



att.com/smarthomemanager: Easy AT&T Internet Installation Guide

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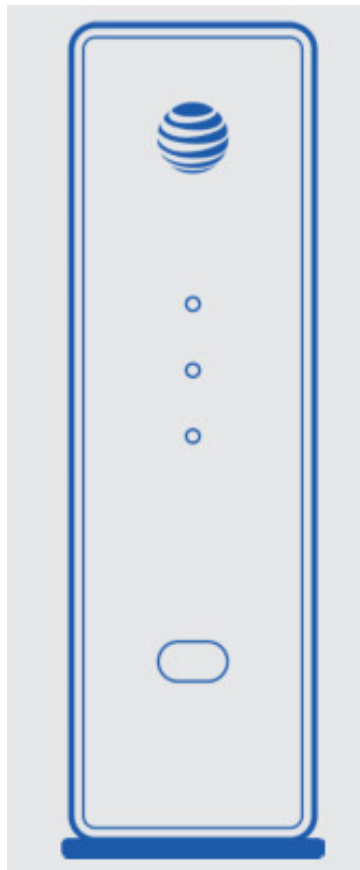
The AT&T Internet Installation Guide provides users with an easy-to-follow, three-step process to set up their internet service. Before starting, users should ensure that all items are included in their kit, including the Wi-Fi Gateway and phone filters if required. The first step involves registering for the internet service by downloading the AT&T Smart Home Manager app on a mobile device or visiting att.com/SmartHomeManager to complete the registration process. The second step involves installing phone filters for traditional home phone service, while the third step is to connect the Gateway to the appropriate ports and wait for it to power up and update. Once the Gateway is connected, users can personalize their Wi-Fi network name and password through the Smart Home Manager app. The troubleshooting section provides solutions to common issues such as not having a smartphone or tablet to download the app or if the Power or Broadband lights do not turn solid green during power-up. For additional support, users can visit att.com/smarthomemanager or call 800.288.2020.



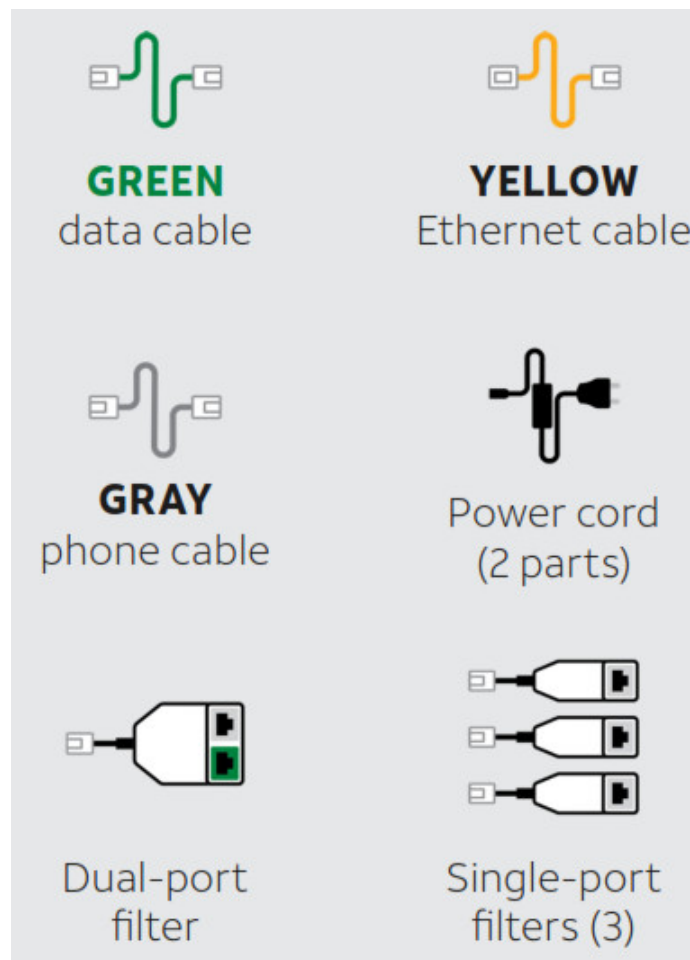
Setting Up Your AT&T Internet Is Easy

Before you get started

Unpack your kit and make sure all items are included (below).



Wi-Fi Gateway

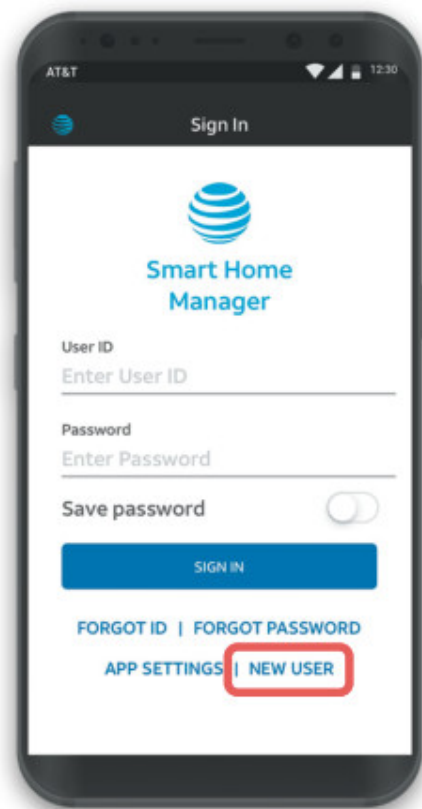


Installation. Three easy steps

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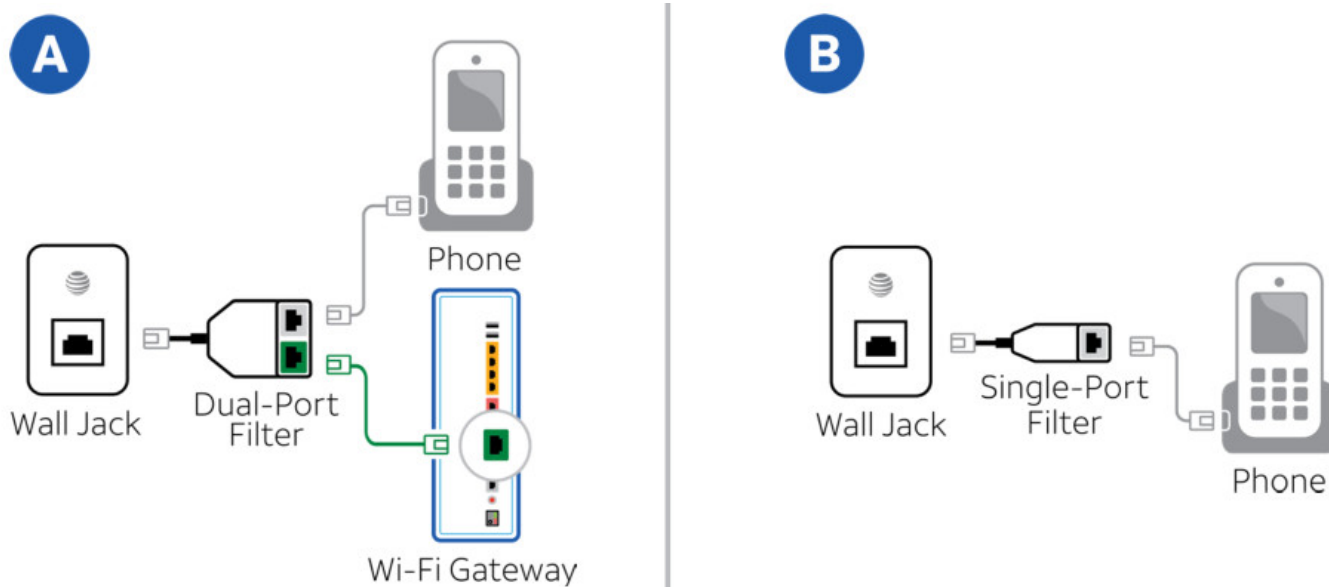
Register



If you've already pre-registered your Internet service, skip to step 2.

- Download the **AT&T Smart Home Manager** app on your mobile device at att.com/SmartHomeManager
- Click att.com/SmartHomeManager to get started.
- Follow process until you see "**Registration complete.**" You will return to Smart Home Manager later.
- Continue with step 2.
(This is different from setting up a User ID and Password for myAT&T, and must be completed for your Internet service to work.)

Install Phone Filters



If you have digital phone service, skip to step 3.
Install filters for traditional home phone service.

A Gateway and phone:

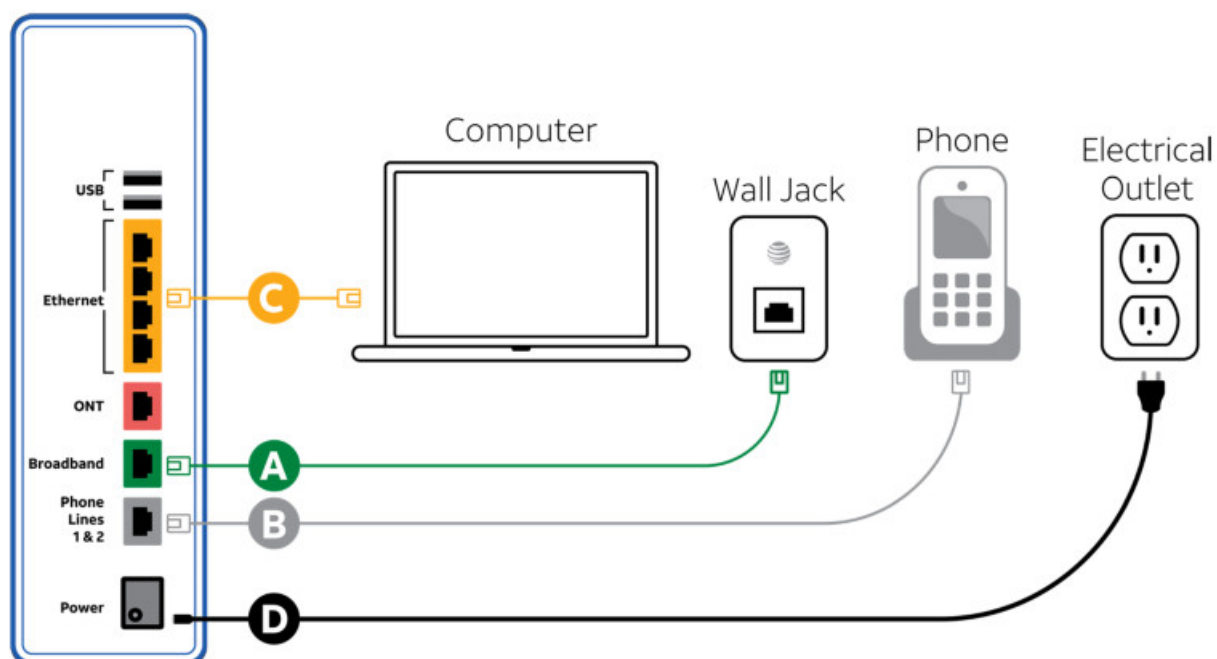
Use dual-port filter

B Phone or fax only:

Use single-port filter

Data rates may apply for app download and usage. AT&T Smart Home Manager is available to AT&T Internet service customers with a compatible AT&T Wi-Fi Gateway. Limited to home Wi-Fi network. Features may depend upon Gateway model. May not be available on every model. Please visit att.com/shm for more details.

Connect your Gateway



Wait until **2 p.m.** on your service activation date (see packing slip).

Connection options:

Digital home phone service/no phone service

A Connect **GREEN** cable from Broadband (DSL) port to wall jack.

Digital home phone service only

B Connect **GRAY** cable from Phone Lines 1 & 2 port to phone.

Wired connection only (optional)

C Connect **YELLOW** Ethernet cable port to the computer.

For all services

D Connect **BLACK** power cord to the electrical outlet.

Wait about 15 minutes for Gateway to power up and update



The Broadband and (if applicable) Service lights will turn solid green. (If not, see Troubleshooting section.)

Set up your Wi-Fi®



Personalize your Wi-Fi network name and password through Smart Home Manager.

- Open the Smart Home Manager app and sign in.*
- Select the “**Assistant**” within the app.
- Follow the guided prompts to set up your Wi-Fi®. It’s easy!

*If you’ve already registered, sign in through the main login with your user credentials.

Let the **Virtual Assistant** help with all your Internet needs. Get guided help with common new customer tasks, like turning on guest Wi-Fi, setting up parental controls, and connecting additional devices.

Troubleshooting

I don’t have a smart phone or tablet to download Smart Home Manager.

Go to att.com/SmartHomeManager from any computer to register in the desktop version. You will need working internet to access the page.

I don't have cellular data service to register in Smart Home Manager .

Once your Gateway is connected and powered up, you may register online using your home internet connection at att.net/Uverse

For wireless connections: Go to the **Wireless Network Settings** on your device or computer. Select your **Wi-Fi Network Name (SSID)** and enter the 12-character password from the yellow sticker on your Gateway.

For wired connections: Plug the **YELLOW** Ethernet cord into the Gateway.

My Power light is amber.

This is a normal part of the power-up process. Do not unplug any cables during this time.

My Broadband light isn't solid green during power-up. Check the service activation date. You can only set up your service after 2 p.m. on the activation date (see packing slip).

Check connections and power. Make sure the green data cable is plugged into a working wall jack and all cables and cords are connected properly and secured.

Unplug power for 15 seconds and then plug back in. Wait 15 minutes for lights to turn solid green. If red, try another outlet or a different wall jack.

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

Unplug power for 15 seconds and then plug back in. Wait 15 minutes for lights to turn solid green. If still red, contact us for support.

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 the gray phone cable should be plugged into the Phone Lines 1 & 2 port on the Gateway.

I hear static on my phone line.

(for traditional phone service only)

Make sure filters are properly installed on all wall jacks with connected devices. (including wall-mounted phones)

Specifications

Product Specifications	Description
Product Name	AT&T Internet
Installation Process	Three-step process
Required Items	Wi-Fi Gateway, phone filters (if required)
Registration Process	Download the AT&T Smart Home Manager app on a mobile device or visit att.com/SmartHomeManager
Phone Filters	Install filters for traditional home phone service
Gateway Connection	Connect to appropriate ports and wait for power up and update
Wi-Fi Network Personalization	Can be done through the Smart Home Manager app
Troubleshooting	Provides solutions to common issues such as not having a smartphone or tablet to download the app or if the Power or Broadband lights do not turn solid green during power-up
Support	Visit att.com/smarthomemanager or call 800.288.2020

FAQ's

What do I need to do before starting the installation process?

Unpack your kit and make sure all items are included.

How can I register for the internet service?

Download the AT&T Smart Home Manager app on your mobile device at att.com/SmartHomeManager or visit att.com/SmartHomeManager to complete the registration process.

What should I do if I have digital phone service?

Skip to step 3.

How can I install phone filters for traditional home phone service?

Use a dual-port filter for a Gateway and phone, and use a single-port filter for a phone or fax only.

What should I do if I don't have a smartphone or tablet to download Smart Home Manager?

Go to att.com/SmartHomeManager from any computer to register in the desktop version.

What should I do if my Power light is amber?

This is a normal part of the power-up process. Do not unplug any cables during this time.

What should I do if my Broadband light isn't solid green during power-up?

Check the service activation date. You can only set up your service after 2 p.m. on the activation date (see packing slip). Check connections and power. Make sure the green data cable is plugged into a working wall jack and all

cables and cords are connected properly and secured. Unplug power for 15 seconds and then plug back in. Wait 15 minutes for lights to turn solid green. If red, try another outlet or a different wall jack.

How can I personalize my Wi-Fi network name and password?

Open the Smart Home Manager app and sign in. Select the “Assistant” within the app. Follow the guided prompts to set up your Wi-Fi network name and password.

What should I do if my phone doesn’t have a dial tone?

Check lights and phone cable. Broadband light and Service light (if applicable) should be solid green, and the gray phone cable should be plugged into the Phone Lines 1 & 2 port on the Gateway.

What should I do if I hear static on my phone line?

Make sure filters are properly installed on all wall jacks with connected devices.

Where can I find additional support?

Visit att.com/smarthomemanager or call 800.288.2020.




Additional Information

Accessibility support

Alternate format guides: Braille or large print: call 800.288.2020 and request guide number ATT180450947-2

Accessible tagged PDF: Visit att.com/userguides

Stuck? Don’t sweat it.

 att.com/smarthomemanager	 att.com/support	 800.288.2020
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Documents / Resources



[AT T ATT180450947 Setting Up Your AT&T Internet Is Easy](#) [pdf] Installation Guide
ATT180450947, Setting Up Your AT T Internet Is Easy