

How to interpret the AT&T U-verse Residential Gateway Indicator Lights

The AT&T U-verse Enabled Residential Gateway (2Wire model 3800HGV-B) has numerous indicator lights that can be used to diagnose installation and connection problems.

The following table describes how to interpret the indicator lights.

Power	Indicates
Off	Residential Gateway is not receiving power
Solid green	Residential Gateway is powered on
Flashing red	Power-On Self-Test (POST) is in progress
Solid red	POST failure (not bootable), or a Residential Gateway malfunction occurred
Local Ethernet, USB - PC, Wireless, MoCA (3700 model), and HomePNA (3800 model)	Indicates
Off	Device not connected
Solid green	Device has established link
Broadband	Indicates
Off	No physical signal detected
Solid green	Broadband connection established via DSL or Ethernet
Flashing green	Attempting broadband connection
Flashing red	No broadband signal (Ethernet or DSL) detected on line
Flashing green and red	Residential Gateway has been unable to establish a broadband connection for more than three consecutive minutes
Service	Indicates
Off	The residential gateway is not powered, the Residential Gateway is in bridged mode or the broadband connection is not present
Solid green	IP Connected
Flashing red	Attempting IEEE 802.1X authentication or attempting to obtain DHCP information
Solid red	Residential gateway attempted to become IP connected and failed (after 2 minutes of solid red, Service light will go off)