



Setting up your AT&T Internet Air

Follow these simple setup options

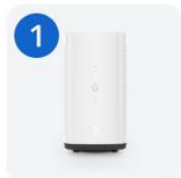


[Connecting with the AT&T Smart Home Manager app](#)

[Troubleshooting and more information](#)

Before you get started

Here's what's in the box



AT&T All-Fi Hub™



Power supply

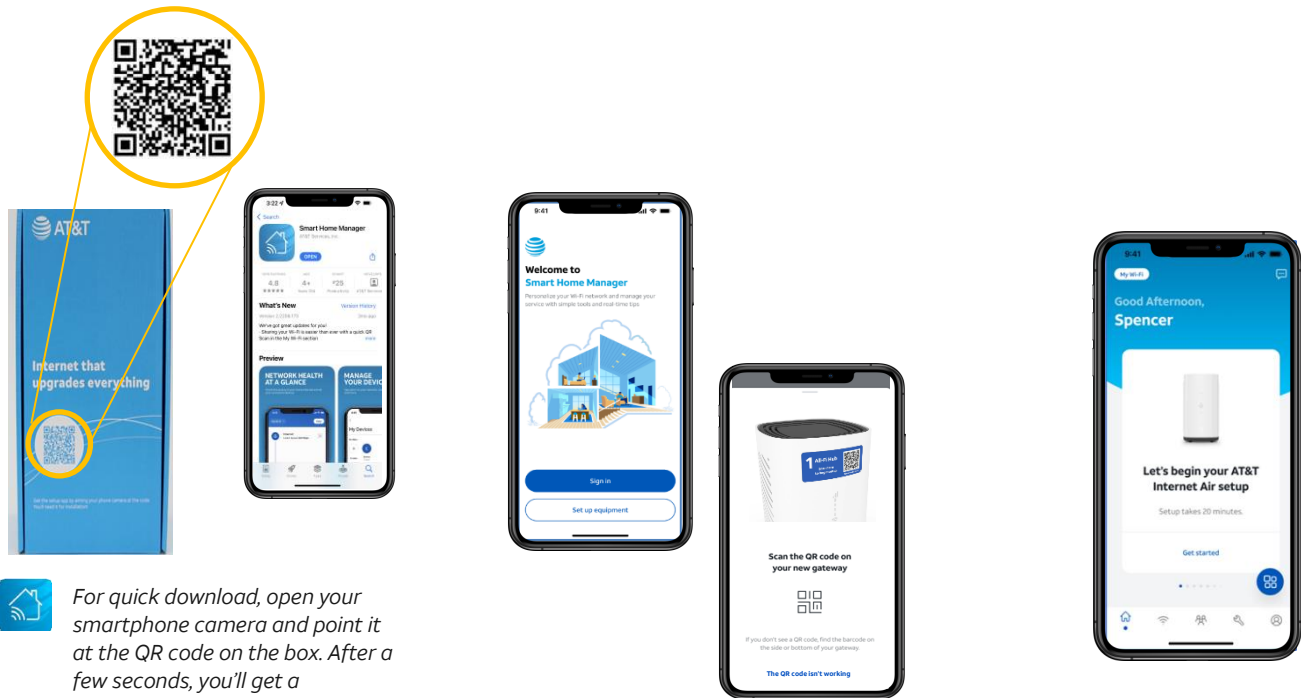
Make sure you've registered for your service



Register your AT&T Internet Air service:
att.com/accountregistration

Setting up your AT&T Internet Air

Connect using the AT&T Smart Home Manager app



For quick download, open your smartphone camera and point it at the QR code on the box. After a few seconds, you'll get a notification with a link to open in your browser.

1. Download

Download the Smart Home Manager app from your app store or scan the QR code with your smartphone. You can also go to att.com/shm from your smartphone to download it.

2. Sign in

Open the Smart Home Manager app to begin. Either tap **Sign In** if you've registered your Internet Air service (see page 1) or **Set up Equipment** and scan the QR code on the front of your All-Fi Hub when prompted.

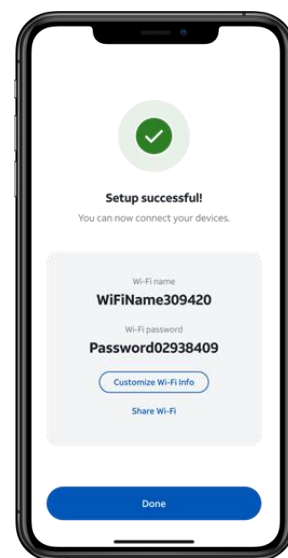
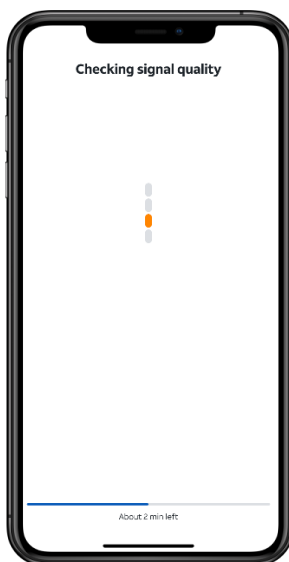
3. Set up & activate

On the **Let's begin your AT&T Internet Air setup** screen, select **Get started**, then follow the guided prompts to set up your All-Fi Hub. After that, you're ready to go.

Note: AT&T Smart Home Manager is available to AT&T Internet service customers with a compatible AT&T gateway or hub.

Setting up your AT&T Internet Air

Optimize your connection using the Smart Home Manager app



*Wi-Fi name and password will vary

1. Place your All-Fi Hub

Go to the highest floor in the direction of the nearest cell tower. If possible, find a spot by a window but away from direct sunlight. To find the direction of your closest signal tower, tap **Help me find the closest tower** when prompted in the upcoming screens.

2. Test signal quality

Plug in your All-Fi Hub and follow the prompts in the Smart Home Manager app to test signal strength at your chosen location. The All-Fi Hub display will help guide placement to make sure your signal is strong. For more details, check the **Troubleshooting** section.

3. Connect your devices

To set up Wi-Fi® on your devices, use the Wi-Fi network name and password displayed in the Smart Home Manager app.

Troubleshooting

Signal status will appear on the All-Fi Hub's Signal LEDs and in the Smart Home Manager app



3 or 4 LEDs: Signal strength is great. You're ready to start using your new AT&T Internet Air service.

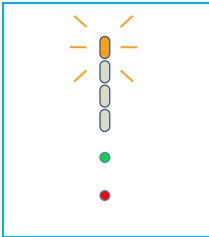


2 LEDs: Signal strength is ok. Use the Smart Home Manager app to move the Hub to a different location to see if you can improve your signal strength.

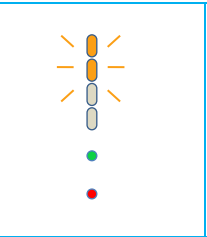


1 LED: Let's place your Hub again. Use the Smart Home manager app to move the Hub to a different location to get a better signal.

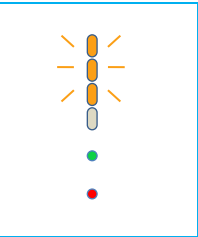
Red power LED on the hub indicates errors along with:



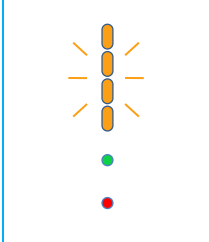
1 Blinking Amber signal LED
E004. No IP address from network.



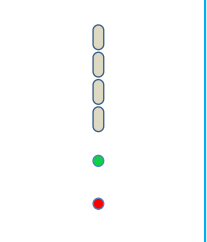
2 Blinking Amber signal LED
E400. SIM error.



3 Blinking Amber signal LED
E403. Wireless 5G/LTE authentication failure.

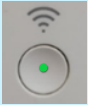


4 Blinking Amber signal LED
E013. DNS down.



No signal LED
E405. Wireless 5G/LTE connection not detected.

Key Tips



Wi-Fi button:
To turn the Wi-Fi on/off, press the Wi-Fi button. This will turn off all Wi-Fi radios.

Error Code FAQs: att.com/AIAerrors

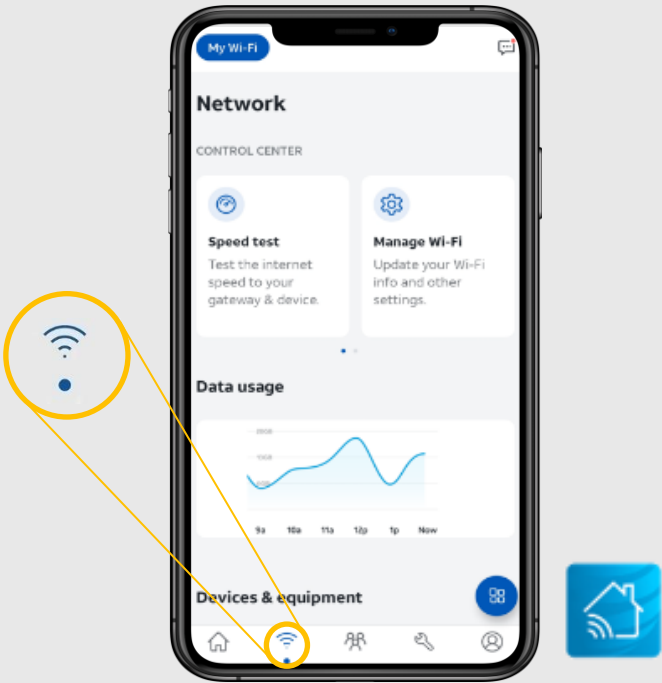
Notes:

- Turning off Wi-Fi will disconnect guest network, all IoT devices and any other Wi-Fi connected devices.
- USB-C port (rear of device) is disabled.

More info

Smart Home Manager app

Manage your home Wi-Fi network, connect devices to your network, and more.



For a step-by-step setup video, go to att.com/AllFiHub-AIA

Need help? No problem.

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



att.com/support



800.288.2020

Accessibility support

Telephone equipment for visual or hearing impaired

Phone: **800.772.3140**

TTY: **800.651.5111**

Compatible with any TTY/TDD devices with standard phone line.

AT&T supports IPv6. Go to att.com/ipv6 to learn more.