Having Trouble?

Many issues can be resolved in these simple steps:

What is your service activation date?
Do not attempt to install your service until 2pm or later on your service activation date. You can find this date on your packing slip.

Check your connections.
Verify that cables, cords, and filters on all devices are connected as specified in Steps 1-3.

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.

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.

Wait for blinking indicator lights.
Wait for blinking indicator lights to turn solid green (may take up to two minutes), and then attempt to access the Internet.

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 after completing all of the installation steps in this guide to ensure that their services have not been affected.

Why do I need to install phone line filters?
Without a DSL filter, you may experience data-sections or hear static on the phone line. You may purchase additional filters (including wall mount filters) from the AT&T Store at att.com/equipment or at most electronics and computer stores. While AT&T services generally work with third-party devices, they are not specifically supported by AT&T.

There’s static on the phone line.
Make sure there are port filters properly installed on all phone devices, digital video recorders, monitored alarm systems, satellite systems, fax machines, cable systems, and any other devices plugged into a wall jack.

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 > Settings, uncheck any checked boxes and USA OK.

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.
Go to att.com/synergystart to watch a how-to installation video and more.
Visit att.com/synergystart to find an electronic version of this guide (ATT141210877-2) at the AT&T U-verse Install Guide page or call (888) 458-0770 for more information.

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.

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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.
1. **Set up**  
Approximate time: 10 minutes

Customers without traditional dial tone phone service can skip Steps 1 and 2, and start with Step 3.

- 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 green DSL Broadband port to the dual-port filter’s DSL port (or directly to the wall if you do not have traditional phone service).

2. **Power up**  
Approximate time: 15 minutes

Your Wi-Fi Gateway is now powering up. During this time, the Broadband light 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**  
Approximate time: 5 minutes

You must complete the following registration process to use your High Speed Internet service.

- Open your Internet browser (e.g., Internet Explorer, Safari, etc.).
- The online registration process will start automatically (if it doesn’t, enter att.net/uverse into your address bar).
- Enter your Account Number (if requested) and passcode.
  
1. Your Account Number is available on your order confirmation email or letter
2. Your passcode is the four-digit number that you selected when you placed your order
3. Follow the online instructions to complete your registration and activate your Internet service

Upon successful registration your Internet service will be activated and you will see the following. Congratulations! Thank you for completing this process!

4. **Go Wi-Fi**  
(Optional) Approximate time: 10 minutes

Write down your Wi-Fi Network Name (SSID) and Wi-Fi Passcode (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 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 Passcode in the Passsword 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.

**Questions?**
Visit att.com/uversesupport
New customer? Visit att.com/uversewelcome