



AT&T Wi-Fi® Gateway Replacement

self-
installation
guide

Reminder:

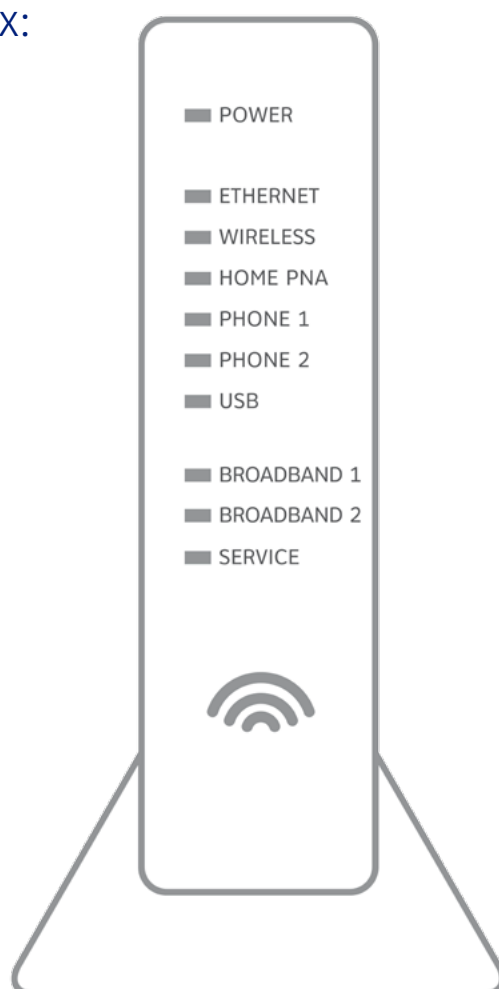
- Your new gateway does not contain a battery backup.
- Battery backup is available for purchase from third party manufacturers and retailers to keep you connected in the event of a power failure. Visit att.com/batterybackup for more information.

Get started

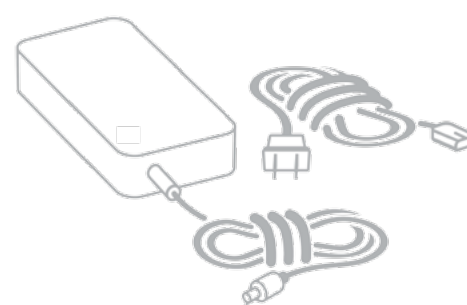
Total approximate installation time: 20 minutes

These instructions will guide you through the process of replacing your Wi-Fi Gateway.

In the box:



Wi-Fi Gateway



Power Cord
2 parts



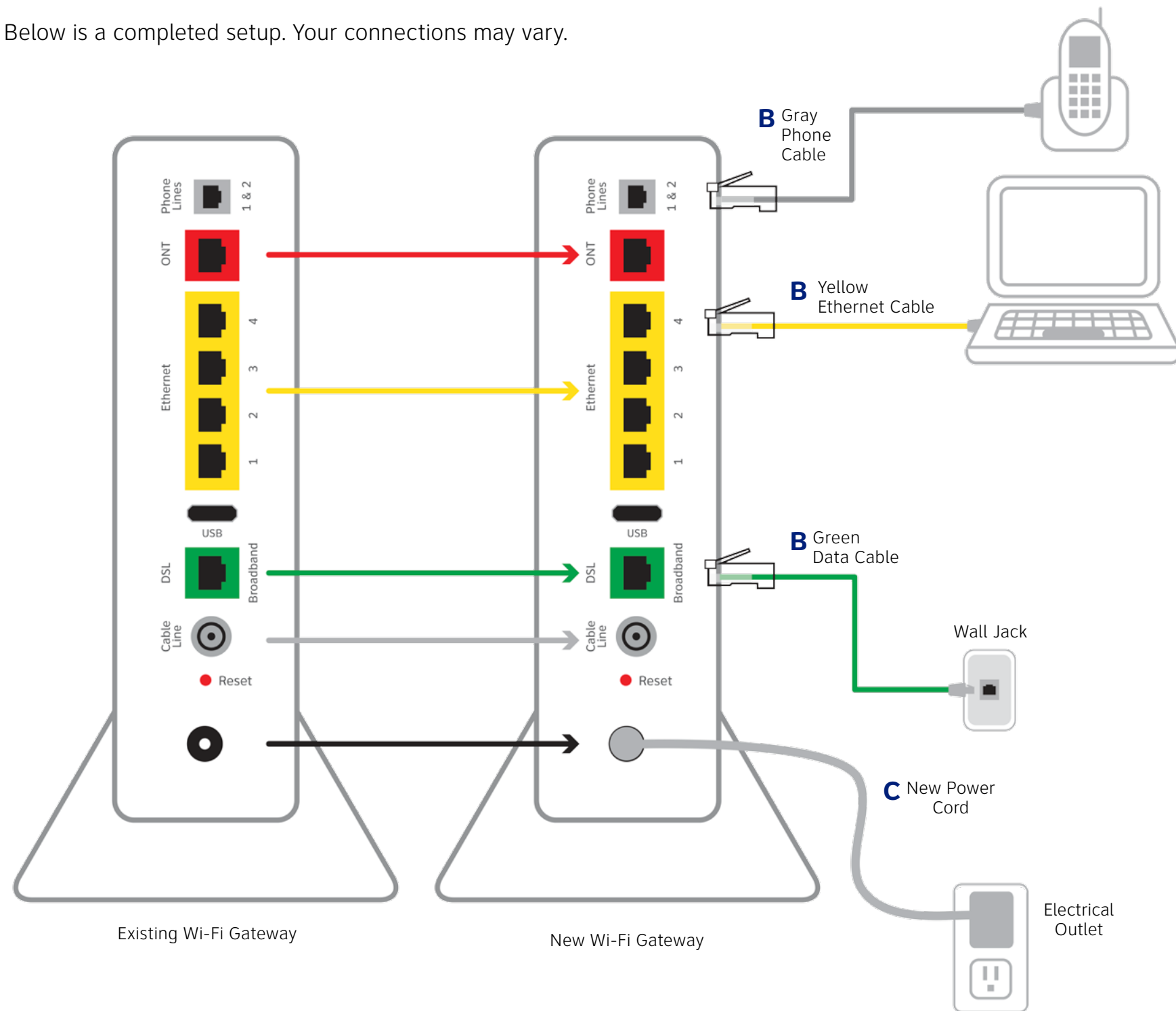
1. Set up

Approximate time: 10 minutes

! You will not have Internet or Phone service while you're replacing your Wi-Fi Gateway.

- A.**
- Unplug the battery backup from existing Wi-Fi Gateway and electrical outlet
 - 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 (excluding existing power cord)
- 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 connections may vary.



3. Go Wi-Fi

Approximate time: 1-5 minutes

New Wi-Fi setup:

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

B.

Note: 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 AT&T 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 **Having trouble?** 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.

2. Power up

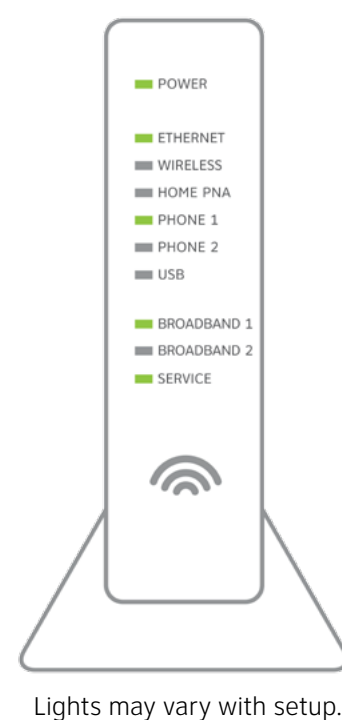
Approximate time: 1-5 minutes

Your Wi-Fi Gateway is now powering up. During this time, the Broadband light will turn red and the Power light will turn solid green.

Wait up to 5 minutes for the Service indicator light to turn solid green.

! During this time (up to 5 minutes), do not unplug the power cord or the green data cable, as this can permanently damage the Wi-Fi Gateway and significantly delay your service activation.

If the Service light does not turn solid green or continues to blink after 5 minutes, see the **Having trouble?** section on the back of this guide.



Lights may vary with setup.

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 (e.g., backup battery, etc.).
- C.** UPS will scan your equipment, provide a receipt, pack, and ship equipment to AT&T at no cost to you.



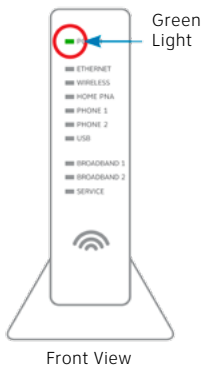
Having trouble?

No Internet service:



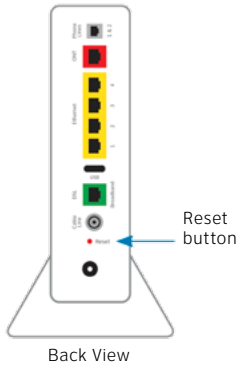
Check your connections:

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 15 seconds.



If your existing Wi-Fi settings did not transfer, you will need to set up a new Wi-Fi Network Name and Password. To do so, follow these steps:

- 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: ATTXXXXXX

Wi-Fi Password: XXXXXXXXXXXX

For help, att.com/support

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

No dial tone: Make sure your phone cable is plugged into the Phone Line port on the Wi-Fi Gateway.

Additional assistance: Call 800.288.2020 and ask for "technical support".

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 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.

Accessibility support:

Alternate formats now available in large print or braille. Call 800.288.2020 and request your guide number (ATT130300855-5) in an alternate format. Additional accessibility support:

- 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
- Device Compatibility Feature: Compatible with any TTY/TDD devices with standard phone line

¿Hablas español?

Para ver esta guía (ATT130300855-5) en español, visita att.com/guias.

Need more help?

Visit att.com/support

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

