AT&T Internet
Wi-Fi® Gateway
self-installation guide

Before installation:

Do not attempt to install your service until 2pm or later on 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 **2pm 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 an AT&T technician to install your service. Call 800.288.2020 to schedule an appointment. Additional charges will apply for professional installation services from an AT&T service technician.
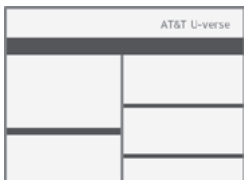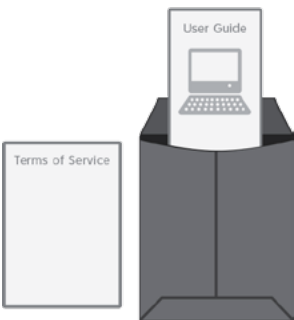
In the box:

1 Yellow Ethernet cable

1 Green data cable

Packing slip

Internet Terms of Service
Internet User Guide

Also needed:

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

Images are not to scale.
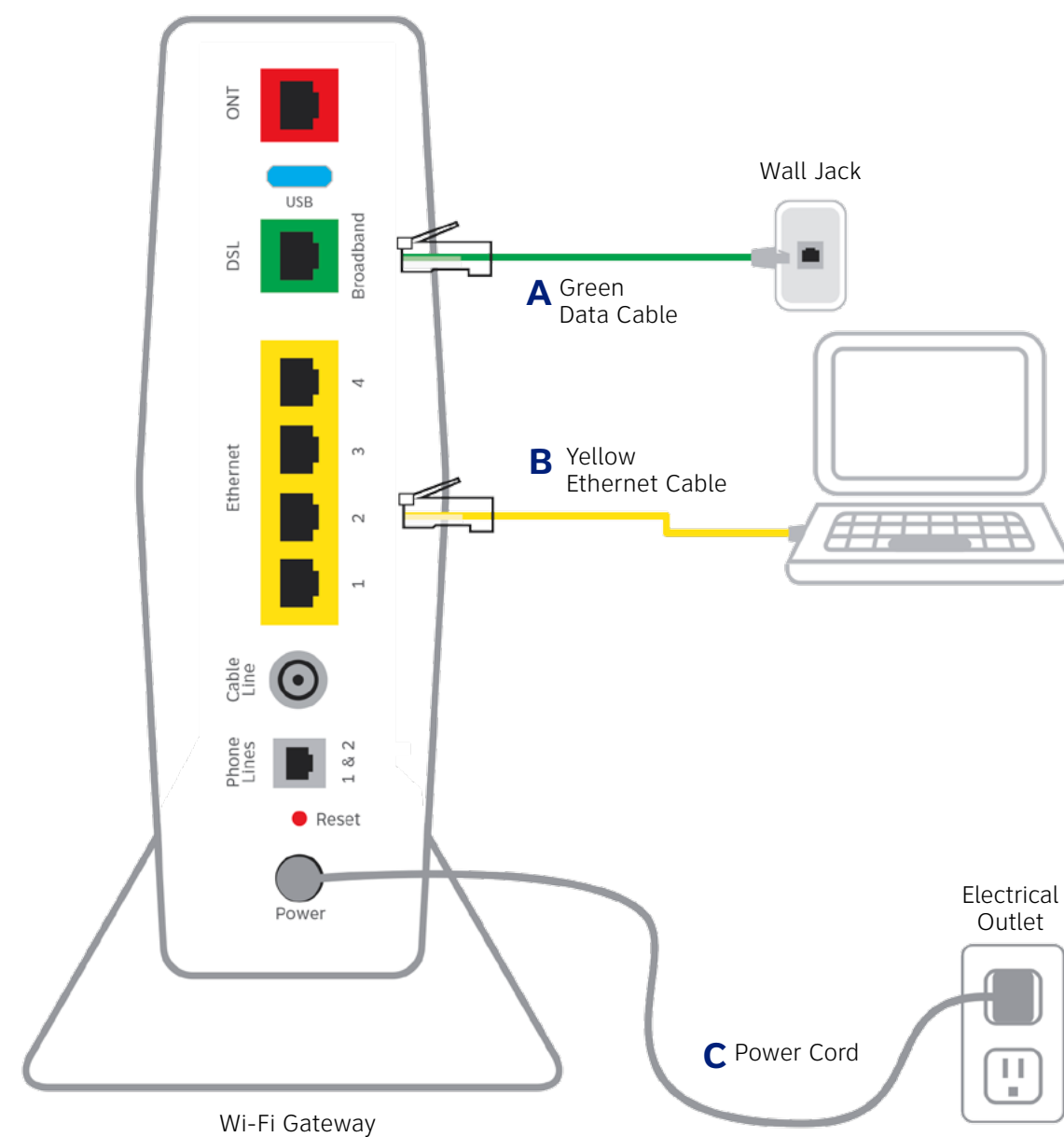
1. Set up

Approximate time: 10 minutes

⚠️ Please note that your U-verse TV and Internet services will not operate during this process. This includes recording TV shows.

Before you begin:
- Power down all U-verse TV receivers by unplugging them from the electrical outlets
- Unplug the power cord from back of Wi-Fi Gateway
- Leave any cables that are already connected to the Wi-Fi Gateway as they are

A. • Connect the new green data cable from the Wi-Fi Gateway's DSL Broadband port to your wall jack

B. • Connect the new yellow Ethernet cable from your computer into the back of the Wi-Fi Gateway

C. • Plug the power cord back into the Wi-Fi Gateway

Below is a completed setup. Your connections may vary.

ONT
USB
DSL Broadband
Ethernet 4 3 2 1
Cable Line
Phone Lines 1 & 2
● Reset
Power

Wall Jack

A Green Data Cable

B Yellow Ethernet Cable

Electrical Outlet

C Power Cord

Wi-Fi Gateway

2. Power up

Approximate time: 1-5 minutes

A. Your Wi-Fi Gateway is now powering up. During this time, the Broadband light will turn red and the Power light may turn orange. Wait up to 5 minutes for the Service indicator light to turn solid green.

⚠️ During this time (up to 5 minutes), do not unplug the power cord or the green data cable, as this can permanently damage the Wi-Fi Gateway and significantly delay your service activation.

If the Service light does not turn solid green or continues to blink after 5 minutes, see the **Having trouble?** section on the back of this guide.

B. Power up all of your TV receivers by plugging them back into the electrical outlets. This process may take several minutes.

Power
Battery
Ethernet
Wireless
HomePNA
Broadband 1
Broadband 2
Service
Phone 1
Phone 2
USB
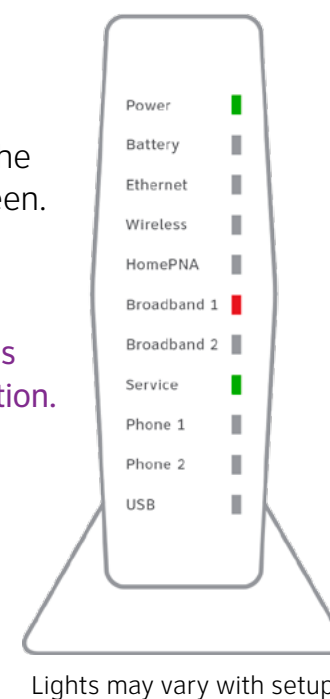
Lights may vary with setup.

3. Registration & activation

Approximate time: 5 minutes

(required)

Customers who have already completed the on-line registration.
- Activation of your Internet service will be completed automatically
- The service activation may take a few minutes to complete
- Be sure to open a browser, go to a site and check that you can access it.

Customers who have NOT completed the on-line registration
- Open your Internet browser (e.g. Internet Explorer, Safari, etc.)
- The online registration process will start automatically. If it doesn't, enter **att.net/uverse** into your address bar
- Enter your Account Number (if requested) and passcode.
  1. Your Account Number is available on your order confirmation email or letter
  2. Your Passcode is the four-digit number that you selected when you placed your order
- Follow the online Instructions to complete your registration and activate your Internet service
- Upon successful registration, you will see the following:

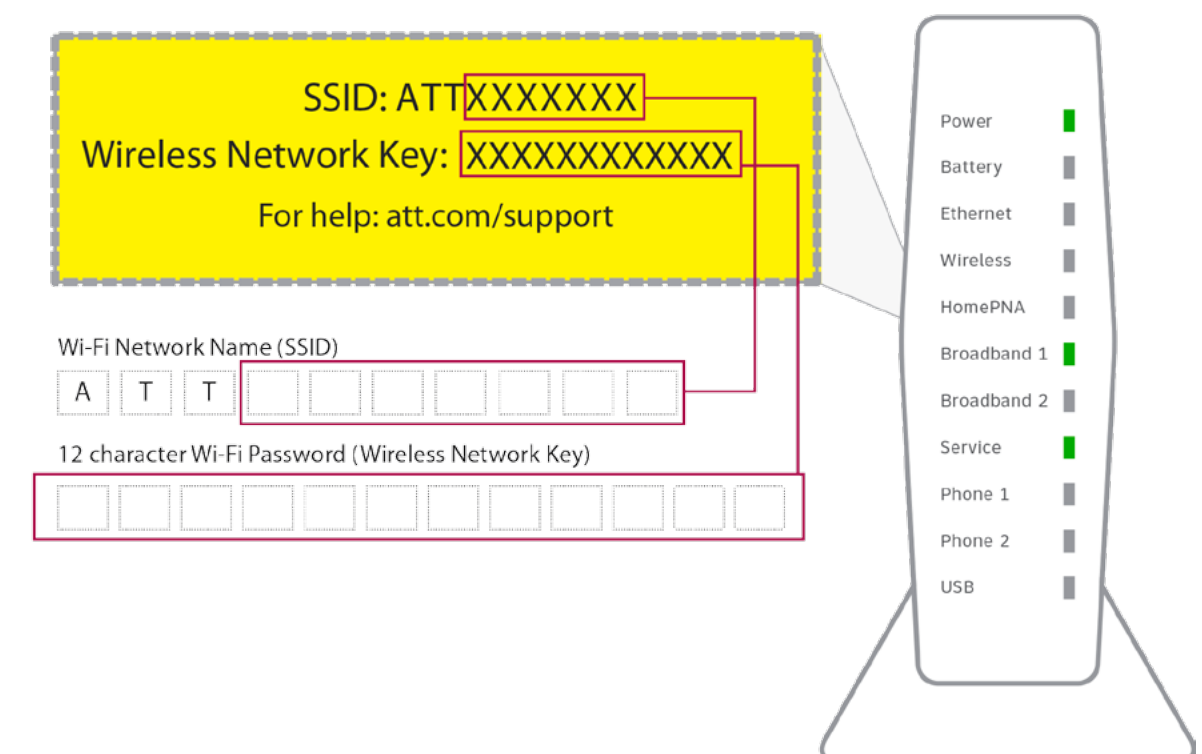**Congratulations. Your AT&T U-verse services are now activated and ready to use!**

4. Go Wi-Fi (optional)

Approximate time: 10 minutes

Write down the Wi-Fi Network Name and Wi-Fi Password to configure additional Wi-Fi devices. This information is on the side of your Wi-Fi Gateway. The Wi-Fi Network Name consists of ATT plus the last seven characters of the Wi-Fi Gateway's serial number. Be sure to record this information in the form below.

Now configure your new Wi-Fi network:

1. Go to your computer's "Wireless Network Settings" and refresh the network list.

2. Select your Wi-Fi Network Name (SSID) from the list. You may need to scroll through the list to find your Wi-Fi Network Name.

3. Enter the 12 character Wi-Fi Password (Wireless Network Key) in the Password field to connect to your network.

4. Connect all your Wi-Fi devices with the new Wi-Fi Network Name and new Wi-Fi Password.

SSID: ATT XXXXXXX
Wireless Network Key: XXXXXXXXXXXX
For help: att.com/support

Wi-Fi Network Name (SSID)
A T T
12 character Wi-Fi Password (Wireless Network Key)

Power
Battery
Ethernet
Wireless
HomePNA
Broadband 1
Broadband 2
Service
Phone 1
Phone 2
USB

Now that your service is installed, go to uverseactivation.att.com to take advantage of all that U-verse has to offer.

Whether you're on your PC, smartphone, or tablet:
- Configure your email
- Troubleshoot your service and resolve issues
- Set up Wi-Fi
- Bookmark your AT&T "favorites" and more

Having trouble?

What is your service activation date?
Do not attempt to install your service until **2pm or later** on your service activation date. You can find this date on your packing slip.

Did you activate your service?
You must complete activation for your Internet service to work correctly. See Step **3** inside.

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

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

Power down, power up.
Unplug the power cord from the back of the Wi-Fi Gateway. Leave the Wi-Fi Gateway unplugged for 15 seconds and plug it back in. You may need to wait up to two minutes for blinking indicator lights to turn solid green.

Additional information

Test your Internet connection speed
Our speed test takes less than a minute to perform two key measurements (Download and Upload) to help you determine if you should take steps to improve the performance of your online experience.
Visit **att.com/speedtest**.

Manage your account:
Available 24/7, download the myATTapp at **att.com/myattapp** from your mobile device.

Repair center:
Phone: 800.246.8464

IPv6

AT&T supports IPv6 across our network, equipment and devices. Visit **att.com/ipv6** for more information.

Accessibility support:
Alternate formats now available in large print or braille. Call 800.288.2020 and request your guide number (ATT153140914-2) in an alternate format. Additional accessibility support:

- Telephone equipment for visual and/or hearing impaired:
  - Phone: 877.902.6350
  - TTY: 800.772.2889

- Repair Center:
  - Phone: 800.246.8464
  - TTY: 800.397.3172

- Accessible tagged PDF: Visit **att.com/userguides**

- Device Compatibility Feature: Compatible with any TTY/TDD devices with standard phone line

¿Hablas español?
*Por favor visita **att.com/uverseguias** para ver la información en español. También puedes ver la siguiente guía: **ATT153140914-2** (UV Internet Install Guide) para más detalles.*

Need more help?

Visit **att.com/support**
Call us at **800.288.2020** and ask for "technical support."