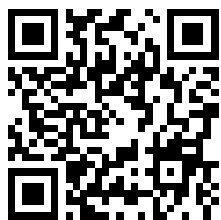


# AT&T U-verse<sup>®</sup> Voice and High Speed Internet Wi-Fi Gateway

self-installation guide

## Before installation:

Do not attempt to install your services until 8pm or later on your service activation date. You can find this date on your packing slip.



Watch a how-to installation video and more!

Download and install the FREE AT&T Code Scanner on your mobile app store.

Then scan the QR code to the left with your code scanner to view U-verse self-install videos.



## Get started

Approximate installation time: 45 minutes

Before you begin:



### 1. Check your service activation date.

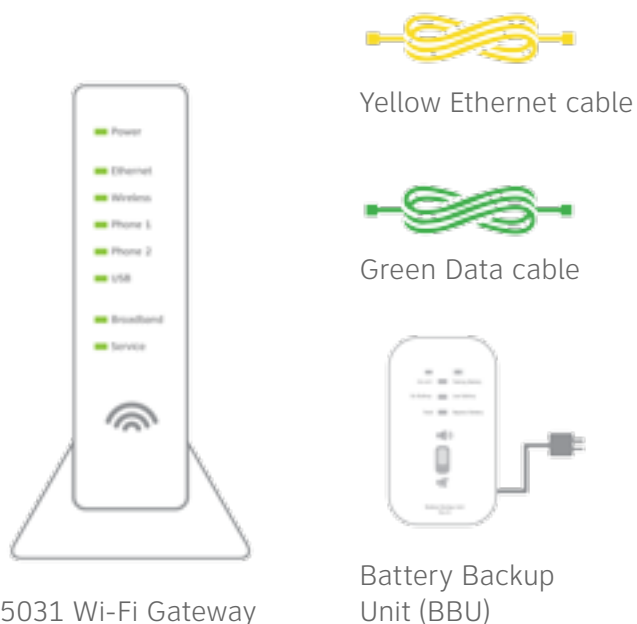
Do not attempt to install your services until **8pm or later** on the date provided to you by AT&T. This date is also located on your packing slip.



### 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:

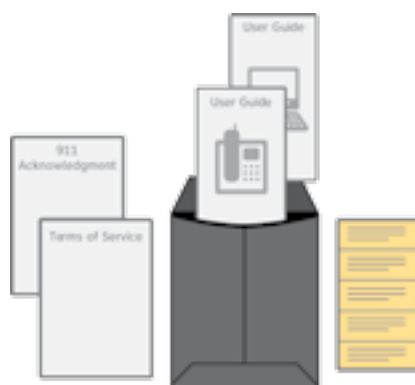


5031 Wi-Fi Gateway

Yellow Ethernet cable

Green Data cable

Battery Backup Unit (BBU)



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 email or letter confirming the 4-digit passcode you designated when placing your order.



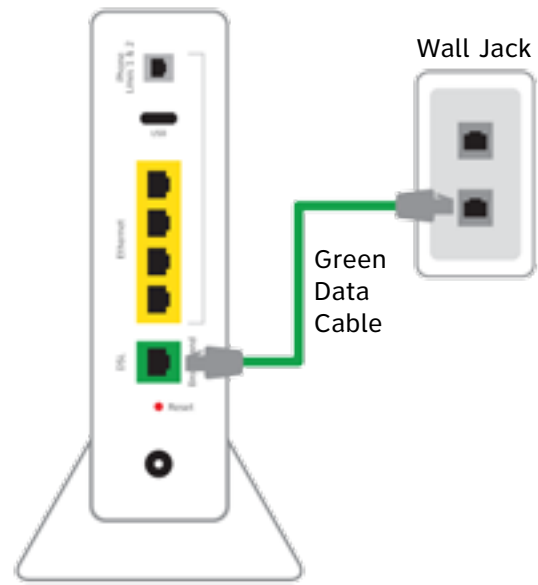
Packing slip

Images are not to scale.

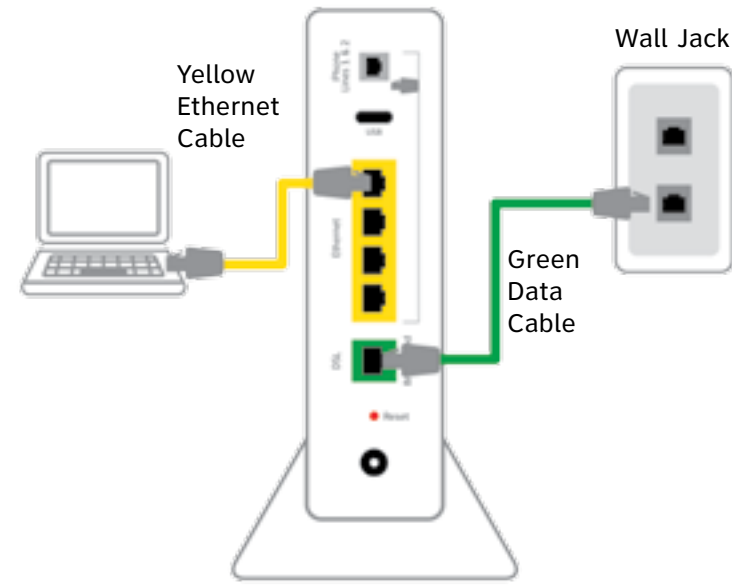


# 1 Set up Approximate time: 10 minutes

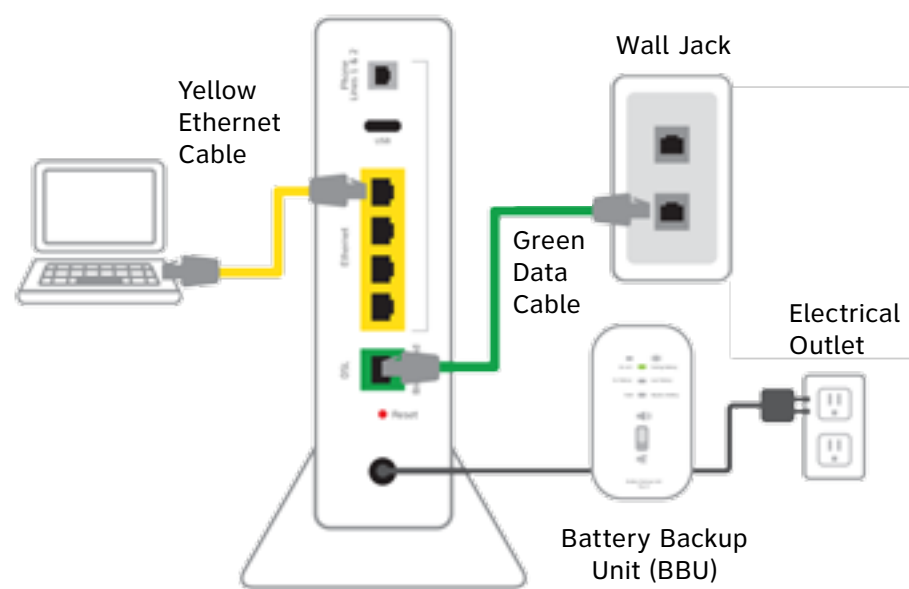
**A** Connect the green data cable from the Wi-Fi Gateway's DSL Broadband port to your wall jack.



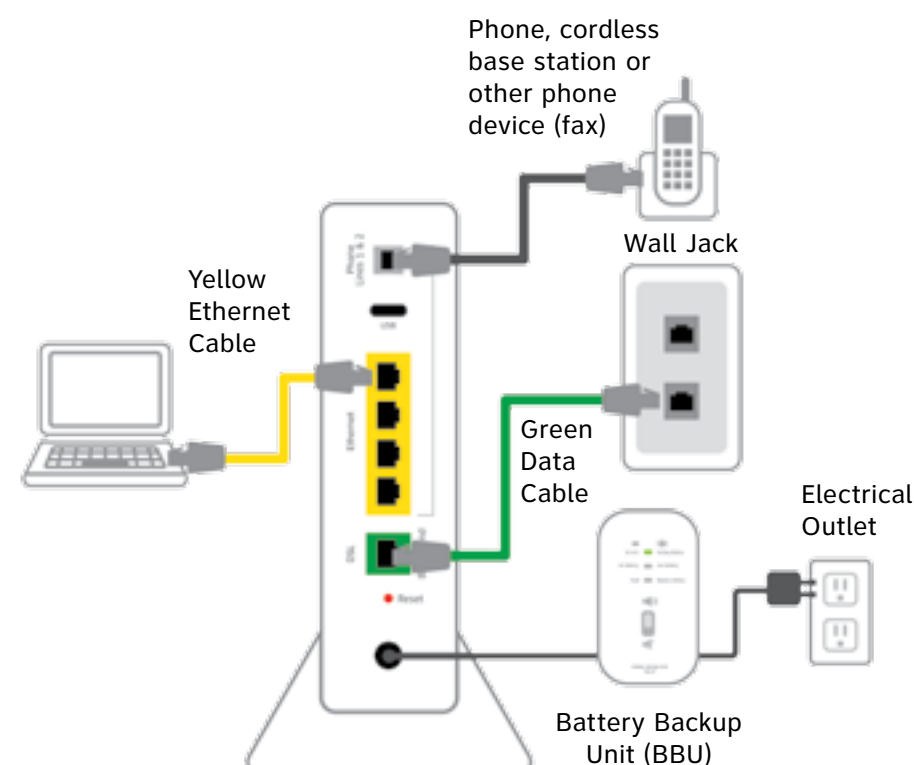
**B** Connect the yellow Ethernet cable from the Wi-Fi Gateway's Ethernet port to your computer's Ethernet port.



**C** Remove the sticker covering the Power port. Connect the Battery Backup Unit (BBU) to the Wi-Fi Gateway's Power port. Plug the BBU into a standard electrical outlet only. **Wait until Step 2 before you turn on the BBU.**



**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.



Images are not to scale.

# 2 Power up Approximate time: 15 minutes

- Move the switch on the back of the Battery Backup Unit (BBU) to the "on" position.
- 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 BBU or 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 15 minutes, see "**Having Trouble?**" on the back of this guide.

**Note:** The BBU must be charged for approximately 18 hours before it is fully operational; however installation of your service may continue while the BBU is charging. The BBU may emit a beeping sound while charging.



# 3 Registration & Activation

Approximate time: 20 minutes

**Note:** You must complete both activation steps in order to use your Internet and Voice services.

! **Important:** You will have a dial tone after completing Step 2, but will only be able to make emergency and toll-free calls until you activate your Voice service in Step 3 B.

**A** Open your Internet browser (e.g., Internet Explorer, Safari, etc.):

- The online registration process will start automatically to help you activate your Internet and Voice services.
- If the registration process does not start automatically:
  1. Turn off security or firewall software, or give permission to "allow the network connection" if prompted by your browser, in order to connect to the AT&T network.
  2. Enter **att.net/uverse** into your address bar.
- Continue your online registration using the **4-digit passcode** you created when you placed your order—it was mailed to you separately for your reference.



**B** To activate your Voice service to make calls: Call **1.877.377.0016** from the phone you set up in Step 1 D, and follow the voice instructions to complete the activation.



**Upon successful activation, you will hear the following: "Your telephone number XXX.XXX.XXXX has been successfully activated."**

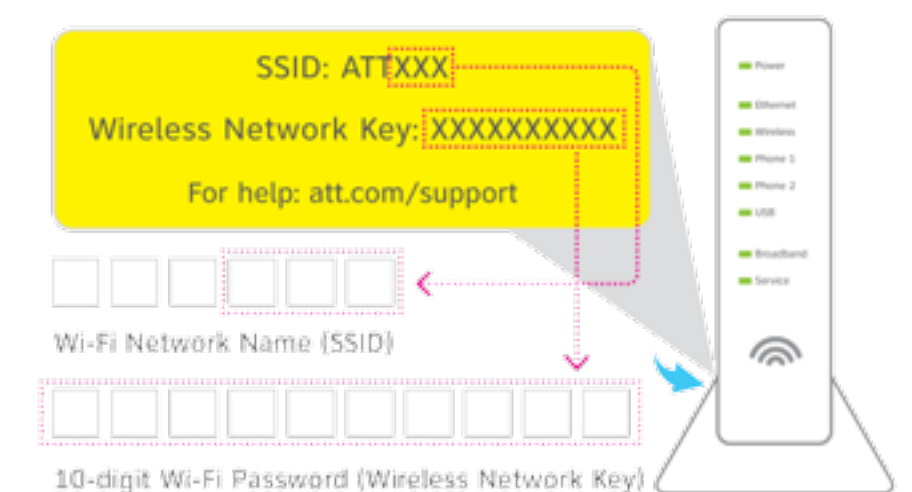
# 4 Go Wi-Fi (optional) Approximate time: 10 minutes

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.
- 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.**



## Questions?

**Go online:** Visit [att.com/uversesupport](http://att.com/uversesupport)

To learn more about the benefits and features of your AT&T U-verse service, visit [att.com/uversewelcome](http://att.com/uversewelcome)

## Stay connected on the go!

AT&T Wi-Fi Basic is included with your AT&T U-verse High Speed Internet service, so you can access the Internet at thousands of AT&T Wi-Fi Hot Spots across the country. Visit [attwifi.com](http://attwifi.com) to learn more.



# 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](http://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](http://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](http://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](http://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 **8pm or later** on your service activation date. You can find this date on your packing slip.



### Did you make the required activation call?

You must complete activation for your AT&T U-verse Voice service to work correctly. See Step **3 B**.

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.



### 2a. Power down, power up.

Unplug the BBU power cord from the back of the Wi-Fi Gateway. Leave the Wi-Fi Gateway unplugged for 15 seconds and plug it back in.

### 2b. Wait for blinking indicator lights.

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](http://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](http://att.com/userguides) to find an electronic version of this guide ATT122090839-4 (UV Double Play Internet + Voice) and other support information.

Go to [att.com/uverseinstall5031](http://att.com/uverseinstall5031) to watch a how-to installation video and more.

### ¿Hable español?

Por favor visite [att.com/uverseguias](http://att.com/uverseguias) para ver la información en español. También pueden ver la siguiente guía: ATT122090839-4 (UV Double Play Internet + Voice) para más detalles.

### Manage your account:

Go to [att.com/myatt](http://att.com/myatt) to manage your AT&T U-verse account. You can also visit [att.com/manage](http://att.com/manage) to download the app.

### Accessibility Support:

Alternate formats now available in Large Print or Braille. Call 800.288.2020 and request your guide number (ATT122090839-4) in an alternate format. Additional accessibility support:

- Customers with Disabilities:
  - Voice Calls: 800.288.8303
  - TTY Calls: 800.536.8890
- Repair Center:
  - Voice Calls: 800.246.8464
  - TTY Calls: 800.397.3172
- Accessible Tagged PDF: Visit [att.com/userguides](http://att.com/userguides)
- Device Compatibility Feature: Compatible with any TTY/TDD devices with standard phone line

## Need more help?

**Go online:** Visit [att.com/uversesupport](http://att.com/uversesupport)

**Call us:** Dial **800.288.2020** and ask for "U-verse technical support."

