Set up voicemail from your home phone
AT&T U-verse Voicemail incorporates the latest technology to save you time and money, no matter where you are or how you communicate.

To set up your voicemail from your home phone:
1. Dial *98 (or dial your home phone number).
2. Follow the prompts to set up your mailbox.
3. After creating your PIN, be sure to set up your authentication code. This will allow you to reset your PIN over the phone if you forget it.

After you have set up your voice mailbox, visit att.com/vmviewer for the option of automatic delivery of your voicemail messages to your qualifying Wi-Fi device or computer.

By downloading the AT&T Voicemail Viewer App, you can check your voicemail messages visually, choosing the order in which you listen to them or even reading your messages as Voicemail to Text.

To set up your voicemail from your home phone:
1. Dial *98 (or dial your home phone number).
2. Follow the prompts to set up your mailbox.
3. After creating your PIN, be sure to set up your authentication code. This will allow you to reset your PIN over the phone if you forget it.

Having trouble? Here are a few common issues to check:

- To manage phone features online:
  - Manage your U-verse Phone and Voicemail features

For more information on managing Phone Features or Voicemail Settings, go to att.com/uvfeatures

Manage your U-verse Phone and Voicemail features

To manage phone features online:
1. Log in to your online account at att.com/myatt
2. Click on HOME PHONE
3. Click on MANAGE FEATURES

To manage voicemail features online:
1. Log in to your online account at att.com/myatt
2. Click on HOME PHONE
3. Click on CHECK VOICEMAIL
4. Click on VOICEMAIL SETTINGS

For more information on managing Phone Features or Voicemail Settings, go to att.com/uvfeatures

Additional U-verse information

What is your Internet connection speed?
Our speed test is available to help you gauge the performance of your online experience.
Visit att.com/speedtest to determine the speed at which data is sent to or from your computer.

Manage your account:
Available 24/7, download the myAT&T app at att.com/myattp from your mobile device.

¿Hablas español?
Por favor visita att.com/versegudas para ver la información en español. También puedes ver la siguiente guía: ATT141210880-4 (Pace 5031 Internet + Voice Install Guide) para más detalles.

Need more help?
Visit att.com/verseupport
Call us at 800.288.2020 and ask for “U-verse technical support.”

Accessibility Support:
Alternate formats now available in large print or braille. Call 800.288.2020 and request your guide number (ATT141210880-4) in an alternate format. Additional accessibility support:
• Special Needs Equipment:
  - 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
• Device Compatibility Feature: Compatible with any TTY/TDD devices with standard phone line

High Speed Internet and Voice
Wi-Fi Gateway
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

Before you begin:
1. Check your service activation date
   Do not attempt to install your service until 2pm or later on the date provided to you by AT&T. This date is also located on your packing slip.

2. Do you have a monitored home security system or health alarm?
   If either of these apply to you, you will need an AT&T U-verse service technician to install your service. Call 800.288.2020 to schedule an appointment. Additional charges will apply for professional installation services from an AT&T U-verse service technician.

In the box:
- Power cord 2 parts
- Yellow Ethernet cable
- Green data cable
- Wi-Fi Gateway

Also needed:
- Packing slip
- Your 4-digit passcode. You received a separate letter confirming the 4-digit passcode you designated when placing your order.

Terms of Service
911 Acknowledgment form
AT&T U-verse Service Agreement
AT&T U-verse Voice User Guide
AT&T High Speed Internet User Guide
911 stickers

Approximate installation time: 30 minutes

Images are not to scale.
1. **Set up**
   Approximate time: 10 minutes

   **A.** Connect the gray phone cable from Phone Line 1 & 2 port of the Wi-Fi Gateway to your home phone.

   **B.** Connect the yellow Ethernet cable from one of the Wi-Fi Gateway’s Ethernet ports to your computer.

   **C.** Carefully read and remove yellow Power sticker covering the Power port of Wi-Fi Gateway.

   Connect power cord to Power port of Wi-Fi Gateway and into electrical outlet.

   Below is a completed setup. Your connections may vary.

2. **Power up**
   Approximate time: 1–5 minutes

   - Your Wi-Fi Gateway is now powering up. Wait up to five minutes for the Broadband and Service indicator lights to turn solid green.

   During this time, do not unplug the green data cable, as this can permanently damage the Wi-Fi Gateway and significantly delay your service activation.

   - If the Broadband and Service lights do not turn solid green or continue to blink after 5 minutes, see “Having trouble?” on the back of this guide.

3. **Registration & activation**
   Approximate time: 5 minutes

   **Customers who have already completed the U-verse online registration:**
   - Welcome to U-verse.
   - Activation of your high-speed Internet and voice services will be completed automatically.
   - The service activation may take a few minutes to complete.
   - Be sure to open a browser, go to a Web site, and check that you can access it.

   **Customers who have NOT completed the U-verse online registration:**
   - Open your Internet browser (Internet Explorer, Safari, etc.).
   - The online registration process will start automatically. If it doesn’t, enter att.net/uverse into your address bar.
   - Enter your Account Number (if requested) and passcode:
     1. Your Account Number is available on your order confirmation email or letter.
     2. Your passcode is the four-digit number you selected when you placed your order.
   - Follow the online instructions to complete your registration and activate your Internet and voice services.
   - Upon successful registration, you will see the following:
     Congratulations. Your AT&T U-verse services are now activated and ready to use!

4. **Go Wi-Fi**
   Approximate time: 10 minutes

   Write down the Wi-Fi Network Name (SSID) and Wi-Fi Password (Wireless Network Key) to configure additional Wi-Fi devices. This information is on the side of your Wi-Fi Gateway. The Wi-Fi Network Name consists of “ATT” plus the last three characters of the Wi-Fi Gateway’s serial number. Be sure to record this information in the form below.

   **Now configure your Wi-Fi network:**
   - Go to your computer’s “Wireless Network Settings” and refresh the network list.
   - Select your Wi-Fi Network Name (SSID) from the list. You may need to scroll through the list to find your Wi-Fi Network Name.
   - Enter the 10-character Wi-Fi Password (Wireless Network Key) in the Password field to connect to your network.

   Congratulations! You should now be connected to the Internet via Wi-Fi.