Residential AT&T All-Fi® Router

BGW720

Features, setup, and troubleshooting your BGW720



September 22, 2026

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Equipment details

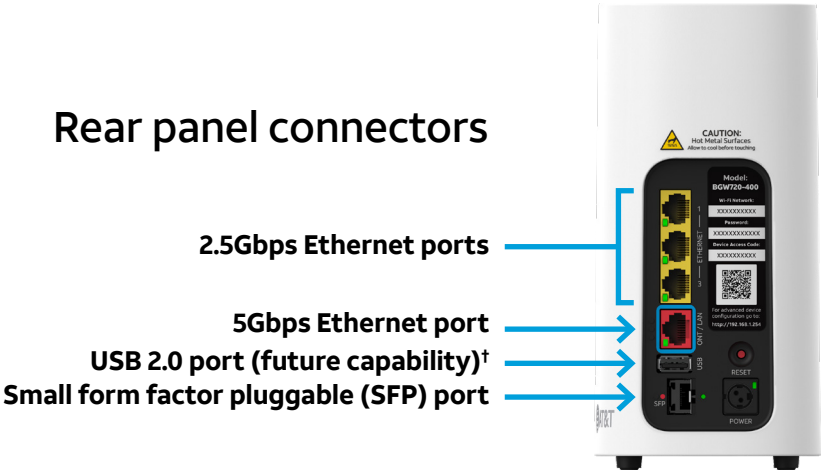
The BGW720 delivers high-speed data over your home Wi-Fi network through broadband internet connectivity. It supports your current speed, with capability up to 5Gbps.

Key features

- Wi-Fi
  - 2.4 GHz: 4x4/40 MHz
  - 5 GHz: 4x4/160 MHz
  - 6 GHz: 4x4/320 MHz*
- Ethernet interface
  - 2.5 GbE LAN ports x 3
  - 5.0 GbE LAN port x 1†
  - Optical interface
- 1 LED service light



Rear panel connectors



*Only devices that support Wi-Fi 6E or later can connect to the 6 GHz band.
†Unless being used for the ONT.

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Installation

The following section explains the customer self-installation process. If an AT&T technician is installing your service, skip this section and continue on page 17.

Customer self-installation—Quick Response (QR) codes

The BGW720 comes equipped with Quick Response (QR) codes to guide installation and use.

1



The QR code located on the box of the install kit guides you to download the AT&T Smart Home Manager app.

2



The QR code printed on the blue decal on the logo side of the BGW720 is used to begin setup in the Smart Home Manager app.

3



The rear QR code can be scanned for Wi-Fi access. The label also contains the default, factory-set Wi-Fi name and password, and the device access code for technicians.

Scanning the QR code works similarly between iPhone and Android devices

1. Open the camera app on the device in photo mode.
2. Hold the camera so the QR code is clearly visible in good light.
3. The device will recognize the code and will show a notification at the top of the camera app.
4. Tap the notification within the camera app to be taken to the destination of the QR code, and download the Smart Home Manager app.
5. Initiate the self-install process or the action to join Wi-Fi network.

Supported devices

- iPhone using iOS 13 or higher: Use native camera app in “photo” mode.
- Android OS 8 or higher: May require a third-party QR reader app download.

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Physical setup

Out-of-box experience

- You will receive your equipment through the AT&T out-of-box experience. This applies to all new installations and swap orders for the BGW720.
- The packing has been designed to provide you with a stress-free installation process.
- You'll find a **"Let's Get Started"** card inside the box that displays the equipment, which is color coded and marked by numbers 1 - 4 to align with the installation process.
  - The card also features a QR code for quick access to download the AT&T Smart Home Manager (SHM) app, which will guide you through the installation process.
- The box contains the BGW720, power supply, and Ethernet cables (optional).
- The box can be recycled and used to reship a replacement BGW720 back to AT&T (swap). Adhesive tape is located on the inner tabs of the box, making it easy to re-seal.

Kit for homes with a fiber jack



Kit for homes with an external/separate ONT



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Ventilation

- Position the BGW720 in an upright vertical position. **Do not** place any object directly on top of the BGW720. **Do not** place any heat source directly above or below the bottom cover. The BGW720 **must** be positioned on a flat surface, such as a desk or shelf, and should not be placed on carpet or stacked on other equipment.
- The BGW720 should not be used in locations exposed to high temperatures or where ventilation is limited. It should have at least two inches of clearance on all sides except the bottom when properly installed. It also should not be placed inside tightly enclosed spaces unless proper ventilation is provided.

Power supply

Warning: Only use the power supply and cord that came with the BGW720. Failure to use the authorized power supply and cord may cause electric shock, fire, bodily injury, or property damage.

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Customer self-install (CSI)

- You will receive a BGW720 kit with the necessary equipment for your installation.
- Use the QR code located on the box of the install kit to download AT&T Smart Home Manager (SHM) app.
- SHM will then guide you through the setup process and activation of your new BGW720.

AT&T Smart Home Manager (SHM) app setup



You can set up the BGW720 yourself using the SHM app.

1. If you don't already have the SHM app, scan the QR code located on the top of the box to download it.
2. If you already have the SHM app installed, scan the QR code on the blue sticker on the side of the BGW720 to begin setup.
3. Once in the app, tap **Sign In**. If already registered, enter the User ID and password.
4. If this is a new install, tap **Install New Hardware**.
5. Tap **Get Started** to begin.
6. The screen will list the items included in the box. Tap **Get Connected**.

Let's get connected

First, locate your wall connection.



If it looks like this, it's a fiber jack. Go to page 8 for instructions.



If it looks like this, it's an ONT jack. Go to page 11 for instructions.

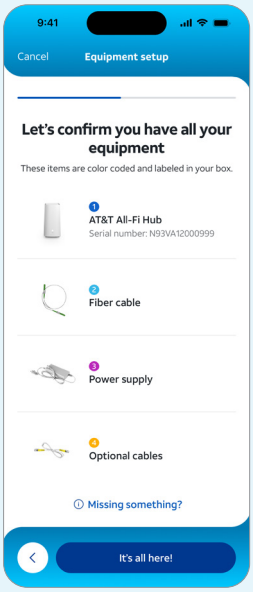


If it looks like this, it's an ONT. Go to page 14 for instructions.

If you can't find your wall connection, call customer care at **800.288.2020**.

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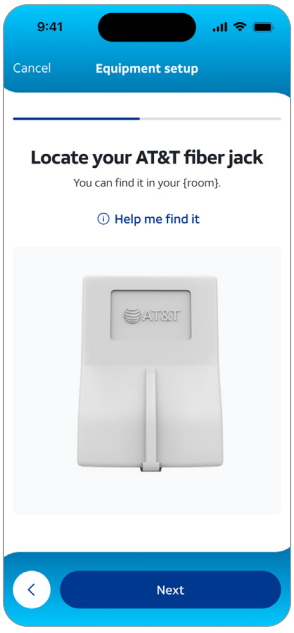
Customer self-install, new service using fiber cable from fiber jack to BGW720



Equipment included:

- BGW720
- Fiber cable
- Power supply
- Optional cables

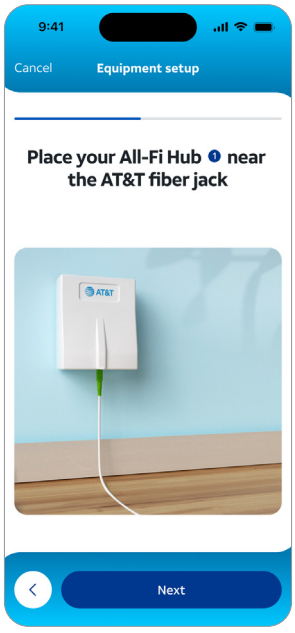
Install steps:



1

Locate your fiber jack.

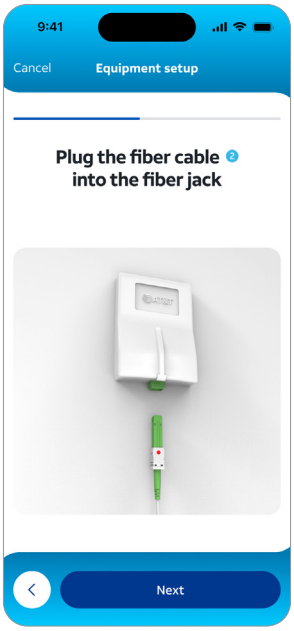
If you can't find your wall connection, call customer care at **800.288.2020**.



2

Remove the BGW720 from the tray labeled 1 and set it beside the AT&T fiber jack found on the wall. Position the BGW720 with its back facing toward you to make it easier to connect the cables. Tap **Next**.

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3

Remove the fiber cable from the tray labeled 2. Plug one end of the fiber cable into the fiber jack. Tap **Next**.



4

Connect the other end of the fiber cable to the back of the BGW720 SFP port. Tap **Next**.

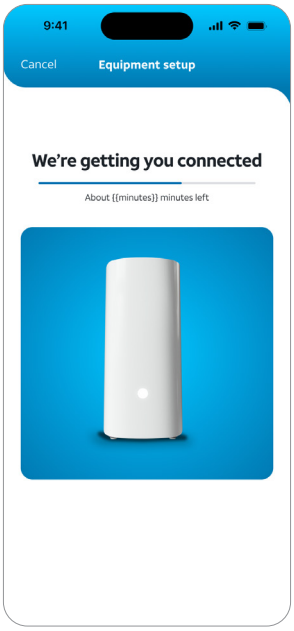
Note: The SFP port comes pre-installed with the BGW720.



5

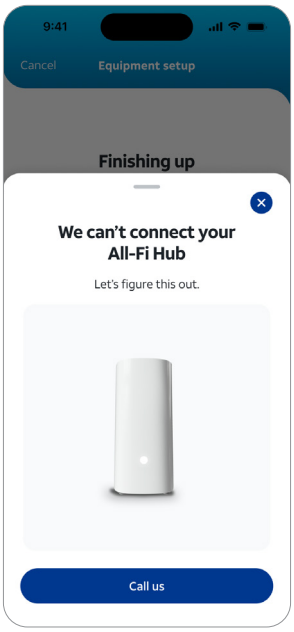
Remove the power cable from the tray labeled 3 and plug the power supply into a working outlet and then the BGW720. Tap **Next**.

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Activation steps:

1. Wait 5 to 15 minutes for the BGW720 to activate. In some cases, a software update may start automatically and extend the total activation time to approximately 15 minutes.
2. Once complete, a message in SHM will appear stating **Your BGW720 is now set up!** The light on the BGW720 should be solid white.
3. You will have the option to set up and customize your Wi-Fi network name and password in the SHM app. Tap **Done** once complete.
4. A confirmation screen will provide the account details. Tap **Done**.

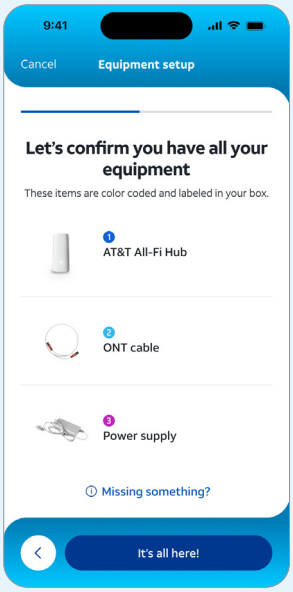


Activation failure:

- If an error occurs, a button will appear at the bottom of the Smart Home Manager screen for you to call the care line.

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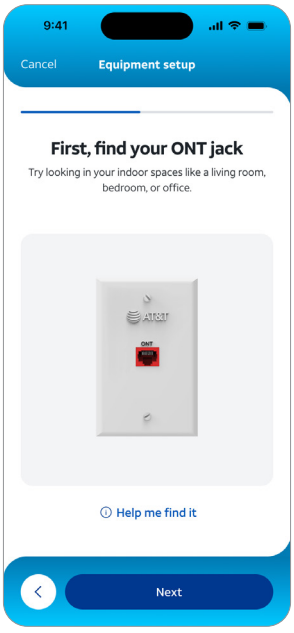
Customer self-install, new service using ONT cable from ONT jack port to BGW720



Equipment included:

- BGW720
- ONT cable
- Power supply

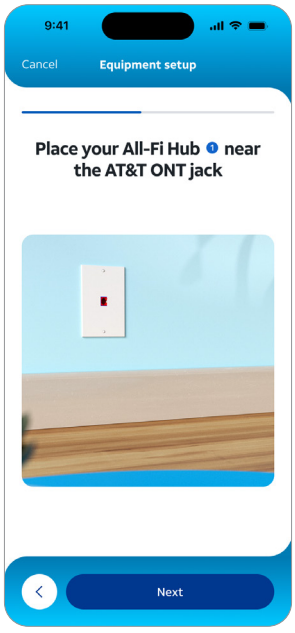
Install steps:



1

Locate your ONT jack port.

If you can't find your wall connection, call customer care at **800.288.2020**.



2

Remove the BGW720 from the tray labeled 1 and set it beside the AT&T ONT jack port found on the wall. Position the BGW720 with its back facing toward you to make it easier to connect the cables. Tap **Next**.

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3

Remove the ONT cable from the tray labeled 2. Tap **Next**. Plug one end of the ONT cable into the ONT jack port in the wall. Tap **Next**.



4

Connect the other end of the ONT cable to the back of the BGW720 ONT port (red color). Tap **Next**.

Note: If your ONT port has a black cap, remove it before inserting the ONT cable.



5

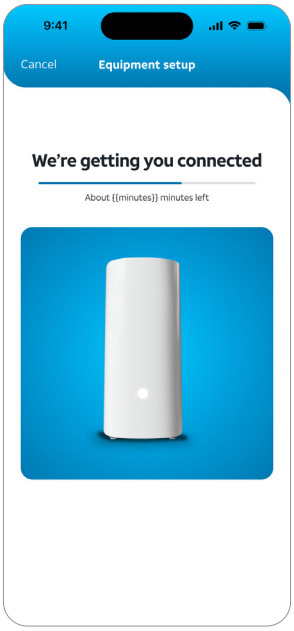
Remove the power cable from the tray labeled 3 and plug the power supply into a working outlet and then the BGW720. Tap **Next**.

Note: If the ONT jack port is not working, look for ONT in your home to check if the green network light is on.

If the green network light is not on, you should plug in the power and wait for the ONT to boot up to see if the light turns green.

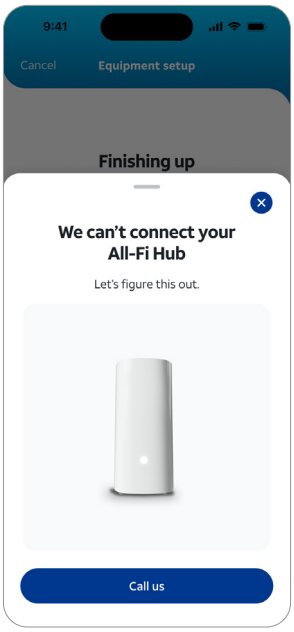
If it doesn't turn green, then you should check the fiber cable to see if it's unplugged.

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Activation steps:

1. Wait 5 to 15 minutes for the BGW720 to activate. In some cases, a software update may start automatically and extend the total activation time to approximately 15 minutes.
2. Once complete, a message in SHM will appear stating **Your BGW720 is now set up!** The light on the BGW720 should be solid white.
3. You will have the option to set up and customize your Wi-Fi network name and password in the SHM app. Tap **Done** once complete.
4. A confirmation screen will provide the account details. Tap **Done**.

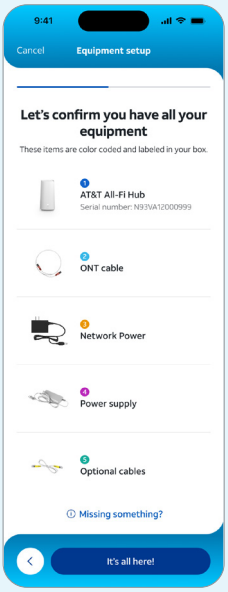


Activation failure:

- If an error occurs, a button will appear at the bottom of the Smart Home Manager screen for you to call the care line.

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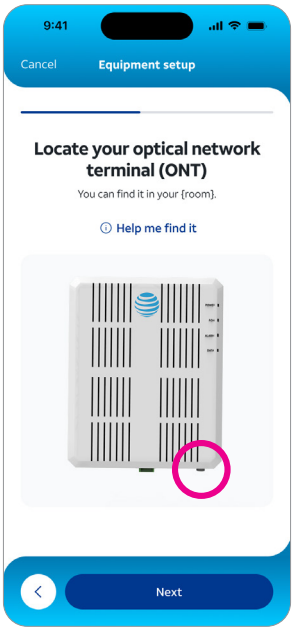
Customer self-install, new service using ONT cable from ONT to BGW720



Equipment included:

- BGW720
- ONT cable
- Network power
- Power supply
- Optional cables

Install steps:

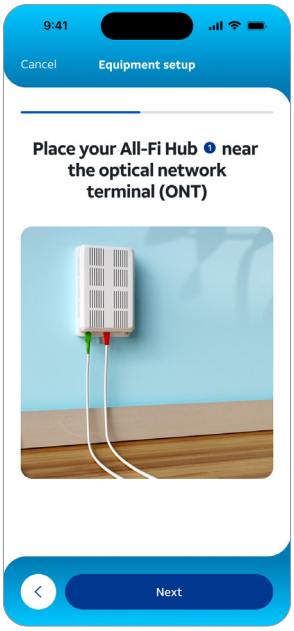


1

- Locate the **ON/OFF** button on the lower-right corner of the ONT (circled). The power connector is to the left of the button.
- Replace/connect the network power supply (labeled 3) to the power connector on the ONT, then plug the power cable into a working electrical outlet.
- Press the **ON/OFF** button to turn on the ONT. Wait about 3 minutes for the ONT to start. The green power light and green PON light should turn on.
- Connect the fiber cable to the green-marked outlet on the lower-left corner of the ONT. **Important:** Do not look into the green-marked ONT outlet when no fiber cable is connected.

Note: If the power light or PON light does not turn on, call customer care at **800.288.2020** for troubleshooting support.

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Remove the BGW720 from the tray labeled 1 and set it beside the AT&T ONT found on the wall. Position the BGW720 with its back facing toward you to make it easier to connect the cables. Tap **Next**.



Connect the other end of the ONT cable to the back of the BGW720 ONT port (red color). Tap **Next**.

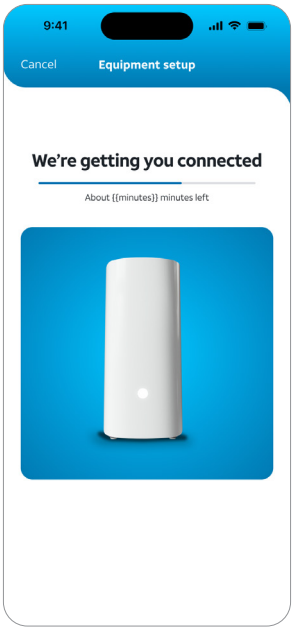
Note: If your ONT port has a black cap, remove it before inserting the ONT cable.



4

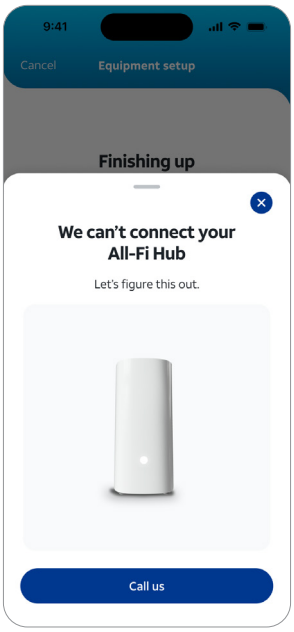
Remove the power cable from the tray labeled 3 and plug the power supply into a working outlet and then the BGW720. Tap **Next**.

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Activation steps:

1. Wait 5 to 15 minutes for the BGW720 to activate. In some cases, a software update may start automatically and extend the total activation time to approximately 15 minutes.
2. Once complete, a message in SHM will appear stating **Your BGW720 is now set up!** The light on the BGW720 should be solid white.
3. You will have the option to set up and customize your Wi-Fi network name and password in the SHM app. Tap **Done** once complete.
4. A confirmation screen will provide the account details. Tap **Done**.



Activation failure:

- If an error occurs, a button will appear at the bottom of the Smart Home Manager screen for you to call the care line.

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Connecting your devices

Connecting devices using Wi-Fi



Your BGW720 is configured with a factory-set Wi-Fi network name and password, which you will find on a label on the back panel.

1. If you have not changed the Wi-Fi network and password, you can use the camera on your smartphone to scan the QR code on the back of the BGW720 to connect to Wi-Fi.
2. If the device does not have a camera, view the available Wi-Fi networks, select the appropriate Wi-Fi network name, and connect.
3. At the prompt, enter the Wi-Fi password.

Changing your Wi-Fi network name and password

If you have multiple devices that were connected to your last Wi-Fi network, you might consider re-using the same network name and password to make reconnecting them easier.

1. If you have not already done so, download the AT&T Smart Home Manager app from your app store or scan this QR code with your smartphone camera.
2. **Sign in** to the AT&T Smart Home Manager app using your AT&T account user ID and password.
3. Tap the Wi-Fi icon on the bottom, then select **Manage Wi-Fi**.
4. Tap **Edit** to change your Wi-Fi name and/or password, tap the check mark, and tap **Save**.
5. Tap **X** to exit Manage Wi-Fi.
6. Reconnect your devices to your updated network info, or allow them to reconnect to the familiar network name.

Note: Creating a new network name and password will make the information on the back label obsolete unless you reset the BGW720 to factory settings.

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Connecting devices using Ethernet

While virtually all of your household devices connect to the BGW720 via Wi-Fi, there may be devices that you choose to connect with an Ethernet cable (e.g., computers, smart home hubs, smart TVs, etc.). The BGW720 has four wired Ethernet ports on the back that can be used to connect devices.



Note: To use these ports at their maximum speeds, it is recommended to use a CAT-6 Ethernet cable.

Wi-Fi network name(s) SSID

The BGW720 comes with three radios—2.4 GHz, 5.0 GHz, and 6.0 GHz—each of which is capable of supporting its own SSID. For best Wi-Fi performance, AT&T does not recommend splitting the SSIDs.

Guest network

Your device supports one guest network, which can be activated in the Smart Home Manager app.

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Status indicator lights

When troubleshooting, it is important to check the status indicator lights (LEDs). The LED flash rate changes based on the problem.

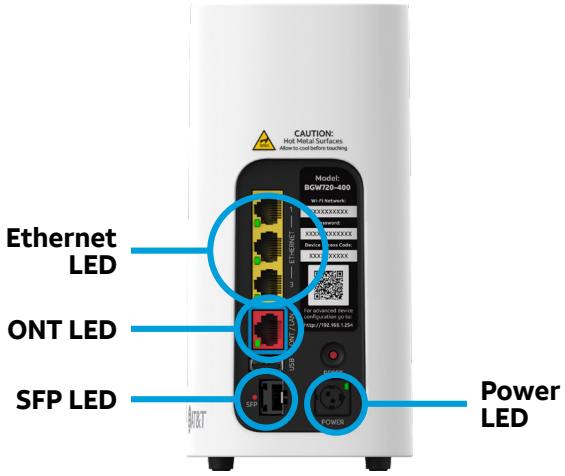
Note: Fast flash rate means the LED flashes three times per second.



Front view

Service LED color	Meaning
Solid white	Your BGW720 is online. Connect a device and enjoy!
Pulsing white (fast)	Your BGW720 is starting up; please wait during this time.
Solid red	Your BGW720 may be overheating because of where it is placed. Set it on a hard, flat surface—not carpet—and leave enough space around, above, and beneath it for proper airflow.
Solid red	Your BGW720 may have a hardware issue. If rebooting doesn't fix it, it needs replacement.
Pulsing red (fast)	There is a network service issue that may require AT&T intervention. This may be a momentary problem; please see if there is a service outage in your area using AT&T Smart Home Manager or the AT&T app on a mobile device. Try rebooting your BGW720.
Solid blue	Your BGW720 is in internet backup mode. **Note:** Your BGW720 will return to fiber internet service when the outage is over.

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- **Ethernet light:** Will only be lit if a device is physically connected using an Ethernet cable and powered on. The light will not flash with activity.
- **ONT light:** Will be lit if connected using a powered-on external AT&T Fiber® ONT; in such case, the SFP module is not in use. Will also be lit if it is being used as an Ethernet port.

Back view

Ethernet LED color	Meaning
Solid green	The port has established a link with a connected device. If the LED is off, the device is not properly connected or the connected device is not powered on.
Power LED color	**Meaning**
Solid green	Your BGW720 powered on. No LED means either the power is not connected or there is no power at the wall plug. If the front service LED is off but the power jack LED is green, then your BGW720 needs to be replaced.

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Reset button

The reset button will result in either a reboot or reset of the BGW720 depending on the length of time the button is held. **Important:** Do not press the reset button unless directed to do so by an AT&T representative or Smart Home Manager.

Note: The reset button is slightly recessed but can be operated by a finger. It does not require a paper clip.



Standard reset

- Press the **Reset** button for less than 5 seconds for a standard reboot of the BGW720.
  - The service LED on the front panel will respond immediately and will fast flash red while the button is being pressed and will turn steady white once the button is released.

Factory reset

- You would only execute a factory reset on a BGW720 to recover from serious connection or configuration problems. For example:
  - The BGW720 is unresponsive and a normal restart didn't help.
  - You changed settings and can no longer access the BGW720 or Wi-Fi.
  - You forgot the customized Wi-Fi or administrator password.
  - Troubleshooting instructions specifically call for a factory reset.
- Press the **Reset** button and hold for longer than 10 seconds to reset the BGW720 to factory default settings.
  - The service LED will start to flash white.
  - Resetting to factory defaults will require all configured settings to be reloaded or reconfigured.

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Maintenance swap

If you need to replace your BGW720, you will be sent a replacement unit and power supply only. No new fiber cable or ONT cable will be included. The fiber cable will need to be unplugged so it can be used again on the replacement unit.

Setup process

1. Let's set up the new BGW720.
2. The box should include:
    - BGW720
    - BGW720 power cord
    - No cables will be sent.
3. Place your BGW720 beside your old one.
4. Unplug the power supply and set it aside.
5. **Scenario 1: ONT swap**: Remove the ONT cable from the BGW720 and follow the instructions in the SHM app.
6. **Scenario 2: Fiber swap**: Remove the fiber cable from the BGW720 and follow the instructions in the SHM app.

Maintenance swap light troubleshooting

After checking the status indicator lights, the issue may still not be resolved. If a status indicator light does not look correct, check for these possible problems:

Service LED does not light after connecting power supply

- If the rear panel power jack LED is off, follow normal troubleshooting steps, such as:
    - Make sure the power adapter is plugged into the BGW720 properly.
    - Make sure you are using a working wall outlet.
    - Check the ground fault interruption (GFI) switch to ensure it has power.
    - If a power strip is used, make sure it is switched on.

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Service LED is not solid white

- Verify the order due date. Validate the fiber line has been activated by AT&T.
- Ensure the cable is correctly plugged into the BGW720 and into the wall connector jack.
- Disconnect and reconnect power.

Ethernet ports do not light after connecting Ethernet cables

- Make sure the RJ-45 Ethernet cable is securely plugged into the Ethernet jack on the PC and the other end on the Ethernet port on the BGW720.
- Make sure the BGW720 and the connected device are both powered on.

Need additional assistance configuring your BGW720?

Call: **800.288.2020**

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AT&T Smart Home Manager app accessibility support

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