**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

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 2pm or later on your service activation date. You can find this date on your packing slip.

- **Did you activate your services?**
  You must complete activation for your Internet and Voice services to work correctly. See Step 3 inside.

- **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.

  2. **Power down, power up.**
     Unplug the power cord from the back of the Wi-Fi Gateway. Leave the Wi-Fi Gateway unplugged for 15 seconds and plug it back in. You may need to wait up to two minutes for blinking indicator lights to turn solid green.

**Additional 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 Guides online:**
Visit att.com/userguides to find an electronic version of this guide ATT141210878-3 (PnP NVG510 Internet + Voice Install Guide).

**Manage your account:**
Available 24/7, download the myAT&T app at att.com/myattp from your mobile device. ¿Habla español? Para favor visite att.com/uvenglish para ver la siguiente guía ATT141210878-3 (PnP NVG510 Internet + Voice Install Guide) para más detalles.

**Need more help?**
Visit att.com/uversesupport Call us at 800.288.2020 and ask for “U-verse technical support.”

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**AT&T U-verse® Voice and High Speed Internet**

**Before installation:**
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.

**Get started**

**Before you begin:**

1. **Check your service activation date.**
   Do not attempt to install your services until 2pm 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 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:**

- Yellow Ethernet cable
- Green data cable
- Black power cable
- Packing slip
- Wi-Fi Gateway
- 911 Acknowledgment form
- Terms of Service
- AT&T U-verse Voice User Guide
- AT&T High Speed Internet User Guide
- 911 stickers

**Also needed:**

- Your 4-digit passcode: You received a separate email and/or letter confirming the 4-digit passcode you designated when placing your order.

**Reminder:**
- Your 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.
1. **Set up**  
   Approximate time: 10 minutes
   - Connect the green data cable from the Wi-Fi Gateway’s DSL Broadband port to your wall jack.
   - Remove the sticker covering the Power port of the Wi-Fi Gateway. Connect the Wi-Fi Gateway to electrical outlet using new power cord.
   - Connect the yellow Ethernet cable from one of the Wi-Fi Gateway’s Ethernet ports to your computer’s Ethernet port.
   - 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.

2. **Power up**  
   Approximate time: 1-5 minutes
   - 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 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 5 minutes, see “Having Trouble?” on the back of this guide.

3. **Registration & Activation**  
   Approximate time: 5 minutes
   - Customers who have already completed the U-verse on-line registration:
     - Activation of your High Speed Internet and Voice services will be completed automatically
     - The service activation may take a few minutes to complete
     - Be sure to open a browser, go to a site and check that you can access it. Next, test that you can make and receive calls from the phone connected to the gateway to ensure it is working
   - Customers who have NOT completed the U-verse on-line registration:
     - 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
     - Follow the online instructions to complete your registration and activate your Internet and Voice services
     - Upon successful registration, you will see the following: Congratulations. Your AT&T U-verse services are now activated and ready to use!

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.

*Images are not to scale.*

**Questions?** Visit att.com/uversesupport