



# AT&T Fixed Wireless Internet

## User Guide



Get answers.  
Call 800.288.2020

Monday–Friday 7am–11pm CT,  
Saturday–Sunday 7:30am–11pm CT

# User Guide

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# Record your important information here for easy reference

With all your key information in one place, it's a snap to manage your account and get support when you need it.

## GENERAL INFORMATION

Name on account
Account number
4-digit passcode
AT&T Access ID
AT&T Access ID password

*Your AT&T Access ID lets you manage your account online. You can view and pay your bill, enroll in paperless billing, sign up for AT&T AutoPay, upgrade your account, get updates regarding your service, and much more.*

## WI-FI GATEWAY INFORMATION

Manufacturer
Wi-Fi® network name (SSID)
Wi-Fi password (wireless network key)
Device access code

We're always  
here to help.

Call 800.288.2020  
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Be sure to have your  
4-digit passcode ready  
when you call.



## > Support



Go to the **myAT&T app** on your mobile device.

You can download the app at **att.com/myattapp**, or text the word “**easy**” to **556699** for a link to download the app. *(Residential customers only)*



**att.com/support** for support, including live chat.



**800.288.2020**

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**att.com/fwinternet** for **Wi-Fi support**



## Additional support

### > Fixed Wireless Internet service

Go to **att.com/fwinternet** for FAQ support on topics like

- Slow browsing
- No Internet/no service
- Slow Wi-Fi
- Finding and changing your Wi-Fi network name and password

### > Support Plus

Support Plus is the single source for immediate, personalized technical solutions for your computer, connection, and home network support needs. With an active Support Plus subscription, you get virtually unlimited access and valuable tools to help solve technical issues with computer performance, viruses and malware, connections, and home wireless networking. Experts can help you by phone, by secure online remote PC-to-PC access, and by chat. You'll also have desktop access to the AT&T PC (or Mac) Maintenance toolbox.

#### > Residential customers:

Contact AT&T ConneCTech® at **866.294.3464**

#### > Business customers:

Call Tech Support 360<sup>SM</sup> at **866.397.5216**, or go to **att.com/pcdiagnostic**



## Accessibility support

- > **Telephone equipment for those with vision and/or hearing impairments**

Phone: **877.902.6350**

TTY: **800.772.2889**



## Resources and solutions

### Manage your account

- > **Residential customers**  
**myAT&T**

To manage your account 24/7, download the myAT&T app at **att.com/myattapp** or go to **att.com/myatt**.

- > **Business customers**

Call **800.321.2000** for help managing your account.

### User Guides/Guías Rápidas

- > Go to **att.com/userguides** for guides in English
- > Esta práctica guía rápida también está en español en **att.com/guias**

- > Alternate formats

Large print or braille: Call **800.288.2020**

Accessible tagged PDF: Visit **att.com/userguides**



Sign up for **paperless billing**! Conveniently store and retrieve up to 16 months of bills online while reducing your risk of identity theft. Go to **att.com/paperlessbilling** (*residential customers only*).



## > myAT&T for residential customers

Seconds count. Save time with the myAT&T mobile app. You can pay your bill, find your Wi-Fi network name and password, get support 24/7, and more.

### Get started

Download the free **myAT&T app** on your mobile device:

> Go to **att.com/myattapp** from your mobile device.

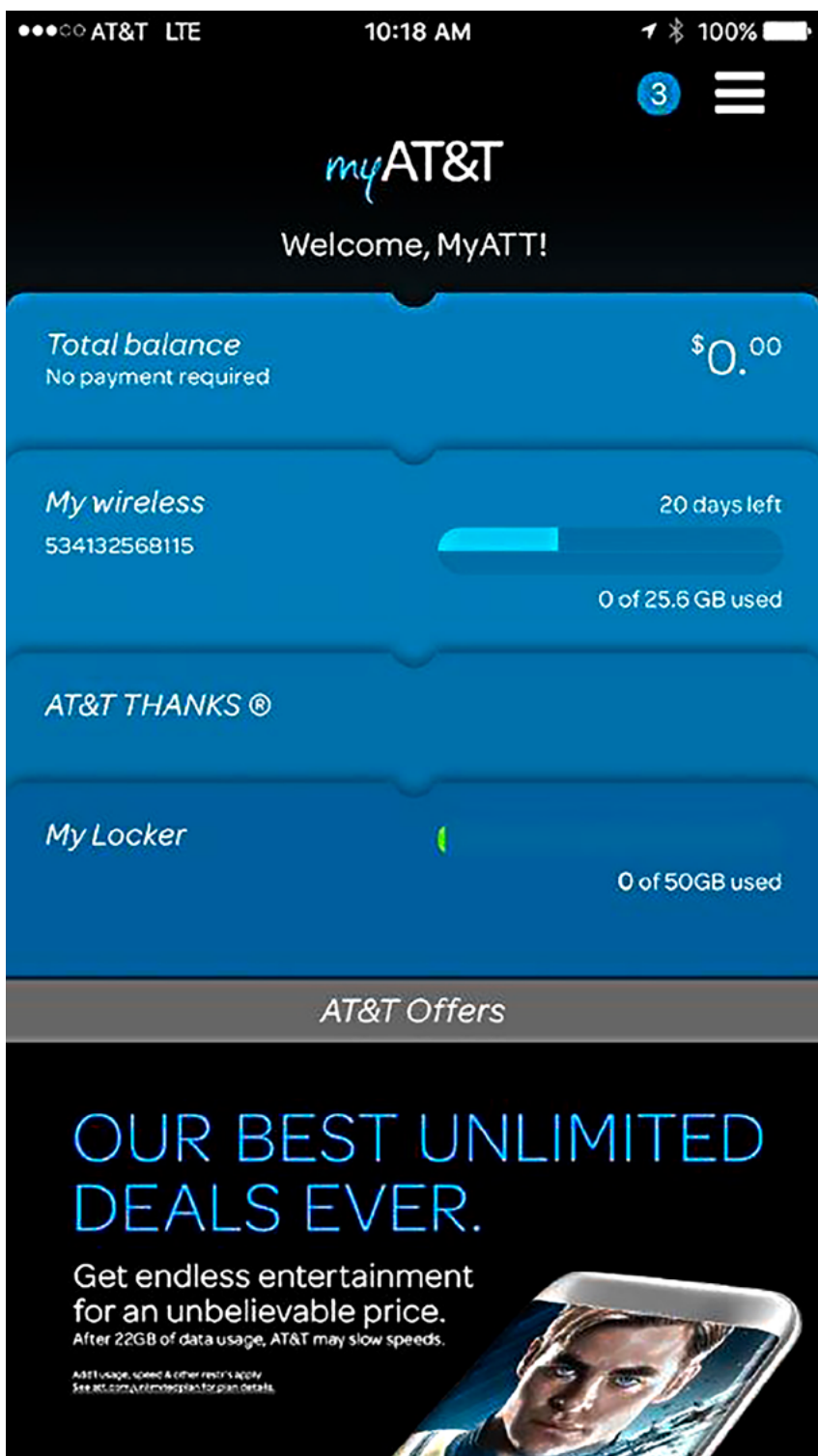
**OR**

> Text **“easy”** to **556699** from your AT&T mobile device for a link to download the app.

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### Access your account anytime

> Log in using your **AT&T Access ID** and **password**



#### Billing & payments:

Easy access to payment options and billing history anytime, virtually anywhere.

#### Update profile:

To help us keep you informed about important account changes, visit **[att.com/myatt](http://att.com/myatt)** and click **Profile** to update your email address and contact numbers.

# Fixed Wireless Internet

- > Connect
- > Maximize your service

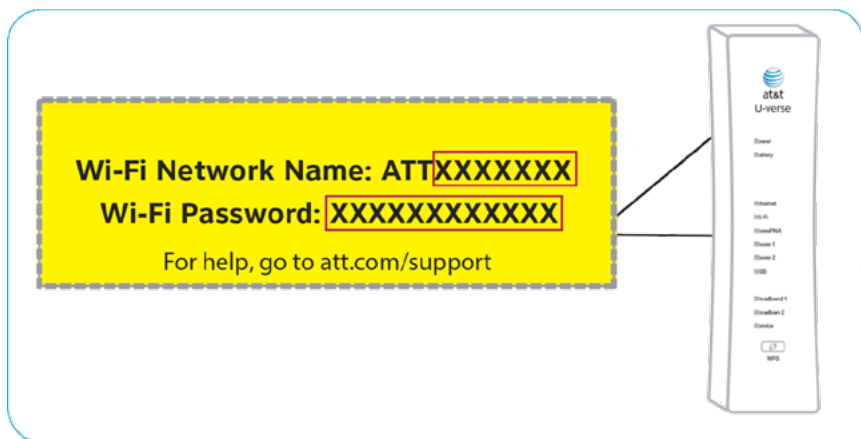


## > Connect

Go Wi-Fi® 

### 1. Find your Wi-Fi network name and password

The Wi-Fi network name (SSID) and Wi-Fi password needed to connect your devices to your home network are located on the **side of the gateway**. The Wi-Fi network name begins with “ATT” followed by several characters. See illustration below.



### 2. Set up your computer and devices

- > Go to your computer's **Wireless Network Settings** and refresh the network list.
- > Select your **Wi-Fi Network Name** from the list.
- > Enter the Wi-Fi password in the **Password** field.

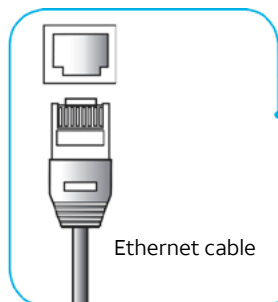
Repeat these steps to configure all of your Wi-Fi enabled devices.

**Note: If your computer doesn't have built-in wireless capability, install and configure a wireless adapter according to the manufacturer's instructions.**



### Connect via Ethernet

- > Connect an Ethernet cable to an available yellow Ethernet port on the Wi-Fi gateway.
- > Connect the other end of the cable to the Ethernet port of your computer, notebook, or printer.



### Connect other devices

Need to set up Internet-connectable devices, such as a security camera, game console, or other remote-access tool? Get easy setup instructions at [att.com/portforwarding](http://att.com/portforwarding)

> Maximize your service

## Maximize your 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**

## Optimize your network

Learn how to surf even faster with your super-reliable AT&T Internet connection.

> Visit **att.com/optimizefwi**

[illegible]



## READ THIS NOTICE

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### NOTICE: Radio Frequency Exposure Advisory

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Your Outdoor Wireless Antenna transmits radio frequency (RF) energy. This advisory and its information are required for compliance with Federal Communications Commission (FCC) RF exposure rules. The antenna is designed and manufactured to not exceed the limits for exposure to RF energy set by the FCC for an uncontrolled environment. It should be installed and operated to maintain a minimum separation distance of 20 cm between the antenna and any person and must not be co-located or operated in conjunction with any other antenna or transmitter.

#### FCC regulations

This device complies with Part 15 of the FCC Rules. Operation is subject to the condition that this device may not cause harmful interference.

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Contact AT&T for help, including possible reorienting or relocating the antenna

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.



**Need help?**

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