























BGW320 Wi-Fi Gateway


| Service LED Color | Meaning |
|--|---|
|  | Solid White Your Wi-Fi Gateway is online. Connect a device and enjoy! |
|  | Blinking White (Slow) Your gateway is powering up. |
|  | Blinking White (Fast) Your gateway is starting up, please wait during this time. |
|  | Blinking Green (Fast) Your gateway is connected to the network and ready for activation. Note: This occurs only during initial installation. |
|  | Solid Red & WPS LED is Off Your 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 gateway. |
|  | Solid Red & WPS LED is Solid Red Your gateway has a hardware issue. If rebooting doesn't fix it, it needs replacement. |
|  | 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 gateway. |
|  | Blinking Red (Slow) Your gateway doesn't 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 gateway is powered on. Please wait while it starts up until the light turns solid white. |
|  | Blinking Amber (Slow) Your gateway is getting 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. |
|  | Solid Yellow A VoIP line has been configured and registered. Or, you have a call in progress. |
|  | Blinking Blue (Fast) Your internet is part of a network outage, and your gateway is trying to go into internet backup mode. |
|  | Solid Blue Your Wi-Fi Gateway is in internet backup mode. Note: Your gateway will return to fiber internet service when the outage is over. |




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

WPS, Ethernet, and Power LEDs

| WPS LED | Color | Meaning |
|---|--|--|
|  | Off | Wi-Fi device Pairing is off – Press the button to begin pairing. |
|  | Blinking Red (Fast) & Service LED is Solid White | Your gateway has detected multiple Wi-Fi devices trying to connect. Please wait before trying again or your gateway has been rebooted. Please wait while it starts up. |
|  | Red & Service LED is Solid White | 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 gateway is going through a factory reset. Please wait while it starts back up. |
|  | Blinking Green (Slow) & Service LED is Solid White | The WPS button has been pressed. Please take action on the Wi-Fi device you are attempting to connect to the gateway. |

| Ethernet LED 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 | Color | Meaning |
|---|-------------|---|
|  | Solid Green | Your 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 gateway needs to be replaced. |