

Having trouble?

Many issues can be resolved in three simple steps:



1. Check your connections.

Verify that cables, cords, and filters on all devices are connected as specified in steps 1A–1E. Make sure:

- The dual-port filter (optional) is plugged into the wall jack (and not the Wireless Gateway).
- The data cable is plugged into the DSL port on the dual-port filter.
- Your phone cable is connected to the Phone port on the dual-port filter.

Cables usually make an audible “click” when secure. If connections are secure and you are still unable to connect to the Internet, try another wall jack. If you have traditional phone service, plug a phone directly into the wall jack to confirm dial tone.



2a. Power down, power up.

Shut down your computer, and unplug the black power cord and any other devices from the back of the Wireless Gateway. Wait 15 seconds and then plug devices back in, making sure the Wireless Gateway’s Power light is on. You should see a solid green Power light indicating a successful power connection (if the light is not on, try another electrical outlet). Then turn your computer back on.

2b. Wait for blinking indicator lights.

Wait for blinking indicator lights to turn solid green (may take up to two minutes), and then attempt to access the Internet.



3. Try another wall jack.

Disconnect the green data cable from the wall jack and the Wireless Gateway from the electrical outlet. Move to another wall jack in the house. Plug the green data cable into the new wall jack and the power cord into an electrical outlet. Proceed with step 2 (Power up) inside this guide to power up the Wireless Gateway.

Specific issues

I have a monitored home security system or health alarm.

You will need to contact your home security and/or health alarm providers after completing all of the installation steps in this guide to ensure that their services have not been affected.

My Power indicator light turns red during the power up sequence.

Don’t worry. This is a normal part of the power up sequence—just remember not to unplug the power cord or green data cable when the light is still red. At the end of the sequence, the Broadband and Service indicator lights will be solid green.

Where can I go for further installation assistance or to download the online support tool?

For further installation assistance or to download the online support tool for features configuration, such as wireless networking service, go to uverseactivation.att.com.

Why do I need to install phone line filters?

Without a DSL filter, you may experience disruptions or hear static on the phone line. You may purchase additional filters (including wall mount filters) from the AT&T Store at att.com/equipment

or at most electronics and computer stores. While AT&T services generally work with third-party devices, they are not specifically supported by AT&T.

There’s static on the phone line.

Make sure there are port filters properly installed on all phone devices, digital video recorders, monitored alarm systems, satellite systems, fax machines, cable systems, and any other devices plugged into a wall jack.

Every time I try to browse a Web page, I get a message saying “Detecting Proxy Settings.”

In Internet Explorer, under Tools > Internet Options > Connections > Settings, uncheck any checked boxes and click OK.

Additional AT&T U-verse information

Check out the User Guide:

Now that you have successfully installed AT&T U-verse Internet, check out the Internet User Guide for more information about your email and security features. This guide is also available online at support.att.com/userguides.

Go online:

To manage your AT&T U-verse account, go to att.com/uversecentral.

¿Habla español?

Para las guías en español, visitar att.com/u-verseguias.



AT&T U-verse® High Speed Internet

Wireless Gateway

SELF- INSTALLATION GUIDE

Before installation:

Do not attempt to install your services until 8pm or later on your service activation date. You can find this date on your packing slip.



Get started

Approximate installation time: 45 minutes

Before you begin:



1. Check your service activation date.

Do not attempt to install your service until **8pm or later** on the date provided to you by AT&T. This date is also located on your packing slip.



2. Do you have a monitored home security system or health alarm?

See “Specific Issues” on the back of this guide.

Gather materials needed for setup:



Power cord

Wireless Gateway



Dual-port filter



3 single-port filters



Ethernet cable (yellow)



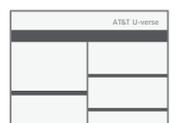
Data cable (green)



High Speed Internet User Guide support materials



Your 4-digit passcode. You received a separate letter confirming the 4-digit passcode you designated when placing your order



Packing slip

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