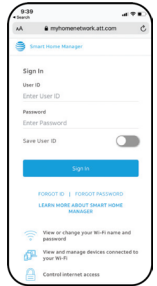


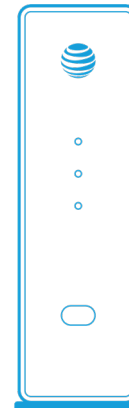
# Installing your AT&T Internet made easy

## Before you get started

- Wait until 2 p.m. on your service activation date (located on your packing slip) to get started
- Download the Smart Home Manager app from your app store or [att.com/smarthomemanager](https://att.com/smarthomemanager)
- Sign in with your AT&T Access ID and password  
**OR** your account number and 4-digit passcode\*
- Locate the AT&T broadband jack in your home
- Unpack your kit



\*You need to have registered your account to have an Access ID.



Wi-Fi Gateway



**GREEN**  
cable



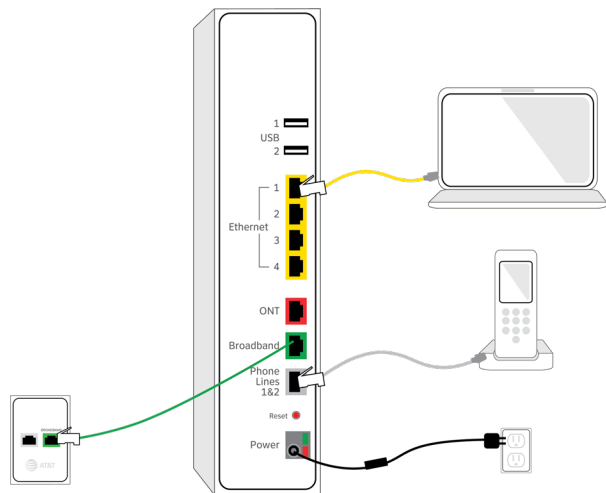
**YELLOW**  
Ethernet cable  
(optional)



**GRAY** cable  
(AT&T phone  
service)



**BLACK**  
Power supply  
(2 parts)



## 1. Connect your new Gateway

**Locate the AT&T broadband jack in your home.**

**Then connect:**

The **GREEN** cable to the **GREEN** Broadband (DSL) ports on both the Gateway and wall jack.

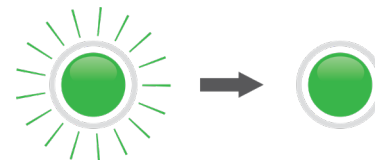
**For wired connection only (optional):**

The **YELLOW** Ethernet cable from the Gateway's **YELLOW** Ethernet port to your computer.

**If you have digital phone service, connect:**

The **GRAY** cable from the Gateway's Phone Lines 1 & 2 port to your phone.

The **BLACK** power supply from the Gateway to an electrical outlet.



## 2. Power up

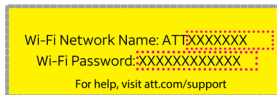
It will take about 10 minutes for your Gateway to power up. Wait for the Broadband and Service lights to turn solid green.

*Note:* If this doesn't happen, see the Troubleshooting section.



### 3. Set up your Wi-Fi®

On your mobile device or computer, go to **Settings**, select your **Wi-Fi Network Name (SSID)**, then enter the **12-character password** from the sticker on your Gateway.



If you already registered online, you should be good to go. If not, open your browser and follow the online instructions to complete registration.

**Note:** If registration doesn't start automatically, go to [att.net/uverse](http://att.net/uverse).



### 4. Customize your network with the Smart Home Manager app

Open the Smart Home Manager app on your device or go to [att.com/smarthomemanager](http://att.com/smarthomemanager) to personalize your Wi-Fi network name and password.

Then, on your device, connect your additional devices by entering your personalized Wi-Fi network name and password.

#### See who's on your network and do all kinds of cool things, like:

- Personalize your Wi-Fi name and password
- Invite friends to your network with text or email
- Customize your device names, like "Clark's smartphone"
- Monitor and manage your network performance and signal strength

Data rates may apply for app download and usage. AT&T Smart Home Manager is free for available AT&T Internet service customers with a compatible AT&T Wi-Fi Gateway. Features may depend upon Gateway models.

# Troubleshooting

## My Gateway Broadband light doesn't turn solid green during power-up.

**Check the service activation date.** You can only install service on your service activation date (noted on your packing slip).

**Check your connections and the power.** Make sure cables and cords are connected properly and securely. The power light on the Gateway should be green; if not, try another outlet.

**Power down, power up.** Unplug the **BLACK** power supply from the Gateway. Leave it unplugged for 15 seconds, then plug it back in. Allow up to two minutes for the lights to turn solid green.

## My Gateway Service light (if applicable) doesn't turn solid green during power-up.

**Power down, power up.** Unplug the **BLACK** power supply from the Gateway. Leave it unplugged for 15 seconds, then plug it back in. Allow up to two minutes for the lights to turn solid green. If the light is still red, contact us for technical support.

## My Gateway Power light is amber.

Don't worry—this is a normal part of the power-up process. Do not unplug any cables during this time.

## My phone doesn't have a dial tone. (For customers with digital phone service)

**Check the lights and the GRAY cable.** The Broadband light and the Service light should be solid green, and the **GRAY** cable should be plugged into the Phone Line port on the Gateway.

### Need help? Don't sweat it.

If you get stuck during your setup, we're here to help you get up and running!



[att.com/support](https://att.com/support)



800.288.2020

# Additional information

## Friendly reminder:

If your home phone service is provided through our fiber optic network, it needs electrical power to operate. Your Wi-Fi Gateway does not contain a battery backup so you should make sure you have one to keep you connected in the event of a power outage. Go to [att.com/batterybackup](https://att.com/batterybackup) for more information.

## Manage your account 24/7:

Download the myAT&T app at [att.com/myattapp](https://att.com/myattapp) from your mobile device.

## Accessibility support

### Alternate format guides:

Braille or large print: Call 800.288.2020 and request guide number ATT170700941-2

Accessible tagged PDF: Visit [att.com/userguides](https://att.com/userguides)

### Telephone equipment for visual and/or hearing impaired:

Phone: 800.772.3140

TTY: 800.651.5111

Repair Center: 800.288.2020

### Compatible with:

Any TTY/TDD devices with standard phone line

### ¿Hablas español?

Para ver a esta guía en español, visita [att.com/guias](https://att.com/guias) y haz clic en la pestaña Internet. Desplázate hacia abajo a donde dice "Guías de Reemplazo" y elije (ATT170700941-2).

AT&T supports IPv6 across our network, equipment, and devices. Visit [att.com/ipv6](https://att.com/ipv6) for more information.

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