You got this!

Installing your AT&T Internet

Do this before you take off.

✓ Wait until 2PM

on your service activation date (located on your packing slip) to get started.

✓ Prepare to log in

Get your AT&T Access ID and Password OR your Account Number and 4-digit Passcode

✓ Unpack your kit

POWER
ETHERNET
WIRELESS
PHONE 1
PHONE 2
USB
BROADBAND
SERVICE

Wi-Fi Gateway

Dual-port filter

3 single-port filters

Green data cable

Yellow Ethernet cable

Gray cable (for AT&T phone service)

Power cord (2 parts)

Get started by downloading the Smart Home Manager app
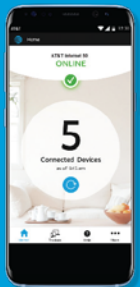
> Make sure you've registered for your service.

> Go to **att.com/smarthomemanager**

> Sign in with your AT&T User ID (Access ID) and Password.*

AT&T Smart Home Manager gives you easy access to your home network info in one convenient spot.

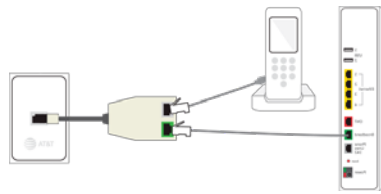See who's on your network and do all kinds of cool things, like:

- 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 and signal strength

Four easy steps and you'll look like a hero.
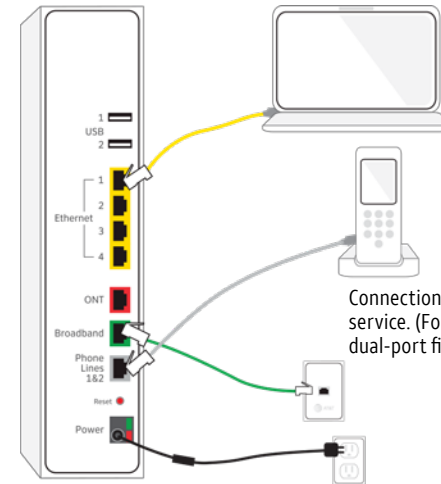
A

B
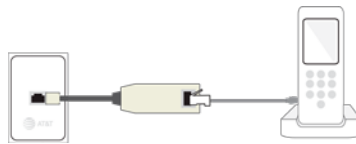
C

Connection shown for digital phone service. (For traditional phone service use dual-port filter to connect as shown in 1A.)

1 Install Filters

If you have digital phone service:

Skip to Step 2.

If you have traditional phone service:

Plug filters into any phone jacks before connecting your Gateway, as follows:

A. **Gateway and phone:** use dual phone filter

B. **Phone or fax only:** use single port filter

2 Connect your Gateway

Simply connect your color-coded cables as follows:

GREEN data cable from Gateway's **GREEN** Broadband (DSL) port to:

- **For digital phone service or no phone service:** your wall jack
- **For traditional phone service: GREEN** Broadband (DSL) port on the dual-port filter

GRAY cable from:

- **For digital phone service:** Gateway's Phone Lines 1 & 2 ports to your phone
- **For traditional phone service:** your phone to the Phone port on the dual-port filter

For wired connection only:

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

BLACK power cord to the Gateway and to an electrical outlet

Wait about 10 minutes for your Gateway to power up. The Broadband and, if applicable, Service lights will turn solid green.

Note: If the Service or Broadband lights do not turn solid green, see the Troubleshooting section.
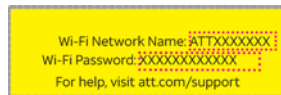
3 Set up your Wi-Fi®

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

> Wi-Fi Network Name: ATTXXXXXXX
> Wi-Fi Password: XXXXXXXXXXXX
> For help, visit att.com/support

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.**

4 Customize your network with Smart Home Manager

Open the Smart Home Manager app on your device or go to **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.

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

✅ **Check service activation date**
You can only install service after 2 PM on your service activation date (noted on packing slip).

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

✅ **Power down, power up**
Unplug the power cord from the Gateway. Leave it unplugged for 15 seconds, then plug it back in. Allow up to two minutes for 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 power cord from the Gateway. Leave it unplugged for 15 seconds, then plug it back in. Allow up to two minutes for 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 lights and phone cable**
Broadband light and Service light (if applicable) should be solid green, and gray phone cable should be plugged into the Phone Line port on the Gateway.

I hear static on the phone line *(for traditional phone service only).*

✅ **Make sure filters are properly installed** on all phone jacks with connected devices (including wall-mounted phones).

Need help?
Don't sweat it.

If you happen to get stuck during your setup, we're here to help you through the process so you can get everything up and running ASAP!

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** for more information.

Manage your account 24/7

Download the myAT&T app at att.com/myattapp from your mobile device.

Accessibility support:

Alternate format guides:
- Braille or large print: call **800.288.2020** and request guide number ATT180450947
- Accessible tagged PDF: visit **att.com/userguides**

Telephone equipment for visual and/or hearing impaired:
- Phone: 800.772.3140   - TTY: 800.651.5111

Repair Center:
- Phone: 800.288.2020

Compatible with:
- Any TTY/TDD devices with standard phone line

¿Hablas español?

Para ver a esta guia en español, visita att.com/guias y haz clic en la pestaña Internet. Desplázate hacia abajo a donde dice "Guías de Reemplazo" y elije (ATT180450947).

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

ATT180450947

IPDSL New Install