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–1E. Make sure:

- The dual-port filter (optional) is plugged into the wall jack (and not the Wireless Gateway).
- The data cable is plugged into the DSL 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 traditional phone service, plug a phone directly into the wall jack to confirm dial tone.
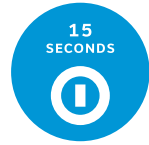
2a. Power down, power up.
Shut down your computer, and unplug the black power cord and any other devices from the back of the Wireless Gateway. Wait 15 seconds and then plug devices back in, making sure the Wireless Gateway's Power light is on. You should see a solid green Power light indicating a successful 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 blinking indicator lights to turn solid green (may take up to two minutes), and then attempt to access the Internet.

3. Try another wall jack.
Disconnect the green data cable from the wall jack and the Wireless Gateway from the electrical outlet. Move to another wall jack in the house. Plug the green data cable into the new wall jack and the power cord into an electrical outlet. Proceed with step 2 (Power up) inside this guide to power up the Wireless Gateway.

Specific issues

I have a monitored home security system or health alarm.
You will need to contact your home security and/or health alarm providers after completing all of the installation steps in this guide to ensure that their services have not been affected.

My Power indicator light turns red 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 cord or green data cable when the light is still red. 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**.

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. While AT&T services generally work with third-party devices, they are not specifically supported by AT&T.

There's static on the phone line.
Make sure there are port filters properly installed on all phone devices, 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 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.

Additional AT&T U-verse information

Check out the User Guide:
Now that you have successfully installed AT&T U-verse Internet, check out the Internet User Guide for more information about your email and security features. This guide is 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 informacion en español. También pueden ver la siguiente guía: ATT110900777-4 (HSIA CSI GATEWAY 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."

at&t

AT&T U-verse® High Speed Internet

Wireless Gateway

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: 45 minutes

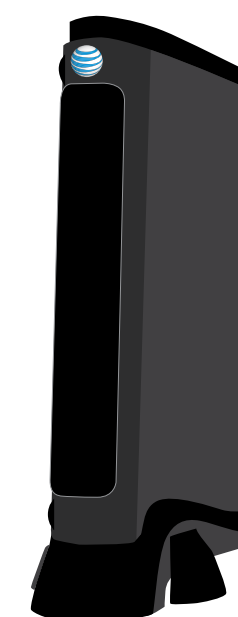## Before you begin:

1. Check your service activation date.
Do not attempt to install your service 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.

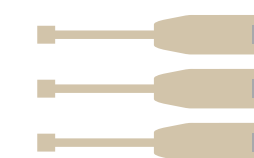## Gather materials needed for setup:
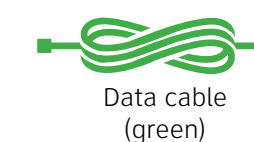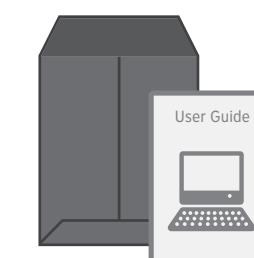
Wireless Gateway

Power cord

Dual-port filter

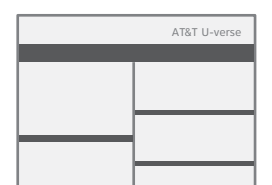3 single-port filters

Ethernet cable (yellow)

Data cable (green)

High Speed Internet User Guide support materials

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

Packing slip (Includes Service Activation Date and Account Number)

*Gateway will come packed with stand attached.*

1 Set up
Approximate time: 10 minutes

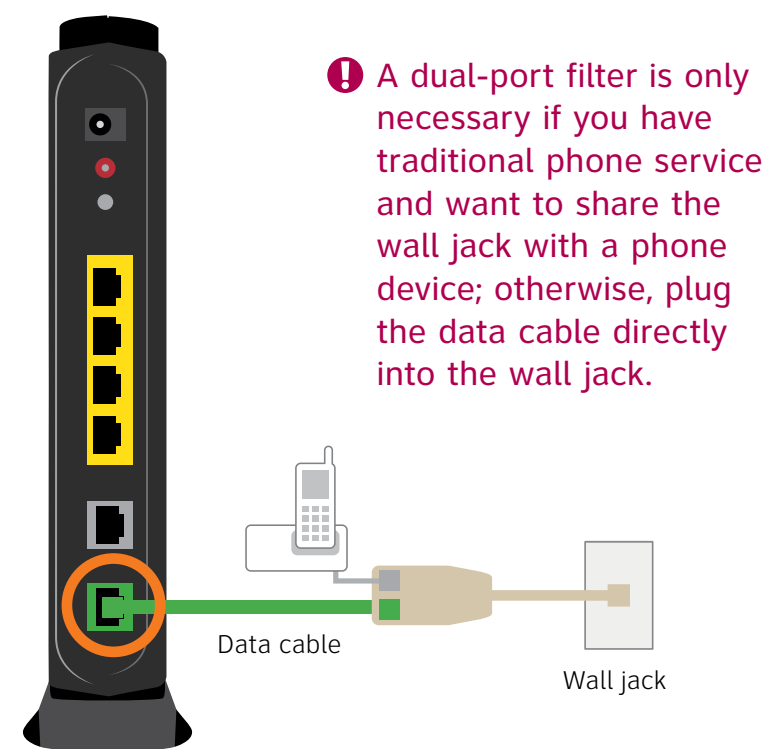**Customers without traditional dial tone phone service can skip steps A and B, and start with step C.**

A If you have traditional dial tone phone service, install single-port filters in wall jacks that have devices such as phones, fax machines, satellite receivers, or modems.

Installing phone filters

Wall jack — Single-port filter — Phone device
A
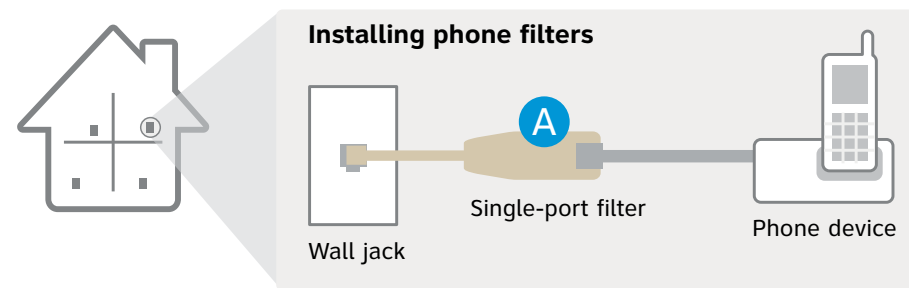
B The dual-port filter is used when you want to connect a phone or other piece of equipment, such as a fax machine, to the same wall jack as your Wireless Gateway.

Phone, cordless base station, or other phone device (e.g., fax) — Dual-port filter — Wall jack
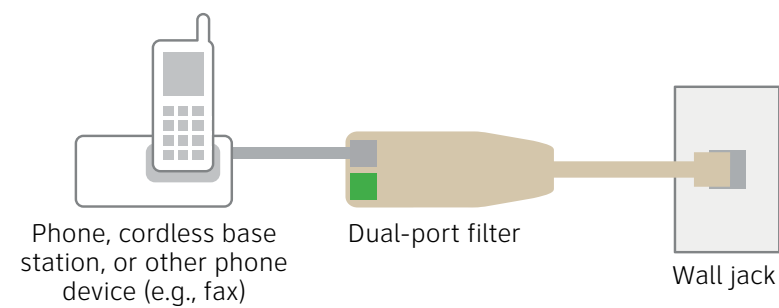
C Connect the green data cable from the Wireless Gateway's Phone Line port to the dual-port filter's DSL port (or directly to the wall if you do not have traditional phone service).

❗ A dual-port filter is only necessary if you have traditional phone service and want to share the wall jack with a phone device; otherwise, plug the data cable directly into the wall jack.

Data cable — Wall jack

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

Ethernet cable — Computer Ethernet port
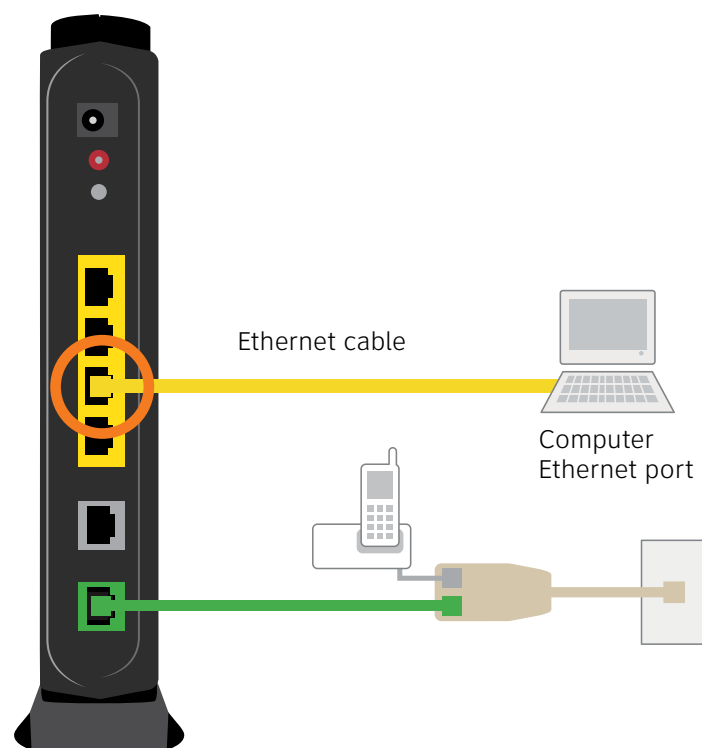
E Remove the sticker covering the Power port. Combine the two-part power cord, and then connect one end to the Wireless Gateway's Power port and the other end to an electrical outlet.

Power adapter — Electrical outlet
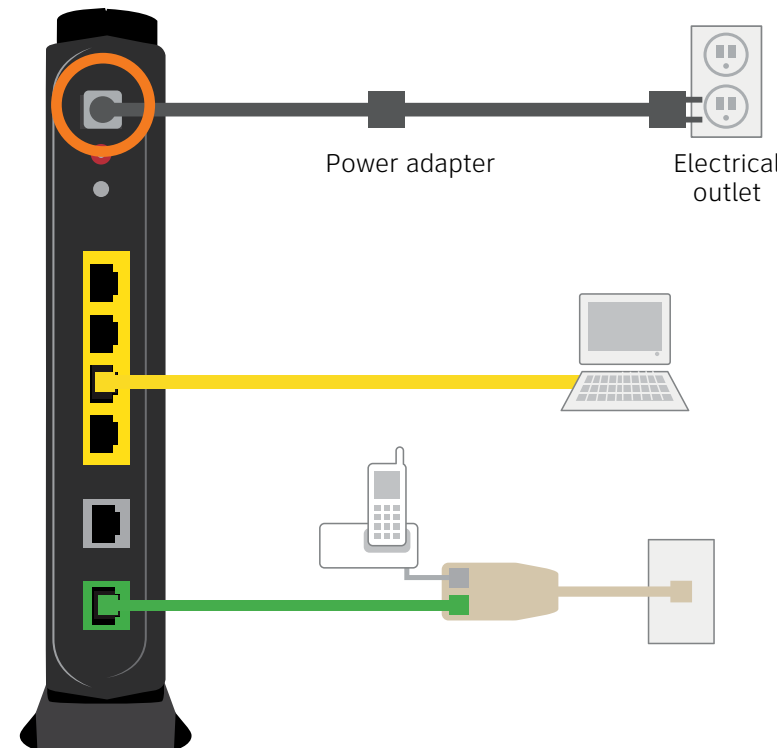
2 Power up
Approximate time: 15 minutes

Your Wireless Gateway is now powering up. During this time, the Broadband light will turn red. Wait up to fifteen 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 (up to 15 minutes), do NOT unplug the power cord or the green data cable, as this can permanently damage the gateway AND significantly delay your Service Activation.

If the Broadband and Service lights do not turn solid green or continue to blink after 15 minutes, see the "Having trouble?" section on the back of this guide.

Power
Ethernet
Wireless
Wi-Fi Setup
Broadband
Service
Phone 1
Phone 2
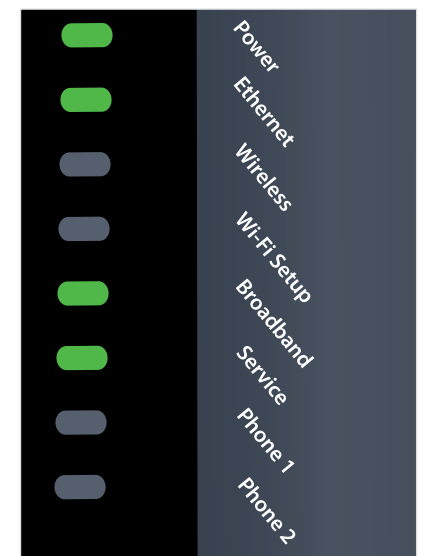
Wireless Gateway indicator lights

3 Register (required)
Approximate time: 20 minutes

- Open your Internet browser (e.g., Internet Explorer, Safari, etc.). The online registration process will start automatically to assist you in activating your service. 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.
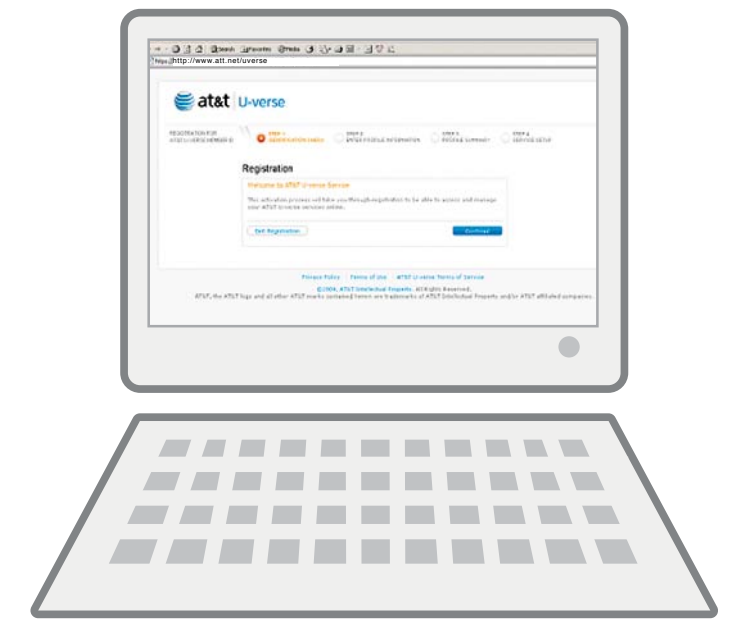
4 Go Wi-Fi (optional)
Approximate time: 10 minutes

Write down your Network Name (SSID) and Wireless Network Key (WPA) 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 Wireless 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.

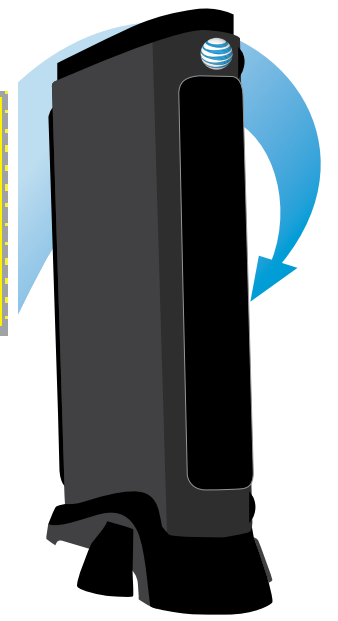- Enter the 10-digit Wireless Network Key (WPA) in the Password field to connect to your network.

SSID: ATT XXX
Wireless Network Key: XXXXXXXXXX
For help: att.com/support

Network Name (SSID)
A T T

10-digit Wireless Network Key (WPA)

Note: Label is removable for safekeeping.

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

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 **attwifi.com** to learn more.