

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:

Approximate installation time: 55 minutes

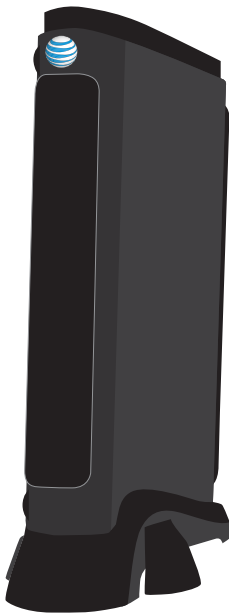


1. Check your service activation date.
Do not attempt to install your services until **8pm or later** on the date provided to you by AT&T. This date is also located on your packing slip.

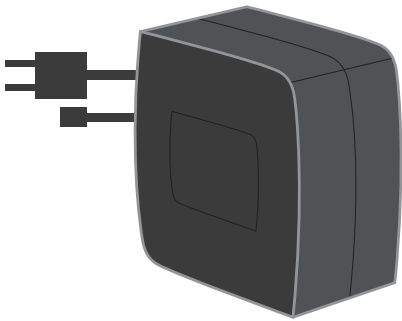


2. Do you have a monitored home security system or health alarm?
See “Specific Issues” on the back of this guide.

In the box:



Wireless Gateway

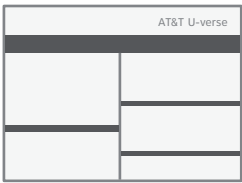


1 Ethernet cable



1 data cable

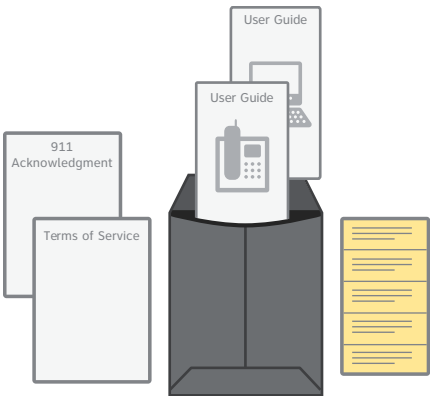
Battery Backup Unit (BBU)



Packing slip



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



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

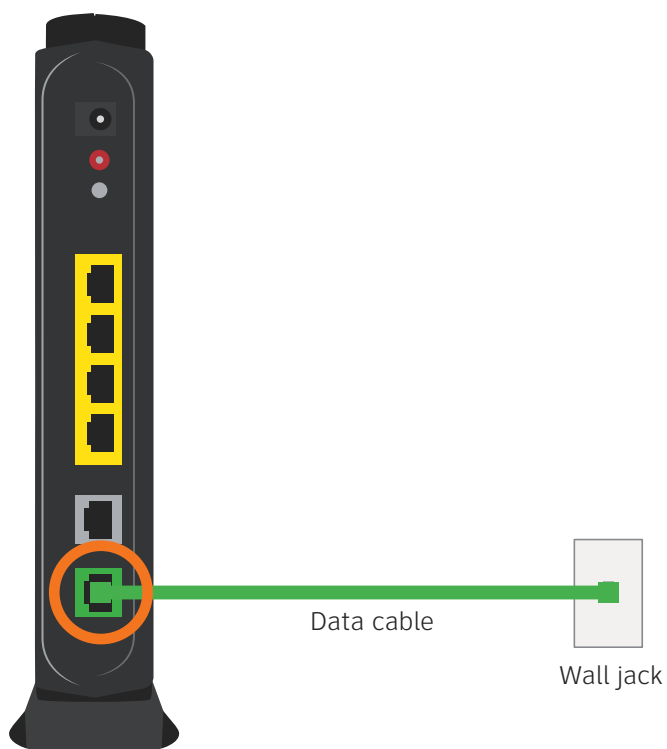
Images are not to scale.



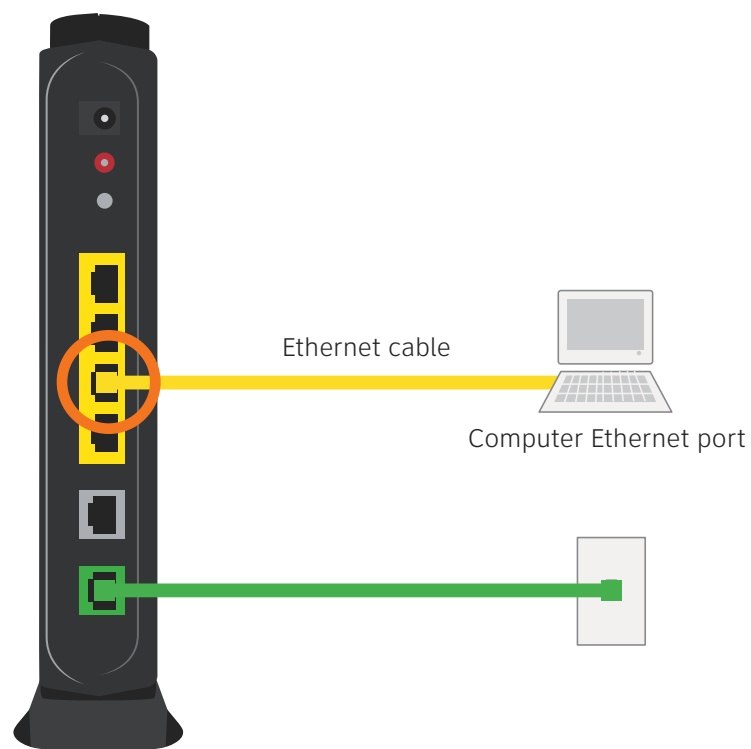
1 Set up

Approximate time: 10 minutes

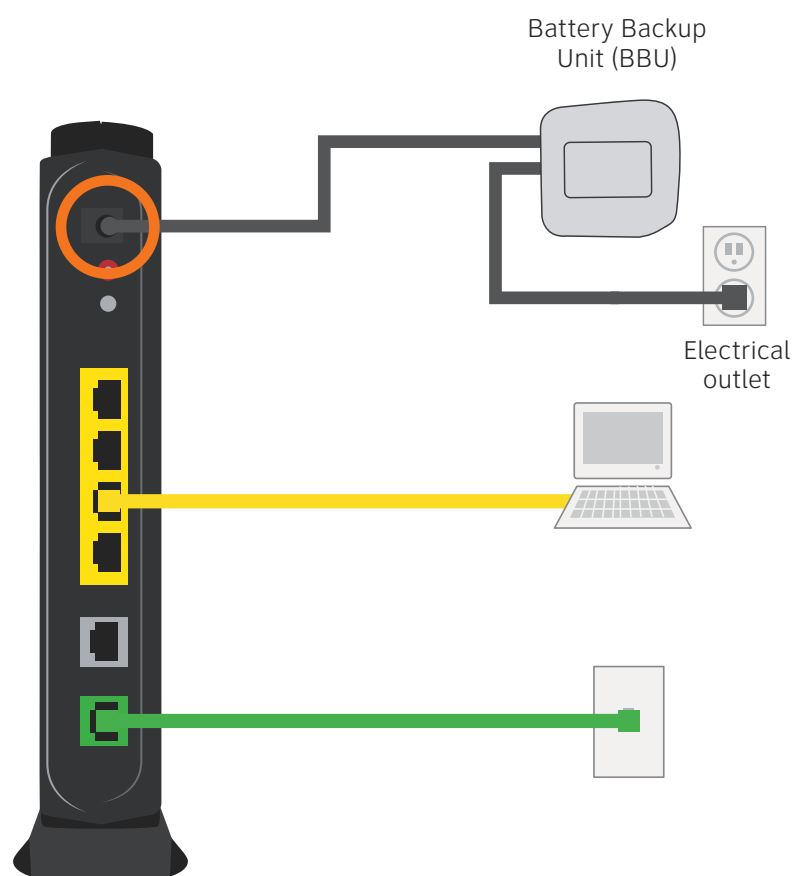
- A** Connect the green data cable from the Wireless Gateway's DSL Broadband port to your wall jack.



- B** Remove the sticker covering the Power port. Connect the yellow Ethernet cable from the Wireless Gateway's Ethernet port to your computer's Ethernet port.

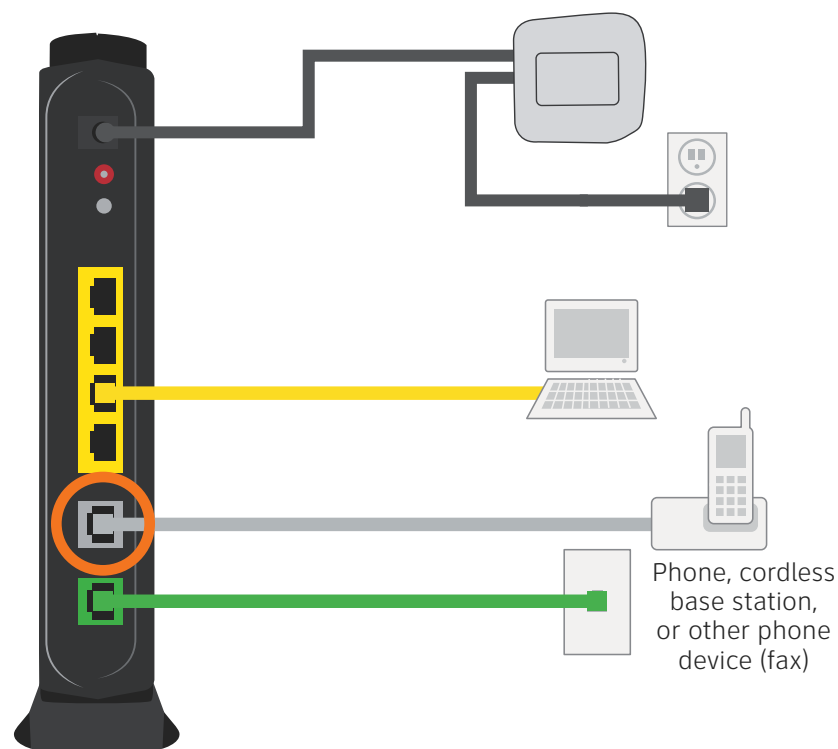


- C** Connect the Battery Backup Unit (BBU) to the Wireless Gateway's Power port. Plug the BBU into a standard electrical outlet only. Wait until step 2 to power up the BBU.



- 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 and power supply depicted below.



Images are not to scale.

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.

2 Power up Approximate time: 15 minutes

Move the switch on the back of the Battery Backup Unit (BBU) to the “on” position.

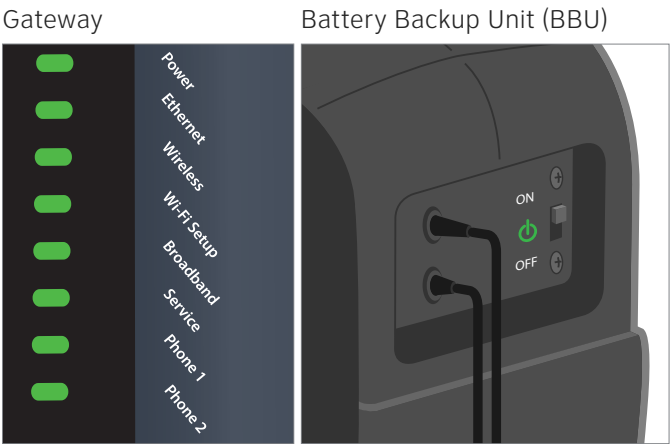
Note: The BBU must be charged to be fully operational; however, installation of your service may continue while charging the BBU. While the BBU is charging, it may emit a beeping sound. Charging the BBU will take approximately 18 hours.

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 Ethernet indicator light to start blinking green. You can now proceed to step 3.

! During this time, do not unplug the BBU or green data cable, as this can damage the Gateway.

If the Broadband and Service lights do not turn solid green after 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.



3 Register (required)

Approximate time: 20 minutes

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

A Open your Internet browser (e.g., Internet Explorer, Safari, etc.):

- The online registration process will start automatically to help you activate your Internet and Voice services. If it doesn’t start, enter **lsreg.att.net** into your address bar.
- Continue your online registration using the **4-digit passcode** you created when you placed your order—it was mailed to you separately for your reference.



B To activate your Voice service to make calls:

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.”

4 Go Wi-Fi (optional)

Approximate time: 10 minutes

Write down your Network Name (SSID) and Wireless Network Key (WPA) to prepare you to configure a Wi-Fi device. This information is on the side of your Wireless Gateway. The Network Name consists of “ATT” plus the last three digits of the Gateway’s serial number. Be sure to record this information in the form below.

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.

Congratulations! You should now be wirelessly connected to the Internet.



Refer to enclosed AT&T U-verse Voice User Guide.

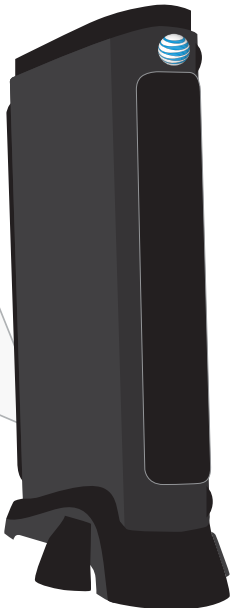


Network Name (SSID) WPA

A T T

10-digit Wireless Network Key (WPA)

Note: Label is removable for safekeeping. Please update with Wireless Network key and keep for future reference.



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.



Having trouble?

Many issues can be resolved in five simple steps:



1. Check your service activation date.

Do not attempt to install your services until **8pm or later** on the service activation date provided to you by AT&T—find it on your packing slip.



2. Did you activate your services?

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



3. 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.



4a. Power down, power up.

Wait at least 10 minutes for the Gateway lights to turn solid green before proceeding to power down and power up the equipment. Shut down your computer, power down the BBU, and disconnect the BBU and any other devices from the back of the Gateway. Wait 15 seconds then plug devices back in and power up the BBU, 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 a different electrical outlet). Turn your computer back on.

4b. 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.



5. Try a different wall jack.

If connections are secure, you've powered down and powered up, and you are still unable to connect to the Internet, you may need to try a different wall jack. Disconnect the green data cable from the wall jack and disconnect the BBU from the electrical outlet. Find another wall jack in your house. Plug the green data cable into the new wall jack and plug the BBU into an electrical outlet. Proceed with step 2 (Power up) inside this guide to power up the BBU and Wireless Gateway.

Specific issues

[I have a monitored home security system or health alarm.](#)

You will need an AT&T technician to install your service. Call 1.800.288.2020 to schedule an appointment.

[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 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.

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 > 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.

[Where can I go for further installation assistance or to download the online support tool?](#)

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:

To manage your AT&T U-verse account and voice features, go to att.com/uversecentral.

¿Habla español? Para las guías en español, visitar att.com/u-verseguias.

Need more help?

Go online: Visit att.com/uversesupport.

Call us: Dial **1.800.288.2020** and ask for "U-verse technical support."

