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–1E. Make sure:
   - The dual-port filter (optional) is plugged into the wall jack (and not the Wireless Gateway).
   - The data cable is plugged into the DSL 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 traditional phone service, plug a phone directly into the wall jack to confirm dial tone.

2a. **Power down, power up.**
   Shut down your computer, and unplug the black power cord and any other devices from the back of the Wireless Gateway. Wait 15 seconds and then plug devices back in, making sure the Wireless 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 electrical outlet). Then turn your computer back on.

2b. **Wait for blinking indicator lights.**
   Wait for blinking indicator lights to turn solid green (may take up to two minutes), and then attempt to access the Internet.

2. **Try another wall jack.**
   Disconnect the green data cable from the wall jack and the Wireless Gateway from the electrical outlet. Move to another wall jack in the house. Plug the green data cable into the new wall jack and the power cord into an electrical outlet. Proceed with step 2 (Power up) inside this guide to power up the Wireless Gateway.

Specific issues

I have a monitored home security system or health alarm.

You will need to contact your home security and/or health alarm provider after completing all of the installation steps in this guide to ensure that their services have not been affected.

My Power indicator light turns red 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 cord or green data cable when the light is still red. 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.

I have a monitored home security system or health alarm.

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

See “Specific Issues” on the back of this guide.

Get started

Before you begin:

1. Check your service activation date. Do not attempt to install your service until 8pm or later on the date provided to you by AT&T. This date is also located on your packing slip.

2. Do you have a monitored home security system or health alarm? See “Specific Issues” on the back of this guide.

Gather materials needed for setup:

Extra filters:

- Wall mount filters
- Ethernet cable
- Power cord
- Data cable

Go online:

Go to att.com/myuverse to manage your AT&T U-verse account.

Habla espa?ol?


Additional AT&T U-verse information

Check out the User Guide:

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

Go online:

Visit att.com/uversesupport to find more information about your AT&T U-verse account.

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

Wireless Gateway

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.

Approximate installation time: 45 minutes

1. Check your service activation date. Do not attempt to install your service until 8pm or later on the date provided to you by AT&T. This date is also located on your packing slip.

2. Do you have a monitored home security system or health alarm? See “Specific Issues” on the back of this guide.

Gather materials needed for setup:

Extra filters:

- Wall mount filters
- Ethernet cable
- Power cord
- Data cable

Go online:

Go to att.com/myuverse to manage your AT&T U-verse account.

Habla espa?ol?

**Set up**  
Approximate time: 10 minutes

Customers without traditional dial tone phone service can skip steps A and B, and start with step C.

**A** If you have traditional dial tone phone service, install single-port filters in wall jacks that have devices such as phones, fax machines, satellite receivers, or modems.

**B** The dual-port filter is used when you want to connect a phone or other piece of equipment, such as a fax machine, to the same wall jack as your Wireless Gateway.

**C** Connect the green data cable from the Wireless Gateway’s Phone Line port to the dual-port filter’s DSL port (or directly to the wall jack if you do not have traditional phone service).

**D** Connect the yellow Ethernet cable from the Wireless Gateway’s Local Ethernet port to your computer’s Ethernet port.

**E** Connect the green data cable from the Wireless Gateway’s Phone Line port to the dual-port filter’s DSL port (or directly to the wall jack if you do not have traditional phone service).

**Register**  
(required)  
Approximate time: 20 minutes

Your Wireless Gateway is now powering up. During this time, the Broadband light will turn red. Wait up to fifteen minutes for the indicator lights for Broadband and Service to turn solid green and the Local Ethernet indicator light to start blinking green.

**1** During this time (up to 15 minutes), do NOT unplug the power cord or the green data cable, as this can permanently damage the gateway AND significantly delay your Service Activation.

If the Broadband and Service lights do not turn solid green or continue to blink after 15 minutes, see the “Having trouble?” section on the back of this guide.

**2** Power up  
Approximate time: 15 minutes

Your Wireless Gateway is now powering up. During this time, the Broadband light will turn red. Wait up to fifteen minutes for the indicator lights for Broadband and Service to turn solid green and the Local Ethernet indicator light to start blinking green.

**3** Register  
(required)  
Approximate time: 20 minutes

Open your Internet browser (e.g., Internet Explorer, Safari, etc.). The online registration process will start automatically to assist you in activating your service. If it does not, enter 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.

**4** Go Wi-Fi  
(optional)  
Approximate time: 10 minutes

Write down your Network Name (SSID) and Wireless Network Key (WPA) to configure a Wi-Fi device. This information is on the side of your Wireless Gateway. The Network Name consists of “ATT” plus the last three digits of the Wireless Gateway’s serial number. Be sure to record this information in the form below.

**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.

Congratulations! You should now be wirelessly connected to the Internet.

**Questions?**  
Go online: Visit att.com/uversesupport.

To learn more about the benefits and features of your AT&T U-verse service, visit att.com/u-verse/newcustomer.

**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.