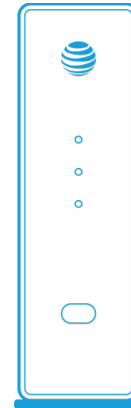# Replacing your Wi-Fi® Gateway

Before you start

• Allow up to 20 minutes to install your Gateway. Your AT&T services will be unavailable while you're replacing your Gateway.

• Unpack your kit.

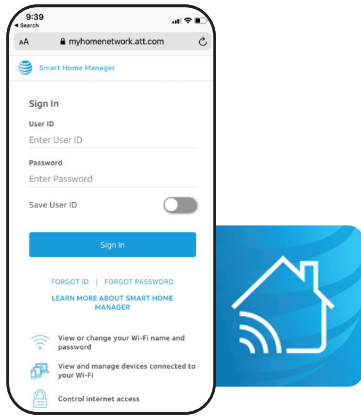• Prepare to log in.
   • Get your AT&T user ID and password.

Wi-Fi Gateway

Power supply (2 parts)

Current Gateway

New Gateway

ONT — ONT Ethernet cable → ONT

USB — USB

Broadband — Data cable → Broadband

Ethernet 1 2 3 4 — Ethernet cable (For wired Internet connection only) → Ethernet 1 2 3 4

Cable Line — COAX cable → Cable Line

Phone Lines 1&2 — Phone cable (digital phone only) → Phone Lines 1&2

Reset — Reset

Power — Power

⚠ **Use new supplied power cord**

1. Download the Smart Home Manager app

Download the Smart Home Manager app from your app store or at **att.com/smarthomemanager**. Turn on notifications to keep up to date on your home network. And be sure to check out these cool features:

• View and customize your Wi-Fi name and password

• With parental controls, choose when your family uses your network

• See who's on your network

Data rates may apply to app download and usage. AT&T Smart Home Manager is available to AT&T Internet service customers with a compatible AT&T Wi-Fi Gateway. Limited to home Wi-Fi network. Features may depend upon Gateway models.

May not be available on every model of Wi-Fi Gateway. Please visit **att.com/shm** for more details.
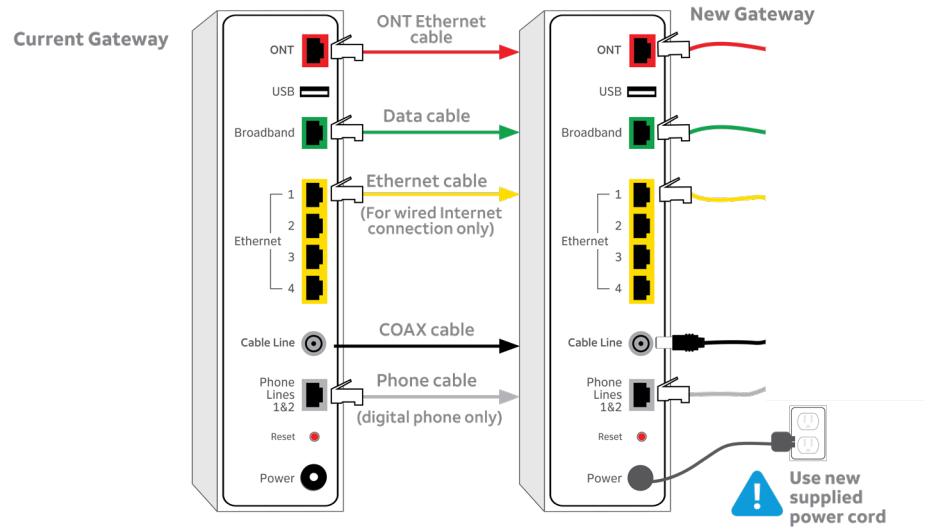
2. Connect your new Gateway

Take a quick photo of your current connections for reference since your setup might be different from above.

Place your Gateways side by side.

Transfer your existing connections one at a time to your new Gateway, except for the power supply.

Plug the new power supply into your new Gateway and then into an electrical outlet (not controlled by a light switch).

Wait about 15 minutes for your Gateway to power up and complete the start-up process.

3. Using your Wi-Fi®

Your Wi-Fi settings will automatically transfer from your old Gateway to the new one.

Your wireless devices will connect to the Gateway again when the process is complete.

Open the Smart Home Manager app to confirm your Wi-Fi settings have transferred.

Since settings will not match the new Gateway's defaults, use the enclosed yellow sticker to update your Wi-Fi info and apply to the new Gateway.

Wi-Fi Network Name: ATTXXXXXXX
Wi-Fi Password: XXXXXXXXXXXX
For help, visit att.com/support
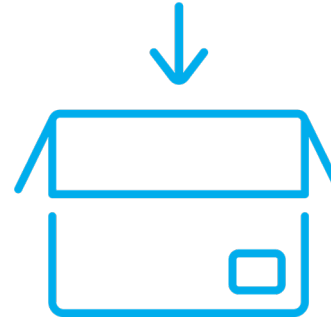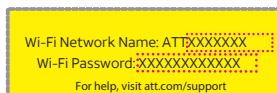
4. Return your old equipment

Bring your equipment to The UPS Store® or FedEx® Office in a sturdy bag, tote, or open box.

- Have your 9-digit account number handy (noted on your packing slip or bill).
- Your equipment will be scanned, packed, labeled, and returned to AT&T.
- The carrier will give you a receipt, and your return will be immediately noted to your account. Retain the receipt for your records.

Note: We need to receive your equipment within 21 days of your replacement order date to avoid non-return fees ($150).

Find the closest locations:

FedEx® Office
www.fedex.com/attreturns
800.463.3339

The UPS Store®
www.theupsstore.com
800.789.4623

Troubleshooting

My Internet or Gateway Broadband light doesn't turn solid green during power up.

Check your cable connections.

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

Power down, power up. Unplug the power supply from the Gateway. Leave it unplugged for 20 seconds, then plug it back in. Allow up to 15 minutes for lights to turn solid green.

My Gateway Service light (if applicable) doesn't turn solid green during power up.

Power down, power up. Unplug the power supply from the Gateway. Leave it unplugged for 20 seconds, then plug it back in. Allow up to 15 minutes for lights to turn solid green. If the light is red, power down and power up again. If it is still red, contact us for technical support.

My Gateway Power light is amber.

Do not unplug the Gateway; this is a normal part of the process.

I can't connect after swapping my Wi-Fi Gateway.

Try rebooting or reconnecting your connected devices. Or, in the Smart Home Manager app, select **Help** > **Restore Wi-Fi Settings**. (Any special configurations like port and IP settings will have to be set up manually.)

If you have an AT&T Wi-Fi Extender, in Smart Home Manager, go to **Network** > **Network Hardware** > **Add Extender**.

My TV Receivers are not responding. (For U-verse® TV)

Check all your wired connections and confirm Service light is solid green. Hold the TV Receiver's Power button down for 10 seconds and release, then wait 5 minutes.

My AT&T Home Phone doesn't have a dial tone. (For digital phone service)

Make sure your phone cable is plugged into the Phone Line port on the Wi-Fi Gateway.

Need help? Don't sweat it.

If you get stuck during your setup, we're here to help you get up and running!

att.com/support

800.288.2020

Additional information

Friendly reminder:
If your home phone service is provided through our fiber optic network, it needs electrical power to operate. Your Wi-Fi Gateway does not contain a battery backup so you should make sure you have one to keep you connected in the event of a power outage. Go to **att.com/batterybackup** for more information.

Manage your account 24/7:
Download the myAT&T app at **att.com/myattapp** from your mobile device.

Accessibility support

Alternate format guides:
Braille or large print: Call 800.288.2020 and request guide number ATT180790948-3.

Accessible tagged PDF: Visit **att.com/userguides**

Telephone equipment for visual and/or hearing impaired:
Phone: 800.772.3140
TTY: 800.651.5111

Repair Center: 800.288.2020

Compatible with:
Any TTY/TDD devices with standard phone line.

¿Hablas español?
Para ver a esta guia en español, visita **att.com/guias** y haz clic en la pestaña Internet. Desplázate hacia abajo a donde dice "Guías de Reemplazo" y elige (ATT180790948-3).

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

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