

AT&T U-verse® Wi-Fi Gateway Replacement

self-
installation
guide

For use with
High Speed
Internet and TV

Begin anytime! You don't need to wait until the Service Activation Date listed on your packing slip.

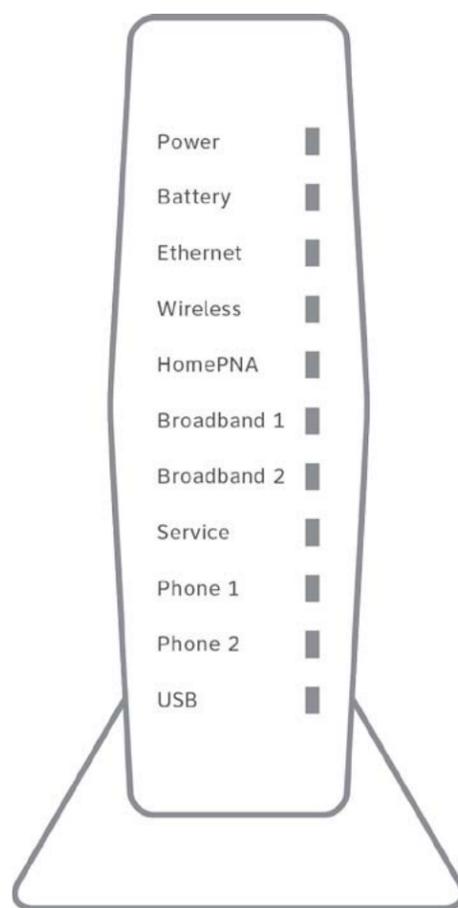


Get started

Total approximate installation time: 35 minutes

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

In the box:



Wi-Fi Gateway



Power Cord

(UV NVG589 to NVG589 (like for like)
without Voice swap guide)
11/14

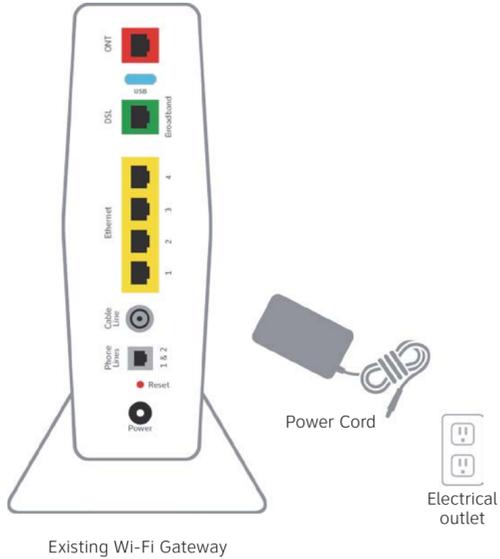


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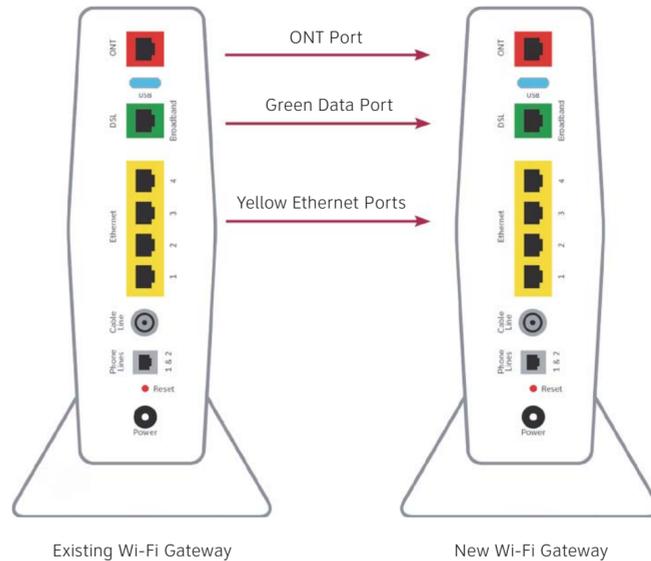
1 Set up Approximate time: 10 minutes

⚠ Please note that your U-verse TV and internet services will not operate during this process. This includes recording TV shows.

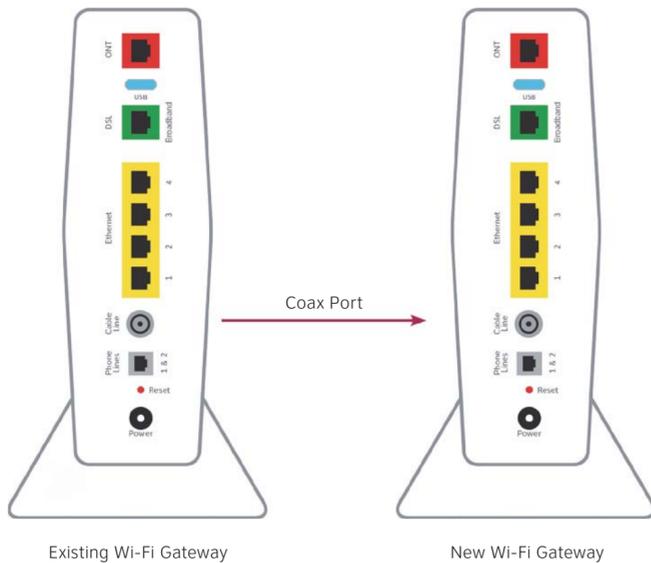
- A**
- Unplug the power cord from your existing Wi-Fi Gateway
 - Set your old power cord aside
 - Power down all U-verse TV receivers by unplugging them from the electrical outlets



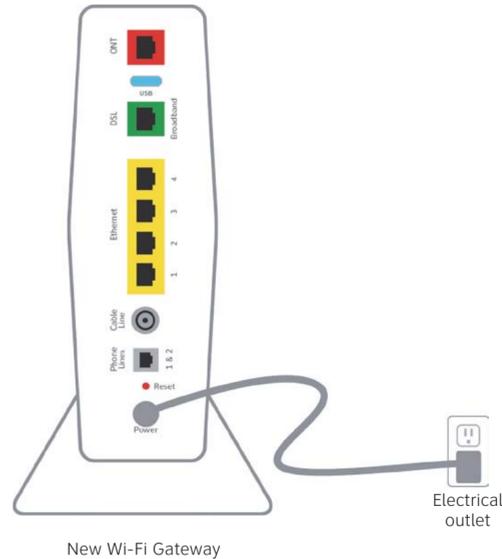
- B**
- Stand the new Wi-Fi Gateway next to the existing Wi-Fi Gateway
 - Remove connections from the existing Wi-Fi Gateway one at a time and connect them to the new Wi-Fi Gateway



- C**
- If you have a cable connected to the Coax port of the existing Wi-Fi Gateway, disconnect the cable and connect it to the new Wi-Fi Gateway as tightly as possible



- D**
- Remove the sticker covering the Power port of your new Wi-Fi Gateway
 - Using your new power cord, plug your new Wi-Fi Gateway into an electrical outlet. You should see a green light on the power cord indicating that there is power



2 Power up Approximate time: 1-15 minutes

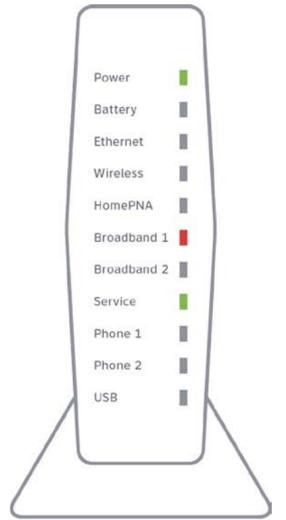
- A** Your Wi-Fi Gateway is now powering up. During this time, the Broadband light will turn red and the Power light will turn solid green.
- Wait up to 15 minutes for the Service indicator light to turn solid green.

⚠ During this time (up to 15 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 15 minutes, see the [Need more help?](#) section on the back of this guide.

- B** For U-verse TV, restart your TV receivers after the Service light is solid green. Go to each TV and hold down the Power button on the U-verse receiver and DVR for ten seconds.

NOTE: Live TV may take a few minutes to display. If TV does not respond refer to [Need More Help?](#) on the back of this guide.



New Wi-Fi Gateway indicator lights on front panel. Lights may vary with setup.

3 Go Wi-Fi Approximate time: 10 minutes

New! Transfer Wi-Fi Settings (Network Name and Password) from existing Wi-Fi Gateway to your new Wi-Fi Gateway so that all your Wi-Fi connected laptops, tablets, and other devices still work.

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

Connect using PC (recommended)

- Connect laptop or PC with an Ethernet Cable
- Continue to **B**

or Connect using Tablet

- Establish a temporary connection using new Wi-Fi settings located on yellow sticker on new Wi-Fi Gateway
- Select your Wi-Fi network (SSID)
- Enter Wi-Fi Password (Wireless Network Key)
- Continue to **B**

or Connect using Smartphone

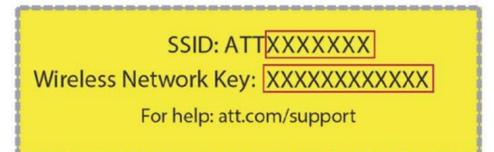
- Mobile internet access required
- Continue to **B**

B.

- Open a browser and go to <http://ufix.att.com/restore>
- Log into your U-verse account with your Member ID (primary AT&T email address) and Password
- Follow the on-screen instructions to transfer the existing Wi-Fi settings

Once Complete:

- 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



Existing Wi-Fi Settings did not transfer:

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

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

Questions? Visit att.com/versesupport



4 Easy Return

(Refer to return instructions in your kit)

A. Take original gateway and power cord to nearest The UPS Store (Bring your AT&T Account number located on your packing slip).

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

Please do not return other devices (e.g. backup battery, etc.)

NOTE: Do not return the Wireless Access Point if you are retaining one or more wireless TV receivers.

Need more help?

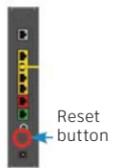
No TV or Internet service:



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



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



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



TV Receivers not responding: Confirm Service light is solid green on the Wi-Fi Gateway. If so, hold the TV receiver's power button down for 10 seconds and release, then wait five minutes.

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 you have a working phone jack and your phone cable is plugged into the Phone Line port on the Wi-Fi Gateway.

Additional assistance: call 800.288.2020 and ask for "U-verse technical support"

Additional U-verse information

Manage your account:

Available 24/7, download the myAT&T app at att.com/myattapp from your mobile device.

Support:

- For U-verse support, including live chat, go to att.com/uversesupport
- Visit att.com/userguides to find this guide NVG589 to NVG589 without Voice.

Accessibility Support:

- Alternate formats now available in Large Print or Braille. Call 800.288.2020 and request your guide number (ATT130950864-3)
- Equipment:
 - Voice Calls: 877.902.6350
 - TTY Calls: 800.772.2889
- Repair Center:
 - Voice Calls: 800.246.8464
 - TTY Calls: 800.397.3172
- Accessible Tagged PDF: Visit att.com/userguides
- Device Compatibility Feature: Compatible with any TTY/TDD devices with standard phone line

¿Habla español?

Por favor visite att.com/uverseguias para ver la información en español. También pueden ver la siguiente guía: ATT130950864-3 (NVG589 to NVG589 without Voice) para más detalles.

