

# Receiver return

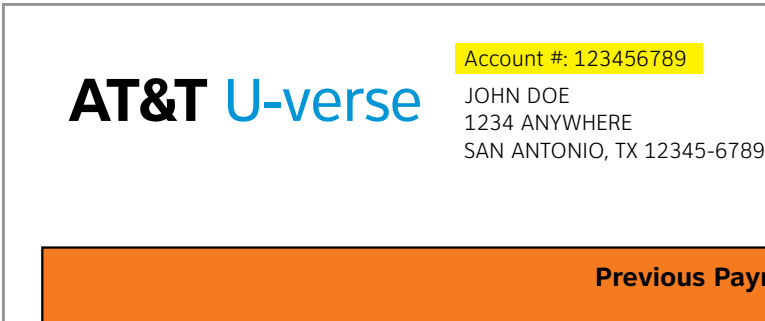
Return the AT&T U-verse® receiver you replaced and the **old power cord** as-is to The UPS Store. Find the location nearest you by visiting [www.theupsstore.com](http://www.theupsstore.com) or by calling 800.789.4623. No special packaging is required.

For your convenience, please bring the return instructions that you received via email or customer letter. This will expedite your return process at The UPS Store.

If you do not have the return instructions, don't worry. You just need to provide the billing account number, which can be found on your bill, as shown.

Tell the UPS representative that you are returning an AT&T U-verse receiver.

**Do not return your remote control.**



# Visit att.com/uvexchange

- From there you can:**
- View help videos
  - Chat online with a technician
  - Easily find troubleshooting information and user guides
  - Learn how to return this product

**¿Habla español?**  
Por favor visite [att.com/uverseguias](http://att.com/uverseguias) para ver la informacion en español. También pueden ver la siguiente guía: ATT101500710-4 (UV STB RPLCMNT CSI GUIDE) para más detalles.

# Need more help?

Visit [att.com/support](http://att.com/support)  
Go to [att.com/myattapp](http://att.com/myattapp) on your smartphone or tablet to download the free myAT&T app.  
Call us at **800.288.2020** and ask for “U-verse technical support.”



# AT&T U-verse® TV Receiver Replacement



# Get started

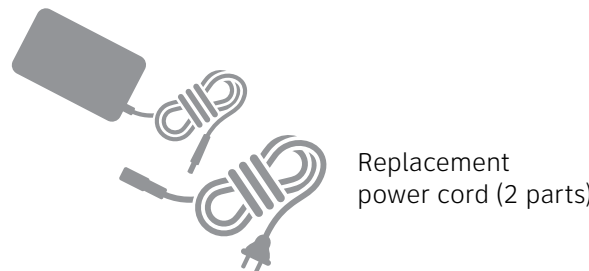
Approximate installation time: 15 minutes

These instructions will guide you through the process of replacing your U-verse TV receiver with a new receiver.

## Gather materials needed for setup:



Replacement U-verse receiver



Replacement power cord (2 parts)



Not included: wrench  
You may also need a 3/16-inch wrench to loosen the existing coaxial cable connection on the back of the receiver.

The appearance of your receiver and power cord may differ from above pictures.

# 1. Set up

Approximate time: 10 minutes

- A** Before you begin, you'll want to make note of your current screen resolution setting. To do this, press **MENU** on your remote control. The Menu screen should display on your TV.

**Note:** If your receiver cannot display the menu, skip this section.

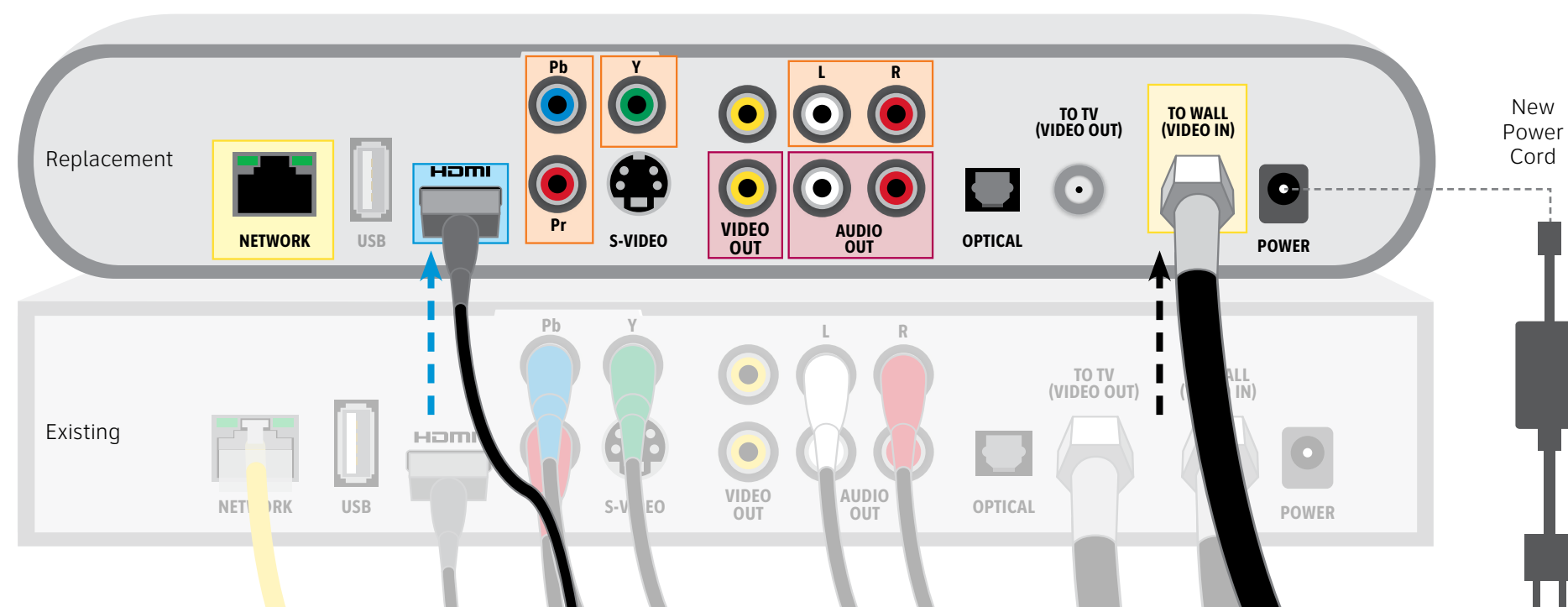
From the Menu screen, use the arrows on your remote control to select "OPTIONS," then select "TV screen resolution (HD/SD)," and press the **OK** button on your remote.

Make note of your current Screen Resolution.  
For example, 720p High Definition (HD)



- B** Unplug your existing receiver and remove the power cord. Set this power cord aside—you won't need it anymore.
- C** Carefully stack your new receiver on top of your existing receiver. This will allow you to reconnect the cables one at a time, keeping them all in the right place.
- D** The back of your receiver and the connections may vary depending on the model. If the connectors are in different places, just follow the names, shapes and colors, as they will all be the same.
- E** The below illustration of the existing receiver shows various connection possibilities. You will only need to use one of the connections (HDMI, Component, Composite, or Coax) to connect your receiver to the TV.

The illustration of the replacement receiver shows HDMI, which is the preferred connection.



**YELLOW BOX:**  
Shows Network, and To Wall/  
Video In connections.

**ORANGE BOX:**  
Shows Component video connections (red, green,  
blue) and RCA audio connections (red, white).  
Yellow connector is not used in this case.

**RED BOX:**  
Shows Composite video (yellow) and audio (white  
and red) connections.

**BLUE BOX:**  
Shows HDMI (preferred) connection.

**Note:** if using coaxial connection, apply sufficient force to tighten the connectors past "finger tight." Failure to properly tighten this connection will degrade the signal and can cause intermittent or continuous video problems.

- F** After you have successfully completed your receiver connections, plug your new power cord into your receiver first, and then into the electrical outlet.

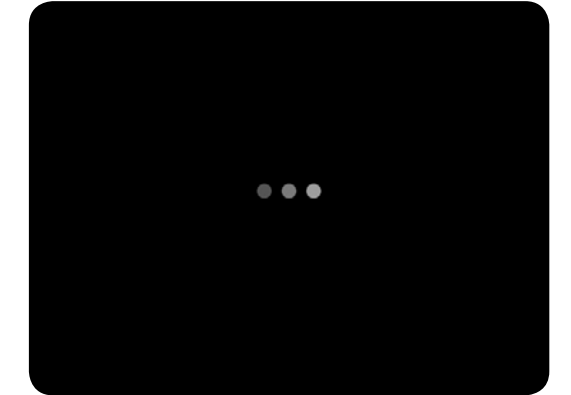
**!** Do not reuse the power cord from your old receiver.

- G** Continue to use your existing remote control—it will work with your new receiver. To review instructions for your remote control, visit [att.com/remotecomtrol](http://att.com/remotecomtrol).

# 2. Power up

Approximate time: 1–5 minutes

- A** Your new receiver will power up automatically. It may take several minutes for this process to complete. Do not turn off the TV or receiver during this process. When the process is finished, the LINK light on the front of the receiver will turn green. If the light doesn't turn green, unplug the receiver from the electrical outlet, wait 15 seconds, and try again.



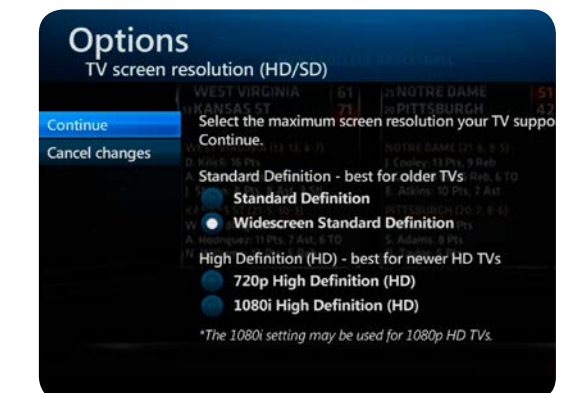
- B** Now you can set your TV screen resolution. If you noted your settings earlier, you can use those as a reference.

Press **MENU** on your remote control. The Menu screen should display on your TV.

From the Menu screen, use the arrows on your remote control to select "OPTIONS," then select "TV screen resolution (HD/SD)" and press the **OK** button on your remote.

Now select your screen resolution.

For example, 720p High Definition (HD)



**Congratulations—you are connected!** Press **GUIDE** to start watching TV.



## Important!

Please see the back page of this guide for Receiver return instructions.

Questions? Visit [att.com/uvexchange](http://att.com/uvexchange)

