

# 3. Easy Return

(Refer to return instructions in your kit)

- A.** Take original reciever and power cord to nearest The UPS Store (Bring your AT&T Account number located on your packing slip).
- B.** UPS will scan your equipment, provide a receipt, pack, and ship equipment to AT&T at no cost to you.

Please do not return your remote control.

**NOTE:** Do not return the Wireless Access Point if you are retaining one or more wireless TV receivers.

Visit [att.com/wirelesstvreplace](http://att.com/wirelesstvreplace)

#### 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: ATT131790868-2 (U-verse Wireless Receiver Swap 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 “technical support.”



## AT&T U-verse® TV Wireless Receiver Replacement

self-  
installation  
guide

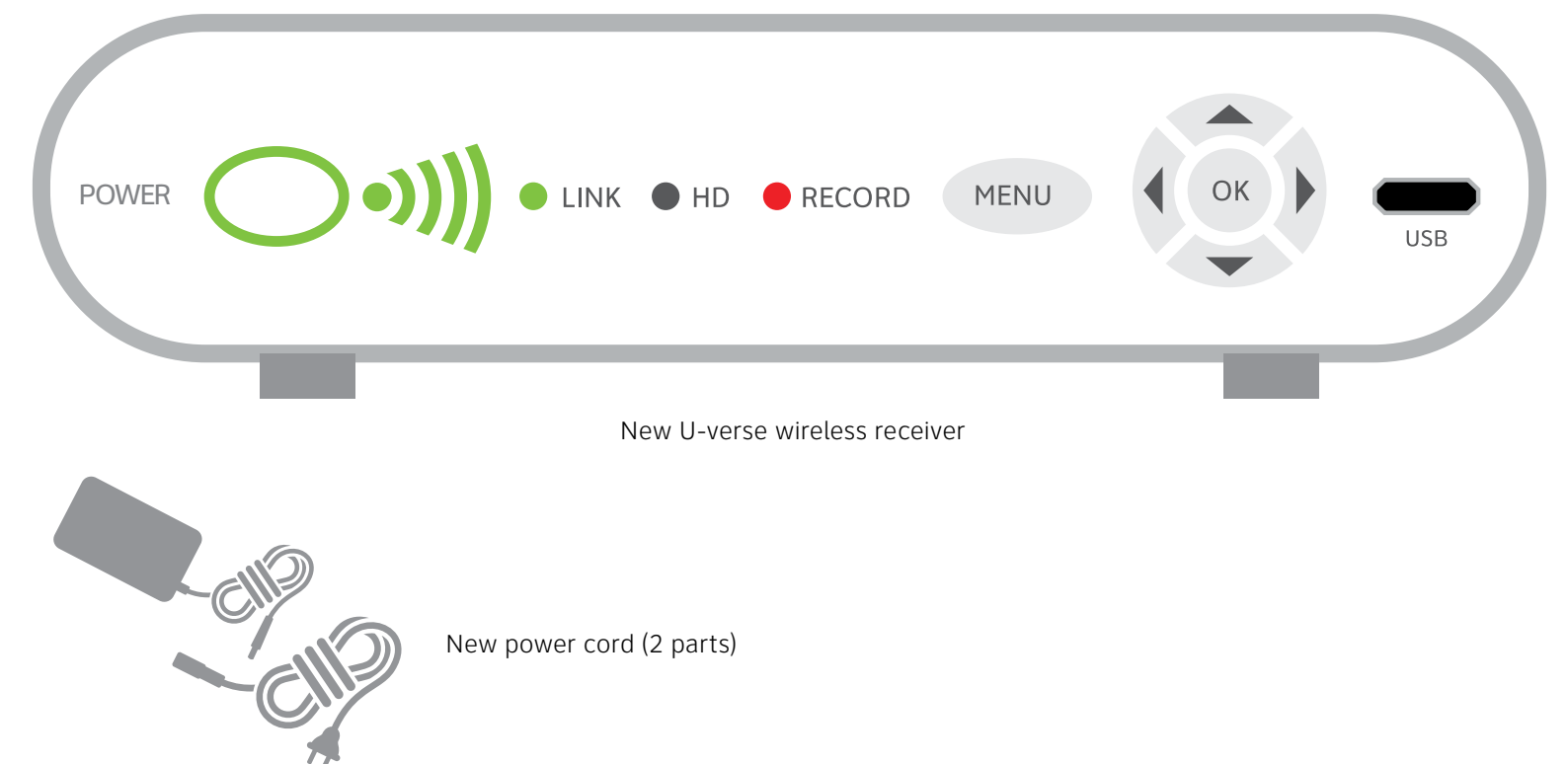


## Get started

Approximate installation time: 15 minutes

These instructions will guide you through the process of replacing your U-verse Wireless TV receiver

Gather materials needed for setup:



The appearance of your receiver and power cord may differ from above pictures.  
Equipment return instructions are in [Step Three on the back of this guide](#).



# 1. Set up

**A** Unplug your existing wireless receiver and remove the power cord. Set this power cord aside, you will not need to use this cord anymore.

**B** 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 "SYSTEM OPTIONS," and press "OK." Now choose "TV screen resolution (SD/HD)" and press the "OK" button on your remote.

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

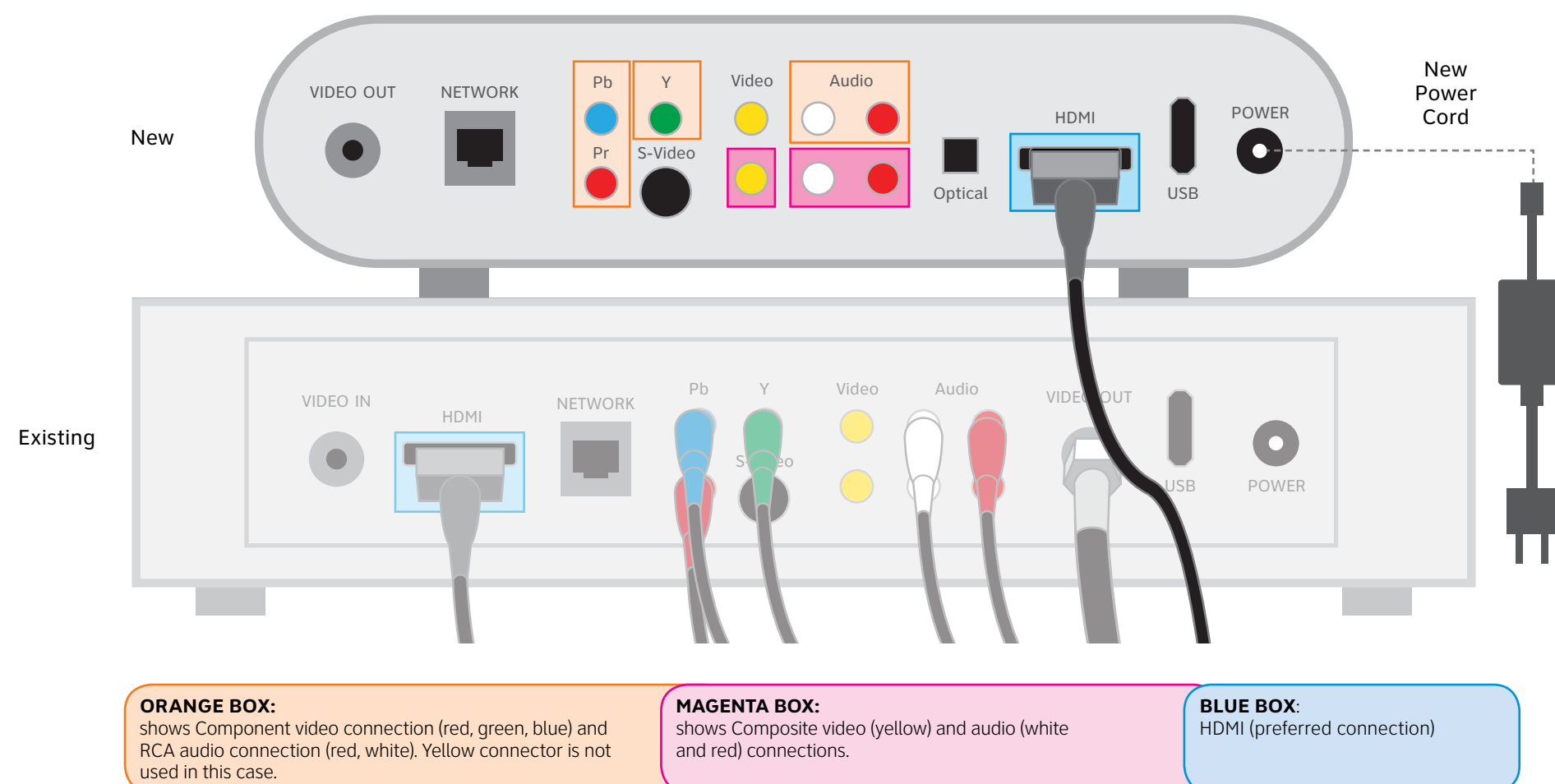


**C** Stack your new wireless receiver on top of your existing wireless receiver. Reconnect the cables one at a time.

**D** The back of your wireless receiver and the connections may vary depending upon 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 new receiver shows HDMI, which is the 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 wireless receiver connections, plug your new power cord into your wireless receiver first, and then into the electric outlet. Your new receiver will power up automatically. Please wait for the on-screen instructions to appear on your TV. Do not turn off the TV or receiver during this process.

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

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

Call us at **800.288.2020** and ask for "U-verse technical support."

# 2. Power up

Now let's get your Wireless TV Receiver talking to the Wireless Access Point. Follow the instructions below.

**A.** Press the WPS button on your Wireless Access Point.



Follow the instructions in Step 2A (to the left). Your TV screen should look like this.

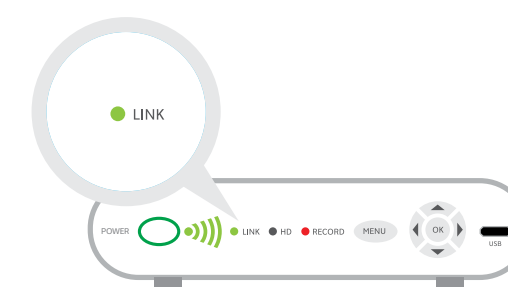
**B.** On the front of your new Wireless TV Receiver, press the **OK** button within two minutes.



Your TV screen should look like this.

**Note:** Pairing occurs quickly. To ensure you have proper signal strength, there should be at least three LED green bars lit up on the Wireless TV Receiver.

**C.** When you see a green LED on the front of your Wireless TV Receiver you've paired successfully. It may then take a few more minutes before live TV appears.



Your TV screen should look like this.

*Nicely done. Now it's time to enjoy U-verse TV.*

*Need help programming your remote control?*



- Press MENU on your remote. Go to Help > Remote Control Setup
- See the user guide packaged with the remote control
- Go to [att.com/uverseremote](http://att.com/uverseremote)
- See instructions on the inside of the remote control battery cover

*Having trouble?*

If you see a connection error:

- Press and hold the power button for 10 seconds to restart the Wireless TV Receiver and repeat the connection process.
- Disconnect your Wireless TV Receiver from its current location. Move it closer to the Wi-Fi Gateway. Plug the Wireless TV Receiver into an electrical outlet and reconnect it to a TV.
- Give it a minute and then repeat Step 2 (Power up).

For more help, visit [att.com/wirelessTV](http://att.com/wirelessTV) or go to channel 411 on your TV to watch a helpful video.

