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
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 (Front View)
- Power Cord (2 parts)

Warning: Use only the power supply & cord that came with this device. Failure to use the authorized power supply & cord may cause electric shock, fire, bodily injury and/or property damage.
1. **Set up**  
   **Approximate time: 10 minutes**

   Please note that your U-verse TV, Internet, and voice services will not operate during this process. This includes recording TV shows.

   **A.** Unplug power cord from existing Wi-Fi Gateway  
   - Set power cord aside  
   - Stand new Wi-Fi Gateway side-by-side with existing Wi-Fi Gateway

   **B.** Transfer one connection at a time from the existing Wi-Fi Gateway to new Wi-Fi Gateway

   **C.** Carefully read and remove yellow Power sticker covering the Power port of new Wi-Fi Gateway  
   - Connect new power cord to Power port of new Wi-Fi Gateway and into electrical outlet

   Below is a completed setup. Your Existing Wi-Fi Gateway and connections may vary.

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 disconnect the power cord or unplug any cables connected to this device. This can damage the Wi-Fi Gateway and significantly delay your service activation.

   When complete, the Service light will begin flashing, then turn to solid green.

   **NOTE:** Your TV may take a few minutes to display. Check your TV for service. If your TV does not respond, refer to **Need more help?** on the back of this guide.

3. **Go Wi-Fi**  
   **Approximate time: 1-5 minutes**

   **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, select your Wi-Fi Network Name and enter your Wi-Fi Password to connect to your network  
   - Continue to **B**

   **B.** Please wait up to 10 minutes for the Wi-Fi Gateway to complete the power up process before attempting to restore your settings.

   - Open a browser and go to ufix.att.com/restore  
   - Log in to your U-verse account. If you forgot your User ID (primary AT&T email address) and Password, help can be found on the account log-in screen.  
   - Follow the onscreen instructions to transfer the existing Wi-Fi settings.  
   - Record existing Network Name and Wi-Fi Password on separate yellow sticker from kit.  
   - Place new yellow sticker over your new Wi-Fi Gateway’s yellow sticker.

   **NOTE:** If Wi-Fi settings did not transfer or to use new Wi-Fi Network Name and Password, refer to the **Need more help?** section on the back of this guide.

   **NOTE:** Any custom settings made for security cameras, game consoles, etc., on your original Wi-Fi Gateway will also need to be made on your new Wi-Fi Gateway.

4. **Easy Return**  
   **(Refer to return instructions in your kit)**

   **A.** Return your equipment at no cost to you within 21 days to avoid $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.

   **C.** UPS will scan your equipment, provide a receipt, pack, and ship equipment to AT&T at no cost to you.
Need more help?

No TV or 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 red Reset button for 10 seconds.

TV Receivers not responding: Confirm Service light is solid green on the Wi-Fi Gateway. If so, hold the TV receiver’s Power button down for 10 seconds and release, then wait five minutes.

Wi-Fi Gateway Power light is amber: Don’t worry. This is a normal part of the power-up sequence.

Power Supply: If the power supply or cord becomes damaged or needs to be replaced, please contact AT&T customer service to obtain an authorized replacement.

If your existing Wi-Fi settings did not transfer, you will need to set up a new Wi-Fi Network Name and Password.

- 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: ATTxxxxxxxx
Wi-Fi Password: XXXXXXXXXX
For help, att.com/support

Get the most from AT&T Fiber™ and find out what it can do for you.

Go to att.com/fibersupport to find answers to frequently asked questions.

- Internet Speed: How do I improve my speed?
- U-verse TV: How does AT&T Fiber make your U-verse TV experience better?
- Phone: Will AT&T Fiber change my current Digital Phone service?
- More Support: Having trouble with your AT&T Fiber connection?

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.

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

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 (ATT162550934).
- 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.
- 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.”

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Para ver a esta guía en español, visita att.com/guías y haz clic en la pestaña Internet. Desplázate hacia abajo a donde dice “Guías de Reemplazo” y elije (ATT162550934).