



Premier and AT&T MicroCell User Guide

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What is AT&T MicroCell?

The AT&T MicroCell gives you improved in-office cellular coverage for simultaneous voice and data usage up to 5,000 square feet. It connects to your existing broadband internet service and supports up to four simultaneous voice and data users using AT&T devices.

What You Need To Know

Setting up MicroCell is a multi-step process:

1. Check service availability.
 2. Order the device.
 3. Activate your account.
 4. Set up your device and service.
 5. Review your account and update your approved user list.
- AT&T MicroCell is available as an accessory purchase in Premier.
 - AT&T Customers with Premier access have a different account activation process than AT&T customers without Premier access.
 - You need your MicroCell device serial number to complete your account activation.
 - AT&T MicroCell is also known as Femtocell by the manufacturer.

Checking Service Availability

AT&T MicroCell is currently available for purchase and use in select markets. Check service availability before ordering the device.

Follow these steps to check service availability in your area:

Step 1

Go to the AT&T MicroCell landing page

<http://www.att.com/att/microcell>

Step 2

Click **Availability**.

Step 3

Enter your 5-digit zip code.

Step 4

Click **Submit**.

Ordering the AT&T MicroCell Device from Premier

AT&T MicroCell is available as an accessory purchase in Premier. You can order the 3G MicroCell device as an accessory-only order or part of a new Phone/Device order.

Part 1-A: Adding the MicroCell Device (Accessory-Only)

Step 1

Log in to your Premier site. (<https://www.wireless.att.com/business>)

Note: If you are a Corporate Responsibility User (CRU), skip to Step 3.

Step 2

From the Accounts tile, select the wireless number that you want the AT&T MicroCell to be associated with.

Step 3

From the Account Details tile, click **Shop Accessories**.

Step 4

To display the MicroCell accessory, you need to make selections for a phone manufacturer and 3G or LTE model (e.g. Apple iPhone).

Step 5

Locate the AT&T Microcell(TM) accessory, select a quantity of one and then click **Add to Cart**.

Part 1-B: Adding the MicroCell Device (with a New Phone/Device)

Step 1

Log in to your Premier home page. (<https://www.wireless.att.com/business>)

Note: If you are a Corporate Responsibility User, skip to Step 4.

Step 2

From the Accounts tile, select the billing account that you want the AT&T MicroCell to be assigned to.

Step 3

From the Account Details tile, click **Add a wireless number to this billing account**.

Step 4

Select **Buy new service/new phone number with phone/device**.

Step 5

Enter your zip code.

Step 6

Add any 3G or LTE device to your cart.

Step 7

Locate the AT&T MicroCell accessory, select a quantity of one, and then click **Add to Cart**.

Note: The MicroCell device displays as an accessory only for 3G and LTE devices.

Step 8

Add a voice or data rate plan to cart.

Step 9

Add the MicroCell Unlimited Calling feature. (optional)

Part 2: Completing the Order

Step 1

Review your selections, and then click **Checkout**.

Step 2

Enter your contact, billing, and payment information, and then click **Continue**.

Step 3

Select the terms and conditions agreement, and then click **Complete Order**.

Activating Your Account (for customers with existing access to Premier)

Existing Premier customers are able to activate their AT&T MicroCell account within their

Premier site.

Note: If you do not already have a Premier account, go to the section in this document titled “Activating Your Account (without Access to Premier).”

Part 1: Locating the MicroCell Tile

Step 1

Log in to your Premier site. (<https://www.wireless.att.com/business>)

Note: Skip to Step 4 if you are a Corporate Responsibility User (CRU).

Step 2

From the Accounts tile, select the wireless number that will use the MicroCell.

Step 3

From the Account Details tile, click **View account information**.

Step 4

Scroll to the bottom of the page, and then click **Get Started** from the AT&T MicroCell tile.

Part 2: Activating Your Account

Step 1

From the **AT&T MicroCell** page, Click **Next**.

Step 2

Read the AT&T MicroCell Terms & Conditions, and then click **Accept**.

Step 3

Read the End User Licensing Agreement/Open Source Information, and then click **Accept**.

Step 4

Enter the serial number, which is on the underside of the device.

Note: The device serial number has 16 alphanumeric characters and one dash. Example: FFAA11-123456789C.

Step 5

Click **Next**.

Step 6

Enter the service address of the AT&T MicroCell, and then click **Next**.

Note: Do not enter a P.O. Box.

Step 7

From the Approved User List section, add and remove wireless numbers allowed to use your MicroCell.

Step 8

Review the device setup information and click **Submit**.

This completes the online activation process. You still need to complete the setup of your device and service. To continue with the setup, go to **Step 2: Configuration and Powering Up** of the [AT&T MicroCell User Manual](#).

Once your MicroCell is successfully set up and operational, you can return to Premier to access the Microcell site to access your MicroCell account and update your list of users. This completes the online activation process but you still need to complete the set up of your device and service. To continue with the set up, go to **Step 2: Configuration and Powering Up** (bottom of page 8) of the [AT&T MicroCell User Manual](#).

Once your MicroCell is successfully set up and operational, you can return to Premier to access the Microcell site to update your approved user list.

Activating Your Account (for customers without access to Premier)

If you do not already have access to Premier, follow this process to get a login to the MicroCell site and activate your account.

Step 1

Go to the AT&T MicroCell landing page

<http://www.att.com/att/microcell>

Step 2

From the **For your business** tile, click **Log in**.

Step 3

From the **First Time Users** section, enter the wireless number that the MicroCell is associated with, and then click **Continue**.

Within 15 minutes, the wireless number that the MicroCell is associated with will receive a text message (SMS) containing a PIN number.

Note: If your device does not support SMS, please contact AT&T MicroCell Technical Support at 1-800-331-0500 to continue with your account activation.

Step 4

Enter the PIN and click **Continue**.

Note: The PIN is case sensitive. The registration site will lock you out for 24 hours if you enter the PIN incorrectly three times.

Step 5

Create your account login information, enter your email address, enter your postal address, and then click **Continue**.

Note: You will need to access the email address you provide here to successfully complete the activation process.

Step 6

Read the Terms & Conditions and click **Accept**.

Step 7

On the Registration Successful! Page, click **OK**.

Step 8

Access your email account, open the email titled *AT&T MicroCell: Your Login Registration is Complete*, and click **Login**.

Note: If the email does not arrive within 5 minutes, check the spam inbox for a message from *premier@premier.wireless.att-mail.com*.

Part 2: Activating Your Account

Step 1

In the Returning Users section, enter your username and password, and then click **Login**.

Step 2

On the Email Address Verification page, click **Continue**.

Step 3

On the Set Up and Manage Your AT&T MicroCell Account page, click **Get Started** from the AT&T MicroCell tile.

Step 4

Read the AT&T MicroCell Terms & Conditions and click **Accept**.

Step 5

Read the End User Licensing Agreement/Open Source Information and click **Accept**.

Step 6

Enter the device serial number. The serial number can be found on the under side of the MicroCell.

Note: The device serial number consists of 16 alpha numeric characters and one dash. For example: FFAA11-123456789C.

Step 7

Click **Next**.

Step 8

Enter the service address of the AT&T MicroCell and click **Next**.

Note: Do not enter a P.O. Box.

Step 9

Add and remove numbers to the Approved User List as needed.

Step 10

Review the device set up information and click **Submit**.

This completes the online activation process. You still need to complete the set up of your device and service. To continue with the set up, go to **Step 2: Configuration and Powering Up** (bottom of page 8) of the [AT&T MicroCell User Manual](#).

Once your MicroCell is successfully set up and operational, you can return to the AT&T MicroCell landing page (<http://www.att.com/att/microcell>) and Log In from the business

tile to update your approved user list.

Resources and Support

AT&T MicroCell Landing Page

<http://www.att.com/MicroCell>

AT&T MicroCell Business User Site (non-Premier Corporate Responsibility User)

https://www.wireless.att.com/businesscare/registration/_MicroCell.jsp

Premier Login

<https://www.wireless.att.com/business>

AT&T MicroCell Technical Support Phone Number

1-800-331-0500