

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.

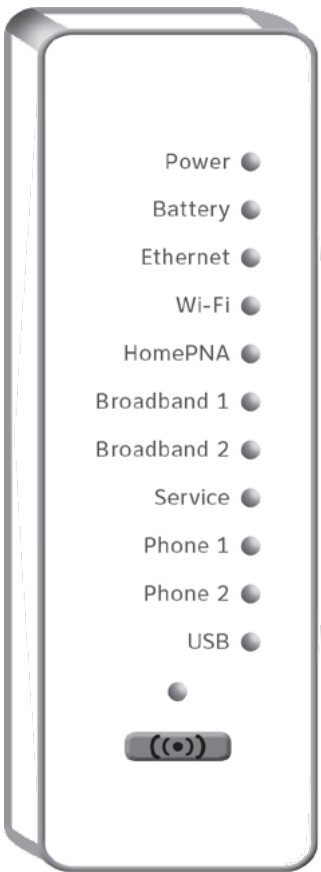


Get started

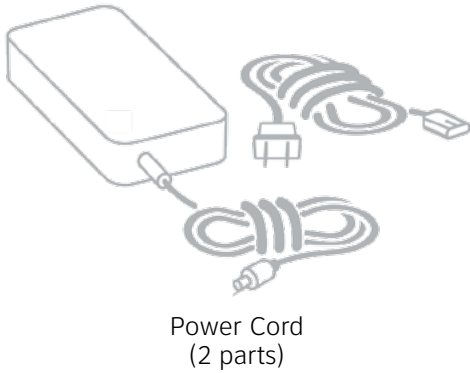
Total approximate installation time: 20 minutes

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

In the box:



Wi-Fi Gateway
(Front View)



Power Cord
(2 parts)



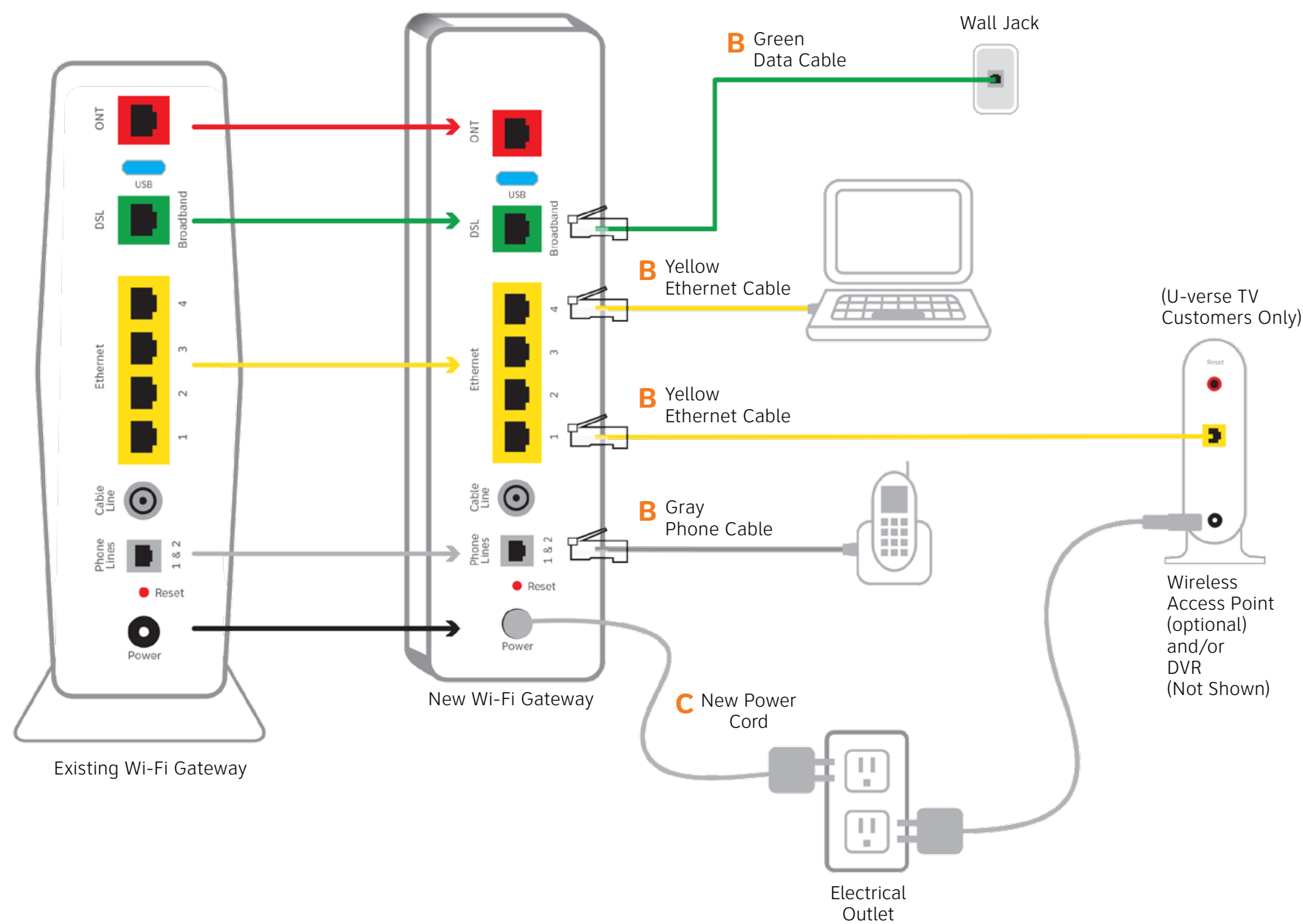
1. Set up

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.



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.

2. Power up

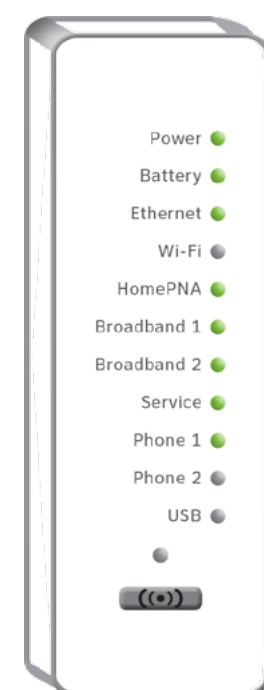
Approximate time: 1–5 minutes

! 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.

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.



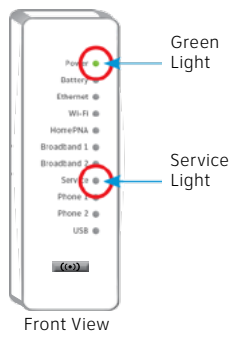
Need more help?

No TV or Internet service:



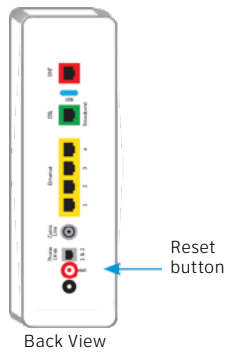
Check your connections:

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.



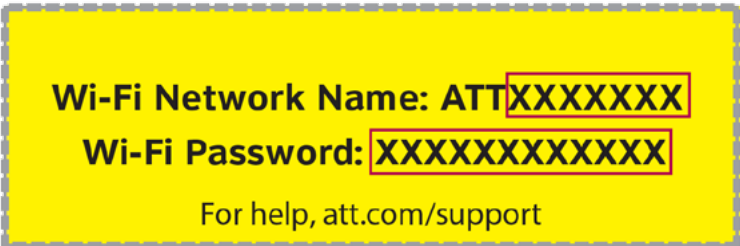
TV Receivers not responding:

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.



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 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".

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/versesupport
- For GigaPower support, go to att.com/GigaPowerSupport

¿Hablas español?

Por favor visita att.com/verseguias 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.

