Having Trouble?

Many issues can be resolved in these simple steps:

1. **Check your connections.**
   - Verify that cables, cords, and filters on all devices are connected as specified in Steps 1–3.
   - Make sure:
     - The dual-port filter (optional) is plugged into the wall jack (and not the Wi-Fi 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.

2. **Power down, then power back up.**
   - Shut down your computer, and unplug the black power cord and any other devices from the back of the Wi-Fi Gateway. Wait 15 seconds and then plug devices back in, making sure the Wi-Fi 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.

3. **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.

4. **Try another wall jack.**
   - Disconnect the green data cable from the wall jack and the Wi-Fi Gateway from the electrical outlet. Move to another wall jack in the house. Plug the green data cable into the new wall jack and the power cord into an electrical outlet. Proceed with Step 1 (Power up) inside this guide to power up the Wi-Fi Gateway.

**Specific issues**

I have a monitored home security system or health alarm.

You will need to contact your home security system 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 red 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 red. 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 Wi-Fi 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 false 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.

I have a monitored home security system or health alarm?

To view & pay your bill, download the myAT&T app at att.com/myuverse 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.

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

Additional AT&T U-verse information

Check out the User Guide online:

Go to att.com/uversegetstarted to watch a how-to installation video and more.

Visit att.com/autoguides to find an electronic version of this guide (HSIA CSI GATEWAY INST GUIDE) and other support information.

¿Habla español?

Por favor visite att.com/autoguides para ver la información en español. También pueden ver el separato guía ATT110900777-5 (HSIA CSI GATEWAY INST GUIDE) para más detalles.

Manage your account:

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

To view & pay your bill, download the myAT&T app at att.com/myuverse today.

Gather materials needed for setup:

- Ethernet Cable
- Power cord
- High-Speed Internet User Guide support materials
- Wi-Fi Gateway
- Data Cable (Shielded)
- Dual-Port Filter
- Single-Port Filters
- Tether cable

Need more help?

Go online: Visit att.com/uversesupport

Call us: Dial 1.800.288.2020 and ask for "U-verse technical support."
1 Set up  Approximate time: 10 minutes
Customers without traditional dial tone phone service can skip Steps 2 and 3 and start with Step 4.

- If you have traditional dial tone phone service, install single-port filters in wall jacks that have devices such as phones, fax machines, satellite receivers, or modems.
- Connect the green data cable from the Wi-Fi Gateway’s Phone Line port to the dual-port filter’s DSL port (or directly to the wall if you do not have traditional phone service).

2 Power up  Approximate time: 15 minutes
Your Wi-Fi Gateway is now powering up. During this time, the Broadband and Service lights will turn red. Wait up to fifteen minutes for the indicator lights for Broadband and Service to turn solid green and the Local Ethernet indicator light to start blinking green.

- During this time (up to 15 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.
- If the Broadband and Service lights do not turn solid green or continue to blink after 15 minutes, see the “Having trouble?” section on the back of this guide.

3 Registration  (Required) Approximate time: 20 minutes
- Open your Internet browser (e.g., Internet Explorer, Safari), etc.). The online registration process will start automatically to assist you in activating your service.
- If the registration process doesn’t start automatically:
  1. Turn off security or firewall software, or give permission to “allow the network connection” if prompted by your browser, in order to connect to the AT&T network.
  2. Enter att.net/uverse into your address bar.
- Continue with online registration using the 4-digit passcode you created when you placed your order—it was mailed to you separately for your reference.
- If upgrading from AT&T DSL service to U-verse High Speed Internet, have your existing AT&T Member ID (primary email address) and password ready for U-verse registration. Go to att.com/myatt for help if you have forgotten your Member ID or password.

4 Go Wi-Fi  (optional) Approximate time: 10 minutes
Write down your Wi-Fi Network Name (SSID) and Wi-Fi Password (Wireless Network Key) to configure a Wi-Fi device. This information is on the side of your Wi-Fi Gateway. The 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 in the Password field to connect to your network.

Congratulations! You should now be wirelessly connected to the Internet.

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.

Questions?
Go online: Visit att.com/uversesupport
To learn more about the benefits and features of your AT&T U-verse service, visit att.com/u-verse/newcustomer