#### **U-verse Mobile User Guide**



#### **Welcome to U-verse Mobile**

**U-verse Mobile** is an AT&T service that works with approved Android devices\* to provide a user interface for U-verse TV. Using 3G, EDGE and Wi-Fi technology, **U-verse Mobile** provides U-verse TV subscribers the ability to view your U-verse TV guide, manage your home DVR, and set favorites. Additionally, if you subscribe to a qualified U-verse TV package, you can download or stream available shows from the Mobile Library and watch them on your Android device at no additional charge. (\*Please visit the **FAQ section** of **Help** to read more about approved Android devices.)

With U-verse Mobile you can easily browse available TV content for current or future viewing, searching for content, and remotely manage the recording of shows and movies on your U-verse home DVR (digital video recorder) receiver. If you are eligible, you can choose to subscribe to the watch feature at no additional charge. You can then download or stream select popular TV episodes/series from the Mobile Library to your Android device over EDGE, 3G, 4G or Wi-Fi for viewing on the go. You can even preset your favorite series for automatic download as new episodes become available. Once a show is downloaded, you may watch it anytime, even when not connected to any network or in airplane mode.

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Jump to a specific date and time in the guide for your AT&T U-verse TV service at home.

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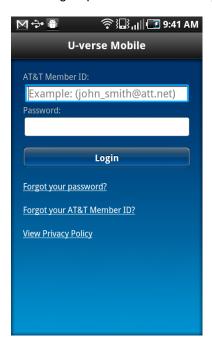
Find answers to common questions, plus where to go for more information.



# **Getting Started**

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

When you first launch **U-verse Mobile**, 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 by AT&T High Speed Internet service).



Note: After 5 invalid attempts, access to your account will temporarily be revoked.



# **Navigate the Guide**

AT&T U-verse Mobile gives you access to browse the TV guide listing for your AT&T U-verse TV service at home. Find your favorites and new shows to watch and record.

Tap Browse TV on the menu bar:



The first time you access the **Browse TV** tab, you will see all of the available options for browsing.



Tap **Guide** to browse the guide for your AT&T U-verse TV service at home. You'll arrive on the current time within your **Guide**.





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 show times.





#### Record a Show or a Series

You can set up a recording on your U-verse DVR at home from any show detail page or quick record button in **Browse TV**.



There are many ways to reach the show detail pages, through the Guide, the Channel List, or By Genre.

Through the **Guide**, browse to find the show you would like to record.



Tap on the show to bring up the show details page.



Tap the **Record This Show** button to record this one episode. You may also tap the **Quick Record** button whenever shown to set up a recording with a single tap.





In this view, the Quick Record option is shown for other episodes available on the lower portion of the screen.

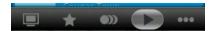
You'll receive confirmation that your recording is set when the show detail page updates, replacing the **Record This Show** button with a **Cancel This Show** button.



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#### Watch a Show on Your Phone

You can browse the **Library** of shows available to watch on your mobile phone prior to subscribing, however to download or stream shows you must first subscribe to the watch feature. Once you have subscribed, tap the **Watch** tab in the menu bar.



Some shows are available to download to your phone to be available to watch anytime, including when you do not have a network connection. Some shows are available to stream immediately to your phone over either the cellular network or Wi-Fi. And some shows may be available to both stream or download. You can quickly find downloadable and streamable shows with icons, indicates a show is available to download and indicates a show is available to stream immediately.

Tap **Library** at the top of the screen to display a listing of shows available for download. The **Library** screen initially lists shows available with your TV subscription and for download.



Shows are initially listed by name. You can change to a channel listing of shows by tapping the **Channels** button. Tap a show to bring up a listing of all available episodes for that show.





Tap the **Download Button** to begin downloading a show.



From the show detail page, you can also tap the **Subscribe Season** button to queue all available shows for download. With series subscription your app will download new shows automatically when you open the app and new shows have become available for that series.



Tap your phone back button to return to the show listing.

You can change your view of shows in the Library screen. Tap the **Filter** button on the Library screen, You can choose to display streamable shows in addition to downloadable shows and choose to display all available watchable shows,



including those outside of your U-verse TV subscription. You will only be able to watch shows within your U-verse TV subscription plan.



Tap **Downloads** to bring up a listing of all of the shows which have been downloaded or are in the process of downloading. Shows with more than one episode downloaded will show a quantity to the right of the show. Single episodes will show the Quick Play Arrow button.



Tap a show to go to the listing of episodes or to go to the detail page for that show. Tap the green **quick playback arrow** button from the shows listing or the **Watch Now** button on the show detail page to begin playing the show.





Tap the **Stream** tab to show a listing of all shows available to stream to your phone. You can begin playing a show immediately when it's available to stream by pressing the play quick action button or the **Watch Now** button on the show detail page.



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# Jump to a Time

To change to another day or time, tap the **date/time** bar at the top of the guide.



You can also reach the **Select Timeslot** screen from the **Browse TV** main menu. Change the date and/or time, or tap the **Prime Time** button at the bottom right of the screen to go where you want in the guide. Tap the **Done** button in the upper right corner of the screen when you've made your selection to go to that time in the **Guide**.



# **U-verse Mobile User Guide**

#### Search for a Show

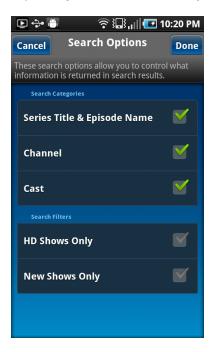
Within the **Guide**, tap the **magnifying glass** in the top right of the screen to bring up the search window. You can also pull up the search function from the main **Browse TV** menu.



Enter keywords, titles or names. Then tap the Right Arrow in the upper right of the screen to return a full listing of your results.



Tap the **options icon** to refine your search options.





# **Update Record Settings**

When scheduling a recording for your U-verse DVR at home, or for recordings which are already set up, you can update the settings for the recording.



From the show details page, tap the **Record Settings** button to bring up the **Record Settings** screen.



The screen will look slightly different for a series recording.





Each setting has several options. Tap the setting choice to bring up the options and make your selection. Once you've updated the settings, tap the **Done** button in the upper right corner of your screen to save your settings.

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# **Resolve Recording Conflicts**

You are able to record up to four shows at a specific time on your U-verse DVR at home. If you attempt to set a recording and a recording conflict arises, you can resolve the conflict right from your phone.

You may notice a recording conflict exists for a previously scheduled recording on the show details page.



Tap the **Resolve Conflict** button to bring up the recording conflict screen. The **Recording Conflict** screen will also appear when scheduling a recording and this type of conflict arises.



In this example, five recordings are set to record at the same time and the most recently scheduled recording shows that it won't record. To delete a different recording to allow the most recently scheduled to record, tap the **delete control** to the left of the show information turn the indicator to a vertical bar.





Tapping the **Delete** button at the bottom of the screen to delete the shows you've chosen and with vertical icons. You'll see that the conflict is resolved. Please note that it may take several minutes for the conflict to clear. Tap the **Cancel/Done** button to return.





# **Cancel a Recording**

You can cancel individual recordings or series recordings from the show detail page. Tap Recordings on the menu bar.



Tap **Scheduled** at the top of the screen to bring up a list of scheduled recordings.



Tap a show to go to the details page. From the details page you can cancel the episode or for series recordings you can cancel the series recording.

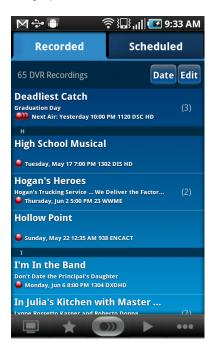


You can also edit a whole list of shows by tapping the Edit button on the Scheduled screen.

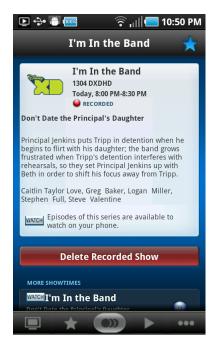
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# **Delete Recordings on Your Home DVR**

You can delete recordings on your home DVR from your phone in **Recordings**. Tap **Recorded** at the top of the screen to bring up a list of shows which have already recorded on your home DVR.



Tap on a show to bring up the detail page for that show.



Tap the **Delete Recorded Show** button to delete.

You can also edit a whole list of shows by tapping the Edit button on the Recorded screen.

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# **Set Up Favorites**

Easily view your favorite channels and shows by setting them up as favorites on your phone. Setting a channel favorite will cause that channel to be displayed at the top of the **Guide** in **Browse TV**. Favorite shows are available in the **Favorites** tab to see upcoming episode airing.

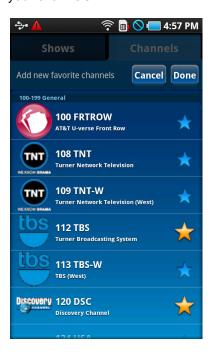
Tap Favorites to bring up the Favorites tab.



Tap Channels at the top of the screen.



To add a favorite, tap the **Edit** button, then tap the **icon** next to **Add a New Favorite Channel** to bring up a listing of all your channels.





Tap the **favorites star** next to any channel you would like to mark as a favorite. The star will turn golden for favorite channels. When finished tap the **Done** button to return to the listing of your favorites.

From any show detail page you can tap the favorites star in the top right corner to mark it as a favorite show.



All shows you have marked as favorites appear in the show listing in the **Favorites** tab.



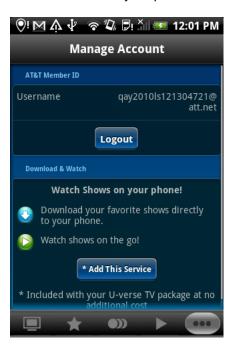


#### Subscribe for Watch Feature

You can download or stream select shows from the Mobile Library to your phone over a network connection if you subscribe to an eligible U-verse TV package and you subscribe to the watch service from the application. All U-verse TV subscribers can use all of the home DVR management functions of this application and browse available shows. The watch feature on your phone is available with specific U-verse TV packages..

There are several opportunities within the application to subscribe to the watch feature. You can choose to subscribe within the **More** tab, or when you first download or stream a show.

To subscribe, tap the **More** tab in the menu bar and then Manage Account. Tap the **Add This Service** button below the description of the Watch feature. Follow the acceptance screens to subscribe. You'll get immediate access to download or stream shows to your phone for watching while you are on the go.

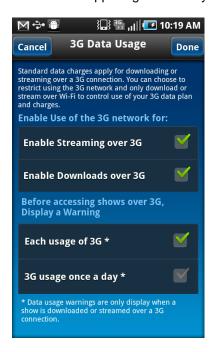


# Manage Cellular Data Usage

Downloading and streaming are now available over both the cellular network as well as over Wi-Fi. You can manage the use of your cellular data access with the U-verse Mobile application. By default downloading and streaming are enabled over cellular in addition to Wi-Fi. When you begin to stream or download a show over the cellular network, you will receive a warning message.



You may choose to adjust your data access through the link on this warning message or in the **More** tab, **Settings**, **3G Data Usage** screen. You may also choose how often to see or turn off the warning message. Be sure to tap the Done button in the upper right to save your changes.



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## **Frequently Asked Questions**

What do I need to use AT&T U-verse Mobile?

The service is available in the US and is designed and tested to work on select Android devices.

ATT U-verse Mobile requires Android OS 2.1 and above. Android Market does not offer or support the app on devices that do not meet the minimum system threshold. For untested OS 2.1 and above devices please see "What do I do if my device has not been tested?"

What do I do if my device has not been tested?

If your device is not on the tested device list, the application may still run fine on your phone. You may need to adjust your video setting for optimal viewing of downloaded videos. Unrecognized devices are defaulted to a low resolution download and watch setting. If playback video quality looks poor, you can change the resolution in the Video Setting tab. Tap **More**, **Settings** and then **Video Settings** to adjust the setting. You may need to download the content again to get the updated video format.

How do I sign up for AT&T U-verse Mobile?

Once you have downloaded the application from Android Market, launch the application. When you select a title to download or stream, you will be presented with a message that indicates you need to subscribe. Please follow the steps in the application to subscribe.

How much does AT&T U-verse Mobile cost?

The AT&T U-verse Mobile application is no additional charge. U-verse TV subscribers are able to view their guide, set up and manage recordings and browse the catalog of shows available for download or streaming. Some U-verse TV packages include eligibility for the watch feature of the service to the Android device also for no additional charge.

Where can I go for questions about my bill?

You may view your U-verse bill at uversecentral.att.com.

Will any additional charges appear on my phone bill?

You may incur data charges on your wireless bill for use of the application, depending on your data plan.

How do I cancel my subscription?

To cancel your download subscription, please visit your account online at uversecentral.att.com or call our customer care team at 800.ATT.2020.

Can I transfer TV episodes off my device (i.e.: to my computer)?

No. TV episodes are only viewable through the AT&T U-verse Mobile application.

How long can I keep a TV episode, after it has been downloaded?

Each show has a window of availability which is identified in the listing of the show in the Watch tab. When you download a show, the information about that show indicates when it will expire in its listing. Once an episode expires, it will be automatically deleted from your device. You will no longer be able to view it. The show may be available in the catalog and if so can be downloaded again.

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Will downloading TV shows use my cellular data plan?

You may use the cellular network to download shows or to view streamable shows. You may also choose to only download and/or stream over Wi-Fi if you prefer to limit your data usage. See Settings in the More tab to manage your 3G Data Usage Settings.

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

Download the application on your new device and sign in using your U-verse member ID and password. If you've subscribed to the watch feature, your member ID will be recognized and you'll have access from your new phone to the feature as well. There is a limit to the number of devices allowed for one U-verse subscription account.

I think the episode was downloaded, but I can't watch it. What's wrong?

Please make sure that the episode has finished downloading. You cannot watch a downloaded episode until it has finished downloading.

Your download might have paused due to lack of network coverage, or a low battery.

Can I download an entire series?

To download all shows from a particular series, choose "Subscribe Series". This will cause all new shows for that series to automatically download as soon as they are available.

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

No. However, if you already have episodes downloaded, you can watch them while traveling.

It's taking a really long time for my episode to download. What's wrong?

Episodes typically download in 5-10 minutes via Wi-Fi. If you are low on battery power, your episode may not download entirely.

Can I receive a notification when a new episode has finished downloading?

The AT&T U-verse Mobile icon changes from the blue button download icon to the green button play icon when shows are finished downloading. In addition you will get a notification in your status bar at the top of your screen. You can tap and pull down on the notification for details.

How long does it take for a TV episode to download to my device?

It depends on how long the episode is and the speed of your network connection. A typical half-hour episode will download over a Wi-Fi connection in about 5-10 minutes.

How many shows can I download at a time?

You can download as many shows from the library as your phone memory will allow. They will transfer, one at a time, in the order you selected them.

I downloaded an episode, but it's no longer on my phone. What happened to it?

Your episode may have expired.

I paused my download. Will it automatically resume?

If you pause a download, it will never restart automatically. You must resume the download yourself.



Is there an easy way I can download all the episodes for a particular series at once?

When you subscribe to a series, all the currently published shows from that series are automatically queued up for download.

Can I view shows I've downloaded when I don't have network access?

Yes, you can view downloaded shows without network access, even when you have your phone set to airplane mode.

Where can I get more information on U-verse Mobile?

Please visit the online help site for U-verse at uverse.att.com/support.