

## 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](http://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](http://att.com/batterybackup) for more information.



Manage your account 24/7

Download the **myAT&T app** at [att.com/myattapp](http://att.com/myattapp) from your mobile device.



Accessibility support:

### Alternate format guides:

- Braille or large print: call **800.288.2020** and request guide number ATT170700941
- Accessible tagged PDF: visit [att.com/userguides](http://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](http://att.com/guias) y haz clic en la pestaña Internet. Desplázate hacia abajo a donde dice "Guías de Reemplazo" y elije (ATT170700941).

AT&T supports IPv6 across our network, equipment and devices. Visit [att.com/ipv6](http://att.com/ipv6) for more information.



ATT170700941

FTTN 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
- ✓ **Locate the AT&T broadband jack**  
in your home.
- ✓ **Unpack your kit**



Wi-Fi Gateway

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

## Get started by downloading the Smart Home Manager app



- > Make sure you've registered for your service.
- > Go to [att.com/smarthomemanager](http://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

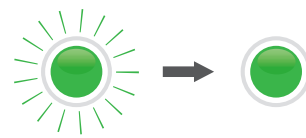
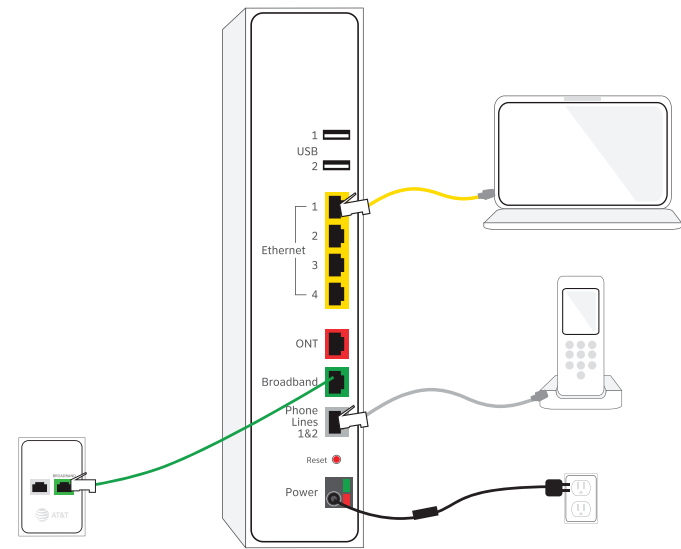
Data rates may apply for app download and usage. AT&T Smart Home Manager is free for available AT&T Internet service customers with a compatible AT&T Wi-Fi Gateway. Features may depend upon Gateway models.

\*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 your new Gateway

Locate the AT&T broadband jack in your home. Then connect:

**GREEN** data cable to the **GREEN** Broadband (DSL) ports on both the Gateway and wall jack.

*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.

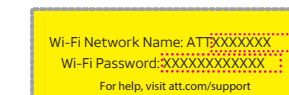
## 2 Power up

It will take about 10 minutes for your Gateway to power up. Wait for the Broadband and, if applicable, Service lights to turn solid green.

**Note:** If this doesn't happen, see 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](http://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](http://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.