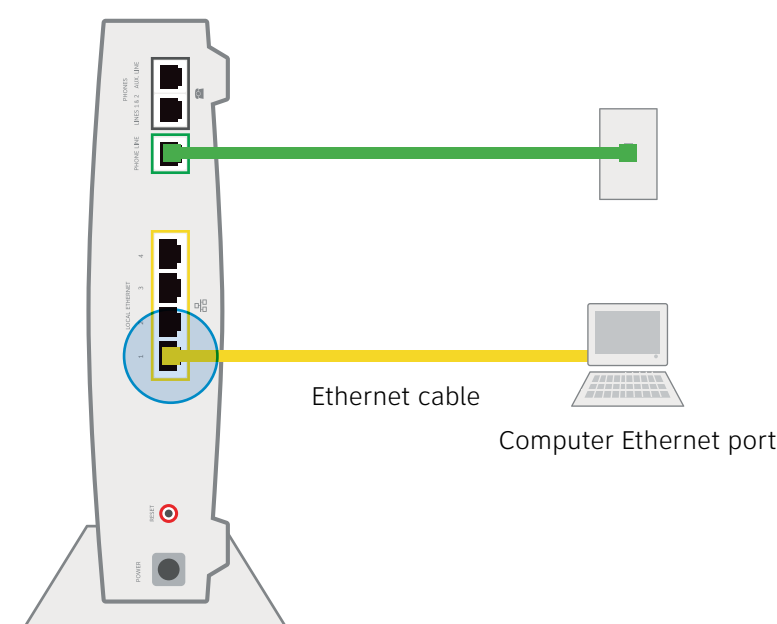
ATT91800646-9

1 Set up Approximate time: 10 minutes

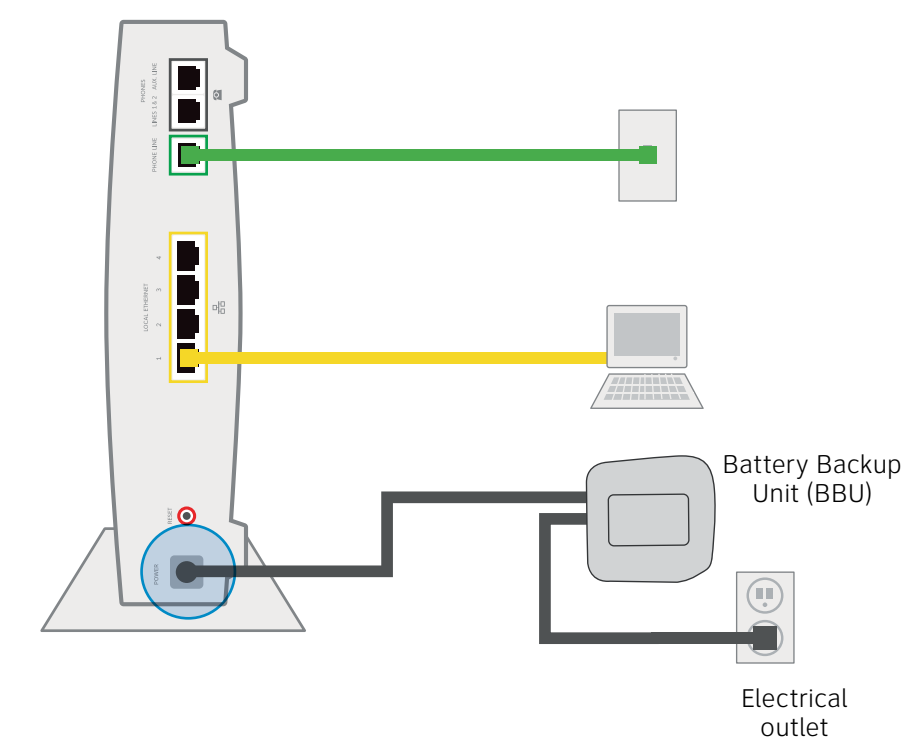
- A** Connect the green data cable from the Wireless Gateway's Phone Line port to your wall jack.



- B** Connect the yellow Ethernet cable from the Wireless Gateway's Local Ethernet port to your computer's Ethernet port.



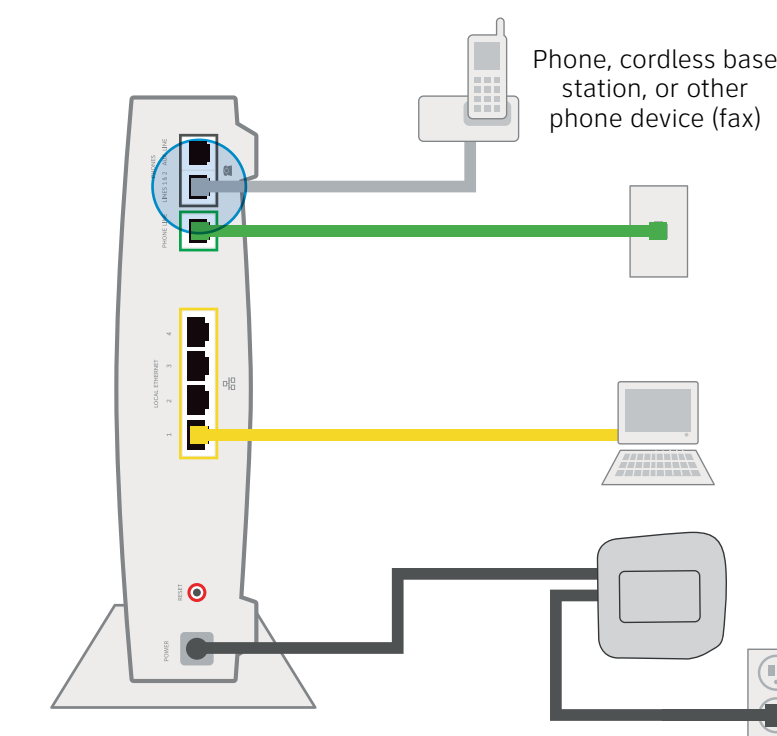
- C** Connect the Battery Backup Unit (BBU in box 2) to the Wireless Gateway's Power port. Plug the BBU into a standard electrical outlet.



Note: Initial setup requires physically connecting the Ethernet cable to your computer. After registering your service in step 3, you can enable wireless connectivity.

- D** Plug one end of your phone cable into the Wireless Gateway's Phone Lines 1 & 2 port and the other end into a standard phone or cordless base station.

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



Note: Images not to scale.

2 Power up Approximate time: 10 minutes

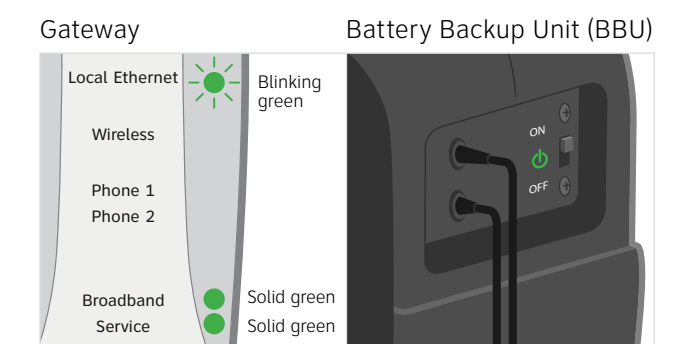
Move the switch on the back of the BBU to the "on" position.

Your Wireless Gateway is now powering up. During this time, the Broadband light will turn red. Wait up to five minutes for the indicator lights for Broadband and Service to turn solid green and the Local Ethernet indicator light to start blinking green.

! During this time, do not unplug the BBU or green data cable, as this may interrupt activation. The BBU must be charged to be fully operational; however, while the BBU is charging, installation of your service will not be impeded. While the BBU is charging, it may emit a beeping sound.

If the Broadband and Service lights do not turn solid green or if the Local Ethernet light is not blinking within 5 to 10 minutes, see the "Having trouble?" section on the back of this guide.

! **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.

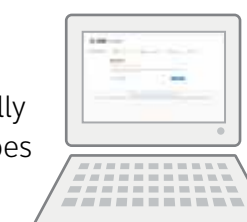


Note: During the power up sequence, the **Power light may turn orange** and the Gateway may reboot itself. This is a normal part of the power up sequence.

3 Register (required) Approximate time: 20 minutes

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

To activate your high-speed Internet: Turn off security or firewall software, or give permission to "allow the network connection" when prompted by your browser, in order to connect to the AT&T network. Open your Internet browser (e.g., Internet Explorer®, Safari®, etc.). 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** as directed during the online registration process. Upon successful activation you will hear the following: "Your telephone number XXX.XXX.XXXX has been successfully activated."



! **Important:** You will have a dial tone, but will only be able to make emergency and toll-free calls until you activate your service by calling the number listed in this step.

4 Set up Voicemail from your home phone Approximate time: 10 minutes

1. Dial *98 or your home phone number.
2. Follow the prompts to set-up your mailbox.
3. 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 wireless device or computer.

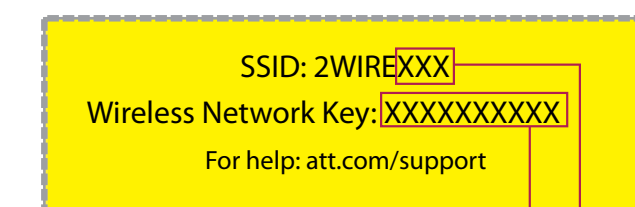
By downloading the AT&T Voicemail Viewer App, you can check your voicemail messages visually, choosing the order in which you listen to them or even reading your messages as voicemail-to-text.

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

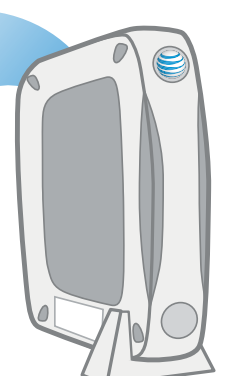
Write down the Wi-Fi Network Name (SSID) and Wi-Fi Password (Wireless Network Key) to configure additional Wi-Fi devices. This information is on the side of your Wireless Gateway. The Wi-Fi Network Name consists of "2WIRE" plus the last three digits of the Gateway's serial number. Be sure to record this information in the form 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 SSID.
- Enter the 10-digit Wi-Fi Password in the Password field to connect to your network.



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



Questions? Go online: Visit **att.com/uversesupport**.
To learn more about the benefits and features of your AT&T U-verse service, visit **att.com/u-verse/newcustomer**.

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 **www.attwifi.com** to learn more.

