

High Speed Internet and Voice User Guide



Get answers **24/7**
Visit **att.com/uversesupport**
or call **800.288.2020**



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AT&T U-verse

We’re always here to help:

- Go to the myAT&T app on your mobile device
- Visit att.com/uversesupport
- Call 800.288.2020

Please have your 4-digit passcode available when calling.

Record your important U-verse information here for easy reference.

With all your key information in one place, it’s a snap to manage your account and get support when you need it.

GENERAL INFORMATION	
Customer name on account	
Account number	
Four-digit passcode	
Primary member ID (email address)	
Primary member ID password	
Your Primary member ID allows you to manage your account online. You can view and pay your bill, enroll in paperless billing, sign up for AT&T AutoPay, upgrade your account, get updates regarding your U-verse service, and much more.	
Voicemail PIN # and authentication code	

WI-FI GATEWAY INFORMATION	
Manufacturer	
Wi-Fi Network Name (SSID)	
Wi-Fi Password (Wireless Network Key)	
Device Access Code	
Tech's ID for promo code (P2R)	

Love your U-verse?

Tell a friend, and you'll both get up to \$75 in AT&T Promotion Cards* when your friend orders AT&T U-verse TV, Internet, and phone. Learn more at att.com/refer.

*AT&T Promotion Cards can be redeemed for merchandise online at att.com or at any AT&T company owned store. They can also be used toward paying your bill through the online account management service at att.com, by phone or at participating AT&T stores. Card is not redeemable for cash and may not be used for cash withdrawal at cash-dispensing machines. PLEASE NOTE THAT AT&T PROMOTION CARDS EXPIRE ON THE LAST DAY OF THE MONTH THAT IS EMBOSSED ON THE CARD. Fulfillment time for Promotion Cards varies. Other terms and conditions apply. See att.com/refer.



Everything you need to enjoy the U-verse experience

User guides

- Visit **att.com/userguides** for guides in English
- *Esta práctica guía rápida también está en español en **att.com/uverseguías***

Getting started and knowing your features

- To learn more about the benefits and features of your U-verse service, visit **att.com/uversewelcome**

Manage your account

- To manage your account 24/7, download the myAT&T app at **att.com/myattapp**
- To help us keep you informed about important account changes, visit **att.com/myatt** and click Profile to update your email address and contact numbers
- Call **800.288.2020**, and then say “Order U-verse services,” “Pay my bill,” or “U-verse technical support”
- Sign up for paperless billing—conveniently store and retrieve up to 16 months of bills online while reducing your risk of identity theft—by visiting **att.com/paperless**

Troubleshooting and technical support

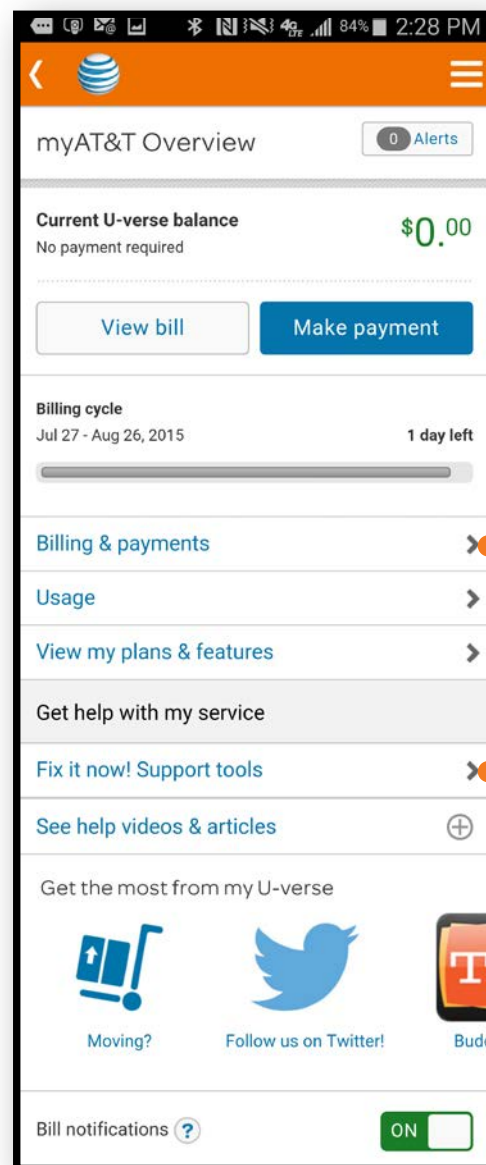
- For support, including live chat, click **att.com/uversesupport**
- For Wi-Fi support visit **att.com/wifisupport**
- For installation, setup, and tech support of your Wi-Fi network, regardless of service provider or manufacturer, contact AT&T ConnectTech® by calling **800.270.5103**

Accessibility support

- Alternate formats now available in large print or braille. Call **800.288.2020** and request your High Speed Internet and Voice User Guide in an alternate format.
- Additional accessibility support:
 - Special Needs Equipment:
Phone: 877.902.6350
TTY: 800.772.2889
 - Repair Center:
Phone: 800.246.8464
TTY: 800.397.3172
- Accessible tagged PDF: Visit **att.com/userguides**
- Device compatibility feature: Compatible with any TTY/TDD devices with standard phone line



Seconds count. Save time with the myAT&T mobile app. You can pay your bill, manage U-verse Voice features, get support 24/7, and more.



Billing & payments:


Easy access to payment options and billing history anytime, virtually anywhere.

Fix it now! Support tools:

Manage your U-verse High Speed Internet and Voice services. With personalized support you can resolve most issues in seconds.

To get started:

Download the free **myAT&T app** on your mobile device three easy ways:

- Go to **att.com/myattapp** from your mobile device
- Search your app store 
- **Note:** iPad® users must search for myAT&T under iPhone® apps in iTunes®
- Text the word “app” to 8758 from your AT&T mobile device

How to log in to your account:

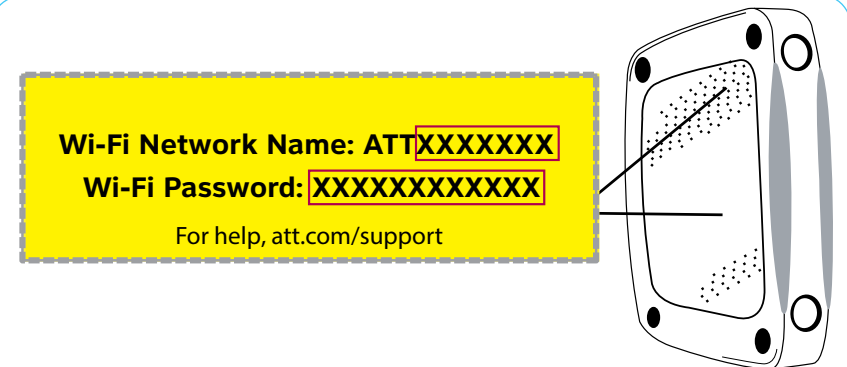
- Log in using your **U-verse Member ID** (email address) and password
- If you have linked your U-verse account to an AT&T Access ID, you can enter either User ID

U-verse High Speed Internet



Find your Wi-Fi network name and password

The Wi-Fi Network Name (SSID) and Wi-Fi password (Wireless Network Key) needed to connect your devices to your home network are located on the side of the gateway. The Wi-Fi Network Name begins with "ATT" or "2WIRE" followed by several characters. See illustration below.



To find your Wi-Fi Network Name and password without moving an inch:

- 1 Log in to the myAT&T app with your Member ID and password.
- 2 Select **Troubleshoot & Resolve**.
- 3 Select **Manage my Wi-Fi**. We'll display the information right there for you!

Go Wi-Fi

First, ensure that you have a Wi-Fi enabled computer or notebook with an 802.11b/g/ac/n wireless network adapter installed.

Next, configure your Wi-Fi network:

- 1 Go to your computer's Wireless Network Settings and refresh the network list.
- 2 Select your Wi-Fi Network Name from the list.
- 3 Enter the Wi-Fi Password in the Password field to connect to your network.

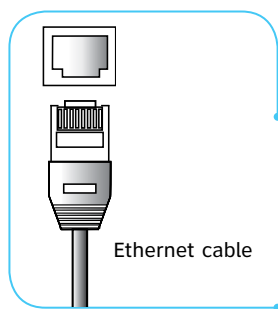
Repeat these steps to configure all of your Wi-Fi enabled computers, notebooks, tablets, and smartphones.

If your computer doesn't have built-in wireless capability:

Install and configure a wireless adapter according to the manufacturer's instructions.

Connect via Ethernet

Connect Ethernet cable to an available yellow Ethernet port on the Wi-Fi Gateway. Then connect other end of cable to the Ethernet port of your computer, notebook, or printer.



Email

For email support, visit att.com/esupport/email.jsp

To access email from your desktop or mobile device:

- 1 Go to **att.net**.
- 2 In the upper-right side of the screen, select the **MAIL** icon.
- 3 Enter your full **Email Address** (including the portion after the @ symbol) and **Password**.

Note: Your email address and password are usually the same as your primary member ID and password.

- 4 Select **Sign In**. To stay signed in, select **keep me signed in**.

PC Health Check



PC Health Check is a free, easy-to-use diagnostic tool that will quickly assess the health of your PC and its connection settings, as well as recommend solutions to fix potential performance issues. Visit us at pccheck.att.com.

What is your Internet connection speed?

Our **speed test** is available to help you gauge the performance of your online experience. Visit att.com/speedtest to determine the speed at which data is sent to or from your computer.

Maximize your speed

Visit att.com/tips to learn how to maximize the speed of your U-verse High Speed Internet service.

Need to set up Internet-connectable devices, such as a surveillance camera, game console, or other remote access tool? If yes, then go to att.com/portforwarding for easy setup instructions.

U-verse Voice



U-verse Voice features

Detailed information about your Voice calling features can be found at **att.com/uvfeatures**.

Activate the calling features you want by entering the activation codes on your home phone keypad or online at **att.com/myatt1**. Click **Home Phone**, then **Manage Voice Features**.

Activate BLOCKING features to control who can call you and who can see your Caller ID information:

Block specific incoming calls

- Blocks up to 20 phone numbers.
- Activate: *60, follow the voice prompts
 - Deactivate: *80#

Block anonymous calls

- Blocks incoming calls that don't have Caller ID.
- Activate: *77#
 - Deactivate: *87#

Block your outgoing Caller ID

- Hides your name and number on a "per call" basis.
- Activate: *67, enter the number you are calling, then press #
 - Deactivate: *82, enter the number you are calling, then press #

Activate CALL FORWARDING features to send incoming calls to one or more alternate phone numbers:

All Call Forwarding

- Forwards all calls.
- Activate: *72, enter a forwarding number, then press #
 - Deactivate: *73#

No Answer Call Forwarding

- Forwards all calls when you don't answer.
- Activate: *92, enter a forwarding number, then press #
 - Deactivate: *93#

Busy Call Forwarding

- Forwards all calls when your line is busy.
- Activate: *90, enter a forwarding number, then press #
 - Deactivate: *91#

Safe Call Forwarding

- Forwards all calls in the event of a service disruption.
- Activate: *372, enter a forwarding number, then press #
 - Deactivate: *373#

Exclusive Call Forwarding

- Forwards calls from up to 20 phone numbers.
- Activate online at **att.com/myatt1**
 - Deactivate: *83# or online

Locate Me

- Sends incoming calls to your U-verse Voice phone number and up to four additional phone numbers simultaneously.
- Activate online at **att.com/myatt1**
 - Enter additional numbers on your Locate Me list
 - Deactivate: *313#

U-verse Voice: U-verse Voice, including 911 dialing, will not function during a power outage without battery backup power. Some call information may be blocked or otherwise not displayed, including information for some calls originating outside of AT&T's network and calls carried over facilities that do not transmit Caller ID information.

U-verse Voicemail features

Access Messages

Check your voice messages from anywhere by phone, tablet, or computer.

Listen to messages by phone

There are three easy ways to get your voice messages by phone.

Dial from your home phone:

- Dial *98
- When prompted, enter your mailbox **PIN**
- Press **1** to listen

Dial from anywhere:

- Dial your home phone number
- Upon hearing greeting, press *
- When prompted, enter your mailbox **PIN**
- Press **1** to listen

Note: When you dial into voicemail remotely, you may incur additional access charges for non-local calls, hotel services charges, or wireless phone charges.

Dial your Access Number:

If you're away from home but there's a chance someone may answer your home phone, dial your Access Number instead.

Listen to and manage messages online

Check your voice messages from any Internet-connected computer that has speakers or a headset jack and media player such as Windows Media Player or QuickTime.

- 1 Go to **att.com/myatt**.¹
- 2 Log in with your AT&T U-verse Member ID (email address) and password.
- 3 On the myAT&T Account Overview page, hover over **Home Phone** and then select **Check Voicemail**.
- 4 Select the message you'd like to hear.
 - Select the **Play** icon to listen
 - Select the **Stop** icon to end playback

Change PIN/Forgotten PIN

To change or reset your PIN, just log in to your online voicemail service account or access your mailbox by phone. Learn more right on your TV:

- 1 Press **MENU** on your remote control.
- 2 Use **ARROWS** to scroll to **HELP**.
- 3 Select U-verse Help Center > Feature Guide > U-verse Voicemail > Authentication Code & Change/Forgot PIN.

Voicemail Viewer and Voicemail-to-Text

Get Voicemail-to-Text (VMTT) on your qualifying iOS or Android device via the Voicemail Viewer App or choose to automatically forward your voicemail messages with VMTT to a designated email address accessible from your smartphone, tablet, or computer. For more information, please visit **att.com/vmviewer**.

¹myAT&T App: Compatible device and account registration required for myAT&T app registration. Data/messaging rates may apply for app download/usage.



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