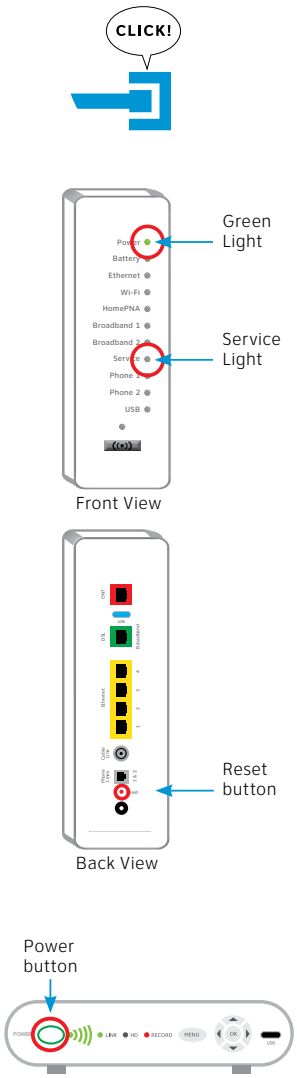


Need more help?

No TV or Internet service:



Check your connections:
Cables usually make an audible click when secure.

Check Power: Power light on the Wi-Fi Gateway should be green; if not, try another electrical outlet.

Check Service light on front of the Wi-Fi Gateway: If after 5 minutes, the light is red or off, power down the Wi-Fi Gateway by holding down red Reset button for 15 seconds.

TV Receivers not responding:
Confirm Service light is solid green on the Wi-Fi Gateway. If so, hold the TV receiver's Power button down for 10 seconds and release, then wait five minutes.

- Wi-Fi Gateway Power light is amber:** Don't worry. This is a normal part of the power-up sequence.
- No dial tone:** Make sure your phone cable is plugged into the Phone Line port on the Wi-Fi Gateway.
- Additional assistance:** Call 800.288.2020 and ask for "U-verse technical support".

If your existing Wi-Fi settings did not transfer, you will need to set up a new Wi-Fi Network Name and Password. To do so, follow these steps:

- Use settings from new Wi-Fi Gateway yellow sticker
- Open your device's Wi-Fi connection settings, select your Wi-Fi Network Name and enter Wi-Fi Password to connect
- Record and keep your Wi-Fi settings for future reference when connecting all your Wi-Fi devices

Wi-Fi Network Name: ATTXXXXXXX

Wi-Fi Password: XXXXXXXXXXXX

For help, att.com/support



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

For use with High Speed Internet,
Voice, and TV

- Reminder:**
- Your Wi-Fi Gateway does not contain a battery backup
 - Battery backup is available for purchase from third-party manufacturers and retailers to keep you connected in the event of a power failure. Visit **att.com/batterybackup** for more information.



Get the most from AT&T GigaPower and find out what it can do for you.

Go to att.com/GigaPowerSupport or scan the QR code.



- From there, you'll find answers to frequently asked questions.
- **Internet Speed:** How do I improve my speed?
 - **U-verse TV:** How does AT&T GigaPower makes your U-verse TV experience better?
 - **U-verse Voice:** Will GigaPower change my current U-verse Voice service?
 - **More Support:** Having trouble with your GigaPower connection?

Need a free **AT&T Code Scanner**? Download and install from your mobile app store. Then scan the QR code.

Additional U-verse information

Manage your account:

Available 24/7, download the myAT&T app at **att.com/myattapp** from your mobile device.

Support:

- For U-verse support, including live chat, go to **att.com/uversesupport**
- For GigaPower support, go to **att.com/GigaPowerSupport**

¿Hablas español?

Por favor visita **att.com/uverseguías** para ver la informacion en español. También puedes ver la siguiente guía: ATT140920876-4/NVG589 to NVG599 with Voice Swap Guide) para más detalles.

Accessibility Support:

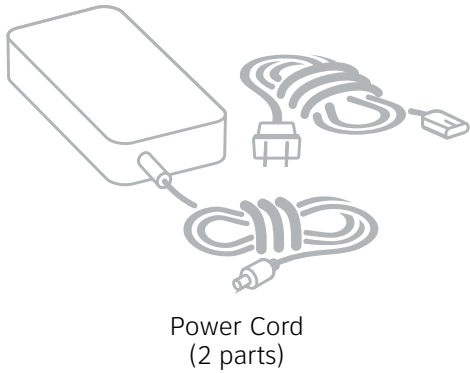
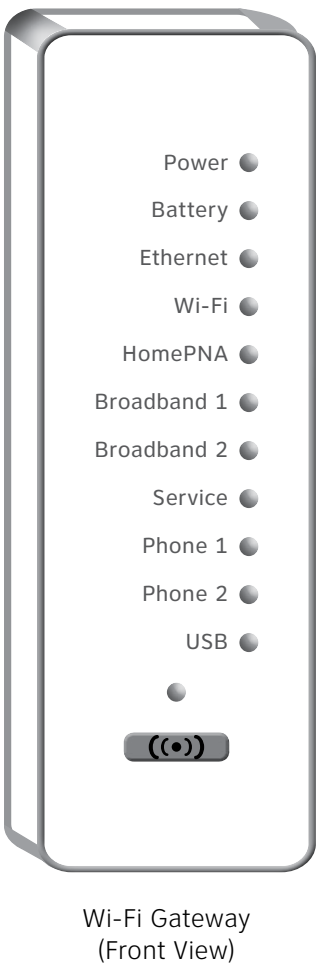
- Alternate formats now available in Large Print or Braille. Call 800.288.2020 and request your guide number (ATT140920876-4).
- Special Needs Equipment:
 - Phone: 877.902.6350
 - TTY: 800.772.2889
- Repair Center:
 - Phone: 800.246.8464
 - TTY: 800.397.3172
- Accessible Tagged PDF: Visit **att.com/userguides** to find this guide (NVG589 to NVG599 with Voice Swap Guide).
- Device Compatibility Feature: Compatible with any TTY/TDD devices with standard phone line.



Get started Total approximate installation time: 20 minutes

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

In the box:



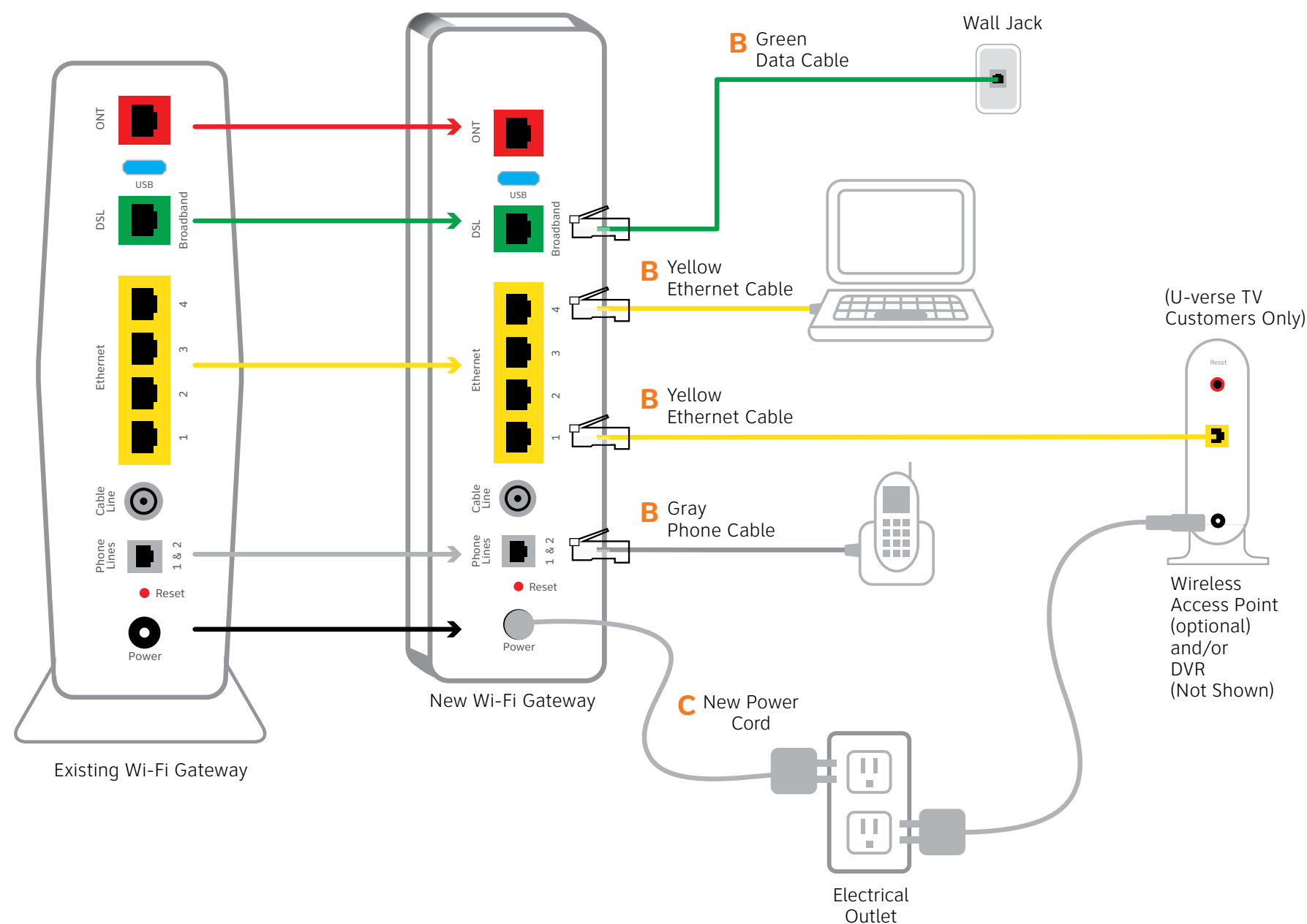
1. Set up

Approximate time: 10 minutes

! Please note that your U-verse TV, Internet, and voice services will not operate during this process. This includes recording TV shows.

- A.**
 - Unplug power cord from existing Wi-Fi Gateway
 - Set power cord aside
 - Stand new Wi-Fi Gateway side-by-side with existing Wi-Fi Gateway
- B.**
 - Transfer one connection at a time from the existing Wi-Fi Gateway to new Wi-Fi Gateway
- C.**
 - Carefully read and remove yellow Power sticker covering the Power port of new Wi-Fi Gateway
 - Connect new power cord to Power port of new Wi-Fi Gateway and into electrical outlet

Below is a completed setup. Your connections may vary.



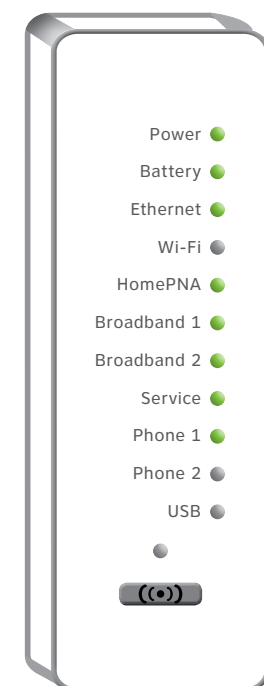
2. Power up

Approximate time: 1–5 minutes

! Your Wi-Fi Gateway is now powering up. During this time (up to 5 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.

- A.** When complete, the Service light will begin flashing, then turn to solid green. If the Service light does not turn solid green or continues to blink after 5 minutes, see **Need More Help?** on the back of this guide.
- B.** For U-verse TV, restart your TV receivers after the Service light is solid green. Go to each TV and hold down the Power button on the U-verse receiver and DVR for ten seconds.

NOTE: Live TV may take a few minutes to display. If TV does not respond refer to **Need More Help?** on the back of this guide.



Lights may vary with setup.

3. Go Wi-Fi

Approximate time: 1–5 minutes

New Wi-Fi setup:

A. Select only one option to begin the Wi-Fi setup.

Option 1: Connect using PC

- Connect laptop or PC with an Ethernet cable to your Wi-Fi Gateway
- Continue to **B**

Option 2: Connect using smartphone/tablet

- Establish a temporary connection using new Wi-Fi settings located on yellow sticker on new Wi-Fi Gateway
- Open your device's Wi-Fi connection settings and select your Wi-Fi Network Name and enter your Wi-Fi Password to connect to your network
- Continue to **B**

B.

- Open a browser and go to **ufix.att.com/restore**
- Log in to your U-verse account. If you forgot your User ID (primary AT&T email address) and Password, help can be found on the account log-in screen.
- Follow the onscreen instructions to transfer the existing Wi-Fi settings.
- Record existing Network Name and Wi-Fi Password on separate yellow sticker from kit.
- Place new yellow sticker over your new Wi-Fi Gateway's yellow sticker.

! **NOTE:** If Wi-Fi settings did not transfer or to use new Wi-Fi Network Name and Password, refer to **Need more help?** section on back page of guide.

! **NOTE:** Any custom settings made for security cameras, game consoles, etc., on your original Wi-Fi Gateway will also need to be made on your new Wi-Fi Gateway.

4. Easy return

(Refer to return instructions in your kit)

- A.** Return your equipment at no cost to you within 21 days to avoid \$150 charge.
- B.** Take original gateway and power cord to nearest The UPS Store. Bring your AT&T Account number located on your packing slip. Please do not return other devices (e.g., backup battery, etc.).
- C.** UPS will scan your equipment, provide a receipt, pack, and ship equipment to AT&T at no cost to you.

