

# Connect your home phone jacks (OPTIONAL)

Approximate time: 15 minutes

These steps will enable you to use your existing home phone jacks with your AT&T U-verse Voice service.

**Note: You must follow steps 1, 2, and 3 inside (connect your primary phone, power up, and complete your mandatory activation call) before attempting to connect your home phone jacks.**

**!** If you follow steps A and B below but are unable to successfully connect your home phone jacks, OR if you answer “no” to any of the questions in step A below, then you must schedule an appointment with an AT&T U-verse service technician in order to connect your home phone jacks to your AT&T U-verse Voice service. Call 1.800.288.2020. Additional charges will apply for professional installation services.

A. To connect your home phone jacks, you must be able to answer “yes” to these questions:

1. Do you have AT&T U-verse TV service?
2. Do you have access to the phone box outside your home? (See figure A.)
3. Do you have an unused phone jack near your Wireless Gateway?
4. Does your Wireless Gateway have a cable plugged into the Cable Line port? (See figure B.)

If you answered “yes” to all the questions above, follow the instructions for disconnecting an outside phone line (figure A).

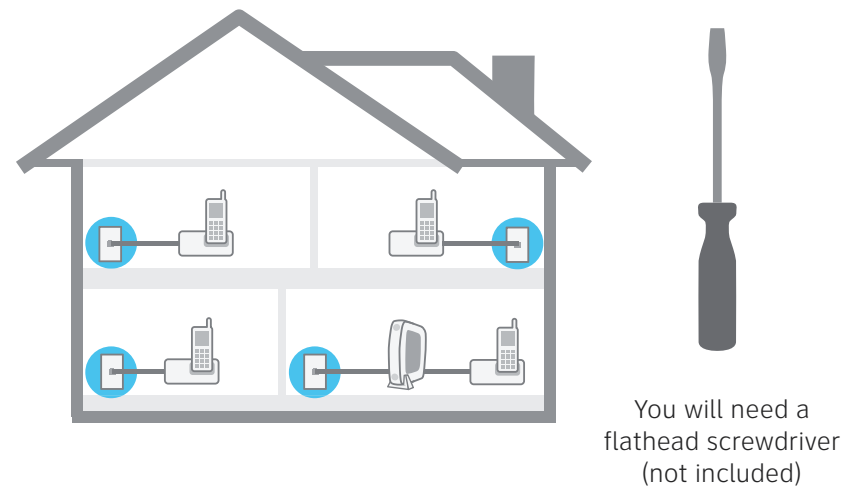
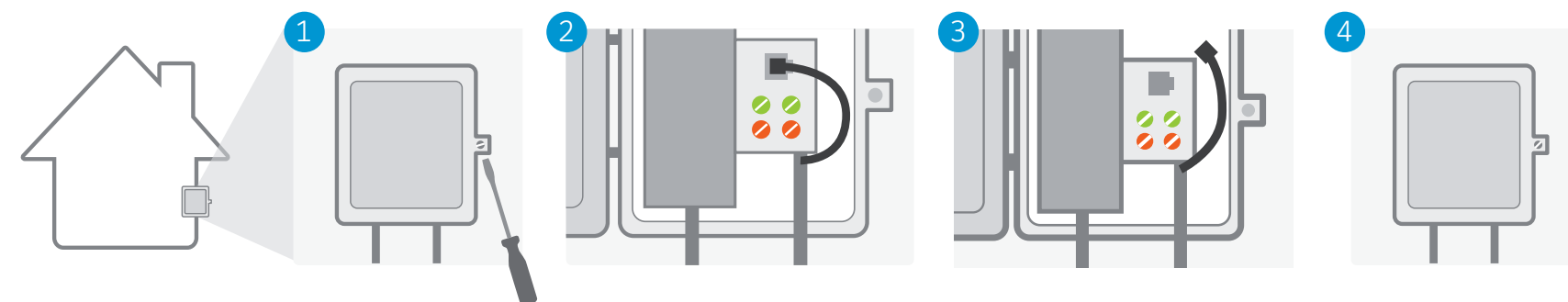


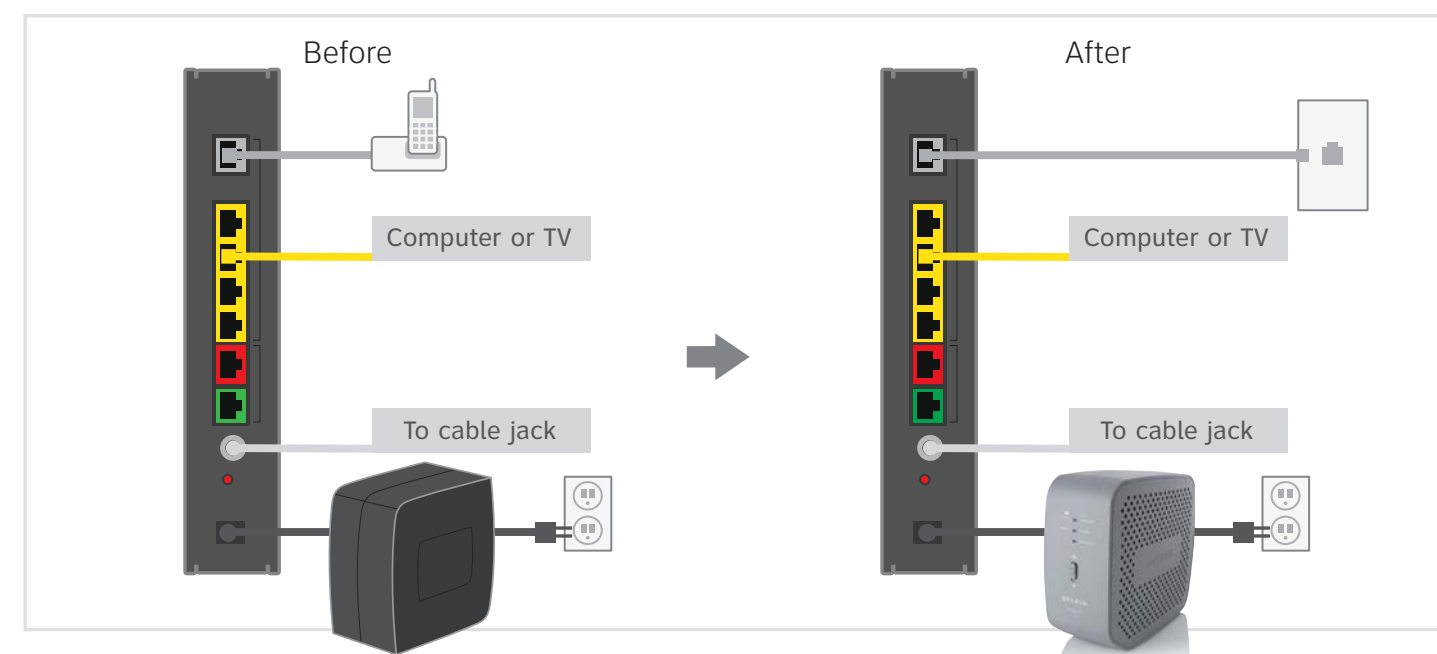
Figure A: Disconnect your previous/old outside phone line



1. Go outside and find your phone box.\*
2. Open the phone box by removing the screw with a flathead screwdriver.
3. Unplug the phone cord in the outside box (as indicated in diagram 3).
4. Close the box and screw it.

\*One side of the phone box may not be accessible because it is for phone company use only.

Figure B: Phone cord connecting Gateway to phone jack



B. At the Wireless Gateway, connect the gray phone cord from the Lines 1 & 2 port on the Wireless Gateway to a wall jack.

## Need more help?

Go online: Visit [att.com/uversesupport](http://att.com/uversesupport).

Call us: Dial 1.800.288.2020 and say “U-verse technical support.”

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## AT&T U-verse® Voice

Go to [att.com/esupport/phoneinstall](http://att.com/esupport/phoneinstall) for more detailed installation instructions.

self-  
installation  
guide



### Before installation:

Do not attempt to install your service until your service activation date. You can find this date on your packing slip.

## Get started

Approximate installation time: 35 minutes

Before you begin:



### 1. Check your service activation date.

Do not attempt to install your service until your service activation date. You can find this date on your packing slip. The packing slip can be found in a plastic sleeve located on the outside of the shipping box.



### 2. Do you have a monitored security system or health alarm?

If either of these apply to you, you will need an AT&T technician to install your service. Call 1.800.288.2020 to schedule an appointment. Additional charges will apply for professional installation services from an AT&T U-verse service technician.

Gather materials needed for setup:

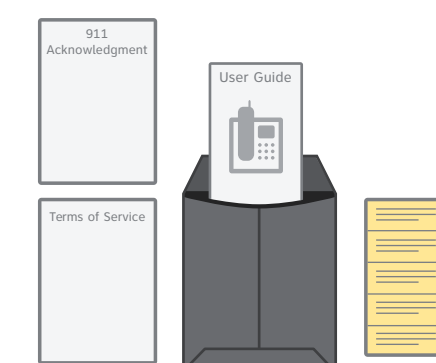
Locate your Wireless Gateway:



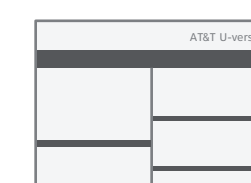
Battery backup unit (BBU) will provide you with backup power in the event of a power outage. (BBU color may vary.)



Phone cord



911 Acknowledgment form  
Terms of Service  
AT&T U-verse Voice User Guide  
911 stickers



Packing Slip



(UV\_VOIP\_3801\_CS1\_GUIDE)  
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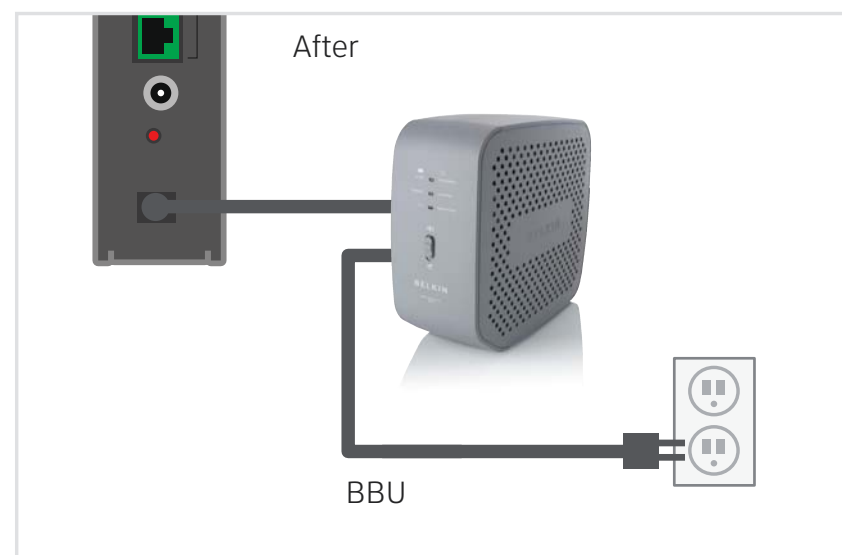
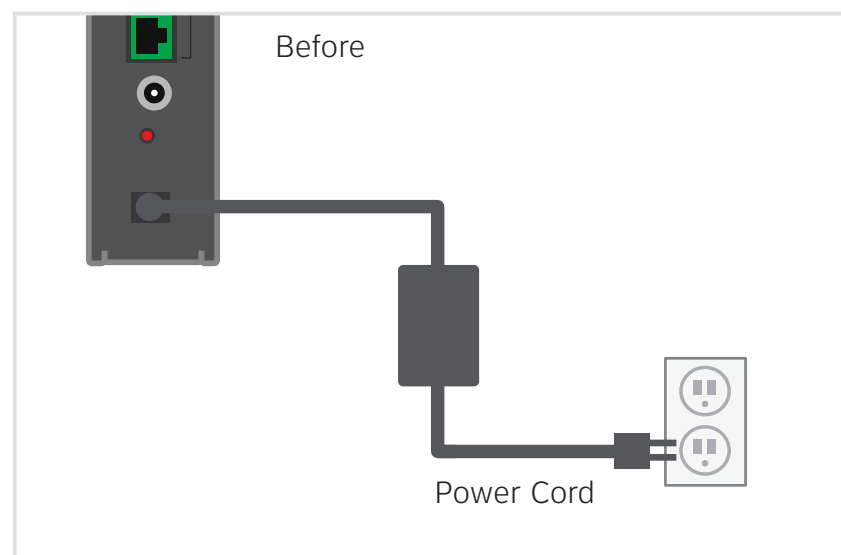
## 1 Connect your primary phone Approximate time: 10 minutes

For an online installation tutorial, go to [support.att.com/phoneinstall](http://support.att.com/phoneinstall).

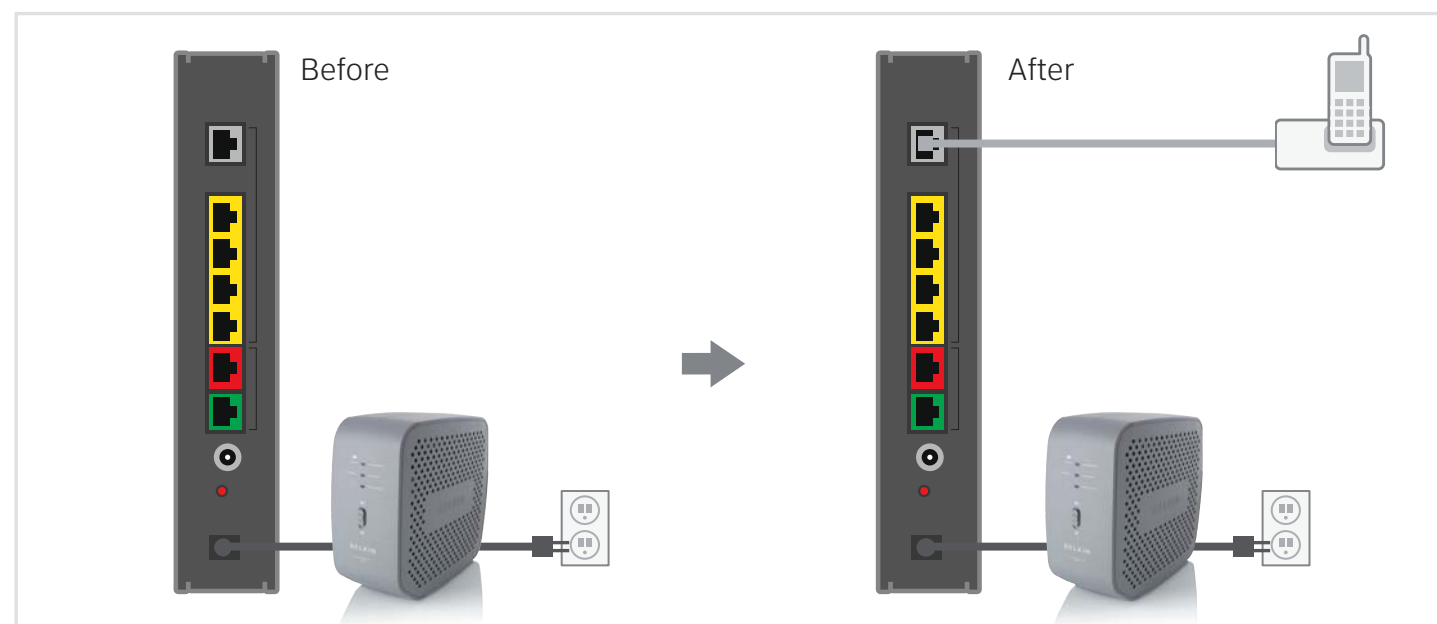
Note: If you already have a phone connected to your AT&T U-verse Voice service line and want to add a second phone line, skip to "Adding a second line" under step 3.

- A. Power down your Wireless Gateway by unplugging the power cord from the wall and the gateway. You will no longer need this power supply.
- B. Connect the battery backup unit (BBU) by plugging it into an electrical outlet. Then plug the round connector into the Power port on the Wireless Gateway.

**Important:** If you also have AT&T U-verse TV and/or high-speed Internet service, you will temporarily lose your TV/DVR connection and your Internet connection during this step.



- C. Connect the gray phone cord from the Lines 1 & 2 port on the Wireless Gateway to your phone (see diagrams below). If you are using a cordless phone, make sure the base station is plugged into an electrical outlet.



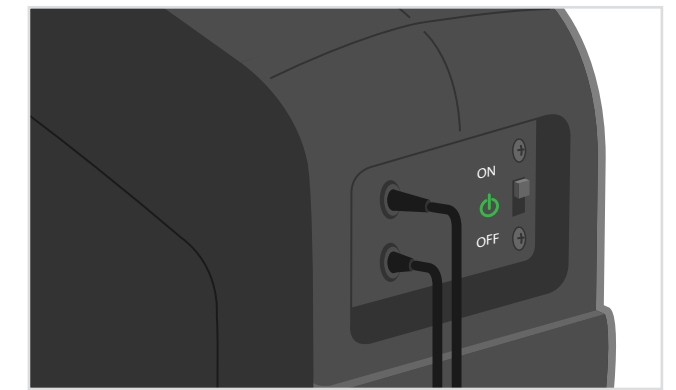
**Note:** Leave any cables in these ports as they are.

**Note:** Existing jacks will not have service at this point. For other jacks in the house to operate, see "Connect your home phone jacks" on the back of this guide.

## 2 Power up Approximate time: 5 minutes

Switch the power to On. Within a few minutes you should see a solid green Power light to indicate a successful power connection.

**Important:** You will have a dial tone after completing step 2, but will be able to make only emergency and toll-free calls until you activate your service in step 3.



## 3 Mandatory activation call Approximate time: 5 minutes

Call **1.877.377.0016** from the phone you set up in step 1, and follow the voice instructions to complete the activation.

Upon successful activation you will hear the following: "Your telephone number XXX.XXX.XXXX has been successfully activated."

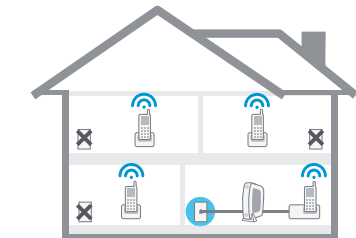
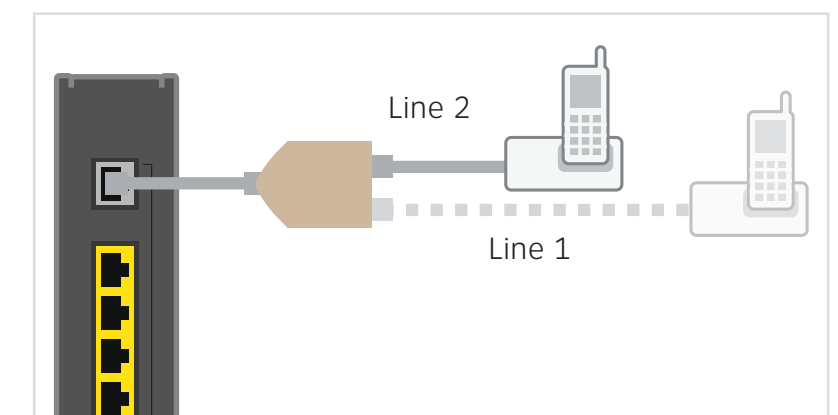
Congratulations! You've successfully installed AT&T U-verse Voice.



## Adding a second line

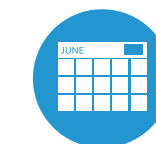
If you ordered a second AT&T U-verse Voice service line (with a different phone number), follow the instructions below:

- A. Disconnect the phone cord from your primary phone and connect a voice line splitter to the Gateway.
- B. Connect the phone cables of both phones to the first and second ports of the splitter.
- C. Complete the mandatory activation call (step 3 above) from the phone you just connected.



**Note:** If you order two separate lines with your initial installation, connect the first as explained in step 1 and the second as described above.

## Having trouble? Here are a few common issues to check:



### What is your service activation date?

Do not attempt to install your service until your service activation date. You can find this date on your packing slip.



### Did you activate your service?

You must complete activation for your AT&T U-verse Voice service to work correctly. See step 3 above.

Still having problems? Many issues can be resolved with three simple steps:



### 1. Check your connections.

Check all cables and cords to ensure they are connected properly and securely.



### 2a. Power down, power up.

Unplug the black power cord from the back of the Wireless Gateway. Leave the Wireless Gateway unplugged for 15 seconds and then plug it back in.

### 2b. Wait for blinking indicator lights.

You may need to wait up to two minutes for blinking indicator lights to turn solid green.

**¿Habla español?** Por favor visite [att.com/uverseguia](http://att.com/uverseguia) para ver la información en Español. También pueden ver la siguiente guía: ATT102700746-3 (UV\_VOIP\_3801\_CSL\_GUIDE) para más detalles.

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## Questions?

**Go online:** Visit [att.com/versesupport](http://att.com/versesupport).

**Call us:** Dial **1.800.288.2020** and say "U-verse technical support."

