

# U-verse

App User  
Guide



# Welcome to the U-verse App

The U-verse app is an AT&T service that uses your iPhone to provide a user interface for U-verse TV. Using Edge, 3G and WiFi technology, the U-verse app 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 iPhone at no additional charge.

With the U-verse app you can easily browse available TV content for current or future viewing, search for content, and remotely manage recordings 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 extra charge and you can then download or stream select popular TV episodes/series from the Mobile Library to your iPhone over Edge, 3G or WiFi 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 in airplane mode.

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## Getting Started

When you first launch the **U-verse** app, you must enter your member ID and Password (**U-verse** credentials). In order to access the **U-verse** app, you must be subscribed to AT&T **U-verse** TV. 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).

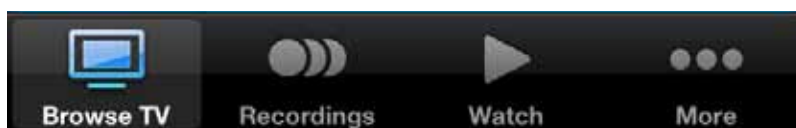


**Note:** After 5 invalid attempts, access to your account will temporarily be revoked.

## Navigate the Guide

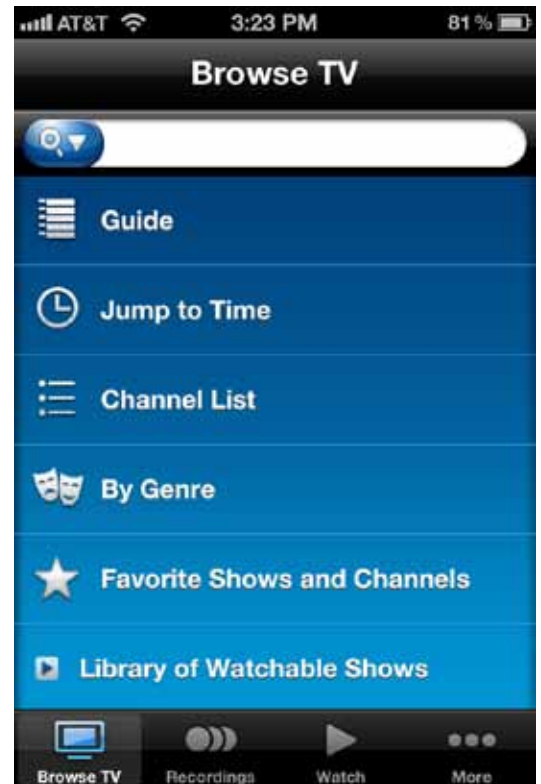
The AT&T **U-verse** app gives you access to browse the TV guide listing for your AT&T **U-verse** TV service at home. Find your favorites and new shows to watch and record.

Tap **Browse TV** on the menu bar:

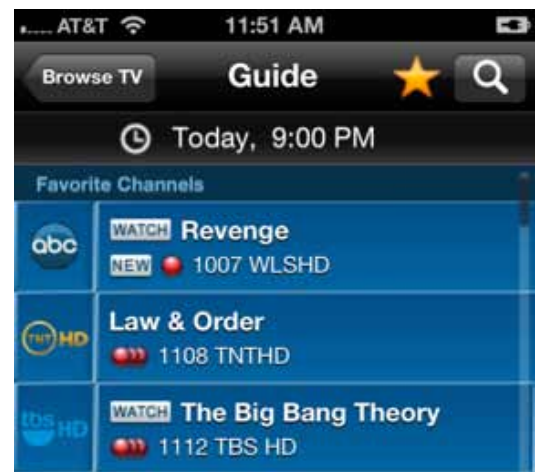


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The first time you access the **Browse TV** tab, you will see all of the available options for browsing.



**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.

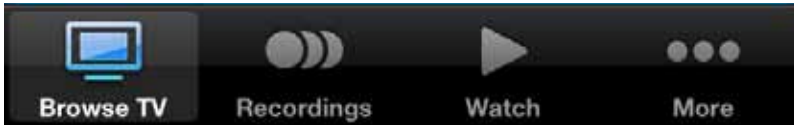


You can scroll down in the guide by swiping downward. You can also use the scroll bar on the right side of the screen. When you tap it, you'll see numeric representation of the channels for quick scroll.



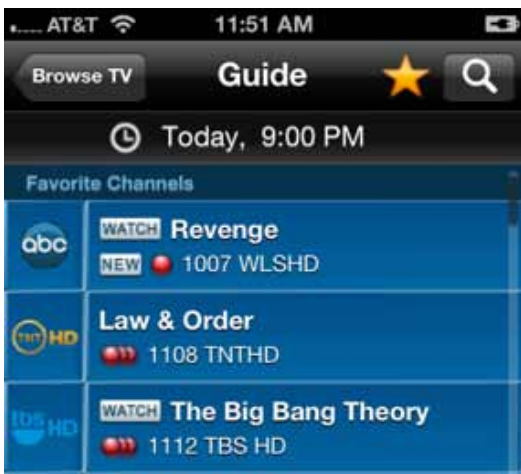
## Record a Show or a Series

You can set up a recording on your Total Home 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 Episode** button to record only this one episode or tap the **Record Series** button to record the entire series. 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 your recording is set when the show detail page updates replacing the **Record This Episode** button with a **Cancel This Episode** button.





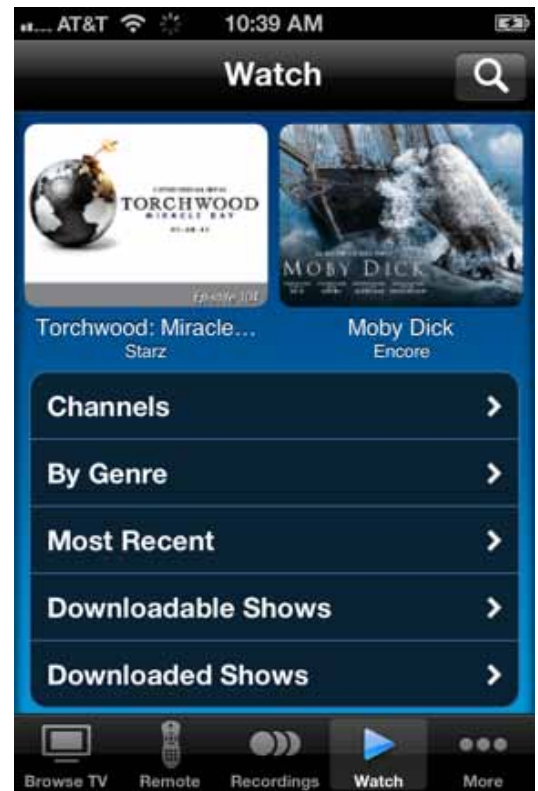
## Watch a Show on Your Phone

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 3G network or Wi-Fi. And some shows may be available to both stream or download.

You can browse available shows by channel, genre, recently added shows, or for download.

Tap the **Downloadable Shows** menu item to display a listing of shows available for download. You can sort the downloadable shows or filter them by genre.

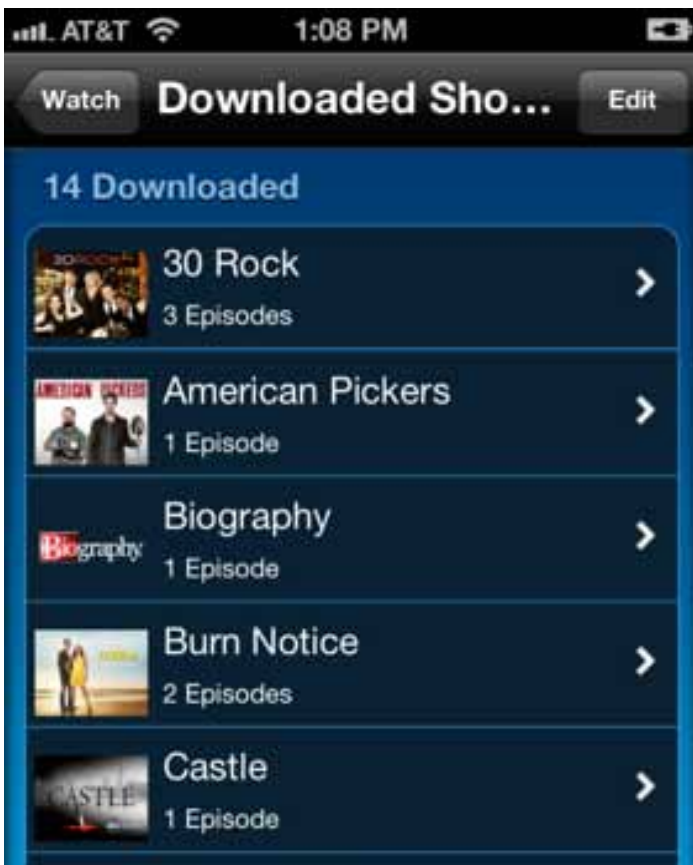


Tap a series row to bring up a listing of all available episodes for that show.





Tap the download button to begin downloading a show.



For series shows, you can also tap the **Subscribe Season** button on the episode detail screen to queue all available shows for download. When shows become available for that series in the future, with series subscription your app will download them automatically when you open the app. When you next open the app, any queued shows will begin to download.

Tap the **Downloadable Shows** button at the top of the screen to return to the show listing.

Tap My Downloaded Shows to bring up a listing of all of the shows which have been downloaded and which are in the process of downloading.

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.



Streamable shows are found in the Channels, By Genre, and Most Recent show listings. When a show is streamable, the green quick action play button is shown in the listing screen, and the Stream Show button is included in the show detail page.



## Control Your TV Receiver

You can control your home TV receivers with the U-verse app remote control feature. This feature is available on the TV receivers associated with your account and only when you are on your home Wi-Fi network. When you are at home, tap on the remote control tab at the bottom of your screen.



In order to use The U-verse app as a remote control, you need to pair the U-verse application with your TV receivers. The U-verse application will provide instructions for how to get set up when you first use the remote feature.

Once paired, you can use the remote screen much like your U-verse remote control. Tap the arrow keys to browse to use the PIP browse feature. Use the DVR controls for fast forward, skip ahead and all trick play features for live TV, recorded TV and On Demand. The Applications button will bring up the Interactive Applications on your TV screen.

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The number keypad screen allows for quick channel selection.



The gesture panel puts you in control with simple tap and slide commands.



## Jump to a Time

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

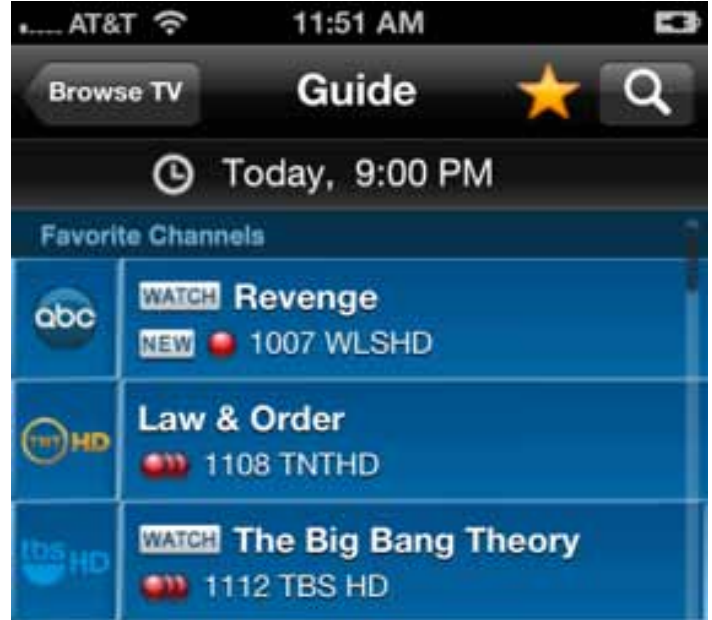


You can also reach the Select Timeslot screen from the Browse TV main menu. Scroll the date and/or time, or tap the Prime Time button at the bottom right of the screen to go where you want in the guide. Tap the Done button in the upper right corner of the screen when you've made your selection to go to that time in the guide. The following screen is a sample Search Person Results section:



## Search for a Show

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

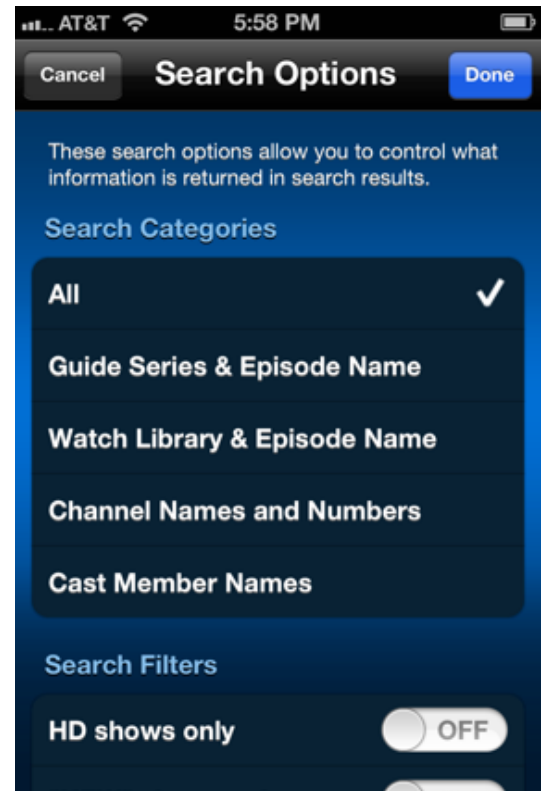


Enter keywords, titles or names. Then tap the Search button in the lower right of the screen to return a full listing of your results.



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Tap the magnifying glass again to refine your search options.



## Update Record Settings

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



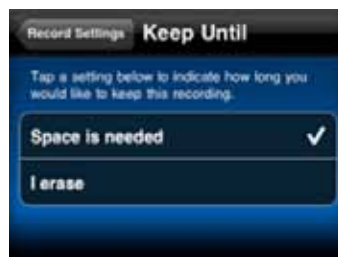


From the show details page, tap the Record Settings button to bring up the Record Settings screen.

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.

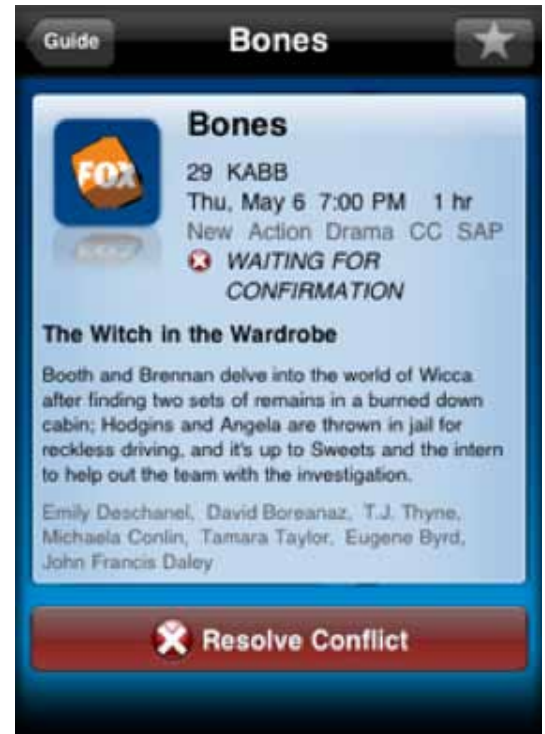


Once you've updated the settings, tap the Done button in the upper right corner of your screen to save your settings.

## Resolve Recording Conflicts

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

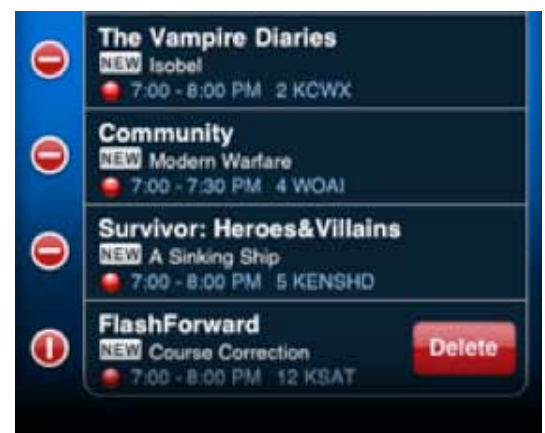
You may notice a recording conflict exists for a previously scheduled recording on the show details page.



Tap the **Resolve** 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 which will bring up a **Delete** button for that show.

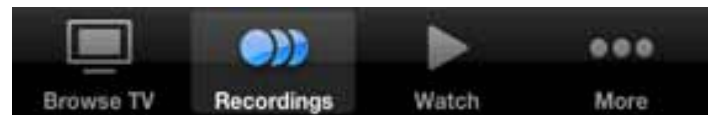


Confirm your deletion by tapping the Delete button to the right of the show you want to delete. You'll see that the conflict is resolved. Tap the **Done** button to return.



## 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.



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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.

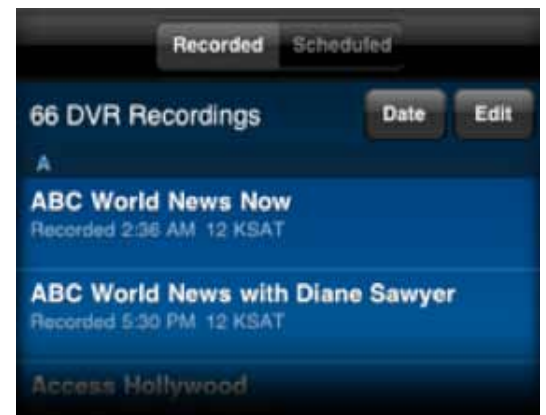
You can also **edit** a whole list of shows by tapping the Edit button on the Scheduled screen to manage a whole list of shows.



## 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 from DVR** button to delete.

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



## 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 Browse TV tab to see upcoming episode airing.

Tap Favorite Shows and Channels to bring up Favorites.



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.



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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 Favorites Shows listing.



## Subscribe for Watch Feature

You can download or stream select shows from the mobile library to your phone over a network connection if you are a subscriber of a **U-verse** TV package which is eligible for the watch feature and you subscribe to the 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 for download over the cellular network. 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 initiate a download of a show.

To subscribe, tap the **More** tab in the menu bar.

Tap Manage Account.

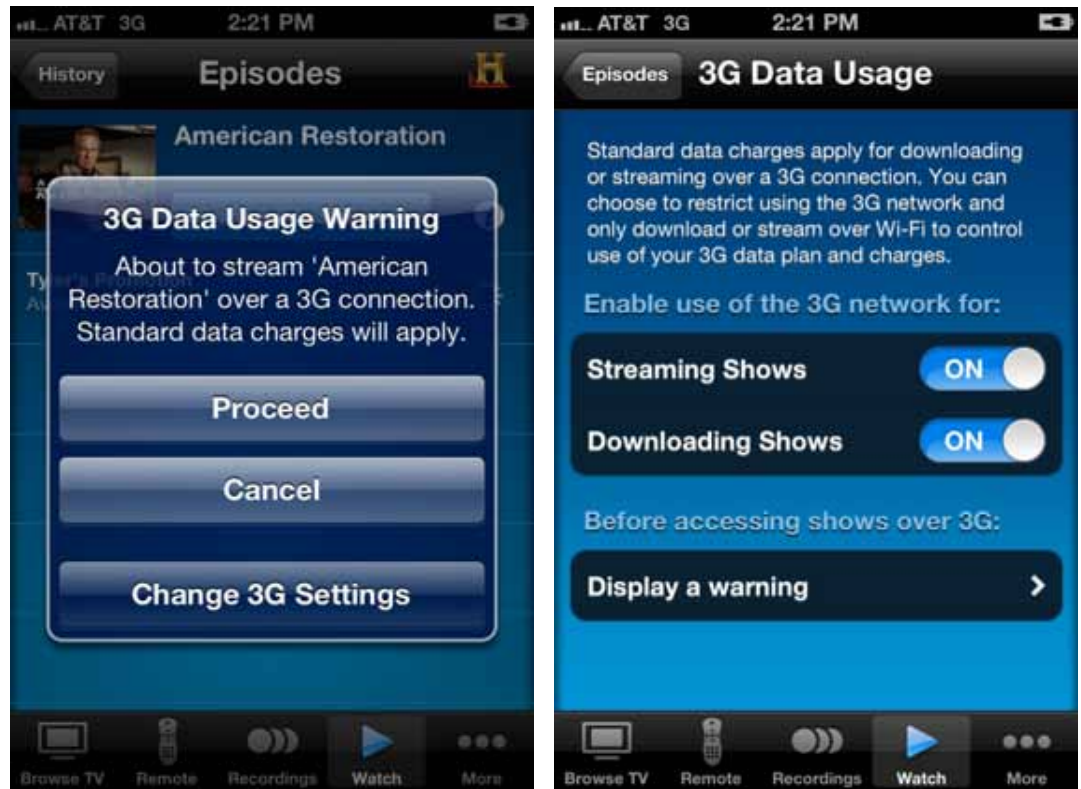
Tap the **Add This Service** button. Follow the acceptance screens to subscribe. You'll get immediate access to download shows to your phone for watching while you are on the go.



## Manage 3G Data Usage

Downloading and streaming are now available over both the 3G network as well as over Wi-Fi. You can manage the use of your 3G data access with the **U-verse** application. By default downloading and streaming are enabled over 3G in addition to Wi-Fi. When you begin to stream or download a show over 3G, you will receive a warning message.

You may choose to adjust your 3G 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.





## Frequently Asked Questions

### *What do I need to use the AT&T U-verse app?*

The service is available in the US on all models of iPhone.

### *How do I sign up for the AT&T U-verse app?*

Once you have downloaded the application from Apple App Store, 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 is the AT&T U-verse app?*

The AT&T U-verse application is free of 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. Some U-verse TV packages include eligibility for the watch feature of the service to the iPhone as well for no additional charge.

### *Where can I go for questions about my bill?*

You may view your U-verse bill at [uversecentral.att.com](http://uversecentral.att.com).

### *Will any additional charges appear on my phone bill?*

You may incur data charges on your wireless bill while using 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](http://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. Movies, TV episodes and clips are only viewable through the AT&T U-verse application.

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

It depends on the show, but most episodes expire after about 2 weeks. 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.

### *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 the AT&T U-verse app 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 download and stream rights are for within the US only. 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 app icon changes from the blue button download icon to the green button play icon when shows are finished downloading.

## *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 WiFi connection. A typical half-hour episode will download over a WiFi 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. TV episodes are only available for around 2 to 3 weeks before they expire. For some shows, episodes may be removed from your phone due to a 48 hour restriction, and you will have to re-download them.

## *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 the **U-verse** app?*

Please visit the online help site for **U-verse** at [uverse.att.com/support](http://uverse.att.com/support).



*U-verse*



*Get the most out of  
your AT&T U-verse TV*

**AT&T U-verse<sup>®</sup>**