

AT&T U-verse



# High Speed Internet User Guide

See the complete AT&T U-verse® High Speed Internet Features Guide and more user guides at: [att.com/userguides](http://att.com/userguides).



Now that your AT&T High Speed Internet service is installed, every networked computer in your home can share the same fast connection on a Wi-Fi home network. In this guide you'll learn how to access your email from the Web, use Wi-Fi hotspots, and add free security software.

## Access your email from the Web

Reading att.net Mail via the Web is the preferred and recommended method for email access. Accessing att.net Mail via the Web lets you log into your email account anytime at home and on the go from any computer via the Internet. Your emails, contacts, and calendar are stored online without using space on your hard drive. Plus, you can set up your att.net Mail to collect messages from other email accounts so they're all in one place.

Go to [att.net](http://att.net), **CLICK ON MAIL**, and **LOG IN** using your primary AT&T email address and password.

## Set up your email account on your home computer

Client-based email\* (POP/SMTP) uses software like Outlook® Express to download email directly to your computer. Open the email software you plan to use and enter the following information in the account setup window:

- Email address: MemberID@att.net
- Incoming (POP): inbound.att.net
- Outgoing (SMTP): outbound.att.net (requires authentication)
- Incoming mail server: POP3
- Incoming mail port number: 995 [make sure Secure Connection (SSL) is checked]
- Outgoing mail port number: 465 [make sure Secure Connection (SSL) is checked]
- Set password authentication for outgoing mail

NOTE: There are numerous client-based email products supplied by non-AT&T third-party vendors. You may incur a fee if you require AT&T ConnectTech support for these products. Alternatively, AT&T also provides online self-help at [att.com/versesupport](http://att.com/versesupport) for these applications. As always, we recommend that our customers use AT&T Mail access via the Web, which provides a broad set of functionality to manage and access email anywhere and at any time.

# Access the entire national AT&T Wi-Fi Hot Spot network\*

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Check your email, surf, shop, and work on the go! Connecting to an AT&T Wi-Fi Hot Spot is quick and easy:

In your browser, enter **att.com/go**.

- Turn off security or firewall software, or give permission to “allow the network connection” when prompted, in order to connect to the AT&T network.

- Choose the “attwifi” network from the list of available networks shown.

Note: You may see an alert that the Wi-Fi hotspot is an unsecured wireless network. This is normal for public Wi-Fi hotspots.

- Click to accept the terms of service and acceptable use policy, and then click the Connect button at the bottom of the screen. Notice that the attwifi network changes status to “Connected.”

- Open your browser. You'll see an AT&T Wi-Fi Welcome page. At some locations you will see an AT&T Wi-Fi Log-In page.

- Log in using your AT&T master account ID (your email address) and select your domain name (the name to the right of the @ symbol in your account ID).

- Enter your password, click to agree to the Terms of Service and Acceptable Use Policy, and click the login button. That's it! You're now connected.

For information on how to connect using specific operating systems and devices, such as your smartphone or tablet PC, please visit [att.com/wifiaccess](http://att.com/wifiaccess).

## Get online protection with advanced safety features

Visit [att.com/iss](http://att.com/iss) to learn more about these security features:

- **ANTI-SPYWARE** seeks out and removes programs that gather personal information and slow down your computer.
- **ANTI-VIRUS** cleans and protects your computer against viruses, worms, and Trojan horses.
- **FIREWALL** shields your computer from unauthorized access.
- **POP-UP BLOCKER** stops many types of windows that open automatically.
- **PARENTAL CONTROLS** let you put limits on what your children can do and see online.
- **AT&T MAIL PROTECTION** prevents junk mail, UCE (unsolicited commercial email), and UBE (unsolicited bulk email).

Visit [att.com/versesupport](http://att.com/versesupport) to see more downloads, tutorials, what's new, other help topics, live chat, and more.

Visit [att.com/tips](http://att.com/tips) to learn how to maximize the speed of your AT&T U-verse High Speed Internet service.

Visit the AT&T Self-Support Tool at [att.com/ufix](http://att.com/ufix) to download and troubleshoot issues for products and services.

Call **1.800.288.2020** (and say “U-verse Technical Support”)

¿Habla español? Por favor visite [att.com/uverseguia](http://att.com/uverseguia) para ver la información en español. También pueden ver la siguiente guía: ATT72300517-10 (Quick Start Guide HSIA) para más detalles.



For information on how to connect to a home Wi-Fi network or an AT&T public Wi-Fi hotspot, go to [att.com/wifisupport](http://att.com/wifisupport).

\*Access includes AT&T Wi-Fi Basic. Wi-Fi-enabled device required. Other restrictions apply. See [att.com/go](http://att.com/go) for details and locations.

