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 2 and 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. 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 2 (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 and/or health alarm providers and ask for "U-verse technical support.”

Additional AT&T U-verse information

What is your internet connection speed?

The AT&T Speed Test is available to help you gauge the performance of your online experience. Visit att.com/speedtest to determine the speed at which data is sent to or from your computer.

Check out the User Guide online.

Visit att.com/versesupport to watch a how-to installation video and more.

Manage your account:

Go to att.com/myatt to manage your AT&T U-verse account. You can also visit att.com/manage to download the app.

¿Habla español?

Por favor visite att.com/versesupport para ver la información en español. También pueden ver la siguiente guía: AT110900777-6 (HSPA C5G GATEWAY INST GUIDE) para más detalles.

Need more help?

Go online: Visit att.com/versesupport
Call us: Dial 1.800.288.2020 and ask for “U-verse technical support.”

AT&T High Speed Internet Service

Wi-Fi Gateway

Before installation:

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

Get started

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?
   - See "Specific Issues” on the back of this guide.

Approximate installation time: 55 minutes

Gather materials needed for setup:

- Ethernet Cable
- Power cord (yellow)
- Dual-Port Filter
- Single-Port Filters
- Service Entry Cable (white)

Wi-Fi Gateway

Gateway will come packed with stand attached

AT&T U-verse

AT&T is a registered trademark of AT&T Inc. ©2011-2013 AT&T Intellectual Property. http://www.att.com/terms Of course, AT&T and all other AT&T marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.
1. **Set up** Approximate time: 10 minutes

Customers without traditional dial tone phone service can skip Steps A and B, and start with Step C.

- 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.

- The dual-port filter is used when you want to connect a phone or other piece of equipment, such as a fax machine, to the same wall jack as your Wi-Fi Gateway.

- 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).

- A dual-port filter is only necessary if you have traditional phone service and want to share the wall jack with a phone device; otherwise, plug the data cable directly into the wall jack.

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

- Remove the sticker covering the Power port. Combine the two-part power cord, and then connect one end to the Wi-Fi Gateway’s Power port and the other end to an electrical outlet.

**Questions?**

Go online: Visit att.com/versesupport

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

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 networks” 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.