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

Wi-Fi Gateway

self-installation guide

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

Approximate installation time: 30 minutes

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:

Power
Ethernet
Wireless
Phone 1
Phone 2
USB
Broadband
Service

**5031 Wi-Fi Gateway**

Yellow Ethernet cable

Green Data cable

Power Cord
2 parts
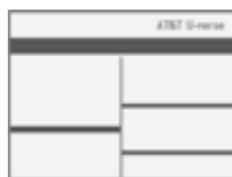
Packing slip
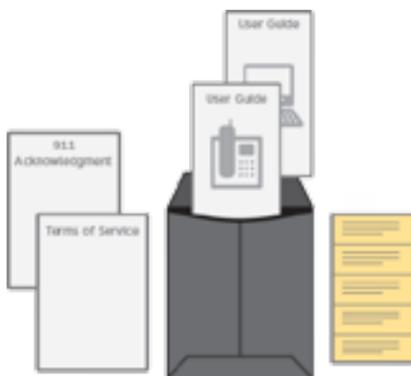
911 Acknowledgment form
Terms of Service
AT&T U-verse Voice User Guide
AT&T High Speed Internet User Guide
911 stickers

Also needed:

Your 4-digit passcode.
You received a separate 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

Images are not to scale.

① Set up   *Approximate time: 10 minutes*

A. Connect the green data cable from the Wi-Fi Gateway's DSL Broadband port to your wall jack.

Wall Jack

Green Data Cable
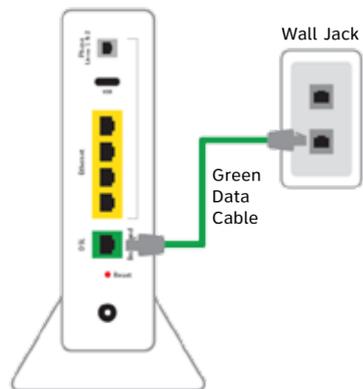
B. Connect the yellow Ethernet cable from the Wi-Fi Gateway's Ethernet port to your computer's Ethernet port.

Wall Jack

Yellow Ethernet Cable

Green Data Cable
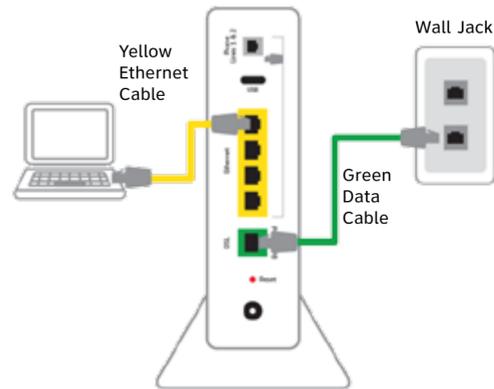
C. Remove the sticker covering the Power port. Connect the Wi-Fi Gateway to electrical outlet using new power cord.

Yellow Ethernet Cable

Wall Jack

Green Data Cable
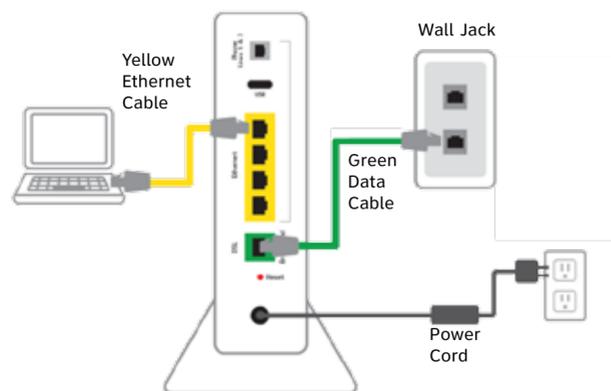
Power Cord

D. 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.

Phone, cordless base station or other phone device (fax)

Yellow Ethernet Cable

Wall Jack

Green Data Cable

Electrical Outlet

Power Cord
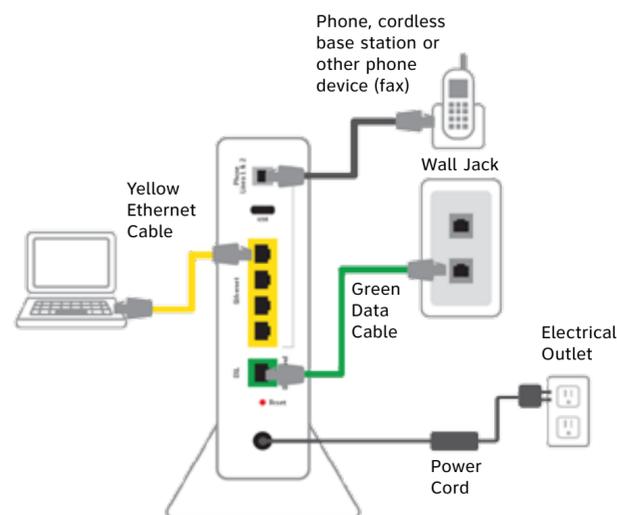
⚠ For best results, connect only the devices and power supply depicted above.

Images are not to scale.

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.

Lights may vary with setup

③ Registration & Activation

Approximate time: 5 minutes

Customers who have already completed the U-verse on-line registration.

• Welcome to U-verse
• 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.

SSID: ATTXXX
Wireless Network Key: XXXXXXXXX
For help: att.com/support

Wi-Fi Network Name (SSID)

10-digit Wi-Fi Password (Wireless Network Key)

Questions?
Visit **att.com/uversesupport**
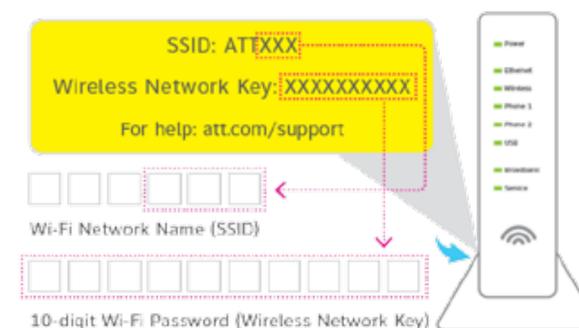
Set up Voicemail from your home phone

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

To manage Voicemail Features online:

1. Log in to your online account at **att.com/myatt**
2. Click on HOME PHONE
3. Click on CHECK VOICEMAIL
4. Click on VOICEMAIL SETTINGS

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 ATT141210880-3 (PnP Internet + Voice Install Guide).

¿Habla español?
Por favor visite **att.com/uverseguias** *para ver la informacion en español. También pueden ver la siguiente guía: ATT141210880-3 (PnP Internet + Voice Install Guide) para más detalles.*

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

Accessibility Support:
Alternate formats now available in Large Print or Braille. Call 800.288.2020 and request your guide number (ATT141210880-3) in an alternate format. Additional accessibility support:

• 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

• Device Compatibility Feature: Compatible with any TTY/TDD devices with standard phone line

Need more help?

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