

Having trouble?

Many issues can be resolved with these simple steps:



1. Check your connections.

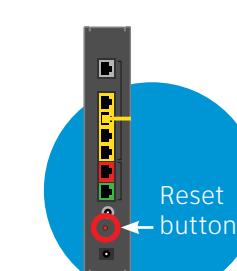
Ensure all cables and cords are connected properly and securely. Cables usually make an audible click when secure.



2a. Check Power.

If you have power and the Wi-Fi Gateway is turned on, the Power light on the front of your AT&T U-verse Wi-Fi Gateway will have a green light. If no lights are on:

1. Ensure the Wi-Fi Gateway is plugged into a working electrical outlet. The power cord should have a green light on indicating that there is power.
2. Ensure power cable on the back of the Wi-Fi Gateway is pushed in firmly. At this point, your Power light on the front should be green (see illustration); if not, try another power outlet and remove any power strips.



2b. Power light green; Service light red or blinking.

1. If after 15 minutes your Service light is not green, check that the green cable or coaxial cable is connected securely.
2. If cables are secure, power down the Wi-Fi Gateway by holding the reset button located on the back of the Wi-Fi Gateway for 15 seconds and wait an additional 10 minutes.

Specific issues

My Power indicator light turns orange 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 data cable depicted in green in this guide when the light is still orange. At the end of the sequence, the Broadband and Service indicator lights will be solid green.

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.

I followed the instructions in this guide, but my Wi-Fi Gateway is still not working.

Reset the Wi-Fi Gateway by pressing and holding the reset button located on the back of the Wi-Fi Gateway for 15 seconds. Check all cable connections to make sure they are secure.

My receivers/TV are not responding.

Confirm that the Service light is solid green on the Wi-Fi Gateway. If it is, power down the affected receivers. Hold the TV receiver's power button down for 10 seconds and release, then wait five minutes.

I don't have a dial tone.

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

Check to make sure you have a working phone jack.



Equipment return and recycling

Returning your Wi-Fi Gateway and power cord. Please remove the battery from your old Wi-Fi Gateway and refer to the Recycling of your Battery instructions below. Return the old Wi-Fi Gateway and power cord to your nearest The UPS Store. Find a participating location nearest you by visiting www.theupsstore.com or by calling 1.800.789.4623. No special packaging is required. Advise the UPS representative that you are returning an AT&T U-verse Wi-Fi Gateway. You will need to provide the order number given to you by the AT&T customer service representative and/or your account number. Your account number can be found on your bill, as highlighted on the sample bill to the right.



Recycling of your Battery. Do not dispose of the battery in your residential or commercial waste. Please take it to a local recycling center for proper handling.

Additional AT&T U-verse information

Visit att.com/userguides to find an electronic version of this guide (NVG589 to NVG589 Like for Like with Voice Swap Guide) and other support information.

To view & pay your bill and track your on-demand purchases, download the myAT&T app at att.com/anytime today.

¿Habla español?

Por favor visite att.com/verseguias para ver la información en español. También pueden ver la siguiente guía: ATT123520853-2/NVG589 to NVG589 Like for Like with Voice Swap Guide) para más detalles.

Need more help?

Go online: Visit att.com/uversesupport

Call us: Dial 800.288.2020 and ask for "U-verse technical support."



AT&T U-verse® Wi-Fi Gateway Replacement

self-installation guide



For use with High Speed Internet, Voice, and TV.

Begin anytime! You don't need to wait until the Service Activation Date listed on your packing slip.

Get started

Total approximate installation time: 35 minutes

These instructions will guide you through the process of replacing your AT&T U-verse Wi-Fi Gateway.

In the box:



Wi-Fi Gateway

(NVG589 to NVG589 Like for Like with Voice Swap Guide)
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1 Set up

Approximate time: 10 minutes

Begin by setting up the Wi-Fi Gateway and then establishing each service. You will not have TV, Internet, and Voice service while you're replacing your AT&T U-verse Wi-Fi Gateway.

A

- Unplug the power cord from your existing Wi-Fi Gateway
- Set the power cord aside
- Power down all U-verse TV receivers by unplugging them from the electrical outlets



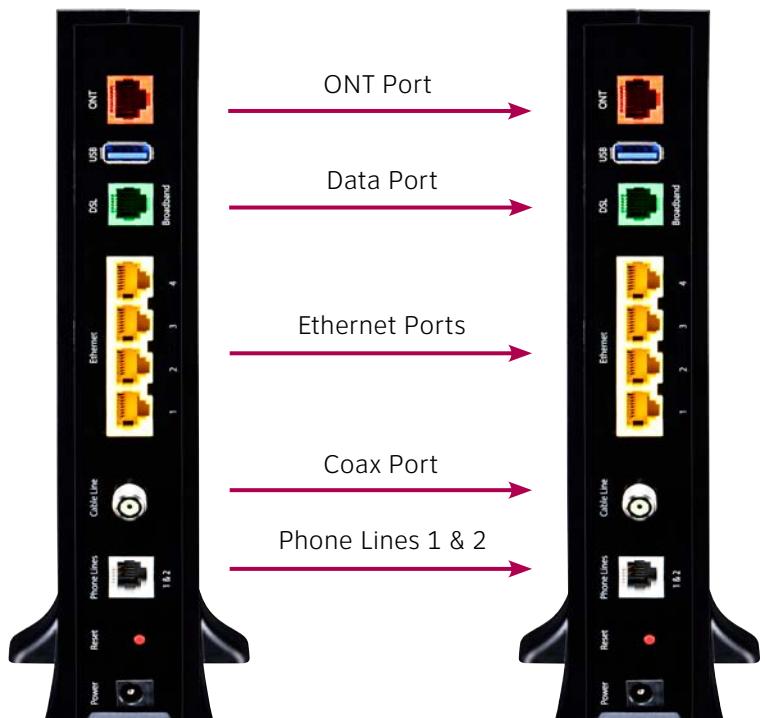
B

- Insert the battery backup into your replacement Wi-Fi Gateway.
- Remove the stand from the base
- Remove the cover
- Insert the battery
- Replace the cover and stand



C

- Stand the replacement Wi-Fi Gateway next to the existing Wi-Fi Gateway
- Remove connections from the existing Wi-Fi Gateway one at a time and connect them to the replacement Wi-Fi Gateway
- If you have a cable connected to the Coax port of your existing Wi-Fi Gateway, disconnect the cable and connect it to your replacement Wi-Fi Gateway as tightly as possible



2 Power up

Approximate time: 15 minutes

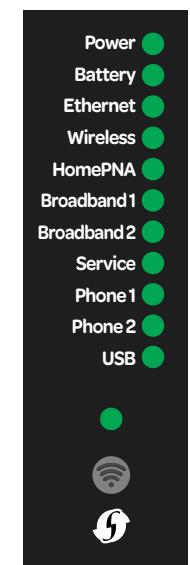
A Your Wi-Fi Gateway is now powering up. During this time, the Broadband light will turn red and the Power light may turn orange.

Wait up to 15 minutes for the Service indicator light to turn solid 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 Service light does not turn solid green or continues to blink after 15 minutes, see the [Having trouble?](#) section on the back of this guide.

B Power up all of your TV receivers by plugging them back into the electrical outlets. This process may take several minutes.



Replacement Wi-Fi Gateway indicator lights on front panel. Lights may vary with setup.

3 Go Wi-Fi

Approximate time: 10 minutes

You will need to complete this step in order to reestablish your Wi-Fi connections. The Wi-Fi Network Name (SSID) and Wi-Fi Password (Wireless Network Key) are different on your replacement Wi-Fi Gateway than on your old Wi-Fi Gateway. Any other custom settings that you had made on your old Wi-Fi Gateway will also need to be implemented on the replacement Wi-Fi Gateway.

Write down the Wi-Fi Network Name and Wi-Fi Password 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 seven characters of the Wi-Fi Gateway's serial number. Be sure to record this information in the form below.

Now configure your new Wi-Fi network:

1. Go to your computer's "Wireless Network Settings" and refresh the network list.
2. 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.
3. Enter the 12 character Wi-Fi Password (Wireless Network Key) in the Password field to connect to your network.
4. Connect all your Wi-Fi devices with the new Wi-Fi Network Name and new Wi-Fi Password.

SSID: ATTXXXXXX
Wireless Network Key: XXXXXXXXXXXX
For help: att.com/support
Wi-Fi Network Name (SSID)
A T T [] [] [] [] [] [] [] [] [] []
12 character Wi-Fi Password (Wireless Network Key)
[] [] [] [] [] [] [] [] [] [] [] []

For illustrative purposes only. Please refer to the label on your equipment for your personal SSID and Wireless Network Key.



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/versesupport

