

# AT&T U-verse<sup>®</sup> Voice

**SELF-  
INSTALLATION  
GUIDE**

## Before installation:

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



## Get started

Approximate installation time: 45 minutes

### Before you begin:



#### 1. Check your service activation date.

You can only activate your U-verse Voice service on or after your service activation date. This date is 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.

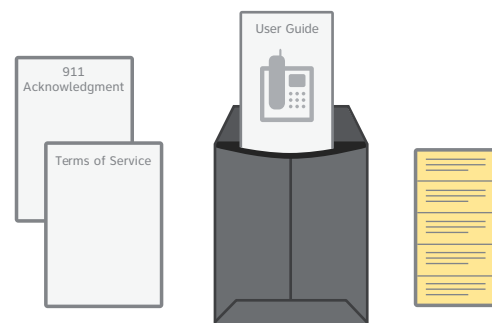
### In the box:



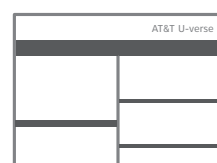
1 Ethernet cable



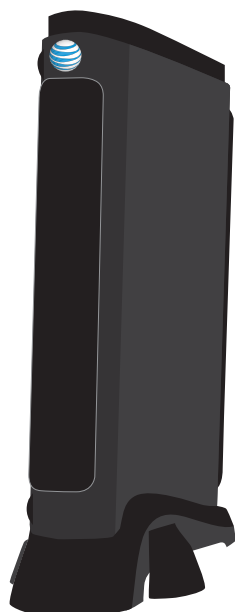
1 data cable



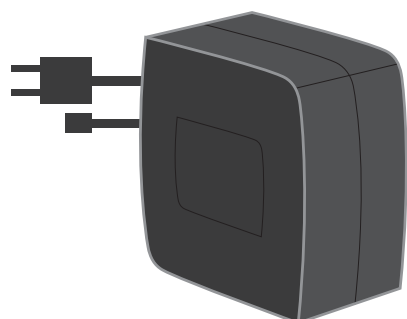
911 Acknowledgment form, Terms of Service, AT&T U-verse Voice User Guide, 911 stickers



Packing slip (includes service activation date)



Wireless Gateway (Wireless Gateway will replace your existing modem.)



Battery Backup Unit (BBU) will provide you with backup power in the event of a power outage.

Images are not to scale.

(IP-DSL Motorola VoIP Guide)



ATT110900766

# 1 Set up

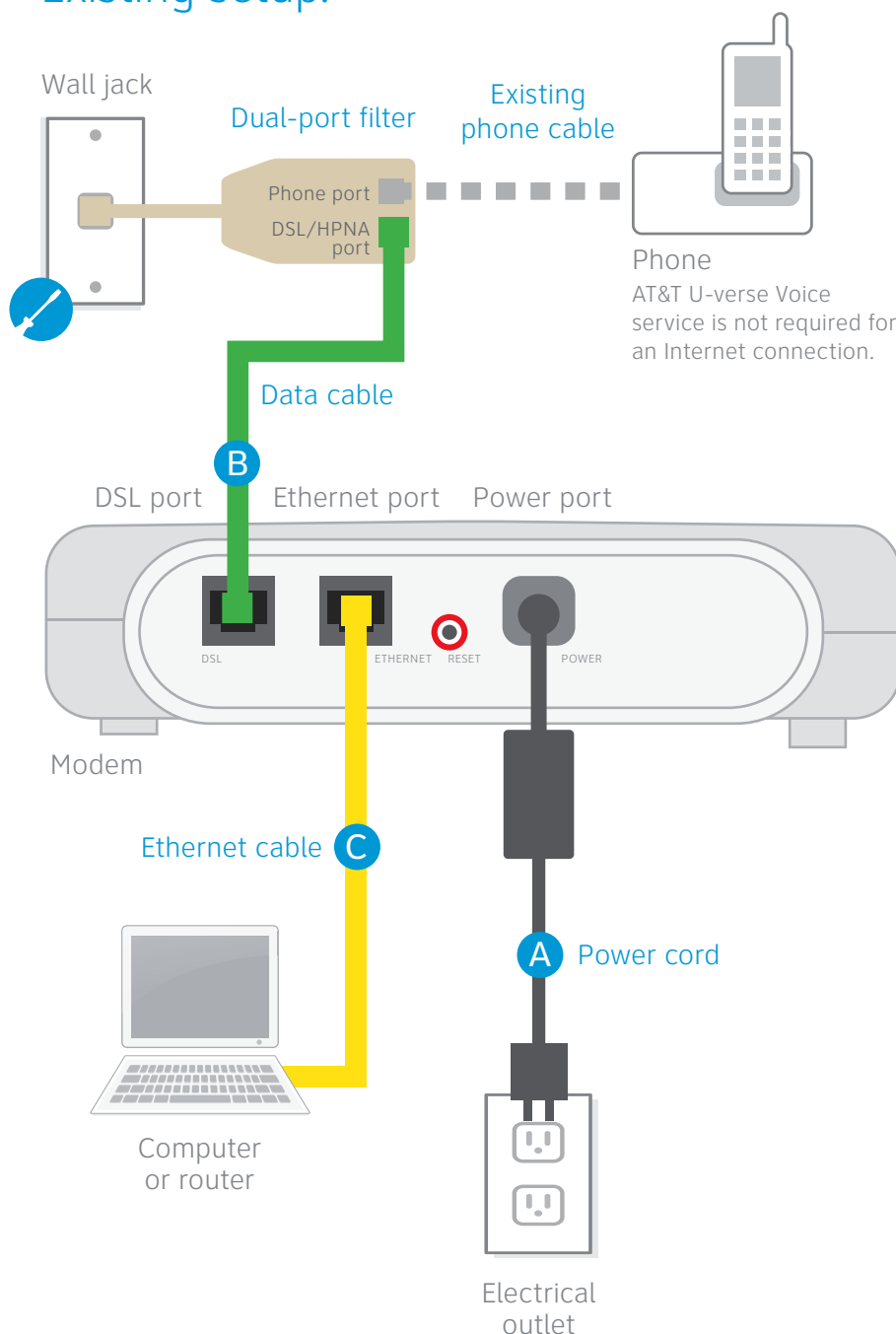
Approximate time: 15 minutes

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

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

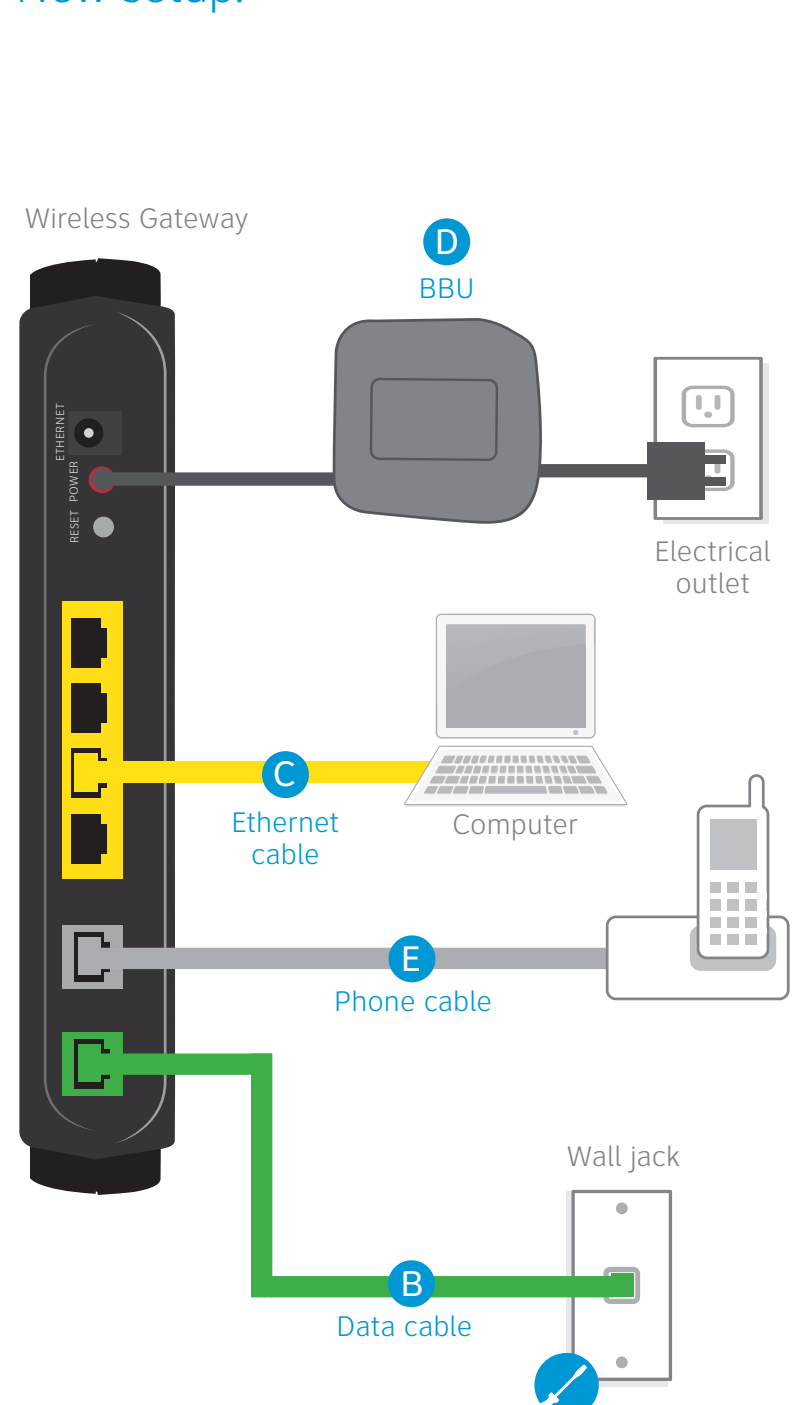
- A** Power down your computer and existing modem by removing the power cord from the electrical outlet.
  - B** Disconnect the data cable from the DSL port in your existing modem and from the dual-port filter. This cable will not be used in the new setup. Plug one end of the new provided green data cable into the DSL port on the new Wireless Gateway and plug the other end into the wall jack.
  - C** Disconnect the Ethernet cable from the Ethernet port on your existing modem and from the Ethernet port on your computer or router. This cable will not be used in the new setup. If you’ll be using a wired connection from your computer to the Gateway, plug one end of the provided yellow Ethernet cable into the Ethernet port on the new Wireless Gateway and plug the other end into the Ethernet port on your computer.
- Now that you have disconnected your old modem or router, you may set that equipment aside, as it will no longer be needed.
- D** Remove the sticker covering the Power port. Connect the provided Battery Backup Unit (BBU) to the Wireless Gateway’s Power port. Plug the BBU into a standard electrical outlet.
  - E** Connect one end of your phone cable into the Wireless Gateway’s phone line 1 and 2 port, and connect the other end to a standard phone or cordless base station.

## Existing setup:



Images are not to scale.

## New setup:



## Questions

See the “**Having trouble?**” and “**Specific issues**” sections on the back of this guide for tips and answers to common questions.

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

## 2 Power up

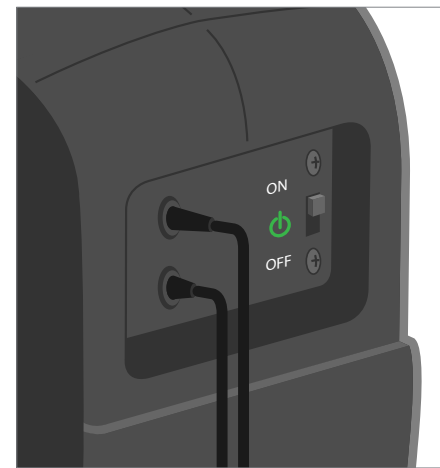
Approximate time: 15 minutes

Move the switch on the back of the BBU to the “on” position.

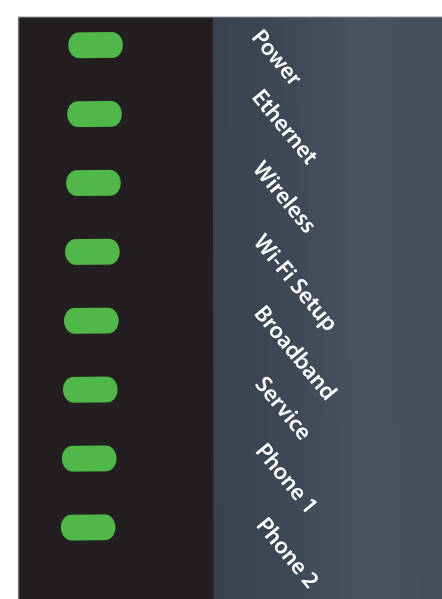
**Note:** The BBU must be charged to be fully operational; however, installation of your service may continue while charging the BBU. While the BBU is charging, it may emit a short beeping sound. Charging of the BBU will take approximately 18 hours.

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

- !** During this time, do not unplug the BBU or green data cable, as this can damage the Gateway.
- If the Broadband and Service lights do not turn solid green after 10 minutes, see the “Having trouble?” section on the back of this guide.
- !** **Important:** You will have a dial tone after completing step 2, but will only be able to make emergency and toll-free calls until you activate your service in step 3.



Battery Backup Unit (BBU)



Wireless Gateway indicator lights

## 3 Register (required)

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

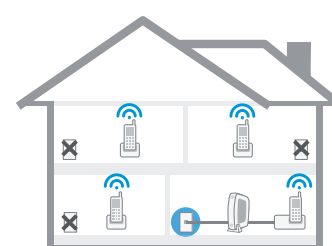
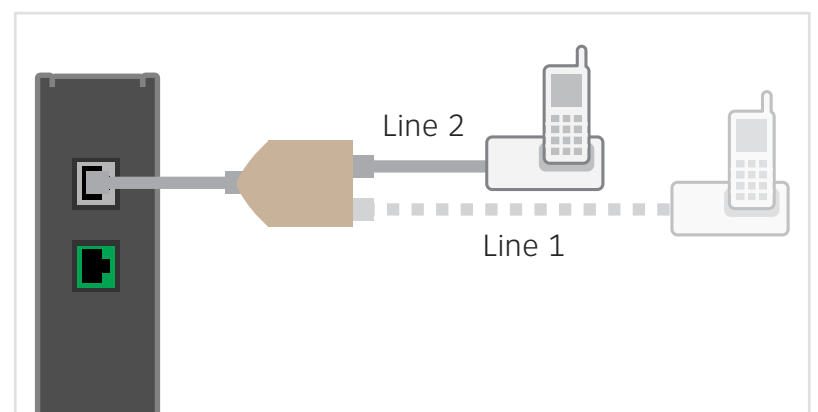
If you ordered a second AT&T U-verse Voice service line (with a different phone number), follow the instructions below:

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

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



Refer to enclosed AT&T U-verse Voice User Guide.



**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 [www.attwifi.com](http://www.attwifi.com) to learn more.



## 4 Go Wi-Fi (optional)

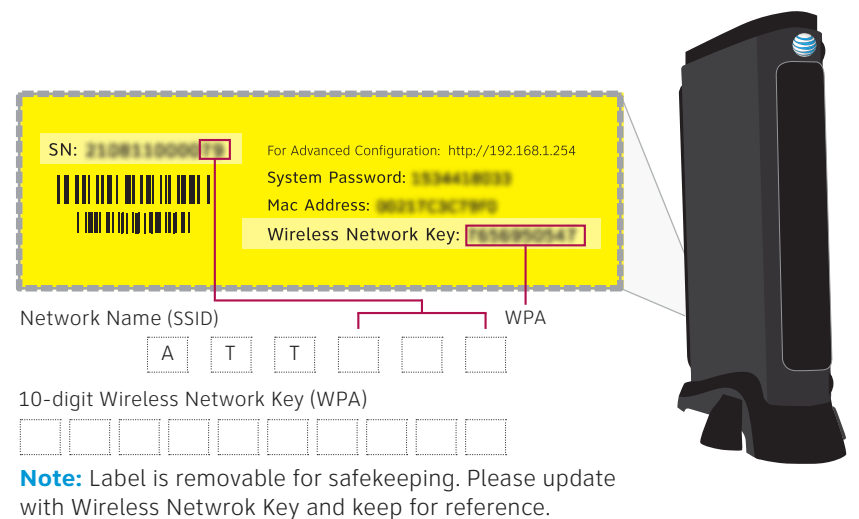
Approximate time: 10 minutes

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 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.**



## Having trouble? Many issues can be resolved in two simple steps:



### 1. Check your connections.

Verify that all cables and cords are securely connected to the Wireless Gateway. Cables usually make an audible click when secure. If you are still unable to connect to the Internet, try a different wall jack.



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

Shut down your computer, and power down the BBU and any other devices connected to the Wireless Gateway. Wait 15 seconds, then power up the devices. Verify that the Wireless Gateway's Power light is on, (If the light does not turn on, try a different outlet.) then turn your computer on.

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

Wait for blinking indicator lights on the Wireless Gateway to turn solid green (may take up to two minutes) before attempting to access the Internet.

### Specific issues

#### I have a monitored home security system or health alarm.

You will need an AT&T technician to install your service. Call 1.800.288.2020 to schedule an appointment.

#### My Power indicator light turns orange during the power up sequence.

Don't worry. This is a normal part of the power up sequence—just remember not to unplug the BBU or green data cable when the light is still orange. 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](http://uverseactivation.att.com).

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

In Internet Explorer, under Tools > Internet Options > Connections > Settings, uncheck any checked boxes, then click OK.



## Additional AT&T U-verse information

- **Check out the User Guide**  
Now that you have successfully installed AT&T U-verse, check out the User Guide for more information about your AT&T U-verse voice features. This guide is also available online at [att.com/userguides](http://att.com/userguides).
- **Go online**  
To manage your AT&T U-verse account and voice features, go to: [att.com/uversecentral](http://att.com/uversecentral).
- **¿Habla español?**  
*Para las guías en español, por favor visitar [att.com/u-verseguias](http://att.com/u-verseguias).*

## Need more help?

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

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

