Having Trouble?

Many issues can be resolved in three simple steps:

1. Check your connections.
   - Verify that cables, cords, and filters on all devices are connected as specified in steps 1A–1F. Make sure:
     - The dual-port filter is plugged into the wall jack (and not the modem)
     - The data cable is plugged into the DSL/HPNA port on the dual-port filter
     - Your phone cable is connected to the phone port on the dual-port filter
   Cables usually make an audible click when secure. If connections are secure and you are still unable to connect to the internet, try another wall jack. If you have AT&T voice service, make sure the wall jack has a dial tone.

2. Power down, power up.
   - Shut down your computer and unplug the black power adapter and any other devices from the back of the modem. Wait 15 seconds and then plug devices back in, making sure the modem's power light is on. (If the light is not on, try another power outlet.) Then turn your computer back on.

3. Wait for blinking indicator lights.
   - Wait for blinking indicator lights to turn solid (may take up to two minutes), then attempt to access the Internet.

Specific Issues

I have a monitored home security system or health alarm.
Once you have completed the installation, please contact your alarm monitoring provider to test your alarm.

My power indicator light turns amber during the Power Up sequence.
Don't worry. This is a normal part of the Power Up sequence—just remember not to unplug the power adapter or green data cable when the light is still amber. At the end of Power Up, the DSL and Internet lights will be solid green.

Where can I go for further installation assistance or to download the online support tool?
For further installation assistance or to download the online support tool for features configuration, such as wireless networking, go to uverseactivation.att.com.

Why do I need to install phone line filters?
Without a DSL filter, you may experience disruptions or hear static on the phone line. You may purchase additional filters (including wall-mount filters) from the AT&T Store at att.com/equipment or at most electronics and computer stores.

There's static on the phone line.
Make sure there are phone filters properly installed on all phones, digital video recorders, monitored alarm systems, satellite systems, fax machines, cable systems, and any other devices plugged into a wall jack.

Every time I try to browse to a Web page, I get a message stating “Detecting Proxy Settings.”
Run the Internet Connection Wizard (located in Internet Explorer under Tools > Internet Options > Connection Setup). When prompted to enter proxy settings, don’t select anything.

How fast is my Internet connection?
Your speed will vary based on your location and the speed tier you are subscribed to (all speeds are up to; downstream speed varies by speed tier; upstream speed varies by speed tier; Express 3M by 384k; Pro 3M by 512k; Elite 6M by 768k; Max 12M by 800k; Max Plus 18M by 800k).

Why don’t I see the DSL and Internet lights?
- Make sure the power adapter is connected correctly.
- If the lights are not solid green, check your connections.
- If the lights are still not solid green, try a different wall jack or wait 15 seconds, then plug devices back in, making sure the power light is on. (If the light is not on, try another power outlet.) Then turn your computer back on.
- If the lights are still not solid green, try removing and reinstalling the modem. If the lights are still not solid green, contact AT&T customer support.

Approximate installation time: 60 minutes

Self-Installation Guide

Before installation:
Do not attempt to install your services until 8pm or later on your service activation date. You can find this date on your packing slip.

Before you begin:
1. Check your service activation date.
   - You can only connect to the Internet on or after 8pm on the date provided to you by AT&T.
   - This date is also located on your packing slip.

Gather materials needed for setup:
- Ethernet cable
- Data cable
- Single-port filters
- Dual-port filter
- Power adapter, 2 parts
- Motorola modem

Save for later:
- Support materials
- User Guide
- Quick Guide
- Terms of Service
- User Guide

Need more help?
Go online: Visit att.com/uversesupport and ask for “U-verse technical support.”
Call us: Dial 1.800.288.2020 and ask for “U-verse technical support.”
1 Set Up
Approximate time: 15 minutes
If you have AT&T home phone service (via a landline), start with step A.
If you do not, skip steps A, B, and C and start with step D.

A Install single-port filters on every wall jack with a phone, fax machine, satellite receiver, or other connected device except the jack that will be used by the Motorola modem.

B Be sure to connect the filters to the wall jack and not to the device.

C Connect the dual-port filter to the wall jack that will be used by the modem.

D Connect the green data cable from the modem DSL port to the dual-port filter DSL/HPNA port. If you do not have AT&T voice service, connect the green data cable directly to the wall jack. You do not need to use any filters if you do not have AT&T wired voice service.

E Connect the yellow Ethernet cable from the modem local Ethernet port to an Ethernet port on your computer.

F Connect the black power adapter from the modem power port to the electrical outlet.

Questions?
See the “Having Trouble?” and “Specific Issues” sections on the back of this guide for tips and answers to common questions.

2 Power Up
Approximate time: 15 minutes

- Your modem is now powering up. Wait for the Internet, DSL, Ethernet, and Power lights to turn solid green. (The Activity light will flicker.) This may take up to 15 minutes.

- During this time, do not unplug the black power adapter or green data cable. This can damage the modem.

- If the DSL or Internet lights do not turn solid green after 20 minutes (or either has turned red), see the “Having Trouble?” section on the back of this guide.

3 Activate
Approximate time: 30 minutes

- Open your Internet browser (e.g., Internet Explorer® or Safari®). The online registration process will start automatically and will activate your service and download applications including the AT&T Self-Support Tool. If online registration does not start automatically, enter att.net/uverse into your Internet browser’s address bar.

- During registration, you will be asked to enter:
  • Your 4-digit password. This is the password you set up when ordering your service (you were also sent a letter confirming your password).
  • If you are a new AT&T Internet customer, you will choose a member ID (email address) and password.
  • If you are an existing AT&T Internet customer: Enter your existing AT&T member ID (email address) and password.
  • Your account number. See the enclosed packing slip or your confirmation email to locate this number.

- Your modem is now powering up. Wait for the Internet, DSL, Ethernet, and Power lights to turn solid green. (The Activity light will flicker.) This may take up to 15 minutes.

- During this time, do not unplug the black power adapter or green data cable. This can damage the modem.

- If the DSL or Internet lights do not turn solid green after 20 minutes (or either has turned red), see the “Having Trouble?” section on the back of this guide.

- The AT&T Self-Support Tool will allow you to troubleshoot and solve common problems without having to contact technical support.

Stay connected on the go! AT&T Wi-Fi Basic is included with your AT&T U-verse High Speed Internet service, so you can access the Internet at thousands of AT&T Wi-Fi Hot Spots across the country. Visit attwifi.com to learn more.