

AT&T Internet Wi-Fi® Gateway



Get started

Please allow up to 40 minutes for installation

Before you begin:



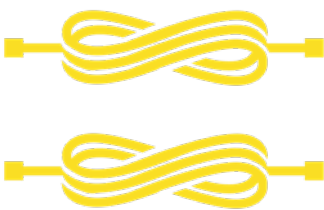
Check your service activation date and time

Do not attempt to install your service until **2pm or later** on the activation date noted on your packing slip.

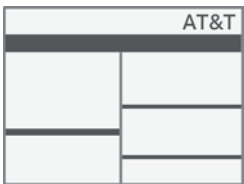
Included in your kit:



Wi-Fi Gateway



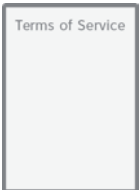
2 Yellow Ethernet cables



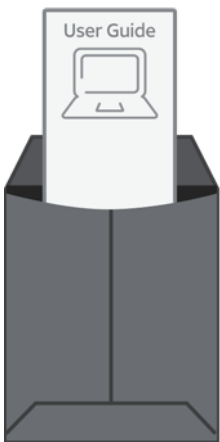
Packing slip



Power cord
2 parts



Terms of Service



Internet User Guide

You'll also need:



Your **AT&T Access ID** and **Password** that you use to sign in to your AT&T service accounts.

OR

Your **Account Number** and **4-digit Passcode**.
(See the separate email/letter you received confirming your Passcode after you placed your order.)

(Images are not to scale.)

FTTP GPON
01/18



1. Connect ONT

⌚ About 5 minutes

- A. Locate the Optical Network Terminal (ONT) in your home. (Common locations are near a wall jack, in the basement, in a phone closet, or in the garage.)
- B. Remove lower cover by pinching in sides and lifting out or sliding lower cover down. The green fiber connector should now be exposed.
- CAUTION:** Do not look into the end of the fiber connector as this can cause eye damage.
- C. Check your current ONT setup and cables. If the ONT power cord is missing or the equipment or cables appear damaged, please call us at 800.288.2020.
- D. Connect cables as follows:
 - Plug the green fiber connector into the green PON port (if it's not already connected)
 - Connect one of the yellow Ethernet cables to the yellow ONT port.
 - Connect the black power cord to the ONT and an electrical outlet and press in the ON/OFF button on the ONT.
- E. Wait for the ONT's POWER and PON lights to turn solid green.

NOTE: If both POWER and PON lights do not turn solid green, or if POWER light is red, call us at **800.288.2020** and ask for "technical support." If POWER light is off, check the power source and connection.

- F. Replace lower cover.



A



B



D

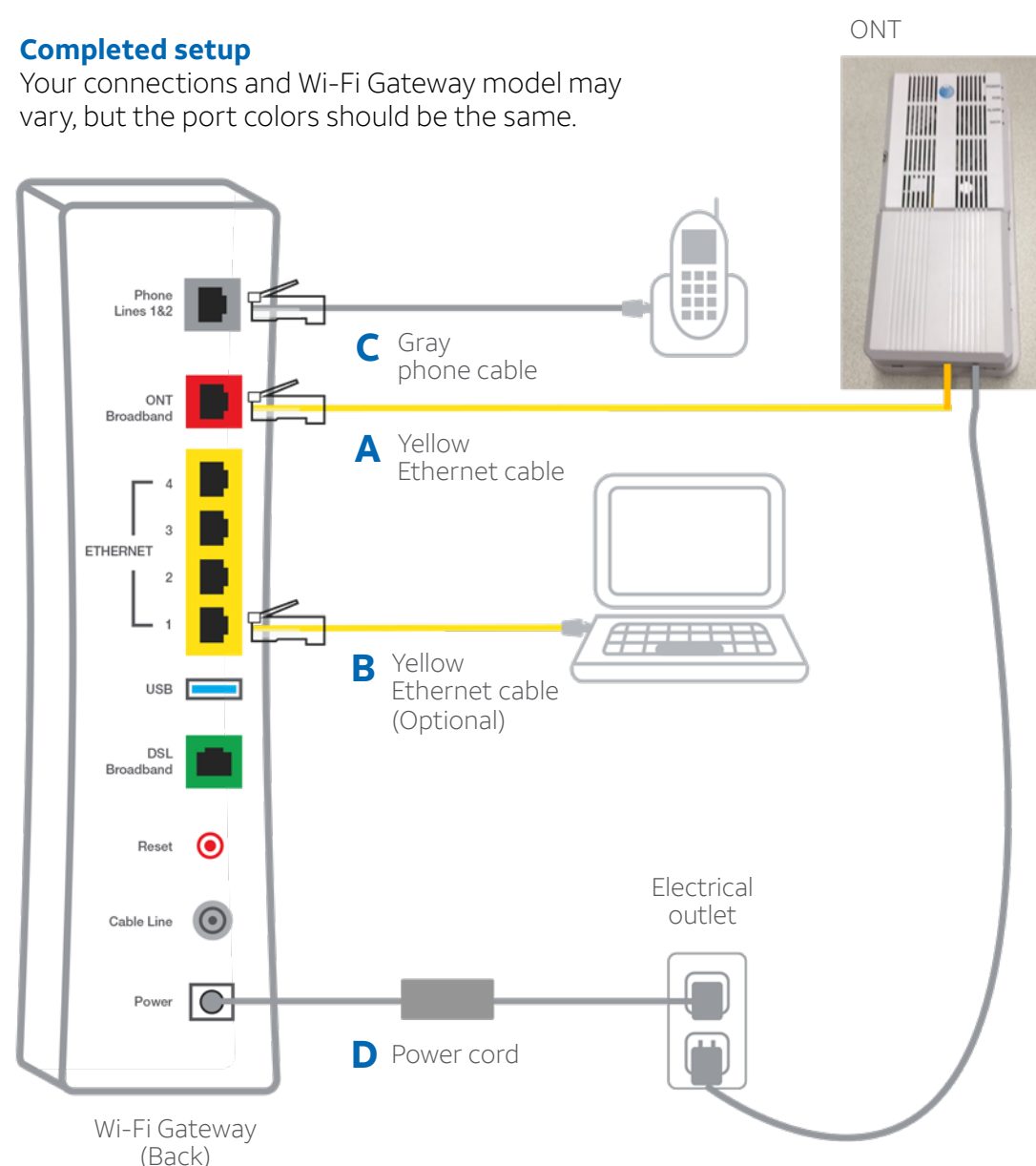
2. Set up

⌚ About 10 minutes

- A. Connect the other end of the yellow Ethernet cable to the Wi-Fi Gateway's red ONT Broadband port.
- B. **For wired connection only:** Connect the other yellow Ethernet cable from the Wi-Fi Gateway's Ethernet port to your computer.
- C. **If you have digital phone service,** connect the gray cable from the Gateway's gray Phone Lines 1 & 2 port to your phone.
- D. Connect the power cord into the Wi-Fi Gateway and then plug it into an electrical outlet.

Completed setup

Your connections and Wi-Fi Gateway model may vary, but the port colors should be the same.

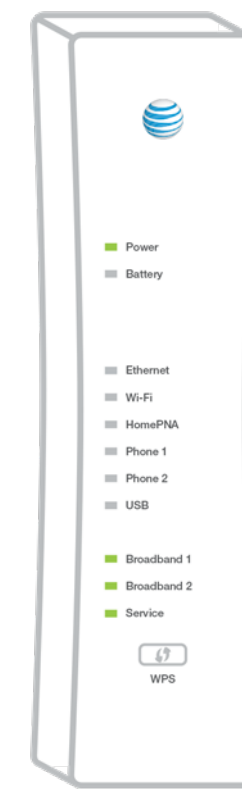


(Images are not to scale.)

3. Power up

⌚ About 10-15 minutes

- Your Wi-Fi Gateway is now powering up. Wait 10-15 minutes for the Broadband and Service indicator lights to turn solid green.
- If the Broadband and Service lights do not turn solid green after 15 minutes, see **Having trouble?** on the back of this guide.



Lights may vary with setup or Wi-Fi Gateway model.

4. Go Wi-Fi

⌚ About 5 minutes

- A. Locate the **Wi-Fi Network Name (SSID) and Password (Wireless Network Key)** on the side of your Gateway. (See Illustration.)
- B. Set up your computer or another Web-enabled device.
 - 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.)
 - Enter the 12-character **Wi-Fi Password** (Wireless Network Key) in the Password field to connect to your network.

Wi-Fi Network Name: ATTXXXXXXX
Wi-Fi Password: XXXXXXXXXXXXX
For help, att.com/support

NOTE: After you've completed setup, you can personalize your Wi-Fi Network Name and Password with the Smart Home Manager before connecting additional devices (see **Step 6**).

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

5. Registration & activation

⌚ About 5 minutes

- Did you already complete online registration?
 - Yes:** Service will activate automatically in a few minutes.
 - No:** Open your Internet browser (Internet Explorer, Safari, etc.) to start the online registration process. You will need your **AT&T Access ID** and **Password**, or **Account Number** and **4-digit Passcode**.
- NOTE:** If registration doesn't start automatically visit att.net/Uverse
- Follow the online instructions to complete your registration and activate your Internet service.



6. Download Smart Home Manager

- Go to **att.com/smarthomemanager** to download the AT&T Smart Home Manager (SHM) App on your smartphone or to access SHM from your computer.
- Sign in with your **AT&T User ID** and **Password**. (Your User ID is the Access ID that was emailed/mailed to you after you placed your order and may have been used during registration.)
- To personalize your Wi-Fi Network Name and Password to something that will be easier to remember, go to **Network** and click on the **Main Wi-Fi Network settings**.
- Then connect additional Wi-Fi devices, including any DIRECTV receivers or cell phones.

Smart Home Manager gives you easy access to your home network information in one convenient spot and can also be used to:



See who's on your Wi-Fi network.

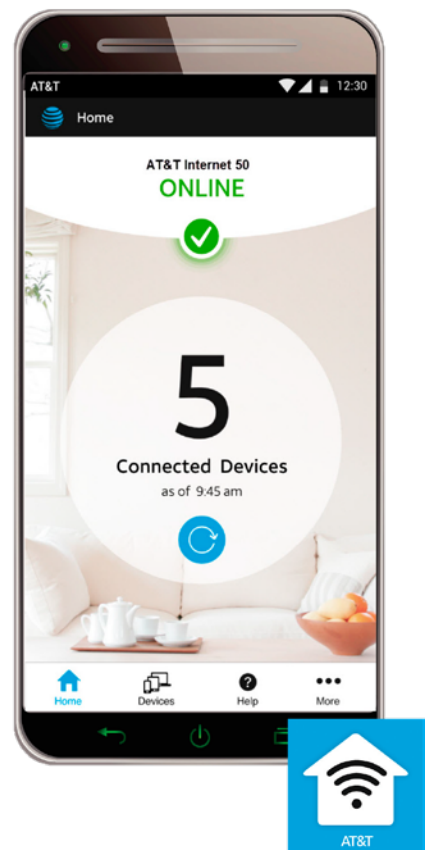


Personalize your device names, like "Matt's smartphone," or "Monica's laptop".



Invite guests to your Wi-Fi network with ease via text and email.

SHM Dashboard



Having trouble?



What is your service activation date?

Do not attempt to install your service until **2pm or later** on your service activation date. You can find this date on your packing slip.



Check your connections

Check that all cables and cords are connected properly and securely.



Did you activate your service?

You must complete activation for your Internet service to work correctly. See Step **5** inside.



For the best Wi-Fi connection:

- Set up your Gateway at least three feet from other appliances that send wireless signals, such as microwaves, cordless phones, and baby monitors.
- Keep the Gateway from being directly against a wall or in a cabinet.



Power down, power up

Unplug the power cord from the back of the Wi-Fi Gateway. Leave the Wi-Fi Gateway unplugged for 15 seconds and plug it back in. You may need to wait up to two minutes for blinking indicator lights to turn solid green.

Additional information

Manage your account:

Available 24/7, download the myATT 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.

¿Hablas español?

Por favor visita **att.com/uverseguias** para ver la información en español. También puedes ver la siguiente guía: **ATT162220926-4** (FTTP-GPON CSI SP) para más detalles.

Accessibility support:

- Alternate format guides:
 - Braille or large print: call **800.288.2020** and request guide number ATT162220926-4
 - Accessible tagged PDF: visit **att.com/userguides**
- 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
- Device Compatibility Feature: Compatible with any TTY/TDD devices with standard phone line.

Need more help?

Visit **att.com/support**

Call us at **800.288.2020** and ask for "technical support."

