

# AT&T U-verse<sup>®</sup> Voice and High Speed Internet

## Wi-Fi Gateway



**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](http://att.com/batterybackup) for more information.



# Get started

Approximate installation time: 30 minutes

Before you begin:



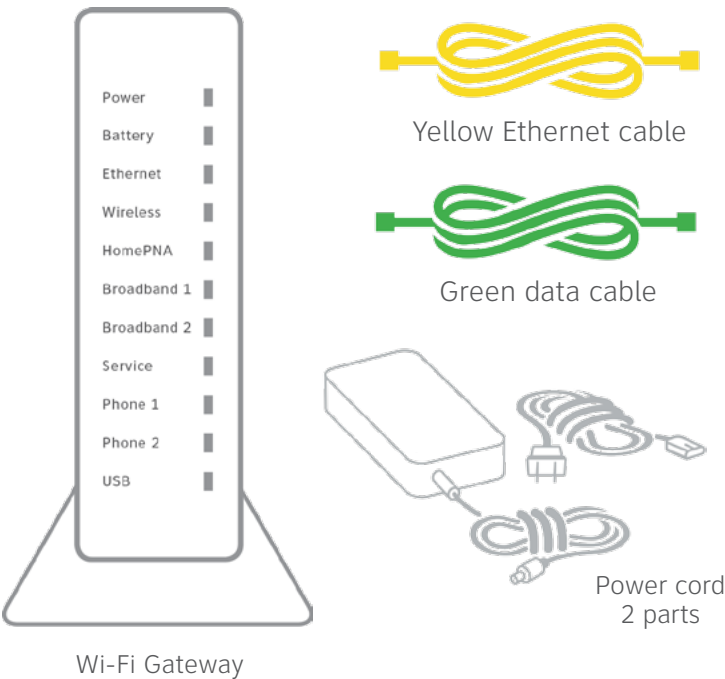
**1. Check your service activation date.** Do not attempt to install your services until **2pm or later** on the date provided to you by AT&T. This date is also located on your packing slip.



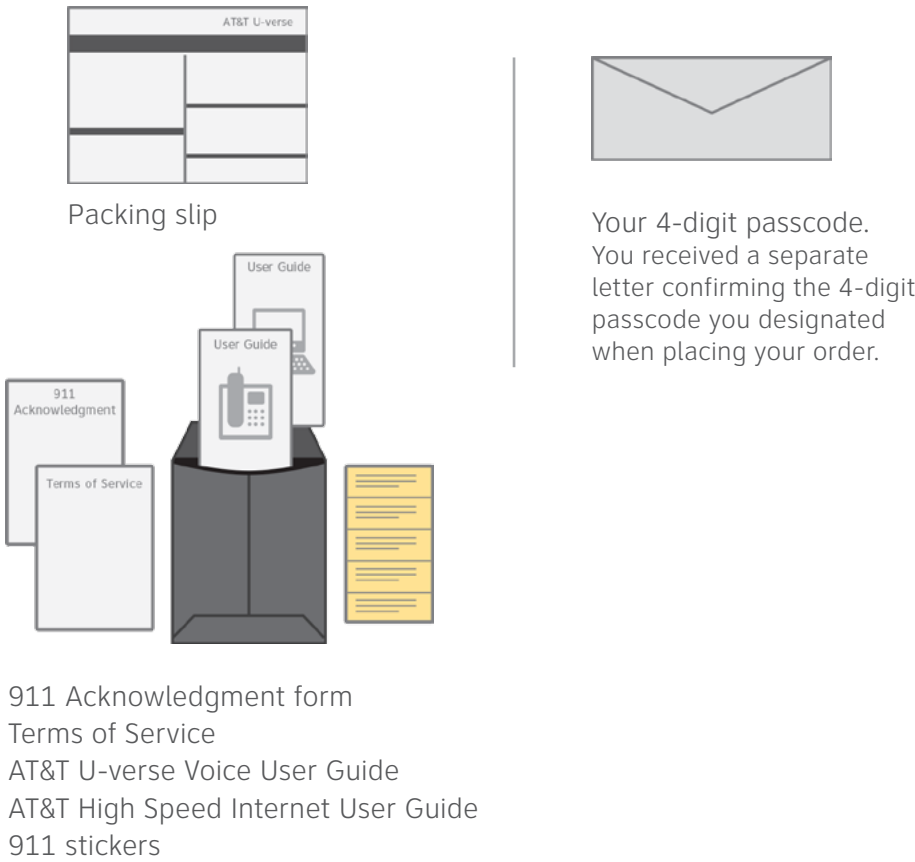
**2. Do you have a monitored home security system or health alarm?**

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:



Also needed:

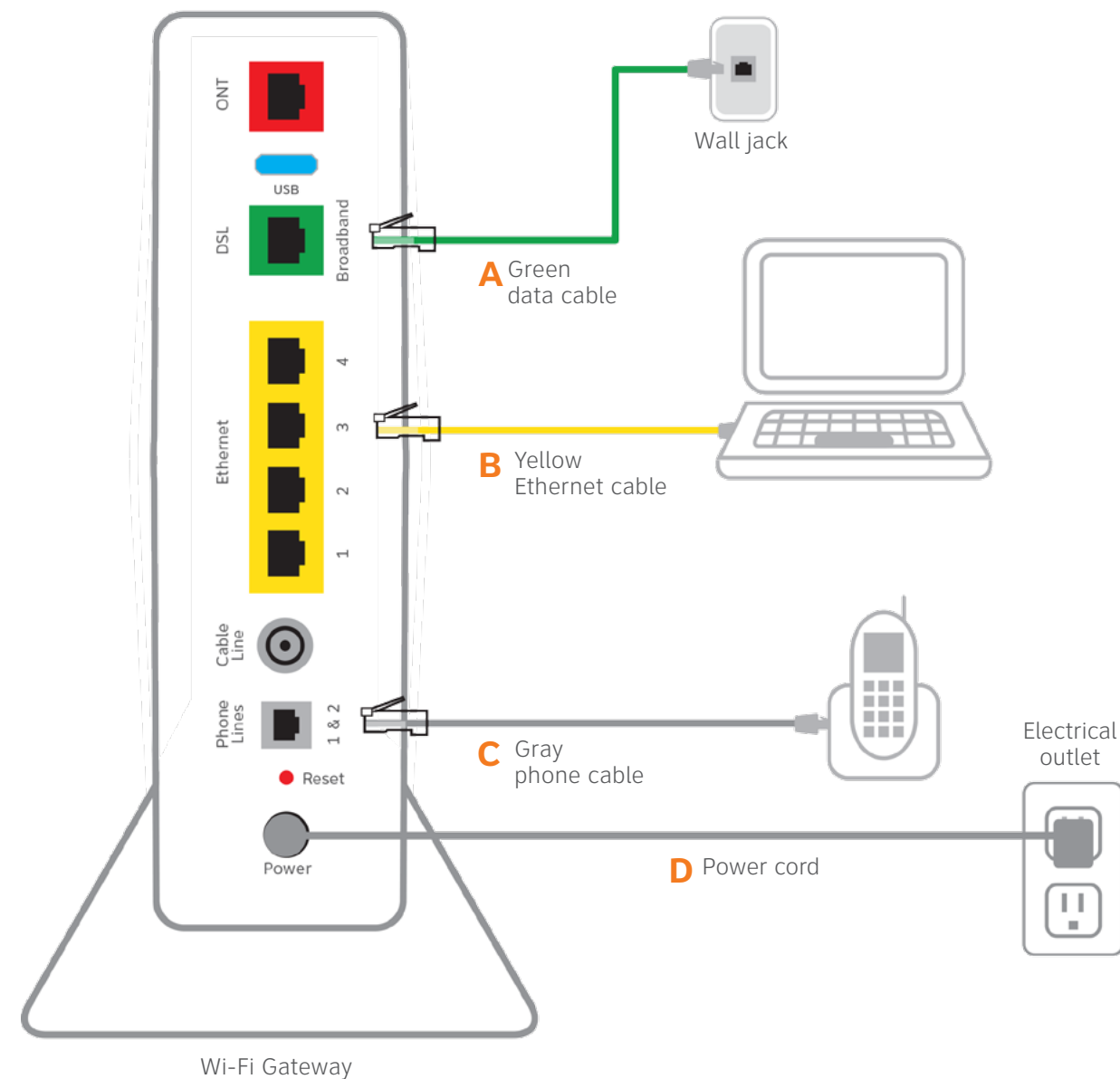


# 1. Set up

Approximate time: 10 minutes

- A.** Connect the green data cable from the Wi-Fi Gateway's DSL Broadband port to your wall jack
- B.** Connect the yellow Ethernet cable from one of the Wi-Fi Gateway's Ethernet ports to your computer
- C.** 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
- D.** Plug the power cord into the Wi-Fi Gateway and an electrical outlet

Below is a completed setup. Your connections may vary.



Images are not to scale.

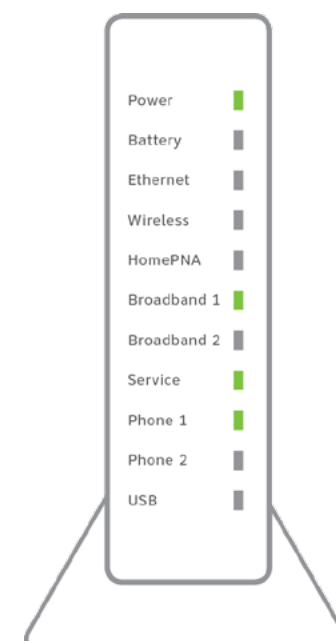
# 2. Power up

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.



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

# 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 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 Web site, and check that you can access it.

**!** Be sure to test that you can make and receive calls from the phone connected to the Wi-Fi Gateway to ensure it is working.

## 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.
  - Your Account Number is available on your order confirmation email or letter.
  - 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 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!**

**!** Be sure to test that you can make and receive calls from the phone connected to the Wi-Fi Gateway to ensure it is working.

# 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:

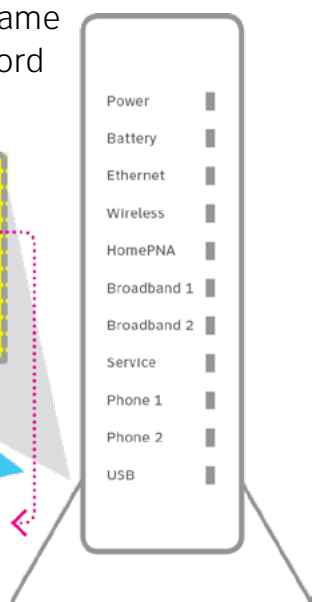
- Go to your computer's “Wireless Network Settings” and refresh the network list.
- Select your Wi-Fi Network Name (SSID) from the list. You may need to scroll through the list to find your Wi-Fi Network Name.
- Enter the 12-character Wi-Fi Password (Wireless Network Key) in the Password field to connect to your network.

**Congratulations! You should now be connected to the Internet via Wi-Fi.**

**Wi-Fi Network Name: ATTXXXXXXX**  
**Wi-Fi Password: XXXXXXXXXXXXX**  
For help, att.com/support

Wi-Fi Network Name (SSID)

12-character Wi-Fi Password



# Set up voicemail from your home phone

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 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?

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 myATT app at **att.com/myattapp** from your mobile device.

### ¿Hablas español?

Por favor visita **att.com/uverseguias** para ver la información en español. También puedes ver la siguiente guía: ATT151470908-2 (UV Internet + Voice 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 (ATT151470908-2) 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.”

