



Ready, set, swap!



Replacing your Wi-Fi® Gateway

Before you start

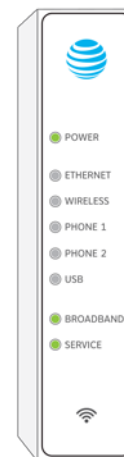
✓ Allow up to 20 minutes

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

✓ Prepare to log in

Get your AT&T Access ID and Password OR your Account Number and 4-digit Passcode.

✓ Unpack your kit



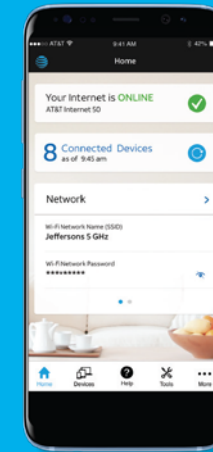
Wi-Fi Gateway



Power cord (2 parts)

Get started

Download Smart Home Manager



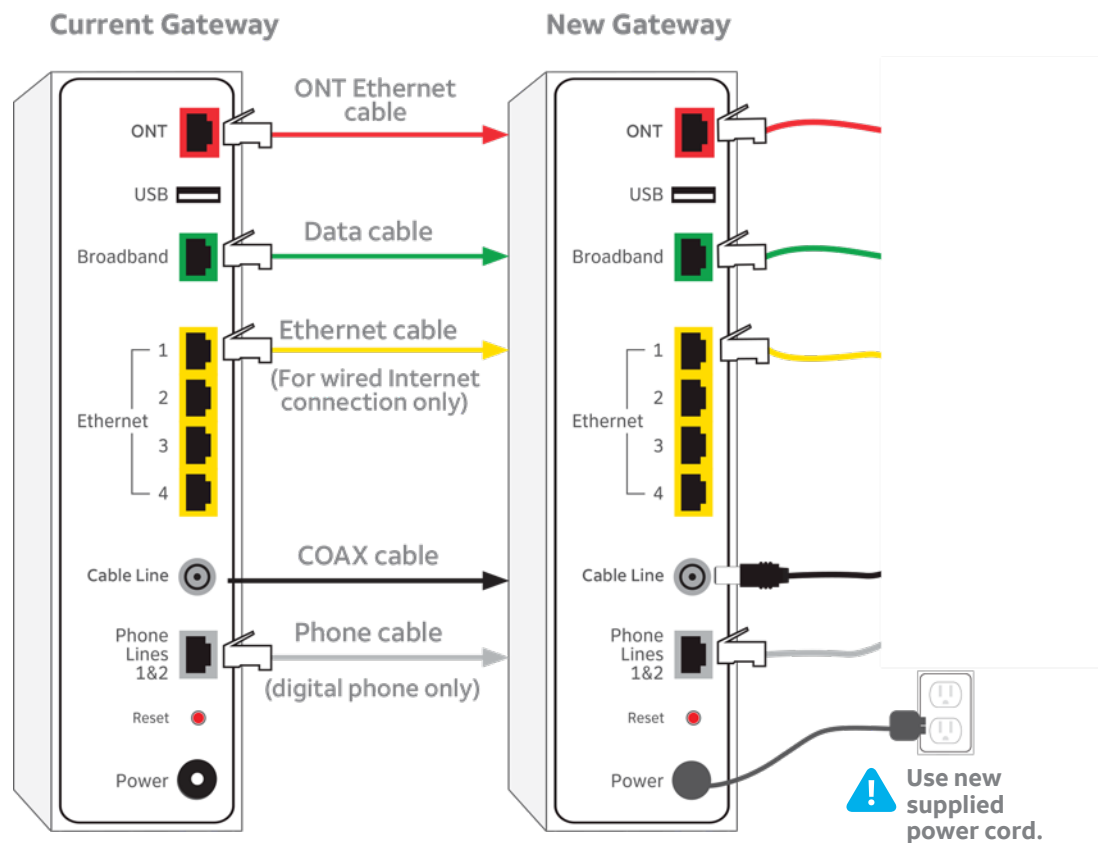
Go to att.com/smarthomemanager and sign in with your AT&T User ID (Access ID) and password.

Smart Home Manager makes managing your home network and all your connected devices super easy!

- View or personalize your Wi-Fi name and password
- See who's on your network
- Invite friends to your network with text or email
- Customize your device names
- Check your signal strength and manage your network performance¹

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.

¹May not be available on every model of RG. Please visit att.com/shm for more details.



Easy as 1-2-3!



1 Connect your new Gateway

- Take a quick photo of your current connections to refer to 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 to an electrical outlet (not controlled by a light switch).
- Wait about 15 minutes for your Gateway to power up.

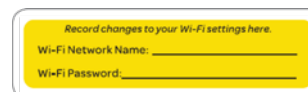


- **Broadband** light and **Service** light (if applicable)
- **Phone** light (for digital phone service only)

Note: If the Service or Broadband lights do not turn solid green, see the Troubleshooting section.

2 Set up your Wi-Fi

- Find the Wi-Fi Network Name (SSID) and password on your **new** Gateway (yellow sticker).
- Go to **Wireless Network Settings**, select your new **Wi-Fi Network Name** (SSID), then enter the 12-character **password** to connect.
- Open the **Smart Home Manager** app on your device or computer (or go to att.com/smarthomemanager).
- Select **Network** and choose **Main Wi-Fi Network settings**.
- Change the settings to your **old** Wi-Fi Network Name and Password or personalize it to something easier to remember.
- Write the info on the yellow sticker in your kit and put it on your new Gateway.



Then you can connect additional Wi-Fi devices.

Note: If you have trouble connecting after changing the settings, see the Troubleshooting section.

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.

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 15 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 15 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.

✓ This is a normal part of the process

I can't connect after changing my Wi-Fi settings.

✓ Try rebooting or reconnecting your connected devices. Or, in Smart Home Manager, select **Help**, then **Restore Wi-Fi Settings**.

My TV Receivers are not responding.

(for U-verse® TV)

✓ Confirm Service light on Gateway 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.

My power cord is damaged or needs to be replaced.

✓ Please call us for an authorized replacement.

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

Telephone equipment for visual and/or hearing impaired:

- Phone: 877.902.6350 - TTY: 800.772.2889

Repair Center:

- Phone: 800.288.2020 - TTY: 800.397.3172

Compatible with:

- Any TTY/TDD devices with standard phone line

¿Hablas español?

Por favor visita att.com/uverseguias para ver la información en español. También puedes ver la siguiente guía. ATT180790948 para más detalles.

AT&T supports IPv6 across our network, equipment and devices. Visit att.com/ipv6 for more information.



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Swap Guide

