AT&T Internet and Phone
Wi-Fi Gateway Replacement

Reminder:
• Your Wi-Fi Gateway does not contain a battery backup.
• Battery backup is available for purchase from third-party manufacturers and retailers to keep you connected in the event of a power failure. Visit att.com/batterybackup for more information.

Get started
Approximate installation time: 40 minutes

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

In the box:

- Wi-Fi Gateway
  (Front View)

- Power Cord
  (2 parts)
1. **Set up**

   **Approximate time: 15 minutes**

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

   **A.** Unplug power cord from existing Wi-Fi Gateway
   - Set power cord aside
   - 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.** Remove yellow sticker covering the Power port of new Wi-Fi Gateway
   - Connect new 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.

2. **Power up**

   **Approximate time: 10–15 minutes**

   **Your** Wi-Fi Gateway is now powering up. During this time (up to 15 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.

   When complete, the Service light will turn solid green for at least a minute.
   If the Service light does not turn solid green or continues to blink after 15 minutes, see Having Trouble? on the back of this guide.

   **NOTE:** Your TV may take a few minutes to display. Check your TV for service. If your TV does not respond, refer to Having Trouble? on the back of this guide.

3. **Go Wi-Fi**

   **Approximate time: 10 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 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 you receive a “We were unable to restore your Wi-Fi Settings” message, the transfer may still be in progress. Wait another 5–10 minutes to check your Wi-Fi connection to the network in case your settings were restored.

   **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.

4. **Easy Return**

   **(Refer to return instructions in your kit)**

   **A.** Return your equipment at no cost to you within 21 days to avoid $150 charge.

   **B.** Take original Wi-Fi Gateway and power cord to nearest The UPS Store. Bring your AT&T account number located on your packing slip. Please do not return other devices (e.g., backup battery, etc.).

5. **Smart Home Manager**

   **(For AT&T Internet customers only)**

   Learn how the Smart Home Manager can help you manage your Wi-Fi network information, connect devices to your network, and more.

   **The Smart Home Manager (SHM) Dashboard gives you easy access to all the network information you need:**
   - View your Wi-Fi network and devices connected
   - Easily reboot your Wi-Fi Gateway
   - Change your Wi-Fi network name or password

   **Access the Smart Home Manager**
   Log in with your AT&T ID and password that manages your AT&T Internet Account to have your network connections at your fingertips.

   **Need more control over your home network?**
   Go to https://myhomenetwork.att.com to see how you can easily manage all the devices in your home.
Having trouble?

No Internet or Voice:

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.

Wi-Fi Gateway Power light is amber: Don’t worry. This is a normal part of the power-up sequence.

No dial tone: Make sure your phone cable is plugged into the Phone Line port on the Wi-Fi Gateway.

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.

Manage your account:
Available 24/7, download the myAT&T app 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.

¿Hablas español?

Accessibility support:
• Alternate formats now available in large print or braille. Call 800.288.2020 and request your guide number (ATT150150901-6).
• 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 to find this guide: UV Pace 5268 with Voice Swap Guide.
• Device Compatibility Feature: Compatible with any TTY/TDD devices with standard phone line.

Need more help?

Visit att.com/support
Call us at 800.288.2020 and ask for “technical support.”

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