Wi-Fi® Gateway replacement

self-installation guide

For use with High Speed Internet and TV

Get started

Approximate installation time: 20 minutes

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

In the box:
1. **Set up**

   **Approximate time: 10 minutes**

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

   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
   C. Carefully read and remove yellow power sticker covering the Power port of new Wi-Fi Gateway
      - Connect power cord to Power port of new Wi-Fi Gateway
      - Connect new Wi-Fi Gateway side by side with existing Wi-Fi Gateway
      - Establish one connection at a time from the existing Wi-Fi Gateway to new Wi-Fi Gateway

   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 unplug the power cord or the green data cable, as this can permanently damage the Wi-Fi Gateway and significantly delay your service activation.

   A. When complete, the Service light will begin flashing, then turn to solid green.
      - If the Service light does not turn solid green or continues to blink after 5 minutes, see Need more help? on the back of this guide
   B. For U-verse TV, restart your TV receivers after the Service light is solid green.
      - Go to each TV and hold down the Power button on the U-verse receiver and DVR for 10 seconds.
      - NOTE: Live TV may take a few minutes to display. If TV does not respond refer to Need more help? on the back of this guide

3. **Go Wi-Fi**

   **Approximate time: 1–5 minutes**

   **New Wi-Fi setup:**

   A. Select only one option to begin the Wi-Fi setup
   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 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 instructions in your kit.)

   A. Avoid unnecessary charges by returning your equipment to AT&T at no charge to you within 21 days.
   B. Two no-cost-to-you return options:
      - Option 1: Do it yourself. Pack, label and drop-off your equipment
      - Option 2: Let The UPS Store pack and ship your equipment
      - Refer to the Easy Return Instructions in your Kit.
Having Trouble?

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 15 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.

**Additional assistance:** call 800.288.2020 and ask for “technical support”

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**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](http://att.com/speedtest)

**Manage your account:**
Available 24/7, download the myAT&T app at [att.com/myattp](http://att.com/myattp) 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](http://att.com/ipv6) for more information.

¿Hablas español?
Para ver esta guía en español, visite [att.com/verseguias](http://att.com/verseguias) y haz clic en Reemplazo del Portal Wi-Fi de AT&T (ATT130320862-5).

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**Accessibility support:**
- Alternate formats now available in large print or braille. Call 800.288.2020 and request your guide number (ATT130320862-5).
- 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](http://att.com/userguides) to find this guide (UV 3801 WG to 3801 WG without voice).
- Device Compatibility Feature: Compatible with any TTY/TDD devices with standard phone line.

**Need more help?**
Visit [att.com/support](http://att.com/support)  
Call us at [800.288.2020](http://800.288.2020) and ask for “technical support.”