AT&T Internet Air™ for Business 5G Gateway + Wi-Fi Extender User Guide

Contents

5G Gateway

Extender

Getting started

The topics in this section will introduce you to your gateway, help you get set up, provide an overview of the gateway, and get you started with basic operations.

Introduction

Thank you for purchasing your new **AT&T Internet Air™ for Business 5G Gateway**.

About the user guide

The following topics explain how best to use this guide to get the most out of your gateway.

Before using your gateway

Read the Safety Information Guide that came with your device thoroughly for proper usage.

Descriptions in the user guide

Note that most descriptions in this guide are based on your gateway's setup at the time of purchase.

Screenshots and key labels

Screenshots and other illustrations in this user guide may appear differently on your gateway. Labels are simplified for illustrative purposes.

Other notations

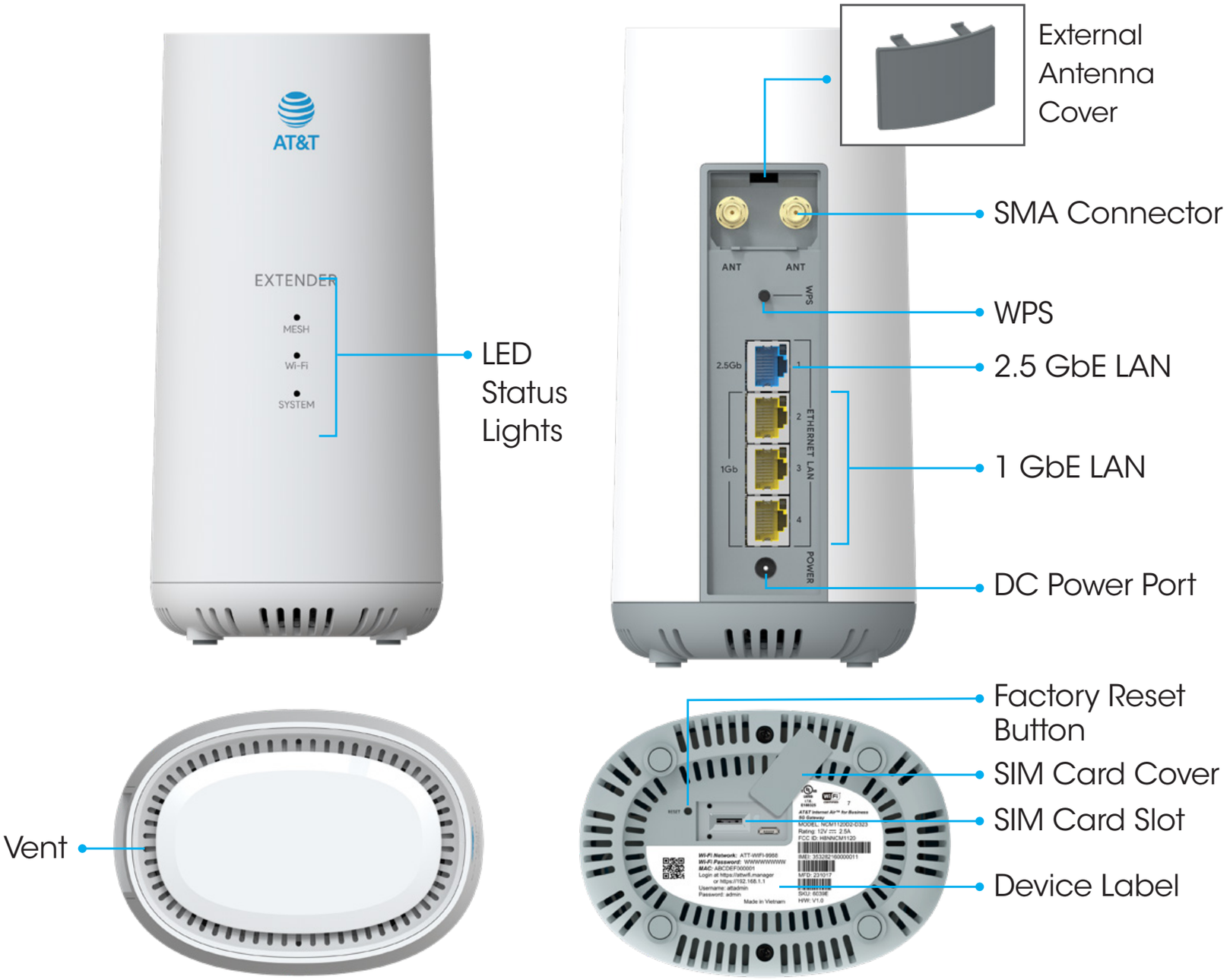
Throughout the user guide, the term "gateway" may be used to reference your AT&T 5G Gateway.

Setting up your gateway

The following instructions give you all the information you need to set up your AT&T 5G Gateway for the first time.

Features and functions

These topics illustrate your gateway's features and key functions.

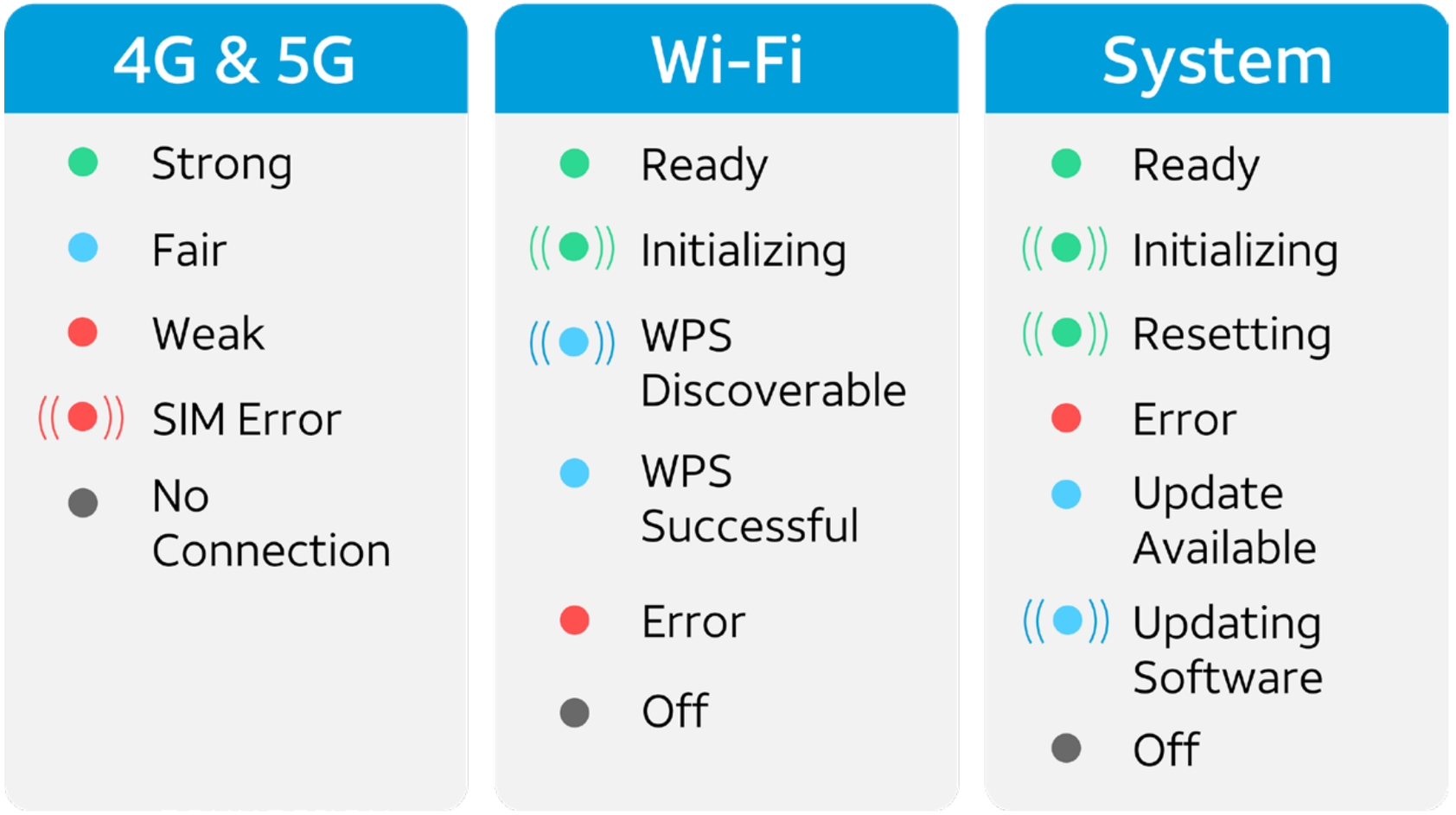


Feature	Description
LED Status Lights	Illuminated components indicating the status of the gateway's functionality, see *"LED Status Lights" on page 9*.
External Antenna Cover	Fully removable protective cover.
SMA Connector	RF Coaxial connection point.
WPS	Press the Wi-Fi Protected Setup (WPS) button to connect WPS capable devices.
2.5 GbE LAN	2.5 Gigabit ethernet port.
1 GbE LAN	1 Gigabit ethernet ports.
DC Power Port	Electrical connection power port.
Reset Button	Press to reset your gateway to its factory default settings.
SIM Card Cover	Protective cover.
SIM Card Slot	Insert SIM Card into your gateway.
Device Label	Label containing the gateway information as well as the Web UI default username and password.

CAUTION! Inserting an accessory into the incorrect jack may damage the gateway.

LED Status Lights

The status lights located on the front of the device indicate the status of the 5G Gateway's functions.



- The **4G & 5G LED Status Lights** indicate the cellular network signal strength and status.
- The **Wi-Fi LED Status Lights** indicate the Wi-Fi connection and WPS status.
- The **System LED Status Lights** indicate the status of the system functionality and firmware status.

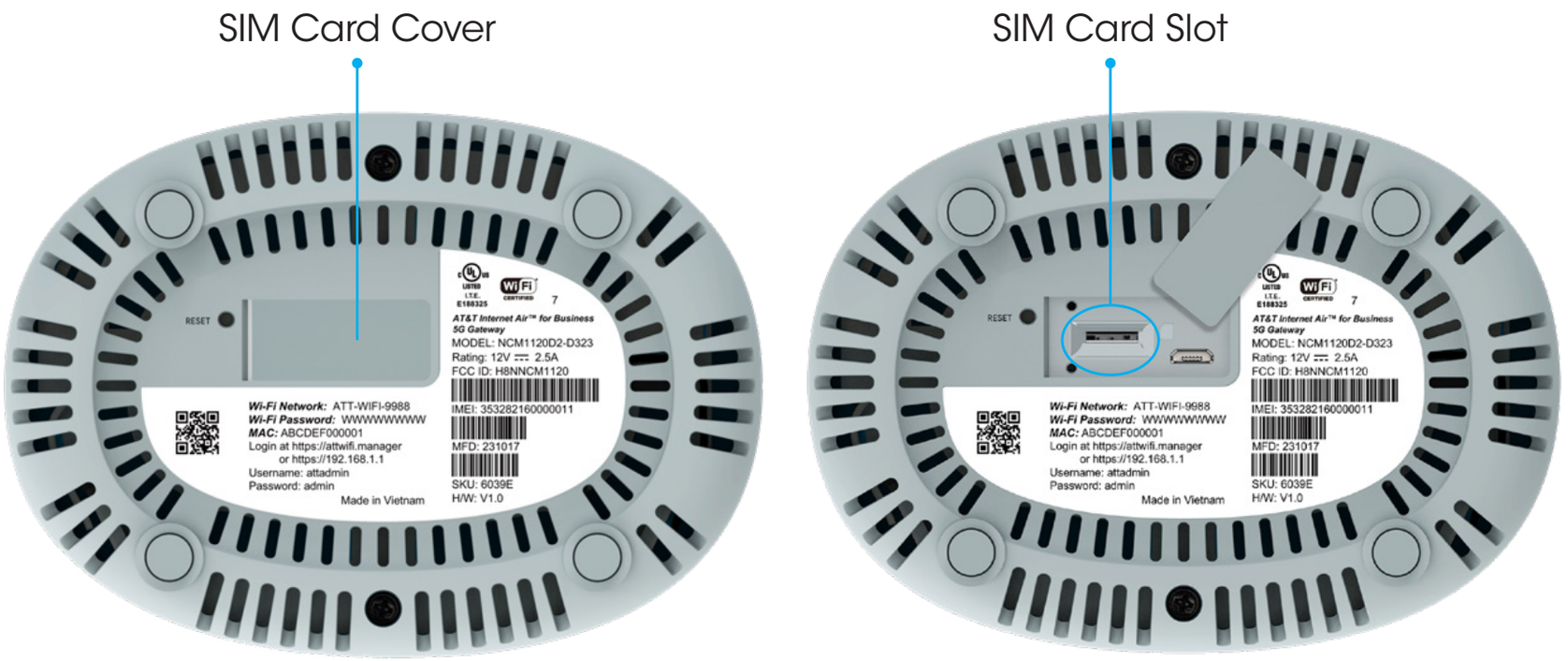
Installing a SIM Card

Insert a SIM card

1. Rotate the SIM Card Cover to open.
2. Insert the SIM card into the SIM Card Slot and press down until the SIM card clicks into the SIM Card Slot.
3. Replace the SIM Card Cover.

Remove a SIM card

1. Rotate the SIM Card Cover to open.
2. Press down on the SIM card until the SIM card ejects out of the SIM Card Slot.
3. Remove the SIM card and replace the SIM Card Cover.

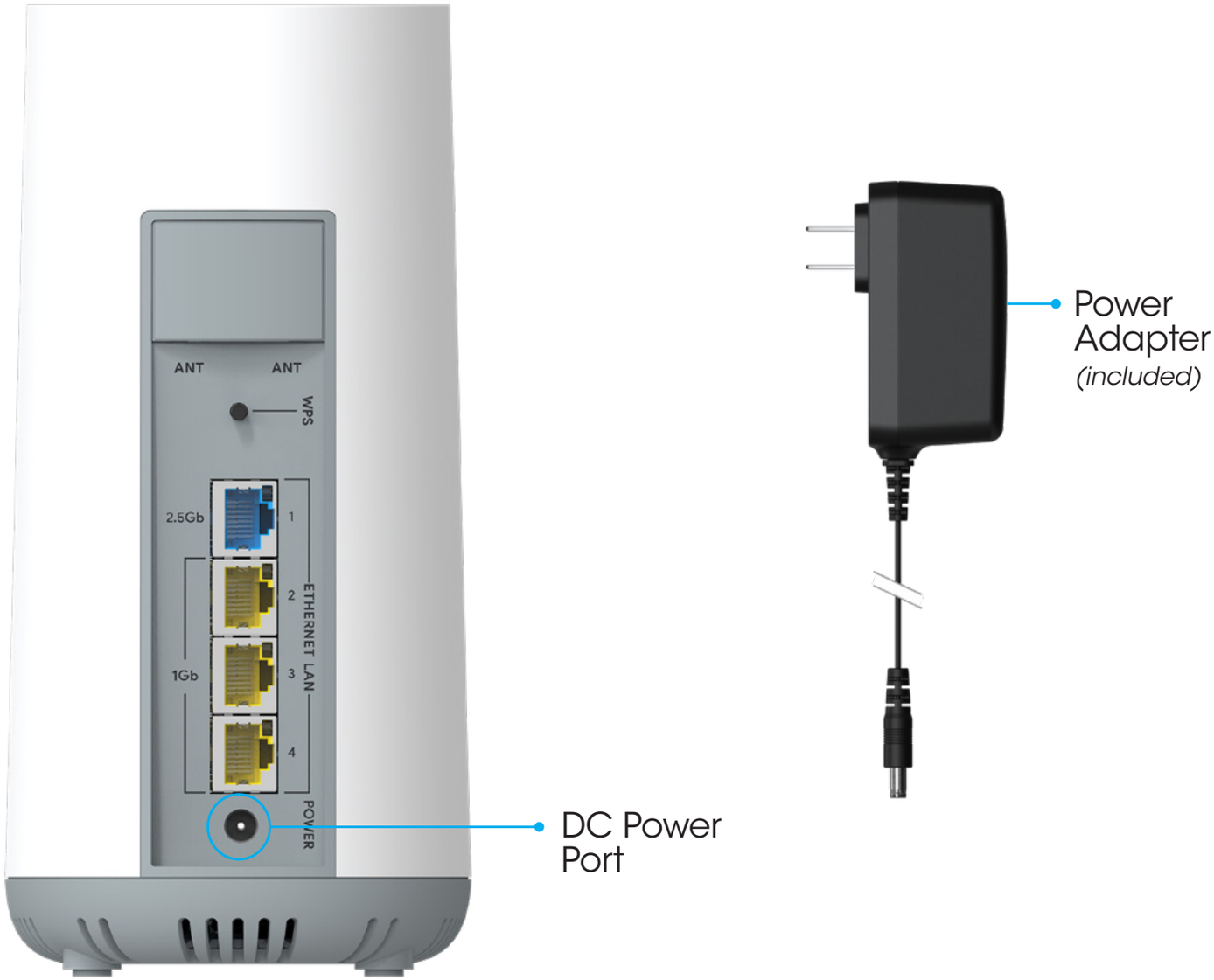


Connecting Your Devices

The instructions below explain how to connect and set up your gateway.

Plug in the gateway

Using the power adapter (included), plug in the gateway by inserting the connector at the end of the power cable into the DC Power Port on the gateway. Then, plug the power adapter into your electrical outlet.



Powering up

Wait for the gateway to power up. Once the gateway is powered up, the **LED Status Lights** will turn solid. This will take approx. 2-3 minutes.

Cellular network signal status

Verify the gateway is receiving a cellular network signal. The 5G or 4G **LED Status Lights** will be **solid green** when the gateway is receiving a strong cellular network signal.

5G and 4G LED Cellular Status Lights

- When the **LED Status Lights** are **solid green**, the cellular network signal is strong.
- When the **LED Status Lights** are **solid blue**, the cellular network signal is fair.
- When the **LED Status Lights** are **solid red**, the cellular network signal is weak.
- When the **LED Status Lights** are **blinking red**, there is a SIM error detected.
- When the **LED Status Lights** are **solid gray**, There is no cellular network signal detected.

4G & 5G Cellular LED Indicator Lights

Strong	The gateway is receiving a strong signal.
Fair	The gateway is receiving a fair signal.
Weak	The gateway is receiving a weak signal.
SIM Error	No SIM inserted or there is a SIM error.
No Connection	The gateway is not receiving a cellular signal.

Note: For additional help, please visit *att.com/5G-Gateway*.

Connecting your devices

You can connect your device to the gateway's Wi-Fi or Ethernet.

Connect using Wi-Fi

1. Use a web browser to visit *http://attwifi.manager* or *http://192.168.1.1*.
2. Enter your username and password, then click **Login**.

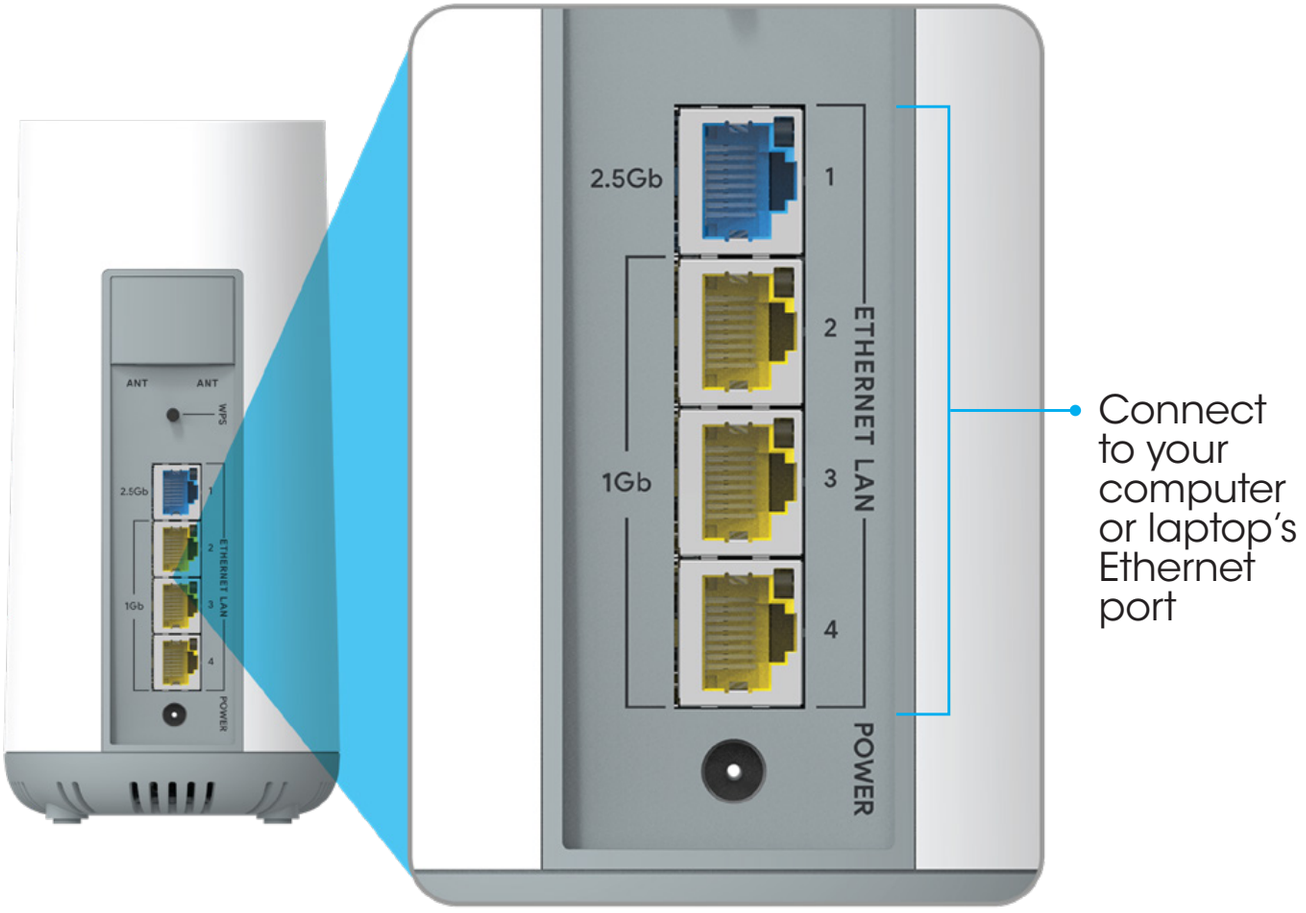
Note: The default network name and password can be found on the label located at the bottom of your gateway.

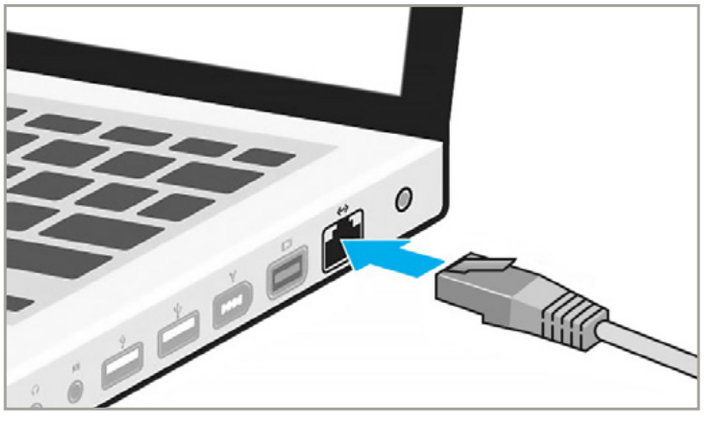
Connect using Ethernet

1. Connect the Ethernet cable (sold separately) to your gateway's 2.5 GbE or 1 GbE LAN port located on the back of your device.
2. Connect the other end of the second Ethernet cable to your computer or laptop's Ethernet port.

Connecting an AT&T Wi-Fi Extender

Extend the reach of your network with the AT&T Internet Air for Business™ Wi-Fi Extender (sold separately). See *"Adding an extender to the network" on page 63*.





Note: For best results, it is recommended that you use a Cat-6 Ethernet cable or higher.

Basic operations

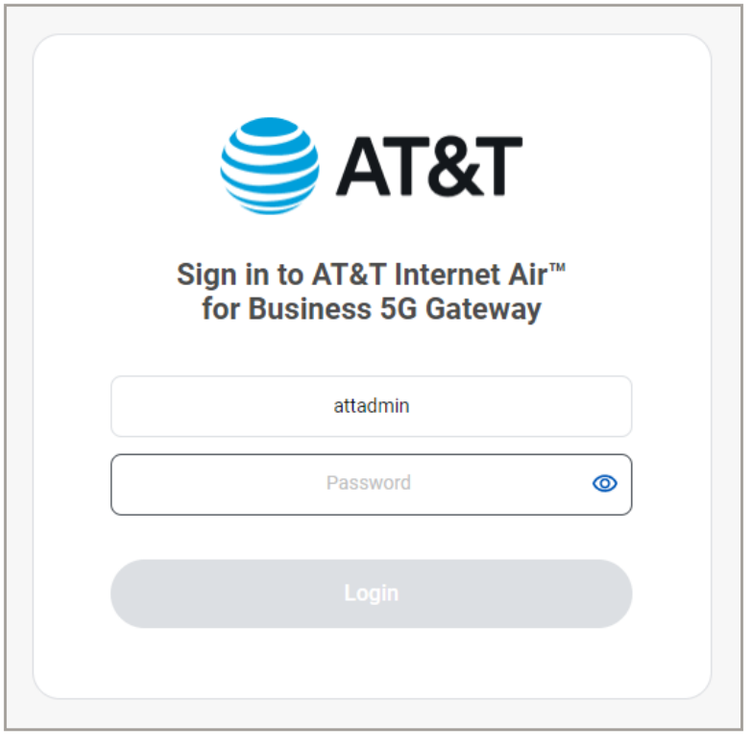
The following topics outline basic features and operations of your gateway.

Web User Interface

The Web UI (Web User Interface) allows you to configure the 5G Gateway settings, and see status from the user-friendly dashboard.

Web UI login

1. With your connected device, use your preferred web browser to access the Web UI.
2. Using the address bar, navigate to *http://attwifi.manager* or *http://192.168.1.1* to access the login page.
3. Enter your username and password, then click **Login**.
   a. The default username (attadmin) cannot be changed.
   b. The default password (admin) can be changed by accessing the **Dashboard** and clicking **System Settings** > **Admin**, see *"Admin (Password)" on page 44*.

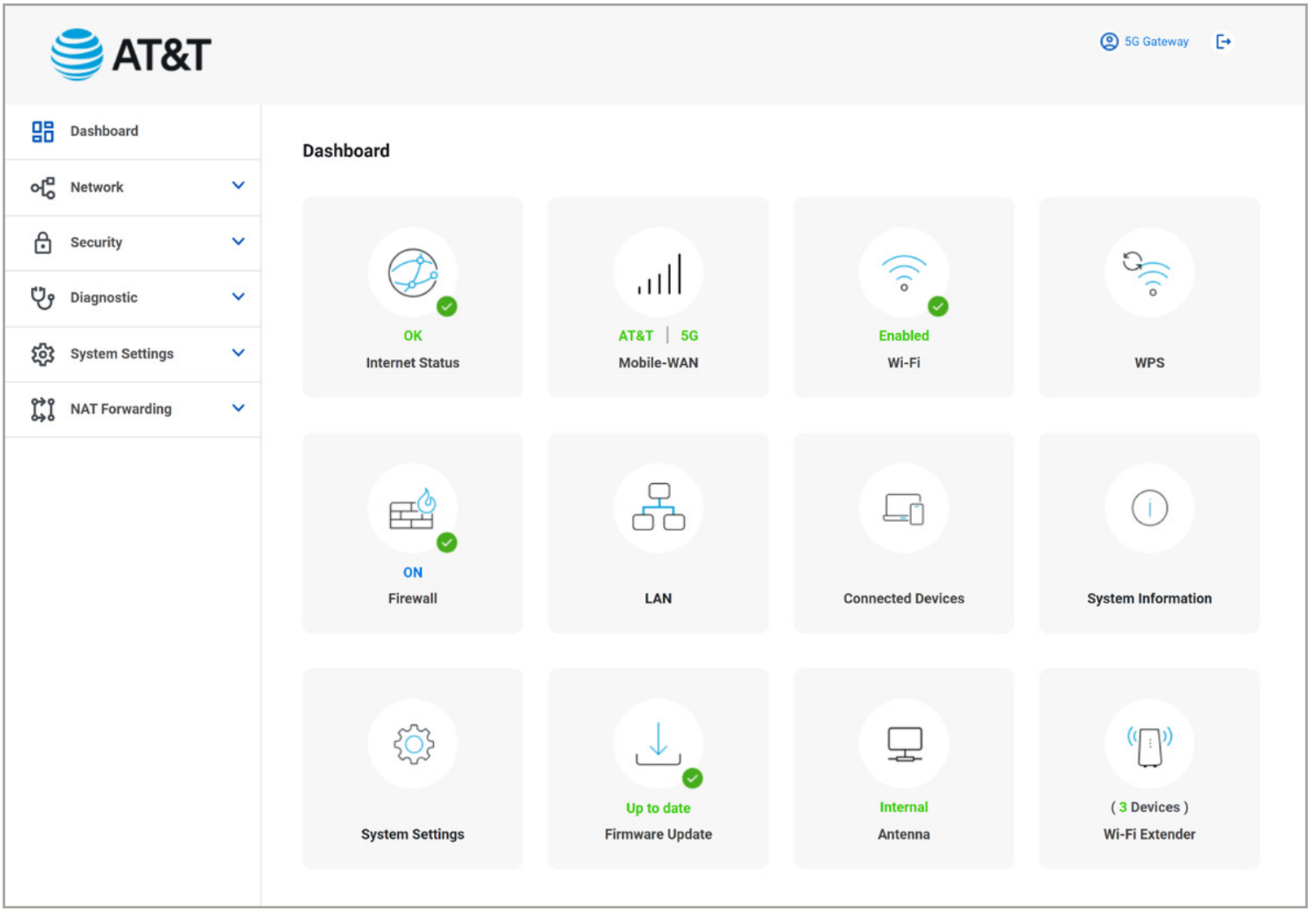


Dashboard

The dashboard is a user-friendly single stop to view your 5G Gateway's status, or change configurations.

Accessing your dashboard

1. Login to the Web UI, see *"Web UI Login" on page 16*.



Dashboard main menu icons

Icon	Name	Description
	**Dashboard**	The dashboard is a user-friendly single stop to view your 5G Gateway's status, or change configurations.
	**Network**	View and modify your network configurations including your network map, network status, mobile WAN, LAN, and Wi-Fi.
	**Security**	View and configure your security settings including your firewall and blocked devices.
	**Diagnostics**	Test your gateway to ensure it is functioning at its optimal performance level.
	**System Settings**	View and configure your system settings including your device name, password, backup/restore, system backup, reboot and reset, and firmware updates.
	**NAT Forwarding**	Create rules for communication to specific devices on your LAN, and edit pass-through options for protocols.

Dashboard quick link icons

Icon	Name	Description
	**Internet Status**	Verify internet connection
	**Mobile-WAN**	Cellular status
	**Wi-Fi**	Wi-Fi settings
	**Wi-Fi Protected Setup**	WPS quick connect shortcut
	**Firewall**	Firewall security settings
	**LAN**	View and customize LAN settings
	**Connected Devices**	Connected device status and information
	**System Information**	Device information
	**System Settings**	Device administration settings
	**Firmware Update**	System software information/updates
	**Antenna**	Toggle on optional external antenna

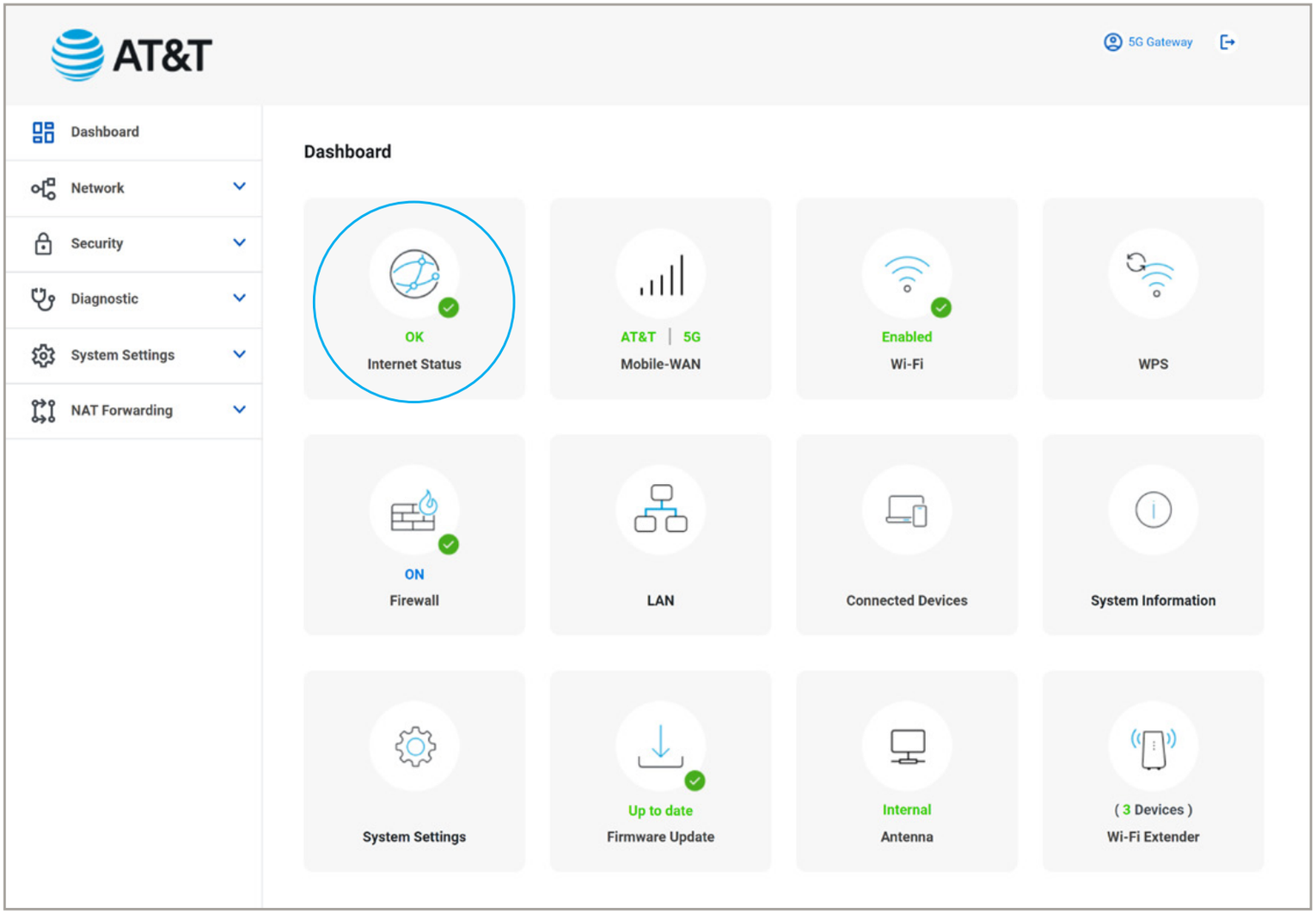
	Wi-Fi Extender	View and manage your extender status and settings.

Network

View and configure your network settings.

1. From the Dashboard , click **Network** to access your network settings.

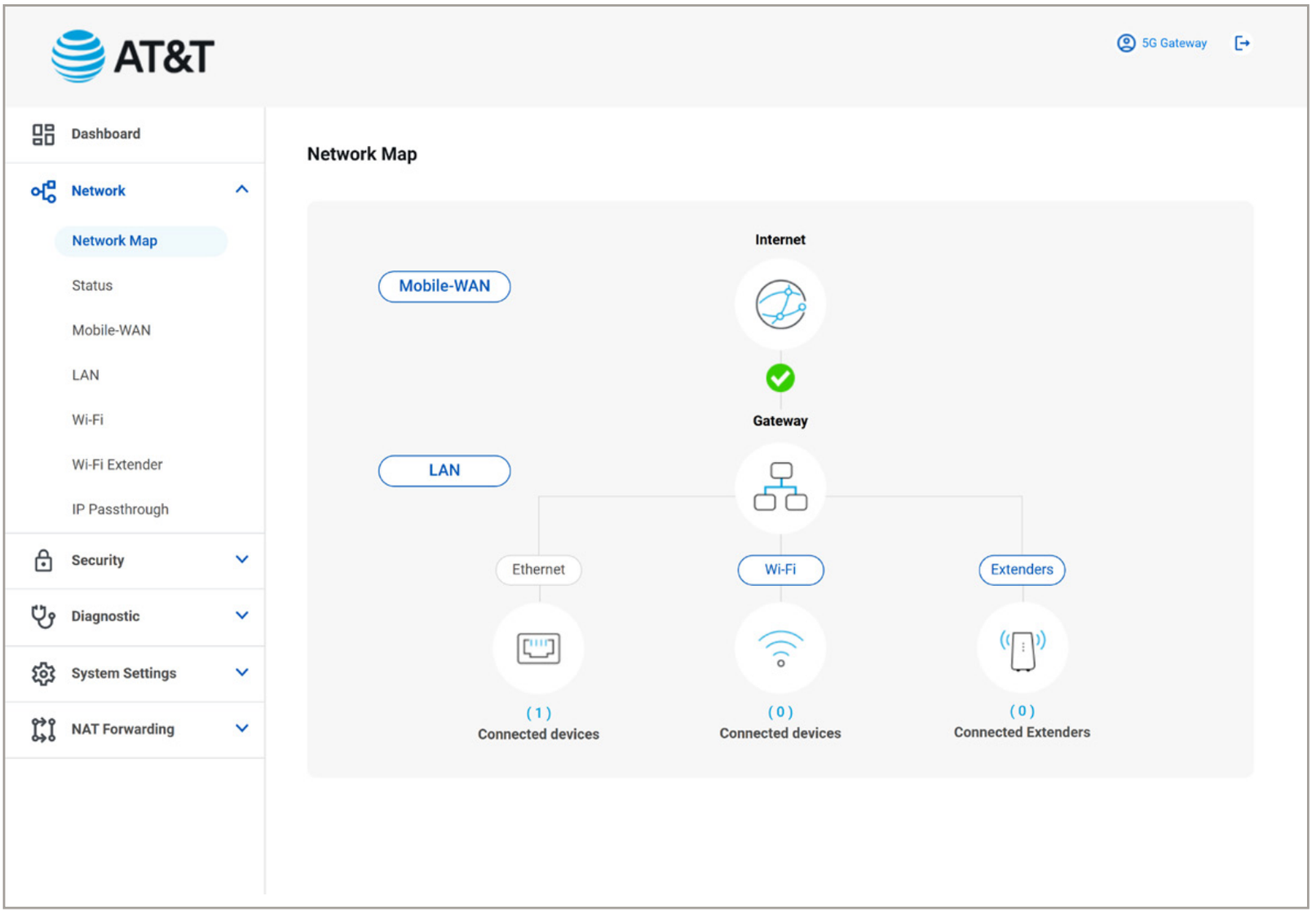
Note: When the network status is connected, it will show **"OK"** in green under the **Internet Status** icon on the dashboard.



Network Map

The Network Map gives you a high level visual representation of your network, and connected devices.

1. From the Dashboard , click **Network** then click **Network Map** to view your network map.



Mobile-WAN

1. From the Dashboard , click **Network** then click **Network Map**.
2. Click Mobile-WAN to view your WAN (Wide Area Network) IP address.

LAN

1. From the Dashboard , click **Network** then click **Network Map**.
2. Click LAN to view your LAN (Local Area Network) IP address, Subnet mask, and DHCP (Dynamic Host Configuration Protocol) status.
3. From here you can also access your LAN Settings.

Wi-Fi

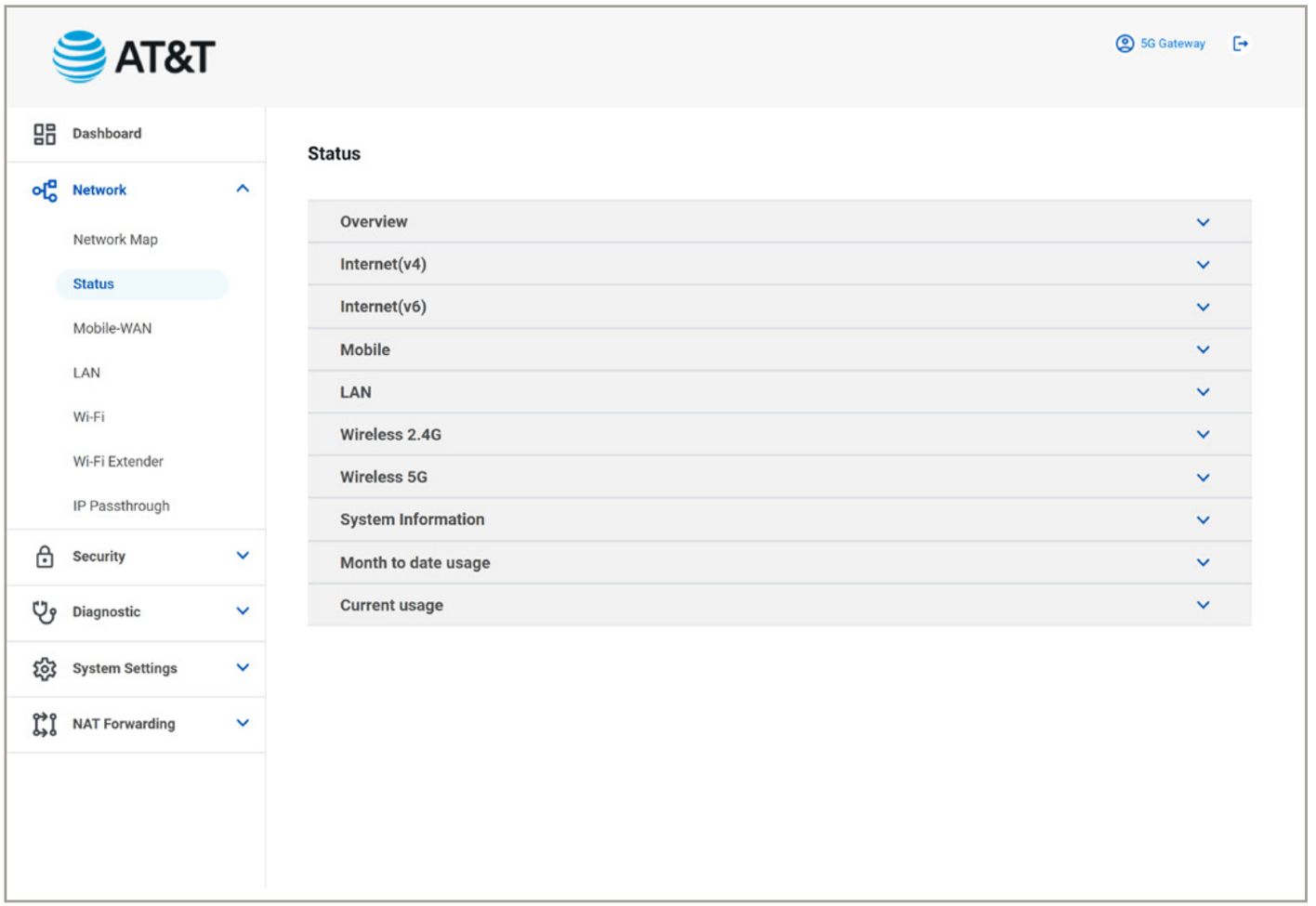
1. From the Dashboard , click **Network** then click **Network Map**.
2. Click Wi-Fi to view your Wi-Fi SSID and Password.
3. From here you can also access your Wi-Fi Settings.

Status

View the status of your network components.

1. From the Dashboard , click **Network** then click **Status** to access the status of the following;
   - **Overview:** Provides a high-level view of your current network status.
   - **Internet (v4):** Provides an overview of your current IPv4 status.
   - **Internet (v6):** Provides an overview of your current IPv6 status.
   - **Mobile:** Provides an overview of your current mobile status.

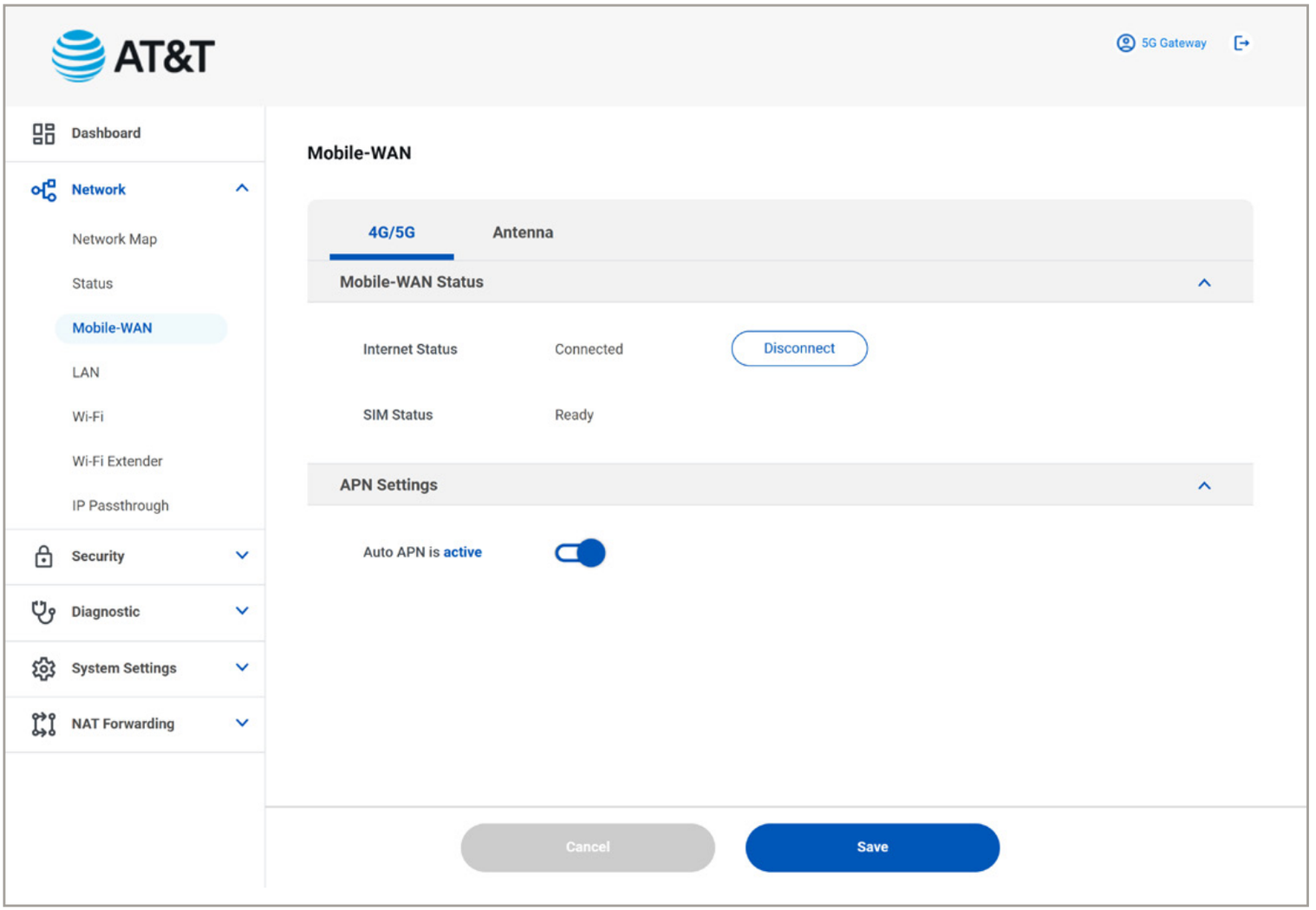
- **LAN:** Provides an overview of your current LAN status.
- **Wireless 2.4G:** Provides an overview of the current status of your 2.4 GHz Wi-Fi network.
- **Wireless 5G:** Provides an overview of your the current status of your 5 GHz Wi-Fi network.
- **System Information:** Provides an overview of your current system status.
- **Month to date usage:** Provides an overview of your data usage for the current month to date.
- **Current usage:** Provides an overview of your current data usage since the gateway was last rebooted.



Mobile-WAN

Access your 4G/5G Mobile-WAN Status, APN Settings, and Antenna settings.

1. From the Dashboard , click **Network** then click **Mobile-WAN**, or click the **Mobile-WAN** icon on the dashboard.



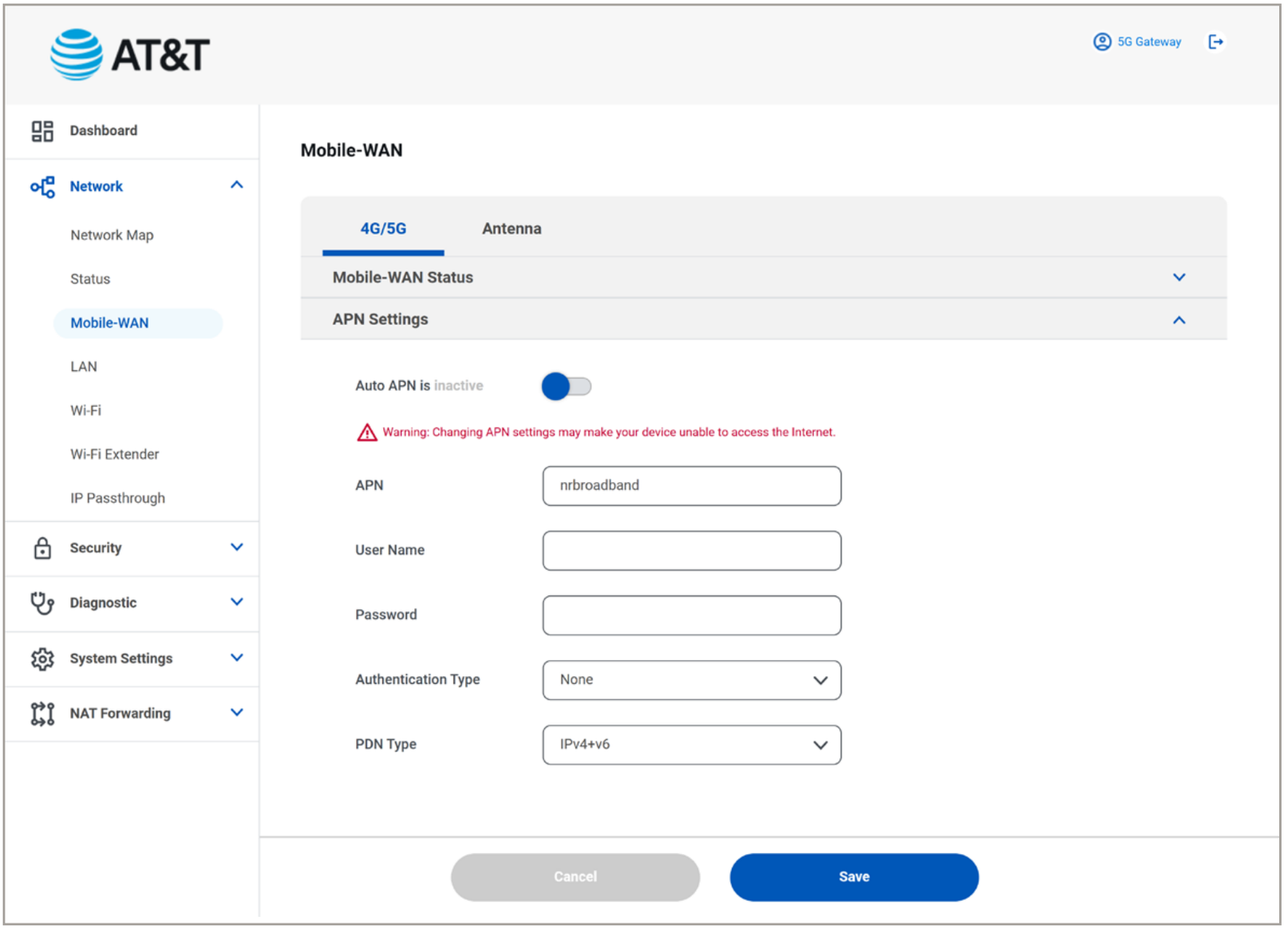
Mobile-WAN Status

1. From the Dashboard , click **Network** > **Network Map** > **4G/5G**.
2. From here, you can view the status of your Internet Connection, and SIM card. Additionally, you can disconnect from the Mobile network, or change APN settings.

APN Settings

1. From the Dashboard , click **Network** > **Network Map** > **4G/5G** > **APN Settings**.
2. Auto APN is active by default.
3. You can manually configure the APN Settings by disabling Auto APN.

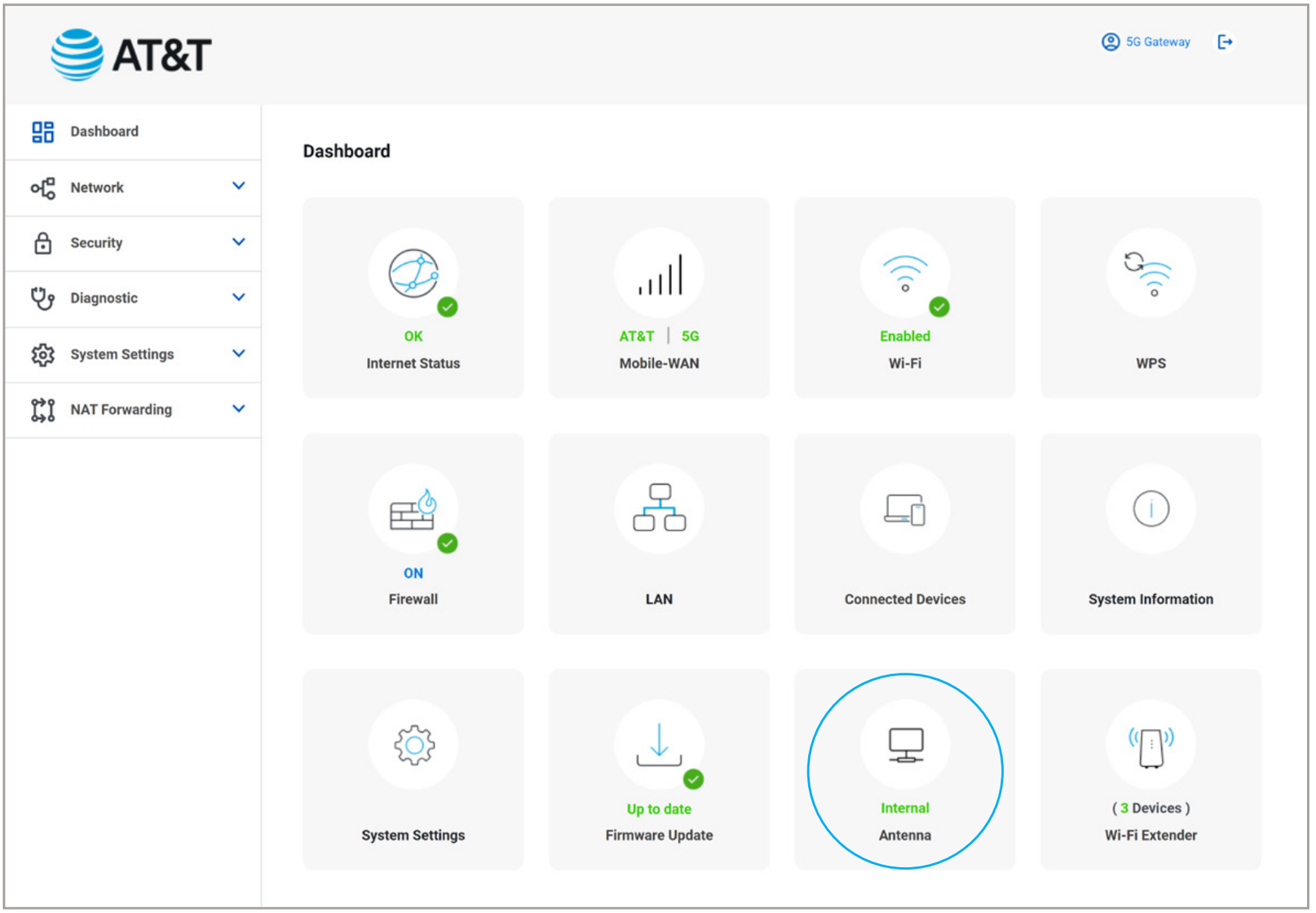
Note: Consult with AT&T before changing APN settings which can impact data performance and your ability to access the Internet.



Antenna

1. From the Dashboard , click **Network** > **Network Map** > **Antenna**.
2. From here you can toggle between the internal and external antenna if equipped (sold separately).

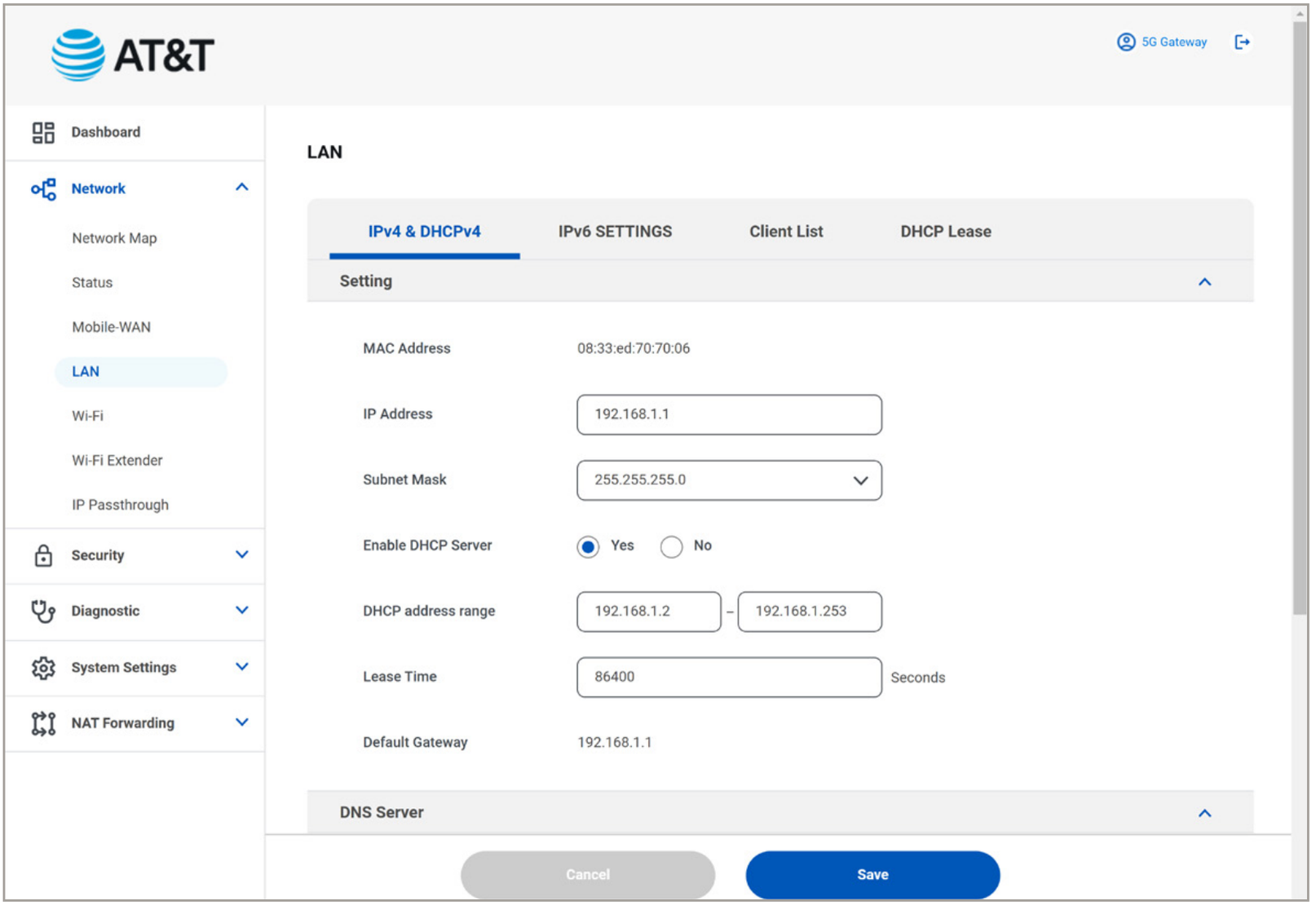
Note: Your antenna status will appear as **"Internal"** or **"External"** (according to your settings) in green under the **Antenna** icon on the dashboard.



LAN

Access and configure your LAN settings.

1. From the Dashboard , click **Network** then click **LAN**, or click the **LAN** icon on the dashboard.



IPv4 & DHCPv4

1. From the Dashboard , click **Network** > **LAN** > **IPv4 & DHCPv4**.
2. From here you can configure the following;

- **Setting:**

Setting	Description
MAC Address	View the MAC address for your gateway.
IP Address	View and configure the IP Address for your gateway.
Subnet Mask	View and configure your subnet mask.
Enable DHCP Server	Enable or disable DHCP Server by selecting **Yes** or **No** .
Lease Time	View and configure your DHCP lease time.
Default Gateway	View your default gateway IP address.

- **DNS Server:** View and configure your DNS server IP address and Secondary DNS.
- **Static IP Assignment within DHCP IP Pool:**
  1. Select **Yes** or **No** to enable/disable static IP assignment.
  2. You can view the current list of assigned static IP addresses.

3. To assign a new static IP address, click Add Rule.
4. Select a device from the drop-down list of currently connected devices, confirm the current IP address or edit it.
5. For devices not yet connected, fill in the details manually.
6. Click Add and then **Save** 

.
7. To delete an existing static IP address, click the trashcan icon and then **Save** 

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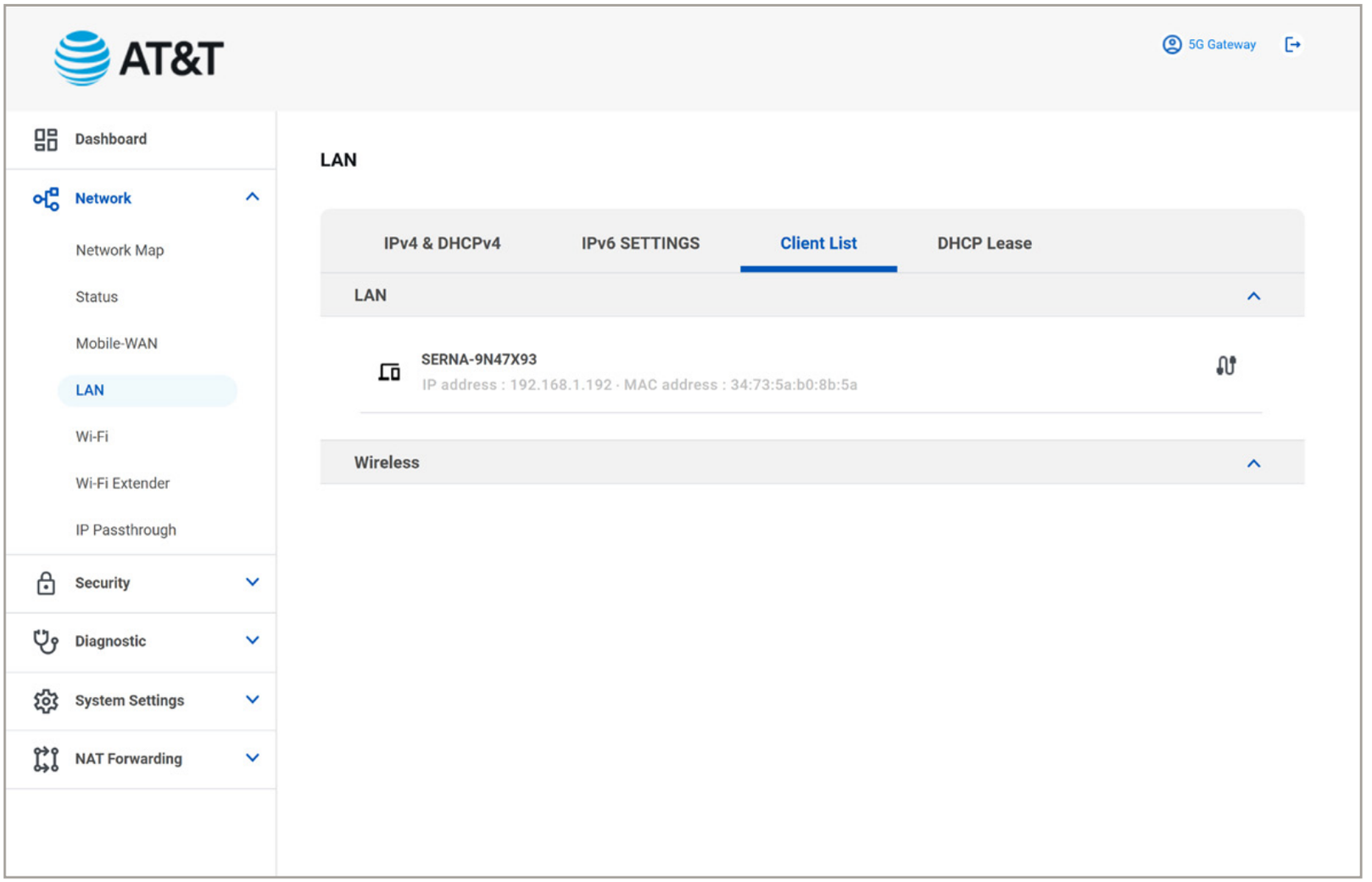
IPv6 Settings

1. From the Dashboard , click **Network** > **LAN** > **IPv6 Settings**.
2. From here you can configure your IPv6 LAN Settings.
3. Enable LAN by selecting **Enable** or disable LAN by selecting **Disable** .

Client List

1. From the Dashboard , click **Network** > **LAN** > **Client List**, or click the **Connected Devices** icon on the dashboard.
2. From here you can view the details of devices connected to your network.



DHCP Lease

1. From the Dashboard , click **Network** > **LAN** > **DHCP Lease**.
2. From here you can view the MAC Address, temporary IP addresses and the Hostname assigned to the devices on your network.

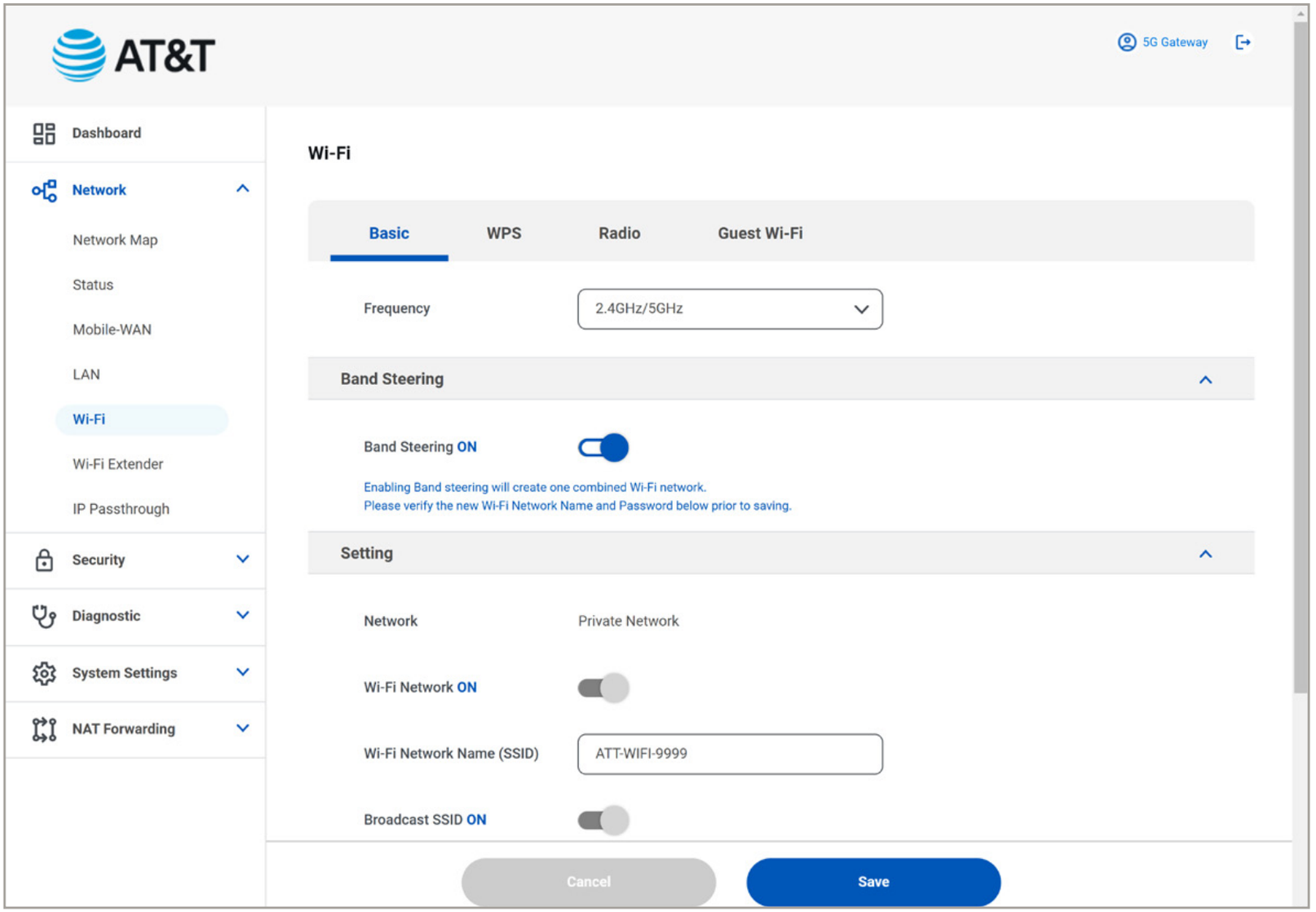
Wi-Fi

View and configure your gateway's Wi-Fi settings.

Note: When Wi-Fi is turned on, it will show **"Enabled"** in green under the **Wi-Fi** quick link on the dashboard.

Basic

1. From the Dashboard , click **Network** > **Wi-Fi** > **Basic**, or click the **Wi-Fi** icon on the dashboard.
2. From here you can view and configure your basic Wi-Fi settings.



- **Band Steering:** Turn Band Steering **On** or **Off** .

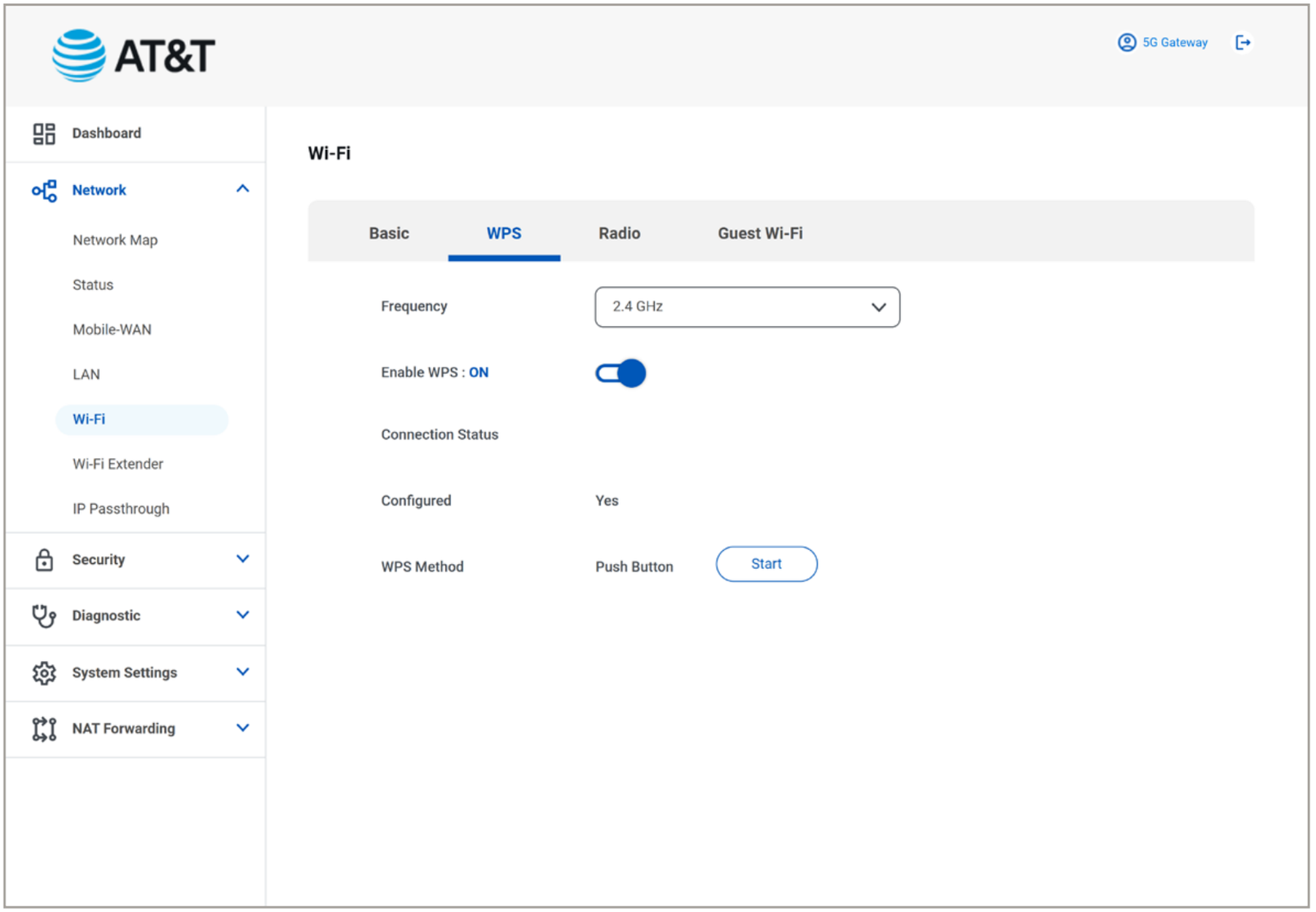
  Note: Enabling Band Steering will create one combined Wi-Fi network. Please verify the new Wi-Fi Network Name and Password prior to saving.

- **Setting:**

Setting	Description
Wi-Fi Network	Enable or disable your Wi-Fi network by sliding the switch to the **On** or **Off** position.
Wi-Fi Network Name (SSID)	View and configure your Wi-Fi network name.
Broadcast SSID	Enable or disable the broadcasting of the Wi-Fi Network Name (SSID) by sliding the switch to the **On** or **Off** position.
Security Setting	View and configure your security setting.
WPA Encryption	View your WPA encryption type.
Wi-Fi Password	View or change your Wi-Fi password.

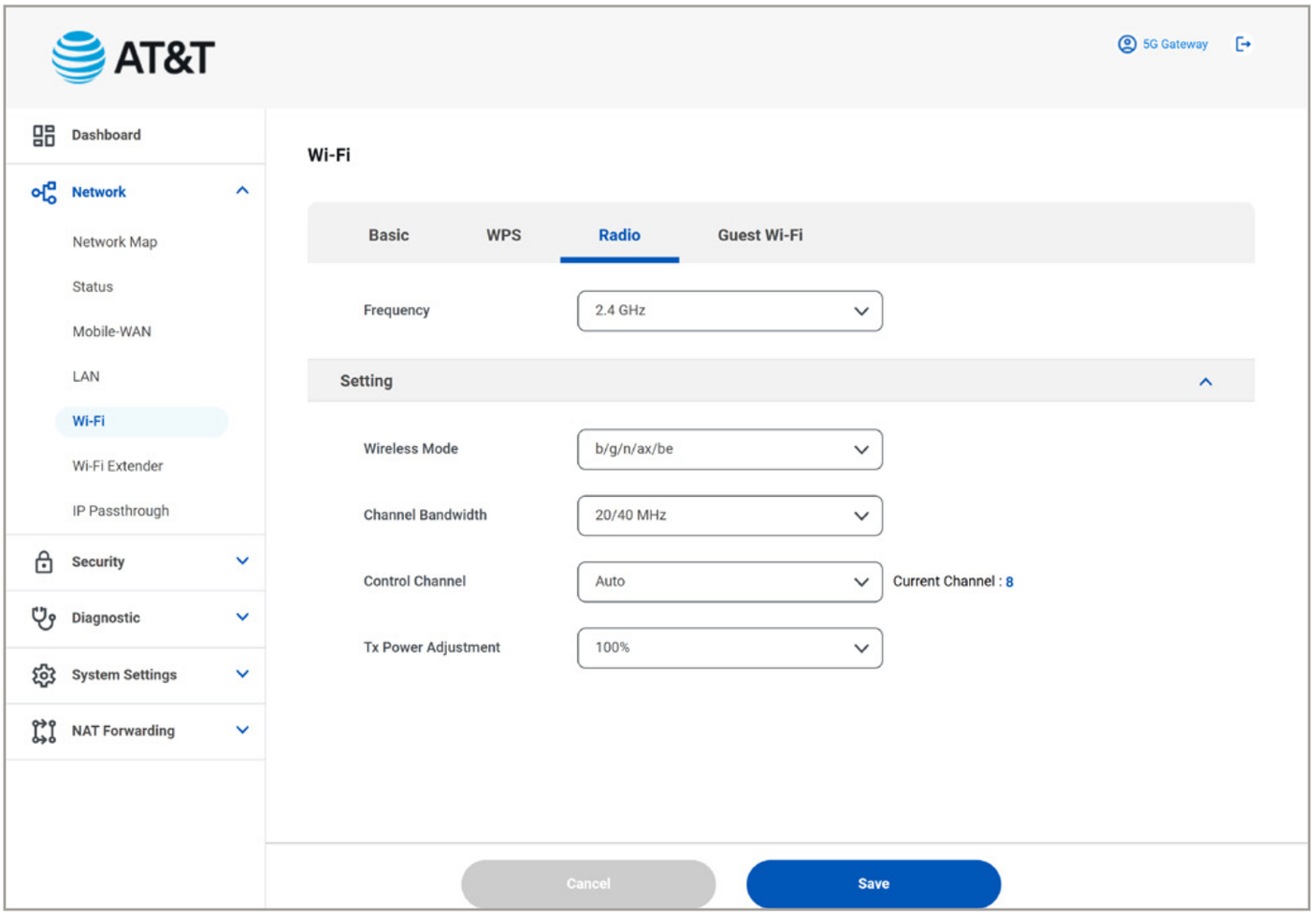
WPS (Wi-Fi Protected Setup)

1. From the Dashboard , click **Network** > **Wi-Fi** > **WPS**.
2. From here you can view and configure your WPS settings.
   - **Frequency:** View and configure your WPS frequency.
   - **Enable WPS:** Enable or disable WPS by sliding the switch to the **On** or **Off** **position**.



Radio

1. From the Dashboard , click **Network** > **Wi-Fi** > **Radio**.
2. From here you can view and configure your radio settings.



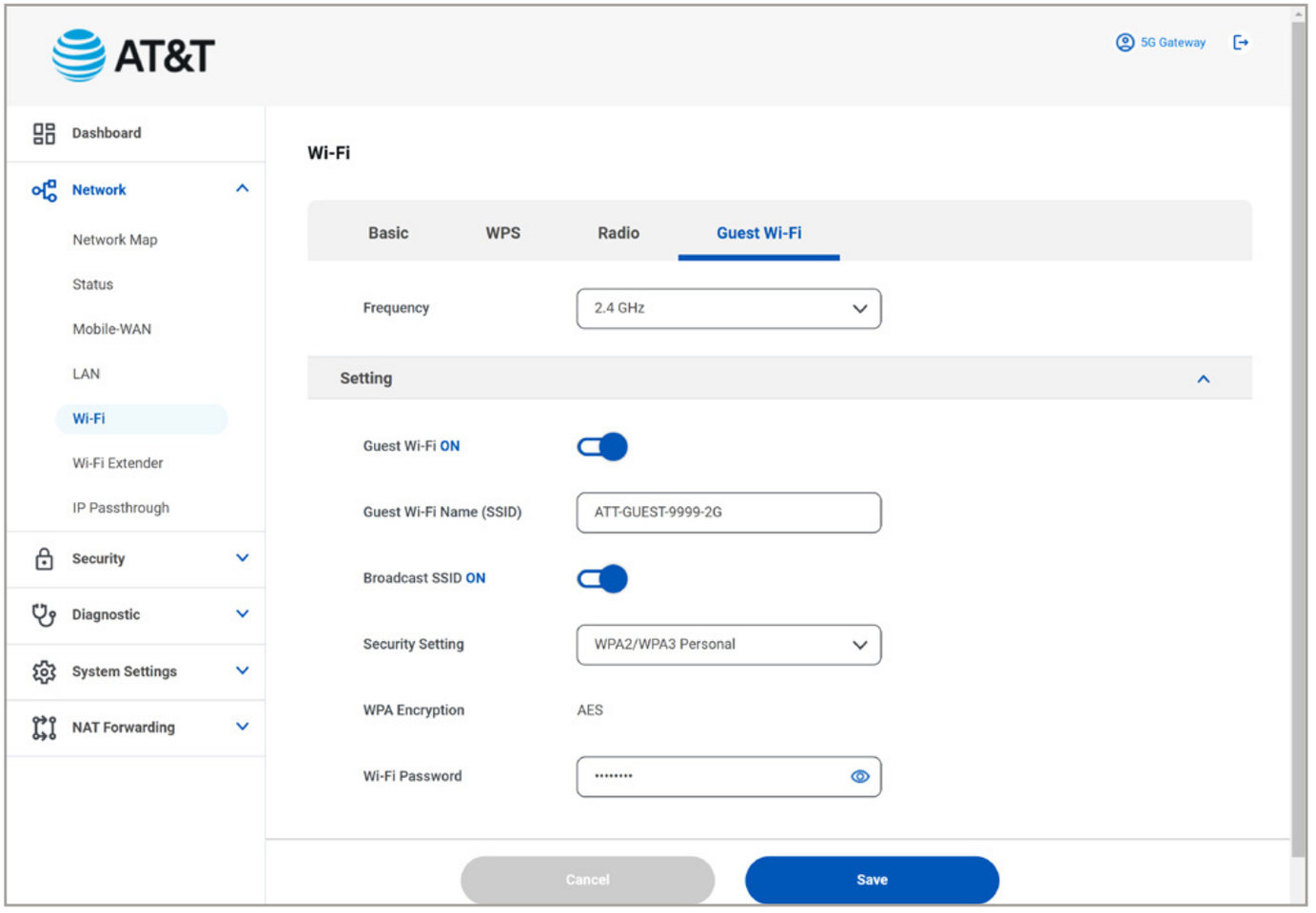
- **Frequency:** View and configure radio settings by selecting a frequency band from the drop-down list.
- **Setting:**

Setting	Description
Wireless Mode	View and configure your wireless mode.

Channel Bandwidth	View and configure your channel bandwidth.
Control Channel	View and configure your control channel.
Tx Power Adjustment	View and configure your Tx power percentage.

Guest Wi-Fi

1. From the Dashboard , click **Network** > **Wi-Fi** > **Guest Wi-Fi**.
2. From here you can view and configure your guest Wi-Fi settings.



- **Frequency:** View and configure guest Wi-Fi network settings by selecting a frequency band from the drop-down list.

- **Setting:**

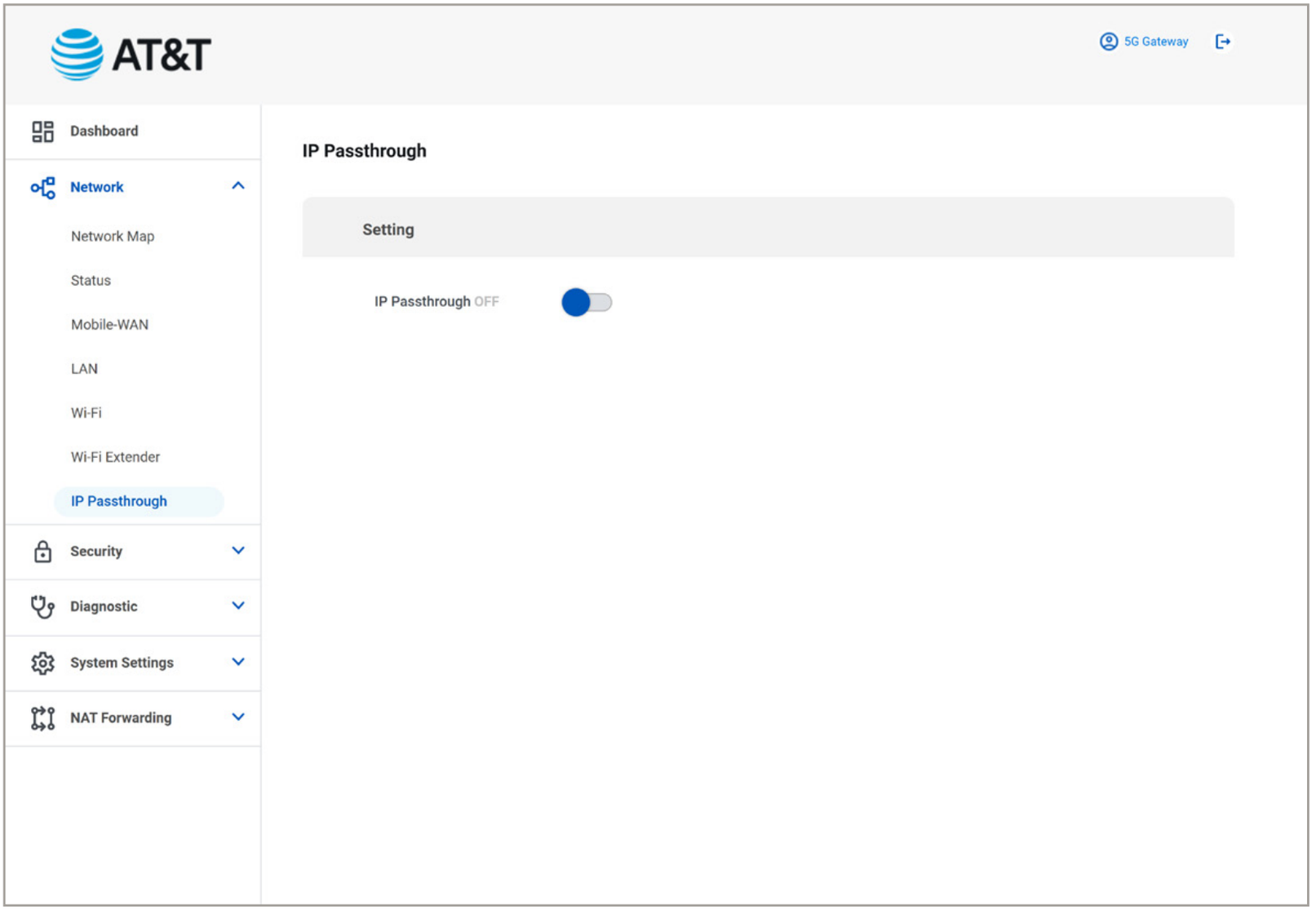
Setting	Description
Guest Wi-Fi	Enable or disable guest Wi-Fi by sliding the switch to the **On**  or **Off**  position.
Guest Wi-Fi Name (SSID)	View and configure your guest Wi-Fi name.
Broadcast SSID	Enable or disable the broadcasting of the Wi-Fi Network Name (SSID) by sliding the switch to the **On**  or **Off**  position.
Security Setting	View and configure your security setting.
WPA Encryption	View your WPA encryption type.
Wi-Fi Password	View or change your Wi-Fi password.

IP Passthrough

Your AT&T 5G Gateway receives an IP address from the cellular network for routing data over the public Internet on behalf of devices connected to the LAN.

If a downstream device, such as a router or server, requires a direct connection to the public Internet, you may enable IP Passthrough to pass the gateway's IP address and internet traffic directly to the device.

Note: This feature is intended to be used with a public IP address. If you do not have a public IP address, please contact AT&T Business Sales.



To configure IP Passthrough

1. Connect the intended device using Ethernet to the 2.5GbE port on your gateway.
2. From the Dashboard , click **Network** > **IP Passthrough.**
3. Enable IP Passthrough by sliding the switch to the **On** position.
4. Click **Save** Save .

   Note: Once enabled, the remaining ethernet ports and Wi-Fi will be disabled. Any other connected devices, wired or wireless, will lose access to the local network and the internet.

   Settings and features in the Web UI not applicable to cellular or system-level functions will be limited or disabled.

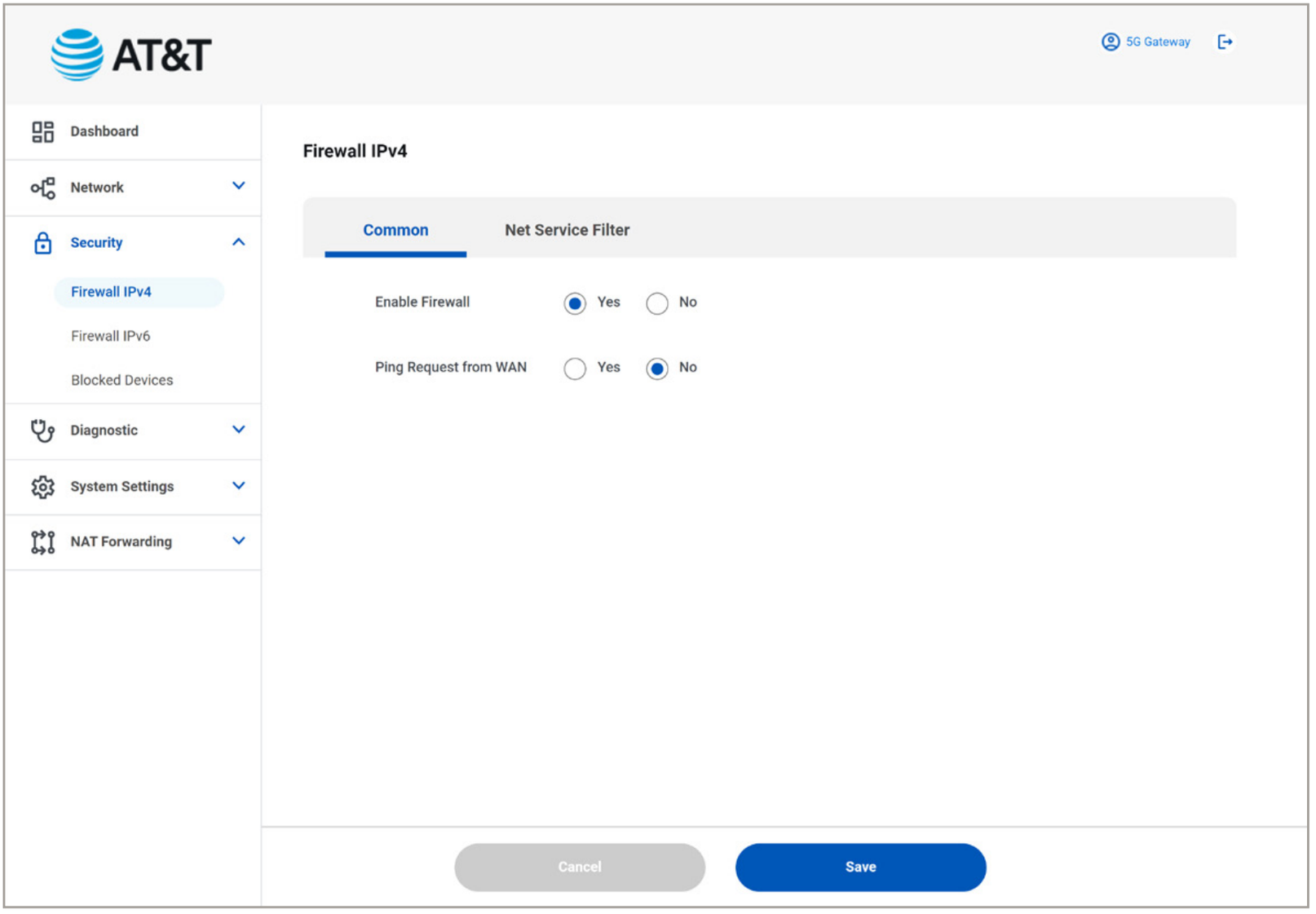
To disable IP Passthrough

1. From a connected downstream device, use your preferred web browser to access the Web UI, see *"Web UI Login" on page 16*.
2. From the Dashboard , click **Network** > **IP Passthrough.**
3. Disable IP Passthrough by sliding the switch to the **Off** position.
4. Click **Save** Save .

Security

Configure and view your security settings.

1. From the Dashboard , click **Security** to access your security settings.

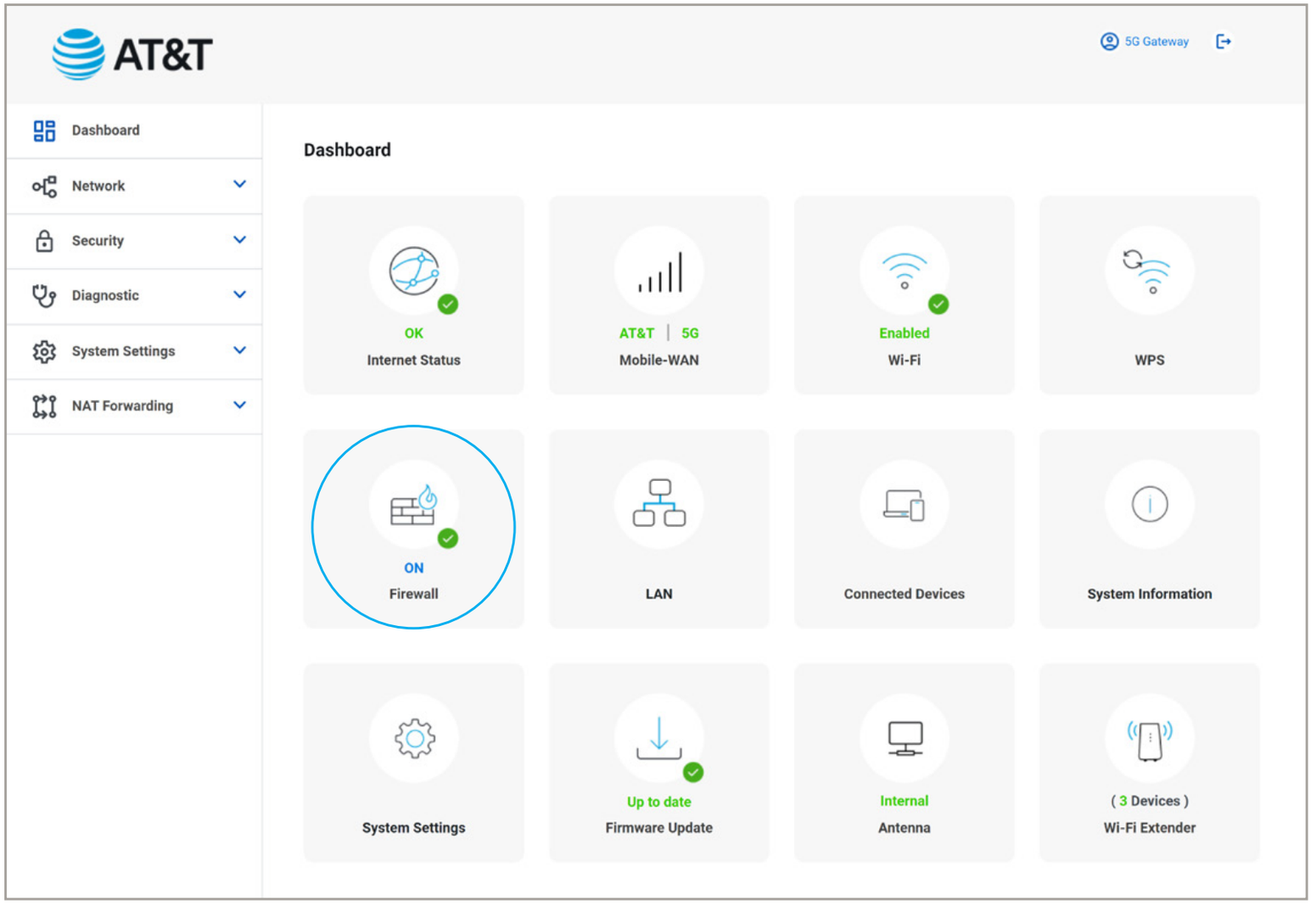


Firewall

The **Firewall** provides an additional layer of protection to restrict outside access to devices on your network from would-be cyber attackers. Your AT&T 5G Gateway has been preconfigured with this setting turned on for both **Firewall IPv4** and **Firewall IPv6** by default.

Note: When the firewall is enabled, it will show **"ON"** and display a green check mark under the **Firewall** icon on the dashboard.

Best Practice: Consider installing antivirus software from a reputable source for additional protection against malicious software or other security threats.



To enable Firewall

1. From the Dashboard , click **Security** > **Firewall IPv4** or **Firewall IPv6**, or click the **Firewall** icon on the dashboard.
2. Under the **Common** tab select **Yes** next to Enable Firewall.
3. Click **Save** Save .

Note: Disabling the firewall is not recommended without careful consideration and additional protective measures in place.

Ping Request from WAN

Turning on Ping Request from WAN allows outside clients to ping the public IP address from your 5G Gateway which may be needed to diagnose network connectivity issues.

To enable/disable Ping Request from WAN

1. From the Dashboard , click **Security** > **Firewall IPv4** or **Firewall IPv6**, or click the **Firewall** icon on the dashboard.
2. Under the **Common** tab select **Yes** or **No** next to Ping Request from WAN.
3. Click **Save** Save .

Note: Avoid leaving this feature enabled for longer periods of time than necessary. Doing so could leave your device open to security threats.

Net Service Filter

The Network Services filter blocks or allows the LAN to WAN communication for specified devices, for specified network services.

To configure Net Service Filter

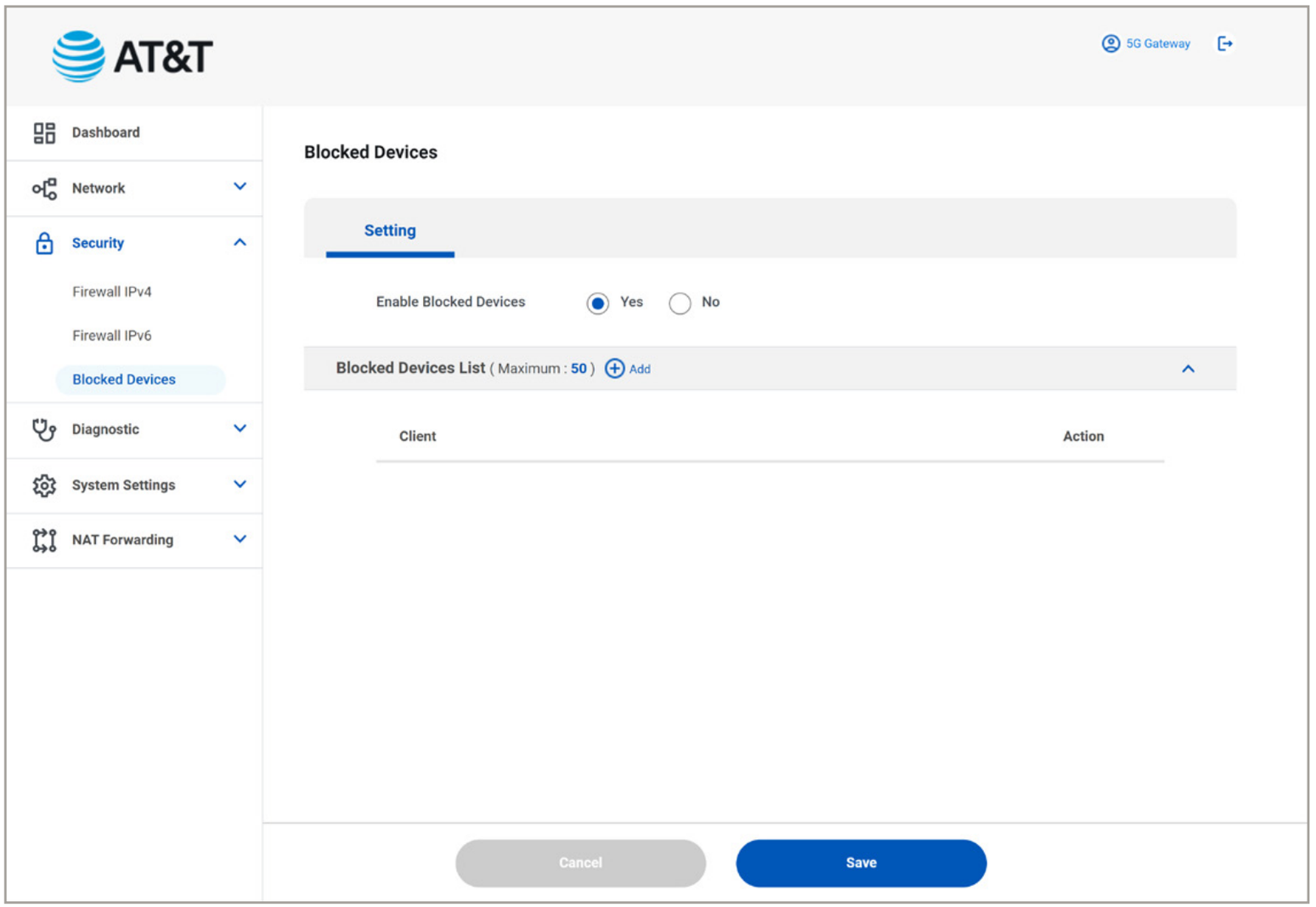
1. From the Dashboard , click **Security** > **Firewall IPv4**, or click the **Firewall** icon on the dashboard.
2. Under the **Net Service Filter** tab select **Yes** next to Enable Net Service Filter.
3. Select a mode from the Filter Table List drop-down.

Mode	Description
White List	Clients on the list can access the specified network services.
Black List	Clients on the list cannot access the specified network services.

4. Click **Add** .
5. Fill in the necessary fields and click **Add** Add .
6. Click **Save** Save .

Blocked Devices

1. From the Dashboard , click **Security** > **Blocked Devices**.
2. Under the **Settings** tab select **Yes** to Enable Blocked Devices.
3. Click **Add** .
4. Select a device from the client drop-down list if it's currently connected to your network.
5. For devices not currently connected, enter the device's MAC address
6. Click **Add** Add and then **Save** Save .



Diagnostic

Run diagnostics on your gateway to identify information needed to ensure efficiency and peak performance.

1. From the Dashboard , click **Diagnostic** to access your diagnostic tools.

Diagnostic Tools

1. From the Dashboard , click **Diagnostic** > **Diagnostic Tools**.
2. Select your Method and Target from the drop down selections provided.

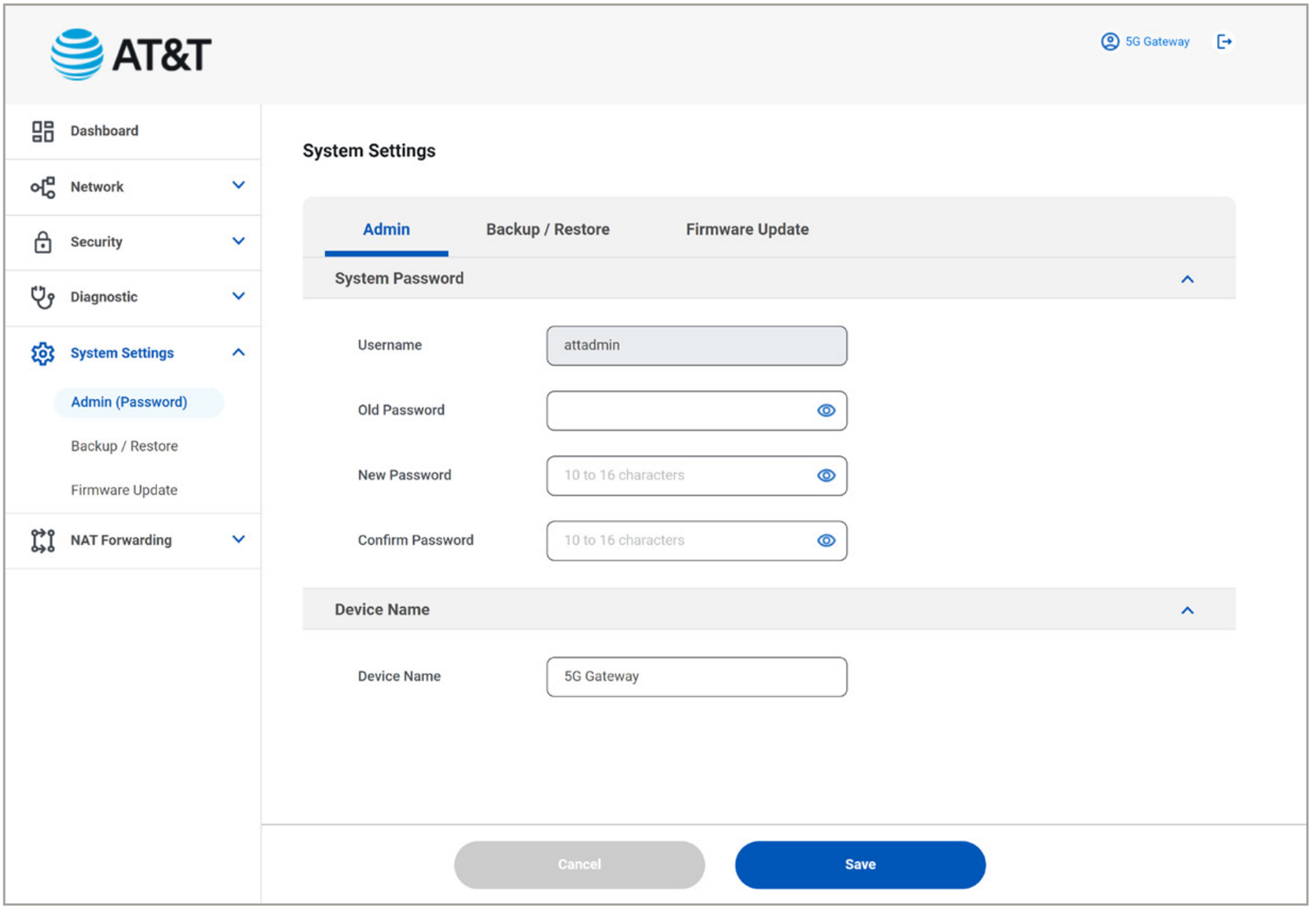
Method	Description
Ping	Tests if the specified host is reachable, and what the latency is.
Traceroute	Shows the path data takes to reach a specific target destination.

3. Click **Diagnose** Diagnose to generate a response.

System Settings

View and configure your gateway's system settings.

1. From the Dashboard , click **System Settings** to access your system settings.



Admin (Password)

1. From the Dashboard , click **System Settings** then click **Admin (Password)**, or click the **System Settings** icon on the dashboard.
2. From here you can change your system password and device name.

System Password

Change your system password

1. From the Dashboard , click **System Settings** then click **Admin (Password)**, or click the **System Settings** icon on the dashboard.
2. Enter your old password.
3. Enter your new password.
4. Confirm your password by entering it again.
5. Click **Save** Save .

Device Name

Change your device name

1. From the Dashboard , click **System Settings** then click **Admin (Password)**, or click the **System Settings** icon on the dashboard.
2. Enter your new device name.
3. Click **Save** Save .

Backup / Restore

1. From the Dashboard , click **System Settings** then click **Backup/ Restore**.
2. From here you can configure your system configuration or reset your system.

Configuration

Save to File

Save your current system configuration to a file.

1. From the Dashboard , click **System Settings** then click **Backup/ Restore**.
2. Click **Save** Save next to **Save to File**.

Restore from File

Restore your system configuration to a previously saved version/file.

1. From the Dashboard , click **System Settings** then click **Backup/ Restore**.
2. Click **Select file** Select file and select the file you would like to restore.
3. Click **Upload** Upload to install the chosen file.

Reset

System reboot

Reboot your system.

1. From the Dashboard , click **System Settings** then click **Backup/ Restore**.

2. Click **Reboot** Reboot .

3. An alert box will appear, click **Confirm** to continue, or **Cancel** to cancel the reboot.

Reset to Default

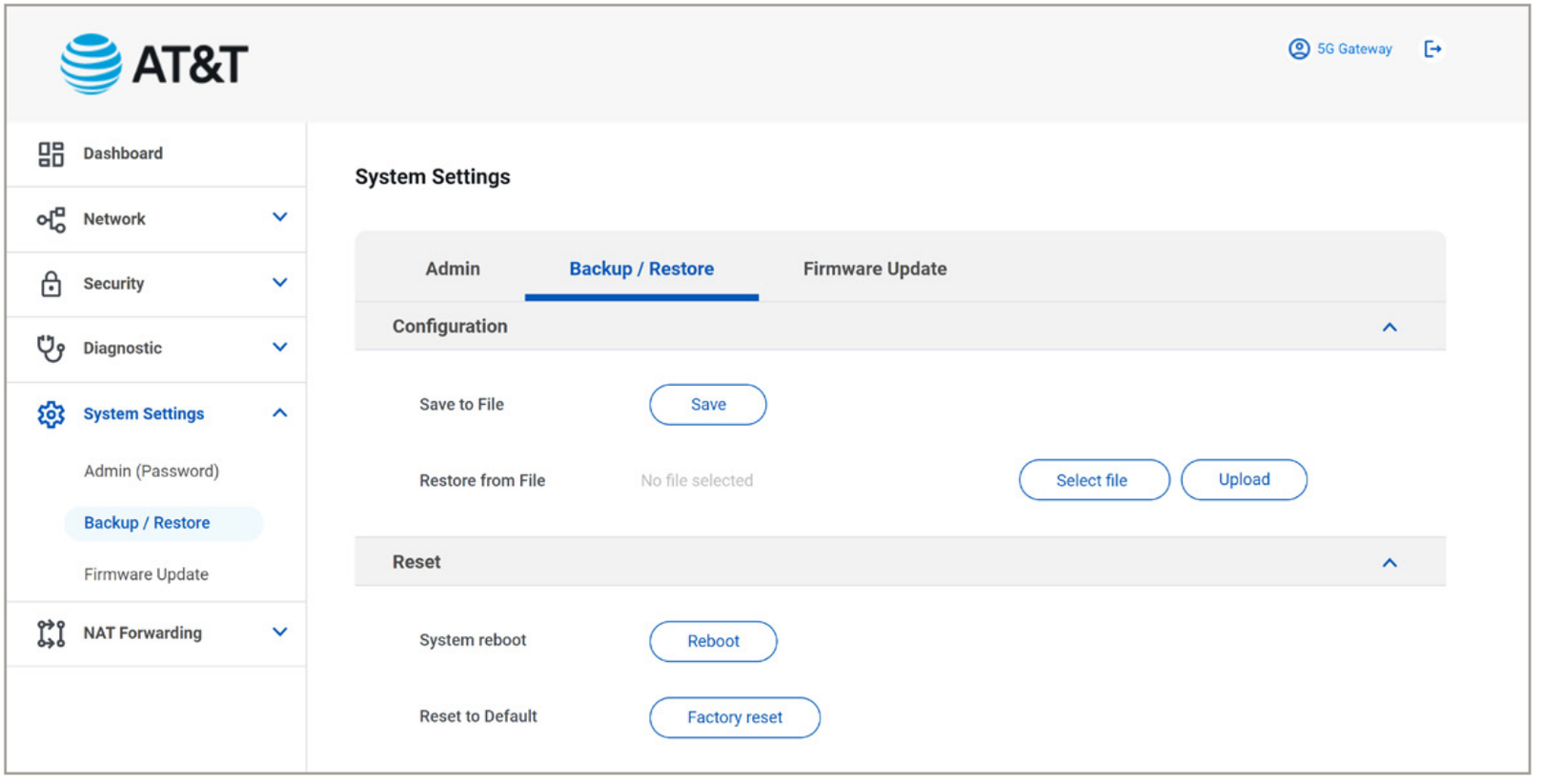
Reset your system to original factory settings.

Warning: Performing a factory reset will restore the device to original factory settings and defaults shown on the gateway's label.

1. From the Dashboard , click **System Settings** then click **Backup/ Restore**.

2. Tap **Factory reset** Factory reset .

3. An alert box will appear, click **Confirm** to continue, or **Cancel** to cancel the factory reset.



Alternative Reset

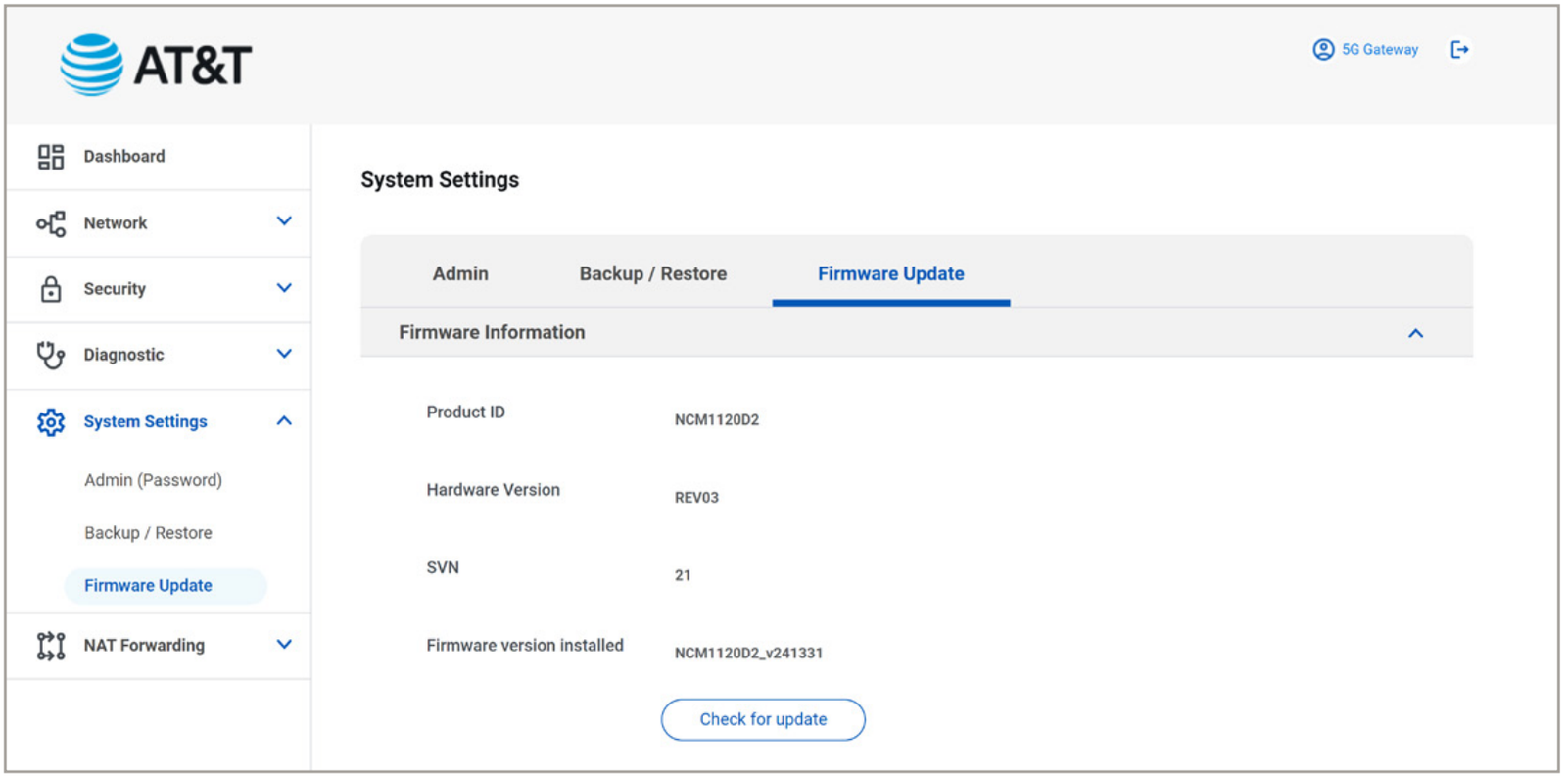
1. Leave the gateway plugged in and lay it on its side.
2. Use a paperclip to press and hold the **factory reset button** on the bottom of the gateway for at least 5 seconds until the System LED starts to flash green.
3. The LED will turn solid green once complete.

Firmware Update

Keep your gateway's firmware up to date.

1. From the Dashboard , click **System Settings** then click **Firmware Update**, or click the **Firmware Update** icon on the dashboard.

   Note: When your firmware is up to date, it will display **"Up to date"** in green under the **Firmware Update** icon on the dashboard.



Firmware Information

Information	Description
Product ID	View your product ID.
Hardware Version	View your hardware version.
SVN	View your IMEI software version.
Firmware version installed	View the firmware version that is currently installed on your gateway.

Check for firmware updates

1. From the Dashboard , click **System Settings** then click **Firmware Update**.
2. Click **Check for update** Check for update to generate a result status.
   a. When the firmware is up to date the status will read, **"The current firmware is the latest version."**
   b. When the firmware needs to be updated the status will read, "**New version is found"**.
3. Select "**Download and Update**" A progress bar will appear and the System LED Light will flash blue during the installation process.
4. Your gateway will power cycle upon successful completion.

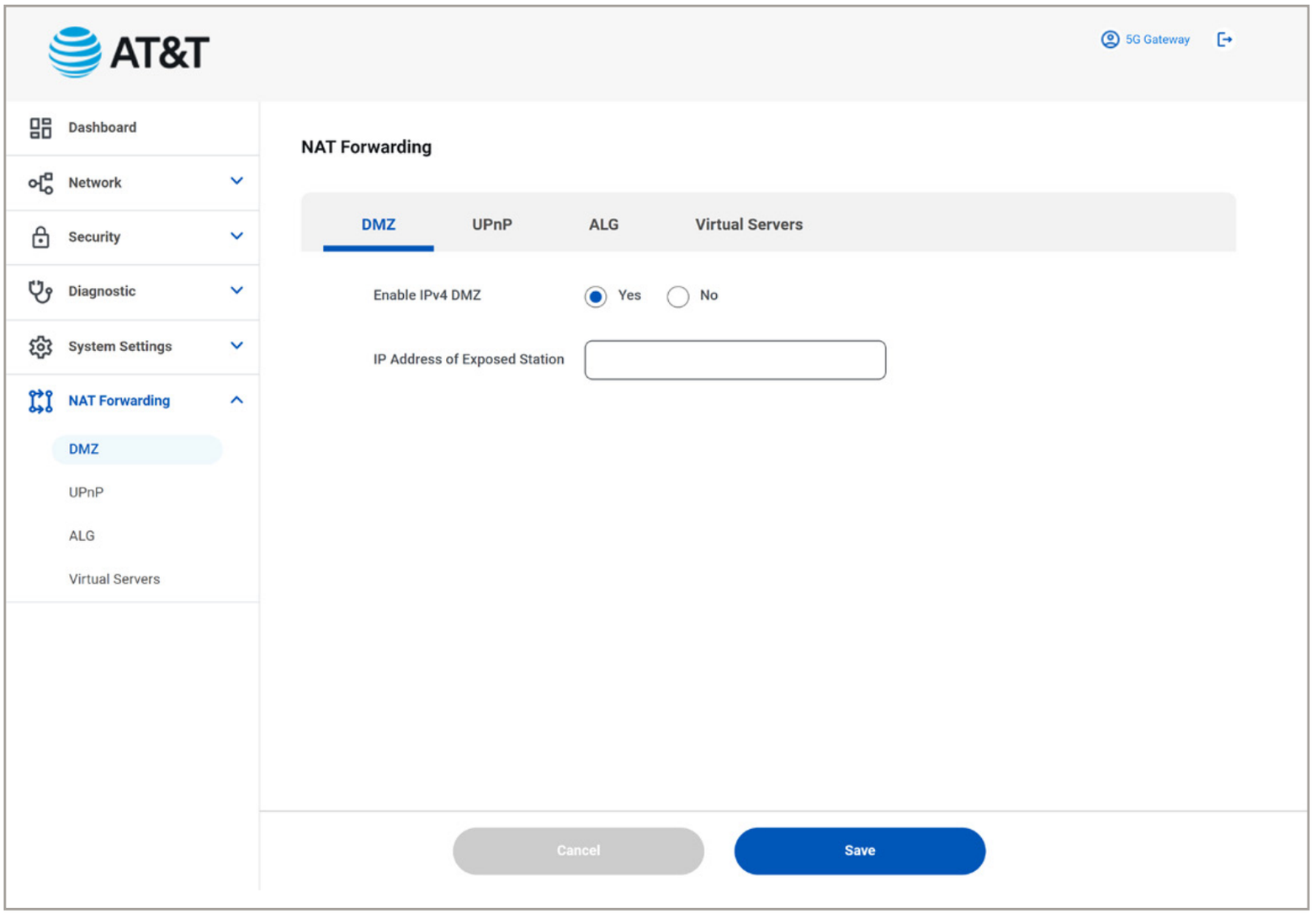
NAT Forwarding

View and configure advanced network configurations.

1. From the Dashboard , click **NAT Forwarding** to access your NAT forwarding settings.

DMZ

Enable DMZ to pass all WAN traffic to a specific device.



1. From the Dashboard , click **NAT Forwarding** then click **DMZ**.

2. Select **Yes** to **Enable IPv4 DMZ**.
3. Enter the IP address of the device you want exposed.
4. Click **Save** Save .

Note: A static IP address is required for the intended device and your gateway to ensure your device remains reachable from the internet.

UPnP

UPnP (Universal Plug and Play) allows devices to auto discover each other without having to create networking configurations.

Some common uses include:

- Smart speakers with digital assistants
- Home automation devices
- Security cameras and other sensors

UPnP should be enabled only when necessary and only trusted devices should be allowed to connect to the network.

1. From the Dashboard , click **NAT Forwarding** then click **UPnP**.
2. Select **Yes** to **Enable UPnP**.

Note: Additional protective measures such as anti-virus software are recommended as applicable.

Setting	Description
Advertisement Period	Defines the number of minutes the 5G Gateway broadcasts UPnP information.

Advertisement Time to Live	Defines the maximum number of hops each packet can travel before timing out.

ALG

ALG (Application Layer Gateway) allows dynamic TCP/UDP ports to communicate with known ports used to support underlying protocols such as VPN, FTP and VoIP services.

If you are using applications that require these protocols, you may need to enable the below for an optimal experience.

1. From the Dashboard , click **NAT Forwarding** then click **ALG**.
2. Enable or disable the following by sliding the switch to the **On** or **Off** position:
   - PPTP Passthrough
   - L2TP Passthrough
   - IPSec Passthrough
   - SSL Passthrough
   - RTSP Passthrough
   - H.323 Passthrough
   - SIP Passthrough

Virtual Servers

Virtual servers allow incoming network traffic on a specific port to be forwarded to a designated device on your network. This is commonly used for security cameras, home automation, and other IoT devices.

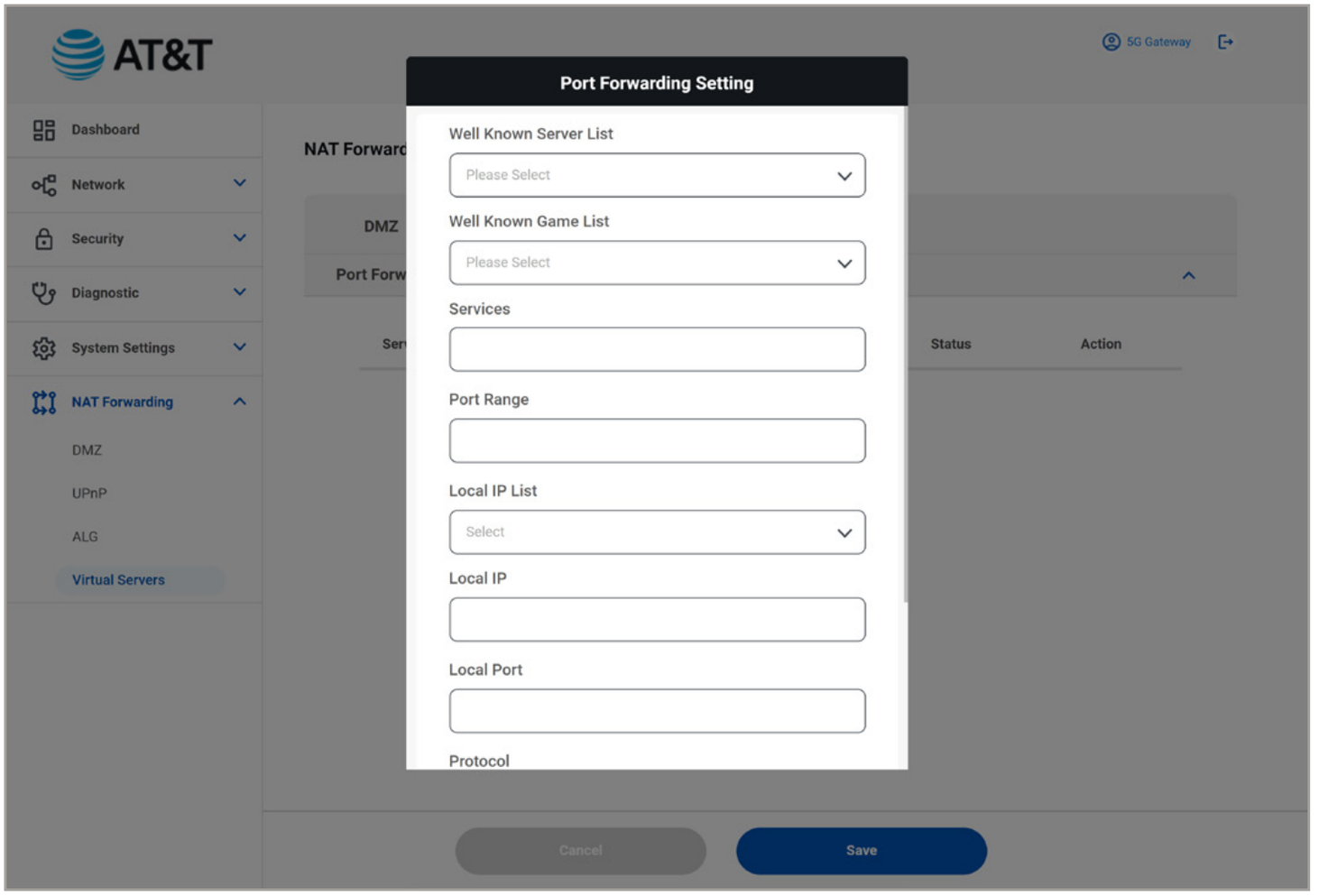
Note: Port forwarding is not recommended without careful consideration and additional protective measures in place.

1. From the Dashboard , click **NAT Forwarding** then click **Virtual Servers** to access your Port Forwarding List.

Note: A static IP address is required for the intended device and your gateway to ensure your device remains reachable from the internet.

Add port forwarding rules

1. From the Dashboard , click **NAT Forwarding** > **Virtual Servers** > **Add Rule** .
2. Use the drop down option provided to update your port forwarding settings.
3. Click **Add** Add to save your settings.



FAQs, Technical Specifications, Troubleshooting

The topics in this section will cover troubleshooting tips and gateway specifications.

Common Issues

Troubleshooting

Check below for solutions to common problems you may experience.

Problem: My device is unable to connect to the 5G Gateway Wi-Fi network.

Solution: Check to make sure Wi-Fi is enabled on your device and the Wi-Fi LED is solid green on the 5G Gateway. If the LED is red, you may need to power off and on your gateway. You may also check to see if the device is on the Blocked Devices List.

Problem: A web page is loading slowly or won't load at all.

Solution: Check the signal strength using the 4G and 5G LED indicators. When the device is not receiving a cellular signal, no LED lights will display. Connecting an external antenna or repositioning your gateway to an area with better cellular coverage may improve your experience.

Problem: I forgot my Wi-Fi password.

Solution: You can retrieve the Wi-Fi password by logging into the Web UI and navigating to the Wi-Fi settings from a connected device. You can also connect using Ethernet without a password.

Problem: I forgot my Web UI admin password.

Solution: If you haven't changed the password from the default, it can be found on the label at the bottom of the gateway. You can also complete a factory reset to reconfigure the password back to the default, see *"Reset to Default" on page 46*.

Specifications

The following tables list your gateway's specifications.

Gateway specifications

Specification	Description
Model	NCM1120D2-D323
Cellular	LTE Cat 19, 5G NSA Sub 6 GHz
Frequency Bands	LTE B2/B5/B12/B14/B29/B30/B66 5G n2/n5/n14/n30/n66/n77
Wi-Fi	2.4GHz/5GHz 802.11 a/b/g/n/ac/ax/be (Wi-Fi 7) 2x2 MIMO
Certifications	FCC. UL, Wi-Fi CERTIFIED 7, Easy Mesh
Dimensions	200mm x 96mm x 133mm
Weight	~2 lbs or 900g
Operating Temperature	0°C to 45°C (32°F to 113°F)
Storage Temperature	-20°C to 70°C (-4°F to 158°F)
Humidity	10%-90%
2.5GbE Ethernet Ports	1
1GbE Ethernet Ports	3
Power Input	100-240V, 50/60Hz, 0.8A
Power Output	DC 12.0V/2.5A

Getting Started

The topics in this section will introduce you to your extender, help you get set up, provide an overview of the extender, and get you started with basic operations.

Introduction

Thank you for purchasing your new **AT&T Internet Air™ for Business Wi-Fi Extender**.

About the user guide

The following topics explain how best to use this guide to get the most out of your extender.

Before using your extender

Read the Safety Information Guide that came with your device thoroughly for proper usage.

Descriptions in the user guide

Note that most descriptions in this guide are based on your extender's setup at the time of purchase.

Screenshots and key labels

Screenshots and other illustrations in this user guide may appear differently on your extender. Labels are simplified for illustrative purposes.

Other notations

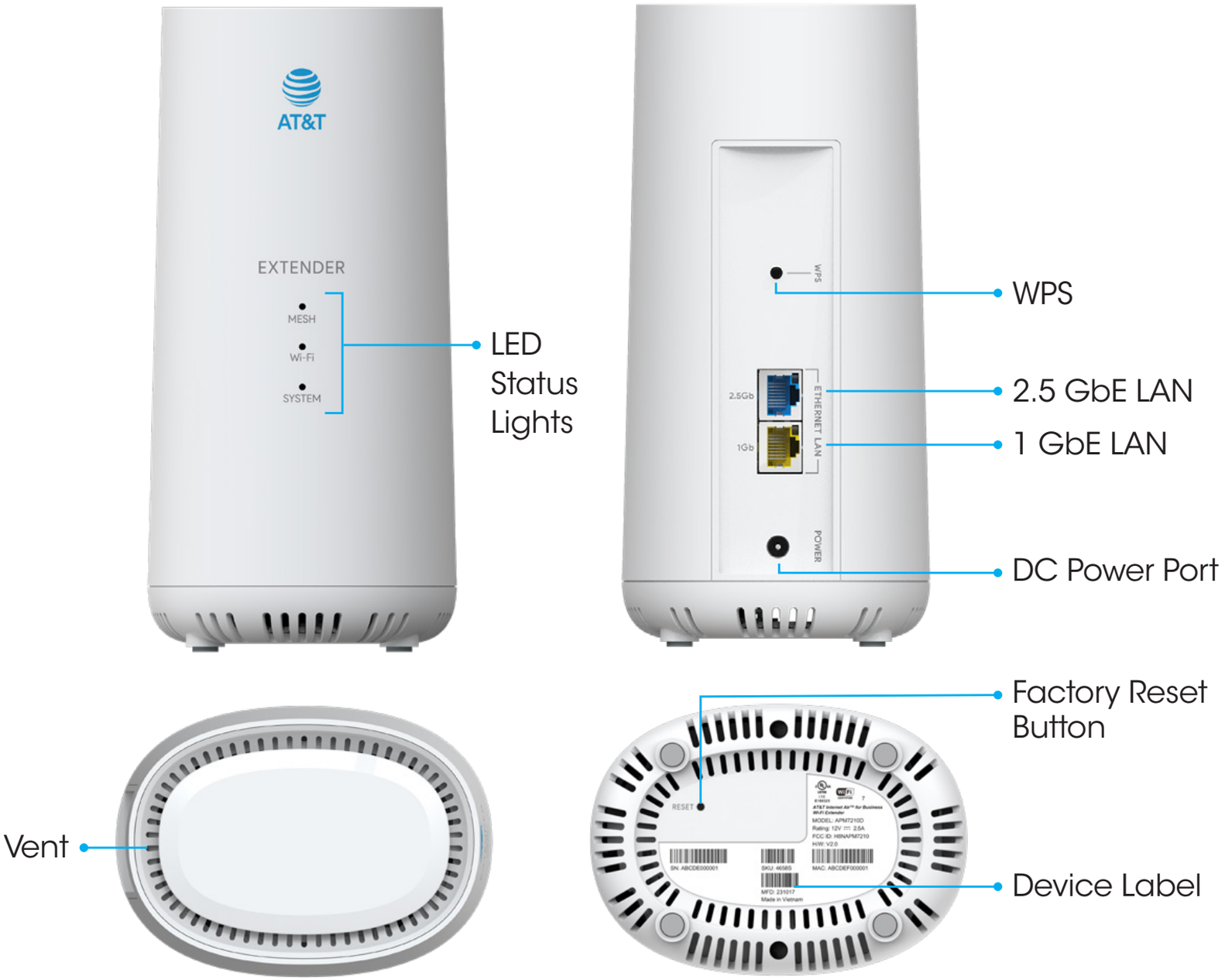
Throughout the user guide, the term "extender" may be used to reference your AT&T Wi-Fi Extender.

Setting up your extender

The following instructions give you all the information you need to set up your AT&T Wi-Fi Extender for the first time.

Features and functions

These topics illustrate your extender's features and key functions.

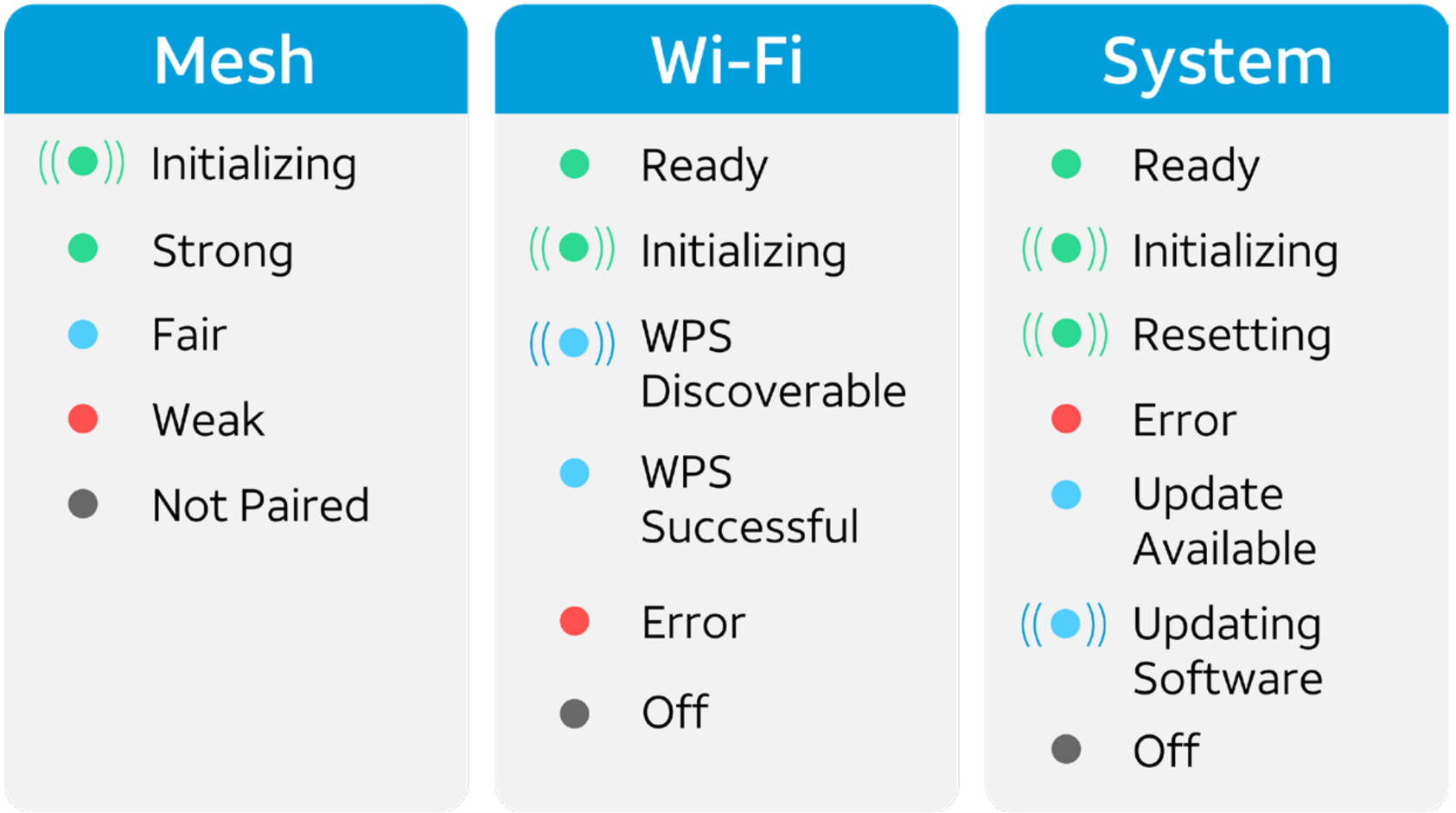


Feature	Description
LED Status Lights	Illuminated components indicating the status of the extender's functionality, see *"Mesh LED Status Lights" on page 62*.
WPS	Press the Wi-Fi Protected Setup (WPS) button to connect WPS capable devices.
2.5 GbE LAN	2.5 Gigabit ethernet port.
1 GbE LAN	1 Gigabit ethernet ports.
DC Power Port	Electrical connection power port.
Reset Button	Press to reset your extender to its factory default settings.
Device Label	Label containing the extender information.

CAUTION! Inserting an accessory into the incorrect jack may damage the extender.

LED Status Lights

The status lights located on the front of the device indicate the status of the Wi-Fi Extender's functions.



- The **Mesh LED Status Lights** indicate the network signal strength and status.
- The **Wi-Fi LED Status Lights** indicate the Wi-Fi connection and WPS status.
- The **System LED Status Lights** indicate the status of the system functionality and firmware status.

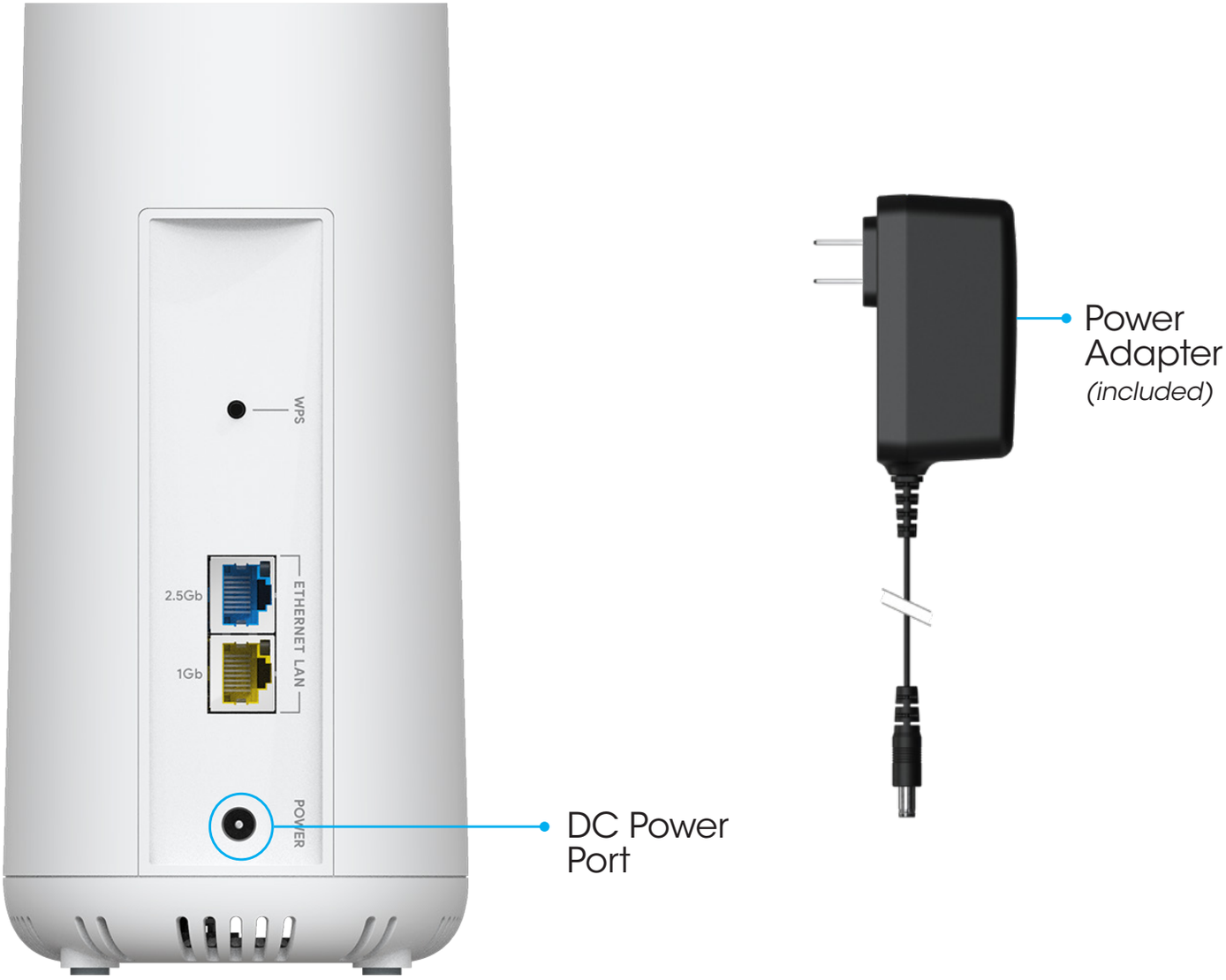
Note: If the Mesh LED is blue or red, you might try relocating the extender closer to the gateway or extender it's paired with to get a stronger mesh connection.

Connecting your extender

The instructions below explain how to connect and set up your extender.

Plug in the extender

Using the power adapter (included), plug in the extender by inserting the connector at the end of the power cable into the DC Power Port on the extender. Then, plug the power adapter into your electrical outlet.



Powering up

Wait for the extender to power up. Once the extender is powered up, the **LED Status Lights** will turn solid. This will take approx. 2-3 minutes.

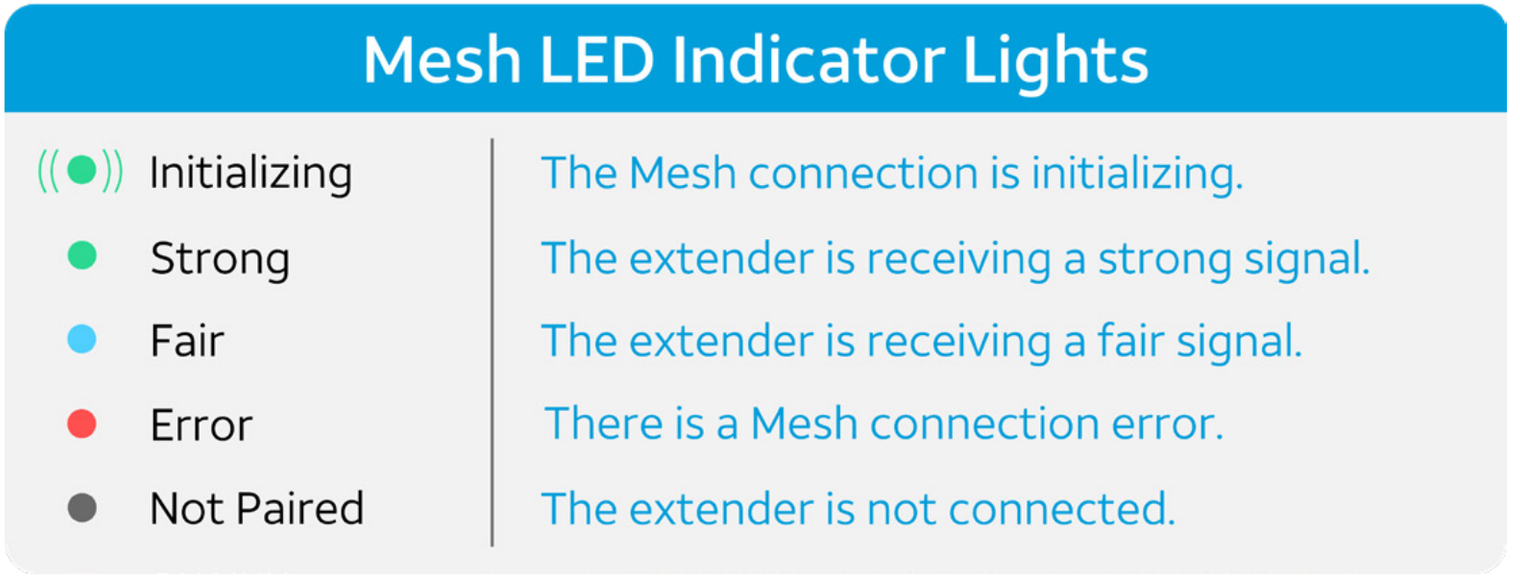
Network signal status

Verify the extender is receiving a network signal. The **Mesh LED Status Lights** will be **solid green** when the extender is receiving a strong wireless network signal.

Note: The Mesh LED Status Light will not illuminate until the extender has been paired to the Wi-Fi network.

Mesh LED Status Lights

- When the **LED Status Lights** are **blinking green**, the mesh connection is initializing.
- When the **LED Status Lights** are **solid green**, the wireless network signal is strong.
- When the **LED Status Lights** are **solid blue**, the wireless network signal is fair.
- When the **LED Status Lights** are **solid red**, there is mesh connection error detected.
- When the **LED Status Lights** are **solid gray**, the extender is not paired.



Note: For additional help, please visit *att.com/5G-Gateway*.

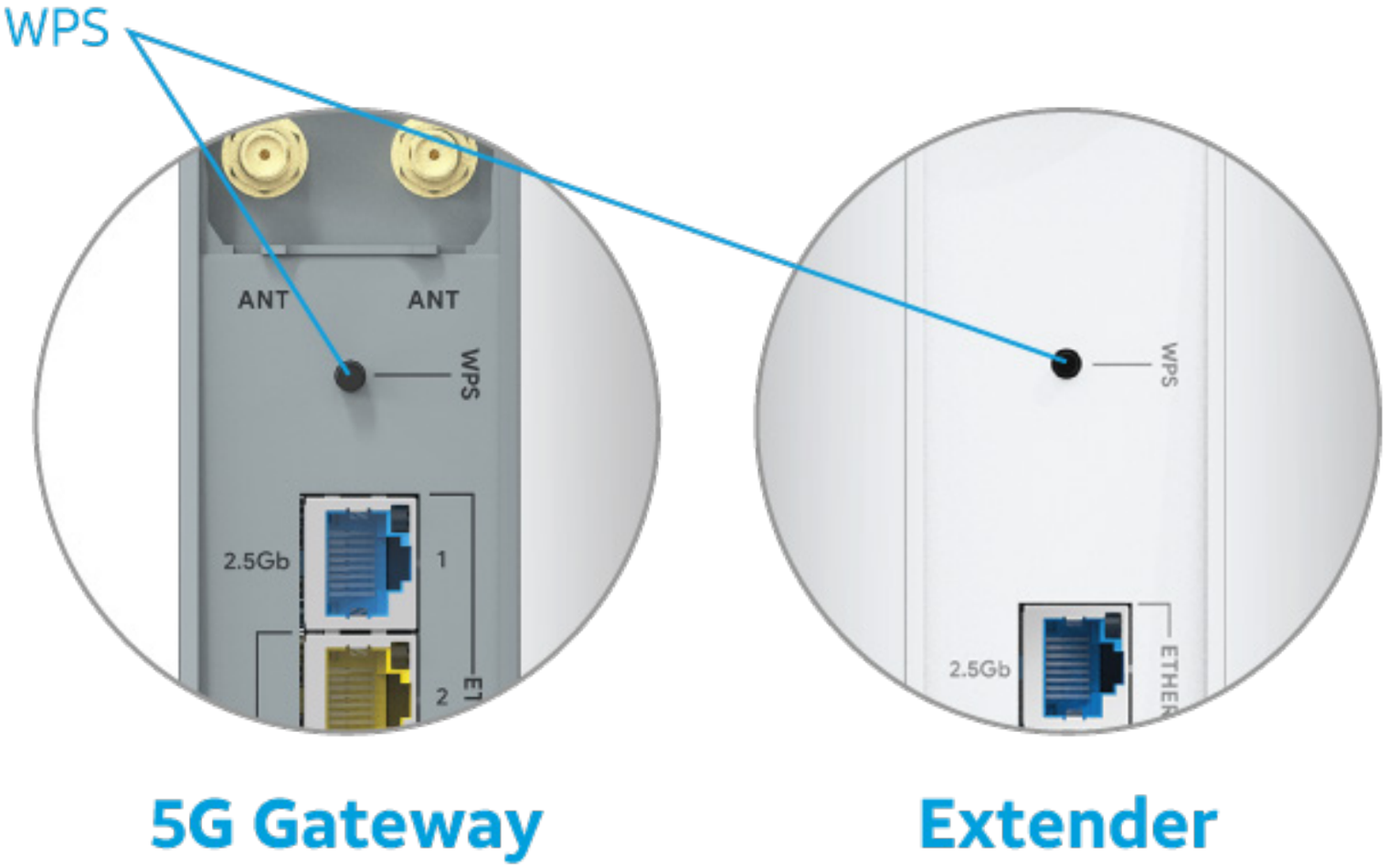
Adding an extender to the network

You can connect your extender to the gateway's Wi-Fi or Ethernet.

Pair wirelessly using WPS

1. Ensure both your 5G Gateway and Extender are powered on, and your 5G Gateway is connected to the AT&T cellular network.
2. For the best experience, place the extender within three feet of the gateway during setup.
3. Press the WPS button on the back of the 5G Gateway. The Wi-Fi LED light will flash blue to indicate the device is discoverable.
4. Press the WPS button on the back of the Wi-Fi extender. The Wi-Fi LED light on the Extender will also flash blue.
5. When the WPS connection is established, the Wi-Fi LED light on both the Extender and 5G Gateway will change to solid blue.
6. The Mesh LED on the Extender will start to flash green while a Mesh connection is being established.
7. The Mesh LED will illuminate solid green when a Mesh connection is established.

   Note: Any available software updates will download and install immediately as indicated by a flashing blue System LED, see *"Mesh LED Status Lights" on page 62*. The extender will reboot once this process is complete.
8. You can now unplug the Extender and move it to the desired location.



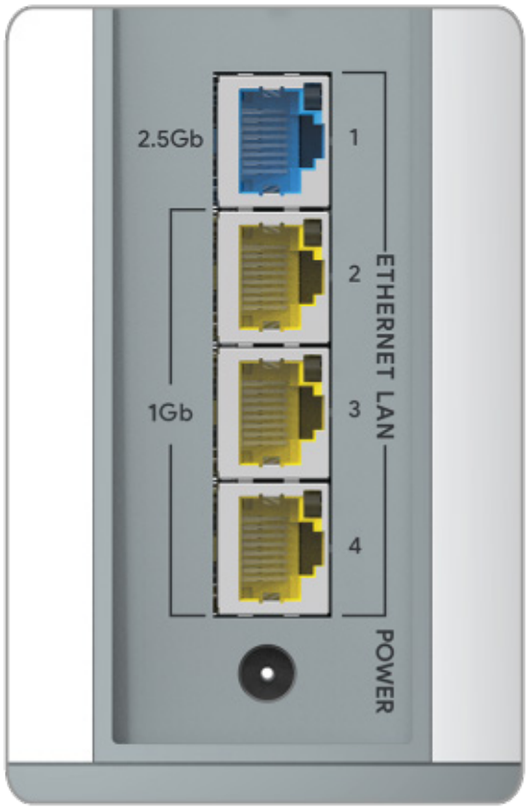
5G Gateway **Extender**

Note: Connection with AT&T Internet Air™ for Business 5G Gateway required (gateway and internet service sold separately).

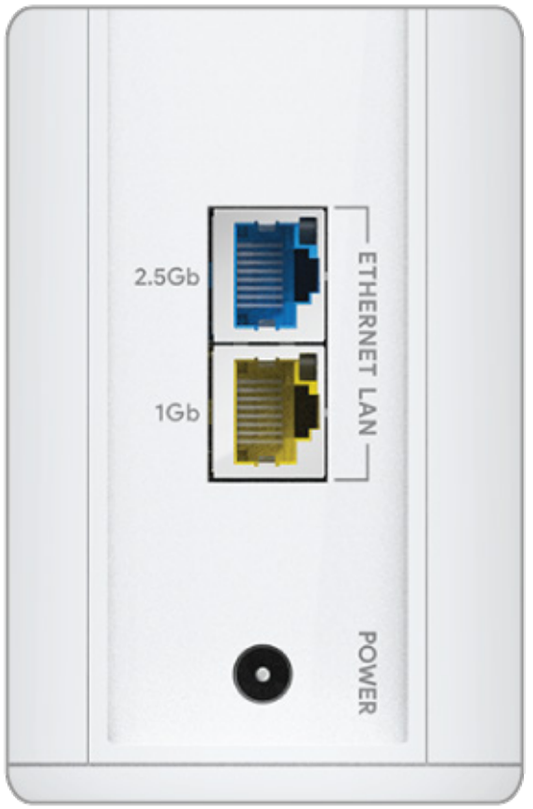
Pair using Ethernet

1. Connect one end of an Ethernet cable in the main gateway port of your choice.
2. Connect the other end to the Ethernet port of your choice on your extender.
3. The Mesh LED will illuminate solid green when a Mesh connection is established.
4. The extender can seamlessly transition to a wireless connection if the Ethernet cable is removed.

Note: Any available software updates will download and install immediately as indicated by a flashing blue System LED. See *"LED Status Lights" on page 61*. The extender will reboot once this process is complete.



5G Gateway

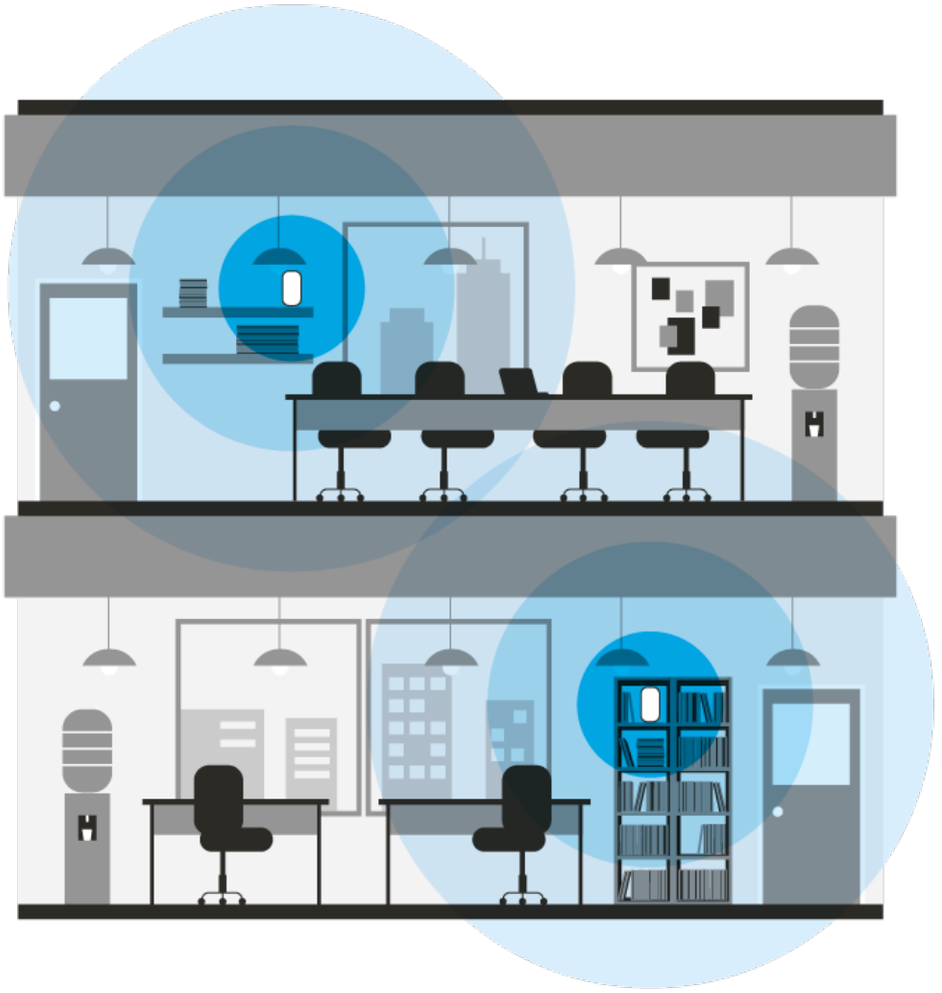


Extender

Wi-Fi extender placement and proximity

The extender should be placed within wireless range of the 5G gateway, no more than 30 feet away.

The design and structure of your environment may impact performance. For best results, position the extender closer so the Mesh LED illuminates green.



Extenders can connect to your gateway directly or chain together to seamlessly expand your network reach.

Note: No more than three extenders are recommended for optimal performance.

Connecting your devices

Connecting your devices to the extender's Wi-Fi or Ethernet ports. See *"Connecting your devices" on page 13*.

Network name & password

The extender will share the same network name and password as the 5G gateway it's paired with.

Web UI Settings

You can configure additional settings from the Web UI of your 5G gateway.

Basic operations

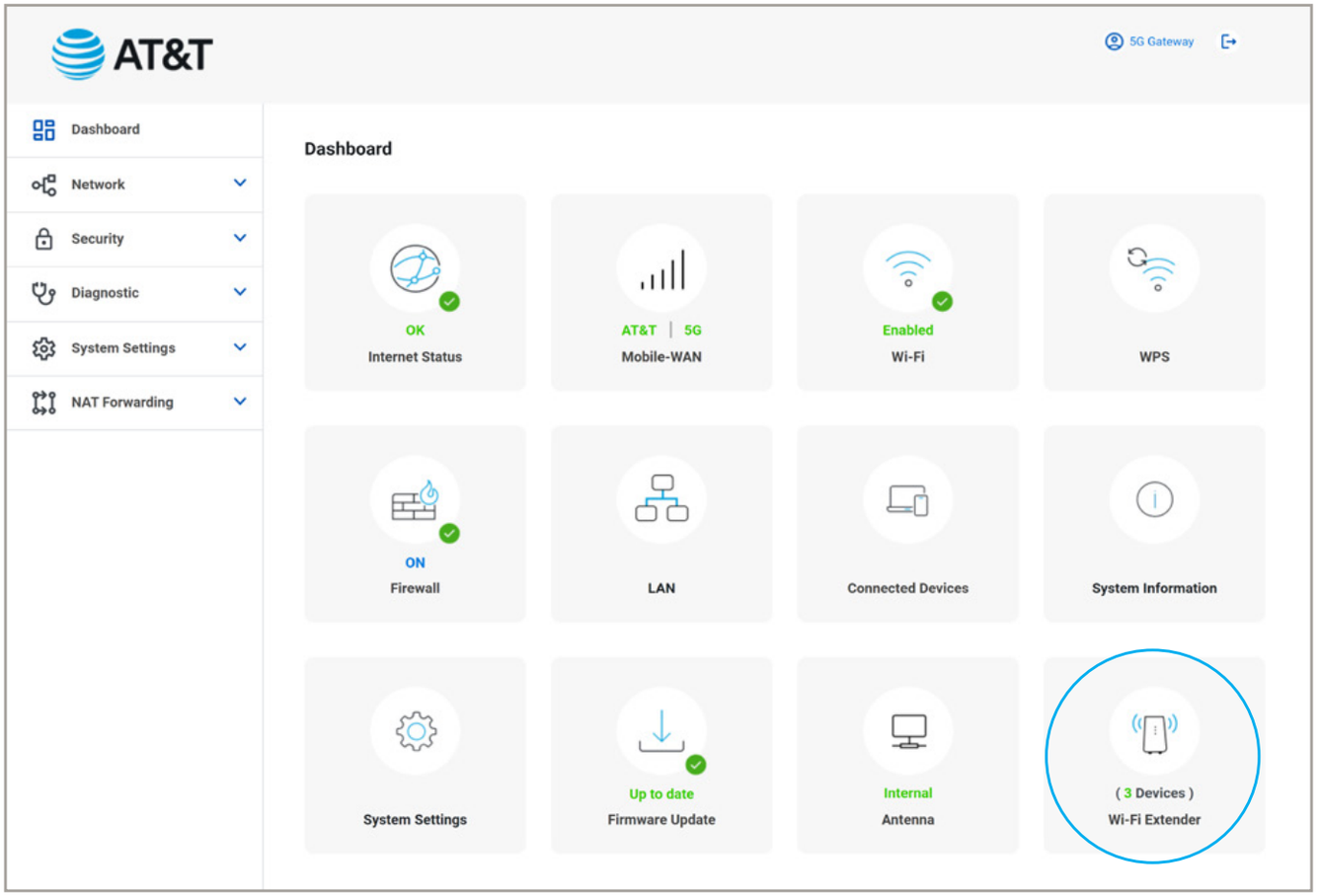
The following topics outline basic features and operations of your extender.

Wi-Fi Extenders Dashboard

The Web UI (Web User Interface) allows you to configure the Wi-Fi Extender settings, and see status from the user-friendly dashboard.

Accessing your dashboard

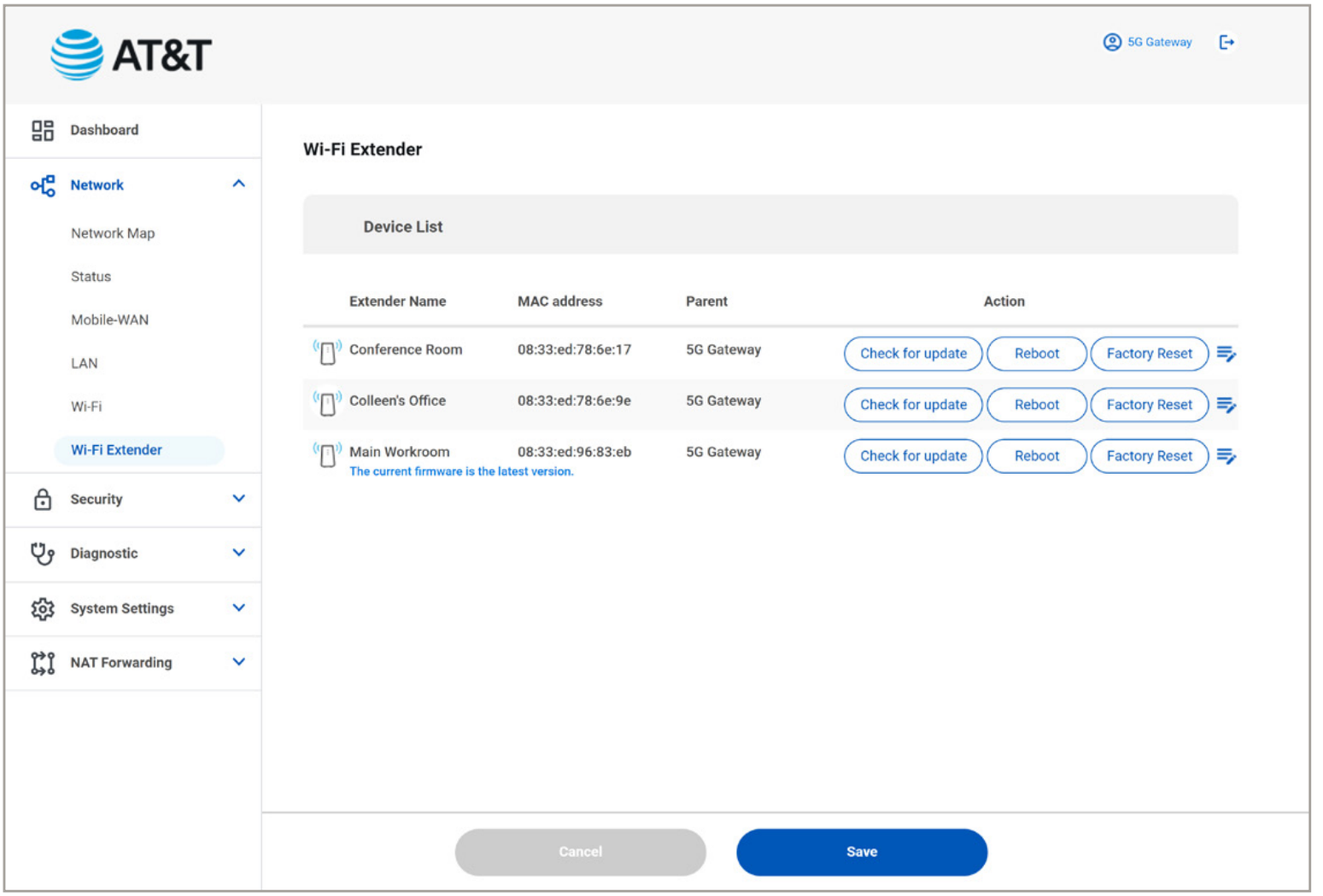
1. With your connected device, use your preferred web browser to access the Web UI, see *"Web User Interface" on page 16*.
2. Enter your username and password, then click **Login**, see *"Admin (Password)" on page 44*.
3. From the **Dashboard** , click the **Wi-Fi Extender icon** , or click **Network** > **Wi-Fi Extender**. Here you can view and configure your connected extenders.



Extender Details

The Wi-Fi Extender Device List allows you to visualize how the extenders are connected back to the 5G Gateway.

Here you can view the Extender Name, MAC address, and Parent device.

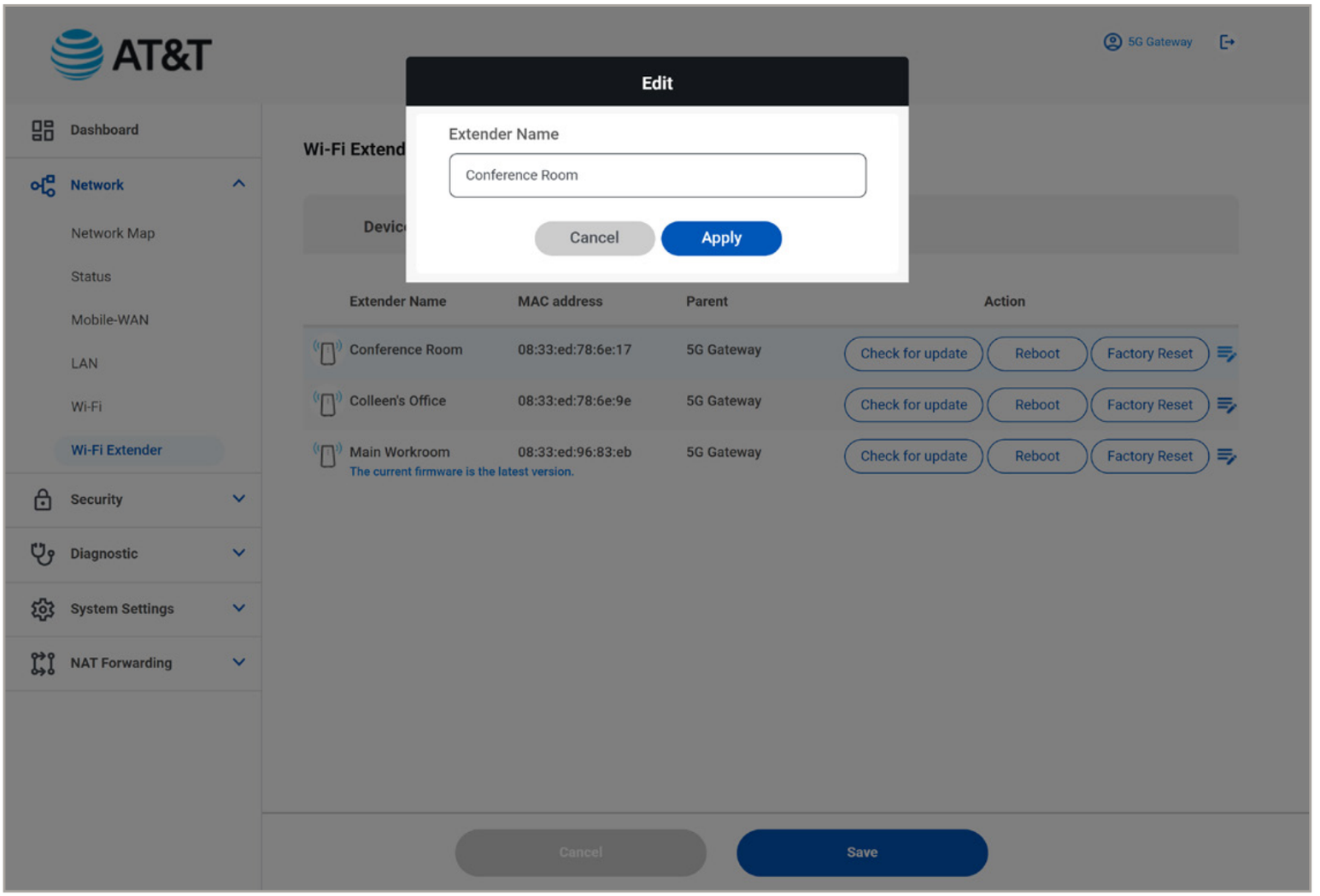


Actions

Rename Extander

1. Click **Edit** , type the desired name of your extender and click **Apply** Apply .

2. Click **Save** Save .

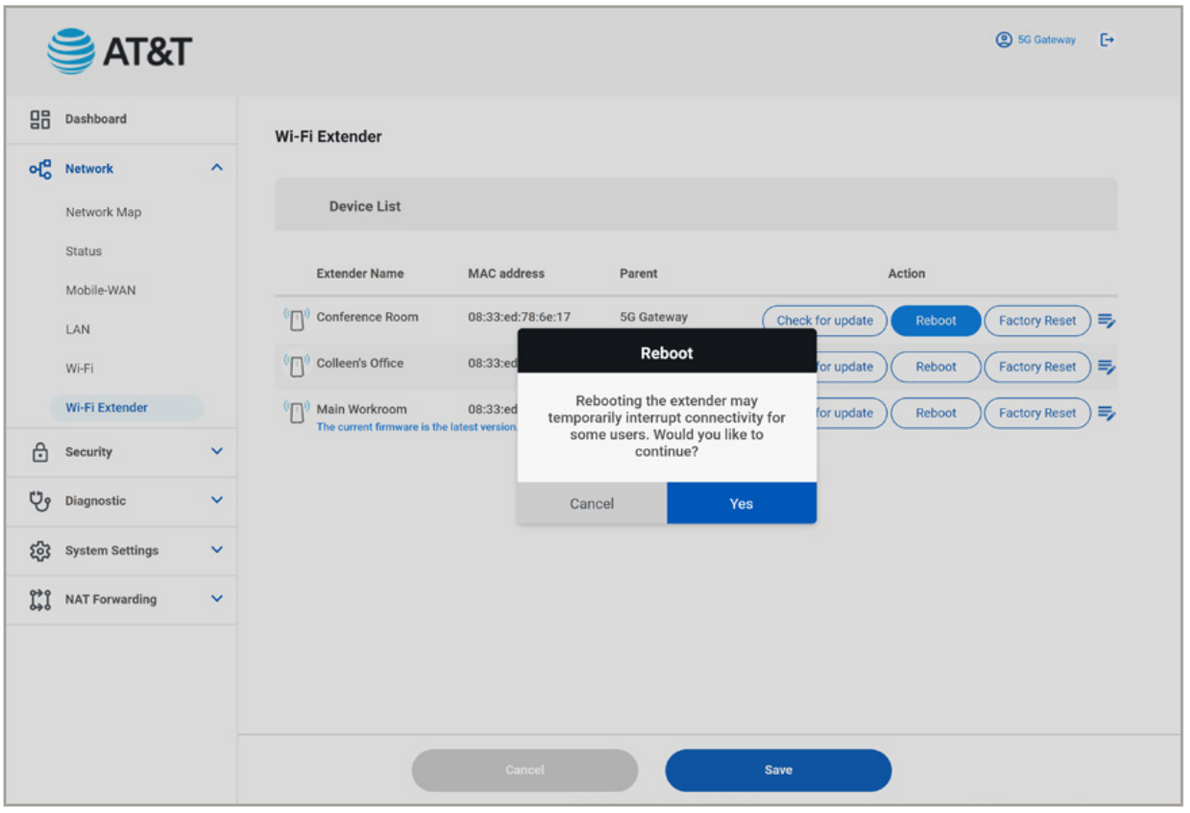


Check for update

1. Click **Check for update** Check for update to generate a result status.
   a. When the firmware is up to date the status will read, **"The current firmware is the latest version."**
   b. When the firmware needs to be updated the button will change to **"Update available"**.
2. Click **"Update available".** A progress bar will appear, and the System LED Light will flash blue during the installation process.
3. Your extender will power cycle upon successful completion.

Reboot

1. Click **Reboot** Reboot .
2. An alert box will appear, click **Yes** to continue, or **Cancel** to cancel the reboot.

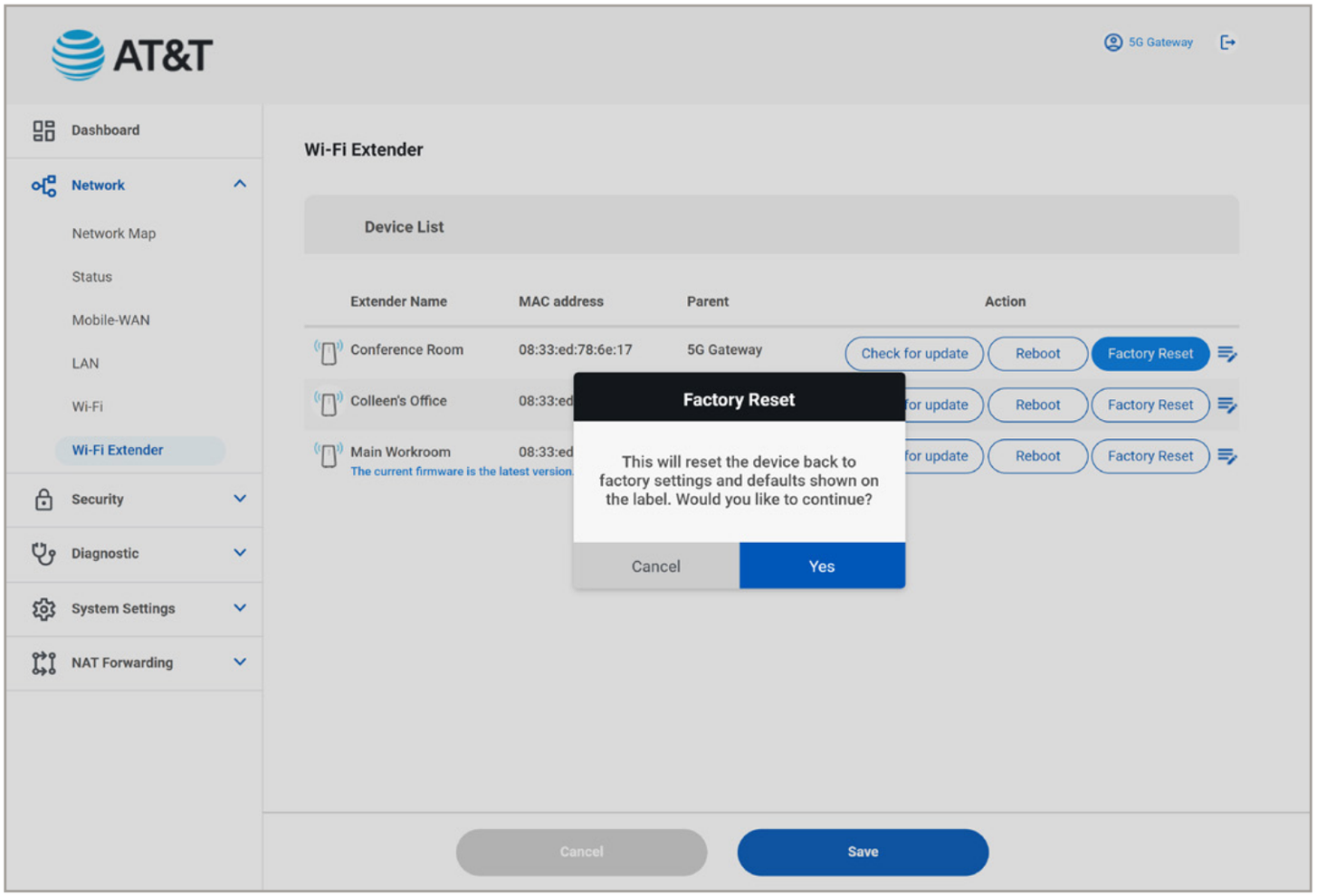


Factory Reset

Reset your extender to original factory settings.

Warning: Performing a factory reset will restore the extender to original factory settings and unpair it from your 5G Gateway.

1. Click **Factory reset** Factory reset .
2. An alert box will appear, click **Yes** to continue, or **Cancel** to cancel the factory reset.



FAQs, Technical Specifications, Troubleshooting

The topics in this section will cover troubleshooting tips and extender specifications.

Common Issues

Troubleshooting

Check below for solutions to common problems you may experience.

Problem: I'm unable to add an extender to the network.

Solution: Before pairing your extender, be sure to allow both the gateway and extender to fully power on and the LEDs to turn solid. You can also try pairing using the wired method with Ethernet. See *"Pair using Ethernet" on page 65*. The extender can be disconnected from Ethernet once setup is complete.

If the extender has been paired to another gateway before, you may need to factory reset your extender before attempting to pair.

Problem: My extender isn't connected to my network.

Solution: Your extender can connect back to the gateway over Wi-Fi or using Ethernet. You may try moving the extender closer if it's too far from the gateway or if there is interference, or you may opt to connect the extender using Ethernet.

Problem: I changed my Wi-Fi network name and my extender hasn't updated.

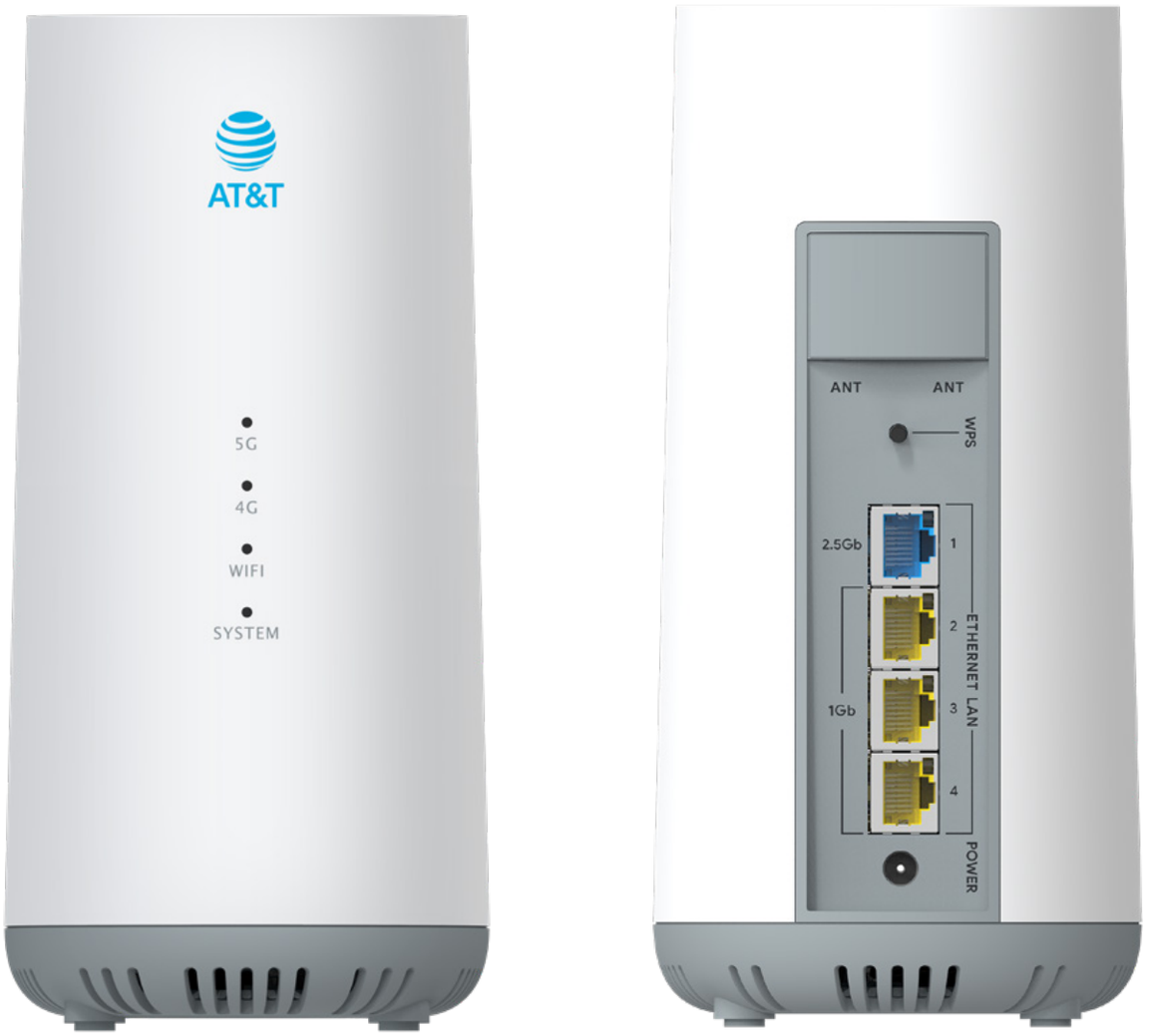
Solution: Updates to your network can take a few minutes to reflect on the extender. You can try rebooting the extender manually by unplugging and plugging it back into power to resynchronize the extender with your Wi-Fi network.

Specifications

The following tables list your extender's specifications.

Wi-Fi Extender specifications

Specification	Description
Model	APM7210D
Wi-Fi	2.4GHz/5GHz 802.11 a/b/g/n/ac/ax/be (Wi-Fi 7) 2x2 MIMO
Certifications	FCC, UL, Wi-Fi CERTIFIED 7, Easy Mesh
Dimensions	200mm x 96mm x 133mm
Weight	~2 lbs or 900g
Operating Temperature	0°C to 45°C (32°F to 113°F)
Storage Temperature	-20°C to 70°C (-4°F to 158°F)
Humidity	10%-90%
2.5GbE Ethernet Ports	1
1GbE Ethernet Ports	1
Power Input	100-240V, 50/60Hz, 0.8A
Power Output	DC 12.0V/2.5A

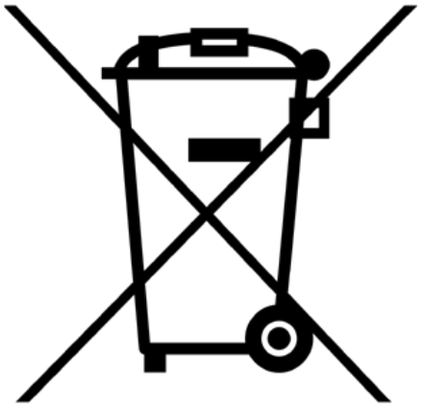


Regulatory and Warranty

The topics in this section will detail important regulatory and warranty information.

Disposal and Recycling

Do not dispose of the gateway in a household garbage bin. This product must be taken to specific collection places or sites. You can learn more about how to recycle your device by visiting the CTIA website at *www.ctia.org/news/how-to-recycle-your-mobile-device*.



Regulatory agency identifications

FCC Regulations

This device complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

Operations in the 5.15-5.25GHz band are restricted to indoor usage only.

RF Exposure Information

This equipment must be installed and operated with a minimum distance of 25 centimeters between the radiator and any nearby person.

FCC Responsible Party:

ASKEY COMPUTER CORP.

10F, No.119, Jiankang Rd.

Zhonghe District

New Taipei City 23585, Taiwan, R.O.C.

+886-2-2228-7588

5G Gateway FCCID: **H8NNCM1120**

Extender FCCID: **H8NAPM7210**

Warranty

Warranty duration:

The product may consist of several parts, which may have separate warranty periods, to the extent permitted by local laws. The "Warranty Period" (as defined in the table below) takes effect on the date of purchase of the product (as indicated on the proof of purchase) or date of product delivery and activation (if required), whichever is later.

1. Warranty period (see below)

AT&T Warranty	12 Months / 1 Year

2. Warranty period for repaired or replaced parts:

Subject to special provisions of local laws in force, the repair or replacement of a product does not, under any circumstances whatsoever, extend the original warranty period of the product concerned. However, the repaired or replaced parts are guaranteed in the same manner and for the same defect for a period of ninety days after delivery of the repaired product, even if their initial warranty period has expired. Proof of purchase required.

Implementation of the Warranty

If your product is faulty under normal conditions of use and maintenance, in order to benefit from the present warranty, please contact the Returns Center at **1(800) 801-1101** for assistance. The customer support center will then provide you with instructions on how to return the product for support under warranty. For more information, please visit *att.com/warranty*.

Warranty exclusions

Manufacturer guarantees its products against material, design and

manufacturing defects. The Warranty does not apply in the following cases:

1. Normal wear and tear of the product requiring periodic repair and replacement.
2. Defects and damages due to negligence, to the product being used other than in a normal and customary manner, to the non-compliance with the recommendations of this User Manual, to an accident, regardless of the cause. Instructions for use and maintenance of the product can be found in your product's User Manual.
3. The opening, unauthorized disassembly, modification being carried out or repair of the product by the end user or by persons or by service providers not approved by Manufacturer and/or with spare parts not approved by Manufacturer.
4. Use of the product with accessories, peripherals and other products whose type, condition and/or standards do not meet Manufacturer's standards
5. Defects associated with the use or connection of the product to equipment or software not approved by Manufacturer. Some defects may be caused by viruses due to unauthorized access by yourself or by a third party service, computer systems, other accounts or networks. This unauthorized access may take place through hacking, misappropriation of passwords or various other means.
6. Defects and damage due to the exposure of the product to humidity, extreme temperatures, corrosion, oxidation, or to any spillage of food or liquids, chemicals and generally any substance likely to alter the product.
7. Any failure of embedded services and applications that have not been developed by Manufacturer and whose functioning is the exclusive responsibility of their designers.

8. Installation and use of the product in a manner that does not comply with the technical or security standards of regulations in force in the country where it's installed or used.
9. Modification, alteration, degradation or illegibility of the serial number of the product.
10. Absence of proof of purchase.

Upon expiration of the warranty period or upon an exclusion of warranty,

Manufacturer may, at its discretion, provide a quote for the repair and offer to provide support for the product, at your cost.

The Manufacturer contact and after-sales service details are subject to change. These Warranty terms may vary substantially according to your country of residence.

Licenses

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