Watch Help On Demand—tune to Channel 411.

Get more out of your AT&T U-verse service: watch Help On Demand videos about these topics on Channel 411, the Help Channel.

My AT&T U-verse equipment
- How to use your DVR
- Programming your remote control
- Moving your U-verse equipment
- Equipment overview
- Remote control overview
- Total Home DVR

Browse channels
- How to change channels
- How to use Picture-in-Picture
- How to use program guide
- How to use search

Interactive TV services
- Games
- AT&T U-bar
- AT&T YELLOWPAGES.COM TV

Other services
- Online services
- Billing
- Troubleshooting
- Disruption in service
- PES channel

NEW! Visit the User’s Corner for online help!

Click support.att.com/startuverse to access step-by-step guidance and how-to tips at our online User’s Corner. Add it to your favorites by clicking on Bookmark This Page in the upper right-hand corner of the Web page.

Sign up for free paperless billing! Conveniently store and retrieve up to 12 months of bills online while reducing your risk of identity theft. Log in now to your online account or go to att.com/Egreent and select Stop Paper Bills.

Call 1-800-ATT-2020 to reach your AT&T U-verse expert to get answers, add new features, or ask for customer support.

NOTE: AT&T U-verse online Help On Demand videos require Windows Media Player.

AT&T U-verse High Speed Internet

How to assure reliable security for your wireless home network.

The 10-digit number printed inside brackets on the bottom of your gateway is the encryption code (“pass key” or “Wireless Network Key”) needed to connect your computers to the gateway. WPA (Wi-Fi Protected Access) is the underlying security technology for the Wi-Fi (802.11b/g) standard on the residential gateway.

How to change a PIN (personal identification number).

2. Log in with your AT&T U-verse email address (account ID) and password.
3. Locate the AT&T U-verse Voice section.
4. Click Manage Message Settings.
5. Scroll to Voice Mailbox Preferences and click Change PIN.

How to create sub account voice mailboxes online.

Create up to eight sub account mailboxes, one for everyone in the family—each with a unique PIN, greeting, and notification options.

2. Log in with your AT&T U-verse email address (account ID) and password.
3. Click the Profile Management link.
4. Scroll down and click the Create Sub Accounts button.
5. Follow the instructions for setup.

How to link your wireless number and your voice mailbox.

When you have Wireless from AT&T, you can check your wireless and home phone messages at the same time. To link up to two wireless numbers:

2. Log in with your AT&T U-verse email address (account ID) and password.
3. Scroll down and locate the Setup Product section.
4. Click the Setup Wireless Voice Mail from AT&T link.
5. Follow the instructions for setup.

About linking wireless to your AT&T U-verse mailbox:

When you add a wireless number to your AT&T U-verse Messaging™ voice mailbox, it replaces your current wireless voice mailbox and any existing messages will be lost.

Prepaid service cannot be added to AT&T U-verse Messaging. Landline and wireless numbers must be within the same service area. The Social Security number or Tax ID provided during setup must match the one on your wireless account. AT&T U-verse Messaging may not be fully compatible with all AT&T wireless voice mail systems.

For additional tips and tricks, visit uverse.att.com/support.

Quick solutions to common AT&T U-verse TV, Internet, or Voice.

1. How to resolve problems with your AT&T U-verse TV.
2. How to switch your TV screen setting from standard to widescreen.
3. How to program your remote to control up to four devices.
4. How to change your TV’s input selection to match its video source.
5. How to change your TV’s input selection to match its video source.
How to program your remote to control up to four devices.

During installation, the AT&T button was set up to control your AT&T U-verse HD-ready receiver. You can also control a TV plus up to two other devices such as a DVD player, stereo receiver, or home theater in a box by programming the TV, DVD, and AUX mode buttons. Once the devices are programmed, you simply press the corresponding mode key on the remote to control that device.

Note: The instructions below don’t require you to enter a manufacturer’s device code because most codes are stored in the AT&T U-verse remote’s memory. If you’re unable to add a device, or want to learn about advanced features like-renaming mode buttons, refer to the remote’s manual provided at installation. For more info, visit support.att.com/userguides.

How to assign devices to TV-DVD-AUX mode buttons:

1. Turn on the device you want to program.
2. Choose a mode button (TV, DVD, or AUX) on your remote that will be assigned to the device. Aim your remote at the device while pressing and holding that mode button. Press OK, then release both buttons.
3. After all mode buttons flash twice indicating your remote is ready to program, enter 9 2 2 on the number keypad. The previously selected mode button will flash twice.

If you have 10 seconds to enter this programming code (9 2 2) or all the mode buttons will flash once indicating that the remote control has exited programming mode. If this happens, just start over.

4. If you’re assigning the device to the TV or DVD mode button, press and release PLAY. Press FF repeatedly until device turns off.
5. If you’re setting up the AUX button, press PLAY. Then press 1 for VCR, 2 for stereo receiver/tuner, 3 for amplifier, or 4 for home theater in a box. AUX will flash twice, indicating correct entry. Press FF repeatedly until device turns off.
6. The TV, DVD, or AUX mode button you programmed will flash three times to indicate that the programming has successfully completed.
7. To test it, press the TV, DVD, or AUX mode button assigned to the device, then press the POWER button to turn the device on and off.

Need more help? If you’re unable to add a device or want to learn about controlling volume on all devices using your remote, visit support.att.com/startzverse and click User Guides. You can also check the remote’s user manual provided at installation, or watch Help On Demand on TV, press MENU, select Help, then Help On Demand to see all program titles.

How to change your TV’s input selection to match its video source.

If you’re unable to see TV programs on your screen, first try pressing the TV/VICD button on your remote control to change from Video 1 to Video 2 or Video 3. These separate video inputs (Video 1, Video 2, and Video 3) must match the incoming video source—the receiver, DVD player, or other device connected to the TV. If this doesn’t solve the problem, depending on how your devices are connected, it may be that the TV’s input selection does not correspond to the input of the AT&T U-verse TV receiver. See two examples of how to connect the AT&T U-verse HD-ready receiver to your HDTV set below.

Check how your devices are connected to the TV.

Every TV is different in the way the ports are configured on the back of the TV and in the way the menus are presented on the TV screen. Most devices have ports that require one or more of the cables shown at right. The manuals for your devices will have specific directions.

To connect your AT&T U-verse HD-ready receiver to your HDTV set, the connection is generally HDMI to HDMI (the highest quality video/audio connection). You can also use color-coded component RCA cables (some HDTV sets do not have an HDMI port) that output audio/video signals from the receiver and plug into matching audio/video RCA inputs on the back of your HDTV set.

Choose one of three easy ways to connect your AT&T U-verse receiver to your TV.

1) HDMI: Some HDTVs have a High-Definition Multimedia Interface (HDMI) connector that provides the digital and audio connection. This is the easiest connection if your TV has an HDMI input port. Note: If your HDTV has an input port marked DVI (Digital Visual Interface), you will need an HDMI-to-DVI adapter and separate component RCA audio connectors like those shown at right.

2) Color-Coded Component Connectors: If your TV doesn’t have an HDMI or DVI input port, you can use color-coded component video cables (Pb, Pr, and Y) for HD video signals. For audio, plug red and white RCA connectors into the left/right audio input and output ports.

3) 5-S Video: If your TV has a 5-Video port, you can connect your receiver to your TV using a 5-Video cable. For audio, you can use RCA cables or plug a single optical cable into the optical ports.