

# Set up Voicemail from your home phone

AT&T U-verse 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 (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](http://att.com/vmviewer) for the option of automatic delivery of your voicemail messages to your qualifying Wi-Fi device or computer.

By downloading the AT&T 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 U-verse Phone and Voicemail features

## To manage Phone Features online:

1. Log in to your online account at [att.com/myatt](http://att.com/myatt)
2. Click on HOME PHONE
3. Click on MANAGE FEATURES

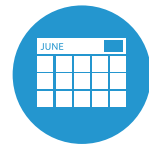
## To manage Voicemail Features online:

1. Log in to your online account at [att.com/myatt](http://att.com/myatt)
2. Click on HOME PHONE
3. Click on CHECK VOICEMAIL
4. Click on VOICEMAIL SETTINGS

For more information on managing Phone Features or Voicemail Settings go to [att.com/uvfeatures](http://att.com/uvfeatures)

# Having trouble?

Here are a few common issues to check:



## 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 services?

You must complete activation for your Internet and Voice services to work correctly. See Step 3 inside.

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



## 1. Check your connections.

Check all cables and cords to ensure they are connected properly and securely.



## 2. 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 U-verse information

## What is your internet connection speed?

The AT&T Speed Test is available to help you gauge the performance of your online experience. Visit [att.com/speedtest](http://att.com/speedtest) to determine the speed at which data is sent to or from your computer.

## Check out the User Guides online:

Visit [att.com/userguides](http://att.com/userguides) to find an electronic version of this guide ATT141210878-3 (PnP NVG510 Internet + Voice Install Guide).

## Manage your account:

Available 24/7, download the myAT&T app at [att.com/myattapp](http://att.com/myattapp) from your mobile device.

## ¿Habla español?

Por favor visite [att.com/uverseguias](http://att.com/uverseguias) para ver la información en español. También pueden ver la siguiente guía: ATT141210878-3 (PnP NVG510 Internet + Voice Install Guide) para más detalles.

# Need more help?

Visit [att.com/versesupport](http://att.com/versesupport)

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



# AT&T U-verse® Voice and High Speed Internet

self-installation guide

## Before installation:

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.



# Get started

Approximate installation time: 30 minutes

## Before you begin:



## 1. Check your service activation date.

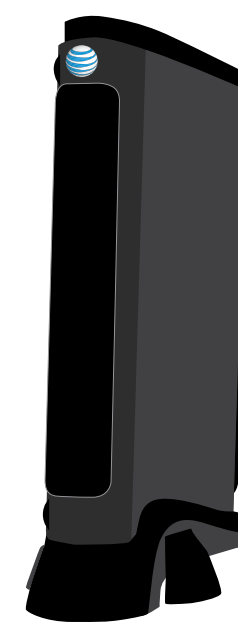
Do not attempt to install your services until **2pm or later** on the date provided to you by AT&T. This date is also located on your packing slip.



## 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 U-verse service technician

## In the box:



Wi-Fi Gateway



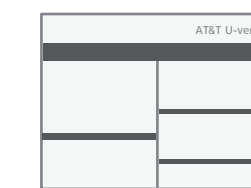
Yellow Ethernet cable



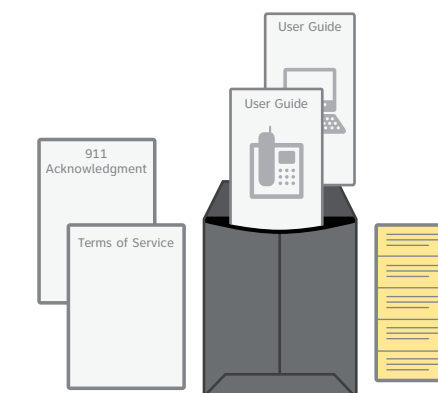
Green data cable



Black power cable



Packing slip



911 Acknowledgment form  
Terms of Service  
AT&T U-verse Voice User Guide  
AT&T High Speed Internet User Guide  
911 stickers

## Also needed:



Your 4-digit passcode. You received a separate email and/or letter confirming the 4-digit passcode you designated when placing your order.

## Reminder:

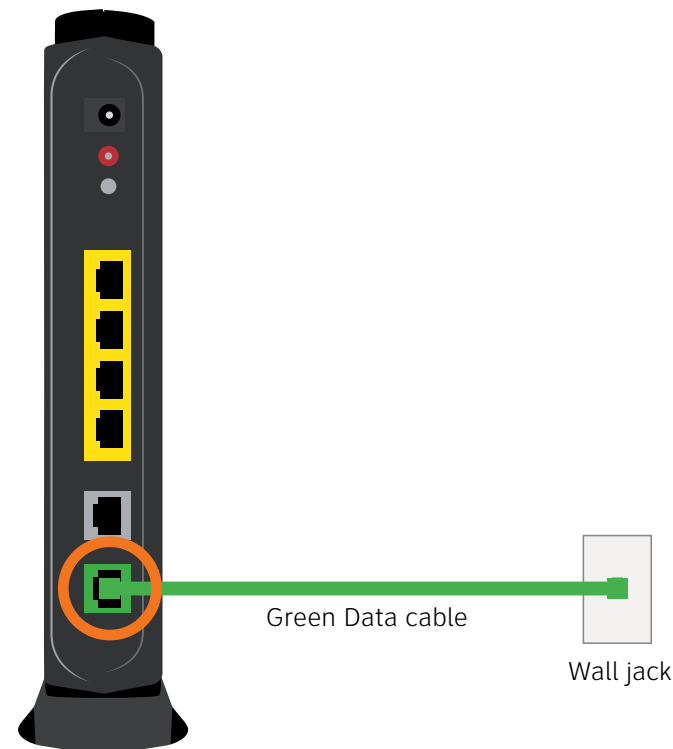
- Your gateway does not contain a battery backup
- Battery backup is available for purchase from third party manufacturers and retailers to keep you connected in the event of a power failure. Visit [att.com/batterybackup](http://att.com/batterybackup) for more information

Images are not to scale.

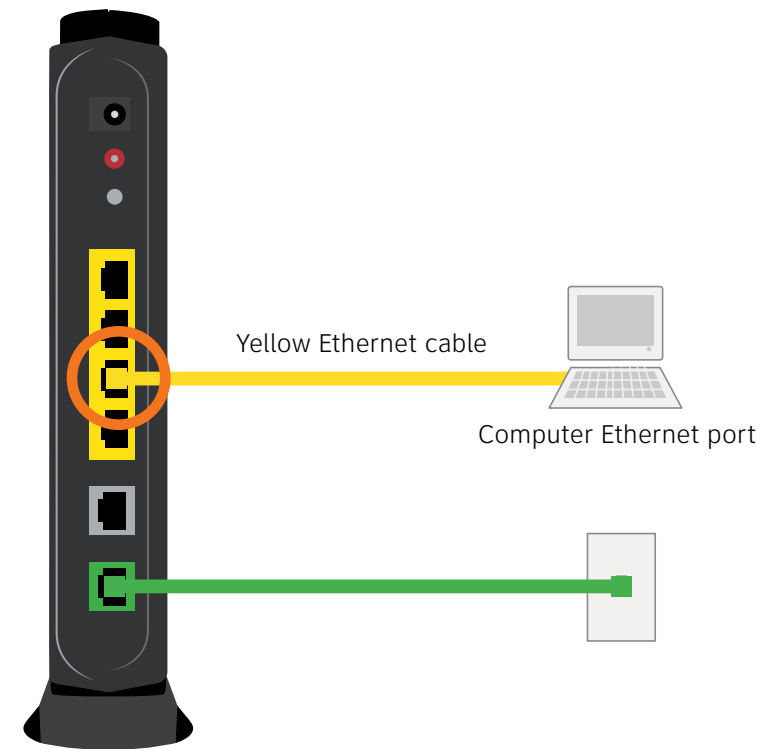


# 1 Set up Approximate time: 10 minutes

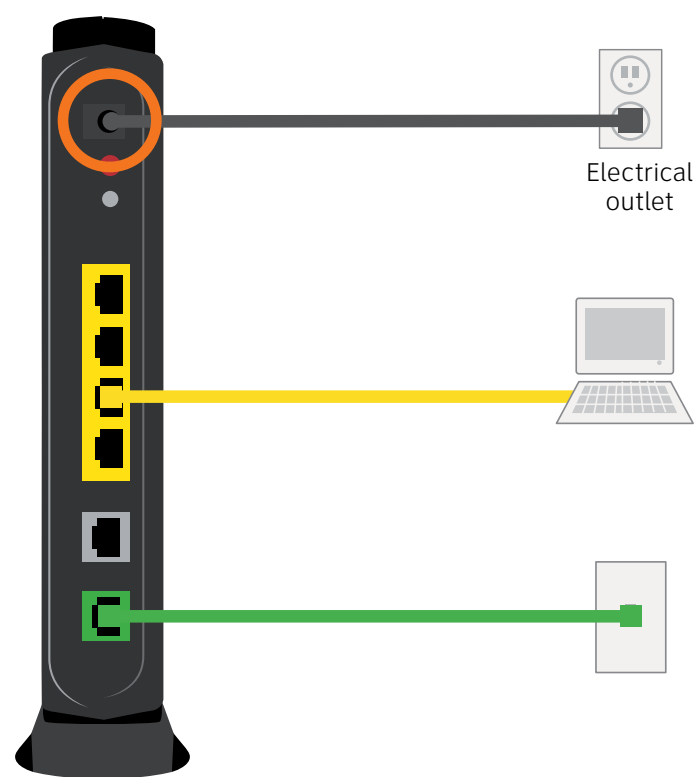
**A.** Connect the green data cable from the Wi-Fi Gateway's DSL Broadband port to your wall jack.



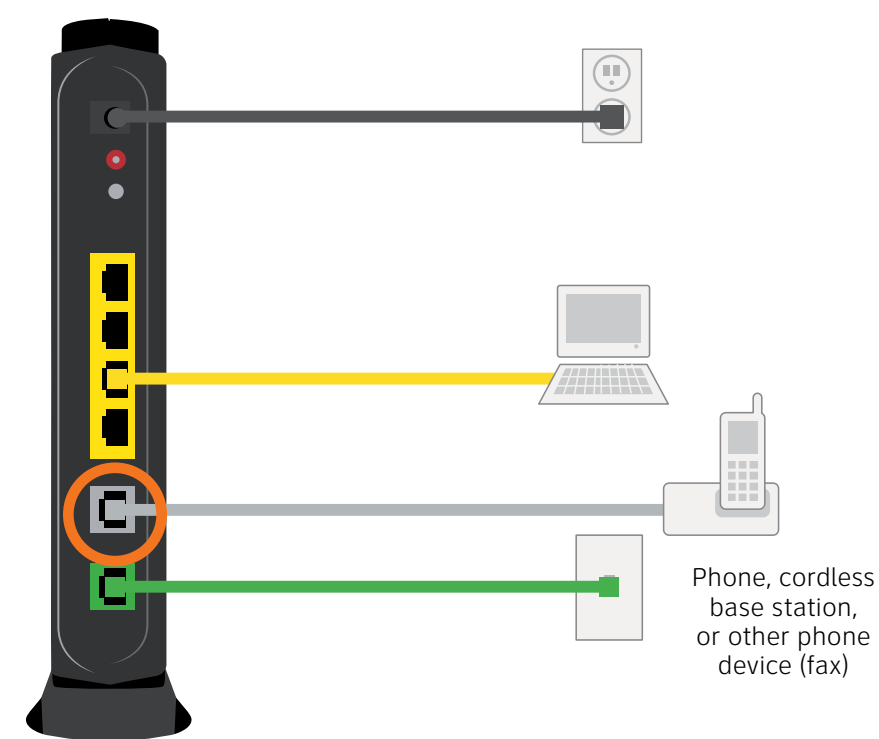
**B.** Connect the yellow Ethernet cable from one of the Wi-Fi Gateway's Ethernet ports to your computer's Ethernet port.



**C.** Remove the sticker covering the Power port of the Wi-Fi Gateway. Connect the Wi-Fi Gateway to electrical outlet using new power cord.



**D.** 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.



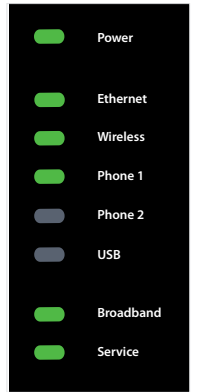
Images are not to scale.

# 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.



Lights may vary with setup

# 3 Registration & Activation

Approximate time: 5 minutes

## Customers who have already completed the U-verse on-line registration.

- Activation of your High Speed Internet and Voice services will be completed automatically
- The service activation may take a few minutes to complete
- Be sure to open a browser, go to a site and check that you can access it. Next, test that you can make and receive calls from the phone connected to the gateway to ensure it is working

## Customers who have NOT completed the U-verse on-line registration

- Open your Internet browser (e.g. Internet Explorer, Safari, etc.)
- The online registration process will start automatically. If it doesn't, enter **att.net/uverse** into your address bar
- Enter your Account Number (if requested) and passcode.
  1. Your Account Number is available on your order confirmation email or letter
  2. Your Passcode is the four-digit number that you selected when you placed your order
- Follow the online instructions to complete your registration and activate your Internet and Voice services
- Upon successful registration, you will see the following:  
**Congratulations. Your AT&T U-verse services are now activated and ready to use!**

# 4 Go Wi-Fi (optional)

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 three digits of the Wi-Fi Gateway's serial number. Be sure to record this information in the form 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 10-digit 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.**

