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** 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**
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**
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**

Having trouble? Here are a few common issues to check:

What is your service activation date?
Do not attempt to install your service until **8pm or later** on your service activation date. You can find this date on your packing slip.

Did you make the required activation call?
You must complete activation for your AT&T U-verse Voice service to work correctly. See Step ③.

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.

2a. Power down, power up.
Unplug the BBU power cord from the back of the Wi-Fi Gateway. Leave the Wi-Fi Gateway unplugged for 15 seconds and plug it back in.

2b. Wait for blinking indicator lights.
You may need to wait up to two minutes for blinking indicator lights to turn solid green.

Additional AT&T U-verse information

Check out the User Guide online:
Visit **att.com/userguides** to find an electronic version of this guide (ATT91800646-10 DBLPLY 3600 CSI INST GUIDE) and other support information.

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/anytime** today.

¿Habla español?
*Por favor visite **att.com/uverseguias** para ver la informacion en español. También pueden ver la siguiente guía: ATT91800646-10 (DBLPLY 3600 CSI INST GUIDE) para más detalles.*

Need more help?

Go online: Visit **att.com/uversesupport**

Call us: Dial **1.800.288.2020** 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 8PM or later on your service activation date. You can find this date on your packing slip.

Get started

Total approximate installation time: 50 minutes

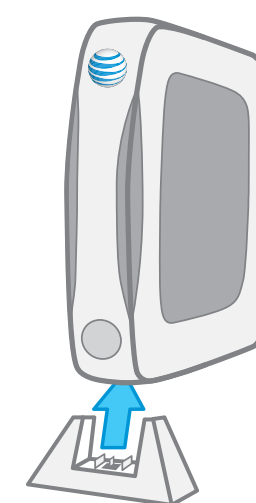## Before you begin:

1. Check your service activation date.
Do not attempt to install your services 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?
If either of these apply to you, you will need special installation assistance. Call 1.800.288.2020 to schedule an appointment with an AT&T U-verse technician or call your monitoring provider. Additional charges will apply for professional installation services from an AT&T U-verse service technician.

In the box:

Data cable (green)

Ethernet cable (yellow)

User Guide

Installation Guide

User Guide

911 Acknowledgment

Terms of Service

AT&T U-verse

Wi-Fi Gateway Box 1

The Wi-Fi Gateway stand should fit snugly into the bottom of the Gateway toward the front and sit flat on the surface as shown above.
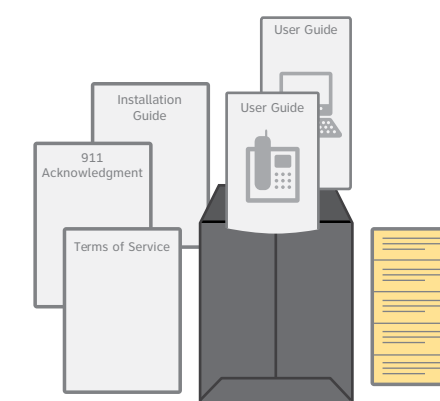
Battery Backup Unit (BBU) Box 2

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

Packing slip with activation date

Your 4-digit passcode. You received a separate letter confirming the 4-digit passcode you designated when placing your order.
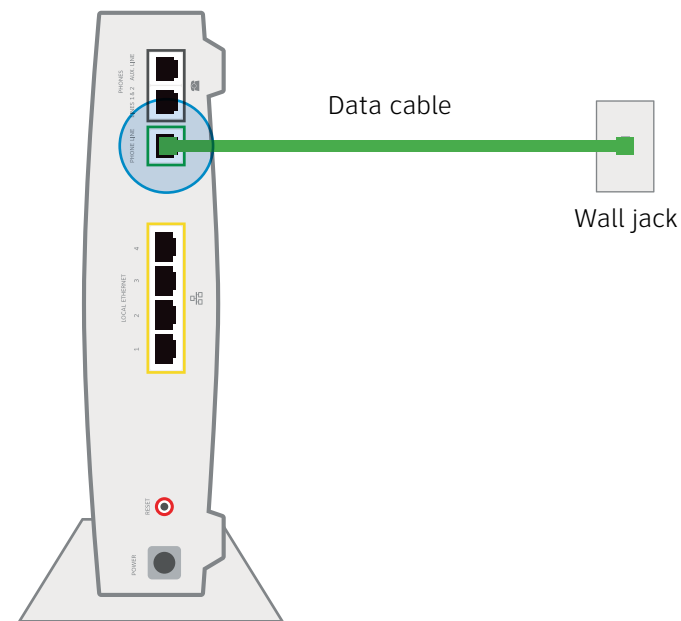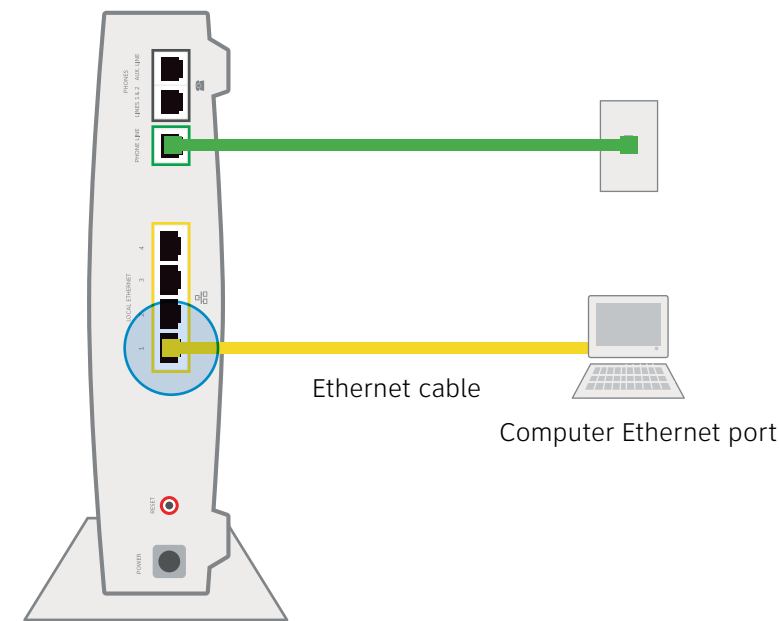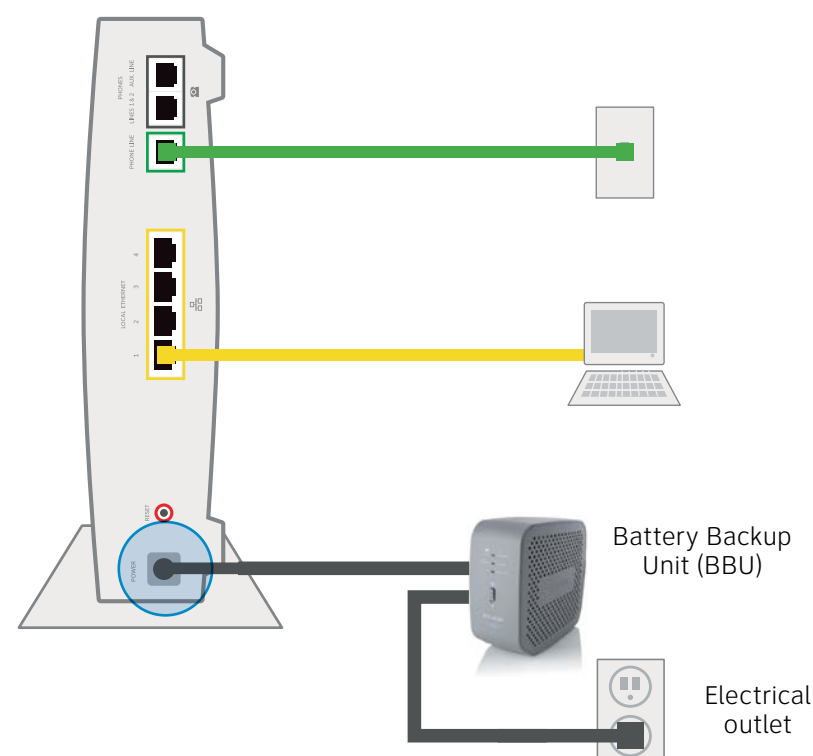
1 Set up
Approximate time: 10 minutes

A Connect the green data cable from the Wi-Fi Gateway's Phone Line port to your wall jack.

Data cable

Wall jack

B Connect the yellow Ethernet cable from the Wi-Fi Gateway's Local Ethernet port to your computer's Ethernet port.

Ethernet cable

Computer Ethernet port

C Remove the sticker covering the Power Port of the Wi-Fi Gateway. Connect the Battery Backup Unit (BBU in box 2) to the Wi-Fi Gateway's Power port. Plug the BBU into a standard electrical outlet.

Battery Backup Unit (BBU)

Electrical outlet

Note: Initial setup requires physically connecting the Ethernet cable to your computer. After registering your service in Step **3**, you can enable Wi-Fi connectivity.

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.

❗ For best results, connect only the devices/adapters depicted below.

Phone, cordless base station, or other phone device (fax)
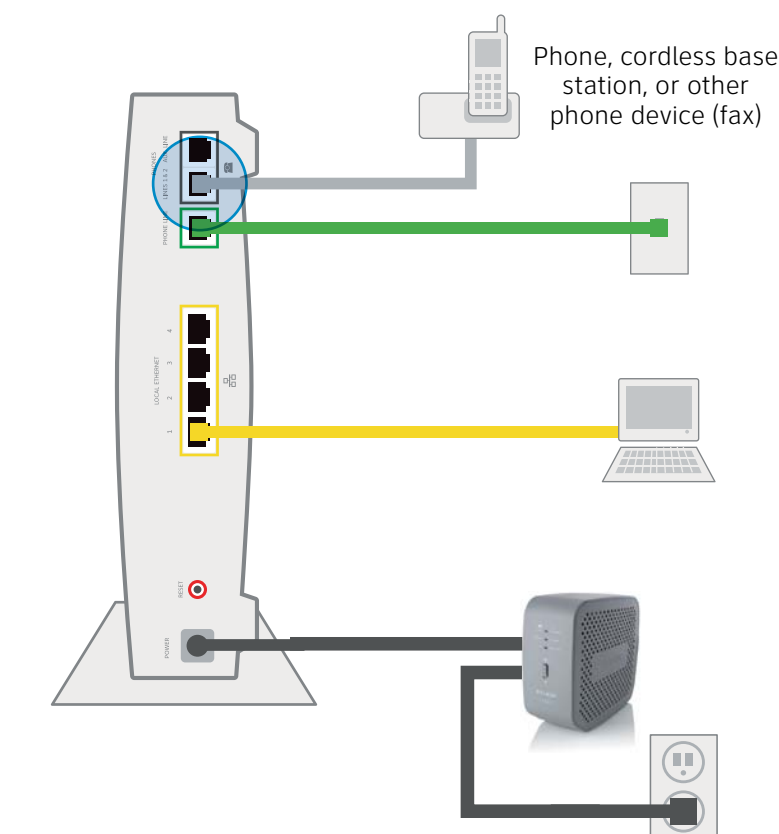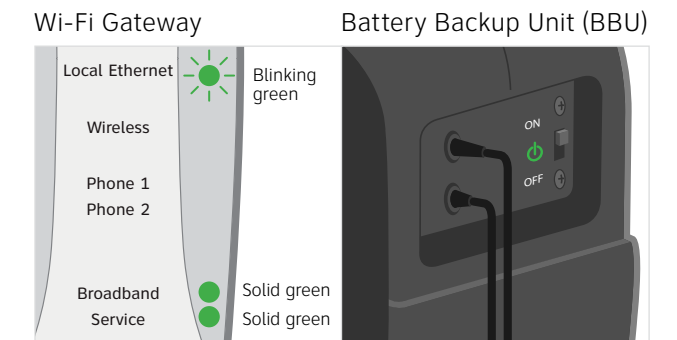
Note: Images not to scale.

2 Power up
Approximate time: 10 minutes

Move the switch on the back of the BBU to the "on" position.

Your Wi-Fi 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 Local Ethernet indicator light to start blinking green.

❗ During this time, do not unplug the BBU or green data cable, as this may interrupt activation. The BBU must be charged to be fully operational; however, while the BBU is charging, installation of your service will not be impeded. While the BBU is charging, it may emit a beeping sound.

If the Broadband and Service lights do not turn solid green or if the Local Ethernet light is not blinking within 5 to 10 minutes, see "Having Trouble?" on the back of this guide.

Wi-Fi Gateway | Battery Backup Unit (BBU)

Local Ethernet — Blinking green
Wireless
Phone 1
Phone 2
Broadband — Solid green
Service — Solid green

Note: During the power up sequence, the **Power light may turn orange** and the Wi-Fi Gateway may reboot itself. This is a normal part of the power up sequence.

3 Registration & Activation (required)

Approximate time: 20 minutes

**Note: You must complete both activation steps in order to use your Internet and Voice services.**

❗ **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 Voice service in Step **3** **B**.

A **Open your Internet browser (e.g., Internet Explorer, Safari, etc.):**

- The online registration process will start automatically to help you activate your Internet and Voice services.
- If the registration process does not 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 your online registration using the **4-digit passcode** you created when you placed your order—it was mailed to you separately for your reference.

B **To activate your Voice service to make calls: Call 1.877.377.0016 from the phone you set up in Step 1 D, and follow the voice instructions to complete the activation.**
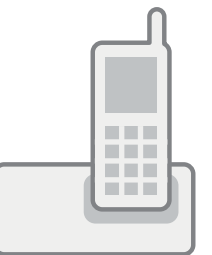
Upon successful activation, you will hear the following: "Your telephone number XXX.XXX.XXXX has been successfully activated."

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 "2WIRE" 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.

SSID: 2WIREXXX
Wireless Network Key: XXXXXXXXXX
For help: att.com/support
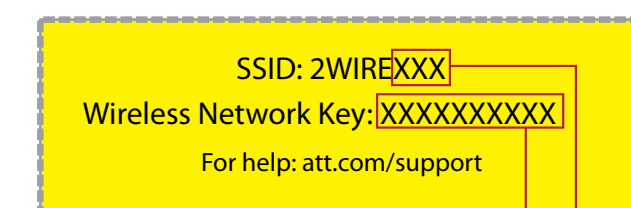
Network Name (SSID)
| 2 | W | I | R | E | | | | |

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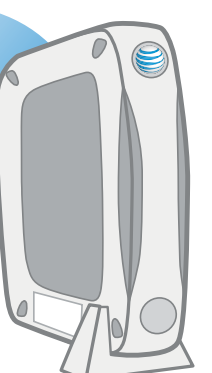
Stay connected on the go! AT&T Wi-Fi Basic is included with your AT&T U-verse High Speed Internet service, so you can access the Internet at thousands of AT&T Wi-Fi Hot Spots across the country. Visit **www.attwifi.com** to learn more.