Get started

These instructions will guide you through the process of installing your AT&T U-verse Wireless TV Receiver.

Approximate installation time: 20 minutes

In the box:

- AT&T U-verse Wireless TV Receiver
- TV receiver power cord
- Wireless Access Point (WAP)
- Remote control
- Ethernet cable (gray)
- Remote Control User Guide
- AT&T U-verse Wireless TV Receiver Installation Guide

Locate your existing Gateway or Inside Unit and gather materials needed for setup:

- Gateway
- Inside Unit
- Wireless Access Point (WAP)

Customer-provided materials

A cable, such as HDMI, Composite, or other, is required to connect the TV Receiver to your TV. This cable may be present in your current setup, and can be reused. However, if it is not, you will need to purchase this cable.
1. **Set up the Wireless Access Point (WAP)**

   **Approximate time: 5 minutes**

   **Note:** You need to have an open Ethernet port on your existing Gateway or Inside Unit before continuing.

   **A** Connect the provided WAP to your existing Gateway or Inside Unit by plugging one end of the Ethernet cable into the single port of the WAP and the other end into one of the four Ethernet LAN ports on the back of the Gateway or Inside Unit. (It is not necessary to power down the Wireless Gateway or Inside Unit when conducting this step.)

   **B** Connect the WAP to the provided power cord and plug the cord into a working electrical outlet. Once powered up, the Power LED light should be green.

   **Note:** Leave existing cables plugged into the Wireless Gateway. If there is not an available Ethernet port, see the “Having trouble?” section on the back of this guide.

   ![Diagram of WAP connection](Image)

2. **Set up the Wireless TV Receiver**

   **Approximate time: 5 minutes**

   **A** Power up the TV and select the appropriate TV input (source) in the TV configuration. (Consult your TV manual for details.)

   **B** Place the TV Receiver near the TV you want to connect to.

   **C** Connect the TV Receiver to your TV. (Consult your TV manual for details.)

   **D** Plug the provided TV Receiver power cord into the back of the TV Receiver and the other end into a working electrical outlet. The TV Receiver will power up automatically. After about one minute you should see the onscreen instructions shown in Figure 1A. Follow the onscreen instructions.

   ![Diagram of TV Receiver connection](Image)

   **Remote Control Information**

   - **Current AT&T U-verse customers** swapping an existing receiver for a new wireless receiver may use their existing remote control. To use the new remote control, the new remote will require programming (programming instructions are available in the remote control user guide packaged with the remote control).
   - **New AT&T U-verse customers or current customers** adding a new receiver will need to program the new remote control (programming instructions are available in the remote control user guide packaged with the remote control).

   **Questions?** Go online: Visit att.com/uversehelp.
Pair the Wireless TV Receiver to WAP

Approximate time: 10 minutes

A. Press the OK button on the TV Receiver. On your TV screen, you will see the gray/white antenna “Searching for Wireless Access Point” (see Figure 3A).

B. Go to the WAP and press the Wi-Fi Protected Setup (WPS) button on the front of the unit. You should see a fast-blinking green LED bar under the WPS button.

C. Go back to the TV and TV Receiver. Depending upon how quickly you return to your TV, you may see a green antenna on your TV once the pairing has been successful (see Figure 3B), or you may see the solid green Link LED light on the front of the TV Receiver. Either indicator means a successful pairing.

- Pairing occurs very quickly. If you are pairing from another room, you may not see the connection confirmation screen with the green antenna as it appears only momentarily.

- If you see a red antenna as in Figure 3C, see the “Specific issues” section on the back of this guide.

- In order to ensure you have proper signal strength, at least three green LED bars should be displayed on the front of the TV Receiver (see Figure 3D).

- Please allow up to 10 minutes for your TV Receiver to boot up. Please do not turn off your TV Receiver during this time. TV programming will automatically appear when the boot-up process is complete.

Congratulations! You have paired your Wireless TV Receiver and are ready to enjoy U-verse TV.

Adding a second Wireless TV Receiver

A. Complete the installation of the first TV Receiver.

B. Repeat steps 2 and 3 in this guide with the second TV Receiver.

For Receiver replacement

A. Unplug the existing receiver from the electrical outlet and remove the power adapter.

B. Stack the new receiver on top of the old receiver.

C. Carefully remove one connection at a time from the old receiver and reconnect to the new receiver.

D. Repeat steps 2 and 3 in this guide to pair the new Wireless Receiver.

Visit att.com/uverse/newcustomer to learn more about the benefits and features of your AT&T U-verse service.
Many common AT&T U-verse Wireless TV Receiver problems can be solved in three simple steps:

1. **Check your connections.**
   - Ensure all cables and cords are connected properly and securely.

2. **Check power/reboot/signal strength.**
   - Confirm you have power. If you have power and the TV Receiver is turned on, the Power button on the front of the receiver will have a green light surrounding it. If you do not have power, move the TV Receiver to a working electrical outlet.
   - If no lights are on, ensure that the TV Receiver is turned on by pressing and releasing the AT&T button on the remote control, and then pressing and holding the POWER button on the receiver for 10 seconds.
   - Power cycle the Wireless Access Point (WAP) by unplugging the WAP from the electrical outlet for 10 seconds and then plugging it back in. Repeat the pairing process in Step 3. Wait two minutes to complete pairing.
   - Move the receiver closer to the WAP (to determine if the problem is a distance issue).

3. **View programming.**
   - Test that your AT&T U-verse service is working properly by watching TV and navigating through the Menu or Guide screens.

### Specific issues

**AT&T U-verse Wireless TV Receiver power is on and TV power is on, but I still can't see AT&T U-verse TV.**

Check your TV menu setup. Be sure the proper input/source setting is selected.

**Picture is stretched or distorted.**

Check the aspect ratio setting. Press MENU on your remote control, use the RIGHT ARROW to select Options, and then select System Options, then OK, and then Aspect Ratio. Choose the correct setting for your TV.

**Wireless TV Receiver doesn’t respond to the remote control.**

Check the batteries in the remote control by pressing the OK button on your remote control, use the RIGHT ARROW to select Options, and then pressing and holding the POWER button on the remote control for 10 seconds. If no lights are on, replace the batteries in the remote control.

**Red antenna on the TV screen.**

Disconnect your Wireless TV Receiver from the original location and reconnect the power cord to a location closer to the Wireless Access Point (WAP). Wait one minute for the receiver software to load. Press the OK button on the front of the Wireless TV Receiver and press the WPS button on the WAP. Wait two minutes for the receiver and WAP to pair. After two minutes, the Link light on the front of the Wireless TV Receiver should be solid green. Following a successful pairing, unplug the Wireless TV Receiver and reconnect it at the desired location. Repeat steps 2 and 3 in this guide. If after repeating steps 2 and 3 the red antenna appears, the desired location is out of wireless range. Please select an alternative location.

**TV Receiver and/or Wireless Access Point (WAP) lights not appearing.**

Reinstall TV Receiver and WAP beginning with step 1 in this guide.

**If you are replacing an existing TV receiver,** please return the AT&T U-verse® receiver you replaced and the old power cord as-is to The UPS Store® nearest you (www.upsstore.com). No special packaging is required. Advise the UPS representative that you are returning an AT&T U-verse receiver. You will need to provide the order number given to you by the AT&T customer service representative and your account number. Your account number can be found on your bill as highlighted on the sample bill to the right. Do not return your remote control.

**¿Habla español?** Por favor visite att.com/uverseguias para ver la información en Español. También puede ver la siguiente guía: ATT110900769-3 (Wireless TV Receiver) para más detalles.

Important legal information regarding your Wireless Receiver. Additional fee(s) may apply. Wireless from the Wireless Access Point to the Wireless Receiver, separate connection of Wireless Receiver to TV is required. For residential use in a single household only. Limit two wireless receivers per household. Customer responsible for use of Wireless Receiver. Actual range of wireless signal will vary and may be limited by several factors including, but not limited to, electromagnetic interference, home construction material, obstructions, and other environmental factors. Total Home DVR function requires separate wired DVR receiver. The installation and use of the Wireless Receiver is subject to the AT&T U-verse Terms of Service that can be found at att.com/u-verse/att-terms-of-service.jsp.

### Need more help?

**Go online:** Visit att.com/uversesupport

**Call us:** Dial 1.800.288.2020 and ask for “U-verse technical support.”