

# High Speed Internet and Voice User Guide



Get answers **24/7**  
Visit [att.com/uversesupport](http://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](http://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 you friend orders AT&T U-verse TV, Internet, and phone. Learn more at [att.com/refer](http://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](http://att.com/userguides) for guides in English
- *Esta práctica guía rápida también está en español en [att.com/uverseguias](http://att.com/uverseguias)*

### Getting started and knowing your features

- To learn more about the benefits and features of your U-verse service, visit [att.com/uversewelcome](http://att.com/uversewelcome)

### Manage your account

- To manage your account 24/7, download the myAT&T app at [att.com/myattapp](http://att.com/myattapp)
- To help us keep you informed about important account changes, visit [att.com/myatt](http://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](http://att.com/paperless)

### Troubleshooting and technical support

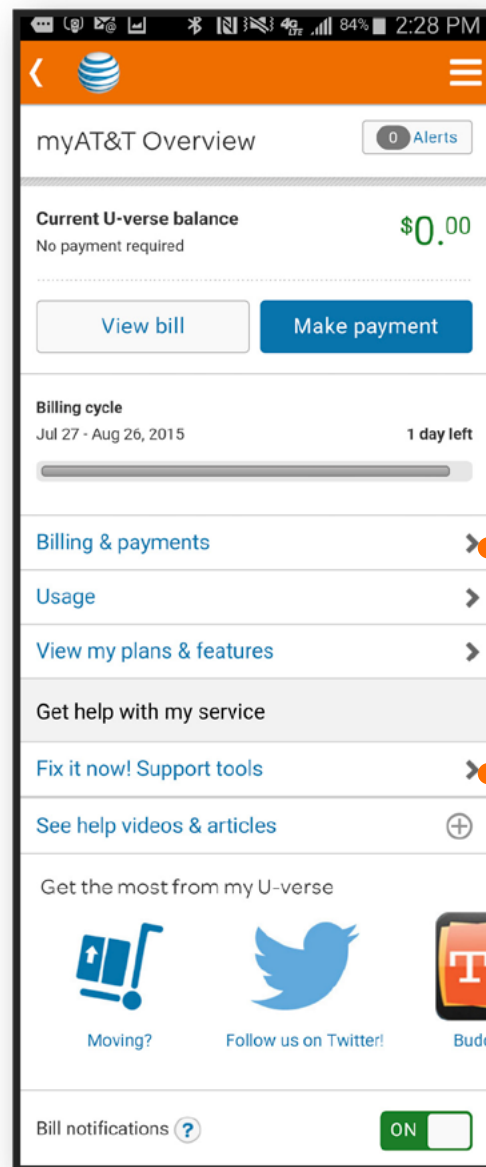
- For support, including live chat, click [att.com/uversesupport](http://att.com/uversesupport)
- For Wi-Fi support visit [att.com/wifisupport](http://att.com/wifisupport)
- For installation, setup, and tech support of your Wi-Fi network, regardless of service provider or manufacturer, contact AT&T ConneCTech® 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](http://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](http://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:

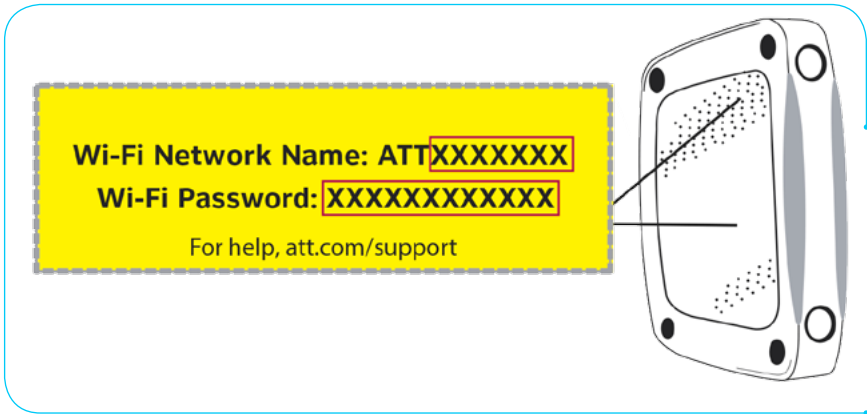
- Log in using your **U-verse Member ID** (email address) and password
- If you have linked your U-verse account to an AT&T Access ID, you can enter either User ID

# 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.



**Wi-Fi Network Name:** ATTXXXXXXX  
**Wi-Fi Password:** XXXXXXXXXXXXX  
For help, [att.com/support](http://att.com/support)

The illustration shows a white Wi-Fi gateway device with a yellow callout box pointing to its side. The callout box contains the Wi-Fi Network Name and Password, both redacted with 'X's. The text 'For help, att.com/support' is also included.

INTERNET

### 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.

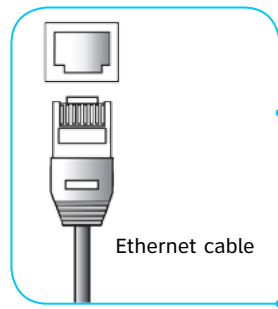
Repeat these steps to configure all of your Wi-Fi enabled computers, notebooks, tablets, and smartphones.

### 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](http://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](http://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](http://att.com/speedtest) to determine the speed at which data is sent to or from your computer.

### Maximize your speed

Visit [att.com/tips](http://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](http://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](http://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](http://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](http://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](http://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/myatt1](http://att.com/myatt1).
- 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/Forgotten 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](http://att.com/vmviewer).

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



U-verse

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Printed on  
recycled paper.

ATT112200800-6  
(10/15)