

Having trouble?

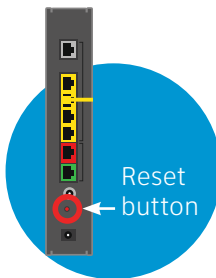
Many issues can be resolved with these simple steps:



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

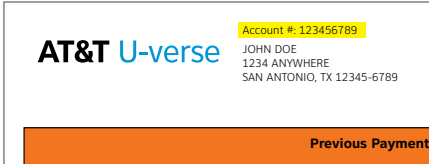
My Power indicator light turns orange during the power up sequence.
Don't worry. This is a normal part of the power up sequence—just remember not to unplug the power cord or data cable depicted in green in this guide when the light is still orange. At the end of the sequence, the Broadband and Service 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.

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.

Equipment return

Returning your Wi-Fi Gateway. Please return the old Wi-Fi Gateway and power cord as-is 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.



Additional AT&T U-verse information

Check out the User Guides online:
Visit att.com/userguides to find an electronic version of this guide (ATT122920851 UV3801 WG to NVG589 without Voice 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 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: ATT122920851/UV3801 WG to NVG589 without 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 (ATT122920851) 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 to any TTY/TDD devices with standard phone line

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



For use with
High Speed
Internet 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



Power Cord



1 Set up Approximate time: 10 minutes

Power down all U-verse TV receivers by unplugging them from the electrical outlets. You will not have TV or Internet service while you're replacing your AT&T U-verse Wi-Fi Gateway.

- Unplug the power cord from your existing Wi-Fi Gateway
- Set your old power cord aside



Existing Wi-Fi Gateway

- 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



Existing Wi-Fi Gateway

Replacement Wi-Fi Gateway

- If you have a cable connected to the Coax port of the existing Wi-Fi Gateway, disconnect the cable and connect it to the replacement Wi-Fi Gateway as tightly as possible



Existing Wi-Fi Gateway

Replacement Wi-Fi Gateway

- D • Remove the sticker covering the Power port of your replacement Wi-Fi Gateway
- Using your new power cord, plug your replacement Wi-Fi Gateway into an electrical outlet. You should see a green light on the power cord indicating that there is power



Replacement
Wi-Fi Gateway

2 Power up Approximate time: 15 minutes

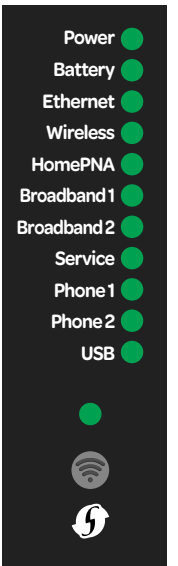
- A** Your Wi-Fi Gateway is now powering up. During this time, the Broadband light will turn red and the Power light may turn orange.

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
may vary with setup.

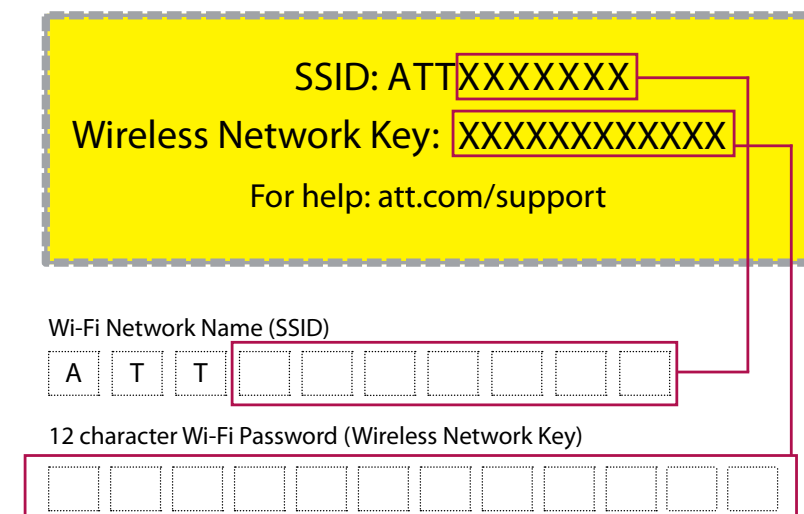
3 Go Wi-Fi Approximate time: 10 minutes

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.



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

