BILL'S HOME TECH
Home & Small Business Tech Solutions

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AT&T Internet & Fiber

Your gateway, Wi-Fi, apps, outages, bills and scams — explained in plain English, one step at a time

A plain-English guide for every AT&T home internet customer

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

For AT&T Fiber, Internet Air and older AT&T Internet · facts current November 2026

What's Inside

This is your guide to AT&T home internet: AT&T Fiber, AT&T Internet Air, and the older AT&T Internet that runs over copper phone lines. Start with Part 1 to find out which one you have, then jump to whatever you need. Read it in any order and at your own pace. If a screen looks a little different on your phone, the idea is still the same.

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PART 1

Getting Started

Which kind of AT&T internet you have, what each one means for your home, and what it honestly costs.

CHAPTER 1

A Note from Bill

Hello, and welcome. I'm Bill, and for more than 30 years I've helped people make technology behave. Here in Portage County, Ohio, AT&T is one of the companies people use for home internet, and the questions I hear about it tend to sound alike: "Which box is the internet?" "Why is that light red?" "Is this letter about my phone line real?" "Do I have fiber or the old kind?"

This guide answers those questions in plain English. It covers AT&T Fiber, AT&T Internet Air (the wireless kind), and the older AT&T Internet that runs over copper phone lines and is being retired. It explains your gateway, the apps, your Wi-Fi name and password, outages, bills, moving, and the scams that borrow AT&T's name.

WHAT THIS DOES FOR YOU

What this guide does for you

It helps you figure out exactly which AT&T service and equipment you have, then gives you slow, step-by-step directions for the everyday jobs: restarting the right way, reading the lights, changing the Wi-Fi password, pausing a device, checking for an outage, and getting a credit when the service goes down. It also shows you how to spot a fake AT&T call or text before it costs you.

Who this guide is for

- Anyone with AT&T Fiber, AT&T Internet Air, or older AT&T Internet at home.
- Anyone who got a letter saying their copper phone line or DSL is being retired.
- Anyone shopping for internet who wants to know what AT&T offers before calling.
- Family members who look after a parent's internet and want clear steps to leave behind.

The big promise: you can't break it

Most of what's in this guide is safe to try. Restarting the gateway, looking at the lights, opening the app and checking your connected devices can't hurt anything. Two things deserve a slow, careful hand: a **factory reset** of the gateway (it erases your Wi-Fi name and password) and anything involving your AT&T account sign-in or payment details. This guide flags both clearly.

You're never stuck alone

Read this in any order and at your own pace. If you get stuck, call or text me at **(330) 200-8042**. Start with Chapter 2, *Which AT&T Internet Do You Have?* if you're not sure what kind of AT&T internet you have.

— Bill

CHAPTER 2

Which AT&T Internet Do You Have?

AT&T sells three quite different kinds of home internet under similar names. They use different equipment, have different speeds and are fixed in different ways, so knowing which one you have saves a lot of confusion on the phone with support.

Service	How it reaches your home	What you'll usually see
AT&T Fiber	A thin glass fiber cable, buried or on the pole, to a jack inside your home.	A small fiber jack or box on the wall, and a gateway (often called the All-Fi Hub).
AT&T Internet Air	Over AT&T's cellular network, like a phone. No cable to your house.	One gateway near a window, plugged into power only.
AT&T Internet (older, often DSL)	Over the copper telephone wires that once carried your landline.	A gateway plugged into a phone jack on the wall.

Three quick ways to tell

1. Look at your bill or the AT&T app. The plan name usually says **AT&T Fiber**, **Internet Air**, or just **Internet** with a speed.
2. Follow the cable from your gateway. A cord to a **phone jack** means copper. A thin cable to a small **fiber jack** means fiber. **No cable at all**, only power, means Internet Air.
3. Read the model on the gateway's label. Chapter 8, *Your Gateway (the All-Fi Hub)* lists the common models and what they go with.

TIP

Write it down once

When you know which service you have, write it in the "Keep this handy" table in Chapter 36, *Your AT&T Internet Cheat-Sheet*. It's the first thing support asks, and it saves you hunting for it on a bad day.

GOOD TO KNOW

U-verse is an old name

If you've had AT&T a long time, you may remember the name **U-verse**. AT&T no longer sells under that name for internet, but you'll still see it in some older AT&T help articles.

CHAPTER 3

AT&T Fiber in Plain English

Fiber carries your internet as light through a hair-thin glass strand. For you, that means speeds that are steady at all hours, and upload speeds (sending photos and video calls) that are as fast as download speeds. It's AT&T's best service where it's available.

What it does for you

- **Smooth video calls** with family, without the picture freezing when you talk.
- **Several people at once** can stream TV, browse and back up photos without slowing each other down.
- **Fast photo and video uploads** to the cloud, so backups finish overnight instead of over a week.
- **Steadier evenings.** Fiber doesn't slow down much when the whole neighborhood gets home.

The current plans

AT&T simplified its Fiber lineup in June 2026. As of November 2026, the plans new customers are offered are named by speed: **300**, **500**, **1 GIG** and **5 GIG**. If you signed up before then, you may be on an older plan name. Your bill shows which one you have, and AT&T can tell you what, if anything, changes for you.

Plan	Who it fits
300	Plenty for one or two people: email, video calls, streaming TV.
500	A busy home with several people streaming at once.
1 GIG	Large households, home offices, lots of cameras and smart devices.
5 GIG	Rarely needed in a home. Most Wi-Fi devices can't use that much speed.

TIP

Start lower, step up later

You can move up a plan any time if the lower one feels slow. It's easier to upgrade than to downgrade a price you've gotten used to paying. Chapter 7, *Plans, Prices and Honest Costs* covers what each one costs.

GOOD TO KNOW

Fiber comes with a jack, not just a box

The installer puts a small **fiber jack** or optical box on a wall. A cable runs from it to your gateway. Some newer gateways plug the fiber straight in. Don't unplug or bend the fiber cable: the glass inside is fragile. See Chapter 9, *Where the Gateway Should Live*.

CHAPTER 4

AT&T Internet Air (Wireless Home Internet)

AT&T Internet Air is home internet delivered over AT&T's cellular network, the same towers your cell phone uses. A single gateway sits in your home, picks up the signal like a phone does, and turns it into Wi-Fi. There's no cable to the house and usually no installer visit.

What it does for you

- **An option where fiber hasn't arrived.** AT&T offers it to many homes that can't get Fiber, including customers moving off old copper DSL.
- **Easy setup.** Plug it in near a window, follow the app, and you're online.
- **Simple to take with you** if you move within an area where it's offered. Check first.

What it costs

As of November 2026, published price guides list Internet Air at about **$55 a month** with AutoPay from a bank account and paperless billing, a little more with AutoPay on a card, and about **$65 a month** without AutoPay. The price is lower when you also have an eligible AT&T phone plan on the same account. The gateway (an All-Fi Hub) is included, and price guides list no annual contract. Taxes and fees are extra. Confirm the price for your address before you order.

Getting the best signal

1. Put the gateway near a window on the side of the home that faces open sky, ideally upstairs.
2. Keep it off the floor and away from metal cabinets, mirrors and the microwave.
3. Use the setup screen in the app: it shows signal strength as you move the gateway around.
4. Leave it in the spot with the best reading, even if that spot isn't where the TV is.

HEADS UP

Wireless has busy hours

Because it shares cell towers, Internet Air can slow down when the local network is crowded, and speeds vary more than Fiber does. For email, browsing and streaming that's usually fine; for a home office with constant video calls, ask whether Fiber reaches your address.

CHAPTER 5

Older AT&T Internet and the Copper Retirement

If your internet comes through a phone jack, you probably have AT&T's older service, often called **DSL** or just **AT&T Internet**. It runs over the same copper telephone wires that have served homes for generations. Those wires are old, and AT&T is shutting them down area by area.

What "copper retirement" means for you

- AT&T has said it plans to leave its copper network in most of its service area by the end of 2029.
- It works area by area, with approval from regulators, and contacts customers several times before anything changes: letters, email, texts and calls.
- In places where fiber is coming, many customers are offered **AT&T Fiber**.
- Where fiber isn't planned, AT&T offers **Internet Air** or another wireless option instead.
- Landline phones on copper have a replacement too. See Chapter 26, *Your Home Phone After Copper*.

If you get a letter

1. Read it slowly. Note the date your service changes and the options it offers.
2. AT&T does send texts and emails about this, but don't call a number or tap a link that appears only in a message. Call the number on your paper bill or at att.com.
3. Ask which replacement is offered at your address, what it costs, and whether there's an installer visit.
4. Ask what happens to anything plugged into your phone line: alarm system, medical alert, fax, or a TiVo-style box. Write the answers down.
5. Switch well before the deadline, so you have time to sort out problems while the old line still works.

SCAM ALERT

Retirement letters attract scammers

Real AT&T notices come by mail and on your bill. Nobody legitimate will call demanding payment today to "keep your line on," or ask for a gift card or a payment app. If in doubt, hang up and call AT&T yourself. More in Chapter 29, *Scams That Use AT&T's Name*.

CHAPTER 6

Checking What's Available at Your Address

Internet service is offered house by house, not town by town. Your neighbor might have Fiber while your side of the road still has copper. The only way to know is to check your own address.

Check with AT&T

1. Go to **att.com** on a computer or phone and choose **Internet**.
2. Look for the button to check availability, and type your street address exactly as it appears on your mail.
3. Include your apartment or unit number if you have one.
4. Read which services it offers: Fiber, Internet Air, or neither. Write down the plan names and prices it shows.

Check with the FCC map, too

The FCC's **National Broadband Map** at **broadbandmap.fcc.gov** lets you type your address and see every provider that reports offering service there, with the technology and speeds. It's a good way to compare AT&T with cable, wireless and satellite choices in one place.

TIP

If the map is wrong

The FCC map has a link to challenge a listing if a company claims to serve your address and doesn't. That helps your whole road when funding decisions are made.

GOOD TO KNOW

This guide doesn't promise coverage

AT&T keeps building, and maps change. This guide doesn't say which Portage County roads have Fiber; always check your own address on the day you're deciding.

CHAPTER 7

Plans, Prices and Honest Costs

AT&T's prices change with promotions and vary by address, so treat these as a starting point. What matters most is the total you'll pay each month after the first year, including taxes and fees.

What to expect as of November 2026

What	About what it costs
AT&T Fiber 300	Price guides list it at about $55 a month with AutoPay and paperless billing. First-year promotions sometimes go lower for new customers.
Higher Fiber plans	Each step up costs more. Price guides list 500 at about $65 and 1 GIG at about $80 a month with AutoPay.
Internet Air	About $55 a month with bank AutoPay, about $65 without. Lower with an eligible AT&T phone plan.
AutoPay discount	AT&T describes it as $10 a month with AutoPay and paperless billing. Price guides say paying by card gets a smaller discount.
Equipment	No monthly gateway fee. Extra Wi-Fi extenders cost extra (see Chapter 12, *Wi-Fi Extenders and Dead Zones*).

Questions to ask before you sign up

- What's the price with AutoPay, and what is it without? Is the AutoPay discount tied to a debit card or bank account?
- Is this a promotion? What will the price be in month 13?
- Are there installation charges at my address?
- Is there a discount if I also have AT&T wireless?

Lower-cost internet: Access from AT&T

AT&T has a low-cost plan called **Access from AT&T** for qualifying households. AT&T's help page lists programs such as **SNAP**, **SSI**, **Medicaid** and **LIHEAP** (home energy help) as ways to qualify, and in April 2026 AT&T added an Internet Air version for homes without Fiber. Price guides disagree on the current monthly price, so this guide doesn't print one: search "Access from AT&T" on att.com for the price at your address and the documents you'll need.

GOOD TO KNOW

The old federal discount ended

The federal Affordable Connectivity Program that once took money off internet bills ran out of funding in 2024. If someone offers to "sign you up" for it, they're out of date or running a scam. Lifeline, a separate older federal program, still exists.

PART 2

Your Equipment

The gateway, the fiber jack, the lights, restarting the right way, extenders and the settings page.

CHAPTER 8

Your Gateway (the All-Fi Hub)

AT&T calls the box it gives you a **gateway**, and on newer service it calls it the **All-Fi Hub**. It's two things in one: the **modem** that talks to AT&T's network, and the **Wi-Fi router** that makes the wireless signal in your home. Everything else connects through it.

Find your model

The model name is printed on a label, usually on the back, side or bottom. AT&T's equipment help page lists these as common models, and says yours may be a different one:

Model	What to know
BGW720	One of AT&T's newer gateways.
BGW620	Called the **All-Fi Hub** in AT&T's help pages. Has its own light guide.
BGW320	Also called an **All-Fi Hub**. Very common with AT&T Fiber.
BGW210	An older gateway, still in many homes.
Pace 5268, NVG599, NVG589	Older models. Search the model name on att.com for its guide.

What's on the label

- **Network name** (the Wi-Fi name your devices see) and **Wi-Fi password**.
- **Device Access Code**: a separate code for changing the gateway's settings. See Chapter 14, *The Gateway Settings Page*.
- **Serial number**: support may ask for it.

STAY SAFE

Take a photo of the label

Snap a picture of the label with your phone and keep it in your photos. If the gateway is behind a TV or in a closet, you won't have to crawl back there next time.

GOOD TO KNOW

It belongs to AT&T

The gateway is AT&T's equipment, loaned to you. Keep the box it came in if you can, and return it when you cancel. See Chapter 27, *Moving, Canceling and Returning Equipment*.

CHAPTER 9

Where the Gateway Should Live

Where you put the gateway matters more than almost anything else for good Wi-Fi. A gateway tucked in a basement corner or a cabinet sends a weak signal to the rest of the house.

The best spot

- **Central and up high**: a shelf in the middle of the home beats a floor in the corner.
- **In the open**: not inside a cabinet, behind the TV, or under a desk.
- **Room to breathe**: AT&T's light guide says a solid red light can mean overheating, and to put the gateway on a flat surface with open space around it.
- **Away from** microwaves, cordless phone bases, fish tanks and big mirrors.

With Fiber, the cable sets the limit

On Fiber, the gateway has to reach the fiber jack. AT&T's help pages say a BGW320 connects to a fiber jack with a **white cable with green tips**, or to a separate optical box (an ONT) with a white network cable with red tips. If the spot you want is farther than the cable reaches, ask AT&T about moving the jack rather than stretching or bending that cable.

HEADS UP

Be gentle with the fiber cable

The glass strand inside can crack if it's kinked, pinched under furniture or pulled tight. Don't staple it, and don't wrap it in a tight coil. If it gets damaged, internet stops until it's replaced.

TIP

Wired is still best for the TV

If your streaming box or computer sits near the gateway, a plain network (Ethernet) cable gives it a steadier connection than Wi-Fi and leaves more Wi-Fi for everything else.

CHAPTER 10

What the Gateway Lights Mean

The lights on the front of the gateway are its way of telling you what's wrong. Learning a few of them can tell you in seconds whether the problem is inside your home or out on AT&T's network.

The BGW320, the most common Fiber gateway

What you see	What it means
Green, steady	All is well. You're connected.
Red, blinking slowly	No broadband connection. Check for a loose, unplugged or damaged cable.
Solid red	The gateway may be overheating or have a hardware problem. Move it to a flat, open spot with air around it, then restart it.
Solid red, WPS light also red	A hardware problem. If restarting doesn't fix it, the gateway needs replacing.

Other models

Older gateways use separate lights labeled **Broadband**, **Service** and **Wi-Fi**. The rule of thumb is the same: green is good, red means trouble. A red **Broadband** light points at the line coming into your home. Search "lights" plus your model name on att.com for the exact chart.

TIP

Tell support what you see

When you call or chat with AT&T, saying "the BGW320's light is blinking red slowly" gets you much further than "the internet's down."

GOOD TO KNOW

Don't press the red button by accident

Many AT&T gateways have a small red **reset** button. Holding it too long can erase your Wi-Fi name and password. Restart with the power cord instead, as in Chapter 11, *Restarting the Right Way*.

CHAPTER 11

Restarting the Right Way

A restart clears out small glitches, just like restarting a computer. It's the first thing AT&T support will ask you to do, so doing it before you call can save you twenty minutes on hold.

Restart with the power cord

1. Find the gateway's power cord where it plugs into the back of the gateway.
2. Unplug it. Leave the other cables in place.
3. Wait a full minute. Count it out; patience matters here.
4. Plug the power back in.
5. Wait up to ten minutes. The lights blink while it starts up. When the main light is **solid green**, try the internet again.

With AT&T Fiber, also check the fiber jack

If you have a separate optical box on the wall with its own power cord, check that its light is on too. If it's dark, make sure it's plugged in. Don't unplug the fiber cable itself.

HEADS UP

Restart is not reset

A **restart** (unplug and plug back in) is always safe. A **factory reset** (holding the reset button) erases your Wi-Fi name, password and settings, and every device in the house would need the password again. Only reset if AT&T support or someone you trust asks you to.

TIP

Make the cord easy to reach

If the gateway lives behind furniture, plug it into a power strip you can reach, and label that plug "internet." Then a restart never means crawling behind the TV. The apps are covered in Chapter 15, *The AT&T Apps: Which One Does What*.

WHAT THIS DOES FOR YOU

Why this helps

Most "my internet stopped working" moments clear up with one patient restart. It costs nothing and can't hurt anything.

CHAPTER 12

Wi-Fi Extenders and Dead Zones

In a bigger home, or one with thick walls or a finished basement, one gateway may not reach every room. A **Wi-Fi extender** is a second unit that picks up the signal and spreads it farther.

AT&T's Smart Wi-Fi Extender

- AT&T rents extenders for about $10 a month each, as of November 2026.
- AT&T's **All-Fi Pro** add-on (about $25 a month on 1 GIG and lower plans) includes as many extenders as AT&T decides your home needs, up to five, plus gateway upgrades.
- AT&T's Wi-Fi page says All-Fi Pro is included with its multi-gig plans. Ask what applies at your address.
- Extenders that come with All-Fi Pro stop working if you cancel All-Fi Pro, according to AT&T's plan terms.

Before you add one

1. Move the gateway somewhere more central first (see Chapter 9, *Where the Gateway Should Live*). That alone often fixes the dead spot.
2. Run a speed test right next to the gateway and in the weak room. See Chapter 19, *Testing Your Speed*.
3. If the weak room is much slower, an extender placed halfway between them can help.
4. Put the extender where it still gets a good signal from the gateway, not in the dead zone itself.

TIP

Your own mesh system is an option

You can also buy your own mesh Wi-Fi system and connect it to the AT&T gateway. See Chapter 13, *Using Your Own Router or Mesh System* for how that works and what to watch for.

HEADS UP

Rented means returned

Rented extenders go back to AT&T when you cancel, just like the gateway.

CHAPTER 13

Using Your Own Router or Mesh System

Some people prefer their own Wi-Fi system: a mesh set like eero or Google Nest Wifi, or a router they already know. That's allowed with AT&T, with one important difference from cable companies.

You keep the AT&T gateway

With AT&T, your own router doesn't replace the AT&T gateway. The gateway stays connected to AT&T's line, and your own router plugs **into** it and runs your Wi-Fi from there.

The usual way to set it up

1. Plug a network cable from a yellow or numbered port on the AT&T gateway into the internet (WAN) port on your own router.
2. Set up your router with its own app, following its instructions.
3. To avoid two Wi-Fi networks competing, many people turn off the AT&T gateway's Wi-Fi in its settings page (see Chapter 14, *The Gateway Settings Page*).
4. Some people also use a setting AT&T calls **IP Passthrough** so the two boxes don't trip over each other. This is a technical step; it's fine to ask for help.

About IP Passthrough

AT&T's help article on IP Passthrough explains it's set on the gateway's settings page under the **Firewall** tab. AT&T notes that only one device can be put in passthrough mode, and that doing so removes the firewall protection the gateway gives that device. Your own router's firewall has to take over that job.

HEADS UP

Two Wi-Fi networks cause confusion

If both the AT&T gateway and your router broadcast Wi-Fi, devices may grab the weaker one. Pick one network to use and turn the other off.

GOOD TO KNOW

Support covers AT&T's equipment

AT&T supports its own gateway. If your own router misbehaves, its maker's support (or a local tech) is who to ask. The Buying Your Own Modem and Router guide from Bill's Home Tech covers this in depth.

CHAPTER 14

The Gateway Settings Page

Besides the apps, every AT&T gateway has a built-in settings page you open in a web browser. Most people never need it. It's useful for turning Wi-Fi off when you use your own router, or for checking details support asks about.

How to open it

1. Use a computer, tablet or phone that's connected to your AT&T Wi-Fi or plugged into the gateway.
2. Open the web browser and type **192.168.1.254** in the address bar (not the search box), then press Enter.
3. The gateway's status page appears. You can look around freely.
4. If you try to change a setting, it asks for the **Device Access Code**. Type the code from the gateway's label.

HEADS UP

Change only what you understand

Looking is harmless. Changing settings like the firewall or network addresses can knock devices offline. If you're not sure, write down what you see and ask.

STAY SAFE

The Device Access Code is a key

Anyone with that code and a connection to your Wi-Fi can change your gateway's settings. Don't read it out to an unexpected caller. Real AT&T support doesn't need it to help you.

TIP

The app is easier

For everyday jobs like changing the Wi-Fi password or seeing what's connected, the app is simpler. See Chapter 16, *Your Wi-Fi Name and Password* and Chapter 17, *Seeing and Pausing Connected Devices*.

PART 3

The Apps & Your Wi-Fi

AT&T's apps, your Wi-Fi name and password, seeing and pausing devices, guests, speed and security.

CHAPTER 15

The AT&T Apps: Which One Does What

AT&T's apps have changed names over the years, which confuses almost everyone. As of November 2026, two apps matter for home internet. You can use either or both; they're free to download from the App Store on an iPhone or the Play Store on an Android phone.

App	What it's for
AT&T (long known as myAT&T)	Your account: bills, payments, AutoPay, plan changes, and support. Its store listing now just says AT&T.
Smart Home Manager	Your home Wi-Fi: the network name and password, connected devices, pausing, guests, and security features.

AT&T's own Smart Home Manager page describes it as the app for Internet customers with a compatible gateway to manage home Wi-Fi, set screen time, see data use by device and invite guests. It also says the features depend on your gateway model.

GOOD TO KNOW

The apps are being combined

News reports in March 2026 described a redesigned AT&T app that brings together features from myAT&T, ActiveArmor and Smart Home Manager, with more added during the year. As of November 2026, Smart Home Manager is still offered as its own app. If a menu in this guide has moved into the main AT&T app on your phone, look for a **Home internet** or **Wi-Fi** section there.

Getting started with Smart Home Manager

1. Open the **App Store** (iPhone) or **Play Store** (Android) and search for **Smart Home Manager**. Check that the maker listed is **AT&T**.
2. Tap **Get** or **Install**.
3. Open it and sign in with your AT&T account (the same one you use for your bill).
4. Let it find your gateway. Your phone should be on your home Wi-Fi when you do this.
5. Look around. The main screen shows your Wi-Fi network, connected devices and any alerts.

SCAM ALERT

Only download from the official store

Never install an "AT&T app" from a link in a text or email. Search for it yourself in the App Store or Play Store and check the maker's name.

CHAPTER 16

Your Wi-Fi Name and Password

Your **Wi-Fi name** (AT&T calls it the network name) is what you pick from the list on a new phone or TV. The **Wi-Fi password** is the key. Both are printed on the gateway's label when it arrives, and you can change them any time.

Find the current ones

- **On the label** on the gateway, if nobody has changed them.
- **In Smart Home Manager**, under **My Wi-Fi**, which shows the network name and lets you view the password.
- **On a phone that's already connected**: iPhones and many Android phones can show or share the password of the network you're on.

Change the name or password in Smart Home Manager

1. Open **Smart Home Manager** and sign in.
2. From the main screen, tap **My Wi-Fi**.
3. Choose your network, then look for the option to edit the network name or password.
4. Type the new name or password. Write it down before you save.
5. Save. The gateway restarts its Wi-Fi, and every device in the house drops off.
6. Reconnect each device by choosing the network and typing the new password.

TIP

Pick a password you can read aloud

A good Wi-Fi password is long but easy to say: three or four ordinary words with a number, like *maple-porch-coffee-42*. It's strong, and you can read it to a visiting grandchild.

HEADS UP

Plan for the reconnect

Changing the password disconnects everything: TVs, the doorbell camera, the thermostat, a printer. Do it when you have time to reconnect each one, and make a list first.

STAY SAFE

When to change it

Change the Wi-Fi password if a contractor or former tenant knew it, if you shared it widely, or if ActiveArmor warns it's weak (see Chapter 21, *ActiveArmor: AT&T's Home Network Security*).

CHAPTER 17

Seeing and Pausing Connected Devices

Smart Home Manager shows every phone, tablet, TV and gadget on your Wi-Fi. That's useful for two things: spotting something you don't recognize, and giving a device a break.

Pause or block a device

1. Open **Smart Home Manager**.
2. Tap **Network**, then **Connected devices**.
3. Tap the device you want.
4. Choose **Pause Internet** to give it a break, or **Block Device** to keep it off.
5. To let it back on, open the same device and choose **Resume**.

What it does for you

- **Bedtime for a tablet.** Pause a grandchild's device at dinner or bedtime without taking it away.
- **Peace of mind.** A quick look tells you nothing unexpected is on your network.
- **Easier troubleshooting.** If one device is hogging the connection, you can see it.

TIP

Give devices friendly names

Devices often show up with odd names like "android-7f3a." When you recognize one, rename it in the app to something like "Mom's tablet" so the list makes sense next time.

HEADS UP

Don't block what you don't recognize at first

An unfamiliar name is usually your own smart TV, printer or thermostat. Pause it rather than block it, and see what stops working. If nothing does and you still don't know it, change your Wi-Fi password (see Chapter 16, *Your Wi-Fi Name and Password*).

CHAPTER 18

Guest Wi-Fi for Visitors

When family visits, you can share your main Wi-Fi password, or you can give guests their own network. A guest network keeps visitors' devices separate from your computers, cameras and printers, which makes your main network a little safer.

Set up guest Wi-Fi

1. Open **Smart Home Manager** and tap **My Wi-Fi**.
2. Look for the guest Wi-Fi option (often labeled **Create Guest Wi-Fi**).
3. Give the guest network a simple name and password.
4. Save, then share the name and password with your visitors.
5. When they leave, turn the guest network off from the same screen.

AT&T's Smart Home Manager page lists inviting guests as one of the app's features, and AT&T has a help article on guest networks. Not every gateway model offers every option, so if you don't see it, your gateway may not support it.

TIP

Sharing your main network is fine, too

For a son or daughter you trust, sharing your main password is perfectly reasonable. Guest Wi-Fi is most useful for a house sitter, a rental, or a big family gathering.

GOOD TO KNOW

Printers and casting may not work on guest Wi-Fi

Because the guest network is kept separate, a visitor on it may not be able to print to your printer or cast to your TV. That's the point of the separation, not a fault.

CHAPTER 19

Testing Your Speed

A **speed test** measures how fast your internet is right now. It's the quickest way to tell whether you're getting what you pay for, and whether a slow spot is the Wi-Fi in one room or the service itself.

Run a fair test

1. Stand right next to the gateway with your phone or laptop, or use a computer plugged in by cable.
2. Pause big downloads and streaming on other devices for a minute.
3. Open a well-known speed test site or app. Type "speed test" in your web browser's search bar and choose a test from a company you recognize.
4. Tap **Go** or **Start** and wait about 30 seconds.
5. Write down the **download** and **upload** numbers, the time and the room.
6. Repeat in the room where things feel slow, and compare.

Reading the numbers

What you see	What it usually means
Close to your plan next to the gateway, slow far away	A Wi-Fi coverage problem. Move the gateway or add an extender (Chapter 9, *Where the Gateway Should Live*, Chapter 12, *Wi-Fi Extenders and Dead Zones*).
Slow even next to the gateway	Restart (Chapter 11, *Restarting the Right Way*), test again, then contact AT&T with your numbers.
Fast on a cable, slow on Wi-Fi	Older phones and laptops can't use top speeds over Wi-Fi. That's the device, not AT&T.

For comparison, the FCC's speed guide lists about 1.5 Mbps for an HD video call and 25 Mbps for 4K streaming. Every current AT&T Fiber plan is far above that, so a slow experience on Fiber usually points to Wi-Fi or a device.

HEADS UP

Don't install "speed booster" apps

Apps or pop-ups that promise to "boost" or "repair" your internet are often junk or worse. A speed test only needs a web page.

CHAPTER 20

When the Wi-Fi Feels Slow

Slow internet is the most common complaint, and most of the time the fix is in your home, not at AT&T. Work down this list from the top; each step is safe.

1. **Check one device or all?** If only one is slow, restart that device first.
2. **Restart the gateway** with the power cord, as in Chapter 11, *Restarting the Right Way*.
3. **Run a speed test** next to the gateway (Chapter 19, *Testing Your Speed*).
4. **Look at the lights** (Chapter 10, *What the Gateway Lights Mean*). Red means it's not a Wi-Fi problem.
5. **Check for an outage** (Chapter 22, *Checking for an Outage*).
6. **Move closer** or move the gateway somewhere central and open (Chapter 9, *Where the Gateway Should Live*).
7. **Look at connected devices** (Chapter 17, *Seeing and Pausing Connected Devices*) for something using a lot.
8. **Update or restart** the slow device; old tablets slow down with age.
9. **Still slow?** Contact AT&T with your speed test numbers (Chapter 28, *Reaching AT&T the Safe Way*).

TIP

Two networks with similar names

If your phone sees two networks with nearly the same name, it may be joining the weaker one, especially if you also have your own router (Chapter 13, *Using Your Own Router or Mesh System*). Forget the one you don't use.

GOOD TO KNOW

Old devices hold the network back less than you'd think

An old tablet won't slow down everyone else much on a modern gateway. It will just be slow itself. If one device is the problem, that's the one to replace.

WHAT THIS DOES FOR YOU

Why this order works

The first three steps fix most slow spots in under fifteen minutes, without a call. When you do call, you'll have the answers support asks for.

SCAM ALERT

Slow internet is a favorite scam opener

A caller or pop-up claiming your internet is "infected" or "being throttled" and offering a fix for a fee is a scam. See Chapter 29, *Scams That Use AT&T's Name*.

CHAPTER 21

ActiveArmor: AT&T's Home Network Security

ActiveArmor is AT&T's name for its security features. For home internet, they live in the Smart Home Manager app. The basic ones come with AT&T Fiber at no extra charge; a paid upgrade adds more.

What the free features do for you

- **Malicious site blocking**: warns or blocks when a device on your Wi-Fi tries to open a known bad website.
- **Intrusion alerts**: tells you when something suspicious tries to get into your home network.
- **Weak password detection**: flags a Wi-Fi password that's too easy to guess.

The paid upgrade

AT&T's advanced home internet security page lists an upgrade for Fiber customers at about **$7.00 a month** plus tax, as of November 2026. It adds **VPN at Home**, a **Threat Activity Dashboard**, **ID Monitoring** and **Advanced Content Controls**.

Turn the free features on

1. Open **Smart Home Manager**.
2. Look for a prompt to turn on ActiveArmor, or open the app's settings menu and find the security section.
3. Turn on the protections it offers.
4. If it shows a weak-password alert, change the Wi-Fi password as in Chapter 16, *Your Wi-Fi Name and Password*.

GOOD TO KNOW

Helpful, not a force field

AT&T says the protection guards against known threats and only works when the features are turned on. It can't stop you from being talked into giving a scammer access. Your own judgment is still the best protection; see Chapter 29, *Scams That Use AT&T's Name*.

TIP

There's a phone version, too

AT&T's separate **ActiveArmor** app for AT&T cell phones is a different product that helps block spam and fraud calls. Ask about it if your cell phone is with AT&T, too.

PART 4

Outages, Bills & Changes

When the internet goes down, getting a credit, reading the bill, home phone, moving and reaching AT&T.

CHAPTER 22

Checking for an Outage

Sometimes the problem isn't in your home at all. A cut cable or a storm can knock out a whole neighborhood. Checking for an outage first saves you from restarting and rewiring something that isn't broken.

Three ways to check

1. **On att.com**: search "check for outages" on att.com, or go to the outage page, choose **Internet**, and enter your ZIP code or sign in.
2. **In the AT&T app**: sign in. If there's a known outage on your account, it usually shows near the top.
3. **By phone**: call AT&T at the number on your bill. The automated system often announces known outages first.

AT&T's "Check for outages in your area" help article also explains how to sign up for internet outage alerts, so AT&T can tell you when there's a problem and when it's fixed.

TIP

Use your phone's cellular data

If your home internet is down, turn Wi-Fi off on your phone so it uses cellular data. Then you can still open att.com or the app to check.

GOOD TO KNOW

Outage websites aren't AT&T

Sites that collect "is it down?" reports can hint at a wide problem, but they aren't AT&T. Never call a phone number listed on one of those sites.

SCAM ALERT

Fake outage texts

A text about an outage that asks you to tap a link to "restore service" or pay a fee is a scam. Real outage alerts don't ask for payment. See Chapter 29, *Scams That Use AT&T's Name*.

CHAPTER 23

When the Internet Stops Working

When nothing will load, stay calm and work through these steps in order. Each one is safe, and together they solve most problems or tell you exactly what to say to AT&T.

The step-by-step ladder

1. **Is it everything?** Try a second device. If one works, the problem is the first device.
2. **Check for an outage** (Chapter 22, *Checking for an Outage*).
3. **Look at the gateway lights** (Chapter 10, *What the Gateway Lights Mean*). Write down the color and whether it blinks.
4. **Check the cables**. Power cord firmly in. On Fiber, the fiber cable seated (don't pull it). On older service, the phone-line cord in the wall jack.
5. **Restart the gateway** with the power cord and wait up to ten minutes (Chapter 11, *Restarting the Right Way*).
6. **On Internet Air**, check that the gateway is still near its window spot and nothing was moved in front of it (Chapter 4, *AT&T Internet Air (Wireless Home Internet)*).
7. **Still down?** Contact AT&T (Chapter 28, *Reaching AT&T the Safe Way*) and tell them your gateway model, the lights, and what you've tried.

HEADS UP

Don't factory reset as a first step

Holding the reset button erases your Wi-Fi name and password. It's a last resort, and best done with AT&T support on the line.

TIP

Keep a note on the gateway

A sticky note on the gateway with "Restart: unplug power, wait one minute" and AT&T's number helps anyone in the family on a bad day.

WHAT THIS DOES FOR YOU

Why this helps

Going step by step means you either fix it yourself or reach AT&T with everything they need, which usually shortens the call a lot.

STAY SAFE

If you rely on the internet for health or safety

If a medical alert, home monitor or doctor's video visit depends on your internet, keep a backup: a charged cell phone, and the numbers you'd need written on paper.

CHAPTER 24

Outage Credits: the AT&T Guarantee

AT&T has a promise it calls the **AT&T Guarantee**. If the network goes down, it credits you for the lost time. It's worth knowing so you get what you're owed.

What it says, as of November 2026

- If an **AT&T Fiber** or **Internet Air** network interruption lasts **20 minutes or more**, you're credited for a full day of service.
- If it lasts more than 24 hours, you get credit for each additional day, up to what you pay for internet that month.
- AT&T says it will email or text you about the outage, and credits usually appear within one or two billing cycles.
- Planned maintenance and natural disasters are excluded, and some account types don't qualify.

Make sure you got it

1. Write down the date and time the internet went out and came back.
2. Wait for the next one or two bills.
3. Look for a credit line on the bill.
4. If it isn't there and the outage was AT&T's network (not your own equipment), contact AT&T and ask about the AT&T Guarantee credit.

GOOD TO KNOW

It covers AT&T's network, not your house

A problem with your own Wi-Fi, a device or an unplugged gateway isn't an outage. The credit is for trouble on AT&T's side.

SCAM ALERT

Nobody needs your card to give you a credit

A caller offering an "outage refund" who needs your card number, bank login or a code sent to your phone is a scammer. Real credits just appear on the bill.

CHAPTER 25

Reading and Paying Your Bill

Your AT&T bill shows the internet plan, any discounts, and taxes and fees. Reading it once carefully, then glancing at the total each month, catches surprises early.

What to look for

- **The plan name and speed**, so you know what you're paying for.
- **Discounts**: AutoPay and paperless, a bundle discount if you have AT&T wireless, and any promotion, with its end date.
- **Add-ons**: extenders, All-Fi Pro, ActiveArmor upgrades, home phone.
- **Credits**: outage credits from Chapter 24, *Outage Credits: the AT&T Guarantee*.
- **Taxes and fees**, which aren't in the advertised price.

Pay in the AT&T app

1. Open the **AT&T** app and sign in.
2. Find the bill or payment section on the main screen.
3. Check the amount due, then choose to pay.
4. Pick your payment method and confirm. Wait for the confirmation screen or email.

AutoPay

AutoPay pays the bill automatically each month. With paperless billing, AT&T gives a monthly discount (AT&T's 2026 Fiber announcement describes it as $10 a month). Price guides say paying from a bank account gets the full discount and a card gets less, so ask which applies before you choose.

> TIP
> **Set a promotion reminder**
> If your price is a first-year promotion, put a reminder on your calendar for month eleven. That's the time to ask AT&T what's available before the price goes up.

SCAM ALERT

"Pay now or we disconnect today"

A call or text demanding immediate payment by gift card, payment app, cryptocurrency or a link is a scam. Pay only through the AT&T app, att.com, or the number on your paper bill.

CHAPTER 26

Your Home Phone After Copper

If you still have a landline on AT&T's copper wires, the copper retirement in Chapter 5, *Older AT&T Internet and the Copper Retirement* affects your phone too. AT&T's replacement for many customers is **AT&T Phone – Advanced**.

What AT&T Phone – Advanced does for you

- **Keep your number** and the phones you already own. You plug your home phone into AT&T's device instead of the wall.
- It uses **AT&T's cellular network** rather than the old copper line.
- It has a **24-hour backup battery** for the AT&T device. That battery doesn't power a cordless phone base, which needs its own backup.
- AT&T says other landline devices, such as some alarm systems, can stay connected; confirm yours.

911 matters most

1. Make sure the address AT&T has registered for the device is your home address.
2. Keep a corded phone, or a cordless phone with its own battery backup, so you can call during a power cut.
3. If you move the device to a new address, tell AT&T first. AT&T's user guide warns 911 may not get your right location otherwise.
4. Keep a charged cell phone nearby as a second way to call 911.

STAY SAFE

Medical alerts and alarms

Before you switch, call your medical alert or alarm company and ask whether their equipment works with AT&T Phone – Advanced. Test it after the switch.

GOOD TO KNOW

Price

Price guides disagree on the current monthly price, so this guide doesn't print one. Ask AT&T for the total with taxes and fees.

CHAPTER 27

Moving, Canceling and Returning Equipment

AT&T service is tied to your address. Moving, canceling or switching companies all go more smoothly with a little planning, and the most expensive mistake is forgetting to return the gateway.

If you're moving

1. Check what AT&T offers at the new address first (Chapter 6, *Checking What's Available at Your Address*). It may be different service.
2. Contact AT&T two or three weeks ahead to schedule the move.
3. If you have AT&T Phone – Advanced, tell AT&T before you move the device (see Chapter 26, *Your Home Phone After Copper*).
4. Ask whether you take the gateway with you or return it and get a new one.

If you're canceling

1. Line up the new service first so you're not without internet.
2. Call AT&T to cancel and ask for a confirmation number. Write it down.
3. Ask how to return the gateway and any extenders, and by what date.
4. Return everything with its power cords. Keep the receipt or tracking number.
5. Check your last bill for a final charge or a credit.

AT&T's Fiber pricing page has said equipment must be returned within **21 days** of canceling, or a non-return fee of about **$200** may apply.

HEADS UP

Leave the fiber jack

The fiber jack or optical box on your wall is part of the house wiring. Return the gateway, not the jack, unless AT&T tells you otherwise.

CHAPTER 28

Reaching AT&T the Safe Way

When you need AT&T, how you reach them matters as much as what you say. Scammers set up fake "AT&T support" numbers and ads, so always start from a source you trust.

Safe ways in

- **The phone number on your paper bill.**
- **The AT&T app** or **att.com**, typed in yourself.
- AT&T's Guarantee page lists **800.288.2020** for AT&T Fiber support.
- An AT&T store, for account and equipment questions.

Before you call, have ready

- Your account number (on the bill) and the account holder's name.
- Your gateway model and what the lights are doing (Chapter 10, *What the Gateway Lights Mean*).
- What you've already tried, and your speed test numbers (Chapter 19, *Testing Your Speed*).
- A pen and paper for the date, time, name and any ticket number.

SCAM ALERT

Don't search for "AT&T phone number"

Search results and ads can lead to fake support lines that ask for remote access to your computer or payment by gift card. Use the number on your bill instead.

TIP

Family can help, with permission

If a son or daughter helps with your account, ask AT&T, with both of you on the phone, how to give them permission to discuss it. See Chapter 33, *Helping a Parent with AT&T*.

PART 5

Staying Safe & Getting Help

Scams that use AT&T's name, the data breach settlement, protecting your account, and when to call Bill.

CHAPTER 29

Scams That Use AT&T's Name

Because so many people have AT&T, scammers love to pretend to be AT&T. The tricks change, but they follow a pattern: a surprise message, a scary problem or a too-good refund, and a push to act right now.

Common AT&T scams

What you hear or see	What to do
"Your bill is past due, pay now or lose service"	Hang up. Check your balance in the AT&T app or att.com yourself.
"You're owed a refund or reward"	A link that asks for your login or card is fake. Real credits appear on your bill.
"Your copper line is being shut off today"	Real retirement notices come with weeks of warning. Call the number on your bill.
"AT&T support" from a search ad	Fake support lines ask for remote access or gift cards. Use the bill's number.
A text with a code you didn't ask for	Someone may be trying to get into your account. Never read the code to a caller.
"Data breach payment" messages	See Chapter 31, *The AT&T Data Breach Settlement*. Never pay a fee to receive a settlement.

Warning signs AT&T points out

- A link that doesn't lead to the real **att.com** website.
- Pressure to act quickly.
- A request for sensitive information, like your Social Security number, by text.

Report a scam text

1. Don't tap the link and don't reply. AT&T notes replying can confirm your number is active.
2. Forward the text to **7726** (it spells SPAM). AT&T says this is free for AT&T customers.
3. If you can't see the sender's number, AT&T says to email the whole message to **abuse@att.net**.
4. Delete the message.

SCAM ALERT

Bill's rule

Nobody real needs gift cards, a payment app, cryptocurrency, a code from your phone, or remote control of your computer to fix your internet or your bill. If any of those come up, hang up and call AT&T yourself.

CHAPTER 30

If You Think You've Been Scammed

It happens to careful, smart people. Scammers are professionals. What matters is acting quickly, and there's no shame in it.

Do these, in order

1. **Stop talking** to the scammer. Hang up, close the chat, don't reply.
2. **If you gave remote access**, turn off or unplug the computer from the internet.
3. **If you paid by card or bank**, call the number on the back of the card or your bank right away.
4. **If you gave your AT&T login**, change the AT&T password from the app or att.com (Chapter 32, *Protecting Your AT&T Account*).
5. **If you gave your Wi-Fi password**, change it (Chapter 16, *Your Wi-Fi Name and Password*).
6. **Call AT&T** at the number on your bill and tell them what happened.
7. **Report it** to the FTC at **ReportFraud.ftc.gov**.

TIP

Write it down

Note what you were told, the phone numbers, the times and any amounts. It helps the bank, AT&T and the FTC.

FROM BILL

Call me, too

If a scammer was on your computer, I can check it over and help you tighten things up. That's exactly what my Digital Safety Check-Up is for.

GOOD TO KNOW

Gift card money is hard to get back

Money sent on gift cards or by cryptocurrency is very hard to recover, which is why scammers ask for it. Call the gift card company right away anyway.

CHAPTER 31

The AT&T Data Breach Settlement

In 2024, AT&T disclosed data breaches affecting customer information. A class action settlement of **$177 million** followed. Because it's in the news, scammers use it too.

Where it stands, as of November 2026

- The deadline to file a claim was **December 18, 2025**. It has passed; new claims can't be filed.
- News reports say a federal judge gave final approval, and payments were expected to begin after the settlement became effective, possibly around the end of 2026.
- Payment amounts depend on how many valid claims were filed, after fees and costs.
- If you filed a claim, the official settlement website named in your claim confirmation is where to check status.

SCAM ALERT

You never pay to receive settlement money

A message saying you'll get your AT&T settlement payment after you pay a fee, give a bank login, or "verify" your card is a scam. Real settlement payments don't cost you anything to receive.

TIP

If you didn't file, you're not missing a payment

If you didn't file a claim by the deadline, a message saying a payment is waiting for you is almost certainly fake.

STAY SAFE

Protect yourself after any breach

Use a strong, unique AT&T password, set up the extra sign-in protection AT&T offers, and watch your bank and card statements. See Chapter 32, *Protecting Your AT&T Account*.

CHAPTER 32

Protecting Your AT&T Account

Your AT&T account controls your bill, your service and, if you have AT&T wireless, your phone number. Someone who gets into it can cause real trouble, so it deserves a strong lock.

Five habits

1. **Use a strong, unique password** for your AT&T account, one you don't use anywhere else.
2. **Turn on extra sign-in protection**: in the AT&T app or on att.com, open your profile or sign-in settings and turn on the extra verification options AT&T offers.
3. **Keep your contact details current**, so AT&T's security codes and alerts reach you.
4. **Never share a code** AT&T texts you. AT&T's own sign-in codes are only for you to type.
5. **Sign in only from the app or by typing att.com**, not from links in messages.

TIP

Use a password manager or a paper book

A password manager on your phone, or a paper password book kept somewhere safe at home, is far better than reusing one password everywhere.

GOOD TO KNOW

Three different "passwords"

Your **AT&T account password** signs in to the app. Your **Wi-Fi password** connects devices. The **Device Access Code** changes gateway settings (Chapter 14, *The Gateway Settings Page*). Changing one doesn't change the others.

SCAM ALERT

"Read me the code we just sent"

A caller asking for a code that just arrived by text is trying to sign in as you. Hang up.

STAY SAFE

Wireless customers: ask about extra protection

If you also have AT&T cell service, ask AT&T about protection against someone moving your phone number to another phone. Scammers do this to steal sign-in codes.

CHAPTER 33

Helping a Parent with AT&T

Many families look after a parent's internet from a distance. A little setup now makes the next problem much easier to solve over the phone.

Set it up once

1. Photograph the gateway label (network name, Wi-Fi password, model and Device Access Code) and keep it somewhere private.
2. Fill in the "Keep this handy" table in Chapter 36, *Your AT&T Internet Cheat-Sheet* together.
3. Install Smart Home Manager on your own phone if your parent is comfortable sharing the AT&T sign-in, so you can see the network.
4. Put the gateway's power cord on a reachable, labeled plug (Chapter 11, *Restarting the Right Way*).
5. Ask AT&T, with your parent on the line, how to give you permission to discuss the account.

When they call you

- Ask what the lights look like before anything else (Chapter 10, *What the Gateway Lights Mean*).
- Check for an outage from your own phone (Chapter 22, *Checking for an Outage*).
- Walk them through one restart, slowly.
- Remind them that AT&T won't call asking for gift cards or remote access (Chapter 29, *Scams That Use AT&T's Name*).

TIP

Keep it simple

One network name, one password, and the restart steps written on a card next to the gateway solve most calls.

WHAT THIS DOES FOR YOU

Why this helps

When a parent knows the two or three steps that fix most problems, they feel more confident and less likely to trust a stranger who calls offering help.

CHAPTER 34

AT&T Internet Words in Plain English

The words you'll see on your bill, in the app and on AT&T's website.

Word	What it means
All-Fi Hub	AT&T's name for its newer gateways, such as the BGW320 and BGW620.
Gateway	The box AT&T gives you: modem and Wi-Fi router in one.
Fiber jack / ONT	The small box on the wall where the fiber line enters your home.
Internet Air	AT&T home internet over its cellular network.
DSL / copper	Older internet over telephone wires, being retired.
Mbps / GIG	Speed. 1 GIG is about 1,000 Mbps.
Download / upload	Receiving (streaming, web pages) and sending (photos, video calls).
Network name (SSID)	The Wi-Fi name your devices see.
Device Access Code	The code on the gateway label for changing its settings.
Extender	A second unit that spreads Wi-Fi to far rooms.
IP Passthrough	A gateway setting used when you add your own router.
ActiveArmor	AT&T's name for its security features.
AutoPay	Automatic monthly payment, usually with a discount.
AT&T Phone – Advanced	AT&T's replacement home phone service that uses its cellular network.

TIP

A dictionary, not a quiz

Nobody expects you to memorize these. Come back whenever a word trips you up.

GOOD TO KNOW

U-verse and DSL in old articles

AT&T help articles sometimes still say "U-verse" or "DSL" in their web addresses or titles. The steps often still apply to today's service.

WHAT THIS DOES FOR YOU

Why words matter

Using AT&T's own words, like "All-Fi Hub" or "Internet Air," helps support understand you the first time.

CHAPTER 35

When to Call Bill

Most of what's in this guide you can absolutely do yourself. But some jobs go faster with someone beside you, and there's no shame in that.

Good reasons to call

- Weak Wi-Fi in part of the house, and you're not sure whether to move the gateway, add an extender or buy a mesh system.
- Adding your own router to an AT&T gateway without two networks fighting.
- A copper retirement letter, and you want help comparing Fiber, Internet Air and other choices.
- Moving a landline, alarm or medical alert over to new service and testing it.
- Reconnecting every TV, camera, printer and thermostat after a Wi-Fi password change.
- A suspicious call, text or pop-up about your AT&T account, or a scammer who got onto your computer.
- Setting things up so a family member can help from a distance.

WHAT THIS DOES FOR YOU

Wi-Fi Help

My **Wi-Fi Help** visits are made for exactly this: I look at where your gateway sits, test every room, fix dead spots, tidy up networks and passwords, and show you the two or three things worth knowing for next time.

SCAM ALERT

A real technician never cold-calls you

If someone calls out of the blue saying your internet has a problem and they need remote access or payment, hang up. I'll never call you unasked to "fix" something.

How to reach me

Call or text **(330) 200-8042**, or book online at **billshometech.com/book**. Bill's Home Tech serves **Portage County, Ohio**, and I bring more than 30 years of professional experience to every visit. If you reach my assistant **Sophie** on the main line, she can answer simple questions and get you on my schedule.

FROM BILL

What it costs

My help is **$49 remote · $99 in your home**. The guides themselves, like this one, are free to read and share.

— Bill

CHAPTER 36

Your AT&T Internet Cheat-Sheet

The most-used steps on one page. Keep it handy, save it or print it for the fridge.

Everyday jobs

I want to…	Do this
Restart the gateway	Unplug power, wait a minute, plug in, wait up to ten minutes
Change Wi-Fi password	Smart Home Manager > My Wi-Fi > your network > edit
Pause a device	Smart Home Manager > Network > Connected devices > device > Pause Internet
Guest Wi-Fi	Smart Home Manager > My Wi-Fi > guest Wi-Fi option
Gateway settings page	Type 192.168.1.254 in the browser address bar
Check for an outage	att.com outage page, or the AT&T app
Pay the bill	AT&T app > bill or payment section
Report a scam text	Forward it to 7726

Lights at a glance

What you see	What it means
Green, steady	Connected
Red, blinking slowly	No broadband: check cables
Solid red	Overheating or hardware: give it air, restart

Safety in five

1. Reach AT&T only through your bill, the app, or att.com typed yourself.
2. Never pay with gift cards, payment apps or cryptocurrency.
3. Never read a texted code to a caller.
4. Never give remote access to someone who called you.
5. Forward scam texts to 7726, then delete them.

Keep this handy

What	Notes
My AT&T service (Fiber, Air, older)	_____
Gateway model	_____
Wi-Fi name	_____
Wi-Fi password	_____
AT&T account number	_____
AT&T number from my bill	_____
Bill's Home Tech	(330) 200-8042 · billshometech.com/book

FROM BILL

You've got this

You now know which AT&T service you have, what the lights mean, and how to restart, check, pay and stay safe. If it ever gets tricky, call or text me at (330) 200-8042.