

AT T All-Fi HubTM Internet Air Wireless Wi-Fi User Manual

Home » AT&T » AT T All-Fi HubTM Internet Air Wireless Wi-Fi User Manual

Contents

- 1 AT T All-Fi HubTM Internet Air Wireless Wi-Fi
- 2 Before you get started
- 3 Connect using the AT&T Smart Home Manager app
- 4 Optimize your connection using the Smart Home Manager app
- **5 Troubleshooting**
- 6 FAQ
- 7 Documents / Resources
 - 7.1 References



AT T All-Fi HubTM Internet Air Wireless Wi-Fi



Before you get started

Here's what's in the box



AT&T All-Fi Hub™



Power supply

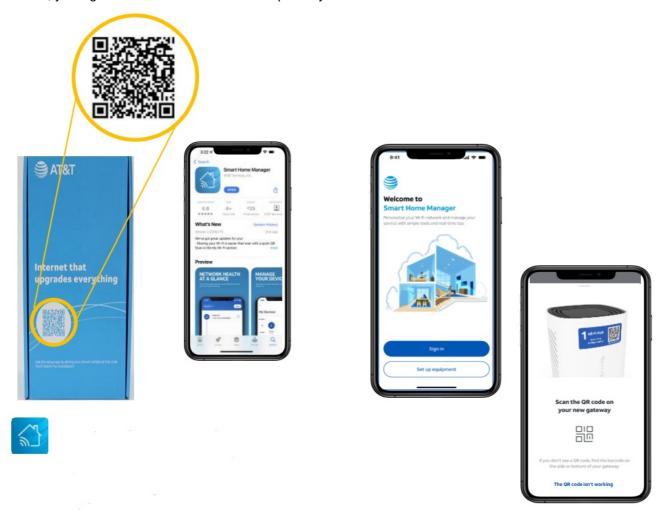
Make sure you've registered for your service

Register your AT&T Internet Air service: att.com/accountregistration

Setting up your AT&T Internet Air

Connect using the AT&T Smart Home Manager app

• For quick download, open your smartphone camera and point it at the QR code on the box. After a few seconds, you'll get a notification with a link to open in your browser



Download

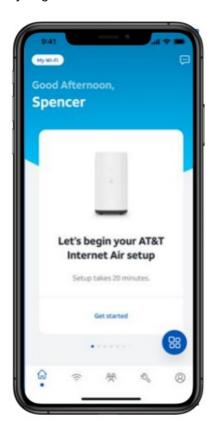
Download the Smart Home Manager app from your app store or scan the QR code with your smartphone. You can also go to att.com/shm from your smartphone to download it.

Sign in

Open the Smart Home Manager app to begin. Either tap Sign In if you've registered your Internet Air service (see page 1) or Set up Equipment and scan the QR code on the front of your All-Fi Hub when prompted.

Set up & activate

On the Let's begin your AT&T Internet Air setup screen, select Get started, then follow the guided prompts to set up your All-Fi Hub. After that, you're ready to go.



Note: AT&T Smart Home Manager is available to AT&T Internet service customers with a compatible AT&T gateway or hub

Optimize your connection using the Smart Home Manager app

Place your All-Fi Hub

Go to the highest floor in the direction of the nearest cell tower. If possible, find a spot by a window but away from direct sunlight. To find the direction of your closest signal tower, tap Help me find the closest tower when prompted in the upcoming screens.



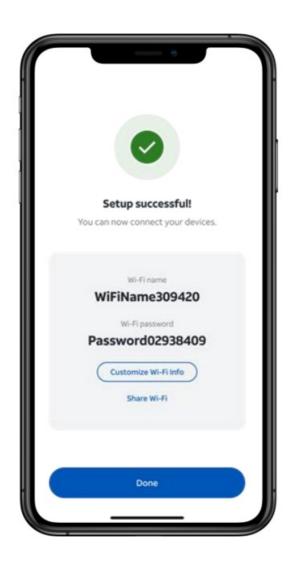
Test signal quality

Plug in your All-Fi Hub and follow the prompts in the Smart Home Manager app to test signal strength at your chosen location. The All-Fi Hub display will help guide placement to make sure your signal is strong. For more details, check the Troubleshooting section.



Connect your devices

To set up Wi-Fi® on your devices, use the Wi-Fi network name and password displayed in the Smart Home Manager app.



Troubleshooting

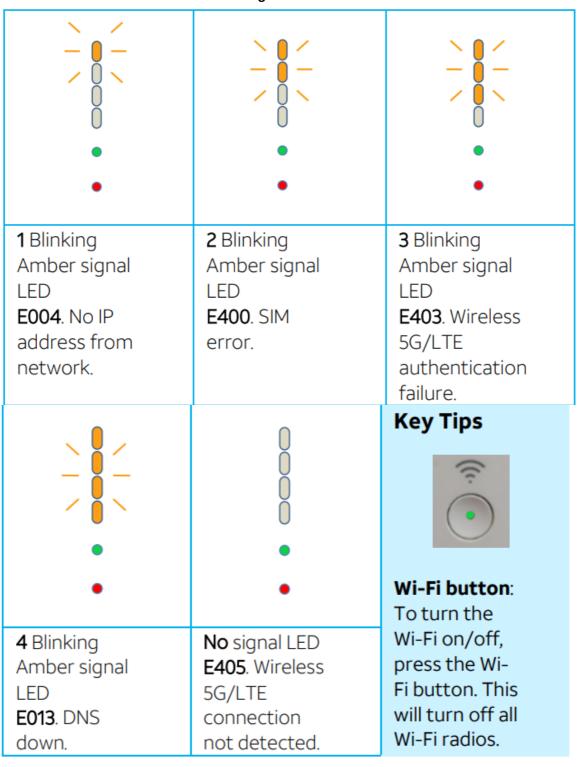
Signal status will appear on the All-Fi Hub's Signal LEDs and in the Smart Home Manager app

• 3 or 4 LEDs: Signal strength is great. You're ready to start using your new AT&T Internet Air service.

• 2 LEDs: Signal strength is ok. Use the Smart Home Manager app to move the Hub to a different location to see if you can improve your signal strength.

1 LED: Let's place your Hub again. Use the Smart Home manager app to move the Hub to a different location to get a better signal.

Red power LED on the hub indicates errors along with:



Error Code FAQs: att.com/AlAerrors

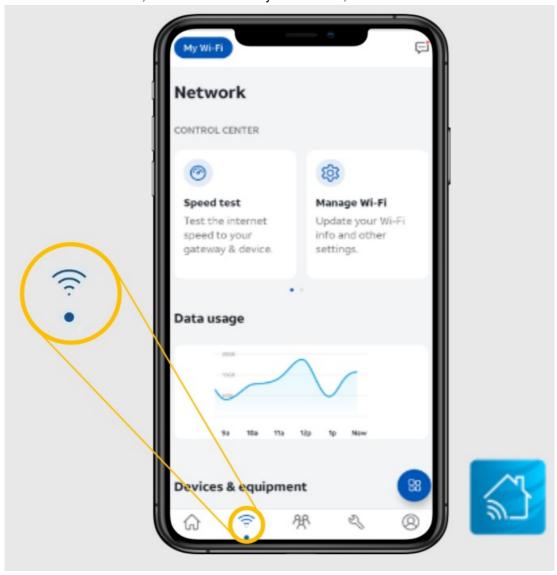
Notes:

- Turning off Wi-Fi will disconnect guest network, all IoT devices and any other Wi-Fi connected devices. The
- USB-C port (rear of device) is disabled.

More info

Smart Home Manager app

Manage your home Wi-Fi network, connect devices to your network, and more.



For a step-by-step setup video, go to att.com/AllFiHub-AlA

Need help? No problem.

If you get stuck during setup, we're here to help you get up and running!

- att.com/support
- 800.288.2020

Accessibility support

· Telephone equipment for visually or hearing impaired

Phone: 800.772.3140TTY: 800.651.5111

Compatible with any TTY/TDD devices with the standard phone line. AT&T supports IPv6. Go to att.com/ipv6 to learn more.

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FAQ

Q: What do the blinking amber signal LEDs on the All-Fi Hub indicate?

A: The blinking amber signal LEDs indicate specific errors:

- E004: No IP address from network
- E400: SIM error
- E403: Wireless 5G/LTE authentication failure
- E013: DNS down
- E405: Wireless 5G/LTE connection not detected

Q: How can I turn the Wi-Fi on/off on the All-Fi Hub?

A: Press the Wi-Fi button on the hub to toggle Wi-Fi radios on/off.

For more information and a setup video, visit the provided links in the manual.

Documents / Resources



AT T All-Fi HubTM Internet Air Wireless Wi-Fi [pdf] User Manual

All-Fi HubTM, BGW530, All-Fi HubTM Internet Air Wireless Wi-Fi, All-Fi HubTM, Internet Air Wireless Wi-Fi, Air Wireless Wi-Fi, Wireless Wi-Fi, Wi-Fi

References

- AT&T
- IPv6: Internet Protocol Version 6 AT&T Support
- AT&T
- Fix Internet Air Error Codes AT&T Internet Customer Support
- Smart Home Manager

- AT&T Customer Support
- User Manual

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