

AT&T **All-Fi™** Hub (BGW620)

# What Do The Lights Mean?














Complete guide to the information the LED lights on your AT&T All-Fi Hub provides.



# BGW620 All-Fi Hub



**Service LED Color**

**Meaning**


	Solid White	Your All-Fi Hub is online. Connect a device and enjoy!
	Pulsing White (Slow)	Your gateway is powering up.
	Pulsing White (Fast)	Your gateway is starting up, please wait during this time.
	Pulsing Green (Fast)	Your gateway is connected to the network and ready for activation. <b>Note:</b> This occurs only during initial installation.
	Solid Red	Your hub is in a location that is causing it to overheat. Move it to a flat surface (no carpet) where there is sufficient space around, under and above the device for air to cool your hub.
	Solid Red	Your hub has a hardware issue. If rebooting doesn't fix it, it needs replacement.
	Pulsing Red (Fast)	There is a network service issue which may require AT&T intervention. This may be a momentary problem; please see if there is a service outage in your area using Smart Home Manager or myAT&T on a mobile device. Try rebooting your hub.
	Pulsing Red (Slow)	Your hub doesn't have a broadband connection. Please check for a loose, disconnected, or damaged cable, and then press and hold the Red reset button for 10 seconds.
	Pulsing Amber (Slow)	Your hub is getting an update. Please wait until the light turns back to solid white.
	Pulsing Yellow (Fast)	Phone Registration has failed; one of your VoIP lines is having a problem.
	Solid Yellow	A VoIP line has been configured and registered. Or, you have a call in progress.
	Pulsing Blue (Fast)	Your internet service is part of a network outage, and your hub is trying to go into internet backup mode.
	Solid Blue	Your All-Fi Hub is in internet backup mode. <b>Note:</b> Your hub will return to fiber internet service when the outage is over.




Service LED

LED Symbol	Description
	Pulsing (Fast) – approximately 1 pulse per 2 seconds
	Pulsing (Slow) – approximately 1 pulse per 4 seconds

# Ethernet and Power LEDs

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 hub is 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 hub needs to be replaced.