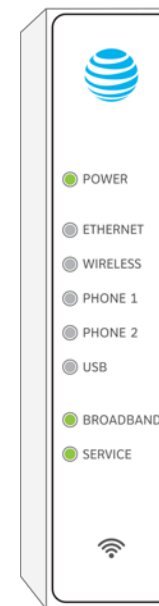# Ready, set, swap!

Replacing your Wi-Fi® Gateway

More than just a router. It's a fast lane for all your devices!

Before you start

✓ **Allow up to 20 minutes**

to install your Gateway. Your AT&T services will be unavailable while you're replacing your Gateway.

✓ **Unpack your kit**

POWER
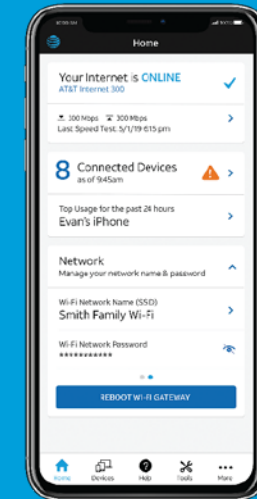ETHERNET
WIRELESS
PHONE 1
PHONE 2
USB
BROADBAND
SERVICE

Power cord
(2 parts)

Wi-Fi
Gateway

✓ **Prepare to log in**

Get your AT&T User ID and Password.

Get started
Download Smart Home Manager
More than just another set-up tool!

Go to **att.com/smarthomemanager** and sign in. Turn on notifications to keep up-to-date on your home network. And be sure to check out a few of the app features below:
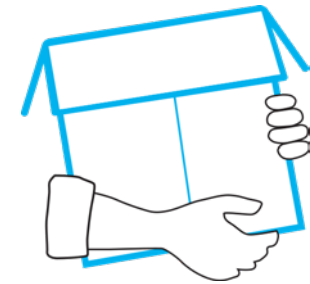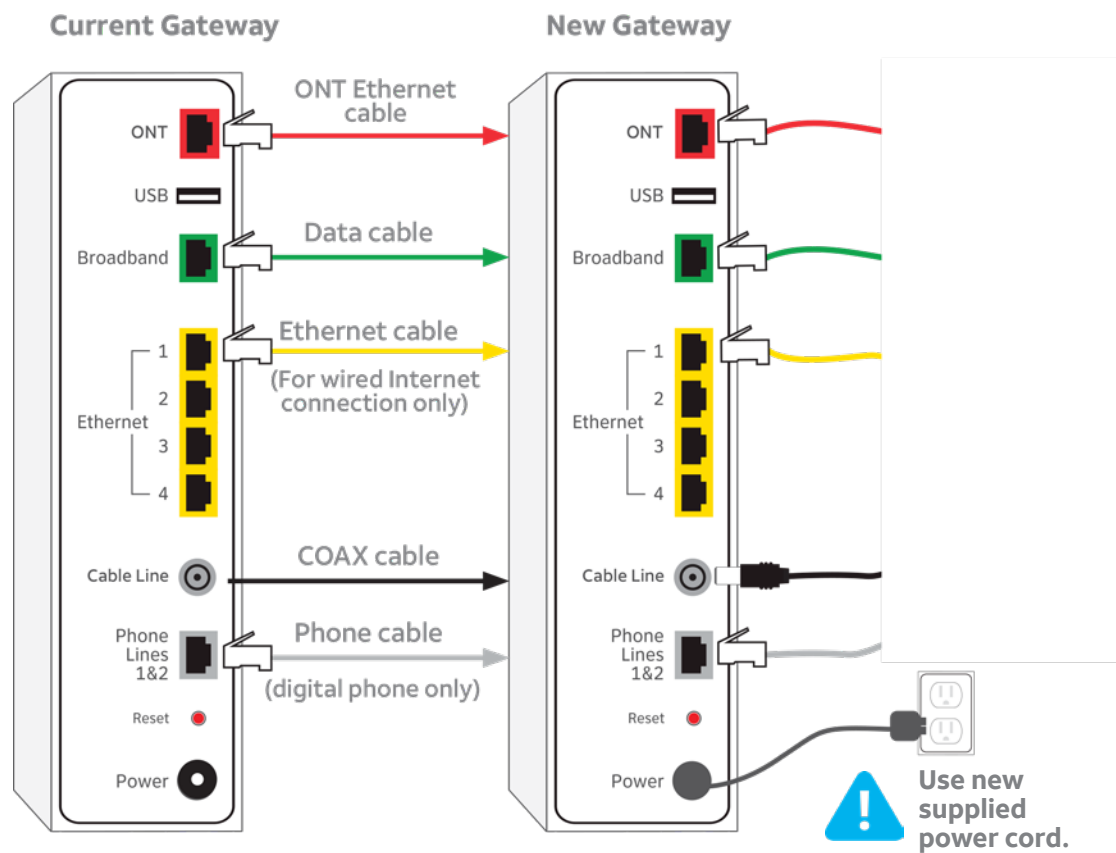
Smart Home Manager makes managing your home network and all your connected devices super easy!

- View and customize your Wi-Fi name and password

- Choose when your family uses your network with parental controls

- See how much data each device uses

- See who's on your network

- Test the speed of your internet connection

- Check for Wi-Fi dead zones and see if extenders can help improve your Wi-Fi coverage

Data rates may apply to 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 models.

May not be available on every model of Wi-Fi Gateway. Please visit **att.com/shm** for more details.

Current Gateway

- ONT
- USB
- Broadband
- Ethernet 1, 2, 3, 4
- Cable Line
- Phone Lines 1&2
- Reset
- Power

New Gateway

- ONT
- USB
- Broadband
- Ethernet 1, 2, 3, 4
- Cable Line
- Phone Lines 1&2
- Reset
- Power

ONT Ethernet cable

Data cable

Ethernet cable
(For wired Internet connection only)

COAX cable

Phone cable
(digital phone only)

⚠ **Use new supplied power cord.**

You may not have all of the cables/connections shown above. Your Gateway cables, connections, and ports may look different.

Easy as 1-2-3!

1 Connect your new Gateway

- Take a quick photo of your current connections for reference since your setup might be different from above.

- Place your Gateways side by side.

- Transfer your existing connections *one at a time* to your new Gateway, *except for the power cord*.

- Plug the **new power cord** into your new Gateway and then into an electrical outlet (not controlled by a light switch).

- Wait about **15 minutes** for your Gateway to power up and complete the start-up process.

2 Using your Wi-Fi

- Your Wi-Fi settings will automatically transfer from your old Gateway to the new one.

- Your wireless devices will connect to the Gateway again when the process is complete.

- Open the Smart Home Manager app to confirm your Wi-Fi settings have transferred.

- Since settings will not match the new Gateway's defaults, use the enclosed yellow sticker to update your Wi-Fi info and apply to the new Gateway.

Wi-Fi Network Name_____
Wi-Fi Password: _____
Manage settings: **att.com/SmartHomeManager**

3 Return your old equipment

Bring your equipment to The UPS Store® or FedEx® Office in a sturdy bag, tote or open box.

- Have your **9-digit Account Number** handy (noted on your packing slip or bill).

- Your equipment will be scanned, packed, labeled, and returned to AT&T.

- The carrier will give you a **receipt** and your return will be immediately noted to your account. Retain the receipt for your records.

Note: We need to receive your equipment within **21 days** of your replacement order date to **avoid non-return fees** ($150).

Find the closest locations:

FedEx® Office
www.fedex.com/attreturns
800.463.3339

The UPS Store®
www.theupsstore.com
800.789.4623

Troubleshooting

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

✅ **Check your cable connections**

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

✅ **Power down, power up**
Unplug the power cord from the Gateway. Leave it unplugged for 20 seconds, then plug it back in. Allow up to 15 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 20 seconds, then plug it back in. Allow up to 15 minutes for lights to turn solid green. If the light is red, power down and power up again. If it is still red, contact us for technical support.

My Wi-Fi Gateway Power light is amber.

✅ **Do not unplug the Gateway; this is a normal part of the process**

I can't connect after swapping my Wi-Fi Gateway.

✅ **Try rebooting or reconnecting** your connected devices. Or, in Smart Home Manager, select **Help** or **Assistant,** then **Restore Wi-Fi Settings.** (Any special configurations like port and IP settings will have to be set up manually.)

If you have an AT&T Wi-Fi Extender, in Smart Home Manager, **go to tools**, select **"Install Smart Wi-Fi Extenders**."

My TV Receivers are not responding.
(for U-verse® TV)

✅ **Check all your wired connections** and confirm Service light is solid green. Hold the TV receiver's Power button down for 10 seconds and release, then wait five minutes.

My AT&T Home Phone doesn't have a dial tone.
(for digital phone service)

✅ **Make sure** your phone cable is plugged into the Phone Line port on the Wi-Fi Gateway.

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/smarthomemanager

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 ATT180790948-2
- Accessible tagged PDF: go to **att.com/userguides**

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

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

¿Hablas español?

Por favor visita **att.com/userguides** y haz clic en "Ver en Espanol" al final de la pagina. También puedes ver la siguiente guía, ATT180790948-2 para más detalles.

ATT180790948-2

Swap Guide