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 (Front View)

Power Cord
**Set up**

Approximate time: 10 minutes

You will not have Internet service while you’re replacing your Wi-Fi Gateway.

A. · Unplug power cord from existing Wi-Fi Gateway  
· 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 existing Wi-Fi Gateway and connections may vary.

**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.  
· 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.

**Easy Return**

(Refer to return instructions in your kit)

A. Return your equipment at no cost to you within 21 days to avoid a $150 charge.

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

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:**
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**Repair center:**
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**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
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Need more help?

Visit att.com/support
Call us at 800.288.2020 and ask for “technical support.”

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