

# AT&T Internet Wi-Fi Gateway



**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](http://att.com/batterybackup) for more information.



## Get started

Approximate installation time: 30 minutes

Before you begin:



**1. Check your service activation date.**

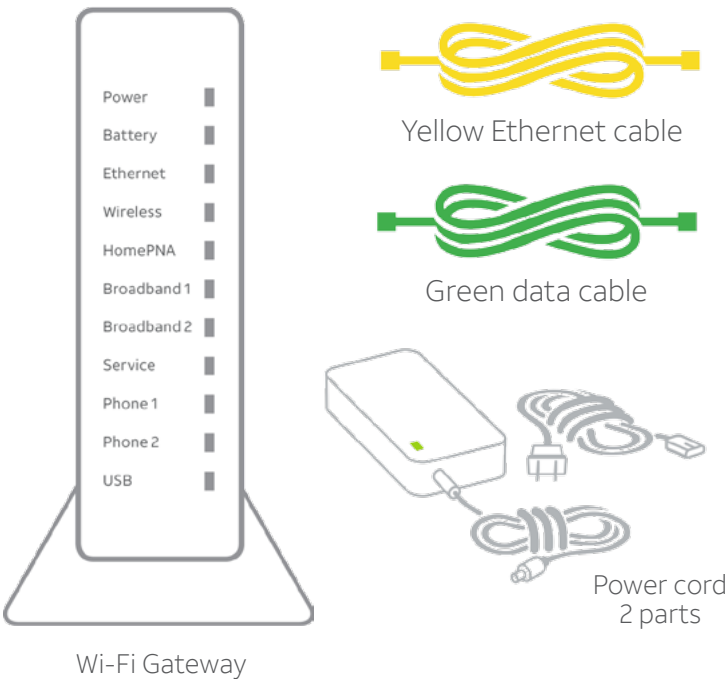
Do not attempt to install your service until **2pm or later** on the date provided to you by AT&T. This date is also located on your packing slip.



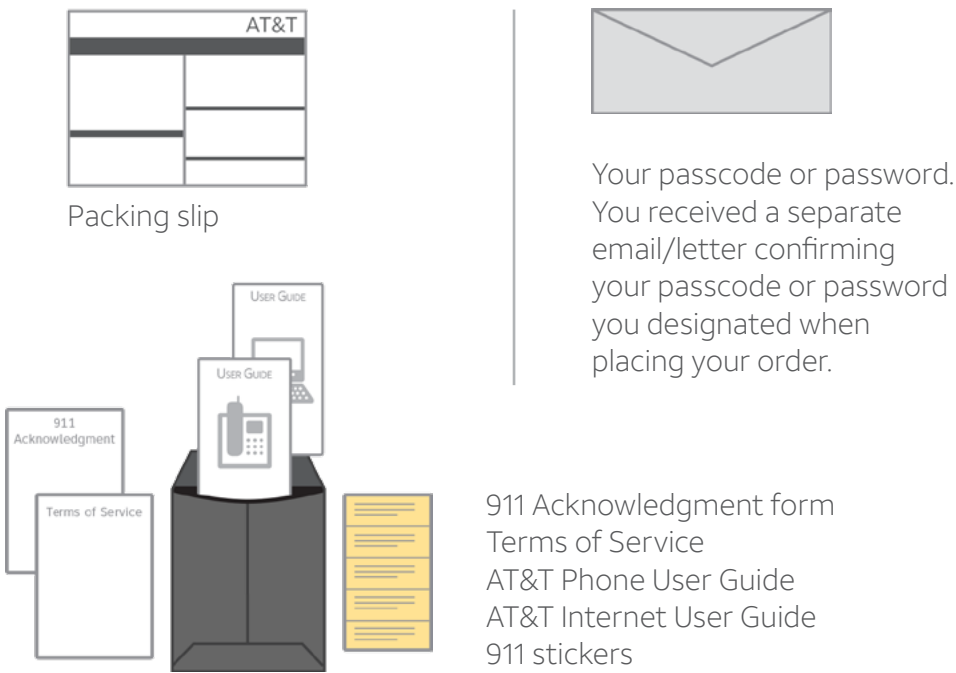
**2. Do you have a monitored home security system or health alarm?**

If either of these apply to you, you will need an AT&T 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 service technician.

In the box:



Also needed:

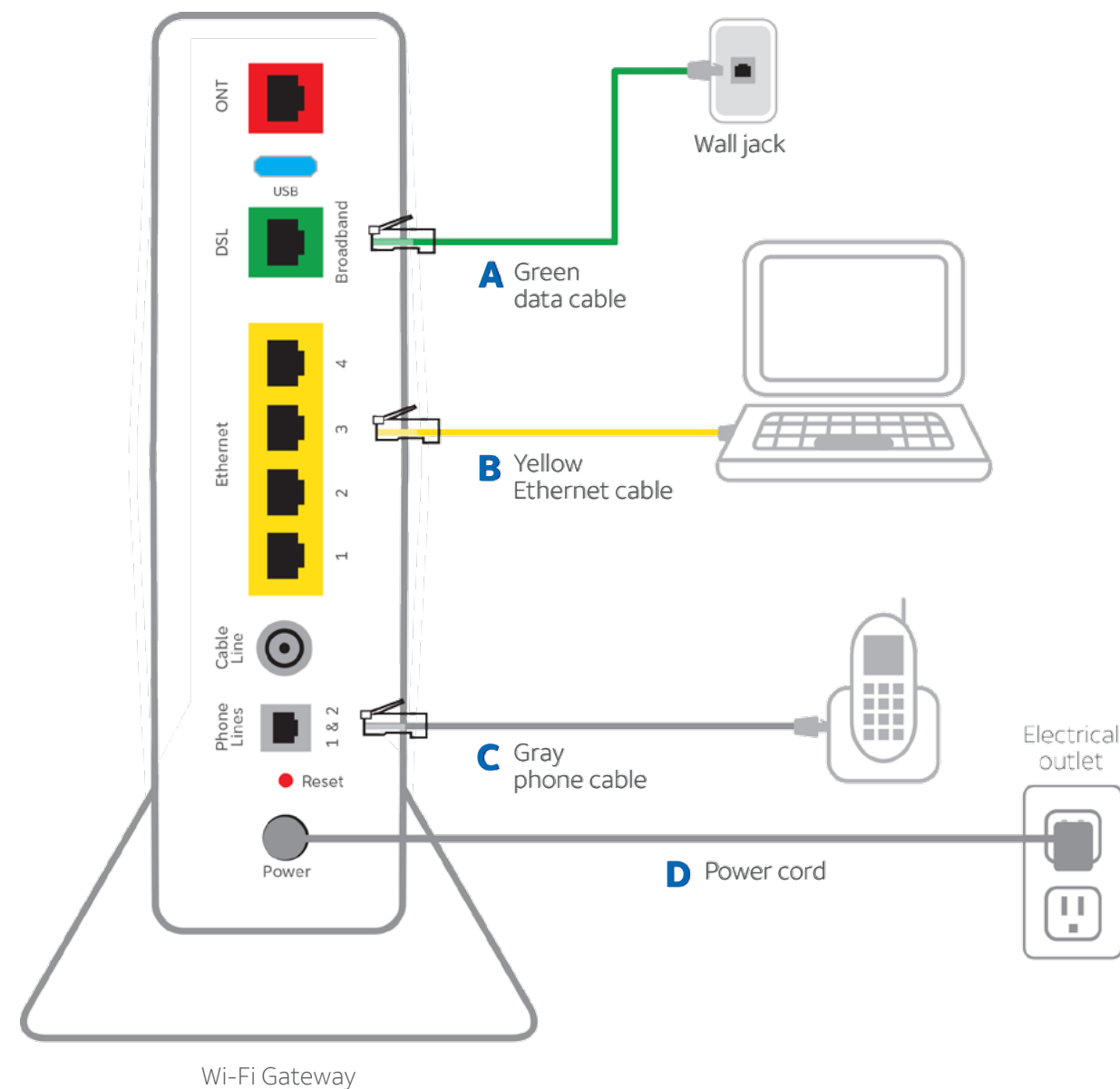


# 1. Set up

Approximate time: 10 minutes

- Connect the green data cable from the Wi-Fi Gateway's DSL Broadband port to your wall jack
- Connect the yellow Ethernet cable from one of the Wi-Fi Gateway's Ethernet ports to your computer
- Plug one end of your phone cable into the Wi-Fi Gateway's Phone Lines 1 & 2 port and the other end into a standard phone or cordless base station
- Plug the power cord into the Wi-Fi Gateway and an electrical outlet

Below is a completed setup. Your connections may vary.



Images are not to scale.

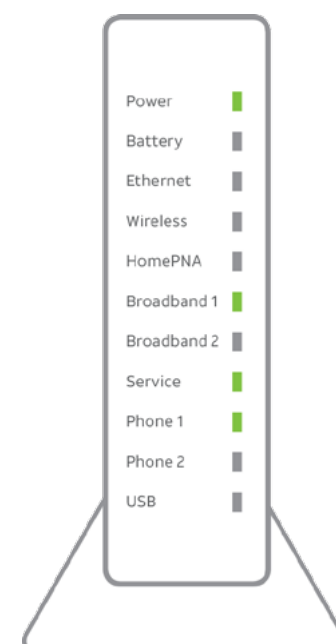
# 2. Power up

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.



New Wi-Fi Gateway indicator lights on front panel. Lights may vary with setup.

# 3. Registration & Activation

Approximate time: 5 minutes

## Customers who have already completed the online registration.

- Activation of your high-speed Internet and voice services will be completed automatically and may take a few minutes to complete.
- Open your browser, go to a Web site, and check that you can access it.

**!** Be sure to test that you can make and receive calls from the phone connected to the Wi-Fi Gateway to ensure it is working.

## Customers who have NOT completed the online registration

- Open your Internet browser (e.g., Internet Explorer, Safari, etc.).
- The online registration process will start automatically. If it does not, enter **att.net/Uverse** into your address bar.
- Follow the online instructions to complete your registration and activation of your Internet service.
  - Enter your Access ID and Password available in the emails you received after your order

– OR –

- Enter your Account Number and Passcode. Your Account Number is available on your order confirmation email or letter. Your Passcode is the number you selected when you placed your order.

- Upon successful registration, you will see the following:

**Congratulations. Your AT&T services are ready to use!**

**!** Be sure to test that you can make and receive calls from the phone connected to the Wi-Fi Gateway to ensure it is working.

# 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 seven characters of the Wi-Fi Gateway's serial number. Be sure to record this information in the boxes 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 12-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.**

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

ATT [ ][ ][ ][ ][ ][ ][ ]  
ATT Wi-Fi Network Name (SSID)

[ ][ ][ ][ ][ ][ ][ ][ ][ ][ ][ ][ ][ ][ ][ ][ ]  
12-character Wi-Fi Password

## Now that your service is installed, make the most of AT&T Internet!

Whether you're on your PC, smartphone, or tablet:

- Configure your email
- Troubleshoot your service and resolve issues
- Set up Wi-Fi
- Bookmark your AT&T “favorites” and more

Go to [uverseactivation.att.com](http://uverseactivation.att.com) to take advantage of all that AT&T has to offer.



# Set up voicemail from your home phone

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 from your digital home phone (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 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.

# Manage your phone and voicemail features

## To manage phone features online:

1. Log in to your online account at **att.com/myatt**
2. Click on **My digital home phone**
3. Click on **Check or Manage Voicemail & Features**

## To manage voicemail features online:

1. Log in to your online account at **att.com/myatt**
2. Select **My digital home phone**
3. Select **Check or manage voicemail & features.**

For more information on managing phone features or voicemail settings, go to **att.com/uvfeatures**.

# 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.



## Did you activate your service?

You must complete activation for your Internet service to work correctly. See Step **3** inside.

Still having problems? Many issues can be resolved with these simple steps:



## Check your connections.

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



## 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

## 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.

## Repair center

Phone: 800.246.8464

## IPv6

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

## Accessibility support

- Alternate format guides:
  - Braille or large print: Call **800.288.2020** and request guide number ATT151470908-5
  - 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

## ¿Hablas español?

Para ver esta guía (ATT151470908-5) en español, visita **att.com/guias**.

# Need more help?

Visit **att.com/support**

Call us at **800.288.2020** and ask for “technical support.”

