Having trouble?

Many common AT&T U-verse receiver problems can be solved in three simple steps:



1. Check your connections.

Ensure all cables and cords are connected properly and securely.

2. Check power.

Confirm you have power.

- If you have power and the receiver is turned on, the Power button on the front of your AT&T U-verse receiver will have a green light surrounding it.
- If no lights are on, ensure that the receiver is turned on by pressing and releasing the
- AT&T button on the remote control, and then pressing and releasing the POWER button.
- Ensure the AT&T U-verse receiver is plugged into a working electrical outlet.



3. View programming.

Test that your AT&T U-verse service is working properly by watching TV and navigating through the **Menu** or **Guide** screens.

Specific issues

AT&T U-verse receiver power is on and TV power is on, but I still can't see AT&T U-verse TV. Check your TV menu setup. Be sure the proper input/source setting is selected.

Picture is stretched or distorted.

Check the aspect ratio setting, press MENU on your remote control, use the RIGHT ARROW to scroll to Options, then use the DOWN ARROW to scroll to **System Options**, then press OK, then use the DOWN ARROW to scroll to Aspect Ratio and then press OK. Choose the correct setting for your TV.

TV receiver doesn't respond to the remote control.

Check the batteries in the remote control by pressing the **AT&T** button on the remote control to verify a red light is visible. If no light is visible, replace the batteries in the remote control.

¿Habla español?

Por favor visite att.com/uverseguias para ver la informacion en español. También pueden ver la siguiente quía: ATT101500710-2 (UV STB RPLCMENT CSI GUIDE) para más detalles.



Need more help?

Go online: Visit att.com/uversesupport. Call us: Dial 1.800.288.2020 and ask for "U-verse technical support."



©2012 AT&T Intellectual Property. http://www.att.com/gen/privacy-policy?pid=2587 All rights reserved. AT&T, the AT&T logo and all other AT&T marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.

AT&T U-verse® TV **Receiver Replacement**

selfinstallation guide



Get started

Approximate installation time: 35 minutes

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







QUESTIONS? Go online: Visit att.com/uversesupport.

2 Power up Approximate time: 15 minutes

Your new receiver is now powering up and establishing a connection to the AT&T U-verse network. This screen should display for several seconds, followed by a blank screen. Please be patient, as this step could take up to 15 minutes for the Link light to turn solid green.

If the Link light fails to turn solid green, unplug the receiver's power adapter from the electrical outlet, wait 15 seconds, and reconnect to the electrical outlet.

If you were able to perform step 1 in this guide, use the same settings for the new receiver. Press MENU on your remote control, use the RIGHT ARROW to scroll to **Options**, then use the DOWN ARROW to scroll to **System Options**, then press OK, then use the DOWN ARROW to scroll to **Aspect Ratio** and then press OK. Choose the correct setting for your TV.

3 Receiver return

Return the AT&T U-verse[®] receiver you replaced and the old power cord as-is to your nearest participating UPS Store. No special packaging is required.

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

You will need to provide the order number given to you by the AT&T customer service representative and your account number. Your account number can be found on your bill as highlighted on the sample bill to the right.

Do not return your remote control.

