

AT&T Wi-Fi® Gateway Replacement

self-
installation
guide

For use with Internet, Phone, and TV

Reminder:

- Your new gateway does not contain a battery backup.
- Battery backup is available for purchase from third-party manufacturers and retailers to keep you connected in the event of a power failure. Visit att.com/batterybackup for more information.

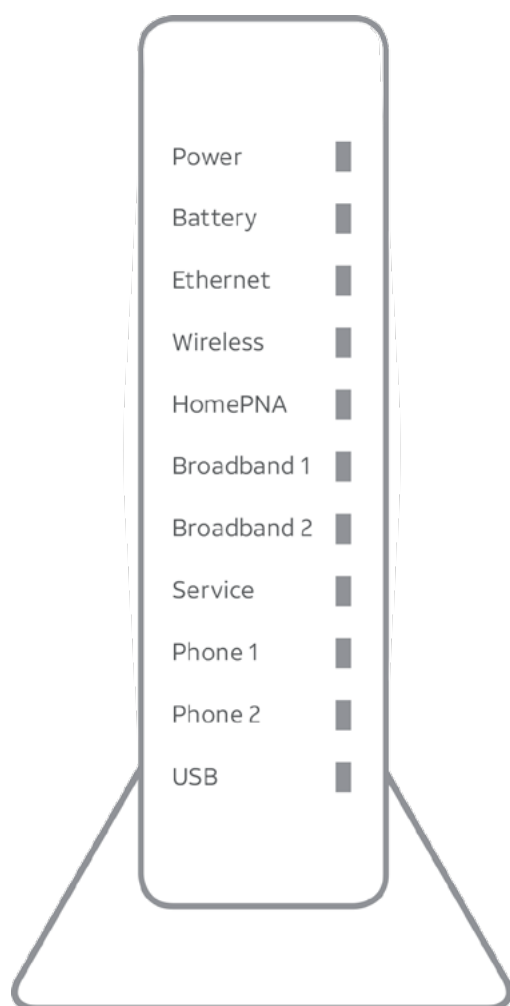


Get started

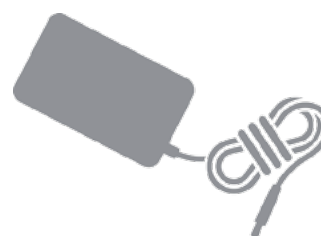
Total approximate installation time: 20 minutes

These instructions will guide you through the process of replacing your Wi-Fi Gateway.

In the box:



Wi-Fi Gateway



Power Cord



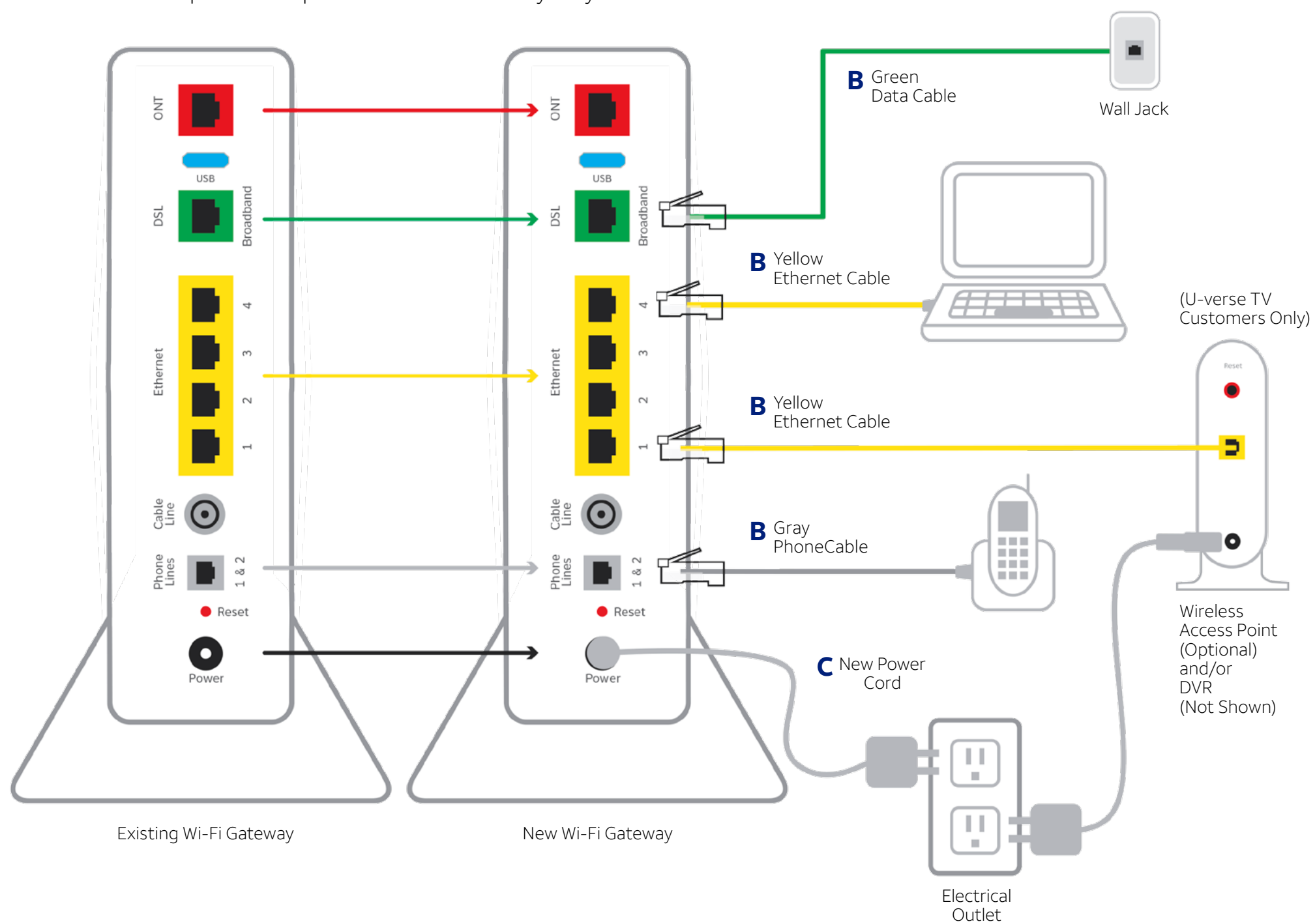
1. Set up

Approximate time: 10 minutes

! Please note that your U-verse TV, Internet, and Phone services will not operate during this process. This includes recording TV shows.

- A.**
 - Unplug power cord from existing Wi-Fi Gateway
 - Set power cord aside
 - Stand new Wi-Fi Gateway side by side with existing Wi-Fi Gateway
- B.**
 - Transfer one connection at a time from the existing Wi-Fi Gateway to new Wi-Fi Gateway
- C.**
 - Carefully read and remove yellow power sticker covering the Power port of new Wi-Fi Gateway
 - Connect new power cord to power port of new Wi-Fi Gateway and into electrical outlet

Below is a completed setup. Your connections may vary.



3. Go Wi-Fi

Approximate time: 1-5 minutes

New Wi-Fi setup:

A. Select only one option to begin the Wi-Fi setup.

Option 1: Connect using PC

- Connect laptop or PC with an Ethernet cable to your Wi-Fi Gateway
- Continue to **B**

Option 2: Connect using smartphone/tablet

- Establish a temporary connection using new Wi-Fi settings located on yellow sticker on new Wi-Fi Gateway
- Open your device's Wi-Fi connection settings and select your Wi-Fi Network Name and enter your Wi-Fi Password to connect to your network
- Continue to **B**

B.

- Open a browser and go to ufix.att.com/restore.
- Log in to your U-verse account. If you forgot your User ID (primary AT&T email address) and Password, help can be found on the account log-in screen.
- Follow the onscreen instructions to transfer the existing Wi-Fi settings.
- Record existing Network Name and Wi-Fi Password on separate yellow sticker from kit.
- Place new yellow sticker over your new Wi-Fi Gateway's yellow sticker.

! **NOTE:** If Wi-Fi settings did not transfer or to use new Wi-Fi Network Name and Password, refer to **Having trouble?** section on the back of this guide.

! **NOTE:** Any custom settings made for security cameras, game consoles, etc., on your original Wi-Fi Gateway will also need to be made on your new Wi-Fi Gateway.

4. Easy Return

(Refer to return instructions in your kit)

- A.** Return your equipment at no cost to you within 21 days to avoid \$150 charge.
- B.** Take original gateway and power cord to nearest The UPS Store. Bring your AT&T Account number located on your packing slip. Please do not return other devices (e.g., backup battery, etc.).
- C.** UPS will scan your equipment, provide a receipt, pack, and ship equipment to AT&T at no cost to you.

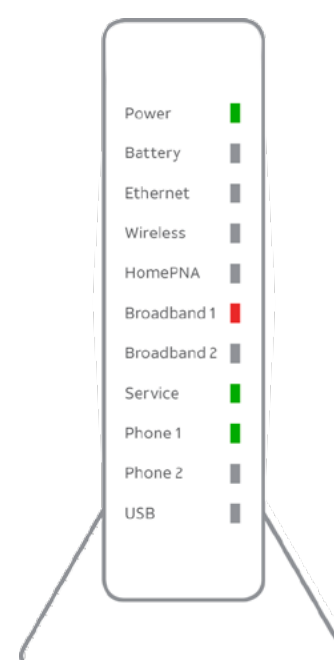
2. Power up

Approximate time: 1-5 minutes

! Your Wi-Fi Gateway is now powering up. During this time (up to 5 minutes), do not unplug the power cord or the green data cable, as this can permanently damage the Wi-Fi Gateway and significantly delay your service activation.

- A.** When complete, the Service light will begin flashing, then turn to solid green. If the Service light does not turn solid green or continues to blink after 5 minutes, see **Having trouble?** on the back of this guide.
- B.** For U-verse TV, restart your TV receivers after the Service light is solid green. Go to each TV and hold down the Power button on the U-verse receiver and DVR for ten seconds.

NOTE: Live TV may take a few minutes to display. If TV does not respond, refer to **Having trouble?** on the back of this guide.



Lights may vary with setup.

5. Smart Home Manager

(For AT&T Internet customers only)

Learn how the Smart Home Manager can help you manage your Wi-Fi network information, connect devices to your network, and more.

The Smart Home Manager (SHM) Dashboard gives you easy access to all the network information you need.

- View your Wi-Fi network and devices connected
- Easily reboot your Wi-Fi Gateway
- Change your Wi-Fi Network Name or Password

Access the Smart Home Manager

Log in with your AT&T ID and password that manages your AT&T Internet Account to have your network connections at your fingertips.

Need more control over your home network?

Go to <https://myhomenetwork.att.com> to see how *you can easily manage all the devices in your home.*

SHM Dashboard



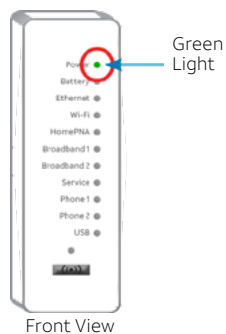
Having trouble?

No TV or Internet service:



Check your connections:

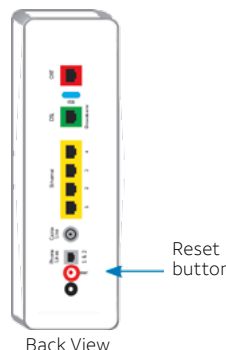
Cables usually make an audible click when secure.



Green Light

Check Power: Power light on the Wi-Fi Gateway should be green; if not, try another electrical outlet.

Check Service light on front of the Wi-Fi Gateway: If after 5 minutes, the light is red or off, power down the Wi-Fi Gateway by holding down red Reset button for 15 seconds.



Reset button

TV Receivers not responding:

Confirm Service light is solid green on the Wi-Fi Gateway. If so, hold the TV receiver's Power button down for 10 seconds and release, then wait five minutes.



Power button

If your existing Wi-Fi settings did not transfer, you will need to set up a new Wi-Fi Network Name and Password. To do so, follow these steps:

- Use settings from new Wi-Fi Gateway yellow sticker
- Open your device's Wi-Fi connection settings, select your Wi-Fi Network Name and enter Wi-Fi Password to connect
- Record and keep your Wi-Fi settings for future reference when connecting all your Wi-Fi devices

Wi-Fi Network Name: ATTXXXXXXX

Wi-Fi Password: XXXXXXXXXXXXX

For help, att.com/support

Wi-Fi Gateway Power light is amber: Don't worry. This is a normal part of the power-up sequence.

No dial tone: Make sure your phone cable is plugged into the Phone Line port on the Wi-Fi Gateway.

Additional information

Test your Internet connection speed

Our speed test takes less than a minute to perform two key measurements (Download and Upload) to help you determine if you should take steps to improve the performance of your online experience.

Visit att.com/speedtest.

Manage your account:

Available 24/7, download the myATT app at att.com/myattapp from your mobile device.

Repair center:

Phone: 800.246.8464

IPv6

AT&T supports IPv6 across our network, equipment and devices. Visit att.com/ipv6 for more information.

Accessibility support:

Alternate formats now available in large print or braille. Call 800.288.2020 and request your guide number (ATT123520853-9) in an alternate format. Additional accessibility support:

- Telephone equipment for visual and/or hearing impaired:
 - Phone: 877.902.6350
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- Repair Center:
 - Phone: 800.246.8464
 - TTY: 800.397.3172
- Accessible tagged PDF: Visit att.com/userguides
- Device Compatibility Feature: Compatible with any TTY/TDD devices with standard phone line

¿Hablas español?

Para ver esta guía (ATT123520853-9) en español, visita att.com/guias.

Need more help?

Visit att.com/support

Call us at **800.288.2020** and ask for "technical support."

