

AT&T U-verse[®] Voice and High Speed Internet Wi-Fi Gateway



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: 55 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 an AT&T technician to install your service. Call 1.800.288.2020 to schedule an appointment. Additional charges will apply for professional installation services from an AT&T U-verse service technician.

In the box:



5031 Wi-Fi Gateway



Yellow Ethernet cable



Green Data cable



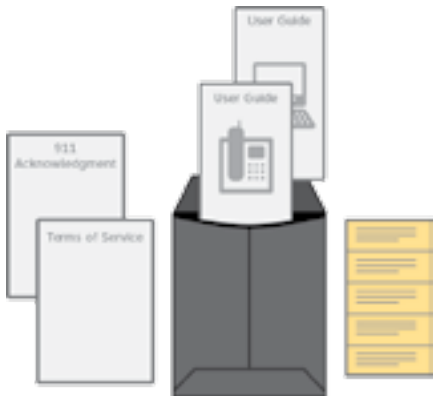
Battery Backup Unit (BBU)



Packing slip



Your 4-digit passcode. You received a separate letter confirming the 4-digit passcode you designated when placing your order.



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

Images are not to scale.

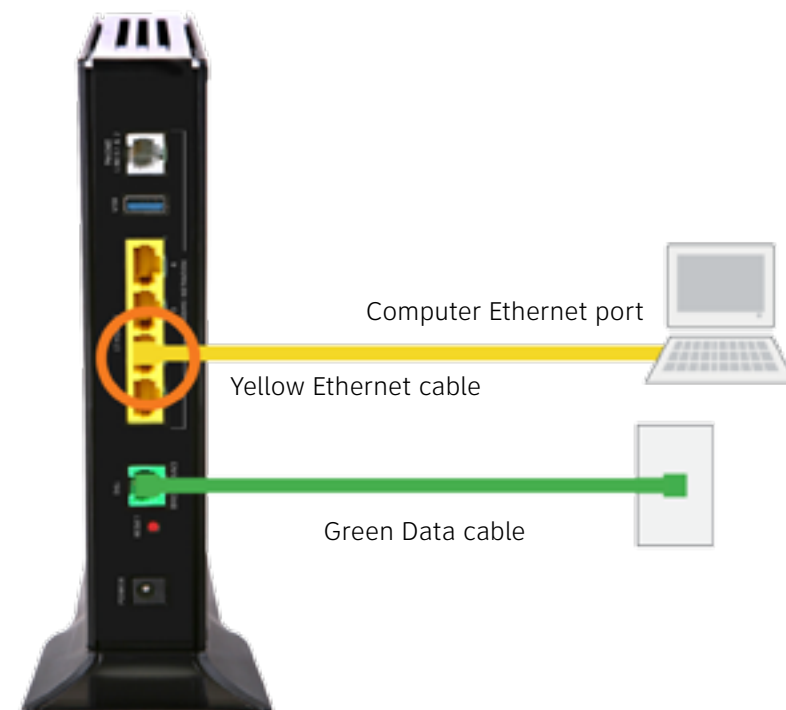


1 Set up Approximate time: 10 minutes

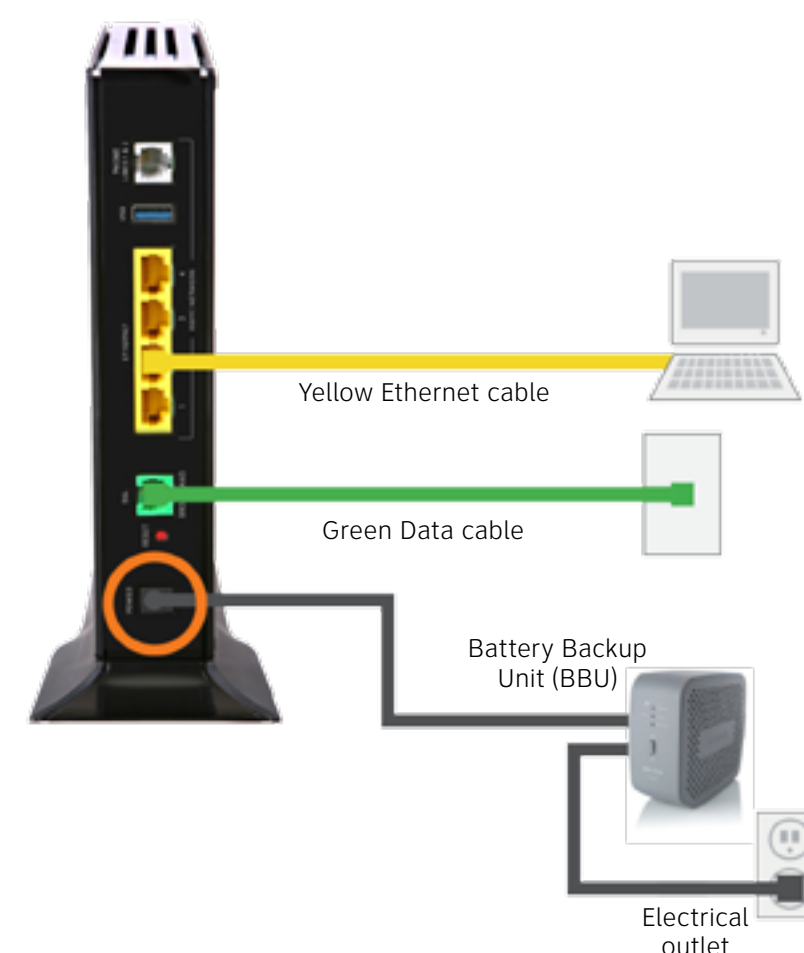
- A** Connect the green data cable from the Wi-Fi Gateway's DSL Broadband port to your wall jack.



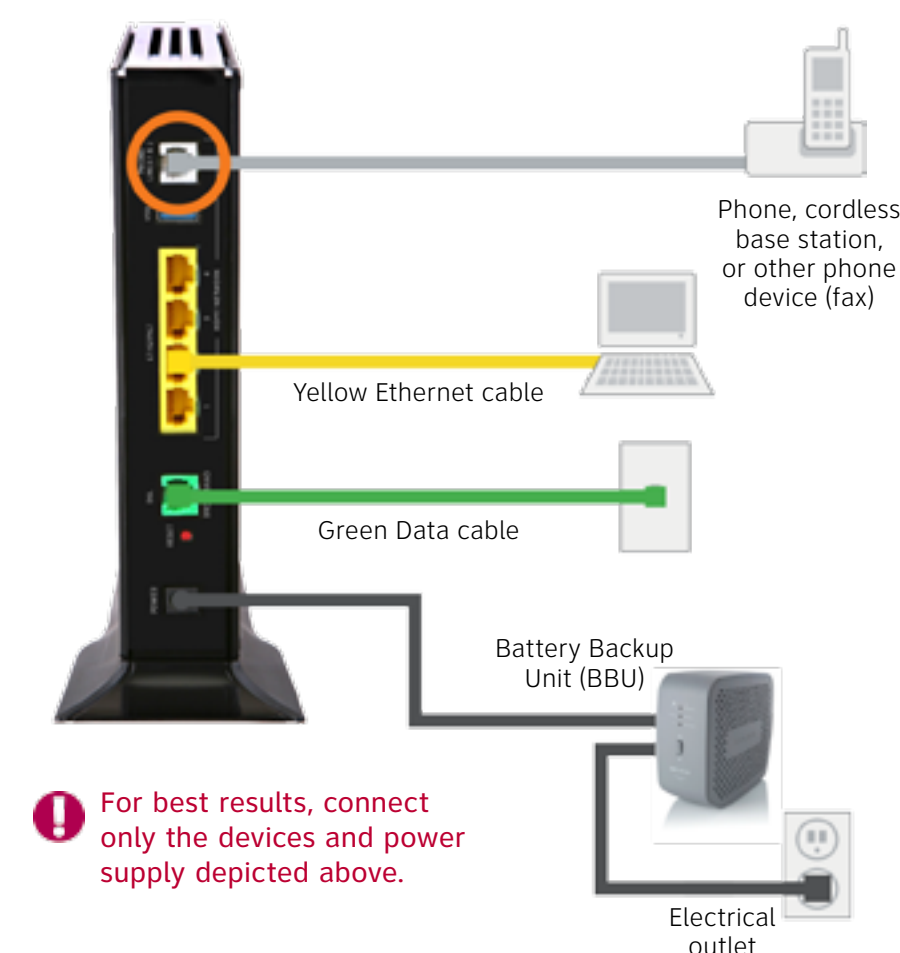
- B** Remove the sticker covering the Power port. Connect the yellow Ethernet cable from the Wi-Fi Gateway's Ethernet port to your computer's Ethernet port.



- C** Connect the Battery Backup Unit (BBU) to the Wi-Fi Gateway's Power port. Plug the BBU into a standard electrical outlet only. **Wait until Step 2 before you turn on the BBU.**



- 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.



Images are not to scale.

2 Power up Approximate time: 15 minutes

- Move the switch on the back of the Battery Backup Unit (BBU) to the "on" position.
- Your Wi-Fi Gateway is now powering up. Wait up to five minutes for the Broadband and Service indicator lights to turn solid green.
- !** During this time, do not unplug the BBU or 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 "Having Trouble?" on the back of this guide.

Note: The BBU must be charged for approximately 18 hours before it is fully operational; however installation of your service may continue while the BBU is charging. The BBU may emit a beeping sound while charging.



Wi-Fi Gateway indicator lights



Battery Backup Unit (BBU)

3 Registration & Activation (required)

Approximate time: 20 minutes

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

- !** 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:
 - 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.
 - 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 1D, 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)

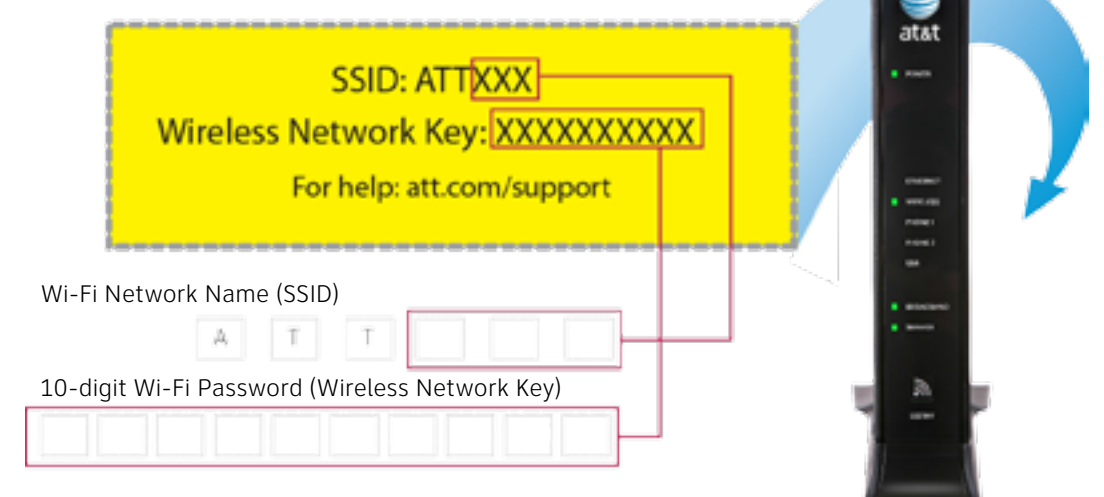
Approximate time: 10 minutes

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 "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 (Wireless Network Key) in the Password field to connect to your network.

Congratulations! You should now be connected to the Internet via Wi-Fi.



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

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.



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:

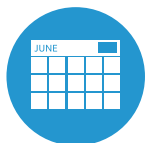
1. Log in to your online account at **att.com/myatt**
2. Click on **home phone**
3. Click on **manage features**

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 **3B**.

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 Guides online:

Visit **att.com/userguides** to find an electronic version of this guide ATT122090839-3 (UV Double Play Internet + Voice) 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 new 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: ATT122090839-3 (UV Double Play Internet + Voice) para más detalles.

Accessibility Support:

Alternate formats now available in Large Print or Braille. Call 1.800.288.2020 and request your guide number (ATT122090839-3) in an alternate format. Additional accessibility support:

- Customers with Disabilities:
 - Voice Calls: 1.800.288.8303
 - TTY Calls: 1.800.536.8890
- Repair Center:
 - Voice Calls: 1.800.246.8464
 - TTY Calls: 1.800.397.3172
- Accessible Tagged PDF: Visit **att.com/userguides**
- Device Compatibility Feature: Compatible with any TTY/TDD devices with standard phone line

Need more help?

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

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

