AT&T

Setting up your AT&T Internet
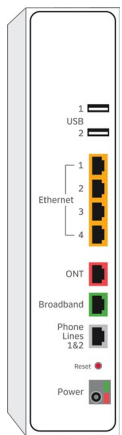
Choose 1 of 2 simple setup options

Option 1: Connecting with AT&T's Smart Home Manager

Option 2: Alternative setup method

Troubleshooting and additional information

Before you get started

Wi-Fi Gateway

RED ONT cable

YELLOW Ethernet cable (optional)

GRAY cable (AT&T phone service)

BLACK Power supply

Make sure you've registered for your service.

Register your account to have an Access ID
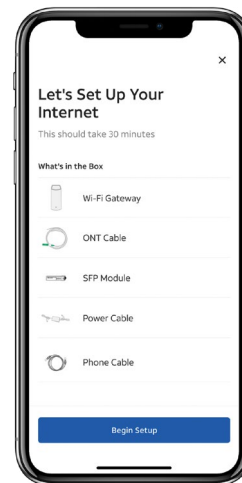
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Option 1: Connecting with AT&T's Smart Home Manager

For quick download, open the camera on your smartphone and hold the camera over the QR code. After a few seconds, a notification will give you a link to open in your browser.
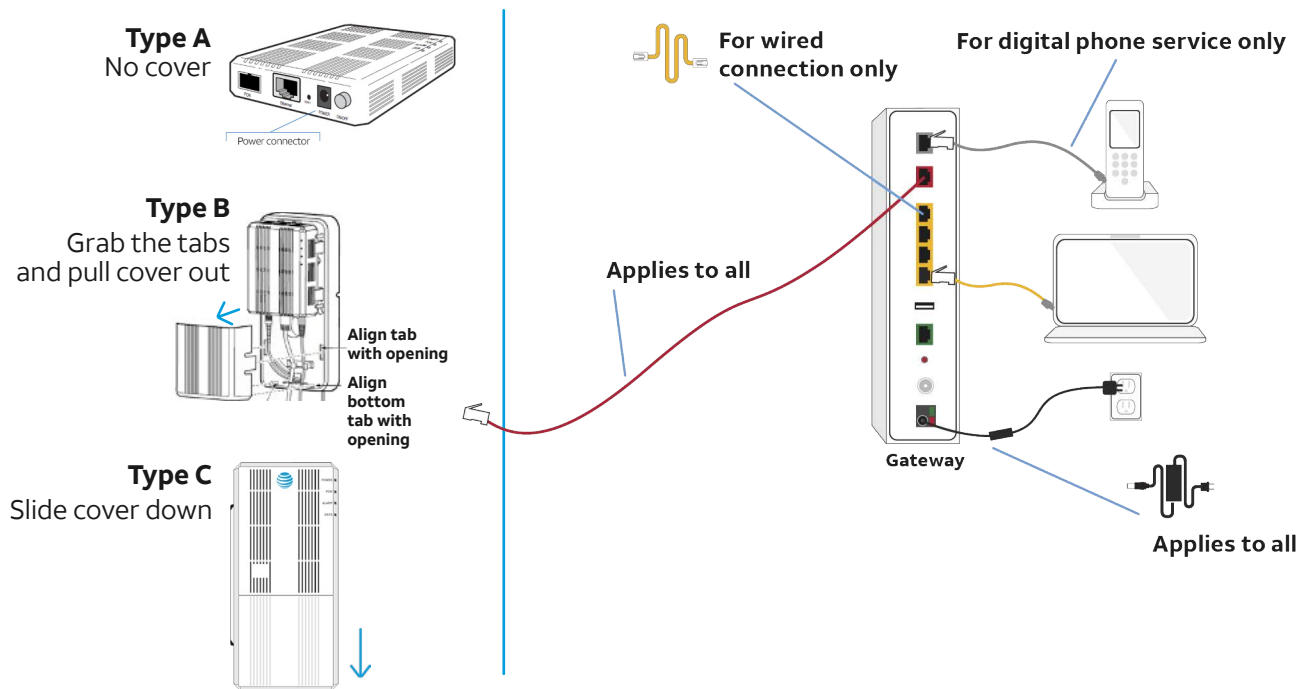

Tip: Control your home Wi-Fi network with the Smart Home Manager app. Do everything from troubleshooting to managing devices from almost anywhere.

1.

Download the Smart Home Manager app from your app store or scan the QR code above with your smartphone.

2.

Follow the guided prompts to set up your home Wi-Fi. After that, you're ready to go.

Note: AT&T Smart Home Manager is available to AT&T Internet service customers with a compatible AT&T gateway. Features may depend upon gateway models. Data rates may apply for download and usage.

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Option 2: Alternative setup method

Type A
No cover

Power connector

Type B
Grab the tabs
and pull cover out

Align tab
with opening

Align
bottom
tab with
opening

Type C
Slide cover down

**For wired
connection only**

For digital phone service only

Applies to all

Gateway

Applies to all

1.

Find your AT&T Service Box (usually on the wall in the closet, living room, or basement). To connect the service box, remove the cover on the ONT (if applicable).

The top 2 lights on your service box should be green. If not, push the power button in.

Connect the **GREEN** fiber connector to the **GREEN** PON port (if not already connected).

Plug one end of the **RED** ONT cable into the Ethernet port on the service box and the other end into the gateway's ONT port.

i

Note: Ensure the wires are properly connected by clicking them into place.

2.

To connect your new gateway, simply connect your color-coded cables as you see in the picture above.

i

Note: If after 10 minutes the service or broadband lights do not turn solid green on the gateway, see the Troubleshooting section of this guide.

3.

To set up Wi-Fi® on your mobile device or computer, go to: **Settings** > **Select your Wi-Fi Network Name (SSID)** > enter the **12-character password** from the sticker on your gateway.

If you already registered, you are good to go.

i

Note: If registration doesn't start automatically, go to **att.com/registration**

Troubleshooting

Check your connections and the power.
You can only install service on your service activation date (noted on your packing slip).

Power down, wait 15 seconds, then power back up. Allow up to 2 minutes for the lights to turn solid green.

This is a normal part of the power-up process. Do not unplug any cables during this time.

Check the lights and the GRAY cable. The broadband light and the service light should be solid green, and the **GRAY** cable should be plugged into the Phone Line port on the gateway.

Need help? Don't sweat it.

If you get stuck during your setup, we're here to help you get up and running!
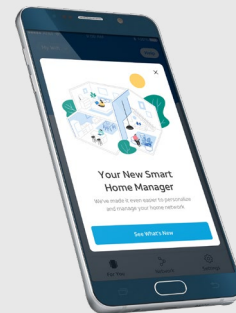
att.com/support   800.288.2020

Additional information

If your home phone service is provided through our fiber optic network, it needs electrical power to operate. Your gateway does not contain a battery backup so you should make sure you have one to keep you connected in the event of a power outage.

Go to **att.com/batterybackup** for more information.

Smart Home Manager app
Manage your home Wi-Fi network, connect devices to your network, and more.

Accessibility support

Alternate format guides
Braille or large print: Call **800.288.2020** and request guide number **ATT170700942-3**.
Accessible tagged PDF: Visit **att.com/userguides**

Telephone equipment for visual/hearing impaired
Phone: **800.772.3140**
TTY: **800.651.5111**
Compatible with any TTY/TDD devices with standard phone line.

¿Hablas español?
Para ver a esta guia en español, visita **att.com/guias** y haz clic en la pestaña Internet. Desplázate hacia abajo a donde dice "Guías de Reemplazo" y elije **ATT170700942-3**.

AT&T supports IPv6. Visit **att.com/ipv6** to learn more.