



AT&T U-verse App iOS FAQs

About the AT&T U-verse App

What is AT&T U-verse for iOS?

The AT&T U-verse App for iOS is a service that provides all U-verse subscribers the ability to view their U-verse TV Guide, manage their home DVR, and set favorites from an eligible iOS or iPod device. Additionally, a subscriber subscribed to a qualified U-verse package can watch Live TV, as well as stream shows from the mobile library and watch them on their iOS, at no additional charge.

What Apple devices are qualified to access the AT&T U-verse App?

The AT&T U-verse App is available in the US and intended for use on iOS devices that support iOS7 or greater.

How much does the AT&T U-verse App cost?

The AT&T U-verse application is available for use by U-verse TV subscribers, at no additional charge, from the Apple iTunes App Store.

Will any additional charges appear on my AT&T bill?

You may incur data charges on your wireless bill while using the application, depending on your data plan.

Do I need Internet access to use AT&T U-verse?

Yes, to use AT&T U-verse, you must have a Wi-Fi or Cellular connection to the internet to use all the features within the App.

Where can I go for questions about my bill?

You can view your U-verse bill by tapping **myAT&T App** which is found in the **Support** section of **Settings**. Subscribers that have already downloaded the separate myAT&T App from the Apple App store will be linked directly to the **myAT&T App**. Once validated in that App, you can view your bill. You can also access your bill at: <https://m.att.com/myatt/>.

Where can I get more information regarding AT&T U-verse?

Please visit the online help site for U-verse at <http://www.att.com/uversesupport>.

Login & Account Settings

What Member ID and Password do I use to log in?

The AT&T U-verse app is intended for use by active U-verse TV subscribers, with valid Member IDs and Passwords (U-verse login credentials).

When you first launch the U-verse app, you must enter your Member ID and Password. The ID and password are the same ID and password as your AT&T High Speed Internet account (which is the same as your e-mail account provided for AT&T High Speed Internet service).

Can Sub Accounts access AT&T U-verse?

Yes, sub accounts can access AT&T U-verse.

What do I do if I forget my password and/or username?

On the Login page, you will find links to: **Forgot Member ID?** and **Forgot Password?** Select the appropriate link and follow the instructions to either recover or reset them.

What happens if I enter an incorrect password?

After 5 invalid attempts, access to your account will be temporarily suspended.

Can more than one device access AT&T U-verse at a time?

Yes, members of the same U-verse account can access and play content at the same time.

How do I logout?

To log out of U-verse for iOS, tap on the **Settings** icon on the **Home Page** and then **Account**. By tapping **Log out** you can log out of the App. All saved settings will be retained.

How can I manage my Cellular Data usage while using AT&T U-verse for iOS?

You can manage your cellular data usage by tapping on **Cellular Data Setting** which is found in the **Preferences** section of **Settings**. You may adjust your cellular data access through the link found within the warning message or in **Cellular Data Settings**. You may also choose the frequency in which you receive this warning message.

My U-verse Home Page

What can I do on the My U-verse Home Page?

The new My U-verse Home Page is all about you. The page brings your content and controls to the forefront. My U-verse contains two segments: **Featured** and **Favorites**. **Featured** highlights the most popular U-verse content, based on your U-verse TV package and your favorites. **Favorites** allow you to set up favorite shows, channels and people that help to drive the **Recommended for you** content on **Featured**. With easy tap, search and add functionality, you can set up all of your favorites. The more you add, the more likely **Recommended for you** will reflect your personal viewing interests.

Recommended for you includes the following:

- **On Now** – Works similarly to your home TV. These shows are airing now and are available to watch Live on your device. Tap on a show; tap **Watch** to begin watching it Live, right now, on your device.
- **On Next** – Allows you to discover recommended shows that will be airing very soon, usually within the hour. **On Next** is there to help you find something you want to watch within the next 30 minutes.
- **On Demand** – Looking for something to watch right now on your device? Just tap a show in **On Demand** to start watching.
- **On This Week** – Looking for a recommendation on something to watch or record to watch later in the week? Swipe through **On This Week** to find a show. Tap **Record** to record it on your home set top box to enjoy later.
- **More from U-verse** – Highlights U-verse related products and services designed to enhance your overall enjoyment of the U-verse entertainment experience.

Show/Movie Details

What can I do on the Show/Movie Details Page?

The Show/Movie Details page is a central location or hub where everything about a particular show or movie available on U-verse can be found. The show title, description and details are provided at the top of the page. You can also take direct action to either view or record that specific show by tapping **Record** or **Watch**. To explore other areas within U-verse where a movie or other series episodes appear, tap the **On TV, On Demand** and **Recordings** segments. Find more information about the show's cast and crew by tapping on that actor's photo and exploring related shows in which they appeared. This is found under the **Info** segment on iPhone or by just scrolling the page on the iPad. Tap **Photos** for expanded views of scenes from that particular show.

Guide

How do I use the Guide?

To browse the TV Guide, tap the **Guide** tab. The Guide will enable you to browse the TV guide listing for your AT&T U-verse TV service at home. You can swipe up and down to scroll through channels in the **Guide**. You can also move quickly through channels in the guide using the quick scroll bar on the right. Either tap or drag to the location in the Guide. Additionally, you can swipe right or left to change the time being displayed. The Guide will display what is scheduled to be on within the next 2 weeks.

Multiple searching and filtering functions are available at the top of the Guide, allowing you to quickly find your favorite shows and channels.

Can I set up favorites so that I can easily find my favorite channels, shows and actors?

Yes, by selecting the **Favorites** tab found on the **My U-verse Home Page** you can continuously add and delete your favorites. Once selected, favorite shows will then appear in the Guide with a gold star next to them. Favorite channels will also display a gold star. By tapping the **Favorites Filter** icon at the top of the Guide and selecting **Favorite Channels Only** the Guide will display only your favorite channels. Find your favorite HD Channels by tapping **HD Channels Only** as a filtering option. Or, select both **Favorite Channels Only** and **HD Channels Only** to see only your favorite HD channels.

Remote Control

What functions are supported by the U-verse mobile Remote Control?

To access the Remote Control, tap the **Remote** tab. The U-verse app remote allows you to:

- Pause, fast forward, rewind or play Live TV on your home U-verse TV
- Search for programs in your electronic program guide and your On Demand library
- Obtain quick access to video on demand
- Obtain quick access to programs recorded on your DVR
- Obtain quick access to U-verse applications and games
- Obtain quick access to the U-verse system menu
- Obtain last screen presented on U-verse TV by hitting the "Back" button
- Exit back to Live TV
- Obtain quick access to program information related to Live TV program you are watching

- Navigate up and down channels
- Navigate cursor on U-verse home TV via up, down, left, right arrow keys
- Use of an 'OK' button to execute on-screen TV functions
- Use the 'Last' button to return U-verse TV channel to last program viewed
- Change channel via a Numeric Key Pad based on TV channel number
- Access a list of 'Favorite TV Channels' so user can change TV channel based on pre-set Favorites
- Access U-verse system settings on U-verse TV screen

What functions are not supported with the U-verse mobile remote control?

Due to technical limitations, TV audio controls and the ability to power on/off your U-verse receiver and TV are not supported by this application.

Do I need to be on the same Wi-Fi network as my receiver to use the U-verse mobile remote?

Yes, the U-verse Wi-Fi associated with a U-verse receiver is required for U-verse mobile remote control to function.

How do I get AT&T U-verse receivers to show up in the list of devices?

To set up the U-verse mobile remote control, first make sure your mobile device is connected to the same Wi-Fi network as your U-verse receivers. Next, perform the following steps once to configure your U-verse receivers:

- Using your home U-verse remote, tune to **channel 9301** on the **U-verse receiver** you want to connect.
- Press **OK** via your U-verse remote control to start the My Enabled Devices application on the TV.
- Choose either Default or Custom as the connection mode and **follow the instruction on your TV**.

I no longer see my U-verse receivers listed on my U-verse mobile remote. How do I add them back?

You may have set a particular U-verse receiver to be in 'disabled' mode. In order to see it in the list of U-verse receivers, the receiver must be in either 'default' or 'custom' mode. You will need to perform the following steps on each receiver to add them back:

- Using your U-verse remote control, tune to **channel 9301** on the receiver you want to connect.
- Press **OK** via your U-verse remote control to start the My Enabled Devices application on the TV.
- Choose either Default or Custom as the connection mode and **follow the instruction on your TV**.

How do I add another U-verse receiver to the U-verse mobile remote?

Tap **Receivers** at the top of the page. Then, tap **Add New Receiver** and follow the set up instructions above or on the device page.

Do I need to re-establish U-verse receiver connectivity each time I want to use the U-verse mobile remote control?

No, once you initially set up connectivity to a U-verse receiver, the U-verse mobile remote control should automatically connect your mobile device to the U-verse receiver when the mobile device is in range of the U-verse receiver.

Scheduling and Managing Recordings on Your Home DVR

Can I record a show on my Total Home DVR from my device?

You can record a show by first tapping on a show and getting to the Show/Movie Details page. Tap **Record**, confirm your settings and tap **Record** again to set your recording. Tap **Record Series** to record the entire series.

Can I manage my recordings that are scheduled to record on my Total Home DVR?

You can manage recordings by tapping the **Recordings** tab. Tap the upcoming show that you wish to change. From there you can **Cancel Recording** or **Cancel Series**. You may also tap **Series Options** to add additional time at the end of your recording(s) to ensure you do not miss anything should a show overrun its time period (i.e. sporting events or live programs). You can also set when the recording(s) will be deleted from your DVR.

Can I set default DVR Settings that will apply to every recording that I initiate?

You can set default DVR Settings by going to **Settings** on the **My U-verse** page. Tap **Recording Settings** found within **Preferences**. You can then set default recording options for all individual show and series recordings.

On Demand Streaming Content

Can I watch TV shows or movies on my device?

You can watch TV shows or movies by tapping the **On Demand** tab to select from the library of shows available to watch on your mobile device. You can browse available shows by **TV Shows**, **Movies**, **Networks** or recently **Watched**. When you find something that you would like to watch, just tap **Watch** to begin streaming it on your device.

If I get interrupted while watching a show, can I start playing it at a later date from where I left off?

If at anytime you get interrupted and need to stop watching a show you can easily continue from where you left off by tapping **Watched** on the main **On Demand** page. There you will find a list of your recently watched shows, along with a progress indicator for each. Just select a show to continue watching it from where you left off.

If I get a new device, how do I transfer the AT&T U-verse App to it?

You do not transfer the app. You must download the AT&T U-verse App from Apple App Store to your new device and sign in using your U-verse member ID and password.

Can I stream shows when I am outside of the US?

Streaming rights are within the US only.

Live TV

Where can I find Live TV within U-verse Mobile?

Live TV is accessible via the **Live TV** icon tab found in the Navigation Bar at the top of the page.



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How do I qualify to receive U-verse Live TV on my mobile device?

If you subscribe to U-family or above, Live TV is included as part of your subscription, at no additional charge.

Is Live TV available on Wi-Fi and the cellular network?

Yes, Live TV is available on both Wi-Fi and cellular networks.

Are the same, Live TV channels available on Wi-Fi and the cellular network?

No, based on contract agreements with our Live TV providers, some channels are only available within your U-verse home Wi-Fi and a subset of those channels are available 'out of home' on the cellular network or other Wi-Fi environments.

How do I see what Live TV channels are offered?

After you tap the **Live TV** icon you will see a Live TV guide presenting Live TV channel offerings available in your market.

How can I tell which Live TV channels are available 'in home' and 'out of home'?

In home, channels within your subscription for which AT&T has in home LIVE TV content rights are available for watching. Similarly, when out of home, channels for which AT&T also has out of home LIVE TV content rights are available for viewing.

How do I play a Live TV program?

Upon tapping **Live TV** the last channel played will begin to play. Tap another channel row to begin playing the show that is currently airing on that channel.

How can I tell when a Live TV Channel is locked and not available?

When a locked, Live TV channel is tapped a lock notification will be displayed in the video player. A subscriber can unlock the channel by tapping **Unlock** and entering the account's **Parental Control Pin**. The show will begin playing, momentarily.

Parental Controls

Does AT&T U-verse offer Parental Controls to restrict access to programming?

Yes, AT&T U-verse offers Parental Controls that allow the Master Account holder to restrict content by:

- US TV Ratings - TV-Y through TV-MA
- Motion Picture Association of America (MPAA) Ratings - G through NC-17
- Channel – Lock to restrict access to specific TV channels
- Unrated Content – Restrict or enable un-rated content from being viewed in the TV Guide
- Filter Mature Content - Restrict or enable mature content from being viewed in the TV Guide



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How do I access Parental Controls?

The master account holder can set and manage Parental Controls by tapping **Parental Controls** which is found in the **Preferences** section of **Settings**.

Can Parental Controls be set per user that uses AT&T U-verse?

Yes, Parental Controls can be set per master account or per sub account, under the master account.

Can Parental Control changes be applied to all Sub Accounts?

Yes. Once you select your settings, you can tap **Apply to all sub accounts**, your settings will now be universally set for the master account and all sub accounts.

How do I recover my PIN number if I forget it?

When you Tap **Parental Controls**, you will see a dialogue box to enter a PIN. By tapping **Reset** in the right corner of the Navigation Bar, you will be asked to enter the master account password. After entering the correct password, you can set a new PIN.

To which areas do Parental Controls apply?

Parental Controls apply to the Live TV and On Demand sections of the App.

More Questions

Are shows available in Spanish on AT&T U-verse?

Yes, there are Spanish language shows on AT&T U-verse.

Are shows on AT&T U-verse available in HD?

Most shows on AT&T U-verse are available in HD. Video quality is dependent on the connection speed of your device and will be optimized to provide you with the best viewing experience possible.

Can I watch shows on AT&T U-verse with Closed Captions?

Yes, the application supports closed captioning.

How do I watch a show with Closed Captioning on AT&T U-verse?

To watch a show with Closed Captioning on AT&T U-verse you will tap the **CC** icon in the player while the video is playing. To turn off, tap the **CC** icon a second time.

Where can I find the ratings for shows available to watch on AT&T U-verse?

The ratings for shows or movies available on AT&T U-verse are found on the **Show Details** page below the episode or movie description. Unrated shows will be labeled with an NR, which indicates that they are Not Rated.