AT&T Internet and Phone Wi-Fi Gateway Replacement

self-installation guide

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.
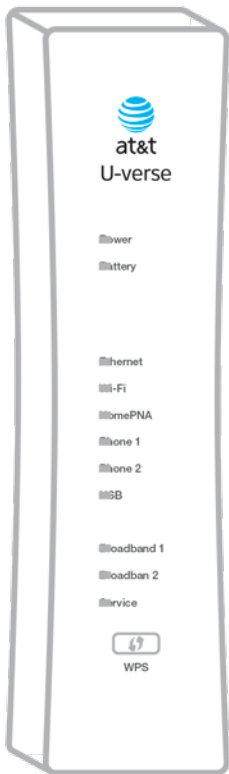
Get started

Approximate installation time: 40 minutes

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

In the box:

at&t
U-verse

Power
Battery

Ethernet
Wi-Fi
HomePNA
Phone 1
Phone 2
USB

Broadband 1
Broadban 2
Service

WPS

Wi-Fi Gateway
(Front View)

Power Cord
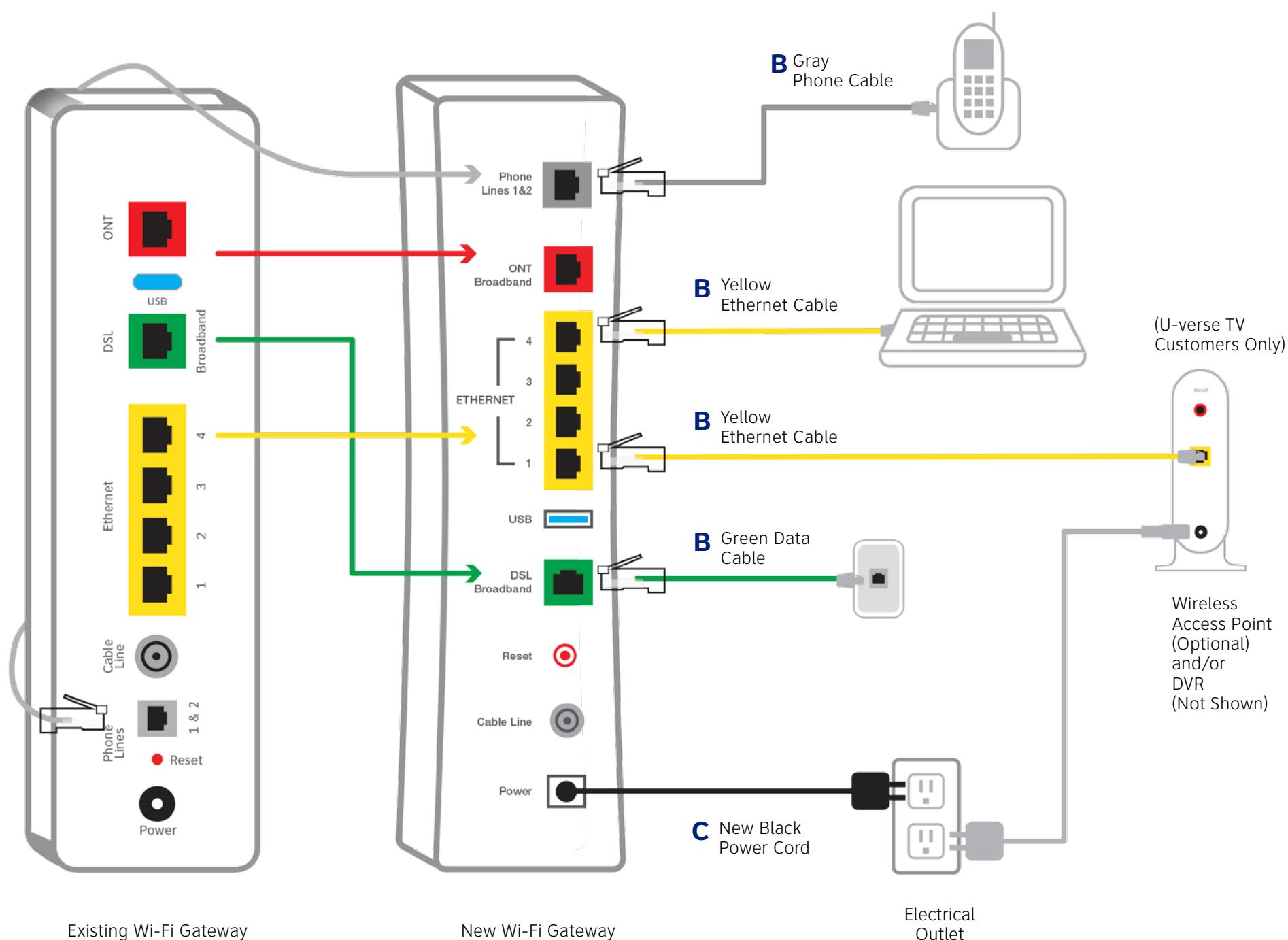(2 parts)

FPO

ATT150150901-5

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.

Existing Wi-Fi Gateway   New Wi-Fi Gateway

B Gray Phone Cable
Phone Lines 1&2

B Yellow Ethernet Cable
ONT Broadband

B Yellow Ethernet Cable

B Green Data Cable
DSL Broadband

C New Black Power Cord

Electrical Outlet

Wireless Access Point (Optional) and/or DVR (Not Shown)

(U-verse TV Customers Only)

2. Power up
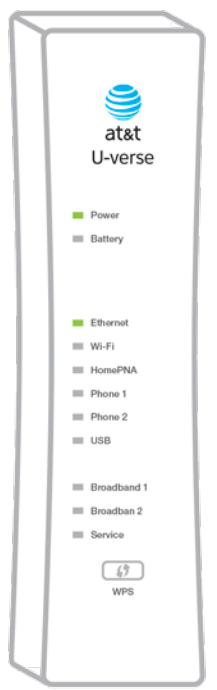
Approximate time: 10-15 minutes

⚠ 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.

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

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.).

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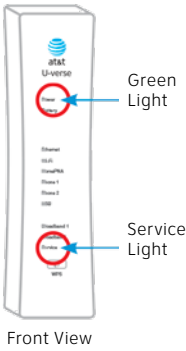
Having trouble?

No Internet or Voice:

Check your connections: Cables usually make an audible click when secure.

Green Light

Service Light

Front View

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.

Reset button

Back View

Power button

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.
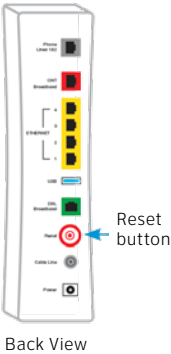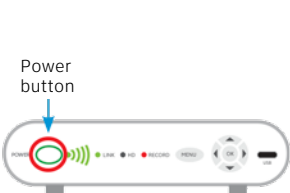
If your existing Wi-Fi settings did not transfer, you will need to set up a new Wi-Fi Network Name and Password. To do so, follow these steps:

- Use settings from new Wi-Fi Gateway yellow sticker
- Open your device's Wi-Fi connection settings, select your Wi-Fi Network Name, and enter Wi-Fi Password to connect
- Record and keep your Wi-Fi settings for future reference when connecting all your Wi-Fi devices

Wi-Fi Network Name: ATTXXXXXXX
Wi-Fi Password: XXXXXXXXXXXX

For help, att.com/support

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?
Por favor visita **att.com/uverseguias** *para ver la informacion en español. También puedes ver la siguiente guía:* ATT150150901-5/UV Pace 5268 with Voice Swap Guide *para más detalles.*

Accessibility support:
- Alternate formats now available in large print or braille. Call 800.288.2020 and request your guide number (ATT150150901-5).
- 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: 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."