






## What Do the Lights Mean?






Complete guide to the information the LED lights on your BGW320 Wi-Fi Gateway provide.

# Service LED






Color	Meaning
 Solid White	Your Wi-Fi Gateway is online. Connect a device and enjoy!
 Blinking White (Fast)	Your Wi-Fi Gateway is starting up, please wait during this time.
 Blinking White (Slow)	Your Wi-Fi Gateway is powering up.
 Blinking Green (Fast)	Your Wi-Fi Gateway is connected to the network, and ready for activation. <b>Note:</b> <i>This occurs only during initial installation.</i>
 Solid Red	Your Wi-Fi Gateway is in a location that is causing it to overheat. Move it to a flat surface (no carpet) where there is sufficient space around, under and above the device for air to cool your Wi-Fi Gateway
 WPS LED is OFF	
 Solid Red	Your Wi-Fi Gateway has a hardware issue. If rebooting doesn't fix it, it needs replacement.
 WPS LED is Solid Red	
 Blinking Red (Fast)	There is a network service issue which may require AT&T intervention. This may be a momentary problem; please see if there is a service outage in your area using Smart Home Manager or myAT&T on a mobile device. Try rebooting your Wi-Fi Gateway.
 Blinking Red (Slow)	Your Wi-Fi Gateway does not have a broadband connection. Please check for a loose, disconnected, or damaged cable, and then press and hold the Red reset button for 10 seconds.
 Solid Amber	Your Wi-Fi Gateway is powered on. Please wait while it starts up until the light turns solid white.
 Blinking Amber (Slow)	Your Wi-Fi Gateway is receiving an update. Please wait until the light turns back to solid white.
 Blinking Yellow (Fast)	Phone Registration has failed; one of your VoIP lines is having a problem.




## LED Symbols

-  Fast Blink—approximately 2-3 blinks per second
-  Slow Blink –approximately 1 blink every 2 seconds.
-  Service LED and WPS button LED behavior occurs at the same time.


## WPS LED

	Color	Meaning
	Off	Wi-Fi device Pairing is off – Press the button to begin pairing.
	Blinking Red (Fast) <i>Service LED is Solid White</i>	Your Wi-Fi Gateway has detected multiple Wi-Fi devices trying to connect. Please wait before trying again. or Your Wi-Fi Gateway has been rebooted. Please wait while it starts up.
	Red <i>Service LED is Solid White</i>	Attempt to connect your Wi-Fi devices using WPS has failed. Please wait until the light changes and then press the WPS button to try again
	Blinking Green (Fast)	Your Wi-Fi Gateway is going through a factory reset. Please wait while it starts back up.
	Blinking Green (Slow) <i>Service LED is Solid White</i>	The WPS button has been pressed. Please take action on the Wi-Fi device you are attempting to connect to the gateway.

## Ethernet LEDs (back)

	Color	Meaning
	Solid Green	The Port has established a link with a connected device. If the LED is off the device is not properly connected or the connected device is not powered on.

## Power LED (back)

	Color	Meaning
	Solid Green	Your Wi-Fi Gateway is powered on. No LED means the power is either not connected or no power at the wall plug. If the front service LED is off, but the power jack LED is Green then your Wi-Fi Gateway needs to be replaced.

