

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 service?
You must complete activation for your Internet service to work correctly. See Step 3 inside.



Check your connections.
Check all cables and cords to ensure they are connected properly and securely.



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?
Our 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.

Manage your account:
Available 24/7, download the myATTapp at att.com/myattapp from your mobile device.

Repair center:
Phone: 800.246.8464

¿Hablas español?
Por favor visita att.com/uverseguias para ver la información en español. También puedes ver la siguiente guía: ATT151470907-3 (UV Internet Install Guide) para más detalles.

Accessibility support:
Alternate formats now available in large print or braille. Call 800.288.2020 and request your guide number (ATT151470907-3) in an alternate format. Additional accessibility support:

- Telephone equipment for visual and/or hearing impaired:
 - 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
- Device Compatibility Feature: Compatible with any TTY/TDD devices with standard phone line

Need more help?

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



AT&T U-verse® High Speed Internet Wi-Fi® Gateway



Get started

Approximate installation time: 30 minutes

Before you begin:

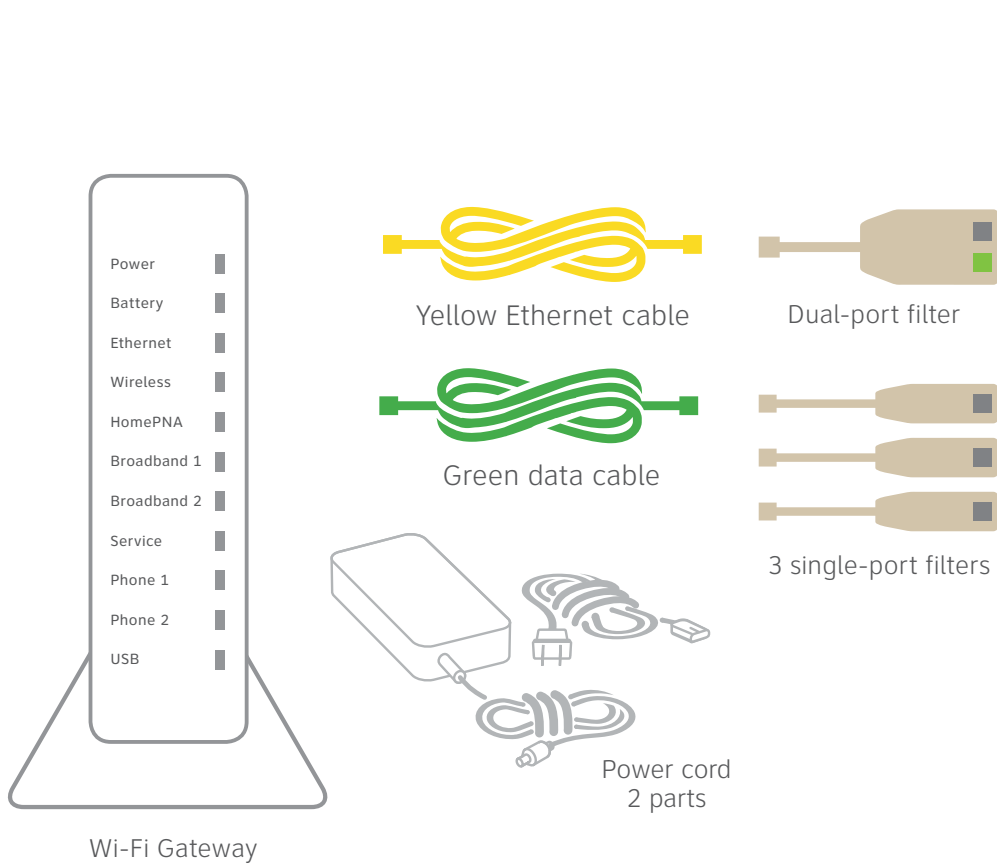


1. Check your service activation date.
Do not attempt to install your service until **2pm or later** on the date provided to you by AT&T. This date is also located on your packing slip.

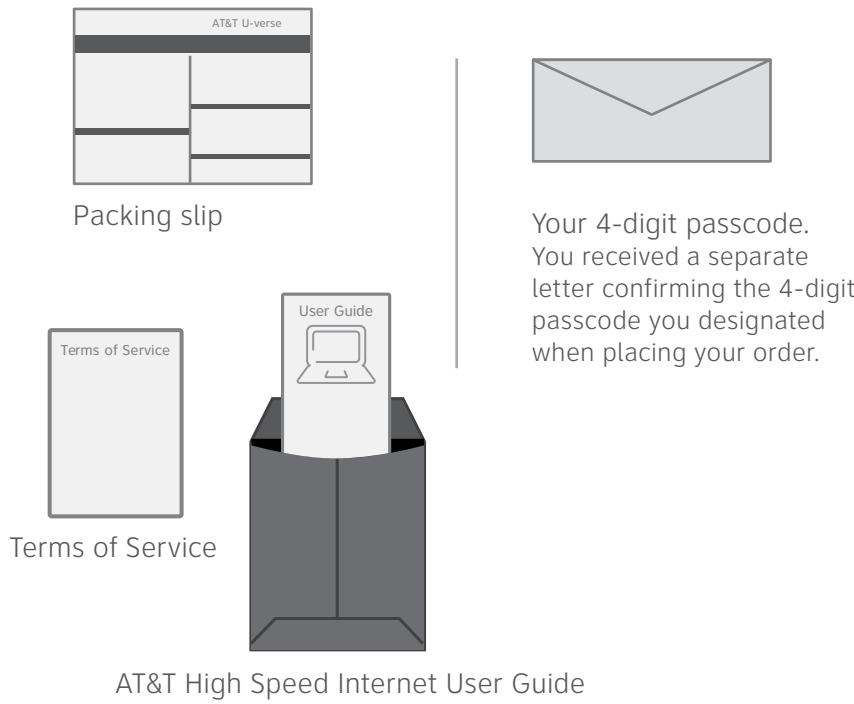


2. Do you have a monitored home security system or health alarm?
If either of these apply to you, you will need an AT&T technician to install your service. Call 800.288.2020 to schedule an appointment. Additional charges will apply for professional installation services from an AT&T U-verse service technician.

In the box:



Also needed:

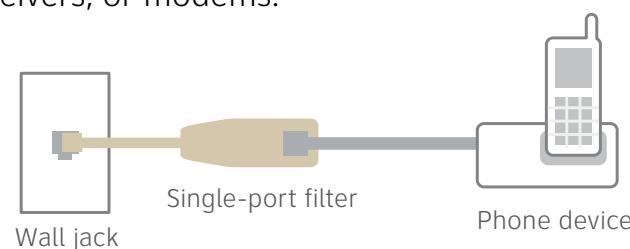


1. Set up

Approximate time: 10 minutes

Note:

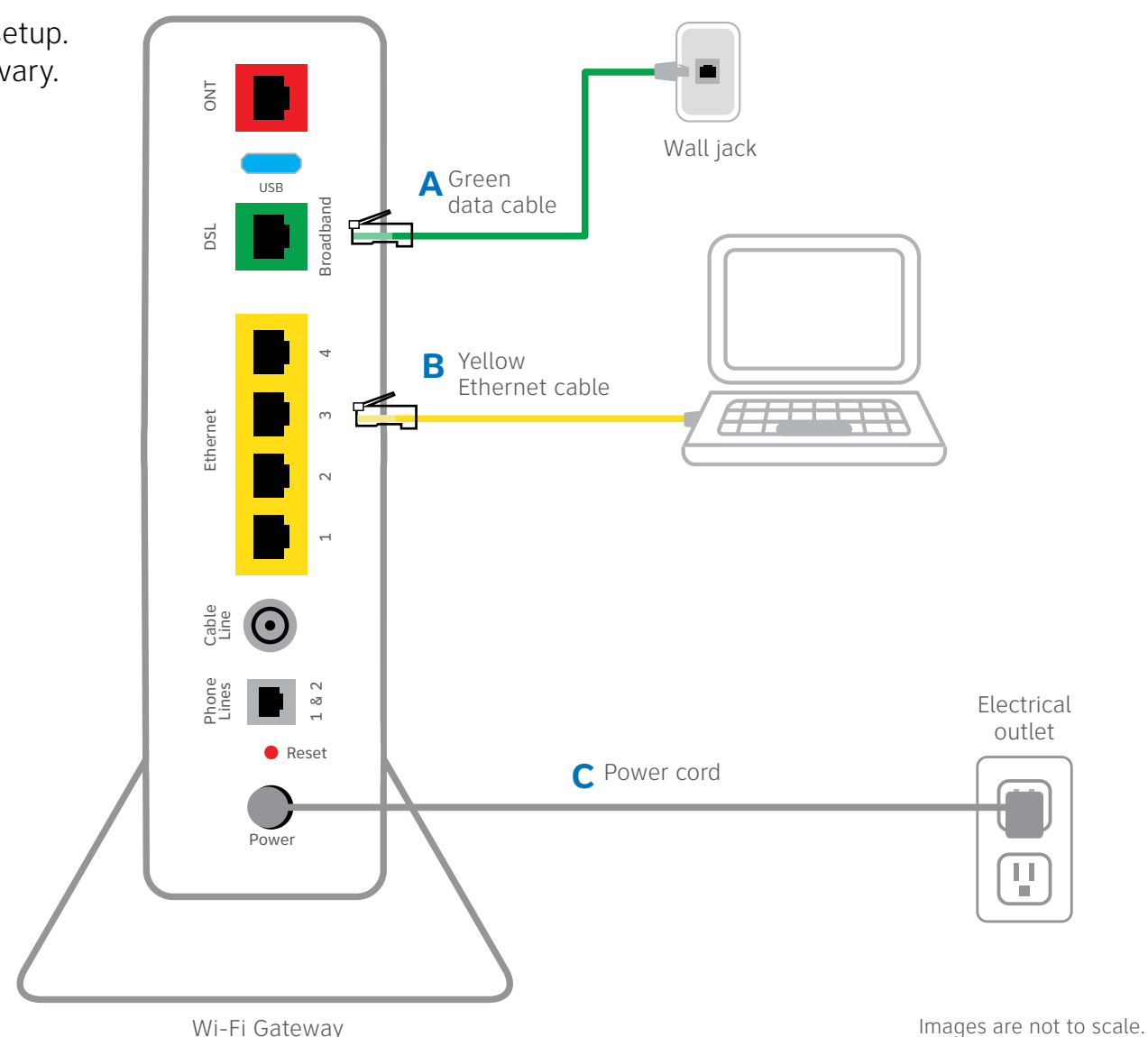
- If you have traditional dial tone phone service, install single-port filters in wall jacks that have devices such as phones, fax machines, satellite receivers, or modems.



- 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 DSL Broadband port to your wall jack
- Connect the yellow Ethernet cable from one of the Wi-Fi Gateway's Ethernet ports to your computer
- Plug the power cord into the Wi-Fi Gateway and an electrical outlet

Below is a completed setup. Your connections may vary.

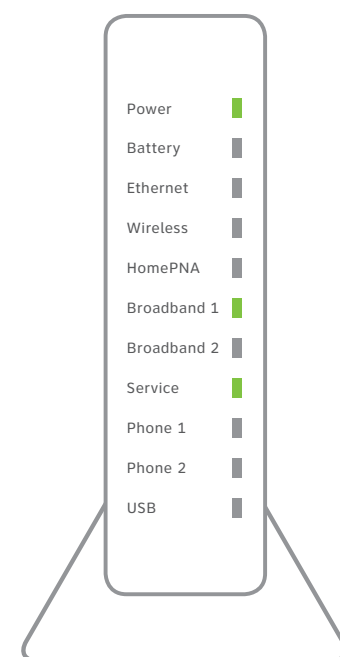


2. Power up

Approximate time: 1–5 minutes

- Your Wi-Fi Gateway is now powering up. 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.



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

- 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 online registration.

- Welcome to U-verse.
- Activation of your high-speed Internet service will be completed automatically.
- The service activation may take a few minutes to complete.
- Be sure to open a browser, go to a Web site, and check that you can access it.

Customers who have NOT completed the U-verse online 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 you selected when you placed your order.
- Follow the online Instructions to complete your registration and activate your Internet service.
- 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

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 seven characters 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 12-character 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.

The form contains two rows of input boxes. The first row is for the Wi-Fi Network Name (SSID) and the second row is for the 12-character Wi-Fi Password. To the right, a diagram of the Wi-Fi Gateway side panel shows the location of the SSID and Password labels. A yellow box highlights the labels: **Wi-Fi Network Name: ATTXXXXXXX** and **Wi-Fi Password: XXXXXXXXXXXXX**. Below the labels, it says 'For help, visit att.com/support'. Arrows point from the labels to the corresponding input boxes in the form.

Now that your service is installed, make the most of U-verse!

Whether you're on your PC, smartphone, or tablet:

- Configure your email
- Troubleshoot your service and resolve issues
- Set up Wi-Fi
- Bookmark your AT&T “favorites” and more

Go to **uverseactivation.att.com** to take advantage of all that U-verse has to offer.

