# Set up Voicemail from your home phone

AT&T U-verse Voicemail incorporates the latest technology to save you time and money, no matter where you are or how you communicate.

**To set up your voicemail from your home phone:**

1. Dial *98 (or dial your home phone number).

2. Follow the prompts to set-up your mailbox.

3. After creating your PIN, be sure to set-up your authentication code. This will allow you to reset your PIN over the phone if you forget it.

After you have set up your voice mailbox, visit **att.com/vmviewer** for the option of automatic delivery of your voicemail messages to your qualifying Wi-Fi device or computer.

By downloading the AT&T Voicemail Viewer App, you can check your voicemail messages visually, choosing the order in which you listen to them or even reading your messages as voicemail-to-text.

# Manage your U-verse Phone and Voicemail features

**To manage Phone Features online:**

1. Log in to your online account at **att.com/myatt**
2. Click on HOME PHONE
3. Click on MANAGE VOICE FEATURES

**To manage Voicemail Features online:**

1. Log in to your online account at **att.com/myatt**
2. Click on HOME PHONE
3. Click on CHECK VOICEMAIL
4. Click on VOICEMAIL SETTINGS

For more information on managing Phone Features or Voicemail Settings go to **att.com/uvfeatures**.

# Having trouble? Here are a few common issues to check:
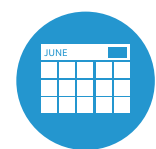
**What is your service activation date?**
Do not attempt to install your service until **8pm or later** on your service activation date. You can find this date on your packing slip.

**Did you make the mandatory activation call?**
You must complete activation for your AT&T U-verse Voice service to work correctly. See step 3.

Still having problems? Many issues can be resolved with three simple steps:

**1. Check your connections.**
Check all cables and cords to ensure they are connected properly and securely.

**2a. Power down, power up.**
Unplug the BBU power cord from the back of the Wi-Fi Gateway. Leave the Wi-Fi Gateway unplugged for 15 seconds and plug it back in.

**2b. Wait for blinking indicator lights.**
You may need to wait up to two minutes for blinking indicator lights to turn solid green.

# Need more help?

**Go online:** Visit **att.com/uversesupport**.

**Call us:** Dial **1.800.288.2020** and ask for "U-verse technical support."

**¿Habla español?** *Por favor visite* **att.com/uverseguias** *para ver la informacion en español. También pueden ver la siguiente guía: ATT122090839 (UV Double Play Internet + Voice) para más detalles.*

# AT&T U-verse® Voice and High Speed Internet

Wi-Fi Gateway

self-installation guide

**Before installation:**
Do not attempt to install your service until your service activation date. You can find this date on your packing slip.

# Get started

Approximate installation time: 55 minutes

## Before you begin:

**1. Check your service activation date.**
Do not attempt to install your services until **8pm or later** on the date provided to you by AT&T. This date is also located on your packing slip.
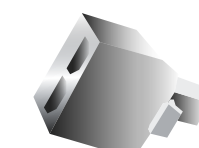
**2. Do you have a monitored home security system or health alarm?**
See "Specific Issues" on the back of this guide.

## In the box:
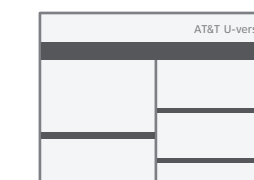


5031 Wi-Fi Gateway

Voice Line Splitter

Battery Backup Unit (BBU)

1 Ethernet cable

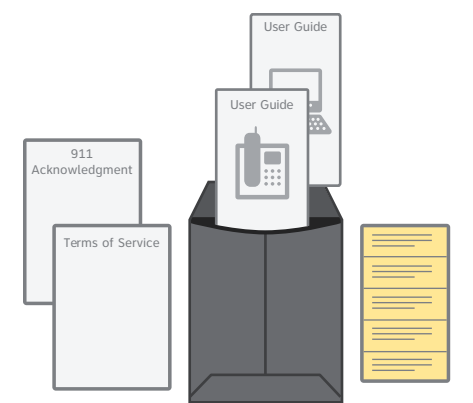1 data cable

Packing slip

Your 4-digit passcode. You received a separate letter confirming the 4-digit passcode you designated when placing your order.
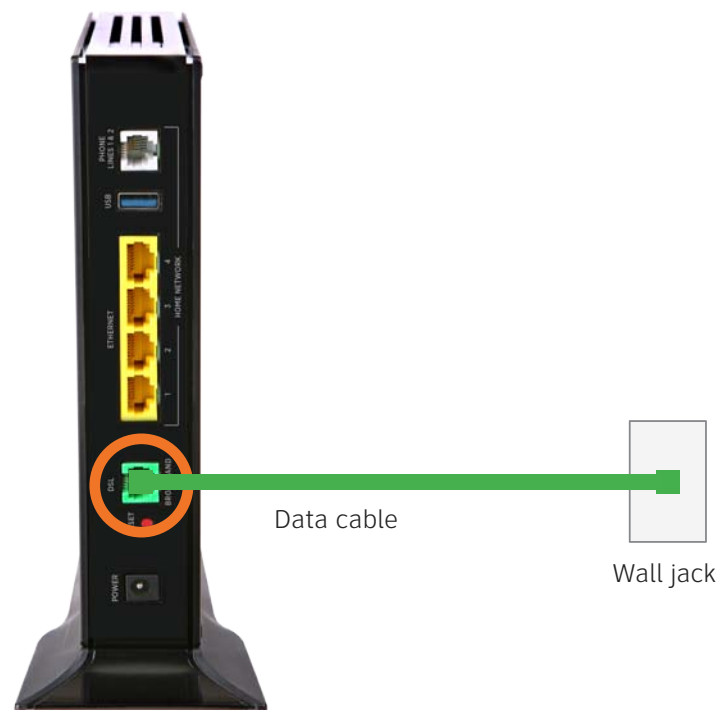
911 Acknowledgment form
Terms of Service
AT&T U-verse Voice User Guide
AT&T High Speed Internet User Guide
911 stickers

Images are not to scale.

# 1 Set up — Approximate time: 10 minutes

**A** Connect the green data cable from the Wi-Fi Gateway's DSL Broadband port to your wall jack.

Data cable

Wall jack

**B** Remove the sticker covering the Power port. Connect the yellow Ethernet cable from the Wi-Fi Gateway's Ethernet port to your computer's Ethernet port.

Computer Ethernet port

Ethernet cable
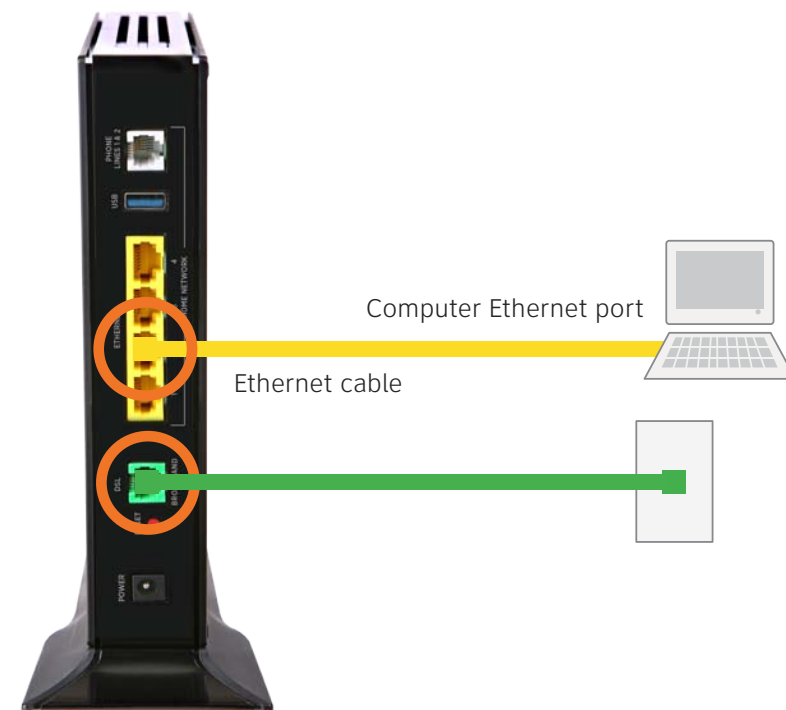
**C** Connect the Battery Backup Unit (BBU) to the Wi-Fi Gateway's Power port. Plug the BBU into a standard electrical outlet only. **Wait until step 2 to power up the BBU.**

Battery Backup Unit (BBU)

Electrical outlet
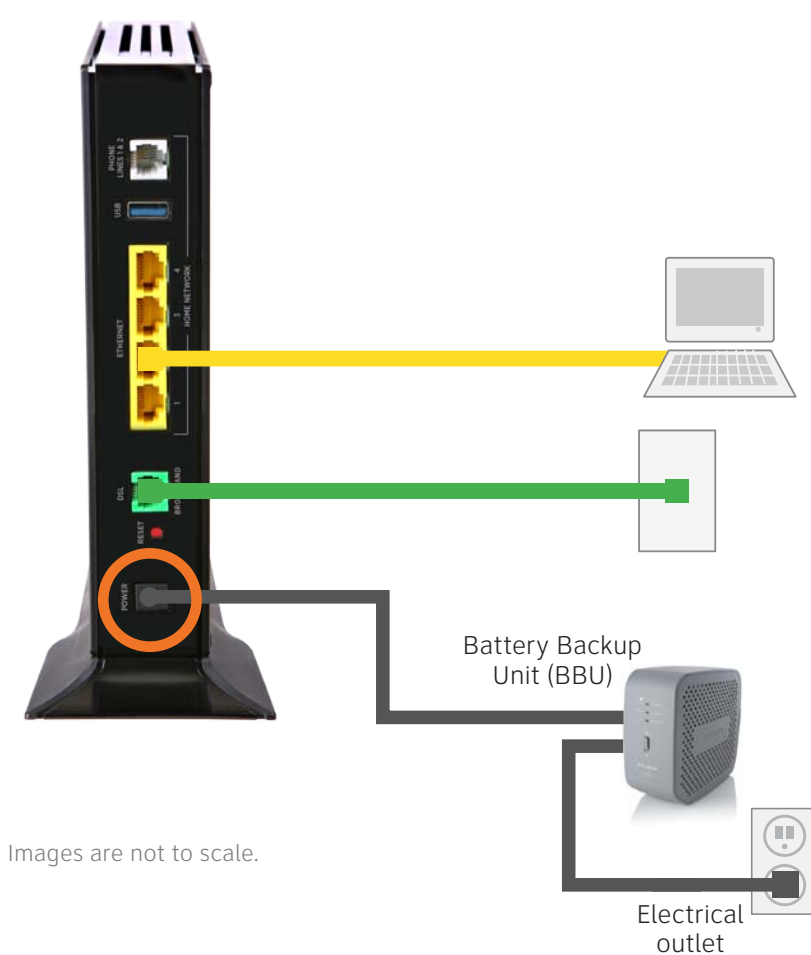
Images are not to scale.

**D** Plug one end of your phone cable into the Wi-Fi Gateway's Phone Lines 1 & 2 port and the other end into a standard phone or cordless base station.

A Voice Line Splitter is required if you have two AT&T U-verse Voice lines.

Phone, cordless base station, or other phone device (fax)
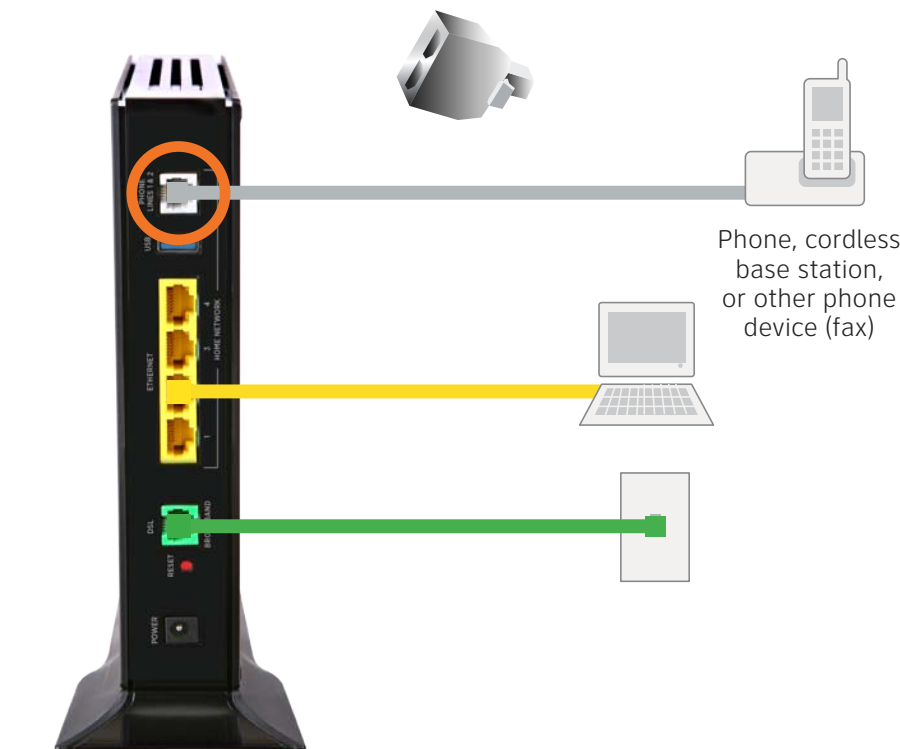
⚠ For best results, connect only the devices and power supply depicted above.

# 2 Power up — Approximate time: 15 minutes

- Move the switch on the back of the Battery Backup Unit (BBU) to the "on" position.
- Your Wi-Fi Gateway is now powering up. Wait up to five minutes for the Broadband and Service indicator lights to turn solid green.

⚠ During this time, do not unplug the BBU or green data cable, as this can permanently damage the gateway and significantly delay your Service Activation.

- If the Broadband and Service lights do not turn solid green or continue to blink after 15 minutes, see the "Having Trouble?" section on the back of this guide.

**Note:** The BBU must be charged for approximately 18 hours before it is fully operational; however installation of your service may continue while the BBU is charging. The BBU may emit a beeping sound while charging.

⚠ **Important:** You will have a dial tone after completing step 2, but will only be able to make emergency and toll-free calls until you activate your service in step 3.

Power
Ethernet
Wireless
Phone 1
Phone 2
USB
Broadband
Service
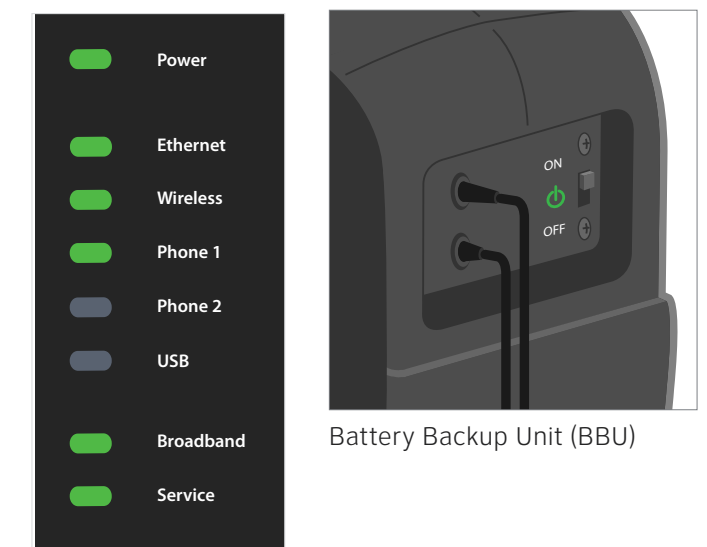
Wi-Fi Gateway indicator lights

Battery Backup Unit (BBU)

# 3 Register (required) — Approximate time: 20 minutes

**Note:** You must complete both activation steps in order to use your Internet and Voice services.

**A** **Open your Internet browser (e.g., Internet Explorer, Safari, etc.):**
- The online registration process will start automatically to help you activate your Internet and Voice services. If it doesn't start, enter **att.net/uverse** into your address bar.
- Continue your online registration using the **4-digit passcode** you created when you placed your order—it was mailed to you separately for your reference.
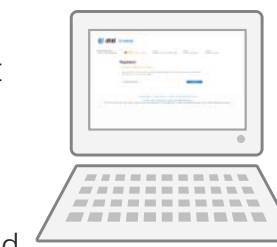
**B** **To activate your Voice service to make calls:** Call **1.877.377.0016** from the phone you set up in step 1, and follow the voice instructions to complete the activation.
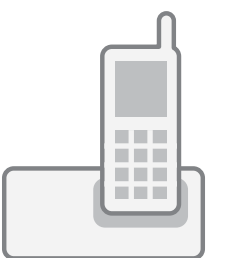
**Upon successful activation, you will hear the following: "Your telephone number XXX.XXX.XXXX has been successfully activated."**

# 4 Go Wi-Fi (optional) — Approximate time: 10 minutes

Write down the Wi-Fi Network Name (SSID) and Wi-Fi Password (Wireless Network Key) to configure additional Wi-Fi devices. This information is on the side of your Wi-Fi Gateway. The Wi-Fi Network Name consists of "ATT" plus the last three digits of the Wi-Fi Gateway's serial number. Be sure to record this information in the form below.

**Now configure your Wi-Fi network:**
- Go to your computer's "Wireless Network Settings" and refresh the network list.
- Select your Wi-Fi Network Name (SSID) from the list. You may need to scroll through the list to find your SSID.
- Enter the 10-digit Wi-Fi Password (Wireless Network Key) in the Password field to connect to your network.

**Congratulations! You should now be connected to the Internet via Wi-Fi.**

SSID: ATTXXX
Wireless Network Key: XXXXXXXXXX
For help: att.com/support
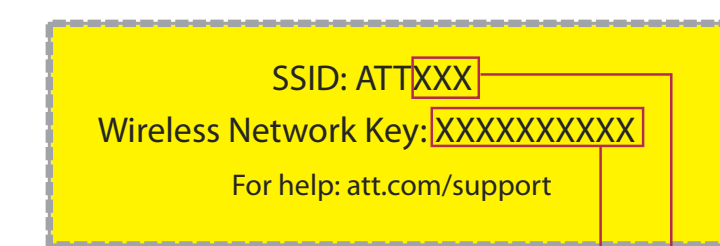
Wi-Fi Network Name (SSID)
A T T

10-digit Wi-Fi Password (Wireless Network Key)

**Note:** Label is removable for safekeeping.

## Questions?
**Go online:** Visit **att.com/uversesupport**.

To learn more about the benefits and features of your AT&T U-verse service, visit **att.com/u-verse/newcustomer**.

**Stay connected on the go!**
AT&T Wi-Fi Basic is included with your AT&T U-verse High Speed Internet service, so you can access the Internet at thousands of AT&T Wi-Fi Hot Spots across the country. Visit **attwifi.com** to learn more.