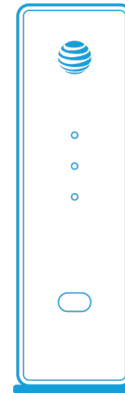




Installing your AT&T Internet made easy

Before you get started

Unpack your kit and make sure all items below are included.



Wi-Fi Gateway



GREEN
cable



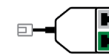
YELLOW
Ethernet cable (optional)



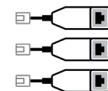
GRAY
cable
(AT&T phone service)



BLACK
Power supply
(2 parts)

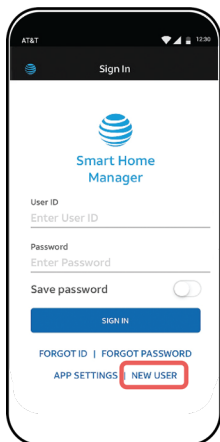


Dual-port
filter



Single-port
filters (3)

Four easy steps



1. Register

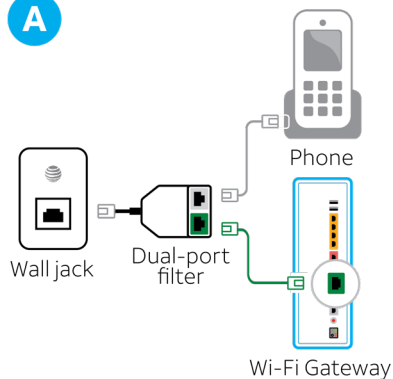
If you've already preregistered your Internet service, skip to step 2.

- Download the **AT&T Smart Home Manager** from your app store or att.com/smarthomemanager
- Click **New User** to get started.
- Follow the process until you see **Registration complete**. You will return to the Smart Home Manager app later.
- Continue with step 2.

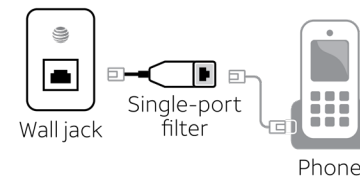
(This is different from setting up a user ID and password for myAT&T and must be completed for your Internet service to work.)

Data rates may apply for app download and usage. AT&T Smart Home Manager is available to AT&T Internet service customers with a compatible AT&T Wi-Fi Gateway. Limited to home Wi-Fi network. Features may depend upon Gateway model. May not be available on every model. Please visit att.com/shm for more details.

A



B



2. Install Phone Filters

If you have digital phone service, skip to step 3.

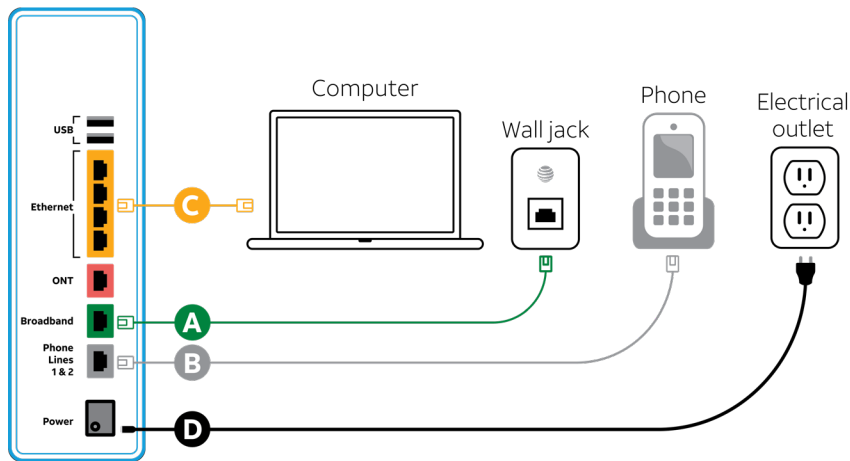
Install filters for traditional home phone service.

A

Gateway and phone:
Use dual-port filter.

B

Phone or fax only:
Use single-port filter.



3. Connect your Gateway

Wait until **2 p.m.** on your service activation date (see packing slip).

Connection options:

Digital home phone service/no phone service

- A** Connect the **GREEN** cable from Broadband (DSL) port to the wall jack.

Digital home phone service only

- B** Connect the **GRAY** cable from the Phone Lines 1 & 2 port to the phone.

Wired connection only (optional)

- C** Connect the **YELLOW** Ethernet cable port to the computer.

For all services

- D** Connect the power supply to the electrical outlet.

Wait about **15 minutes** for the Gateway to power up and update.



The Broadband and Service lights will turn solid green. (If not, see the Troubleshooting section.)

4. Set up your Wi-Fi®



Personalize your Wi-Fi network name and password through the Smart Home Manager app.

- Open the Smart Home Manager app and sign in.*
- Select **Help** within the app.
- Follow the guided prompts to set up your Wi-Fi.

**If you've already registered, sign in through the main login with your user credentials.*

Let the **Virtual Assistant** help with all your Internet needs. Get guided help with common new customer tasks, like turning on guest Wi-Fi, setting up parental controls, and connecting additional devices.

Troubleshooting

I don't have a smartphone or tablet to download the Smart Home Manager app.

Go to att.com/smarthomemanager from any computer to register through the desktop version. You will need working Internet to access the page.

I don't have cellular data service to register through the Smart Home Manager app.

Once your Gateway is connected and powered up, you may register online using your home Internet connection at att.net/uverse.

For wireless connections: Go to the **Settings** on your mobile device or computer. Select your **Wi-Fi Network Name (SSID)** and enter the **12-character password** from the yellow sticker on your Gateway.

For wired connections: Plug the **YELLOW** Ethernet cable into the Gateway.

My Power light is amber.

This is a normal part of the power-up process. Do not unplug any cables during this time.

My Broadband light isn't solid green during power-up.

Check the [service activation date](#). You can only set up your service after 2 p.m. on the activation date (see packing slip).

Check the [connections and power](#). Make sure the **GREEN** cable is plugged into a working wall jack, and all cables and cords are connected properly and secured.

Unplug the power for 15 seconds and then plug it back in. Wait 15 minutes for lights to turn solid green. If it's red, try another outlet or a different wall jack.

My Service light (if applicable) isn't solid green during power-up.

Unplug the power for 15 seconds and then plug it back in. Wait 15 minutes for the lights to turn solid green. If it's still red, contact us for support.

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

Check the [lights and the GRAY phone cable](#). The Broadband light and the Service light should be solid green, and the **GRAY** phone cable should be plugged into the Phone Lines 1 & 2 port on the Gateway.

I hear static on my phone line. (For traditional phone service only)

Make sure the [filters are properly installed on all wall jacks with connected devices](#) (including wall-mounted phones).

Additional information

Accessibility support

Alternate format guides:

Braille or large print: Call 800.288.2020 and request guide number ATT180450947-3.

Accessible tagged PDF: Visit att.com/userguides

¿Hablas español?

Por favor visita att.com/guias y haz clic en "Ver en español" al final de la pagina. También puedes ver la siguiente guía ATT180450947-3 para más detalles.

Stuck? Don't sweat it.



att.com/smarthomemanager



att.com/support



800.288.2020

© 2020 AT&T Intellectual Property. All rights reserved. AT&T and Globe logo are registered trademarks of AT&T Intellectual Property. All other marks are the property of their respective owners.

IPDSL SLF INSTL GDE 07/20



ATT180450947-3