AT&T Smart Wi-Fi® Extender
Self-installation Guide

AirTies Air 4921

Existing Wi-Fi Gateway
Some home sizes and layouts create dead zones that can't be reached by a single Wi-Fi Gateway

Wi-Fi Extender
Wi-Fi Extenders provide additional coverage for those hard-to-reach areas of your home
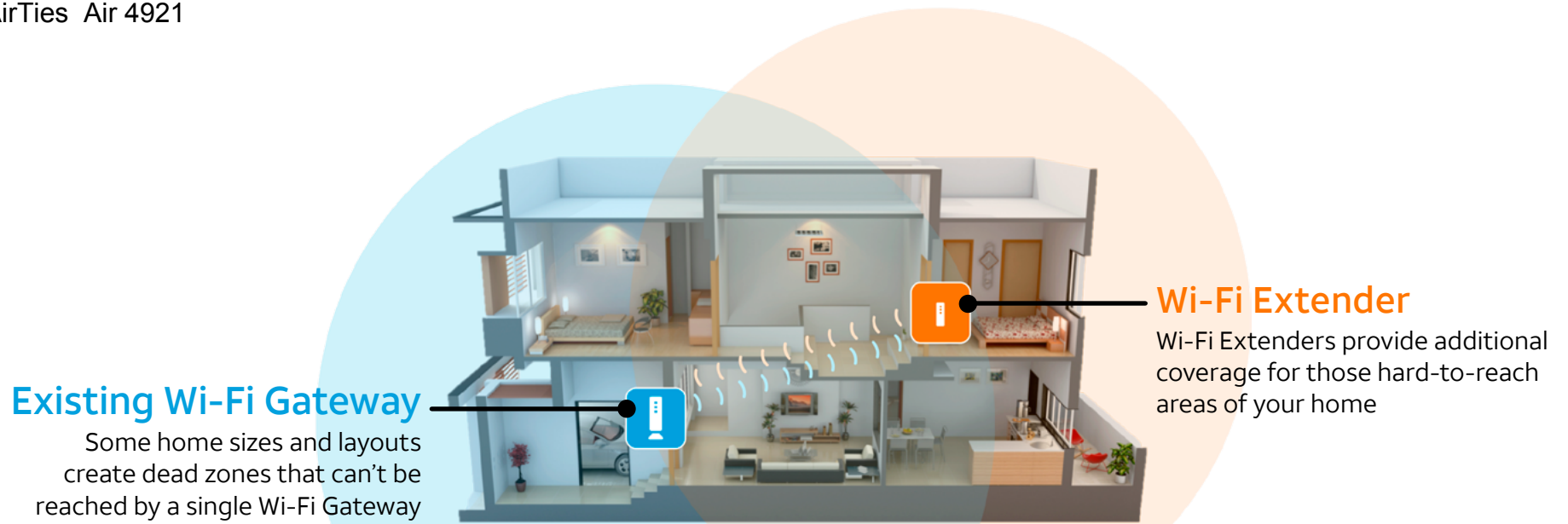
Get started
Please allow at least 10-15 minutes for installation.

These instructions will guide you through the process of installing your Wi-Fi Extender.
AT&T Internet service must be active and connected prior to adding your Wi-Fi Extender.

In the box:
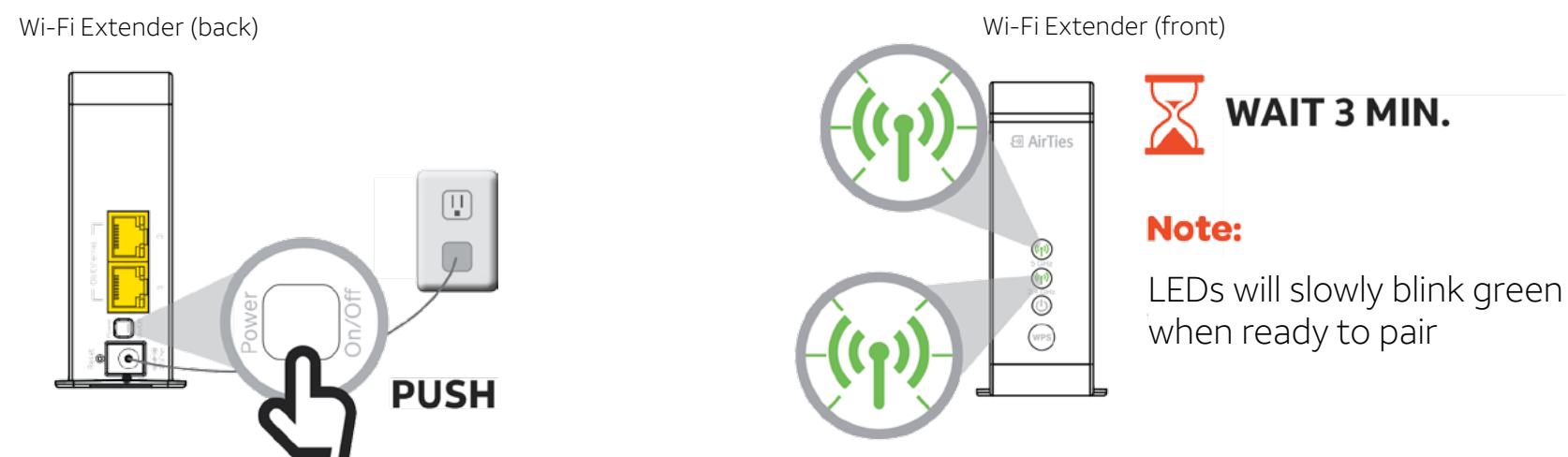
Yellow Ethernet cable

Power cord

Introduction

The AT&T Smart Wi-Fi Extender provides reliable wireless coverage to more areas of your home.

Connecting the new AT&T Smart Wi-Fi Extender

Step 1. Power up your new Wi-Fi Extender in the same room and within 10 feet of your AT&T Wi-Fi Gateway. Within 3 minutes of powering up, both the 5GHz and 2.4GHz LEDs will blink green. ( )

Wi-Fi Extender (back)

Wi-Fi Extender (front)

PUSH

WAIT 3 MIN.

Note:
LEDs will slowly blink green when ready to pair

Step 2. Press the WPS button (WPS) on the existing AT&T Wi-Fi Gateway first and then on the AT&T Smart Wi-Fi Extender.

INTERNET

Power
Broadband
Phone

WPS

Only for Models
5268AC or BGW210

WPS PUSH
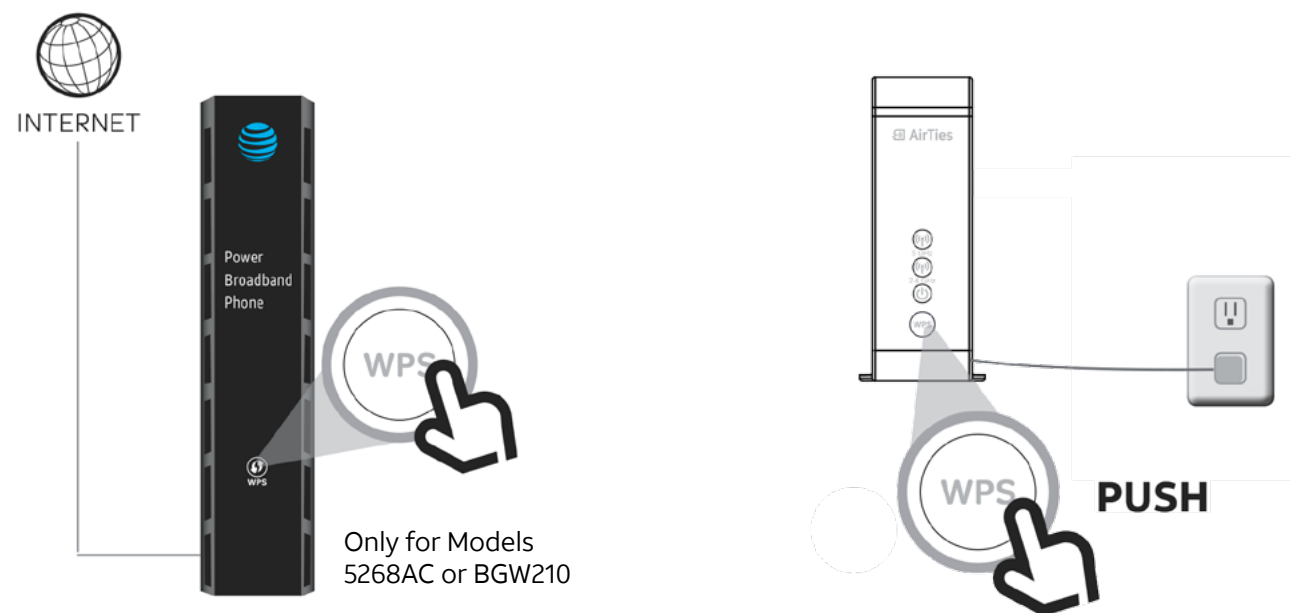
The 5GHz and 2.4GHz LEDs will start blinking ( ) and the two devices will pair automatically. This process may take up to 3-5 minutes. When pairing is complete, both LEDs will turn solid green ( ) (the 5GHz LED will blink every 5 seconds). Congratulations, you have successfully configured your new Wi-Fi Extender.

Step 3. Placing your Extender

• You can now unplug and move your AT&T Smart Wi-Fi Extender to its coverage location.

• Place the Extender in a location between your Wi-Fi Gateway and the room/area where you want a stronger signal coverage.

   TIP: Maximum distance between the Wi-Fi Gateway and Extender is 40 feet or two walls away.

• Plug the Extender in and wait a few moments for the connections to re-establish.

INTERNET

Power
Broadband
Phone

20-40 feet

NEW

Wi-Fi Gateway

AT&T Smart Wi-Fi Extender
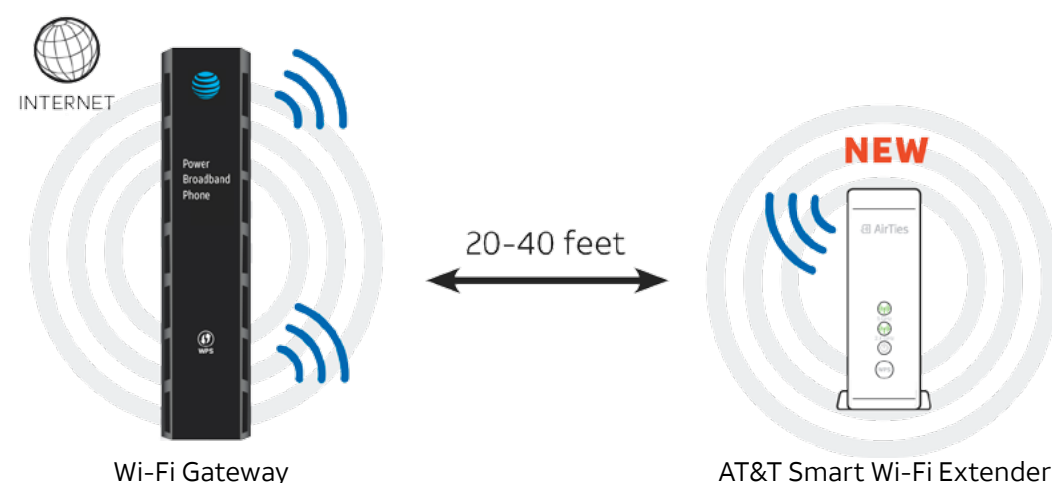
⚠ **NOTE:** LEDs may turn off during the pairing process. If the LEDs do not light up GREEN within 5 minutes, repeat step 2.

Bad location.
LED will be solid red

Out of range.
LED will be flashing red

Good location.
LEDs will be solid green (the 5GHz LED will blink every 5 seconds)

Resolution: Move Extender closer to the Gateway

⚠ **ETHERNET CABLE (optional):** You may use the yellow Ethernet cable to directly connect your laptop, gaming consoles, or additional devices to your AT&T Smart W-Fi Extender.

How do you know if the Extender is working?

Your Extender creates a seamless network. Your Wi-Fi Network Name and Password do not change, so it won't appear as a new Wi-Fi network. You can check to see if your Extender is working in two ways.

1 • When pairing is complete, both LEDs will turn solid green ( ) (the 5GHz LED will blink every 5 seconds).

OR

2 • Visit **att.com/smarthomemanager** to download the AT&T Smart Home Manager App on your smartphone or to get access using your computer.

• Sign in with your Internet Member ID or AT&T Access ID and Password to get started.

• Access **Device List**.

• Locate your Smart Wi-Fi Extender. A green check mark will validate your equipment is connected.

Smart Home Manager

Managing your home Wi-Fi has never been easier.
The Smart Home Manager gives you easy access to your home network information in one convenient spot.

Find or change your network name and password anytime you want.

See who's on your Wi-Fi network.

Personalize your device names, like "Matt's smartphone", "Monica's laptop" and "Mom's tablet".

Invite guests to your Wi-Fi network with ease via text and email.
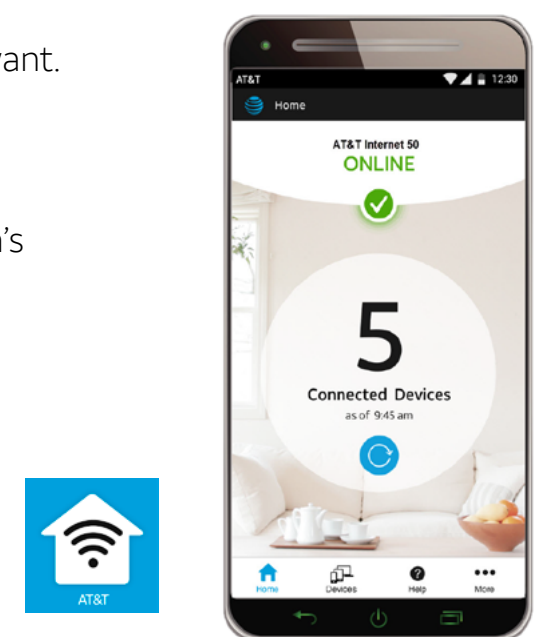
Visit att.com/smarthomemanager to download the AT&T Smart Home Manager App on your smartphone or to get access using your computer.

**Sign in with your AT&T Access ID or Internet Member ID and password to get started.**

Connecting additional AT&T Smart Wi-Fi Extenders

If the location you want to cover is too far from your existing Extender, you can install an additional Extender to expand your range.

1. Repeat steps 1-3.

2. After the connection is established between the Wi-Fi Gateway and the Extender, you can unplug the additional Extender and place it in an area where you want a stronger signal coverage.

The pairing will be established automatically. This process may take up to 3-5 minutes.

TIP: Extenders work best when placed on an open countertop, TV stand, or shelf and away from large obstructions.

EXTENDER
DEVICE
EXTENDER
DEVICE
EXISTING WI-FI GATEWAY
EXTENDER
DEVICE
EXISTING WI-FI GATEWAY
EXTENDER
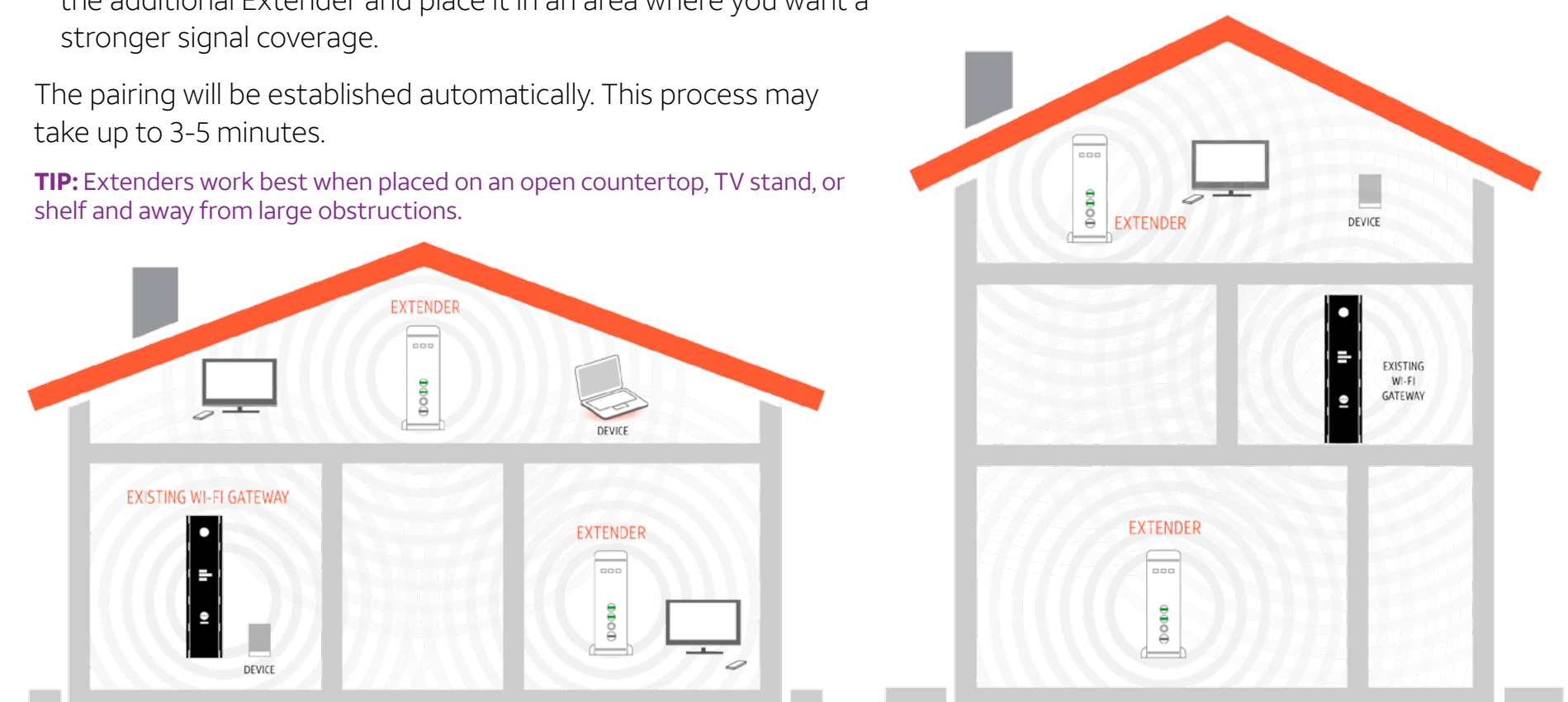
Maximum favorable configuration is one Wi-Fi Gateway and three AT&T Smart Wi-Fi Extenders.

Maximum distance between the Wi-Fi Gateway and Extender is 40 feet or two walls away.

Your home layout may vary.

Having trouble?

- If your Wi-Fi Extender displays a **red light**, it likely has a bad connection or is too far from your existing Wi-Fi Gateway. Move the Extender closer to your Wi-Fi Gateway. This provides a stronger signal.

- If your Wi-Fi Extender has both LEDs flashing **green** every 5 seconds, it is ready to be paired. Place your Extender close to your Gateway and press the **WPS button** on the front of your Wi-Fi Gateway, then the **WPS button** on the Extender. The 5GHz and 2.4GHz lights will flash and then turn solid green when they are successfully paired. You can then move your Extender to your final location.

- Pressing the reset button on the back of the Extender with a paper clip will restore factory settings. Your Extender will need to be re-paired with your Wi-Fi Gateway by following steps 1-3.

- When successfully paired, the 5GHz light will blink briefly every 5 seconds to indicate a successful pair. The 2.4GHz light will remain solid green. ((((•))))

- Visit **att.com/wifiextender** for additional Extender support.

- Sources for a weak Wi-Fi signal include microwave ovens, cordless phones and other wireless devices such as wireless speakers, baby monitors and garage door openers which can cause Wi-Fi interference.

If you are experiencing service issues, check the following:

Your Internet Service needs to be active.
You must have working AT&T Internet service for your Extender to work correctly.

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

Power down, power up.
Unplug the power cord from the back of the AT&T Wi-Fi Extender. Leave the Wi-Fi Extender unplugged for 15 seconds and plug it back in. You may need to wait up to three minutes for your Wi-Fi Extender to completely reboot.

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:
Available 24/7, download the myATT app at **att.com/myattapp** from your mobile device.

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:
- Alternate format guides:
  - Braille or large print: call **800.288.2020** and request guide number (ATT170820943-2)
  - Accessible tagged PDF: visit **att.com/userguides**

- 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

- Device Compatibility Feature: Compatible with any TTY/TDD devices with standard phone line

¿Hablas español?
Por favor visita **att.com/uverseguias** *para ver la información en español. También puedes ver la siguiente guía:* **(ATT170820943-2)** *(FTTP-GPON CSI SP) para más detalles.*

Need more help?

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

AirTies

Printing Colors

Air 4920 / AT&T FCC STATEMENT (Printed Material Specification)	
Flat dimension	210mm × 148mm
Dimension after binding	A6 (105mm*148mm)
Pages	4 pages
Cover Printing Color	Colour Printing
Inner Printing Color	Colour Printing
Cover Page Material	105g Copperplate paper
Inner Pages Material	105g Copperplate paper
Cover Page Coating	Varnishing
Inner Pages Coating	Varnishing
Binding & Folding Process	Paper folding
Printing Technique	Offset printing
Output lpi	200Lpi
Size Tolerance	L*W:+1/-1mm.
Color Tolerance	ΔE=2 for Pantone ΔE=3 for CMYK
Part Number	MP-0000067026

FCC Statement

Wireless Regulatory Information

FCC Statement :

THIS DEVICE COMPLIES WITH PART 15 OF THE FCC RULES. OPERATION IS SUBJECT TO THE FOLLOWING TWO CONDITIONS: (1) THIS DEVICE MAY NOT CAUSE HARMFUL INTERFERENCE, AND (2) THIS DEVICE MUST ACCEPT ANY INTERFERENCE RECEIVED, INCLUDING INTERFERENCE THAT MAY CAUSE UNDESIRED OPERATION.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC CAUTION:

The grantee is not responsible for any changes or modifications not expressly approved by the party responsible for compliance. Such modifications could void the user's authority to operate the equipment.

IEEE 802 11b or 802 11g operation of this product in the USA is firmware limited to channel 1~11.

This device is restricted for indoor use.

FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment This equipment should be installed and operated with minimum distance 20 cm between the radiator and your body. This device and it's antennas(s) must not be co-located or operating in conjunction with any other antenna or transmitter except in accordance with FCC multi-transmitter product procedures.

DFS Statement :

Devices will not permit operations on channels 120-132 for 11a and 11n/a which overlap the 5600 - 5650 MHz band.

SAFETY WARNINGS:

- Do not use this product near water, for example, in a wet basement or near a swimming pool.
- Avoid using this product during an electrical storm. There may be a remote risk of electric shock from lightning.

⚠️ **WARNING**

Cancer and Reproductive Harm - www.P65Warnings.ca.gov