

Having trouble?

Many issues can be resolved in two simple steps:



1. Check your connections.

Verify that cables, cords, and filters on all devices are connected as specified in steps 1A–1E.
Make sure:

- The dual-port filter (optional) is plugged into the wall jack (and not the Wireless Gateway).
- The data cable is plugged into the DSL port on the dual-port filter.
- Your phone cable is connected to the Phone port on the dual-port filter.

Cables usually make an audible “click” when secure. If connections are secure and you are still unable to connect to the Internet, try another wall jack. If you have traditional phone service, plug a phone directly into the wall jack to confirm dial tone.



2a. Power down, power up.

Shut down your computer, and unplug the black power cord and any other devices from the back of the Wireless Gateway. Wait 15 seconds and then plug devices back in, making sure the Wireless Gateway’s Power light is on. You should see a solid green Power light indicating a successful power connection (if the light is not on, try another electrical outlet). Then turn your computer back on.

2b. Wait for blinking indicator lights.

Wait for blinking indicator lights to turn solid green (may take up to two minutes), and then attempt to access the Internet.

Specific issues

I have a monitored home security system or health alarm.

You will need to contact your home security and/or health alarm providers after completing all of the installation steps in this guide to ensure that their services have not been affected.

My Power indicator light turns amber during the power up sequence.

Don’t worry. This is a normal part of the power up sequence — just remember not to unplug the power cord or green data cable when the light is still amber. At the end of the sequence, the Broadband and Service indicator lights will be solid green.

Where can I go for further installation assistance or to download the online support tool?

For further installation assistance or to download the online support tool for features configuration, such as wireless networking service, go to **uverseactivation.att.com**.

Why do I need to install phone line filters?

Without a DSL filter, you may experience disruptions or hear static on the phone line. You may purchase additional filters (including wall mount filters) from the AT&T Store at **att.com/equipment** or at most electronics and computer stores. While AT&T services generally work with third-party devices, they are not specifically supported by AT&T.

There’s static on the phone line.

Make sure there are port filters properly installed on all phone devices, digital video recorders, monitored alarm systems, satellite systems, fax machines, cable systems, and any other devices plugged into a wall jack.

Every time I try to browse a Web page, I get a message saying “Detecting Proxy Settings.”

In Internet Explorer, under Tools > Internet Options > Connections > LAN Settings, uncheck any checked boxes and click OK.

Additional AT&T U-verse information

Check out the User Guide:

Now that you have successfully installed AT&T U-verse Internet, check out the Internet User Guide for more information about your email and security features. This guide is also available online at **att.com/userguides**.

Go online:

Go to **att.com/myatt** to manage your AT&T U-verse account.

¿Habla español?

Por favor visite **att.com/uverseguias** para ver la información en Español. También pueden ver la siguiente guía: ATT110900779-2 (IP-DSL Motorola Voice Guide) para más detalles.

Need more help?

Click or Live Chat online: **att.com/uversesupport**.

Call us: Dial **1.800.288.2020** and ask for “U-verse technical support.”



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AT&T U-verse® Voice

self-
installation
guide

Before installation:

Do not attempt to install your service until your service activation date. You can find this date on your packing slip.



Get started

Approximate installation time: 45 minutes

Before you begin:



1. Check your service activation date.

Do not attempt to install your service until **8pm 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?

You will need to contact your home security and/or health alarm providers after completing all of the installation steps in this guide to ensure that their services have not been affected.

Locate in your home:

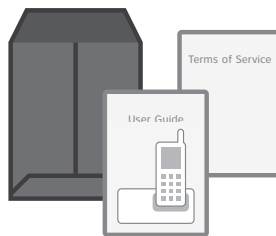


Wireless Gateway

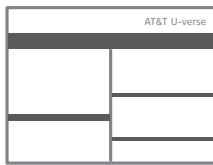
In the box:



Battery Backup Unit (BBU) will provide you with backup power in the event of a power outage. (BBU color may vary.)



Support materials
User Guide, Terms of Service



Packing slip
(includes service activation date)

IP-DSL Motorola Voice Guide
10/12



ATT110900779-2

You can find more detailed installation instructions online at att.com/installhelp.

1 Set up

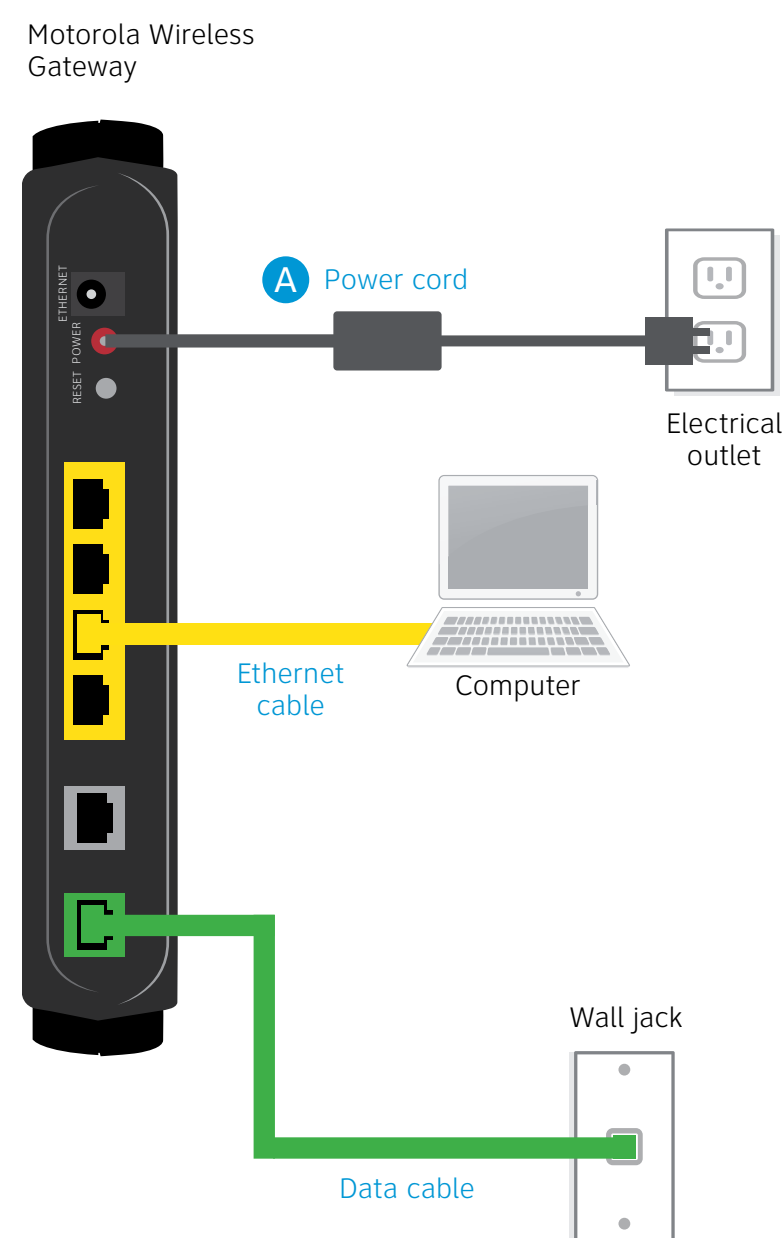
Approximate time: 15 minutes

For an online installation tutorial, go to att.com/installhelp.

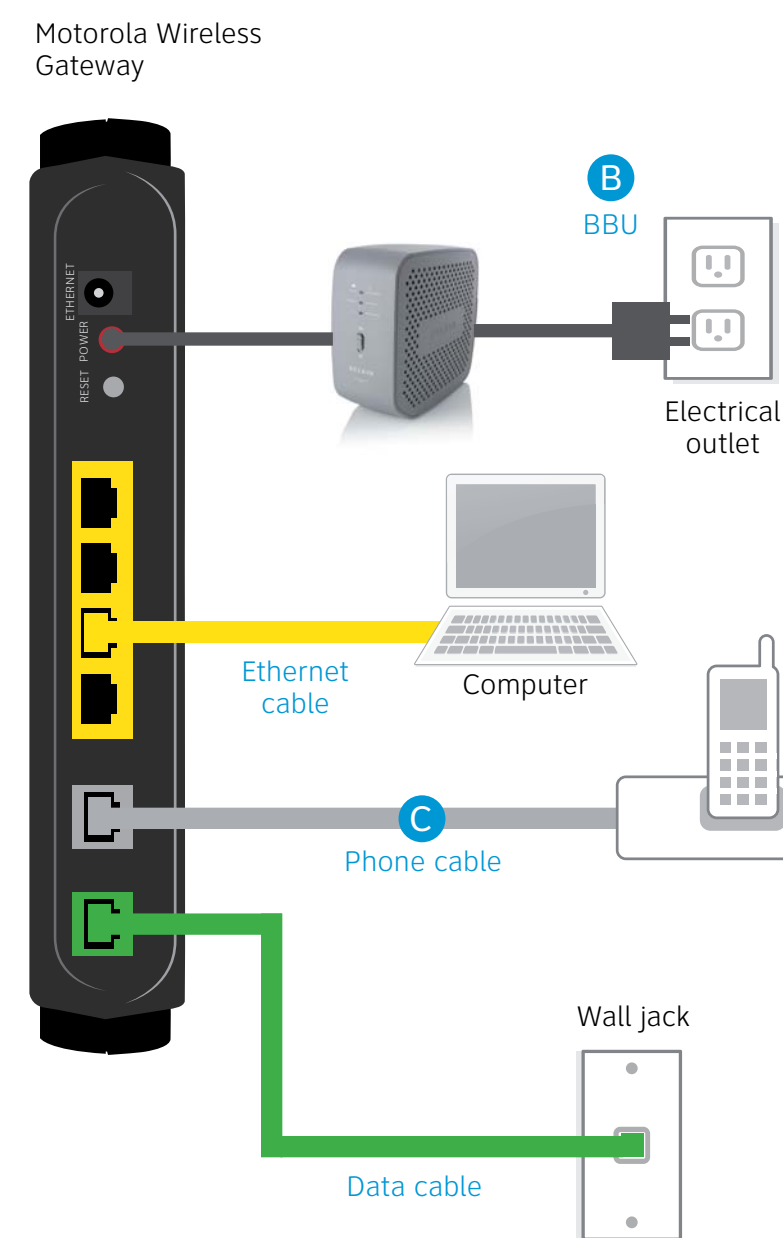
Note: If you already have a phone connected to your AT&T U-verse Voice service and want to add a second line, skip to “Adding a second line” under step 3.

- A Power down your existing Gateway by removing the power cord from the electrical outlet, and disconnecting the other end from the Gateway. You will not need this power cord with the new setup.
- B Connect the provided Battery Backup Unit (BBU) to the Wireless Gateway's Power port. Plug the BBU into a standard electrical outlet.
- C Connect one end of your phone cable into the Wireless Gateway's phone line 1 port, and connect the other end to a standard phone or cordless base station.

Existing setup:



New setup:



2 Power up

Approximate time: 15 minutes

Move the switch on the back of the BBU to the “on” position.

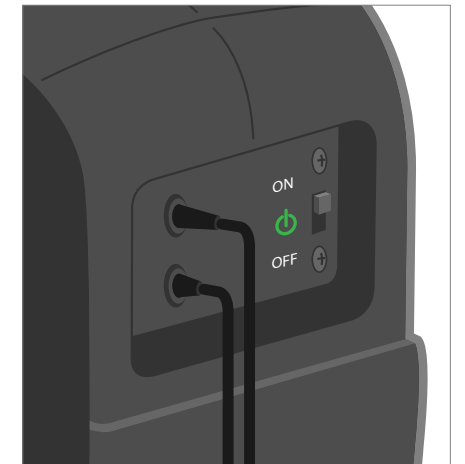
Note: The BBU must be charged to be fully operational; however, installation of your service may continue while charging the BBU. While the BBU is charging, it may emit a beeping sound. Charging the BBU will take approximately 18 hours.

Your Wireless Gateway is now powering up. During this time, the Broadband light will turn red. Wait up to five minutes for the indicator lights for Broadband and Service to turn solid green and the Ethernet indicator light to start blinking green.

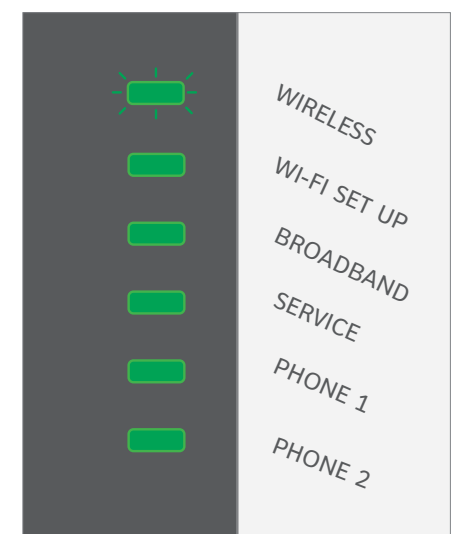
! During this time, do not unplug the **BBU** or **green data cable**, as this can damage the Gateway.

If the Broadband and Service lights do not turn solid green after 10 minutes, see the “Having trouble?” section on the back of this guide.

! **Important:** You will have a dial tone after completing step 2, but will only be able to make emergency and toll-free calls until you activate your service in step 3.



Battery Backup Unit (BBU)



Wireless Gateway Indicator Lights

3 Mandatory activation call

Approximate time: 5 minutes

Call **1.877.377.0016** from the phone you set up in step 1, and follow the voice instructions to complete the activation.

Upon successful activation you will hear the following: “Your telephone number XXX.XXX.XXXX has been successfully activated.”

Congratulations! You’ve successfully installed AT&T U-verse Voice.

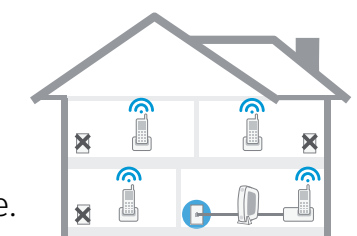
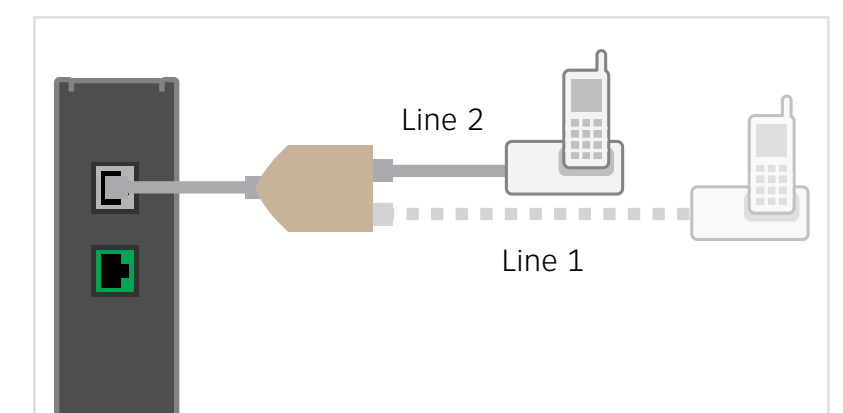


Adding a second line

If you ordered a second AT&T U-verse Voice service line (with a different phone number), follow the instructions below:

- A. Disconnect the phone cord from your primary phone and connect a voice line splitter to the Gateway.
- B. Connect the phone cables of both phones to the first and second ports of the splitter.
- C. Complete the mandatory activation call (step 3 above) from the phone you just connected.

Note: If you ordered two separate lines with your initial installation, connect the first as explained in step 1 and the second as described above.



Questions?

See the “**Having trouble?**” and “**Specific issues**” sections on the back of this guide for tips and answers to common questions.

To learn more about the benefits and features of your AT&T U-verse service, visit att.com/u-verse/newcustomer.

Stay connected on the go! AT&T Wi-Fi Basic is included with your AT&T U-verse High Speed Internet service, so you can access the Internet at thousands of AT&T Wi-Fi Hot Spots across the country. Visit attwifi.com to learn more.

