

# Having Trouble?

Many issues can be resolved in three simple steps:



## 1. Check your connections.

Verify that cables, cords, and filters on all devices are connected as specified in steps 1A–1F. Make sure:

- The **dual-port filter** is plugged into the wall jack (and not the modem)
- The **data cable** is plugged into the DSL/HPNA port on the dual-port filter
- Your **phone cable** is connected to the phone port on the dual-port filter

Cables usually make an audible click when secure. If connections are secure and you are still unable to connect to the Internet, try another wall jack. If you have AT&T voice service, make sure the wall jack has a dial tone.



## 2. Power down, power up.

Shut down your computer and unplug the **black power adapter** and any other devices from the back of the modem. Wait 15 seconds and then plug devices back in, making sure the modem's power light is on. (If the light is not on, try another power outlet.) Then turn your computer back on.



## 3. Wait for blinking indicator lights.

Wait for blinking indicator lights to turn solid (may take up to two minutes), then attempt to access the Internet.

### Specific Issues

#### I have a monitored home security system or health alarm.

Once you have completed the installation, please contact your alarm monitoring provider to test your alarm.

#### 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 **power adapter** or **green data cable** when the light is still amber. At the end of Power Up, the DSL and Internet 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, go to **uverseactivation.att.com**.

#### Why do I need to install phone line filters?

Without a DSL filter, you may experience disruptions or hear static on the phone line. You may purchase additional filters (including wall-mount filters) from the AT&T Store at **att.com/equipment** or at most electronics and computer stores.

#### There's static on the phone line.

Make sure there are phone filters properly installed on all phones, digital video recorders, monitored alarm systems, satellite systems, fax machines, cable systems, and any other devices plugged into a wall jack.

#### Every time I try to browse to a Web page, I get a message stating "Detecting Proxy Settings."

Run the Internet Connection Wizard (located in Internet Explorer under Tools > Internet Options > Connection Setup). When prompted to enter proxy settings, don't select anything.

#### How fast is my Internet connection?

Your speed will vary based on your location and the speed tier you are subscribed to (all speeds are up to; downstream speed listed first and upstream second: Basic 768k by 384k; Express 1.5M by 384k; Pro 3M by 512k; Elite 6M by 768k; Max 12M by 800k; Max Plus 18M by 800k).



## Additional AT&T U-verse Information



### Check out the User Guide

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



### Go online

To manage your AT&T U-verse account, go to: **att.com/uversecentral**.

### Habla español?

Para las guías en español, por favor visitar **support.att.com/userguides**.



## Need more help?

Go online: Visit **att.com/uversesupport**.

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

# Modem for AT&T U-verse® High Speed Internet

## SELF- INSTALLATION GUIDE

### Before installation:

Do not attempt to install your services until 8pm or later on your service activation date. You can find this date on your packing slip.

## Get Started

Approximate installation time: 60 minutes

### Before you begin:



#### 1. Check your service activation date.

You can only connect to the Internet on or after 8pm 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 the "Specific Issues" section on the back of this guide for details.

### Gather materials needed for setup:



Motorola modem

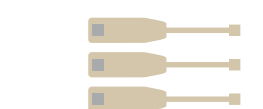
Existing AT&T customers should locate their primary user ID and password for use during the registration process in step 3. New customers will create a new user ID and password.



1 Ethernet cable  
Yellow



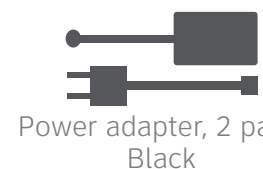
1 data cable  
Green



3 single-port filters



Dual-port filter

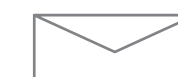


Power adapter, 2 parts  
Black

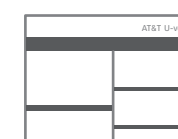
### Save for later:



Support materials  
Quick Guide, Terms of Service



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



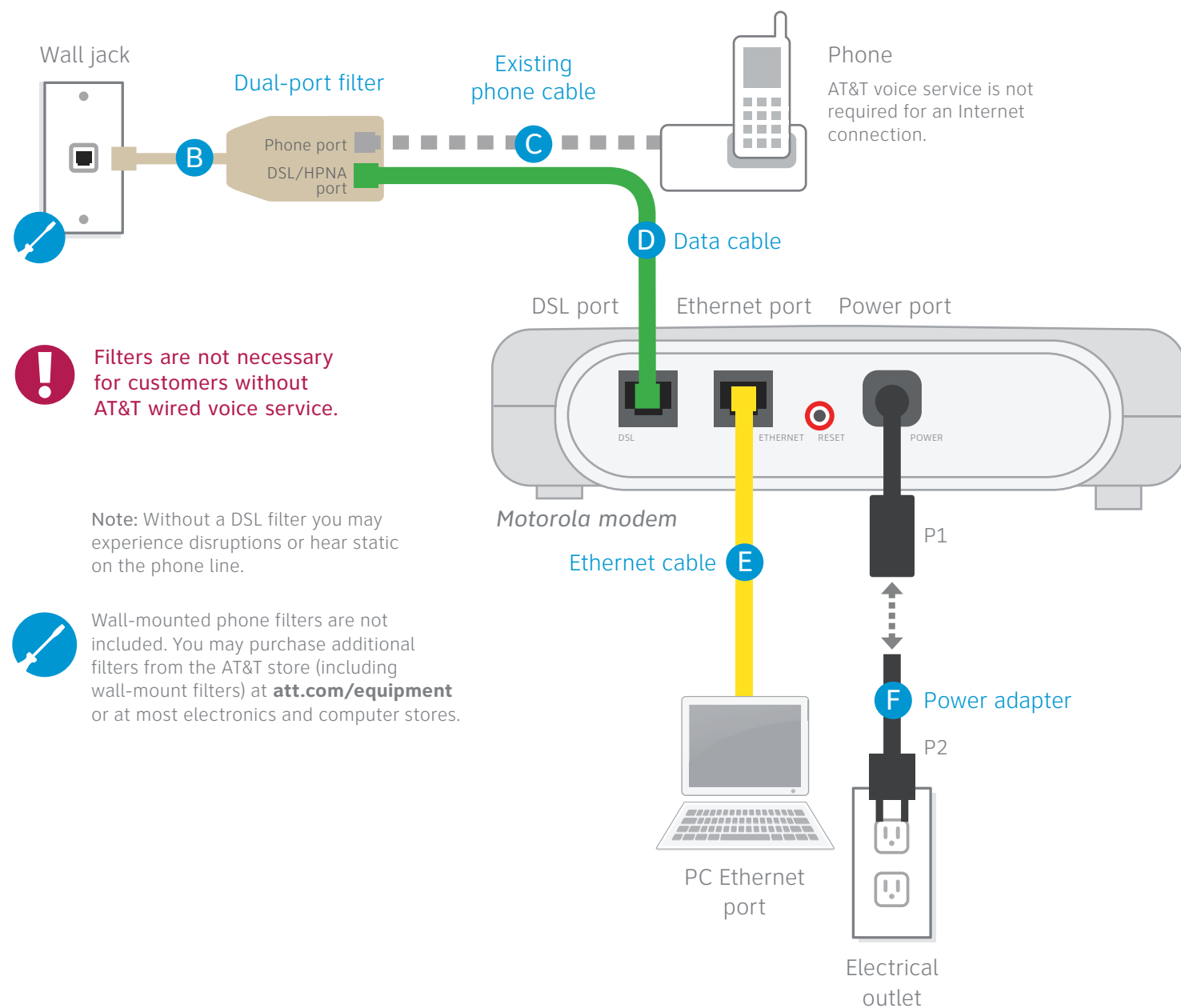
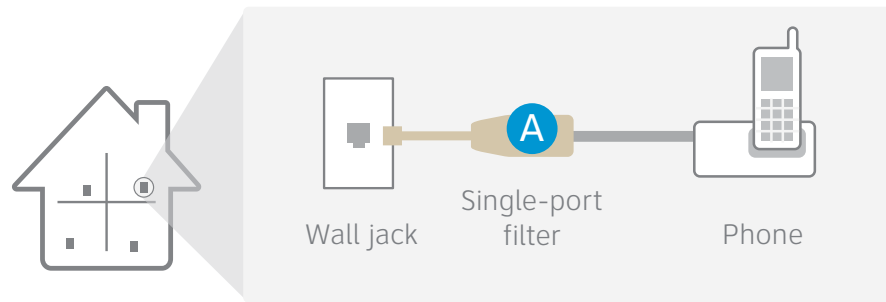
Packing slip  
(includes service activation date)

# 1 Set Up

Approximate time: 15 minutes

If you have AT&T home phone service (via a landline), start with step A.  
If you do not, skip steps A, B, and C and start with step D.

- A** Install **single-port filters** on every wall jack with a phone, fax machine, satellite receiver, or other connected device *except the jack that will be used by the Motorola modem.*
- B** Connect the **dual-port filter** to the wall jack that will be used by the modem.
- C** Connect the phone cable of any device sharing this jack into the phone port on the **dual-port filter**.
- D** Connect the **green data cable** from the modem DSL port to the **dual-port filter** DSL/HPNA port. If you do not have AT&T voice service, connect the green data cable directly to the wall jack. You do not need to use any filters if you do not have AT&T wired voice service.

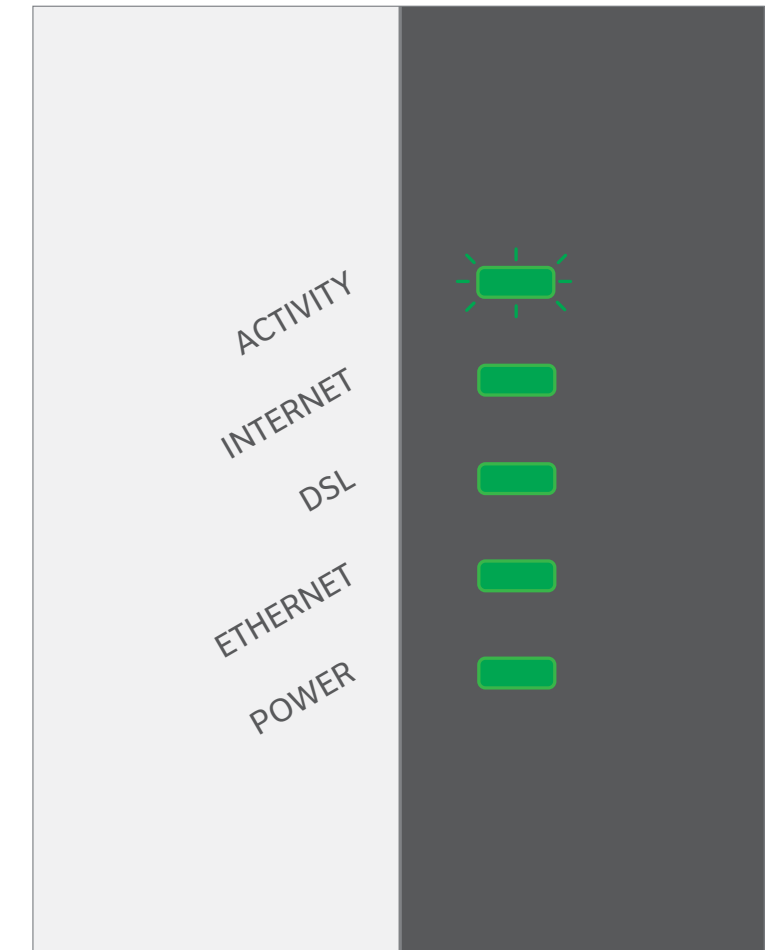


- E** Connect the **yellow Ethernet cable** from the modem local Ethernet port to an Ethernet port on your computer.
- F** Connect the **black power adapter** from the modem power port to the electrical outlet.

# 2 Power Up

Approximate time: 15 minutes

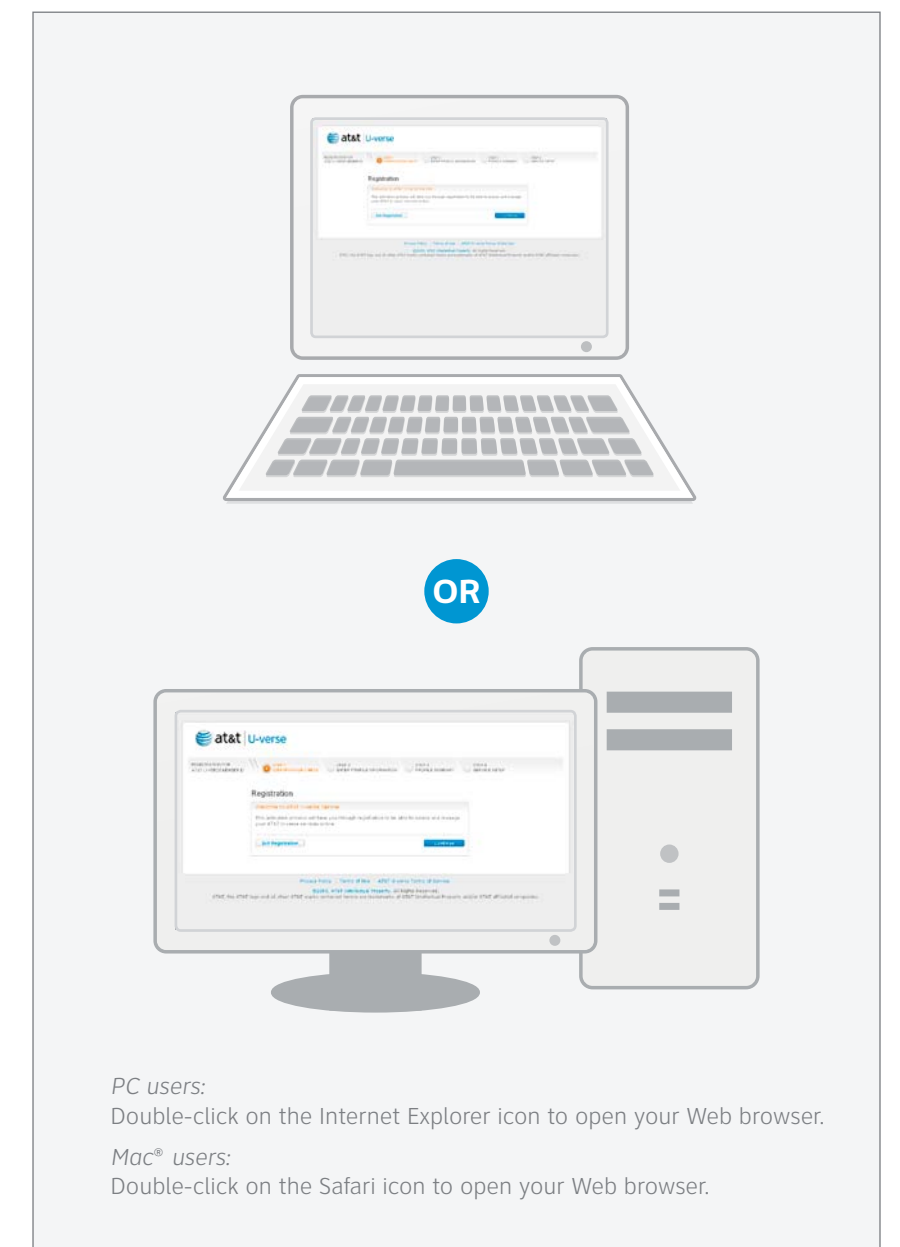
- Your modem is now powering up. Wait for the Internet, DSL, Ethernet, and Power lights to turn solid green. (The Activity light will flicker.) This may take up to 15 minutes.
- During this time, do not unplug the black power adapter or green data cable. This can damage the modem.**
- If the DSL or Internet lights do not turn solid green after 20 minutes (or either has turned red), see the "Having Trouble?" section on the back of this guide.



# 3 Activate

Approximate time: 30 minutes

- Open your Internet browser (e.g., Internet Explorer® or Safari®). The online registration process will start automatically and will activate your service and download applications including the AT&T Self-Support Tool. If online registration does not start automatically, enter **att.net/uverse** into your Internet browser's address bar.
- During registration, you will be asked to enter:
  - Your 4-digit password.** This is the password you set up when ordering your service (you were also sent a letter confirming your password).
  - If you are a new AT&T Internet customer,** you will choose a member ID (email address) and password.
  - If you are an existing AT&T Internet customer:** Enter your existing AT&T member ID (email address) and password.
  - Your account number.** See the enclosed packing slip or your confirmation email to locate this number.



- +** The AT&T Self-Support Tool will allow you to troubleshoot and solve common problems without having to contact technical support.

Questions?

See the "Having Trouble?" and "Specific Issues" sections on the back of this guide for tips and answers to common questions.

**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](http://attwifi.com) to learn more.

