



Managing your Residential Gateway

Introduction

The AT&T U-verse Residential Gateway (RG) is the central device in your home for receiving AT&T U-verse service.

Your AT&T U-verse Residential Gateway (RG) will connect to:

- Your personal computers so you can use AT&T Yahoo! High-Speed Internet U-verse Enabled service.
- Your AT&T U-verse receiver so you can use AT&T U-verse TV.

The RG enables a home network once AT&T U-verse service is installed. Some of its features include:

- Router functionality
- Wi-Fi (wireless Internet)
- 4 Ethernet ports
- USB PC connection
- Firewall / security
- Ease of use and installation



Figure 1 - Angle View of Residential Gateway

Preliminary & Tentative

Statements, conclusions, observations and characterizations contained herein are reflected herein for purposes of a self-critical analysis of certain AT&T operations and practices. Unless expressly approved by an appropriate governing body of AT&T or its affiliates, the contents of this document do not necessarily reflect the positions or opinions of AT&T or its management, and, therefore, should be considered preliminary and tentative.

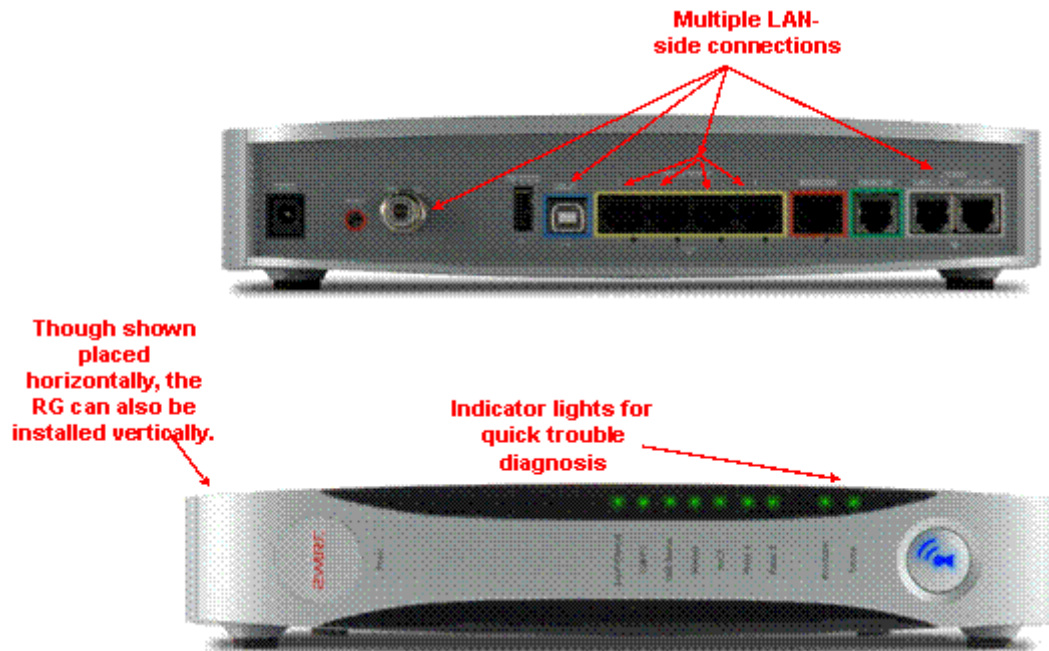


Figure 2 - Back (top picture) and Front (lower picture) of the AT&T U-verse RG

Outgoing communication (LAN) connections are visible on the back of the RG:

- F Connector - For Video distribution; same connector for VDSL (WAN)
- RJ-45 - Fast Ethernet; RG will have 4 ports
- USB - Universal Serial Bus
- Wi-Fi - Hi Power 802.11g wireless connection; no external antenna

Installation

A highly-trained technician will install your RG horizontally or vertically.

FAQs

Do I need this Residential Gateway?

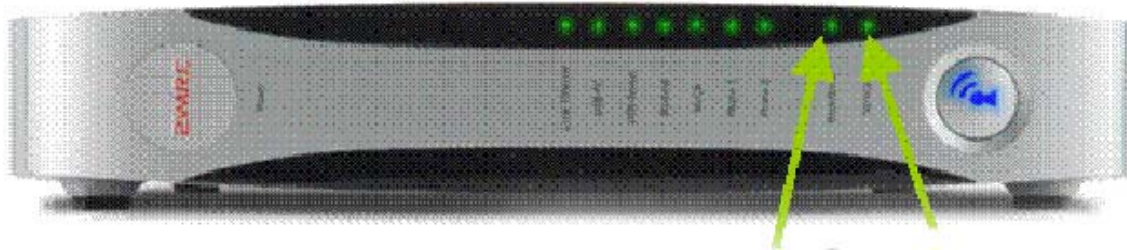
Yes. The RG is specifically designed for AT&T U-verse service and there is no retail product on the market that can perform the same functions.

Something's wrong. Am I having issues with AT&T U-verse service or with the RG?

Visual indicators on the RG will help you decide; please see below.

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If the Broadband or Service indicator lights are not solid or flashing green – or if they are red or flashing red – you will need to call for service

Figure 5 - Indicator lights

Does the RG need special treatment?

The RG should be installed in an air conditioned environment without direct sunlight. It does produce heat so don't cover it with a cloth. It has air holes on each side to allow maximum heat dissipation so it is very important to keep it away from liquids, or extreme conditions. Basically, don't get it wet, don't stack anything heavy on it and allow it to "breathe."

If I disconnect AT&T U-verse service, how will I return the Residential Gateway?

If you disconnect AT&T U-verse service, AT&T will ship you a return kit with instructions. You'll package your equipment - including the RG - and ship back to AT&T.

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