

NBS BGW320

AT&T BGW-320 500 802.11a/n/ac/ax Wireless-ax Integrated/Built-in ONT Residential Voice Gateway User Manual

Model: BGW320

INTRODUCTION

The AT&T BGW-320 is an advanced residential voice gateway designed for fiber optic internet services. It integrates an Optical Network Terminal (ONT) and supports Wi-Fi 6 (802.11ax) for high-speed wireless connectivity across 2.4GHz and 5GHz bands. Its compact design allows for optimal placement, ensuring peak performance while minimizing ambient noise through fanless heat dissipation. This manual provides essential information for setting up, operating, maintaining, and troubleshooting your BGW-320 gateway.

SAFETY INFORMATION

- Ensure the device is placed in a well-ventilated area, away from direct sunlight, heat sources, and moisture.
- Use only the power adapter supplied with the gateway. Using unauthorized adapters may damage the device and void the warranty.
- Do not open the device casing. Refer all servicing to qualified personnel.
- Keep the device away from children and pets.
- Disconnect power during lightning storms or when unused for long periods.

PACKAGE CONTENTS

Verify that your package contains the following items:

- AT&T BGW-320 Residential Voice Gateway
- Power Adapter
- Ethernet Cable
- Quick Start Guide (if included)

SETUP

Follow these steps for initial setup of your BGW-320 gateway. This device is designed for fiber optic setups only and requires activation by AT&T.

1. Placement

Place the BGW-320 in an open, central location in your home, preferably elevated, to maximize Wi-Fi coverage and performance. Avoid placing it inside cabinets or near large metal objects that can obstruct the signal.



Figure 1: Front view of the BGW-320 Gateway.

2. Connecting the Fiber Optic Cable

Locate the fiber optic cable from your AT&T service. Carefully insert the fiber optic connector into the dedicated ONT port on the back of the BGW-320. Ensure it clicks securely into place. **Do not bend or crimp the fiber optic cable.**



Figure 2: Rear view of the BGW-320 Gateway with port labels.

3. Power Connection

Connect the supplied power adapter to the "Power" port on the back of the gateway, then plug the other end into a standard electrical outlet.

4. Initial Boot-up and Activation

Once powered on, the gateway will begin its boot-up sequence. The front indicator light will flash as it connects to the AT&T network and downloads necessary updates. This process may take several minutes. The light will turn solid white once the gateway is successfully connected and activated. If the light remains flashing or turns red, refer to the Troubleshooting section.

5. Connecting Devices

Wi-Fi: Locate the Wi-Fi network name (SSID) and password printed on the label on the side or bottom of the gateway.

Ethernet: For wired connections, use an Ethernet cable to connect your computer or other network devices to any of the available LAN ports on the back of the gateway.

OPERATING

The BGW-320 gateway provides simultaneous use of phone, video, and high-speed data services over its integrated WAN interfaces. It supports IPTV video and offers robust Wi-Fi 6 connectivity.

- **Wi-Fi Performance:** The gateway supports 4x4 802.11ax on both 2.4GHz and 5GHz bands, providing enhanced speed and coverage. Optimal placement is key to maximizing wireless performance.
- **VoIP Service:** Primary line VoIP telephone service is supported. Connect your telephone to the designated phone port if applicable.
- **SFP/SFP+ Cage:** The gateway includes an SFP/SFP+ cage for optic modules, allowing for flexible network configurations.
- **Management:** Manage your gateway settings, including Wi-Fi name and password, through the AT&T Smart Home Manager app or by accessing the gateway's web interface via a connected device. Refer to AT&T's official documentation for detailed instructions on accessing and configuring these settings.

MAINTENANCE

- **Cleaning:** Gently wipe the exterior of the gateway with a soft, dry cloth. Do not use liquid cleaners or aerosols.

- **Ventilation:** Ensure that the ventilation slots on the device are not blocked to allow for proper heat dissipation. The fanless design relies on natural airflow.
- **Firmware Updates:** The gateway typically receives automatic firmware updates from AT&T. Ensure the device remains powered on and connected to the internet for these updates to occur.
- **Rebooting:** If you experience connectivity issues, a simple reboot can often resolve them. Disconnect the power adapter, wait 10-15 seconds, then reconnect it.

TROUBLESHOOTING

Problem	Possible Cause	Solution
No Power/Indicator Light Off	Power adapter not connected; power outlet issue.	Ensure power adapter is securely connected to the gateway and a working electrical outlet. Try a different outlet.
Indicator Light Flashing/Red	Gateway not activated; fiber connection issue; firmware update in progress.	Wait for activation/update to complete (up to 15 minutes). Check fiber optic cable connection. If issue persists, contact AT&T support.
No Internet Connection	Service outage; gateway not connected to AT&T network; device configuration issue.	Check gateway indicator light (should be solid white). Reboot the gateway. Verify AT&T service status. Contact AT&T support if necessary.
Slow Wi-Fi Speed/Poor Coverage	Interference; improper placement; too many devices.	Relocate gateway to a central, open area. Reduce interference from other electronics. Consider using Wi-Fi extenders if needed.
Cannot Connect to Wi-Fi	Incorrect Wi-Fi password; Wi-Fi disabled.	Verify Wi-Fi password (case-sensitive). Ensure Wi-Fi is enabled on your device and the gateway. Reboot the gateway.

SPECIFICATIONS

- **Model Name:** NBS AT&T BGW-320 500 802.11a
- **Item Model Number:** BGW320
- **Product Dimensions:** 7 x 3 x 7 inches
- **Item Weight:** 0.01 ounces
- **Brand:** NBS
- **Connectivity Technology:** Wi-Fi, USB, LAN
- **Wireless Communication Standard:** 5 GHz Radio Frequency, 802.11ax
- **Frequency Band Class:** Tri-Band
- **Frequency:** 5 GHz
- **Compatible Devices:** Personal Computer
- **Recommended Uses For Product:** Home
- **Color:** White
- **Special Feature:** Must currently have AT&T fiber service, and the box has to be activated.

WARRANTY AND SUPPORT

For warranty information and technical support, please refer to the documentation provided by AT&T or contact AT&T customer service directly. As this device is primarily used with AT&T fiber service, their support channels are the primary resource for assistance.

Keep your purchase receipt and any serial numbers handy when contacting support.