

Having trouble?

Here are a few common issues to check:



What is your service activation date?

Do not attempt to install your service prior to the date provided to you by AT&T. You can find this date on your packing slip.



Did you activate your service?

You must complete activation for your AT&T U-verse Digital Voice service to work correctly. See step 3.

Still having problems? Many issues can be resolved with three simple steps:



1. Check your connections.

Check all cables and cords to ensure they are connected properly and securely.



2. Power down, power up.

Using a pen or paper clip, push in the Reset button located on the left side of the Power Supply Unit.



3. Wait for blinking indicator lights.

Wait two minutes, then retry what you want to do.

Specific issues

Here are a few frequently asked questions and answers:

Q: Where can I find more information on the Power Supply Unit?

A: Please refer to the user manual provided in the kit.

Q: I have a home security system, health alarm, or water meter monitor. Do I need to make special arrangements for my service installation?

A: Yes, 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.

Q: I've completed the installation but my service isn't working. What should I do?

A: You must activate your Internet and Voice services for them to work correctly. Make sure you have completed step 3 in this guide.

Habla español?

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

Need more help?

Go online: Visit att.com/versesupport.

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



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AT&T U-verse® Digital Voice

SELF-
INSTALLATION
GUIDE

Before installation:

Do not attempt to install your service until your service activation date. You can find this date on your packing slip.

Get started

Approximate installation time: 30 minutes

Before you begin:



1. Check your service activation date.

Do not attempt to install your service until your service activation date. This date is located on your packing slip.



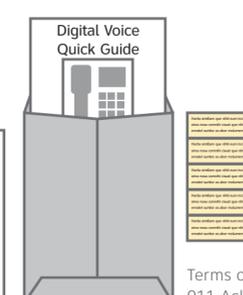
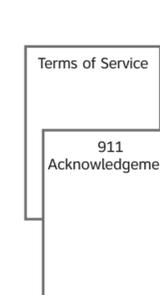
2. Do you have a security system, health alarm, or water meter monitor?

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.

Gather materials needed for setup:



Not included:
Phillips screwdriver



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

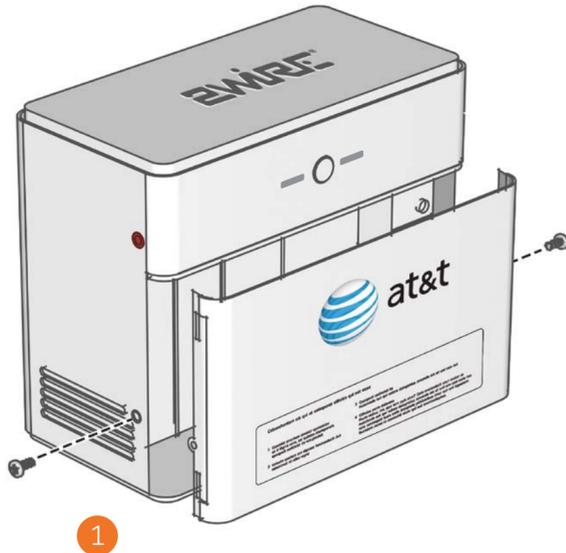


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(U-verse iNID CSI GUIDE 10/10)

AT&T U-verse Digital Voice Self-Installation Guide

1 Locate

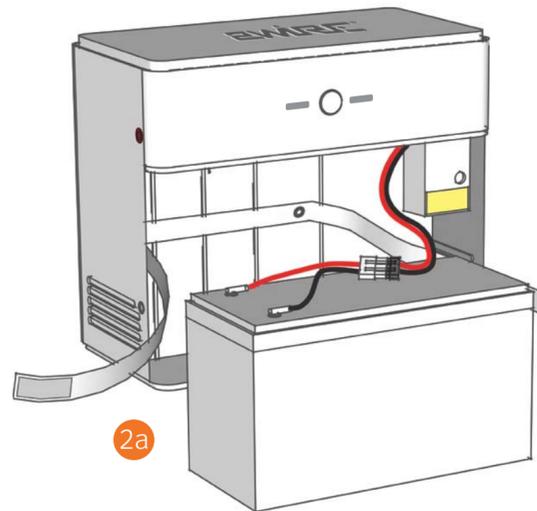
Remove screws from both sides of the unit to remove the front cover.



2a Insert

Insert battery.

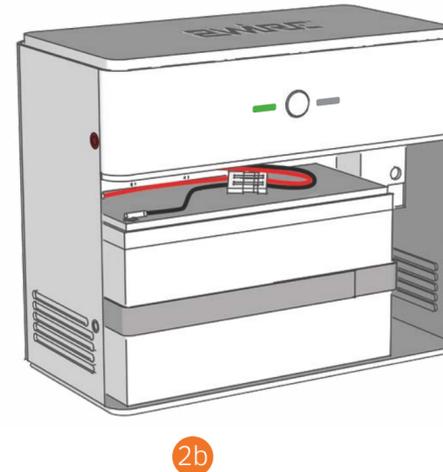
Connect the backup battery connector from the power supply unit (PSU) to the connector on the battery.



2b

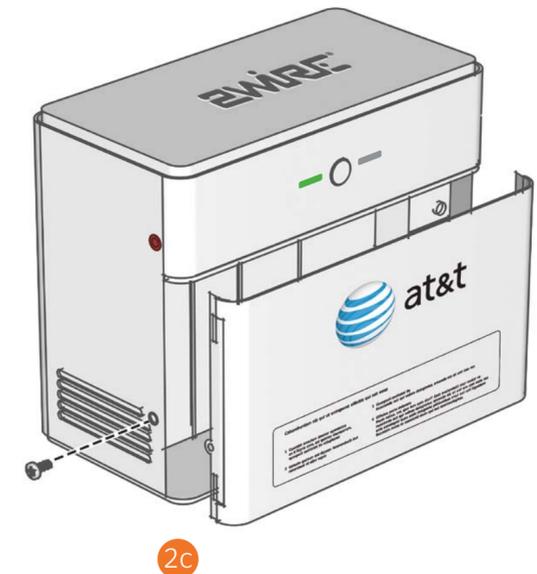
Attach safety strap.

Observe the Battery indicator on the PSU. The light should be green.



2c

Insert screws into both sides of the unit to reattach the front cover.



Note: Continue to step 3.

3 Mandatory Activation Call

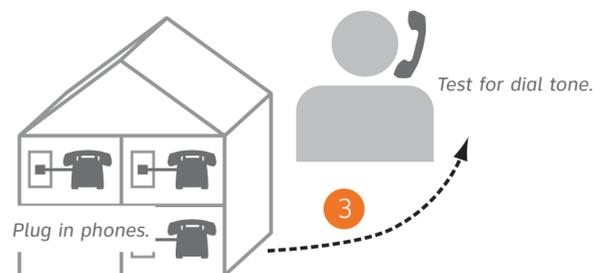
! Important: You will have a dial tone after completing step 2, but will be able to make only emergency and toll-free calls until you activate your service in step 3.

Call **1.877.377.0016** and activate your AT&T U-verse Digital Voice service.

Note: The activation process will switch your phone line to the new AT&T U-verse Digital Voice service; you can expect this call to be disconnected when your new line is activated. However, stay on the line throughout the entire process to ensure the activation occurs and the call disconnects.

Ensure all phones you want to use with your AT&T U-verse Digital Voice service are plugged into the proper wall phone jacks.

Test your phones by listening for the dial tone, and place/receive calls on each.



Congratulations!

You have completed self-installation.

Now you're ready to set up your voice mailbox.

Dial ***98** from your home phone line and follow the voice instructions.

Questions?

Go online:

Visit att.com/uversesupport.

Sign up for free paperless billing!

Conveniently store and retrieve up to 12 months of bills online while reducing your risk of identity theft. Log into your online account now or go to att.com/Ugreen and select **Stop Paper Bills**.

