AT&T Wi-Fi Extender (4971)

What Do The Lights Mean?

Complete guide to the information the LED lights on your AT&T Wi-Fi Extender provide.

Display & Notification Light

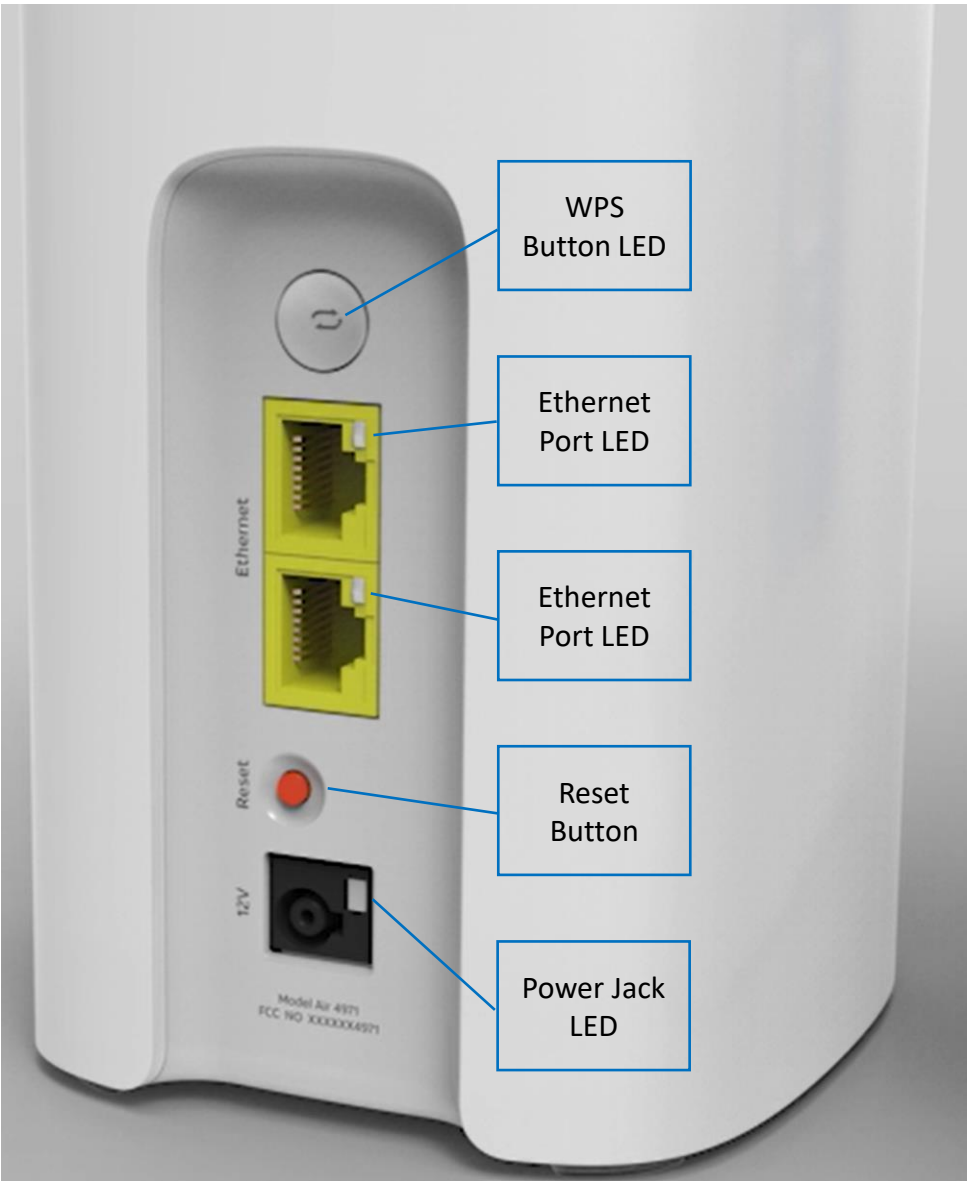| Front Service LED	Color	Meaning
Off	Off	No power or Wi-Fi Extender has been rebooted. Make sure the Wi-Fi Extender is plugged in to a working wall outlet and the back power LED is green.
○	Solid White	Your Wi-Fi Extender is connected. Enjoy AT&T internet Service!
☼	Blink White	Your Wi-Fi Extender is starting up or connecting to the hub's Wi-Fi, please wait during this time.
☀	Blink Green (slow)	Powered up and waiting to be paired.
●	Solid Red	The Wi-Fi Extender failed to pair. It may be connected through a 3rd party router. Please reset by pressing the red reset button on the back of the extender, then connect an Ethernet cable between the Wi-Fi Extender and the Wi-Fi Gateway to pair. This could also mean Extended Wi-Fi Service is NOT active. If the Solid RED light persists, contact ATT.com/support.

Display & Notification Light

Front Service LED	Color	Meaning
	Blink Red (slow)	Your Wi-Fi Extender is having connection issues. Please check for a loose, disconnected or damaged Ethernet cable. Or It may be too far from the Wi-Fi Gateway. Also see WPS section
	Blink Amber (slow)	Software updating. Please wait until the light turns back to solid white. *Do not unplug the Wi-Fi Extender during this process.*
	Pulsing Red/Green (fast)	Your Wi-Fi Extender is configured and connected, but its placement may not be optimal for best performance. It could be too far from the Wi-Fi Gateway or another extender. Try to move it to a closer location.
	Blink Red (fast)	Your Wi-Fi Extender has been rebooted. Please wait while it starts up until the light turns solid white or see reboot sequence.

1 Wi-Fi Extender

Point camera here

Remove sticker ▶

AT&T

Front Service LED

WPS Button LED

Ethernet Port LED

Ethernet Port LED

Reset Button

Power Jack LED

Ethernet

Reset

12V

Model Air 4971
FCC NO XXXXXXX4971

WPS LED (back of hub)

Front Service LED	Rear WPS light	Color	Meaning
Off		White/ WPS Off	Extender is working properly. Press the back WPS button to begin pairing and observe Service LED on the front of the Wi-Fi Extender.
		Blink Green	Take action on the Wi-Fi device you are trying to connect. You may also choose to add an Ethernet cable from the extender's back ethernet port to the hub's ethernet port to connect
		Solid Green	WPS Pairing is successful.
		Blink Red (Fast)	Your Wi-Fi Extender detected multiple Wi-Fi devices trying to connect via WPS. Please wait before trying again.
		Blink Red (Slow)	Attempt to connect your Wi-Fi devices using WPS has failed. Please press the WPS button to try again.