

Need help? Don't sweat it.

If you happen to get stuck during your setup, we're here to help you through the process so you can get everything up and running ASAP!



att.com/support



800.288.2020

Additional information:

Friendly Reminder: If your home phone service is provided through our fiber optic network it needs electrical power to operate. Your Wi-Fi Gateway does not contain a battery backup so you should make sure you have one to keep you connected in the event of a power outage. Go to att.com/batterybackup for more information.



Manage your account 24/7

Download the myAT&T app at att.com/myattapp from your mobile device.



Accessibility support:

Alternate format guides:

- Braille or large print: call **800.288.2020** and request guide number ATT170700942
- Accessible tagged PDF: visit att.com/userguides

Telephone equipment for visual and/or hearing impaired:

- Phone: 800.772.3140 - TTY: 800.651.5111

Repair Center:

- Phone: 800.288.2020

Compatible with:

- Any TTY/TDD devices with standard phone line

¿Hablas español?

Para ver a esta guía en español, visita att.com/guias y haz clic en la pestaña Internet. Desplázate hacia abajo a donde dice "Guías de Reemplazo" y elije (ATT170700942).

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



ATT170700942

FTTP New Install



You got this!

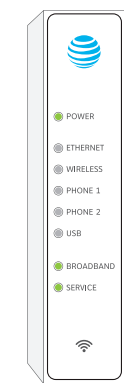


Installing your AT&T Internet

Do this before you take off.

- ✓ **Wait until 2 p.m.**
on your service activation date (located on your packing slip) to get started.
- ✓ **Prepare to log in**
Get your AT&T Access ID and Password OR your Account Number and 4-digit Passcode

✓ Unpack your kit



- Red ONT Ethernet cable
- Yellow Ethernet cable
- Gray cable (for AT&T phone service)
- Power cord (2 parts)

Wi-Fi Gateway

Get started by downloading the Smart Home Manager app



- > Make sure you've registered for your service.
- > Go to att.com/smarthomemanager.
- > Sign in with your AT&T User ID (Access ID) and Password.*

AT&T Smart Home Manager gives you easy access to your home network info in one convenient spot.

See who's on your network and do all kinds of cool things, like:

- Personalize your Wi-Fi name and password
- Invite friends to your network with text or email
- Customize your device names, like "Clark's smartphone"
- Monitor and manage your network performance and signal strength

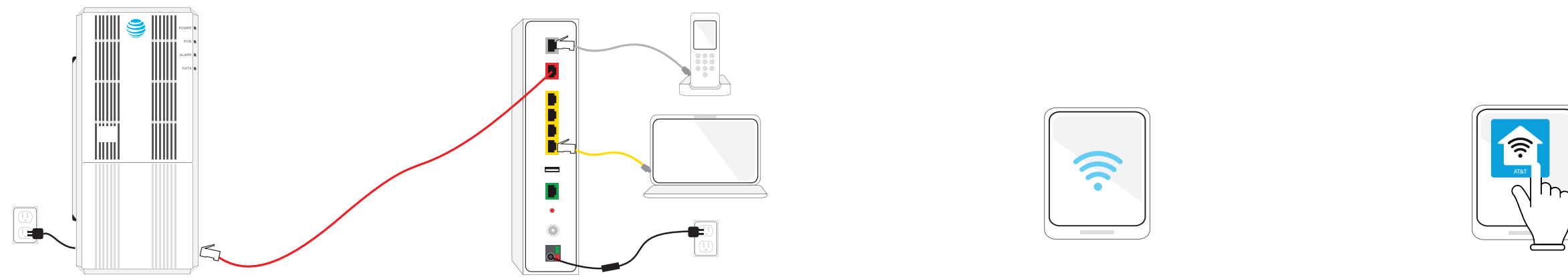
Data rates may apply for app download and usage. AT&T Smart Home Manager is free for available AT&T Internet service customers with a compatible AT&T Wi-Fi Gateway. Features may depend upon Gateway models.

*You need to have registered your account to have an Access ID.

Four easy steps and you'll look like a hero.



Troubleshooting



1 Connect the AT&T FiberSM Service Box

The service box (Optical Network Terminal/ONT) brings AT&T Internet into your home. Once you locate it (may be in basement, utility closet or garage), remove cover and connect:

GREEN fiber connector to **GREEN** PON port (if not already connected).

Caution: Do not look into the end of the fiber connector as this can cause eye damage.

RED ONT Ethernet cable to the service box Ethernet port.

BLACK power cord to the service box and to an electrical outlet. Make sure the ON/OFF button is pressed in.

Note: If the power cord is missing or anything appears damaged, call us at 800.288.2020.

Wait for Power and PON lights to turn solid green.



Note: If POWER and PON lights are off or do not turn solid green, check the Troubleshooting section.

2 Connect your new Gateway

Simply connect your color-coded cables as you see here:

RED ONT Ethernet cable to the Gateway's **RED** ONT port

For wired connection only:

YELLOW Ethernet cable from the Gateway's **YELLOW** Ethernet port to your computer

If you have digital phone service:

GRAY cable from the Gateway's Phone Lines 1 & 2 port to your phone

BLACK power cord from the Gateway to an electrical outlet

Wait about 10 minutes for your Gateway to power up.

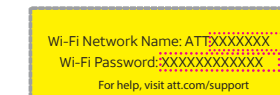
The Broadband and, if applicable, Service lights will turn solid green.



Note: If the Service or Broadband lights do not turn solid green, see the Troubleshooting section.

3 Set up your Wi-Fi[®]

On your device or computer, go to **Wireless Network Settings**, select your **Wi-Fi Network Name** (SSID), then enter the 12-character **password** from the sticker on your Gateway.



If you already registered online, you should be good to go. If not, open your browser and follow the online instructions to complete registration.

Note: If registration doesn't start automatically, go to att.com/Uverse.

4 Customize your network with Smart Home Manager

Open the Smart Home Manager app on your device or go to att.com/smarthomemanager to personalize your Wi-Fi network name and password.

Then, on your device, connect your additional devices by entering your personalized Wi-Fi network name and password.

My Gateway Broadband light doesn't turn solid green during power-up.

- ✓ **Check service activation date**
You can only install service after 2 p.m. on your service activation date (noted on packing slip).
- ✓ **Check your connections and power**
Make sure cables and cords are connected properly and securely. Power light on the Gateway should be green; if not, try another outlet.
- ✓ **Power down, power up**
Unplug the power cord from the Gateway. Leave it unplugged for 15 seconds, then plug it back in. Allow up to two minutes for lights to turn solid green.

My Gateway Service light (if applicable) doesn't turn solid green during power-up.

- ✓ **Power down, power up**
Unplug the power cord from the Gateway. Leave it unplugged for 15 seconds, then plug it back in. Allow up to two minutes for lights to turn solid green. If the light is still red, contact us for technical support.

My Gateway Power light is amber.

- ✓ **Don't worry**—this is a normal part of the power-up process. **Do not unplug any cables during this time.**

My phone doesn't have a dial tone.
(for customers with digital phone service)

- ✓ **Check lights and phone cable**
Broadband light and Service light (if applicable) should be solid green and gray phone cable should be plugged into the Phone Line port on the Gateway.