

# AT&T Internet Wi-Fi Gateway Replacement

self-  
installation  
guide

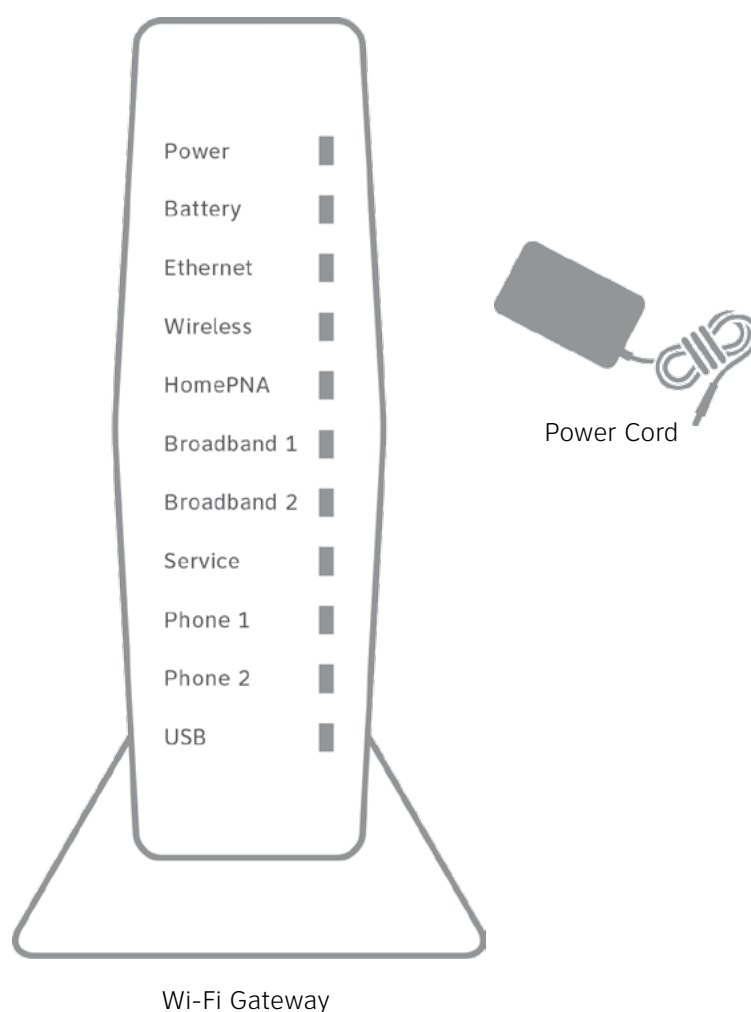


## Get started

Approximate installation time: 30 minutes

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

In the box:



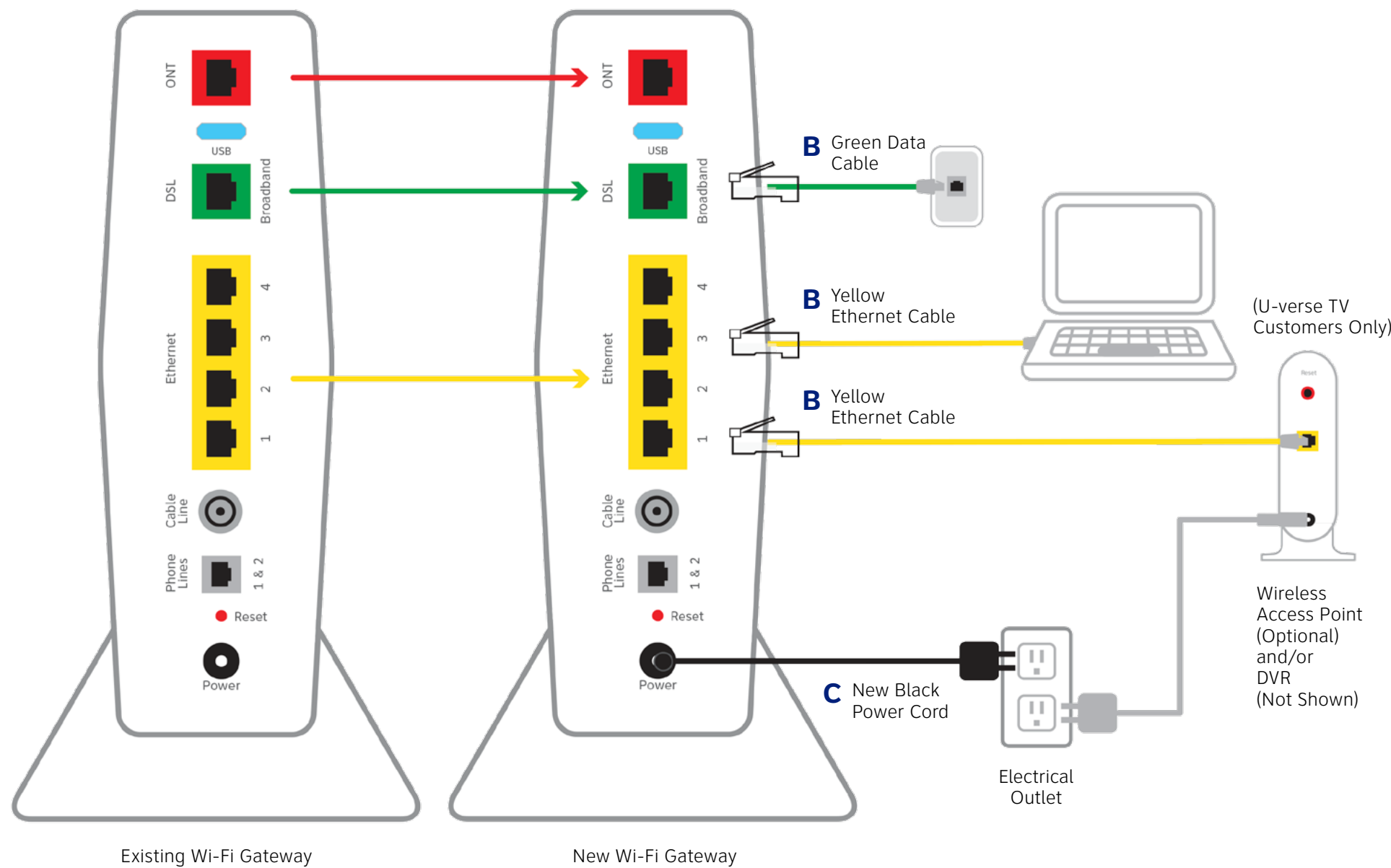
# 1. Set up

Approximate time: 15 minutes

**!** Please note that your U-verse TV and Internet 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 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 existing Wi-Fi Gateway and connections may vary.



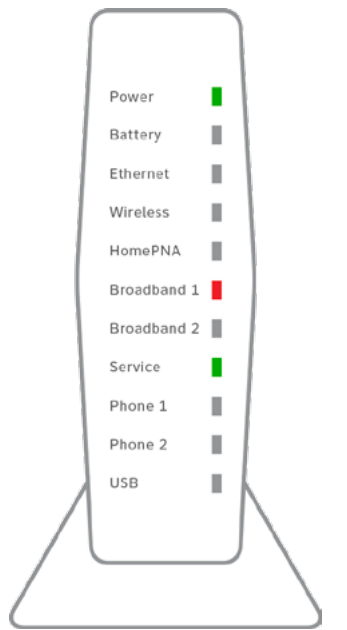
# 2. Power up

Approximate time: 1-10 minutes

**!** Your Wi-Fi Gateway is now powering up. During this time (up to 10 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.

When complete, the Service light will turn solid green for at least a minute. If the Service light does not turn solid green or continues to blink after 10 minutes, see **Having Trouble?** on the back of this guide.

**NOTE:** Your TV may take a few minutes to display. Check your TV for service. If your TV does not respond, refer to **Having Trouble?** 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: 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 and enter your Wi-Fi Password to connect to your network
- Continue to **B**

**B.**

**Note:** Please wait up to 10 minutes for the WiFi Gateway to complete the power up process before attempting to restore your settings.

- Open a browser and go to [ufix.att.com/restore](http://ufix.att.com/restore)
- Log in to your 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 and Wi-Fi Password on separate yellow sticker from kit.
- Place new yellow sticker over your new Wi-Fi Gateway's yellow sticker.

**!** **NOTE:** If you receive a "We were unable to restore your Wi-Fi Settings" message, the transfer may still be in progress. Wait another 5-10 minutes to check your Wi-Fi connection to the network in case your settings were restored.

**!** **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 \$150 charge.
- B.** Take original Wi-Fi 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.
- C.** UPS will scan your equipment, provide a receipt, pack, and ship equipment to AT&T at no cost to you.



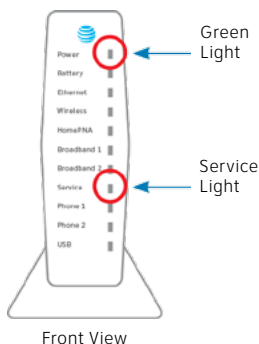
# Having trouble?

## No Internet or Phone:



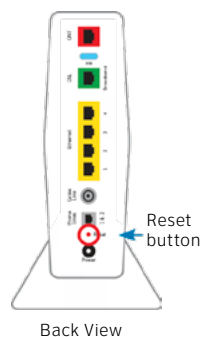
### Check your connections:

Cables usually make an audible click when secure.



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

**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 red Reset button for 15 seconds.

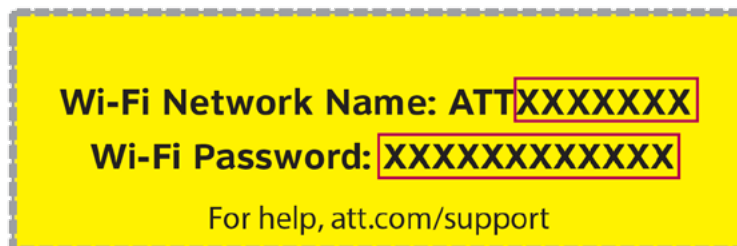


### TV receivers not responding:

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.

**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 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](http://att.com/speedtest).

### Manage your account:

Available 24/7, download the myAT&T app at [att.com/myattapp](http://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](http://att.com/ipv6) for more information.

### ¿Hablas español?

Para ver esta guía en español, visita [att.com/uverseguias](http://att.com/uverseguias) y haz clic en Reemplazo del Portal Wi-Fi de AT&T (ATT13050864-4).

### Accessibility support:

- Alternate formats now available in large print or braille. Call 800.288.2020 and request your guide number (ATT130950864-4).
- 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](http://att.com/userguides) to find this guide: NVG589 to NVG589 without voice.
- Device Compatibility Feature: Compatible with any TTY/TDD devices with standard phone line.

## Need more help?

Visit [att.com/support](http://att.com/support)

Call us at **800.288.2020** and ask for "technical support."

