

AT&T U-verse[®]

Wi-Fi Gateway Replacement

self-
installation
guide

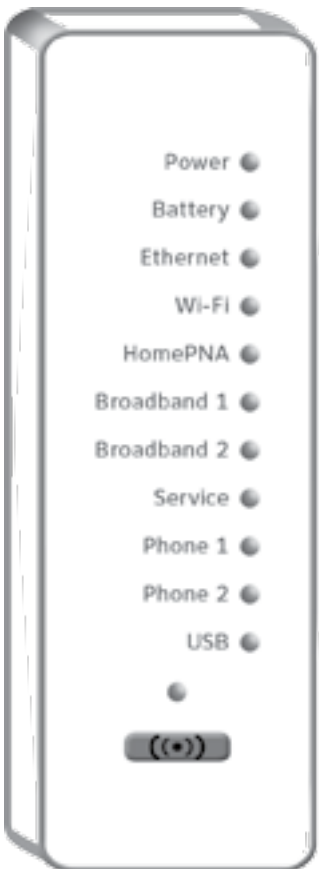


Begin anytime! You don't need to wait until the Service Activation Date listed on your packing slip.

Here's your new U-verse equipment.
Installation is easy! Just follow the steps in this guide.

Lets get started!
Total approximate installation time: 20-35 minutes

In the box:



Wi-Fi Gateway
(Front View)



Power Cord
2 parts



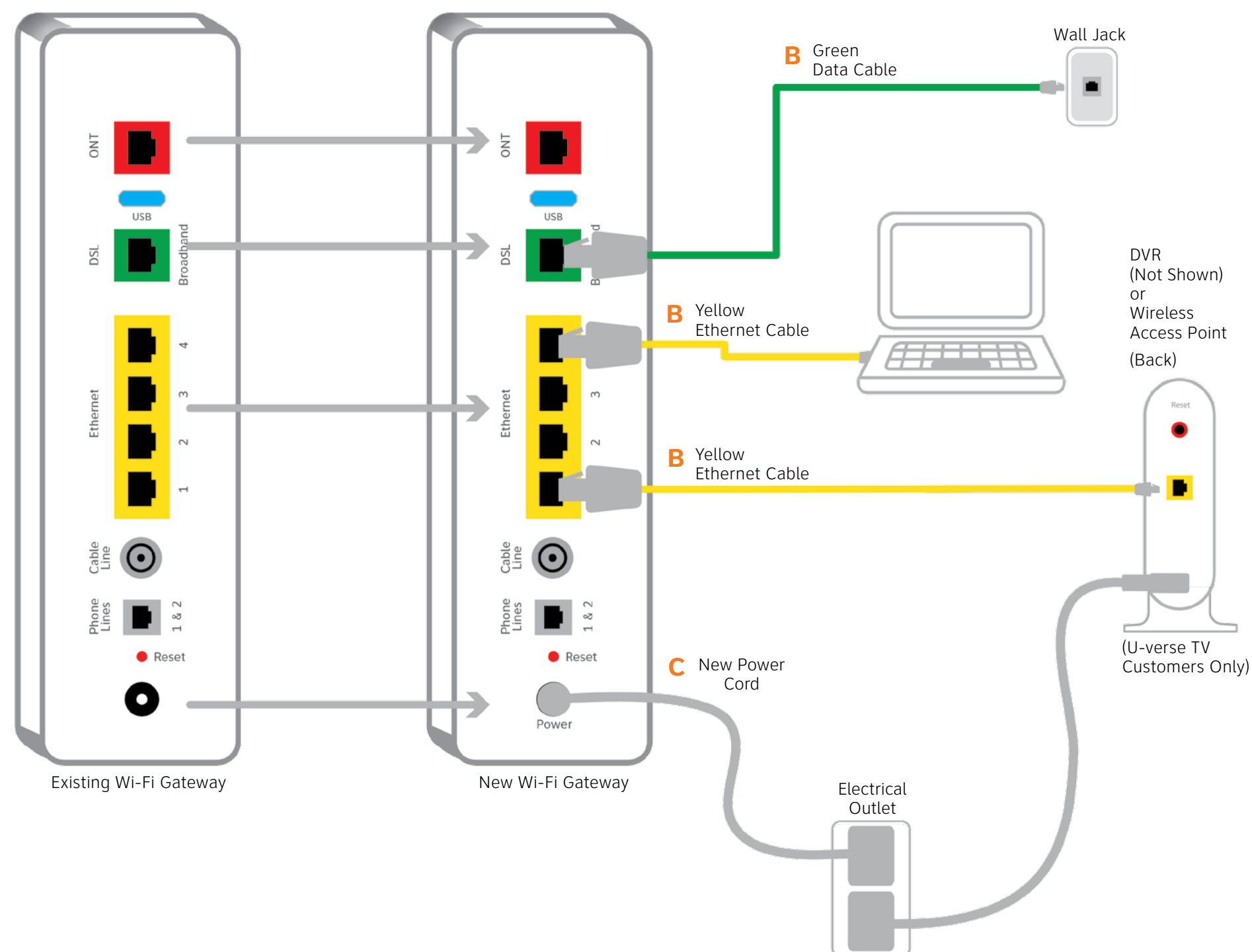
1. Set up

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.**
- 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.



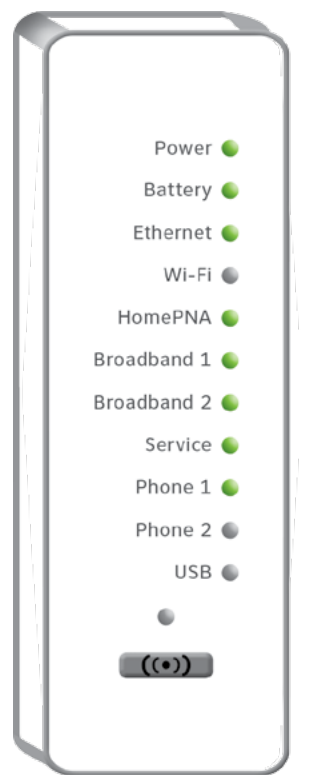
2. Power up

Approximate time: 1-15 minutes

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

- 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 15 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.



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

3. Go Wi-Fi

Approximate time: 10 minutes

New! Transfer Wi-Fi Settings (Network Name and Password) from existing Wi-Fi Gateway to your new Wi-Fi Gateway so that all your Wi-Fi connected laptops, tablets, and other devices still work.

- A.** Select only one option to begin the Wi-Fi Setup

Connect using PC (recommended)

- Connect laptop or PC with an Ethernet Cable to your Wi-Fi Gateway
- Continue to **B**

or Connect using Tablet

- Establish a temporary connection using new Wi-Fi settings located on yellow sticker on new Wi-Fi Gateway
- Select your Wi-Fi network
- Enter 10 digit Wi-Fi Password
- Continue to **B**

or Connect using Smartphone

- Mobile internet access required
- Continue to **B**

B.

- Open a browser and go to **http://ufix.att.com/restore**
- Log into your U-verse account with your Member ID (primary AT&T email address) and Password
- Follow the on-screen instructions to transfer the existing Wi-Fi settings

Once Complete:

- 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

Wi-Fi Network Name: ATTXXXXXX

Wi-Fi Password: XXXXXXXXXXXX

For help, att.com/support

⚠ NOTE: Any custom settings made for security cameras or game consoles, etc., on your original Wi-Fi Gateway will also need to be made to your new Wi-Fi Gateway.

4. Easy Return

(Refer to return instructions in your kit)

- A.** Take original gateway and power cord to nearest The UPS Store (Bring your AT&T Account number located on your packing slip).
- B.** UPS will scan your equipment, provide a receipt, pack, and ship equipment to AT&T at no cost to you.

Please do not return other devices (e.g. backup battery, etc.)

NOTE: Do not return the **Wireless Access Point** if you are returning one or more wireless TV receivers.

Get the most from AT&T GigaPower - att.com/GigaPowerSupport

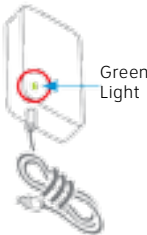


Need more help?

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 and the LED light on the power unit should be green; if not, try another electrical outlet



Check Service light on front of the Wi-Fi Gateway: If after 15 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.

Wi-Fi Gateway power light is amber: Don't worry. This is a normal part of the power up sequence.

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. For example:

- **Internet Speed** - How do I improve my speed?
- **U-verse TV** - How AT&T GigaPower makes your U-verse TV experience better?
- **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/uversesupport
- Visit att.com/userguides to find this guide NVG599 to NVG599 without Voice Swap Guide.
- For GigaPower support, go to att.com/GigaPowerSupport

Accessibility Support:

- Alternate formats now available in Large Print or Braille. Call 800.288.2020 and request your guide number (ATT142960896)
- 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

¿Habla español?

Por favor visite att.com/uverseguias para ver la informacion en español. También pueden ver la siguiente guía: ATT142960896 (NVG599 to NVG599 without Voice Swap Guide) para más detalles.

