Wi-Fi® Gateway Replacement

Reminder:
- Your new 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.
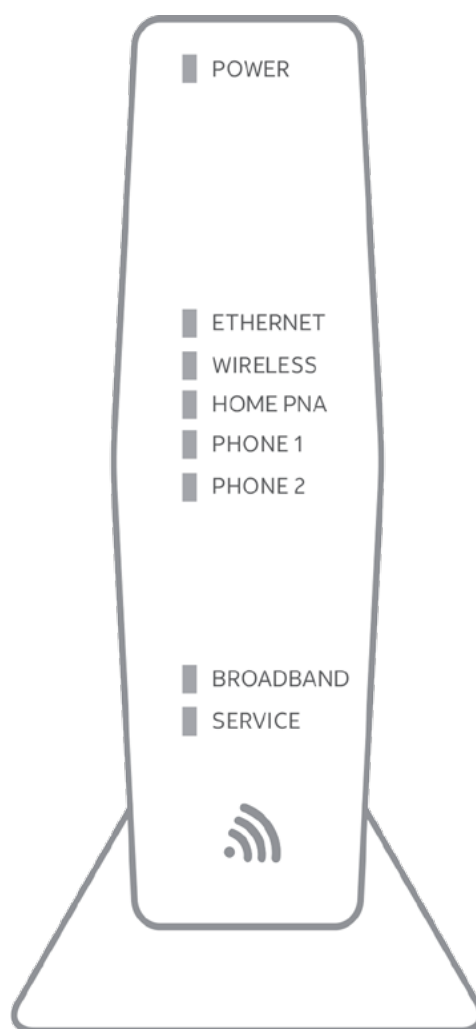
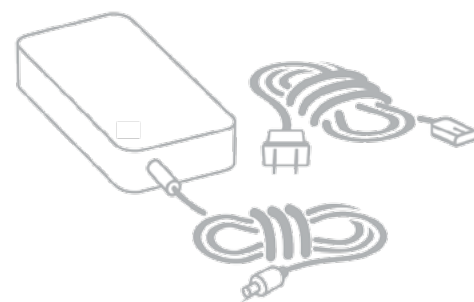## For use with Internet, Phone and TV

Get started

Total approximate installation time: 20 minutes

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

In the box:

POWER

ETHERNET
WIRELESS
HOME PNA
PHONE 1
PHONE 2

BROADBAND
SERVICE
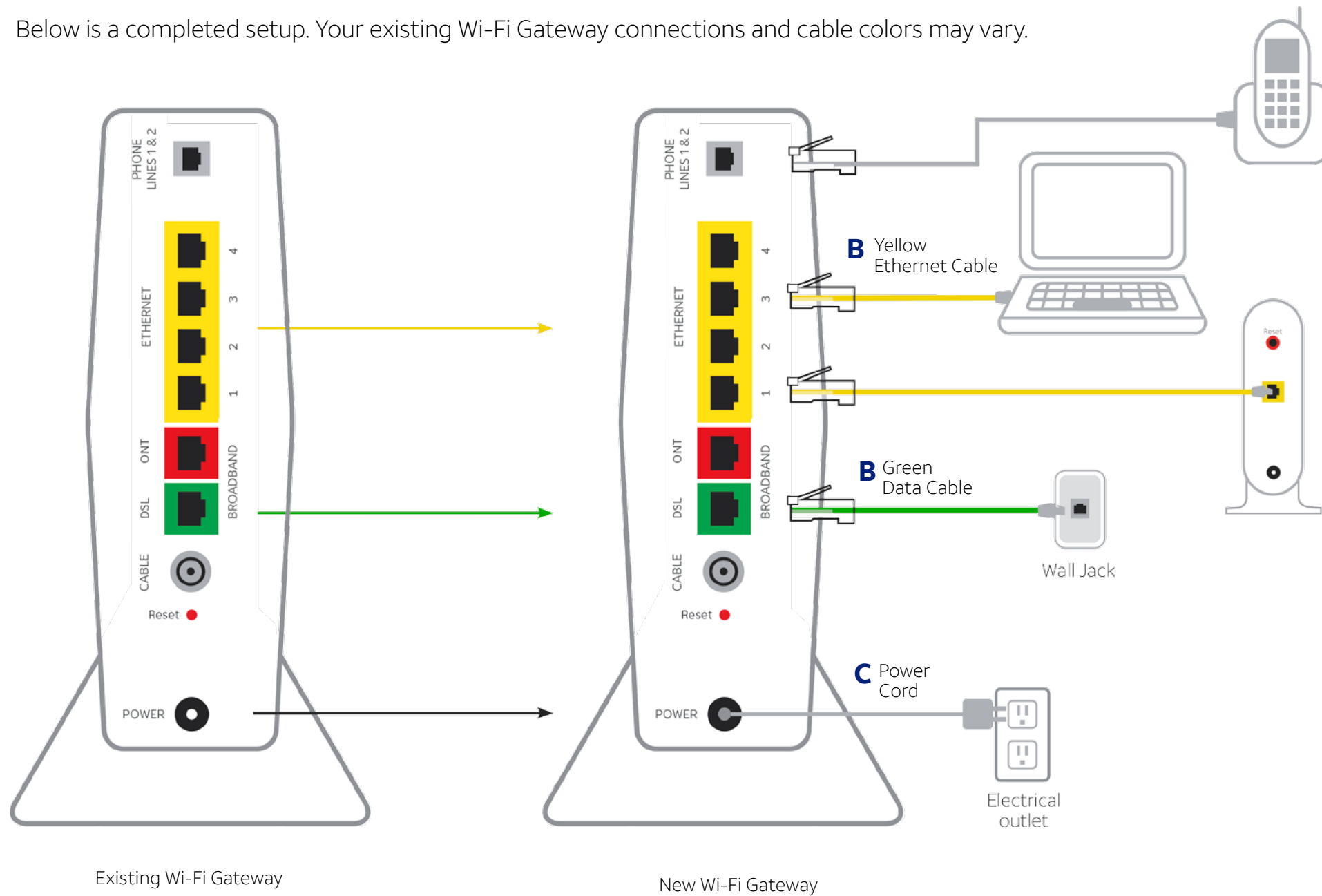
Wi-Fi Gateway

Power Cord
2 parts

1. Set up

Approximate time: 10 minutes

⚠️ You will not have Internet and Phone services while you're replacing your Wi-Fi Gateway.

A.
- Unplug power cord from existing Wi-Fi Gateway
- Stand new Wi-Fi Gateway side by side with existing Wi-Fi Gateway

B.
- Transfer one cable connection at a time from your existing Wi-Fi Gateway colored port to the corresponding color port on the new Wi-Fi Gateway

C.
- Carefully read and remove yellow power sticker covering the Power port of new Wi-Fi Gateway
- Connect new Wi-Fi Gateway power cord to Power port of new Wi-Fi Gateway and into electrical outlet

Below is a completed setup. Your existing Wi-Fi Gateway connections and cable colors may vary.

B Yellow Ethernet Cable

B Green Data Cable

Wall Jack

C Power Cord

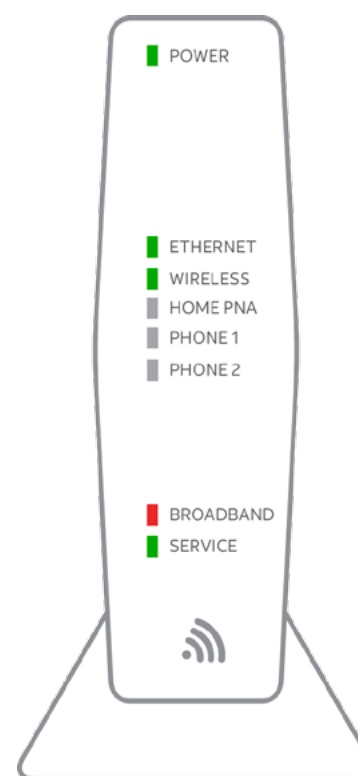Electrical outlet

Existing Wi-Fi Gateway

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 10 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.

POWER

ETHERNET
WIRELESS
HOME PNA
PHONE 1
PHONE 2

BROADBAND
SERVICE

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

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 or Wi-Fi Network Key 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 AT&T 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 or Wi-Fi Network Key and Wi-Fi Password on separate yellow sticker from kit.
- Place new yellow sticker on or 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, follow these three steps:
- Use settings from your NEW Wi-Fi Gateway's yellow or black label.
- Open your device's Wi-Fi connection settings, select your Wi-Fi Network Name or Wi-Fi Network Key and enter the Wi-Fi Password to connect
- Record and keep your Wi-Fi settings for future reference when connecting all your Wi-Fi devices.

⚠️ **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.

4. Easy Return

(Refer to return instructions in your kit)

A. Return your equipment at no cost to you within 21 days to avoid a $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.

5. Smart Home Manager

(For AT&T Internet customers only)

Learn how the Smart Home Manager can help you manage your Wi-Fi network information, connect devices to your network, and more.

The Smart Home Manager (SHM) Dashboard gives you easy access to all the network information you need.

- View your Wi-Fi network and devices connected
- Easily reboot your Wi-Fi Gateway
- Change your Wi-Fi network name or password

Access the Smart Home Manager

Log in with your AT&T ID and password that manages your AT&T Internet Account to have your network connections at your fingertips.

Need more control over your home network?

Go to **https://myhomenetwork.att.com** to see how *you can easily manage all the devices in your home.*

SHM Dashboard

HOME

8
Connected Devices
As of 9:30AM
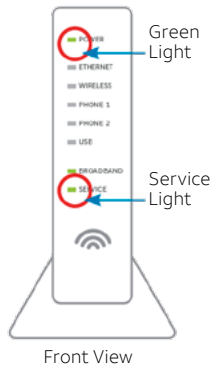
Devices   Invite Guest

Having trouble?

## No Internet service:

Check your connections: Cables usually make an audible click when secure.

Front View

Check Power: Power light on the Wi-Fi Gateway should be green; if not, try another electrical outlet.

Back View

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 the red reset button for 15 seconds.
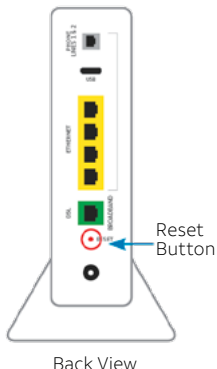
If your existing Wi-Fi settings did not transfer, you will need to set up a new Wi-Fi Network Name and Password. To do so, follow these steps:

- 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 Network Name: ATT**XXX
> **Wi-Fi Password:** XXXXXXXXX
>
> For help, visit att.com/support

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 "technical support."

Additional information

Test your Internet connection speed

Our speed test takes less than a minute to perform two key measurements (Download and Upload) to help you determine if you should take steps to improve the performance of your online experience. Visit **att.com/speedtest**

Support:

- For support, including live chat, go to **att.com/support**
- Call 800.288.2020

Manage your account:

Available 24/7, download the myAT&T app at **att.com/myattapp** from your mobile device.

Repair Center:

Phone: 800.246.8464

IPv6

AT&T supports IPv6 across our network, equipment and devices. Visit **att.com/ipv6** for more information.

Accessibility Support:

- Alternate formats now available in Large Print or Braille. Call 800.288.2020 and request your guide number (ATT122600849-6).
- Telephone equipment for visual and/or hearing impaired:
  - 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 (ATT122600849-6 WIRELESS GATEWAY SWAP 3801 TO 3801 w/Voice).
- Device Compatibility Feature: Compatible with any TTY/TDD devices with standard phone line.

¿Hablas español?

Para ver esta guía (ATT122600849-6) en español, visita att.com/guias.