

# User guide



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

Get answers **24/7** at  
[att.com/uversesupport](http://att.com/uversesupport)  
or call **800.288.2020**.



Table of contents

user guide

Your important U-verse information.....3

- Everything you need to enjoy the U-verse experience ..... 4

Mobile apps from AT&T ..... 5

- myAT&T app ..... 6
- U-verse app ..... 7

U-verse TV ..... 8

- Your U-verse TV service ..... 9
- Watch exclusive U-verse channels ..... 9

U-verse High Speed Internet ..... 10

- Find your Wi-Fi network name and password... 11
- Go Wi-Fi ..... 11
- Connect via Ethernet..... 12
- Email..... 12
- PC Health Check..... 12

U-verse Voice ..... 13

- U-verse Voice features ..... 14
- U-verse Voicemail features ..... 15

Remote Control ..... 16

AT&T U-verse

We’re always here to help:

- Go to the myAT&T app on your mobile device
- Visit 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
<i>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 AutoPay, and much more.</i>
<i>Note: Your email address and password are usually the same as your primary member ID and password.</i>
Voicemail PIN

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

### Mobile apps

- To manage your account, view and pay your bill, get help 24/7, and more, download the myAT&T app at **att.com/myattapp** today
- Download the U-verse app from your mobile app store or **uverse.com/uvapp** to manage your Total Home DVR® on the go, watch live TV, and more

### User guides

- Visit **att.com/userguides** for guides in English
- *Esta práctica guía rápida también está en español en **att.com/uverseguias***

### Getting started and knowing your features

- For an introduction to your new U-verse service, visit **att.com/uversewelcome**
- View your TV listings at **att.com/channellineup**
- For current programming, visit **Uverse.com**

### Manage your account

- To help us keep you informed about important account changes, visit **att.com/myatt** and click Profile to update your email address and contact numbers
- Call **800.288.2020**, 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**

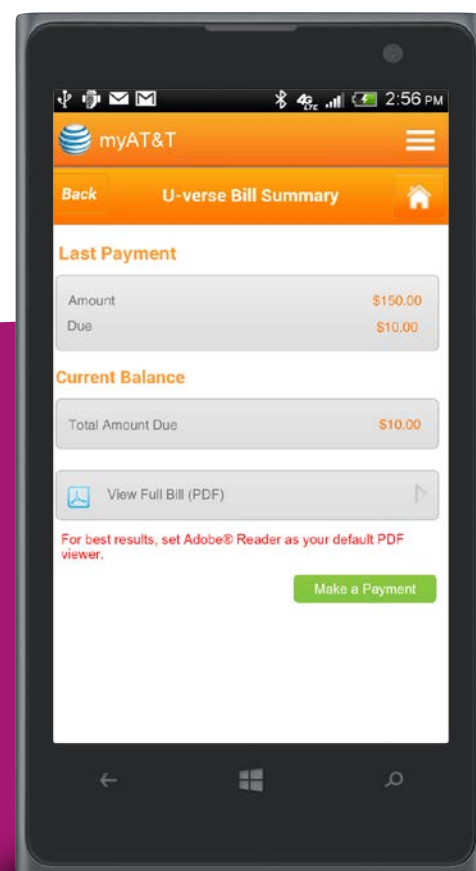
### Troubleshooting and technical support

- For troubleshooting on your TV, go to **Menu>Help>Troubleshoot & Resolve**
- Find helpful tutorials on your TV by pressing **Menu>Help>U-verse Help Center**
- For support, including live chat, click **att.com/uversesupport**
- For Wi-Fi support, visit **att.com/wifisupport**
- For installation, setup, and tech support of your Wi-Fi network, regardless of service provider or manufacturer, contact AT&T ConnectTech® by calling **800.270.5103**

### Accessibility support

- Alternate formats now available in large print or braille. Call **800.288.2020** and request your U-verse User Guide in an alternate format.
- Additional accessibility support:
  - Special needs equipment: Voice Calls: 877.902.6350  
TTY Calls: 800.772.2889
  - Repair Center: Voice calls: 800.246.8464  
TTY calls: 800.397.3172
- Accessible tagged PDF: Visit **att.com/userguides**
- Device compatibility feature: Compatible with any TTY/TDD devices with standard phone line

# Mobile apps from AT&T

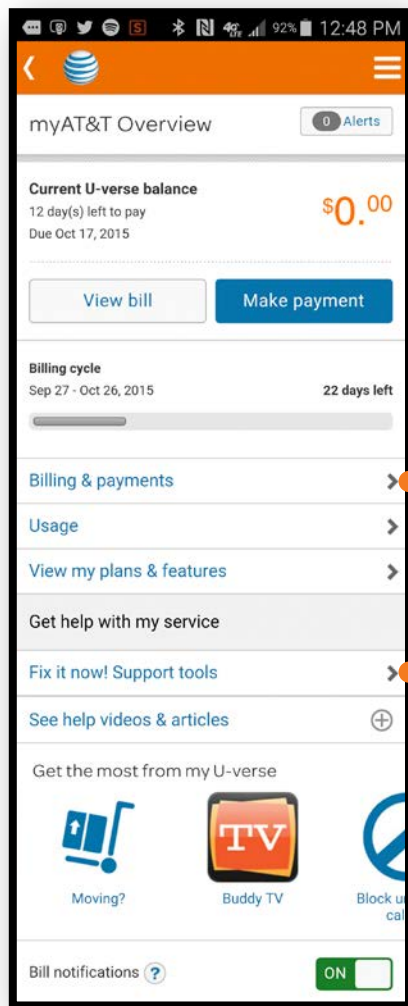


# Mobile apps from AT&T

Get the most out of your U-verse service by taking the experience with you.



Seconds count. Save time with the myAT&T 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 TV, 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** from your mobile device
  - Search your app store 
  - Text the word "app" to 8758 from your AT&T mobile device
- Note:** iPad® users must search for myAT&T under iPhone® apps in iTunes®

## 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 app

Download the U-verse app<sup>1</sup> to your smartphone or tablet to watch Live TV and shows On Demand, manage your DVR, and more at home and on the go.

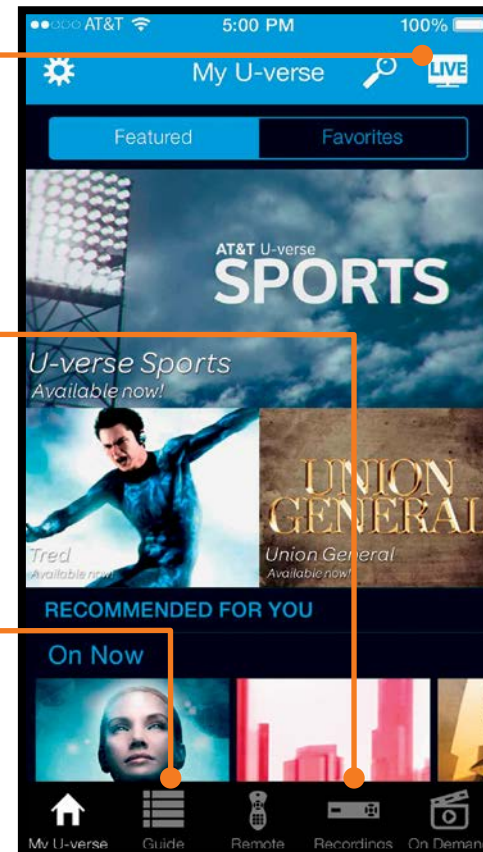
\*Smartphone experience displayed below. User interface on tablet or watch screens may differ.

Tap the **LIVE** button to watch what's On Now. Or select from a library of TV shows and movies by selecting On Demand.

Manage your DVR recordings by tapping the Recordings button. You can view a list and manage your current recordings and scheduled recordings.

Browse your at-home U-verse guide. You can tag your favorite channels and even filter the guide view to display only your favorites.

Control your home TV receivers with the remote control feature. Never miss a beat while searching for the remote control again.<sup>2</sup>



Screens may vary by device.

## To get started:

- 1 Search and download the U-verse app from your mobile app store or go to **uverse.com/uvapp**
- 2 Log in with your AT&T primary member ID (email address) and password to link to your account



<sup>1</sup>U-verse app: Requires qualifying device and data connection. Access to content varies by device, TV plan, and viewing location. Data charges may apply. <sup>2</sup>U-verse High Speed Internet service and qualifying device required.

# U-verse TV



## TV like you've never seen before

### Learn all about your new U-verse service:

- 1 Press **MENU**
- 2 Use **ARROWS** to scroll to **HELP**
- 3 Select **U-verse Help Center**
- 4 From there select:
  - **Feature Guide:** see the amazing range of features that U-verse has to offer
  - **Interactive Tutorials:** step-by-step interactive tutorials to get you up to speed on the world of U-verse

### Watch exclusive AT&T U-verse channels:

#### Front Row Channel 100

- 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

#### ATTention Channel 400/1100 HD

- See news about our latest enhancements and more

#### Sports Channel 600/1600 HD

- Get previews and an in-depth look at all kinds of sports programming

#### U-verse Showcase Channel 800/1800 HD

- Sample U-verse TV in high definition at no additional charge with rich and exotic footage of the world's most beautiful places

### See what's hot to watch now

Stay on top of what's hot with What's Trending on U-verse! See the top eight shows airing in your area in real time. Simply select a show to start watching right from the app! Press **MENU** on your remote then **U-VERSE WHAT'S TRENDING** to get started.





# 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 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.



### 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.

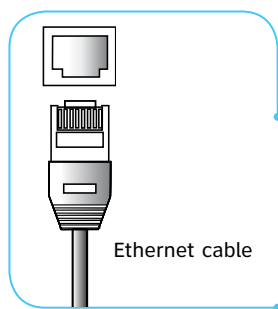
Repeat these steps to configure all of your Wi-Fi enabled computers, notebooks, tablets, and smartphones.

### 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**.

Activate the calling features you want by entering the activation codes on your home phone keypad or online at **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**
  - 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**
  - 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. Caller ID on TV requires subscription to U-verse TV and U-verse Voice.

# 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 like Windows Media Player or QuickTime.

- 1 Go to **att.com/myatt1**
- 2 Log in with your AT&T U-verse Member ID (email address) and password
- 3 On the my AT&T Account Overview page, hover over the **Home Phone** and then select **Check Voicemail**
- 4 Select on 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:

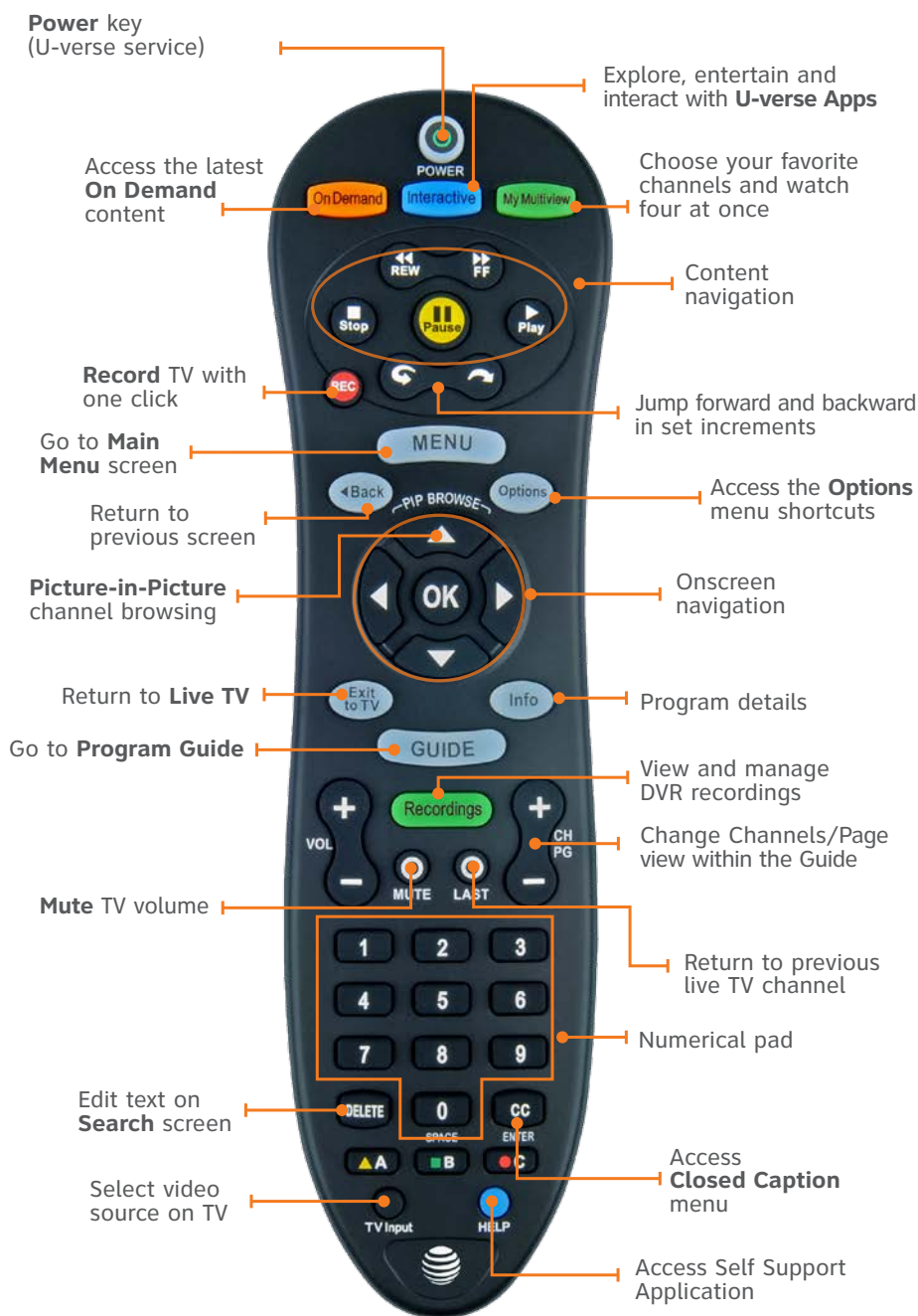
- 1 Press **MENU** on your remote
- 2 Use **ARROWS** to scroll to **HELP**
- 3 Select U-verse Help Center > Feature Guide > U-verse Voicemail > Authentication Code & Change/Forgot PIN

## 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**.



# How to use the U-verse remote control



**Upgrade to the Point Anywhere RF Remote Control for even more convenience and cool features. Learn more at [att.com/remotes](http://att.com/remotes).**

## Your remote can control your TV and an audio device like a sound bar

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 other devices, such as a TV, sound bar, or home theater system. You can access step-by-step instructions on how to program your TV or other devices by pressing the blue **HELP** button on your remote control and selecting **Remote Control Setup**.



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