

Having Trouble?

Many issues can be resolved in three simple steps:



1. Check your connections.

Verify that cables and cords on all devices are connected as specified in step 1. Cables usually make an audible click when secure. If connections are secure and you are still unable to connect to the Internet, try another phone jack. If you have AT&T voice service, make sure the phone 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 gateway. Wait 15 seconds and then plug devices back in, making sure the gateway's Power light is on. You should see a solid green Power light indicating a successful power connection (if the light is not on, try another power outlet). Then turn your computer back on.



Important: When you power down, you will temporarily lose your AT&T U-verse® TV service, your TV/DVR connection, and your phone service (if you have AT&T U-verse VoiceSM).



3. Wait for blinking indicator lights.

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

Specific issues

I have a home security system, health alarm, or water meter monitor.

You will need special installation assistance. Call 1.800.288.2020 to schedule an appointment with an AT&T U-verse service technician or call your monitoring provider. Additional charges will apply for professional installation services from an AT&T U-verse service technician.

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 the sequence, the Broadband and Service indicator 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 service, go to uverseactivation.att.com.

Every time I try to browse a Web page, I get a message saying "Detecting Proxy Settings."

Run the Internet Connection Wizard (in Internet Explorer under Tools > Internet Options > Connection Setup). When prompted to enter proxy settings, don't select anything.



Additional AT&T U-verse information



Check out the Quick Guide:

Now that you have successfully installed AT&T U-verse Internet, check out the Internet Quick Guide for more information about your email and security features. This guide is also available online at support.att.com/userguides.

Go online:

To manage your AT&T U-verse account, go to att.com/uversecentral.

Habla español?

Para las guías en español, por favor visitar support.att.com/userguides (en inglés).

Need more help?

Go online: Visit att.com/uversesupport.

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



AT&T U-verse® High Speed Internet

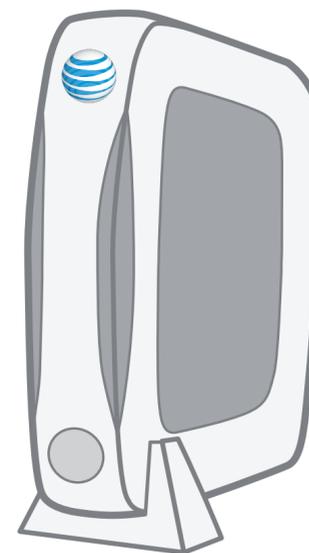
Residential Gateway

SELF-
INSTALLATION
GUIDE

Get Started Approximate installation time: 60 minutes

First, gather materials needed for setup.

Next, locate the Residential Gateway 3800 in your home (most likely it's near your TV). Its location will determine which installation instructions you should follow.



Ethernet cable
(yellow)



Internet Quick Guide



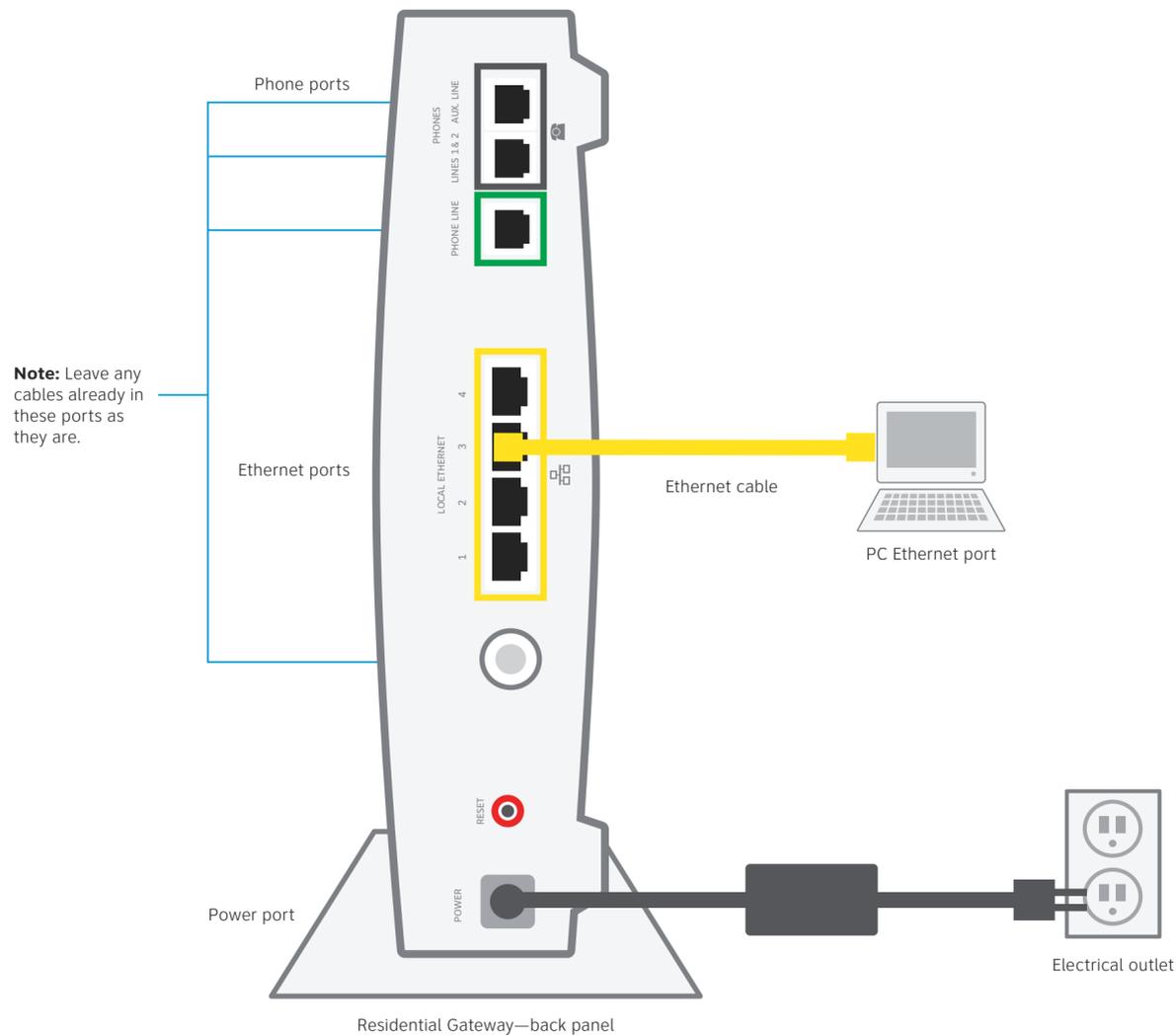
Your 4-digit passcode.
You received a separate letter confirming the 4-digit passcode you designated when placing your order

1 Set up Approximate time: 10 minutes

Note: Leave any cables that are already connected to the gateway as they are.

Connect the yellow Ethernet cable from the gateway Local Ethernet port to the computer Local Ethernet port.

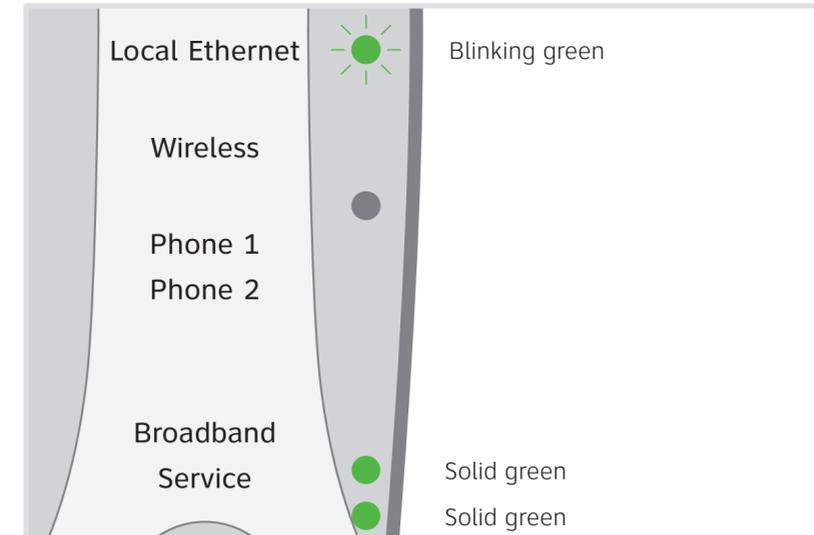
! For best results, connect only the devices/adapters depicted below.



2 Confirm connections Approximate time: 10 minutes

Make sure the indicator lights for Broadband and Service turn solid green and the indicator light for either Local Ethernet or Wireless (depending on your connection type) is blinking green.

If the Broadband and Service lights do not turn solid green or continue to blink after 10 minutes, see the "Having Trouble?" section on the back of this guide.



Note: If you're using an Ethernet cable for your connection, the Local Ethernet light should blink. When you connect wirelessly, the Wireless light will blink.

3 Activate Approximate time: 20 minutes

- Open your Internet browser (e.g., Internet Explorer or Safari). The online registration process will start automatically to assist you in activating your service. If it does not, type **att.net/uverse** into your address bar.
- Continue with online registration using the 4-digit passcode you created when you placed your order—it was mailed to you separately for your reference.



Congratulations! You should now be connected to the Internet.

4 Wireless Internet setup Approximate time: 20 minutes

Note: If you have a newer computer, it may already have wireless capabilities built in. If not, you can purchase wireless cards and adapters at att.com/equipment or an electronics store.

Write down your Network Name (SSID) and Wireless Network Key (WPA) to configure a wireless device. This information is on the side of your gateway. The Network Name consists of "2WIRE" plus the last three digits of the gateway's serial number. Be sure to record this information in the form to the right.

Now configure your wireless network:

- Go to your computer's Wireless Network Settings and refresh the network list.
- Select your Network Name (SSID) from the list. You may need to scroll through the list to find your SSID.
- Enter the 10-digit Wireless Network Key (WPA) in the password field to connect to your network.



Network Name (SSID)
 2 W I R E [] [] []
 10-digit Wireless Network Key (WPA)
 [] [] [] [] [] [] [] [] [] []

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

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.

