



Wi-Fi® Gateway Replacement



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.

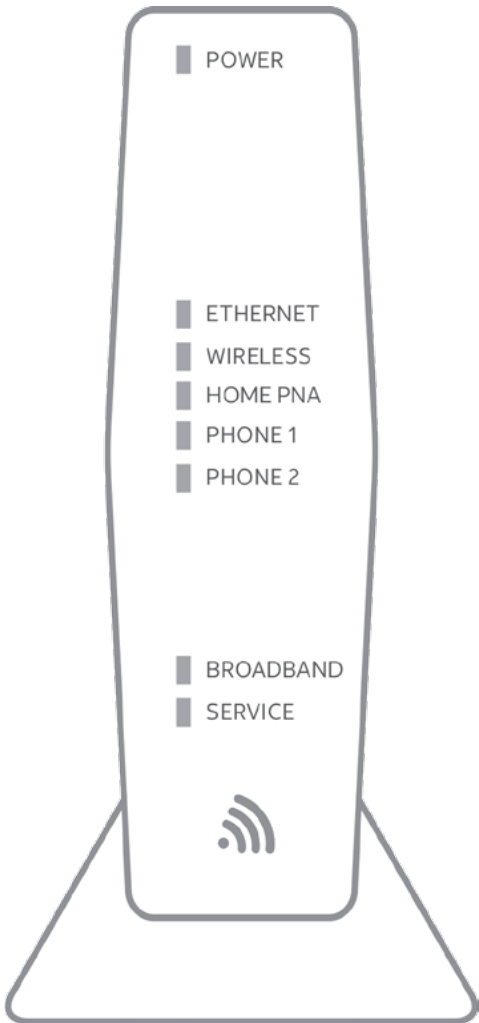
For use with Internet, Phone and TV

Get started

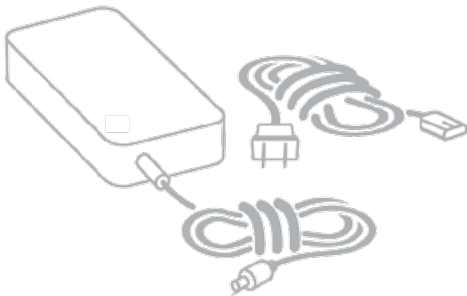
Total approximate installation time: 20 minutes

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

In the box:



Wi-Fi Gateway



Power Cord
2 parts



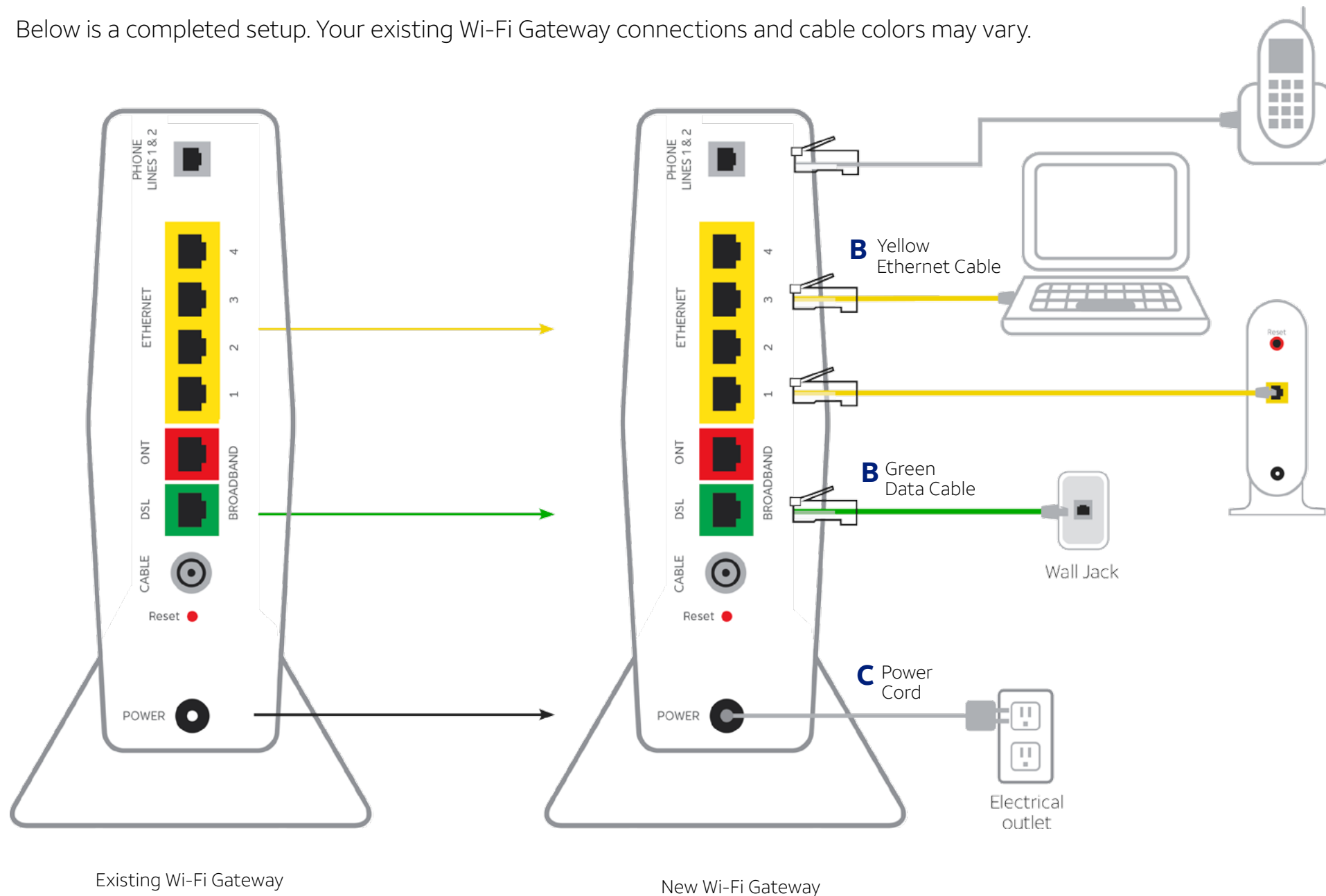
1. Set up

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 cable connection at a time from your existing Wi-Fi Gateway colored port to the corresponding color port on the new Wi-Fi Gateway
- 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 connections and cable colors may vary.



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 or Wi-Fi Network Key and enter your Wi-Fi Password to connect to your network
- Continue to **B**

B.

- Open a browser and go to **ufix.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 or Wi-Fi Network Key and Wi-Fi Password on separate yellow sticker from kit.
- Place new yellow sticker on or 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, follow these three steps:

- Use settings from your **NEW** Wi-Fi Gateway's yellow or black label.
- Open your device's Wi-Fi connection settings, select your Wi-Fi Network Name or Wi-Fi Network Key and enter the Wi-Fi Password to connect
- Record and keep your Wi-Fi settings for future reference when connecting all your Wi-Fi devices.



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.

2. Power up

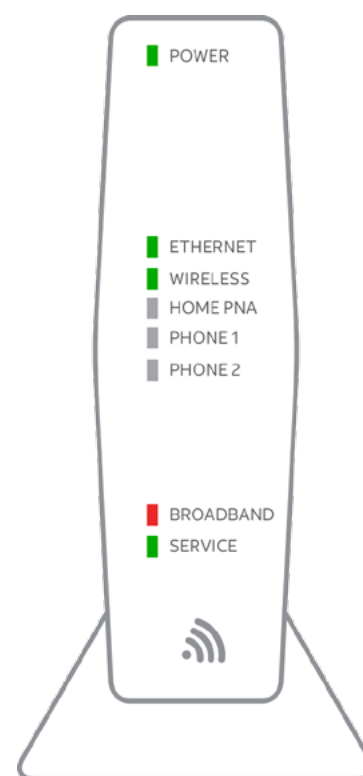
Approximate time: 1-5 minutes



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.

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.**

SHM Dashboard



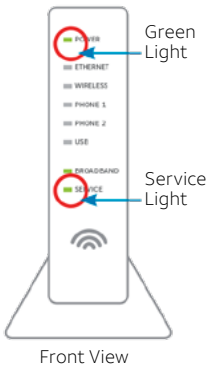
Having trouble?

No Internet service:

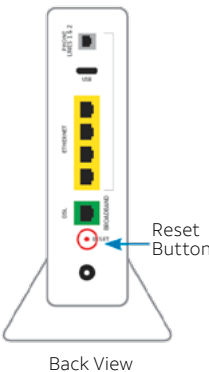


Check your connections:

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 the red reset button for 15 seconds.

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: ATTXXX

Wi-Fi Password: XXXXXXXXXXXX

For help, visit att.com/support

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

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 (ATT122600849-6).
- 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 (ATT122600849-6 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 (ATT122600849-6) en español, visita att.com/guias.

