# AT&T Wi-Fi® Gateway Replacement

Reminder:

- Your new gateway does not contain a battery backup.
- Battery backup is available for purchase from third party manufacturers and retailers to keep you connected in the event of a power failure. Visit **att.com/batterybackup** for more information.
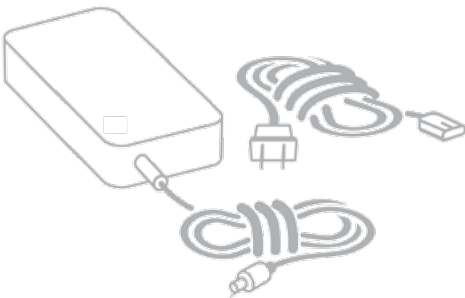
Get started

Total approximate installation time: 20 minutes

These instructions will guide you through the process of replacing your Wi-Fi Gateway.

In the box:

POWER

ETHERNET
WIRELESS
HOME PNA
PHONE 1
PHONE 2
USB

BROADBAND 1
BROADBAND 2
SERVICE
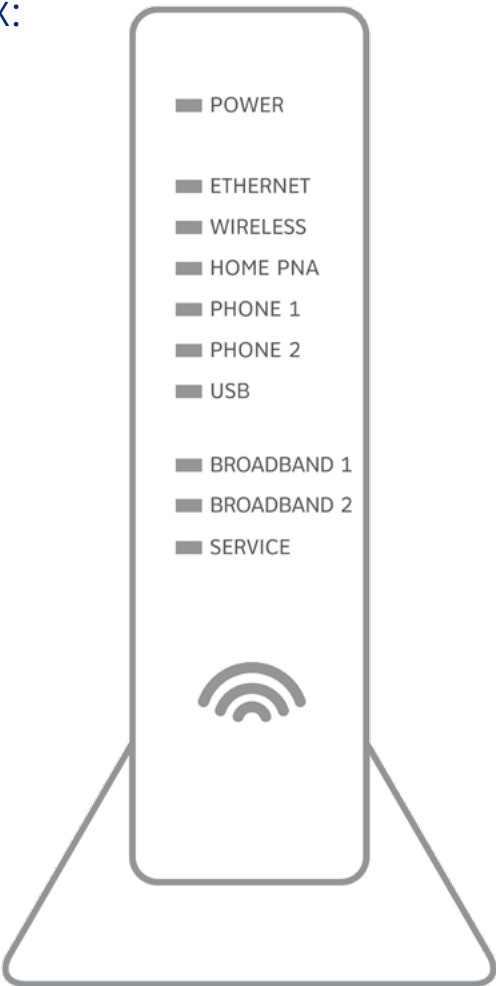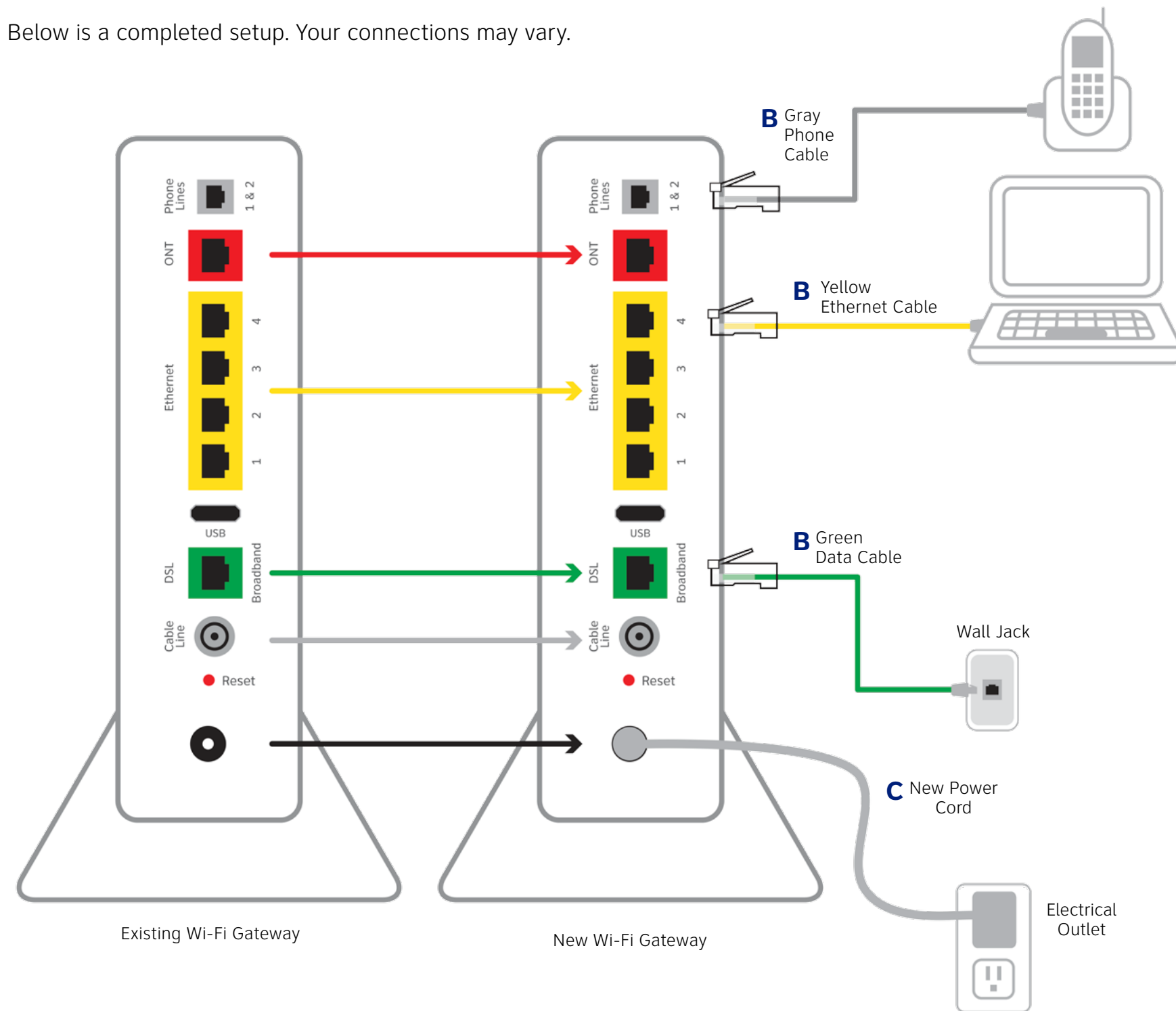
Wi-Fi Gateway

Power Cord
2 parts

1. Set up

Approximate time: 10 minutes

⚠ You will not have Internet or Phone service while you're replacing your Wi-Fi Gateway.

A.
- Unplug the battery backup from existing Wi-Fi Gateway and electrical outlet
- Stand new Wi-Fi Gateway side-by-side with existing Wi-Fi Gateway

B.
- Transfer one connection at a time from the existing Wi-Fi Gateway to new Wi-Fi Gateway (excluding existing power cord)

C.
- Carefully read and remove yellow power sticker covering the Power port of new Wi-Fi Gateway
- Connect new power cord to power port of new Wi-Fi Gateway and into electrical outlet

Below is a completed setup. Your connections may vary.

Existing Wi-Fi Gateway
New Wi-Fi Gateway

B Gray Phone Cable
B Yellow Ethernet Cable
B Green Data Cable
Wall Jack
**C** New Power Cord
Electrical Outlet

2. Power up

Approximate time: 1-5 minutes

Your Wi-Fi Gateway is now powering up. During this time, the Broadband light will turn red and the Power light will turn solid green.

Wait up to 5 minutes for the Service indicator light to turn solid green.

⚠ During this time (up to 5 minutes), do not unplug the power cord or the green data cable, as this can permanently damage the Wi-Fi Gateway and significantly delay your service activation.

If the Service light does not turn solid green or continues to blink after 5 minutes, see the Having trouble? section on the back of this guide.

- POWER
- ETHERNET
- WIRELESS
- HOME PNA
- PHONE 1
- PHONE 2
- USB
- BROADBAND 1
- BROADBAND 2
- SERVICE
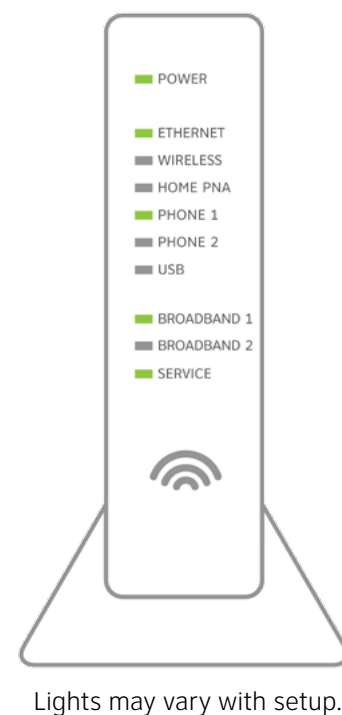
Lights may vary with setup.

3. Go Wi-Fi

Approximate time: 1–5 minutes

New Wi-Fi setup:

A. Select only one option to begin the Wi-Fi setup

Option 1: Connect using PC
- Connect laptop or PC with an Ethernet cable to your Wi-Fi Gateway
- Continue to **B**

Option 2: Connect using smartphone/tablet
- Establish a temporary connection using new Wi-Fi settings located on yellow sticker on new Wi-Fi Gateway
- Open your device's Wi-Fi connection settings and select your Wi-Fi Network Name and enter your Wi-Fi Password to connect to your network
- Continue to **B**

B.

Note: Please wait up to 10 minutes for the Wi-Fi Gateway to complete the power up process before attempting to restore your settings.

- Open a browser and go to **ufix.att.com/restore**
- Log in to your AT&T account. If you forgot your User ID (primary AT&T email address) and Password, help can be found on the account log-in screen.
- Follow the onscreen instructions to transfer the existing Wi-Fi settings.
- Record existing Network Name and Wi-Fi Password on separate yellow sticker from kit.
- Place new yellow sticker over your new Wi-Fi Gateway's yellow sticker.

⚠ **NOTE:** If Wi-Fi settings did not transfer or to use new Wi-Fi Network Name and Password, refer to the **Having trouble?** section on the back of this guide.

⚠ **NOTE:** Any custom settings made for security cameras, game consoles, etc., on your original Wi-Fi Gateway will also need to be made on your new Wi-Fi Gateway.

4. Easy Return

(Refer to return instructions in your kit)

A. Return your equipment at no cost to you within 21 days to avoid $150 charge.

B. Take original gateway and power cord to nearest The UPS Store. Bring your AT&T Account number located on your packing slip.
Please do not return other devices (e.g., backup battery, etc.).

C. UPS will scan your equipment, provide a receipt, pack, and ship equipment to AT&T at no cost to you.
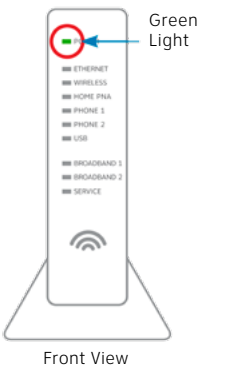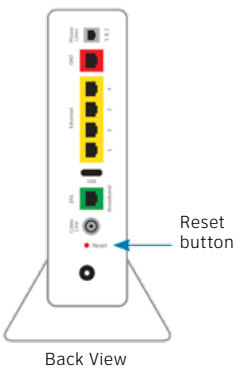
Having trouble?

No Internet service:

Check your connections: Cables usually make an audible click when secure.

Green Light

Front View

Check Power: Power light on the Wi-Fi Gateway should be green; if not, try another electrical outlet.

Check Service light on front of the Wi-Fi Gateway: If after 5 minutes, the light is red or off, power down the Wi-Fi Gateway by holding down red Reset button for 15 seconds.

Reset button

Back View

If your existing Wi-Fi settings did not transfer, you will need to set up a new Wi-Fi Network Name and Password. To do so, follow these steps:

- Use settings from new Wi-Fi Gateway yellow sticker
- Open your device's Wi-Fi connection settings, select your Wi-Fi Network Name and enter Wi-Fi Password to connect
- Record and keep your Wi-Fi settings for future reference when connecting all your Wi-Fi devices

Wi-Fi Network Name: ATTXXXXXXX
Wi-Fi Password: XXXXXXXXXXX

For help, att.com/support

Wi-Fi Gateway Power light is amber: Don't worry. This is a normal part of the power-up sequence.

No dial tone: Make sure your phone cable is plugged into the Phone Line port on the Wi-Fi Gateway.

Additional assistance: Call 800.288.2020 and ask for "technical support".

Additional information

Test your Internet connection speed
Our speed test takes less than a minute to perform two key measurements (Download and Upload) to help you determine if you should take steps to improve the performance of your online experience.
Visit **att.com/speedtest**.

Manage your account:
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Repair center:
Phone: 800.246.8464

IPv6

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

Accessibility support:
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- Telephone equipment for visual and/or hearing impaired:
  - Phone: 877.902.6350
  - TTY: 800.772.2889
- Repair Center:
  - Phone: 800.246.8464
  - TTY: 800.397.3172
- Accessible tagged PDF: Visit **att.com/userguides**
- Device Compatibility Feature: Compatible with any TTY/TDD devices with standard phone line

¿Hablas español?
*Para ver esta guía (ATT130300855-5) en español, visita **att.com/guias**.*

Need more help?

Visit **att.com/support**
Call us at **800.288.2020** and ask for "technical support."