



Wi-Fi® Gateway Replacement

self-installation guide

Reminder:

- Your new 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.

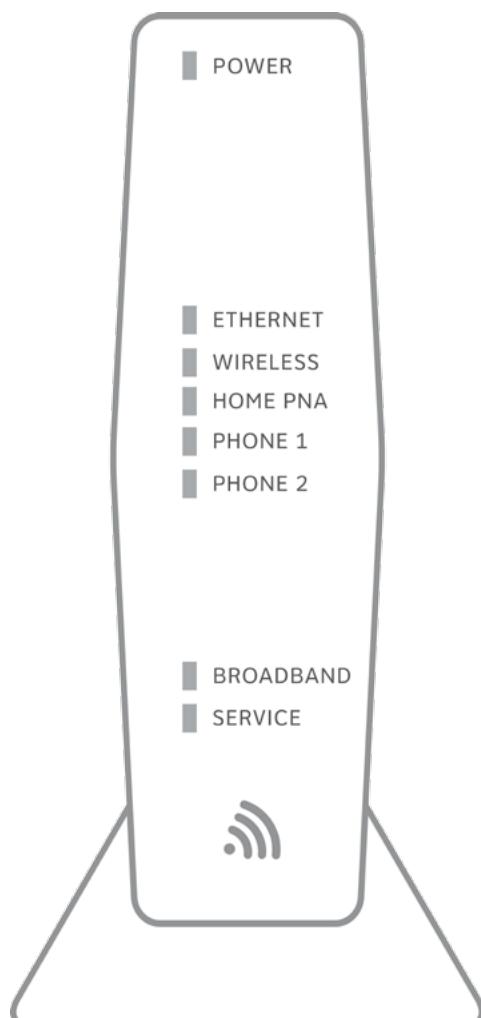
For use with Internet, Phone and TV

Get started

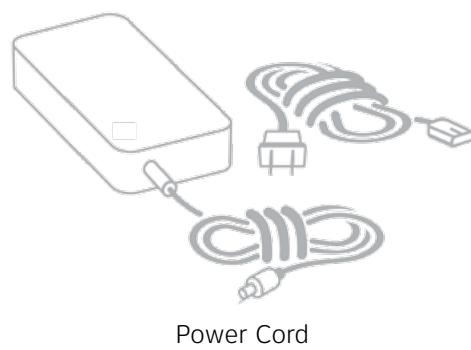
Total approximate installation time: 20 minutes

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

In the box:



Wi-Fi Gateway



Power Cord
2 parts

1 Set up

- Approximate time: 10 minutes



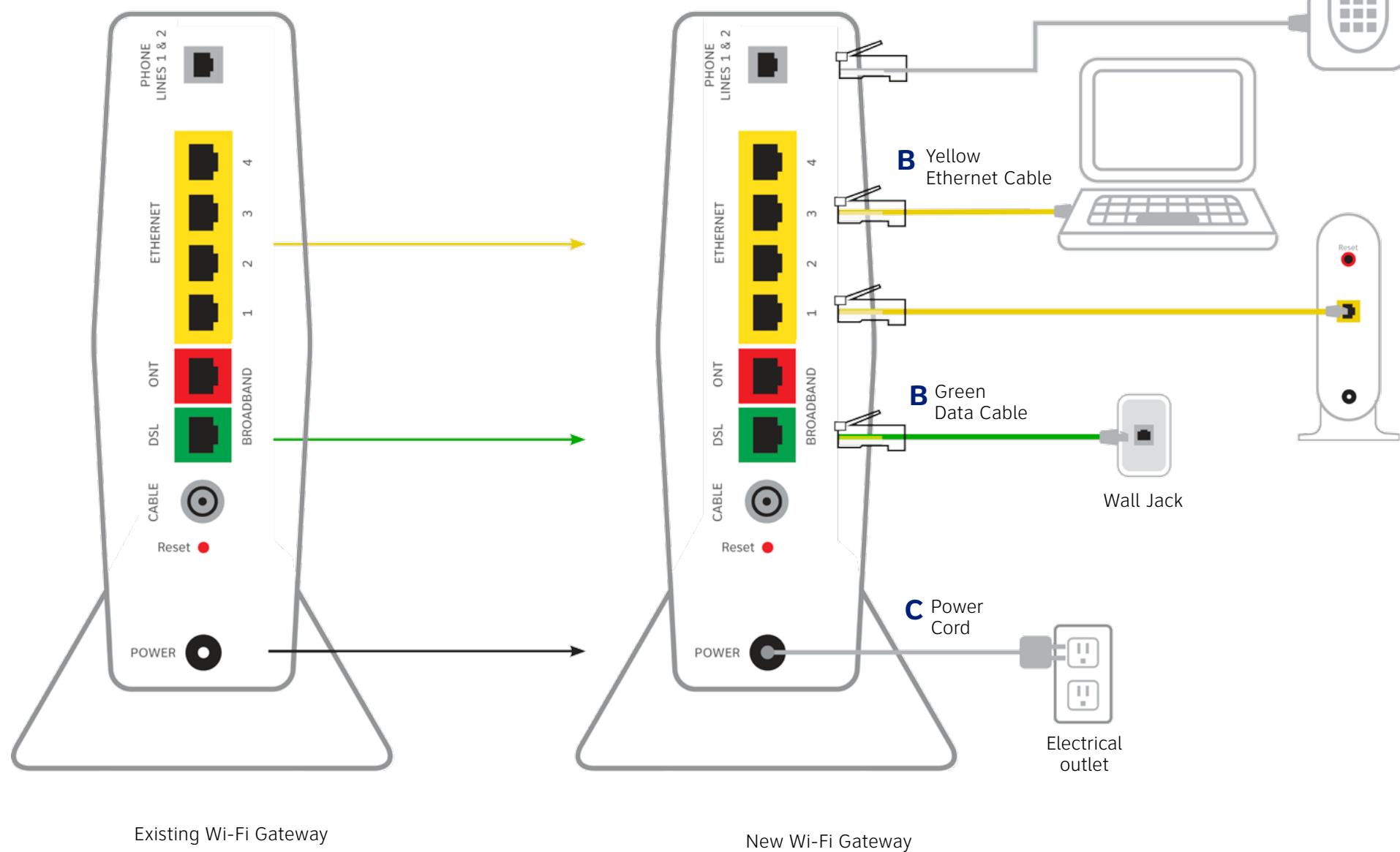
You will not have Internet and Phone services while you're replacing your Wi-Fi Gateway.

A. • Unplug power cord from existing Wi-Fi Gateway
• 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 excluding the existing power cord.

C. • Carefully read and remove yellow power sticker covering the Power port of new Wi-Fi Gateway
• Connect new Wi-Fi Gateway 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: 1-5 minutes

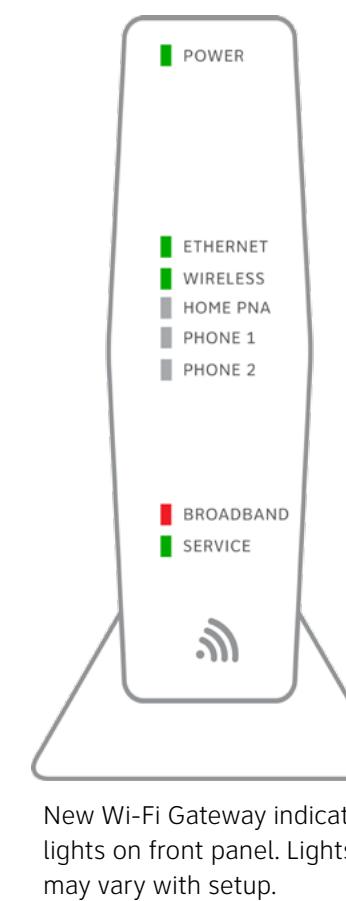
Your Wi-Fi Gateway is now powering up. During this time (up to 5 minutes), do not unplug the power cord or the green data cable, as this can permanently damage the Wi-Fi Gateway and significantly delay your service activation.

A. When complete, the Service light will begin flashing, then turn to solid green.

If the Service light does not turn solid green or continues to blink after 5 minutes, see **Need more help?** on the back of this guide.

B. For U-verse TV, restart your TV receivers after the Service light is solid green. Go to each TV and hold down the Power button on the U-verse receiver and DVR for 10 seconds.

NOTE: Live TV may take a few minutes to display. If TV does not respond refer to **Need more help?** on the back of this guide.



New Wi-Fi Gateway indicator lights on front panel. Lights may vary with setup.

3. Go Wi-Fi

- Approximate time: 1-5 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.

- Open a browser and go to ifix.att.com/restore
- Log in to your AT&T 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 Wi-Fi settings did not transfer or to use new Wi-Fi Network Name and Password, refer to the **Need more help?** section on the back of this guide.

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 a \$150 charge.

B. Take original 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.).

C. UPS will scan your equipment, provide a receipt, pack, and ship equipment to AT&T at no cost to you.

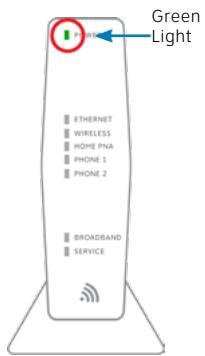


Need more help?

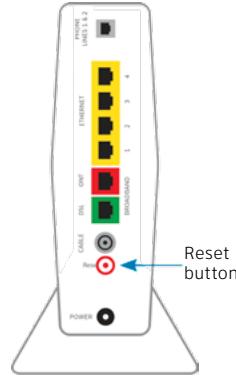
No TV or Internet service:



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

Support:

- For support, including live chat, go to att.com/support
- Call 800.288.2020

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.

Accessibility Support:

- Alternate formats now available in Large Print or Braille. Call 800.288.2020 and request your guide number (ATT122600849-5).
- 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 (ATT122600849-5 WIRELESS GATEWAY SWAP 3801 TO 3801 w/Voice).
- Device Compatibility Feature: Compatible with any TTY/TDD devices with standard phone line.

¿Hablas español?

Para ver esta guía (ATT122600849-5) en español, visita att.com/guias.

