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
   - 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

   **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
   - Connect new Wi-Fi Gateway power cord to Power port of new Wi-Fi Gateway

   **C.** Record existing Network Name or Password and Wi-Fi Gateway power
   - 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

   Below is a completed setup. Your existing Wi-Fi Gateway connections and cable colors may vary.

   ![Setup Diagram](image)

   ![Gateway Diagram](image)

   ![Wi-Fi Gateway Indicator Lights](image)

   ![Existing Wi-Fi Gateway](image)

   ![New Wi-Fi Gateway](image)

   ![Power Cord](image)

   ![Yellow Ethernet Cable](image)

   ![Green Data Cable](image)

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.
   - 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.

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

   ![Gateway Indicator Lights](image)

   ![Wi-Fi Gateway Connections](image)

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.

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](image)
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:** ATT XXXX

**Wi-Fi Password:** XXXXXXXX

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.