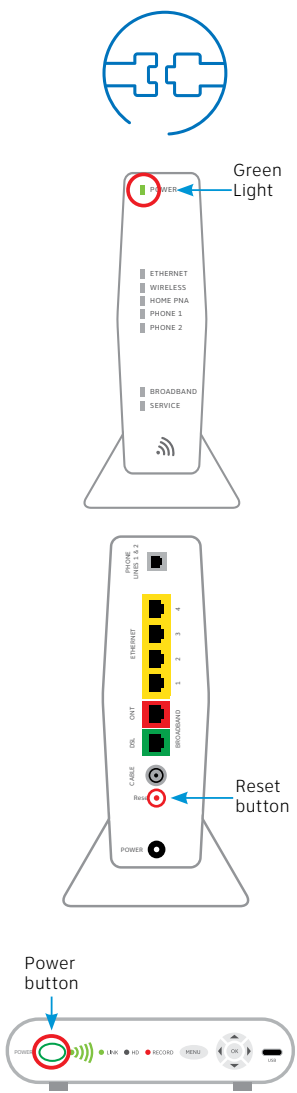


# Having Trouble?

## No TV or Internet service:



**Check your connections:**  
Cables usually make an audible click when secure.

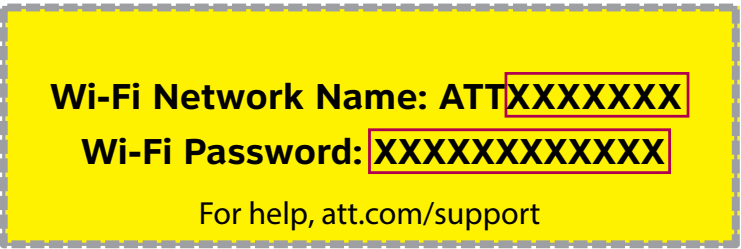
**Check Power:** Power light on the Wi-Fi Gateway should be green; if not, try another electrical outlet.

**Check Service light on front of the Wi-Fi Gateway:** If after 5 minutes the light is red or off, power down the Wi-Fi Gateway by holding down red Reset button for 15 seconds.

**TV receivers not responding:** Confirm Service light is solid green on the Wi-Fi Gateway. If so, hold the TV receiver's Power button down for 10 seconds and release, then wait five minutes.

**If your existing Wi-Fi settings did not transfer, you will need to set up a new Wi-Fi Network Name and Password. To do so, follow these steps:**

- Use settings from new Wi-Fi Gateway yellow sticker
- Open your device's Wi-Fi connection settings, select your Wi-Fi Network Name, and enter Wi-Fi Password to connect
- Record and keep your Wi-Fi settings for future reference when connecting all your Wi-Fi devices



**Wi-Fi Gateway power light is amber:** Don't worry. This is a normal part of the power up sequence.  
**Additional assistance:** call 800.288.2020 and ask for "technical support"

## 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](http://att.com/speedtest)

**Manage your account:**  
Available 24/7, download the myAT&T app at [att.com/myattapp](http://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](http://att.com/ipv6) for more information.

**¿Hablas español?**  
Para ver esta guía en español, visita [att.com/uverseguias](http://att.com/uverseguias) y haz clic en Reemplazo del Portal Wi-Fi de AT&T (ATT130320862-5).

**Accessibility support:**

- Alternate formats now available in large print or braille. Call 800.288.2020 and request your guide number (ATT130320862-5).
- 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](http://att.com/userguides) to find this guide (UV 3801 WG to 3801 WG without voice).
- Device Compatibility Feature: Compatible with any TTY/TDD devices with standard phone line.

## Need more help?

Visit [att.com/support](http://att.com/support)  
Call us at **800.288.2020** and ask for "technical support."



# Wi-Fi® Gateway replacement



For use with High Speed Internet and TV

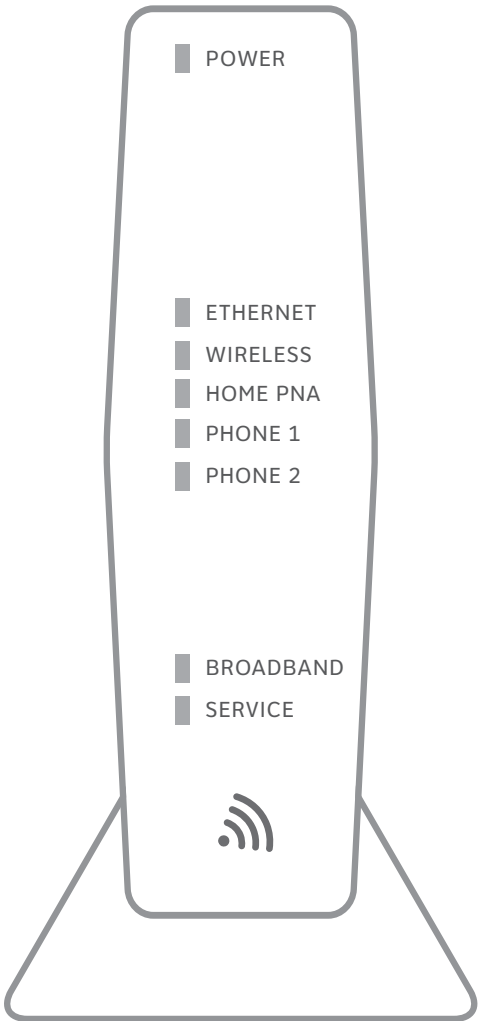


## Get started

Approximate installation time: 20 minutes

These instructions will guide you through the process of replacing your Wi-Fi Gateway.

In the box:



Wi-Fi Gateway



# 1. Set up

• Approximate time: 10 minutes



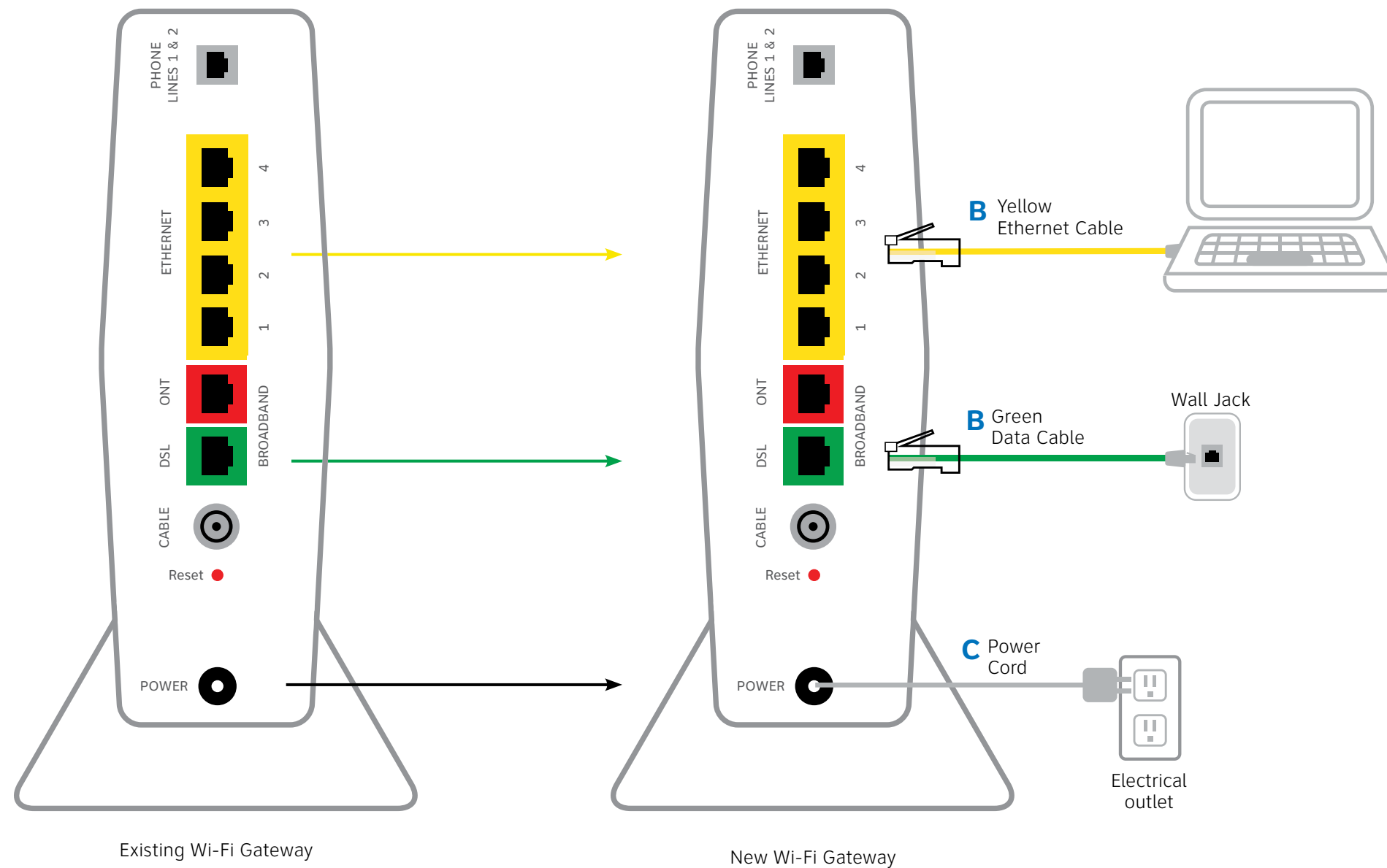
Please note that your U-verse TV and Internet services will not operate during this process. This includes recording TV shows.

- A.** • Unplug power cord from existing Wi-Fi Gateway

• Stand new Wi-Fi Gateway side by side with existing Wi-Fi Gateway
- B.** • Transfer one connection at a time from the existing Wi-Fi Gateway to new Wi-Fi Gateway
- C.** • Carefully read and remove yellow power sticker covering the Power port of new Wi-Fi Gateway

• Connect power cord to Power port of new Wi-Fi Gateway and into electrical outlet

Below is a completed setup. Your existing Wi-Fi Gateway and connections may vary.



# 3. Go Wi-Fi

• Approximate time: 1-5 minutes

## New Wi-Fi setup:

- A.** Select only one option to begin the Wi-Fi setup

### Option 1: Connect using PC

- Connect laptop or PC with an Ethernet cable to your Wi-Fi Gateway
- Continue to **B**

### Option 2: Connect using smartphone/tablet

- Establish a temporary connection using new Wi-Fi settings located on yellow sticker on new Wi-Fi Gateway
- Open your device's Wi-Fi connection settings and select your Wi-Fi Network Name and enter your Wi-Fi Password to connect to your network
- Continue to **B**

## B.

**Note:** Please wait up to 10 minutes for the Wi-Fi Gateway to complete the power up process before attempting to restore your settings.

- Open a browser and go to **ufix.att.com/restore**
- Log in to your AT&T account. If you forgot your User ID (primary AT&T email address) and Password, help can be found on the account log-in screen.
- Follow the onscreen instructions to transfer the existing Wi-Fi settings.
- Record existing Network Name and Wi-Fi Password on separate yellow sticker from kit.
- Place new yellow sticker over your new Wi-Fi Gateway's yellow sticker.



**NOTE:** If Wi-Fi settings did not transfer or to use new Wi-Fi Network Name and Password, refer to the **Need more help?** section on the back of this guide.



**NOTE:** Any custom settings made for security cameras, game consoles, etc., on your original Wi-Fi Gateway will also need to be made on your new Wi-Fi Gateway.

# 2. Power up

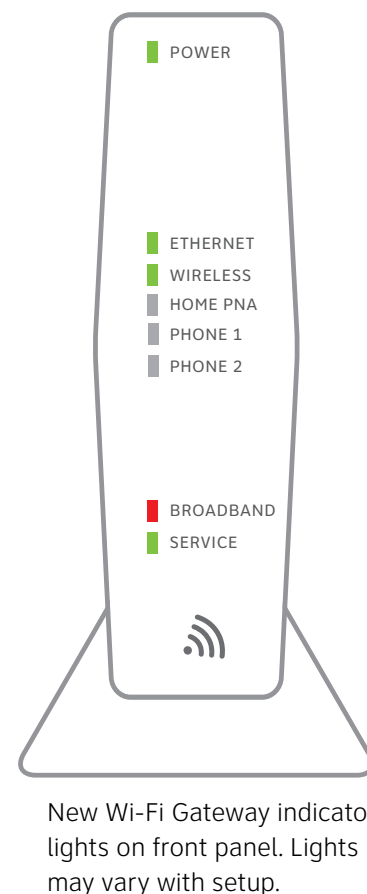
• Approximate time: 1–5 minutes



Your Wi-Fi Gateway is now powering up. 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.

- A.** When complete, the Service light will begin flashing, then turn to solid green. If the Service light does not turn solid green or continues to blink after 5 minutes, see **Need more help?** on the back of this guide.
- B.** For U-verse TV, restart your TV receivers after the Service light is solid green. Go to each TV and hold down the Power button on the U-verse receiver and DVR for 10 seconds.

**NOTE:** Live TV may take a few minutes to display. If TV does not respond refer to **Need more help?** on the back of this guide.



# 4. Easy return

• (Refer to return instructions in your kit.)

- A.** Avoid unnecessary charges by returning your equipment to AT&T at no charge to you within 21 days.
- B.** Two no-cost-to-you return options:
- **Option 1:** Do it yourself. Pack, label and drop-off your equipment
  - **Option 2:** Let *The UPS Store* pack and ship your equipment

Refer to the Easy Return Instructions in your Kit.

