

# AT&T U-verse<sup>®</sup> Voice and High Speed Internet Wi-Fi Gateway

self-installation guide

## 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:



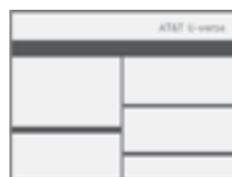
Battery Backup



1 Yellow Ethernet cable



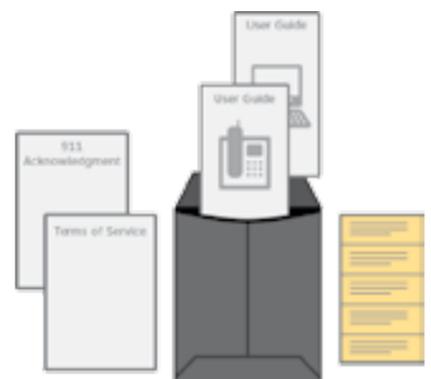
1 Green data cable



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.



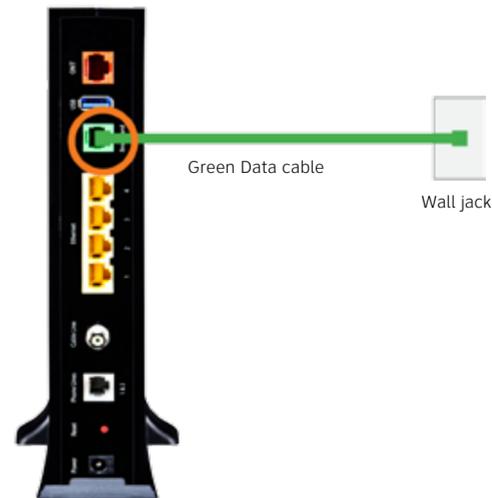
# 1 Set up Approximate time: 10 minutes

**!** Power down all U-verse TV receivers by unplugging them from the electrical outlets before moving on to Step 1A.

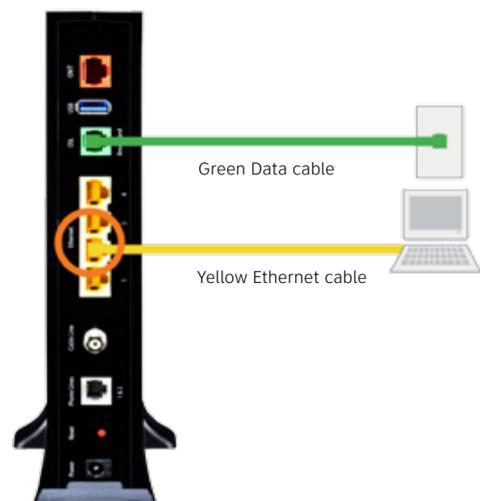
- A** Insert the battery backup into your Wi-Fi Gateway
- Unplug the power cord from your Wi-Fi Gateway
  - Remove the stand from the base
  - Remove the cover
  - Insert the battery
  - Replace the cover and stand



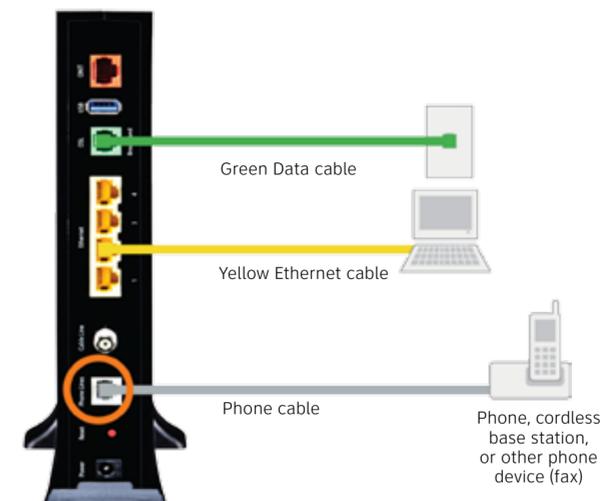
- B**
- Stand the Wi-Fi Gateway upright
  - Connect the green data cable from the Wi-Fi Gateway's DSL Broadband port to your wall jack



- C**
- Connect the yellow Ethernet cable from your computer into the back of the Wi-Fi Gateway.



- 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.
  - Plug the power cord back into the Wi-Fi Gateway



**!** For best results, connect only the devices and power supply depicted above.

Images are not to scale.

## Questions?

**Go online:** Visit [att.com/uversesupport](http://att.com/uversesupport) To learn more about the benefits and features of your AT&T U-verse service, visit [att.com/u-verse/newcustomer](http://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](http://attwifi.com) to learn more.

# 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.



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

# 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 3B.

- 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 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 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: ATTXXXXXXX  
 Wireless Network Key: XXXXXXXXXXXXX  
 For help: att.com/support

Wi-Fi Network Name (SSID)  
 A T T [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]

12 character Wi-Fi Password (Wireless Network Key)  
 [ ]



# 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](http://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](http://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](http://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](http://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](http://att.com/userguides) to find an electronic version of this guide ATT122580848-2 (U-verse Double Play Internet + Voice NVG589) and other support information.

### Manage your account:

Go to [att.com/myuverse](http://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](http://att.com/anytime) today.

### ¿Habla español?

Por favor visite [att.com/uverseguias](http://att.com/uverseguias) para ver la informacion en español. También pueden ver la siguiente guía: ATT122580848-2 (U-verse Double Play Internet + Voice NVG589) para más detalles.

### Accessibility Support:

Alternate formats now available in Large Print or Braille. Call 1.800.288.2020 and request your guide number (ATT122580848-2) 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](http://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](http://att.com/uversesupport)

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

