

starter guide

with quick
resolution tips



Easy steps for getting the most
from your AT&T U-verse TV,
High Speed Internet, and Voice services.

Get answers 24/7
att.com/uversesupport
or call 1.800.288.2020



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AT&T U-verse

For your own security, if you need to record account passwords, write them down separately and keep them in a safe place.

We're always here to help:

Visit att.com/uversesupport or call 1.800.288.2020 and say, "AT&T U-verse technical support." Please have your four-digit passcode available when calling.

Record your important AT&T 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.

PERF / FPO

GENERAL INFORMATION

Customer name on account
Account number
AT&T U-verse primary member ID (online account access ID)
VM PIN # and authentication code
AT&T U-verse password hint <small>Note: Password is the same as your AT&T email password. For your security, record account passwords separately and keep them in a safe place.</small>
Router password
Tech's ID for promo code (P2R)

Your award-winning AT&T U-verse service was installed by _____, AT&T UID _____

WIRELESS (RESIDENTIAL) GATEWAY INFORMATION

Manufacturer
Wi-Fi Network Name (SSID)
Wi-Fi Password (required for home Wi-Fi access) You received a separate letter confirming the 4-digit passcode you designated when placing your order. Please store it in a secure place for future use.
Your AT&T U-verse 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 AT&T U-verse service, and so much more.

Love your U-verse?

Tell a friend, and you'll BOTH get up to \$75 in gift cards when your friend orders AT&T U-verse TV, Internet, and phone. Learn more at att.com/meplusu.

Upgrade or add services anytime. Tune to channel 9910 AT&T Account Manager Click att.com/uverse



AT&T U-verse TV user guide

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TV user guide

How to use the AT&T U-verse remote control



Upgrade to our rechargeable Easy Find Remote Control or our Point Anywhere RF Remote Control for even more convenience and cool features. Learn more at att.com/remotes.

Your remote can control up to four devices

At the time of installation, your remote was set up to control your AT&T HD-ready receiver. The remote is also capable of controlling up to three other devices, such as the TV, DVD player, or home theater system. You can access step-by-step instructions on how to program your TV or other devices by pressing **MENU** on your remote control and scrolling to **Help** and selecting **System Setup**.

TV like you've never seen before



One DVR, one experience, any receiver

Record up to four shows at once and record and play back shows in any room from a single DVR.* Your AT&T U-verse HD-ready receiver with Total Home DVR® lets you:

- > Record up to four shows at once on a single DVR and record and play back your shows from any room in your home
- > Schedule, update, or delete your recordings from any room in your home
- > Pause your recorded show in one room and pick it up where you left off in another
- > Pause and rewind live TV or recorded shows from any receiver
- > Set Parental Controls for U-verse Movies, Pay Per View, and live or recorded shows

NOTE: **BLUE CAPITAL LETTERS** refer to buttons on the remote control.

Pause, fast-forward, and rewind live TV from any receiver

Your Total Home DVR stores up to 60 minutes of the live TV channel you're watching, on up to four of your receiver-connected TVs at the same time! (When you change channels, your DVR will begin storing the new program instead.) You can rewind live TV by pressing **REW**. You can also freeze live TV for up to 60 minutes by pressing **PAUSE** (press **PLAY** to restart).

Record the program you're watching from any receiver

Press **RECORD** on your remote control to begin recording the program you're watching. The Record light on your receiver remains lit until recording stops automatically at the program's scheduled end time. You can also press **STOP** to end recording at any time; press **OK** to confirm.

Schedule program or series recordings from the Guide from any receiver

Press **GUIDE**, then use **UP/DOWN ARROWS** to scroll to the program you want to record. Press **RECORD** once to record a single show (one red dot appears); press **RECORD** twice to record the whole series (three red dots appear); press **RECORD** three times to cancel recording.

Search for a show or series you want to record from any receiver

Press **MENU**, select **Live TV**, and use the **DOWN ARROW** to select **Search**. Press **OK**. Choose **Options** to narrow your search, or type the show title (use **ARROWS** to highlight a letter, then press **OK** to select it). Highlight the show you want when it appears, and press **INFO** to record a single episode or the whole series.

Watch your recordings from any receiver

Press **RECORDED TV** and select **Browse Recordings** to see a list of your recorded SD or HD programs and series. Highlight a show and press **OK** to see a **Program Info** screen, then select **Play** to watch the program.

*DVR not included with U100 or U-basic packages. Models may vary. †Total Home DVR functionality is available on up to eight TVs and requires a receiver for each additional TV at \$7/mo. Pricing subject to change. ‡AT&T U-verse TV and High Speed Internet account required for DVR-related functions. ‡Access to select content requires compatible device, qualifying

Now you can watch hit TV shows in more places

Take the AT&T U-verse experience with you on your computer, smartphone, or tablet with an extensive library of On Demand programs.

AT&T U-verse on your computer

- > Watch over 300,000 TV shows, movies, sports, music, and more on your computer at no extra charge
- > Watch LIVE family and sports channels from Disney, ESPN, CNN, FOX News, and more
- > View your TV listings and manage your DVR online²

To get started:

- 1 Visit **uverse.com**
- 2 Log on with your AT&T primary member ID (email address) and password



AT&T U-verse on your smartphone

- > Browse the TV guide on the go and manage your DVR schedule and recordings
- > Watch hit TV shows and movies at no extra charge with a qualifying TV plan³

To get started:

- 1 Go to att.com/uversemobile to see if your phone qualifies. If so, download the app from Apple iTunes or Google Play
- 2 Log on with your AT&T primary member ID (email address) and password



AT&T U-verse app for iPad®

Get the newest AT&T U-verse viewing experience using iPad.

AT HOME: Link your tablet with your TV to enhance your viewing experience.

- > Learn more about the show you're watching — get cast listings and see photos
- > Use your tablet as a remote control



ON THE GO: Take the AT&T U-verse experience with you.

- > Browse the TV guide and manage your DVR
- > Watch from a library of movies and TV shows³
- > NEW: Get interactive stories, interviews, trailers, and info on the latest AT&T U-verse features with the UGUIDE Magazine

To get started:

- 1 Download the U-verse app from iTunes
- 2 Log on with your AT&T primary member ID (email address) and password to link to your account
- 3 Learn more at **att.com/uversefortablet**

U-verse TV plan, and Wi-Fi connection and/or cellular data connection. Available content may vary by device and/or U-verse TV plan and is subject to change. Data charges may apply. Apple, the Apple logo and iPad are trademarks of the Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc.

Find shows fast with Channel Shortcuts

Browse channels grouped by category and easily find the type of programming you like. Access Channel Shortcuts two ways:

- 1 Press **MENU**. With **Live TV** selected, use **DOWN ARROW** to select **Channel Shortcuts**. Press **OK** and use **DOWN ARROW** to select your category.
- 2 From the **Guide** screen, press **ENTER**. With **Display Channels** selected, use **DOWN ARROW** to pick a category and press **OK**.



How to use Parental Controls

Once you have a personal identification number (PIN), you can restrict viewing by TV or movie rating, all adult-only programming, who can rent U-verse Movies, and more.

- 1 Press **MENU**, then **RIGHT ARROW** to **Options**, then down to **Parental Locking**. Press **OK**.
- 2 Use the remote control's number pad to enter your four-digit PIN and press **OK** (press **DELETE** to clear an entry). You'll have to enter your PIN twice. The **Parental Locking** screen will appear with your locking options.

Be sure to scroll down to the second page if you want to lock adult-only content, titles and posters from the standard channels, U-verse Movies, and purchases from Account Manager.

Optimize your TV experience

Watch TV the way you want by customizing your **Guide** screen view, what channels you see, your onscreen language, sound settings, and more. There are two ways to access **Options**:



Access Options from the Menu screen to customize all your preferences
Here you can set favorite channels or channels to hide; choose a parental locking PIN; set your audio preferences, screen resolution, closed captioning, and language settings; and more. Press **MENU** on your remote control. Use **ARROWS** to select **Options**. Use **ARROWS** to select the category of preferences you want to change, and press **OK**.

Access Options while watching live TV
Add the channel you're watching to favorites or change your audio language — without changing the channel. Press **ENTER** on your remote control while watching TV, use **ARROWS** to choose the category of preferences you want to change, and press **OK**.

UVERSE TV > On Demand AND Pay Per View > On Demand

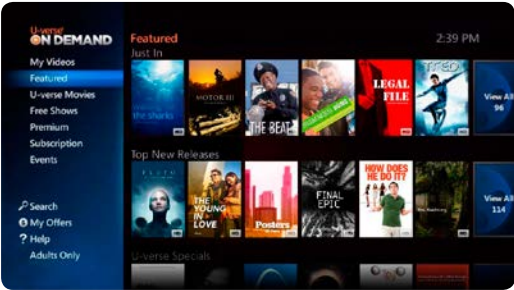
On Demand

AT&T U-verse On Demand is like having an entertainment superstore in your living room. Watch what you love, whenever you want! You'll find:

- > U-verse Movies: Choose from a huge selection including new releases and titles available the same day as DVD
- > Free shows On Demand: Watch movies, kids' shows, sports, hit TV shows, and more—all for free, based on your subscription package¹
- > Premium On Demand: Watch hit TV shows from premium providers like HBO®, STARZ®, and SHOWTIME®, based on your subscription package
- > Subscription On Demand packages: Get unlimited access to specialty programming—kids' shows, anime, karaoke, and more—for a low monthly fee

Press **On Demand** on your remote control to get started.

Tune to Channel 200 to see what's new On Demand with behind-the-scenes features and movie trailers.



Rent Movies On Demand in U-verse Movies

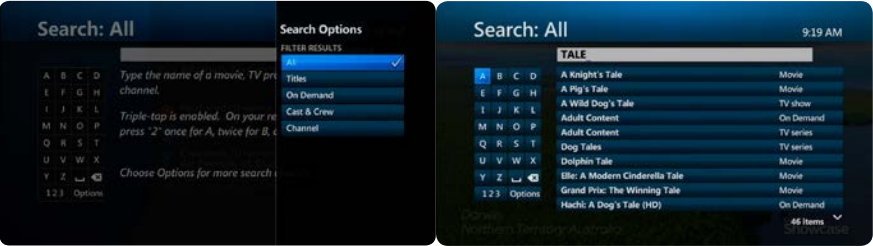
U-verse Movies is evolving the way you watch.² Movies the way they're meant to be seen. The newest releases up to a month before Netflix®. The best entertainment, no envelopes attached.
Rentals are usually available for 24-hour time frames, or extended-viewing time frames up to three days. Many are available in HD. Here's the fastest way to browse U-verse Movies:

- 1 Press **On Demand** on your remote control, use **ARROWS** to select U-verse Movies, and press **OK**.
- 2 In Movies you can browse through categories like Just In and New Releases, or you can see all available movies at a glance by highlighting All Movies and pressing **OK**.
- 3 When you find the movie you want to rent, highlight it and press **OK** (if **parental locks** are set, enter your PIN), then select Rent and press **OK**.
- 4 Press **OK** again to confirm, and the program will begin.

NOTE: While browsing, you can highlight a title and press **INFO** to see details about the program and even rent from the Program Info screen.

¹Free On Demand programming varies by package subscription. Subscription to appropriate package and HD Technology Fee are required to access FREE and/or PREMIUM HD On Demand titles. ²U-verse Movies: Customer responsible for applicable charges. Once a U-verse movie is ordered, it cannot be cancelled by remote or customer care. HBO®, Cinemax® and related channels and service marks are the property of Home Box Office, Inc.

Search by title or name



- 1 Press the **On Demand** button on your remote control.
- 2 Use the **DOWN ARROW** to select Search, and press **OK**.
- 3 Use the **ARROWS** to highlight letters one at a time to spell out the show title or actor's name you're searching for; press **OK** after highlighting a letter to enter it in your search. (To enter a number, select 123 and press **OK** to bring up a number keypad. Select ABC and press **OK** to return to the regular keyboard.)
NOTE: As you type in letters and numbers, a list of results appears. The more characters you enter, the more focused your results become.
- 4 When the program you're searching for is displayed, highlight it using the **UP/DOWN ARROWS**, and press **OK**.
- 5 A Program Info screen appears showing details about the program and rental price. Select Rent and press **OK**. Press **OK** again to confirm, and the program will begin.

To return to live TV programming, press **EXIT TO TV**.

Watch On Demand programs

Your rentals are available for you to watch at any time during the rental period.

To watch:

- 1 Press **On Demand** on your remote control and select My Videos from the main Video On Demand screen.
- 2 Use the **ARROWS** to select the video you want, and press **OK** to start watching.

You can switch to another channel at any time while you're watching On Demand programming. The show will pause automatically and you may return to it at any time (within your rental viewing time period) and resume watching exactly where you stopped it. You can also start over at any time.

To stop watching your On Demand selection before it ends or to continue watching later, press **STOP**, select Watch Live TV or Recordings on the screen that appears, and then press **OK**.

To resume watching where you left off, select Channel 1 at any time during the rental period. (To start watching again from the beginning, press **On Demand** to see you're My Videos screen and click the title.)

On Demand billing

Once your On Demand selection is rented, it cannot be cancelled using your remote control or by calling Customer Care. You will be billed. Your On Demand rentals will be automatically added to your monthly AT&T U-verse bill. You'll find them in the "usage charges" section, listed by title with date rented and rental cost. Prices, dates, and programming are subject to change.

NOTE: Adult programming rentals will be listed by studio name if available; otherwise they will be identified as "adult content."

Set limits on who can rent or watch On Demand shows

Parental locking options let you set limits on who can watch what. See **How to use Parental Controls** on page 8.

Money-saving Movie Coupons

We regularly offer discounts on favorite U-verse Movies programming. Coupons can be found in the My Offers section within the On Demand menu. The coupon code must be entered before purchasing your movie. Purchases made before the coupon code is entered will not have the coupon discount applied.

Using your coupon code is easy:

- 1 Press On Demand button on your remote control.
- 2 Use **DOWN ARROW** to select My Offers.
- 3 Select Enter New Offers On Demand Coupon and press **OK**.
- 4 Enter your 4–6 digit coupon code, then use the **LEFT ARROW** to select Continue and press **OK**.
- 5 If your coupon is currently available, select Redeem Now to rent.

On Demand categories

• Premium On Demand



Do you subscribe to a premium movie channel package like HBO®, STARZ®, or SHOWTIME®? Premium On Demand programming is included:

- 1 Press **On Demand** on your remote control, then use the **RIGHT ARROW** to select Premium and the **DOWN ARROW** to highlight the specific premium channel you want (e.g., STARZ On Demand). Press **OK**.
- 2 A group of Premium On Demand programming options will appear. Select from the list using the **DOWN ARROW** and press **OK** to see individual programs.
- 3 Select what you want to watch and press **OK**. You'll see a Program Info screen; Press **OK** to play the program.

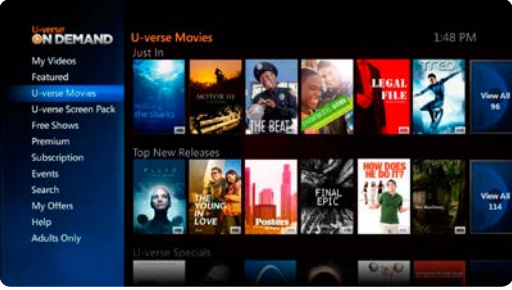
• Featured On Demand



Watch AT&T U-verse exclusive programs and seasonal favorites. Check back often to see what’s new!

- 1 Press **On Demand** on your remote control and use **ARROWS** to select the Featured category. A group of Featured On Demand programming options will appear.
- 2 Select from the list using the **DOWN ARROW** and press **OK** to see individual programs.
- 3 Select what you want to watch and press **OK**. You’ll see a Program Info screen—highlight Watch Preview and press **OK**, or highlight Rent and press **OK**. Press **OK** again to confirm rental, and the program will begin.

• U-verse Movies



To access our entire library of movies, movie extras, TV series, and events, press **On Demand** on your remote control, then use **ARROWS** to select U-verse Movies and choose the category you want to browse. Press **OK** to see each category’s listings.

• Free On Demand



We have a huge selection of Free On Demand programming in categories like Sports, Movie Extras, Kids-Family, Music, Comedy Showcase, and En Español. (Free On Demand programming varies by package subscription and is subject to change.)

- 1 Press **On Demand** on your remote control, then use **ARROWS** to select Free Shows and the category you’re interested in viewing. Press **OK**.
- 2 Once you select a program title and press **OK**, you’ll see a Program Info screen with details about the program. Select Play, then press **OK** to watch.

• Subscription On Demand



Want quality children’s programming around the clock? Do you like horror, anime, or karaoke? Get unlimited access to unique programming for a low monthly fee with a Subscription On Demand package! Once you’ve called to subscribe, here’s how to access your package:

- 1 Press **On Demand** on your remote control, then use the **ARROWS** to select Subscription. You’ll see all Subscription On Demand package listings.
- 2 Select from the list and press **OK** to see programming options.
- 3 If you select a package that you’re subscribed to, press **OK** to choose a program and begin watching. If you select a package that you’re not subscribed to, you can browse titles and call customer support to access the package.

• Help On Demand



Want to learn more about a specific AT&T U-verse topic, your equipment, or special features?

- 1 Press **On Demand** on your remote control. Use **ARROWS** to select Help/Ayuda, highlight Help in English or Ayuda en Español, then press **OK**. A group of Help On Demand programming options will appear.
- 2 Select from the list using the **DOWN ARROW**, and press **OK** to see individual programs. You’ll see a Program Info screen with details about the program.
- 3 Select Play, then press **OK** to watch.

NOTE: Channel 411 features an introduction to our extensive library of free help videos available On Demand in English and Spanish.

Pay Per View

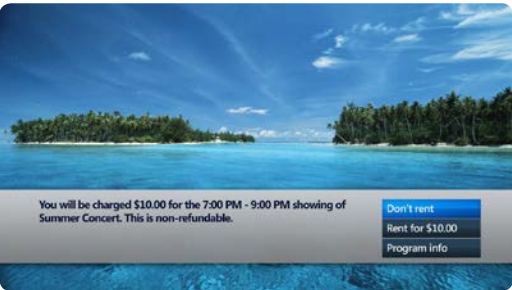
Get a front row seat to one-time-only events! Nothing captures the excitement of live TV better than Pay Per View. Unlike U-verse Movies, Pay Per View events are shown at scheduled times. You can order Pay Per View up to 14 days in advance. Once it's ordered, an event can't be cancelled.

Tune to Channel 100 for highlights on upcoming Pay Per View events.

How to order Pay Per View



- 1 Press **1 0 2** on your remote control to go directly to Pay Per View Channel 102, or press **1 1 0 2** on your remote to see select HD events on PPV HD Channel 1102, then press **OK**.
NOTE: You can also press **GUIDE** and use the **UP/DOWN ARROWS** to select Channel 102 or Channel 106.



- 2 Use the **RIGHT ARROW** to see what's coming up in the schedule. Press **FF** to jump forward 24 hours at a time; press **REW** to go back in 24-hour increments.
- 3 Select the program you want to order, and press **OK**. A Program Info screen will appear with event time and pricing.

- 4 Press **OK** to rent (if parental locks are set, enter your PIN). Press **OK** again to confirm your order. Press **EXIT TO TV** to return to the channel you were watching.

DON'T FORGET! Tune to the event's channel at the scheduled start time. If you tune in late, you won't be able to rewind to view the portion you missed.

Pay Per View billing

Any Pay Per View orders you place are automatically added to your monthly AT&T U-verse bill. You'll find them in the "usage charges" section, listed by title with the date of the event and its price.

NOTE: Once a Pay Per View is ordered, it cannot be cancelled by remote control or Customer Care. You will be billed and the event will air on your TV set. Event schedules subject to change. Prices, programming, and offers subject to change.

Set limits on who can rent or watch Pay Per View

Parental locking options let you set limits on who can watch what.



- 1 Use **ARROWS** to select Options and Parental Locking.
- 2 Select and enter a four digit PIN.
- 3 Select what you want to block including purchases, programming, and movies by rating.

- 4 Don't forget to save your changes.

Interactive features for TV, Internet, and Voice

Access your TV's interactive features



- 1 Add AT&T U-verse High Speed Internet and AT&T U-verse Voice digital home phone service to your AT&T U-verse TV service—they work together.
- 2 Press the **Go Interactive** button on your remote control and find the app that's right for you. Press **OK** to launch it and explore. Learn more about these innovative features below.

Caller ID notifications on TV¹

With AT&T U-verse Voice, you can see who's calling on your TV screen without changing the channel. Includes a Message Waiting indicator so you know if they've left a message. Tune to Channel 9900 to manage this, view Call History logs, or even initiate a call with your remote control.



For more information on these and other great apps or features, including ones that work with your mobile device, go to Uverse.com/uverse/applications.



¹Caller ID on TV requires subscription to U-verse TV and U-verse Voice.

AT&T U-verse TV Apps

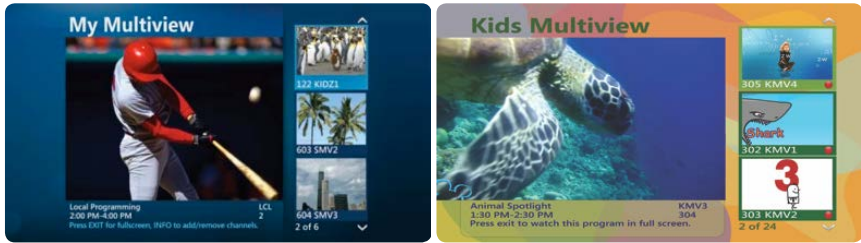
AT&T U-verse TV apps let you interact with your TV—and in most cases they’re **free** to all AT&T U-verse members. We offer lots of seasonal apps, and we’re continually adding new ones, so check back often to see what’s currently available.

Simply press **GO INTERACTIVE** on your remote control to explore the extensive choices. They’re easy to enjoy—there’s no need to switch inputs or buy extra equipment. And the few subscription apps can be purchased easily via the Account Manager onscreen app on channel 9910.

AT&T U-verse High Speed Internet account required for some applications. (Indicated below)

Application Name	Description	Access
My Multiview	My Multiview allows you to choose your favorite channels and watch 4 at once!*	GUIDE, My Multiview
Other Multiviews ¹ :	Press MENU on your remote control and use UP/DOWN ARROWS to choose My Multiview. Press INFO on your remote control. Select Add/Remove channels . Use UP/DOWN ARROWS to scroll through the channels. Press OK to add a channel (check mark will appear in box).	Other Multiviews: Kids - 301 & 1301 News - 201 & 1201 Sports - 601 & 1601 PE - 3001
Kids SD & HD News SD & HD Sports SD & HD Paquete Español		
Seasonal: Masters ESPN GamePlan ESPN FULL COURT		

*A limited number of HD channels is not supported for display within My Multiview. ¹Channels/content available for viewing in Multiview are based on TV package and additional programming purchased.



CNBC App	If you have AT&T U-verse TV and High Speed Internet, you can track your stocks and receive live updates from CNBC. You can also review current news articles and videos and watch CNBC live while you check your personalized stock prices.	1218 & 218 or Go Interactive, Channel Extras
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Application Name	Description	Access
Weather On Demand	Access the weather whenever you want—view forecasts, videos, and radar for any ZIP Code™ in the U.S.	227 and add your Zip Code™ of choice or Go Interactive
Facebook® on TV*	Follow up to 10 Facebook accounts on your TV without missing your show. Update your status, post to your wall, rate what you’re watching, and more.	Go Interactive, Entertainment
TumbleBooks TV	Gather the kids to read along with animated digital books on TV. TumbleBooks TV provides illustrations and narration for over 140 books for kids ages 6–12. Try out five to ten highlighted books for free! Unlimited access to the full library is available for only \$5/mo.* (not available with U-basic package).	345 or Go Interactive, Entertainment
Uverse Games		93 or Go Interactive, Entertainment



*AT&T U-verse High Speed Internet account required.

Application Name	Description	Access
U-verse Games	<p>Discover U-verse Games and play all of your favorites. There's something for everyone. Get unlimited play for just \$5/mo.*</p> <p>Games include:</p> <ul style="list-style-type: none">• Blackjack Play one of the most popular casino games right on your TV. Watch your cards carefully and hope you don't bust!• SCRABBLE® Scramble The beloved game of SCRABBLE has spawned this addictive word game that will keep you scrambling for the remote control.• WPT®: Texas Hold 'Em Raise the stakes and take poker to the next level with WPT: Texas Hold 'Em poker. Put your card skills to the test and see if you can come out the big winner!• Hangman• Solitaire• and more!	<ol style="list-style-type: none">1. Tune to U-verse Games on channel 93 or press GO INTERACTIVE on your remote control and select U-verse Games.2. Press OK to start U-verse Games.3. If you are not a subscriber, you can sign up for U-verse Games via Account Manager on channel 9910.4. Use your remote control to start playing games or to create a new user profile.5. Select any game for rules and more information on how to play.



Stream music and photos

AT&T Media Share is an exciting feature of AT&T U-verse TV that lets you access digital photo and music files that are stored on your home computer network and play them through any AT&T U-verse–connected TV in your home. Play a slide show of your family pictures or listen to your music files through the stereo connected to the TV. You can even do both at the same time!

Set up and use Media Share

Media Share requires specific settings on your PC in order for your files to be shared with AT&T U-verse. Here's how to set it up:

- 1 First, visit helpme.att.net/mediashare to download the Media Share Installation Wizard, or configure the installation manually using the instructions in our Windows Vista®, Windows® XP, Windows 7, or other online setup guides. (Media Share requires computers to be running Windows XP, Windows 7, or Vista operating systems and streams only photos or songs that are supported by Windows Media® Player 11.) If you have questions, this Web page has links to more help.
- 2 Once the software is installed on your PC, you can press **MENU** on your remote and use **ARROWS** to select Interactive and Interactive Apps, then press **OK** from any TV.
- 3 Select Photos and Media and press **OK** to reach the Media Share screen.
- 4 AT&T U-verse automatically searches for shared photos and music on your home computer network. For the search to be successful, make sure that:
 - > Your computers are turned on
 - > Windows Media Player 11 (or later) is installed
 - > You've enabled sharing in Windows Media Player (go to Library/Media Sharing and follow the prompts).

You'll find a multitude of support tools for AT&T services and special features at att.com/support.

Switch quickly among interactive screens

If you want to switch quickly among interactive screens—Multiview channels, AT&T Weather On Demand, Call History (when you also have AT&T U-verse Voice), and Photos and Media (the Media Share app that lets you stream music and photos from any networked PC)—press **MENU**, then use **ARROWS** to select Interactive and Interactive Apps and press **OK**.

*Select games may be available for a limited time at no additional cost. Access to unlimited game play requires \$5/mo.

Explore, Entertain, and Interact with U-verse Enabled Apps

With AT&T U-verse Enabled apps, entertainment isn't limited to one screen—you can watch, control, and interact with your TV using your tablet or smartphone. U-verse Enabled apps live on your mobile device and work with your connected AT&T U-verse TV receivers. There's no need to switch inputs or buy extra equipment.

Currently, only iOS devices (iPhone®, iPad®, iPod touch®) are supported. An AT&T U-verse High Speed Internet account is required to connect a supported device to AT&T U-verse receivers.

To connect a device to a TV/receiver:

- Connect your device to your AT&T U-verse High Speed Internet home Wi-Fi
- Tune to channel 9301 and follow these steps:
 1. Read and accept the terms and conditions.
 2. Change the name of the receiver (choose preset, or create a custom name).
 3. Set the Connection Mode to Default (this will make it easier to manage guests and apps).

Repeat these steps with any TV you would like to use with U-verse Enabled apps.

How to find apps

Press **GO INTERACTIVE** on your remote control and select U-verse Enabled to see a full list of available apps, details about supported devices, and QR codes that you can scan with your device to download apps. Go to Uverse.com/Uverse/apps.

AT&T U-verse High Speed Internet service required to connect supported devices to U-verse receivers.

Application Name	Description	
U-verse App Mobile and Tablet	Manage your DVR schedules and watch from a library of hit TV shows with added features. This U-verse application enhances your in-home viewing experience and can even turn your tablet or smartphone into a remote control!*	
U-verse Easy Remote for iPhone & iPad	Turn your mobile device into one of the best remote controls around. With gestures, voice command, bigger buttons, and more, controlling U-verse has never been easier. This app is designed to assist and enhance the AT&T U-verse TV experience for those with low vision, hearing loss, or low dexterity.	
U-verse Pix & Flix	Share pictures on your TV screen from your connected iOS device or Facebook® account. Photos can be displayed randomly or in slide show or shuffle mode.	

*AT&T U-verse High Speed Internet account required.

Quick tips about your AT&T U-verse TV service

Best ways to locate channels quickly

- > Press any **ARROW** to access your onscreen Picture-in-Picture browse bar
- > Print a channel lineup guide for your area at att.com/channellineup

See what's hot to watch now

- > Press **On Demand** on your remote control to access U-verse Movies

Chat with other members online

- > Visit att.com/uversecommunity to post messages and talk with other AT&T U-verse members about TV features, programming, and more



Watch exclusive AT&T U-verse channels

- > **Front Row Channels 100/102**
Learn what's coming up on Pay Per View
- > **U-verse Movies 200/1200 HD**
Watch U-verse Movies trailers, interviews, and more
- > **Buzz Channel 300/1300 HD**
Go behind the scenes of your favorite TV shows
- > **U-verse Sports Channel 600/1600 HD**
Get previews and an in-depth look at all kinds of sports programming
- > **Help Channel 411**
Get AT&T U-verse TV service help
- > **U-verse Showcase Channel 800/1800 HD**
Sample AT&T U-verse TV high definition at no additional charge with rich and exotic footage of the world's most beautiful places
- > **ATTention Channel 400/1100 HD**
See news about our latest enhancements and more

Easy system setup

You can program your AT&T U-verse remote control and set your TV's screen resolution and Parental Controls using the System Setup Tool:

- > Press **MENU** on your remote and use **ARROWS** to select **Help**
- > Press **OK** to select **System Setup**

AT&T U-verse High Speed Internet user guide

- Access your email from the Web
- Set up email on your home computer
- Access the entire national AT&T Wi-Fi Hot Spot network
- Get online protection with advanced safety features
- PC Health Check



Features and screen appearance subject to change.

AT&T U-verse High Speed Internet

Now that your AT&T U-verse High Speed Internet service is installed, every networked computer in your home can share the same fast connection on a Wi-Fi home network. Use this Starter Guide to learn how to access your email from the Web, set email up at home, use Wi-Fi hotspots, and add free security software.

Access your email from the Web

Reading AT&T Mail via the Web is the preferred and recommended method for email access. AT&T Mail via the Web lets you log in to your email account anytime at home and on the go from any computer via the Internet. Your emails, contacts, and calendar are stored online without using space on your hard drive. Plus, you can set up your AT&T Mail to collect messages from other email accounts so they're all in one place.

Log in at **att.net** using your AT&T primary member ID or sub-account member ID (email address) and password, and click the **Mail** button.

Set up email on your home computer

Client-based email* (POP/SMTP) uses software like Outlook Express to download email directly to your computer.

Open the email software you plan to use and enter the following information in the account setup window:

- > Email address: MemberID@att.net
- > Incoming (POP): inbound.att.net
- > Outgoing (SMTP): outbound.att.net (requires authentication)
- > Incoming mail server: POP3
- > Incoming mail port number: 995 [make sure **Secure Connection (SSL)** is checked]
- > Outgoing mail port number: 465 [make sure **Secure Connection (SSL)** is checked]
- > Set password authentication for outgoing mail

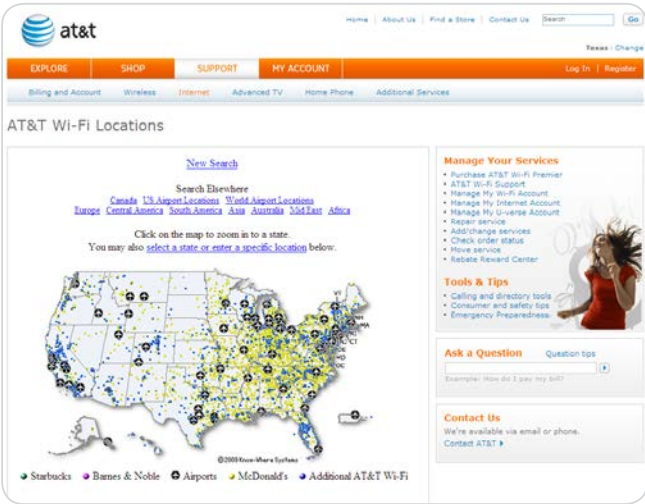
NOTE: When updating the secure server settings, check the SSL checkbox first and then update the port number if necessary.

For more email support information, visit att.com/emailsupport

*There are numerous client-based email products supplied by non-AT&T third-party vendors. You may incur a fee if you require AT&T ConnectTech support for these products. Alternatively, AT&T also provides online self-help at att.com/uversesupport for these applications. As always, we recommend that our customers use AT&T Mail access via the Web, which provides a broad set of functionality to manage and access email anywhere and at any time.

Access the entire national AT&T Wi-Fi Hot Spot network*

Check your email, surf, shop, and work on the go.



For information on how to connect to a home Wi-Fi network or an AT&T public Wi-Fi hotspot, go to **att.com/wifisupport**.

Go “Wi-Fi” instructions

Locate your Wi-Fi Network Name (SSID) and Wi-Fi Password (Wireless Network Key). This information is on your Starter Kit envelope. It can also be found on the side of your Wireless Gateway.

Now configure your wireless network:

1. Go to your computer’s “Wireless Network Settings” and refresh the network list.
2. Select your Wi-Fi Network Name (SSID) from the list. You may need to scroll through the list to find your SSID.
3. Enter the 10-digit Wi-Fi Password in the Password field to connect to your network.

Get online protection with advanced safety features

Visit **att.net/iss** to learn more about these security features:

- > **Anti-Spyware** seeks out and removes programs that gather personal information and slow down your computer
- > **Anti-Virus** cleans and protects your computer against viruses, worms, and Trojan horses
- > **Firewall** shields your computer from unauthorized access
- > **Pop-Up Blocker** stops many types of windows that open automatically
- > **Parental Controls** let you put limits on what your children can do and see online
- > **AT&T Mail Protection** prevents junk mail, UCE (unsolicited commercial email), and UBE (unsolicited bulk email)

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. Come back often and use our spam-free PC Health Check to get peace of mind to help prevent issues and check on your computer performance. Visit us at **pccheck.att.com**.

See the complete AT&T U-verse High Speed Internet Features Guide and more user guides at **att.com/userguides**



Maximize your speed

Visit **att.com/tips** to learn how to maximize the speed of your AT&T U-verse High Speed Internet service.

*Access includes AT&T Wi-Fi Basic. Wi-Fi enabled device required. See www.attwifi.com for details and locations.

AT&T U-verse Voice user guide

- Important information
- How to manage or change Voicemail Settings
- How to manage or change Voice Features



Important information:



AT&T U-verse Voice: AT&T U-verse Voice, including 911 dialing, will not function during a power outage without battery backup power. AT&T U-verse service is compatible with many monitored home alarms and medical monitoring systems.








See the complete AT&T U-verse Feature Guide at att.com/uvfeatures and more user guides at att.com/userguides.


To manage Phone Features online, log in to your online account at att.com/myatt and click on Home Phone, then "Manage Voice Features".

To manage Voicemail Features click on Home Phone, then "Check Voicemail", and "Voicemail Settings".







How to manage or change Voicemail Settings








Services	Description	Manage Online	How to Activate from Your Phone
Voicemail Setup	Instructs you on how to set up voicemail.	 Go to Voicemail Settings	<ul style="list-style-type: none">•Dial *98 from your home phone•Follow the prompts to set up a mailbox <p>After creating your PIN, be sure to set up your authentication code. This will allow you to reset your PIN over the phone if you forget it.</p>
Change PIN for voicemail	Allows you to change your existing personal identification number (PIN) that is used to access your mailbox over the phone. Your PIN must be 6 to 10 digits in length and should not be your phone number or voice mailbox number.	 Go to Voicemail Settings	<p>From home:</p> <ul style="list-style-type: none">•Dial *98•Press 1 to change PIN•Follow the prompts. <p>From any touch-tone phone:</p> <ul style="list-style-type: none">•Dial your U-verse phone number and once you hear your greeting, press *•Enter your PIN•Press 4 and follow the prompts <p>Any touch-tone phone (forgot password):</p> <ul style="list-style-type: none">• Dial your U-verse Voice home phone number and once you hear your greeting, press *•Enter your PIN•If you incorrectly enter your PIN, the system will prompt you to enter your authentication code. Once you have entered your authentication code, follow the prompts to reset your PIN and access your mailbox.







Services	Description	Manage Online	How to Activate from Your Phone
Change Voicemail Greeting	Allows you to choose the greeting callers will hear with they reach your voice mailbox.	 Go to Voicemail Settings	Dial *98 and follow the prompts
Option to Combine your AT&T Wireless and U-verse Voicemail boxes Integrate Wireless Voice Mail	The wizard will guide you in integrating your wireless Voicemail with AT&T U-verse Voice Voicemail account. Add up to two wireless phone numbers from AT&T to your U-verse Voicemail account and get all your voice mail messages in one place.	 Go to Voicemail Settings	
Message Waiting Indicator on TV ¹	While you're watching TV, a small window appears on your TV screen to indicate a new voicemail is waiting, and will automatically disappear after ten seconds.	 Go to Voicemail Settings	
Set number of rings	Allows you to select how long your phone should ring before forwarding the incoming call to voicemail.	 Go to Voicemail Settings	
Turn On, Off Voicemail notification	Allows you to control the call forwarding to your voice mailbox. When the feature is on, all calls not answered will go to your voice mailbox. When it is off, your voicemail will not answer calls.	 Go to Voicemail Settings	
Turn Voicemail On or Off	Allows you to control the call forwarding to your voice mailbox. When the feature is on, all calls not answered will go to your voice mailbox. When it is off, your voicemail will not answer calls.	 Go to Voicemail Settings	
Voicemail Access	Allows you to access your voice mailbox to retrieve voice messages.	 Go to Voicemail Settings	From home: *98 or dial your home phone number. Away from home: • Dial your home phone number • Press the * when you hear your greeting • Enter your PIN • Press 4 and follow prompts

Services	Description	Manage Online	How to Activate from Your Phone
Voicemail Viewer	Enables you to view, manage, and listen to your AT&T U-verse Voicemail messages on qualifying computers or wireless devices. There is no need to log in to your account to view your messages or dial in to listen to your messages. Instead, they are automatically delivered to your computer or wireless device.	 Go to Voicemail Settings	Go to att.com/vmviewer

How to manage or change Voice Features

Services	Description	Manage Online	How to Activate from Your Phone
Anonymous Call Blocking	Allows you to reject incoming calls from callers who block their Caller ID. The message "The number you dialed does not accept calls without Caller ID information" will be played to the caller indicating that you do not accept anonymous calls.	 Go to Manage Voice Features	On: *77# Off: *87#
All Call Forwarding	Allows you to forward all incoming calls to another number.	 Go to Manage Voice Features	On: *72, enter a forwarding number if one is not already set, then press # Off: *73#
Busy Call Forwarding	Allows you to forward all incoming calls to another number when you line is busy.	 Go to Manage Voice Features	On: *90, enter a forwarding number, then press # Off: *91#
Exclusive Call Forwarding	Allows you to forward up to 20 phone numbers from a list of specific incoming callers to an alternate phone number. Click on the 'X' to remove from the list.	 Go to Manage Voice Features	On: Activated online Off: Online or dial *83#
No Answer Call Forwarding	Sends any phone calls that aren't answered to either voicemail or an alternate phone number.	 Go to Manage Voice Features	On: *92, enter a forwarding number, then press #
Safe Call Forwarding	Allows you to forward incoming calls to another phone number if your main phone line has a service disruption.	 Go to Manage Voice Features	On: *372, enter a forwarding number, then press # Off: *373#

Services	Description	Manage Online	How to Activate from Your Phone
Call Blocking	Call Blocking allows you to prevent up to 20 phone numbers from ringing through to your phone. Caller receives a message saying, “The number you dialed will not accept your call.”	 Go to Manage Voice Features	On: *60 and follow voice prompts Off: *80#
Call ID Blocking	Allows you to hide your name and number on all outgoing calls.	 Go to Manage Voice Features	On: *92, enter a forwarding number, then press #
Caller ID Per Call Blocking	Blocks Caller ID display of your name and number to the phone number you are calling on a “per call” basis.	 Go to Manage Voice Features	On: *67 + dial number # Off: *82 + dial number #
Caller ID on TV ¹	Allows members with U-verse TV and U-verse Voice services to receive Caller ID notifications on their TV. A small window will appear on the TV screen when a new call comes in and will automatically disappear after 10 seconds.	 Go to Manage Voice Features	
Call Screening	Accept calls only from select numbers. All other callers hear, “The number you dialed will not accept your call.” Designate up to 20 numbers online at att.com/myatt.	 Go to Manage Voice Features	On: Activated Online Off: *84#
Call Trace	Traces the number of the last call you received— \$8 per call charge . Note: Only law enforcement officials have access to call records. A complaint must be filed to give law enforcement officials access to call records.	 Go to Manage Voice Features	*57#
Three-way Calling	Allows you to add a third party to an existing conversation.	 Go to Manage Voice Features	Flash + dial number + Flash

Services	Description	Manage Online	How to Activate from Your Phone
Call Waiting	Plays an audible tone indicating that an incoming call is waiting to be answered. You have the option to put the current call on hold and accept the other call. Or don’t accept the call that’s waiting and send the caller to your voicemail message box. If you have Caller ID capability, then the number of the incoming caller will be displayed.	 Go to Manage Voice Features	Press “Flash” to activate during a call
Cancel Call Waiting	Allows you to cancel Call Waiting for a specific call, for all calls, or during a current call.	 Go to Manage Voice Features	Per-Call Cancel: *70 + dial number # To deactivate for all calls: *370# To reactivate: *371# Call Waiting Mid-Call Cancel: Flash + *70# + Flash
Directory Assistance Blocking	Allows you to prevent all outgoing calls to Directory Assistance (such as 411 or xxx-555-1212 information).	 Go to Manage Voice Features	
Do Not Disturb	Gives you the option to turn off the ringer on your phone. This can be done either from the handset or online. A busy signal will be heard by the caller when Do Not Disturb is turned on.	 Go to Manage Voice Features	On: *78# Off: *79#
International Call Blocking	International Call Blocking allows you to prevent all outgoing calls to international numbers (when dialing starts with 011 or 010).	 Go to Manage Voice Features	
Locate Me	Never miss an incoming call again! Not only will your U-verse Voice number ring, but up to four other numbers will all ring at the same time. Enter numbers on your Locate Me list—online at att.com/myatt.	 Go to Manage Voice Features	On: Activated Online Off: *313#

¹Caller ID on TV requires subscription to U-verse TV and U-verse Voice.

AT&T U-verse quick resolution guide

- AT&T U-verse TV
- AT&T U-verse High Speed Internet
- AT&T U-verse Voice



quick resolution guide

AT&T U-verse TV

The AT&T Troubleshoot & Resolve tool is designed to help you manage your AT&T U-verse service.

Two ways to access AT&T Troubleshoot & Resolve.

- > Download the myAT&T app to your smartphone for billing information and technical support, including live access to chat agents 24 hours a day, seven days a week or visit att.com/ufix
- > From the TV: Press the **MENU** button on the TV remote control and go to the HELP section. Troubleshoot & Resolve is the third menu option.

Learn more at att.com/uversehelp

Don't have picture or sound, but TV and receiver are both turned on?

- 1 Press **TV** on your remote control.
- 2 Press **TV/VIDEO** to see TV programming.

If you're still having trouble with your AT&T U-verse TV, Internet, or Voice services, try resetting your TV receiver or residential/wireless gateway by unplugging it from the power outlet in the wall. (See below for details for alternate reset if you have different equipment.)

NOTE: Unplugging the TV receiver or residential/Wi-Fi Gateway will interrupt any recordings in progress.

If the trouble is with only one TV

- 1 Turn off the receiver connected to that TV and unplug it.
- 2 Wait at least two minutes before plugging the receiver back in. Turn it on and retry what you want to do.

If the trouble is with more than one TV, or with Internet or Voice service:

- 1 Unplug the residential/Wi-Fi Gateway from the power source. (See below for alternate reset.)
- 2 Wait at least two minutes, then plug the residential/Wi-Fi Gateway back in and retry what you want to do. It may take up to 10 minutes for the gateway to reset.

Alternate reset: If your service is supported with a Home Network Hub and Power Supply Unit (PSU with battery backup), then you will need to press the **Reset** button on the left side of the PSU to reset AT&T U-verse service. The PSU may be located in the garage or a closet near an outside wall.

Want more help? AT&T U-verse Getting Started has answers all in one place online at att.com/startuverse. You can also chat live with an agent while getting started, or call 1.800.288.2020 and say "AT&T U-verse Technical Support."

Change your TV’s screen resolution



- 1 Press **MENU** on the remote control, then use **ARROWS** to select Options and System Options, then press **OK**. Select Screen Resolution and press **OK**.
- 2 Use **UP/DOWN ARROWS** to select **Standard Definition, Widescreen Standard Definition, 720p High Definition, or 1080i High Definition**, to match your TV’s capability, then press **OK**.
- 3 Use **ARROWS** to select Continue, and press **OK** to access a Test Screen.
- 4 Select Start Test and press **OK** then follow the prompts to verify that you have the correct setting. Once successful, be sure to save your format. You should now see a blue light on your receiver.

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, press the corresponding mode key on the remote to control that device. To watch a video on how to program your remote control, visit att.com/uverseremote

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 control’s memory. If you’re unable to add a device, or want to learn about advanced features like reassigning mode buttons, refer to the remote’s manual provided at installation. For more info, visit att.com/userguides.

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

- 1 Power on the device to be programmed.
 - 2 Point the remote control at the selected device.
 - 3 Press and hold the mode key that matches the device you want to program (**TV**, **DVD**, or **AUX**) along with the **ENTER** key. Hold both keys for one second, then release. The four mode keys on the remote control flash twice to indicate you are in search mode.
 - 4 Search by pressing the **SCAN/FF** key repeatedly until the device turns OFF (the selected mode key will flash once for each press of the **SCAN/FF** key). Pause briefly between each key press to allow your device enough time to respond.
 - 5 Press the **POWER** button on the remote control to turn the device back on.
- NOTE:** If the device does not turn off and you have searched all available codes, the selected mode key will flash eight times. If this happens, please start over.
- NOTE:** If the device does not turn on, you may have pressed the **SCAN/FF** key too many times. Press the **REW/SCAN** key to scan backwards and test the **POWER** button again.
- 6 Check **VOLUME** and **MUTE**. Do not test using **REW/SCAN**, **SCAN/FF**, **FWD**, or **EXIT**. If there is any problem with any of the keys, press the **SCAN/FF** button and search until you find a code that will operate all the functions properly.
 - 7 Press the **ENTER** key to save the programming. The appropriate mode key will give a long flash, indicating successful programming.

NOTE: If the programming is interrupted or inactive for more than 30 seconds, the mode keys will flash eight times. This indicates the remote has left the programming mode and returned to normal operation without saving any changes.

If you have an integrated or combination unit such as TV-DVD, TV-DVD-VCR, etc., each component of the unit may need to be programmed separately by using the mode keys. For instance, for a TV-DVD, search for the device code of TV and program into the TV mode key, then search for the device code of DVD and program into the DVD mode key.

Want more help? If you’re unable to add a device or want to learn about controlling the volume on all devices using your remote control, visit att.com/userguides. 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.

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/VIDEO** 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 three examples of how to connect the AT&T U-verse HD-ready receiver to your HDTV set on p. 37.

Check device connections for your TV

TV screen menus and port configurations vary. 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 deliver audio/video signals from the receiver and plug into matching audio/video RCA inputs on the back of your HDTV set.

If you’ve connected your TV input using Composite (yellow connector), S-Video, or Coaxial, you won’t get an HD picture. HD is supported only via HDMI or Component (red/green/blue). The same holds true for Dolby® Digital 5.1 surround sound, which is available only via HDMI or TOS Link (optical). The Baseband (red and white connectors) delivers sound only in stereo.

Check to see if the TV recognizes your video inputs correctly

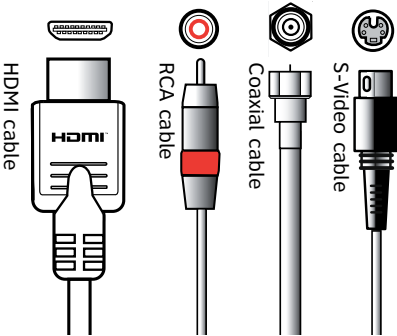
Many newer TVs have an auto-detection system that will automatically detect equipment connected to the various ports on the TV. However, some TVs have to be configured manually.

To change the video input selection manually, press **TV/VIDEO** on your remote control to locate the video input menu for your specific TV.

The video input menu screen below shows checkboxes next to devices the TV is detecting. This menu must match the inputs on the back of the TV where video components are connected in order to correspond with Video 1, Video 2, or Video 3 on your remote control. Follow the screen prompts to check/uncheck boxes for your devices.

NOTE: Refer to your TV manufacturer’s guide to resolve issues specifically related to your TV.

Review				
Review inputs for proper device assignments. To turn off an input, use ADJUST Up/Down, then press ENTER to remove the check. Press EXIT to watch TV.				
NAME	TV Input	AVR Input	1394 Name	
<input type="checkbox"/> CableCARD TV	ANT-1	TV	<input type="checkbox"/> AV DISC	
<input type="checkbox"/> VCR	INPUT-1	VCR1	<input type="checkbox"/> DVCR	
<input type="checkbox"/> CAMCORD	INPUT-3	TV		
<input type="checkbox"/> DVD	COMP-2	DVD		
<input type="checkbox"/> SAT	HDMI-1	AUX		
<input type="checkbox"/> HDMI-2	HDMI-2			
<input type="checkbox"/> PC	PC-DVI	TV		
<input type="checkbox"/> CARD-1	CARD-1	TV		



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

AT&T U-verse receiver output connector

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.

Input connector on rear of TV

AT&T U-verse receiver output connectors

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 (Pr, Pb, and Y) for HD video signals. For audio, plug red and white RCA connectors into the left/right audio input and output ports.

Input connectors on rear of TV

NOTE: Your hardware may be slightly different than pictured.

3 S-Video

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

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**, or at att.com/uversevideos.

These videos will walk you through how to customize and use your AT&T U-verse equipment, record your favorite shows, take advantage of your interactive television or voice services, troubleshoot issues, and other features that will allow you to enhance your AT&T U-verse experience.

Set Up Equipment and Remote Control

- Welcome to Your U-verse
- Connecting Devices to Your U-verse Home Network
- U-verse Black Standard Remote Manufacturer Code
- U-verse Black Standard Remote Control Programming
- U-verse Black Standard Remote Auto Code Search
- Program Silver U-verse Remote Using TV System Tool
- U-verse Silver Standard Remote Manufacturer Code
- Program Silver U-verse Remote With Auto Code Search
- U-verse TV Picture Formats: HD, SD, Widescreen, 3D
- U-verse Wireless Receiver Installation
- Replace Your U-verse Wi-Fi Gateway Equipment
- Replace Your U-verse TV Receiver

Get Help With Billing and Repairs

- U-verse Billing & Account Management
- Troubleshoot U-verse: Internet, Password & Email
- Troubleshoot U-verse: Picture and Sound
- U-verse Black Standard Remote Troubleshooting
- U-verse Silver Standard Remote Troubleshooting
- U-verse Troubleshoot & Resolve App
- U-verse Troubleshoot & Resolve App—TV
- Check Your U-verse Repair Appointment Status

Explore and Customize Features

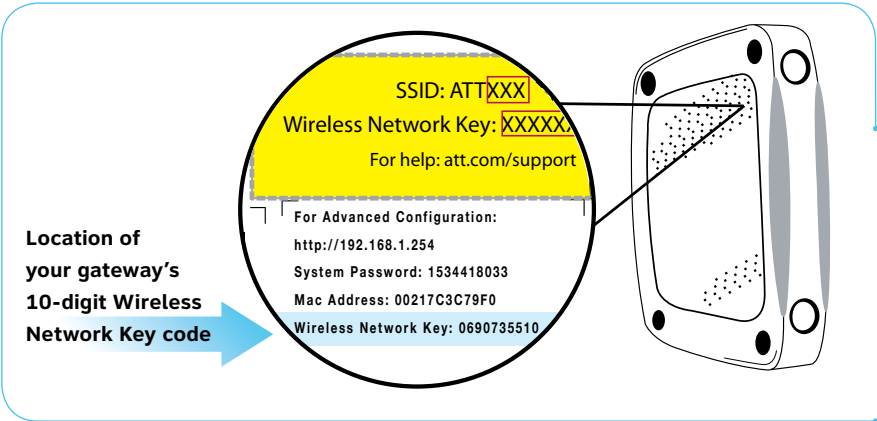
- Using U-verse: Favorites, Parental Controls & More
- Using U-verse: Ordering Pay Per View
- Program Guide & Picture-in-Picture
- Using U-verse: Total Home DVR®
- U-verse On The Go
- U-verse.com
- U-verse Phone & Voicemail: Voice Features
- Using U-verse: Search & Order Movies, On Demand
- Using U-verse: Language and Closed Captions
- Using U-verse Enabled Apps for Mobile Devices
- Check Your U-verse Order Status

quick resolution guide

AT&T U-verse High Speed Internet

Assure reliable security for your Wi-Fi home network

The 10-digit number printed inside brackets on your residential/Wi-Fi Gateway is the Wi-Fi Password (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/Wi-Fi Gateway.



Mac® OS X users: You may need to enter the “\$” character on the Wireless Network Key (for example, \$0690735510). For directions on connecting Mac computers via USB cable, visit att.com/wifisupport.

Connect more computers to your Wi-Fi home network

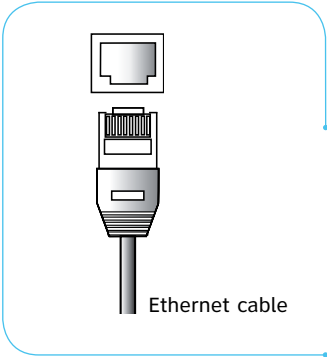
You can connect more computers by Ethernet or wirelessly.

- > **Connect an Ethernet cable** from any available Ethernet port on the residential/Wi-Fi Gateway to your computer's Ethernet port
- > **Connect wirelessly** with a wireless enabled notebook or a computer with an 802.11b/g wireless network adapter installed

NOTE: You will need to use your 10-digit Wireless Network Key code. (See illustration above.)

If your PC does not have built-in wireless capability

Install and configure your wireless adapter according to the manufacturer's instructions. Enter the network name—it's the word “2WIRE” (in all capital letters), followed by the last three digits of the gateway serial number (for example, 2WIRE079)—and the encryption code or Wireless Network Key. (See the illustration above for the Wireless Network Key location.)



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Create sub-account voice mailboxes online

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

- 1 Go to **att.com/myatt**, select **AT&T U-verse**, and enter your AT&T U-verse member ID (email address) and password
- 2 On the **Account Overview** page, click on **Home Phone**
- 3 On the **Home Phone Service** page, click on **Manage Features**
- 4 Go to the **Voicemail Settings** tab and select **Voicemail Setup** and follow instructions to create voicemail sub-accounts

Change your PIN (personal identification number)

See page 27 for details.



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- > Tune to video tutorials on **Help Channel 411**
- > View your TV listings at **att.com/channellineup**
- > Click **att.com/uversesupport** for support including live chat
- > To view & pay your bill and track your On Demand purchases, download the myAT&T app at **att.com/anytime** today.
- > Call 1.800.288.2020, then say “Order AT&T U-verse services,” “Pay my bill,” or “AT&T U-verse technical support”
- > For current programming, visit **Uverse.com**
- > Click **att.com/uverse/newcustomer**
- > Click **att.com/wifisupport**
- > Click **pccheck.att.com** for ConnectTech
- > Sign up for free paperless billing at **att.com/Ugreen** or call 1.800.288.2020

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