



### Welcome to U-verse Mobile

**U-verse Mobile** is an AT&T service that uses your mobile phone to provide a user interface for U-verse TV. Using Edge, 3G and WiFi technology, **U-verse Mobile** provides all 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 available shows from the mobile library and watch them on your mobile phone at no additional charge.

With **U-verse Mobile** 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 DVR (digital video recorder) receiver. If you are eligible, you can choose to subscribe to the download feature at no extra charge and you can then download select popular TV episodes/series from the Mobile Library to your mobile phone over WiFi for viewing on the go. You can even preset your favorite series for automatic download as new episodes are available. You are able to use many features of the application over the 3G and EDGE networks, however show downloads only occur over WiFi. Once a show is downloaded, you may watch it anytime, even when not connected to any network in airplane mode.

### U-verse TV Features

- **Getting Started**

Signing into U-verse Mobile.

- **Navigate the Guide**

Browse the guide for your AT&T U-verse TV Service at home.

- **Record a Show or a Series**

Set recordings for your AT&T U-verse .

- **Watch a Show on Your Phone**

Download shows available to your mobile phone for viewing on the go.

- **Jump to a Time**

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

- **Search**

Search your AT&T U-verse TV guide for specific shows, actors, directors, and more.

- **Update Record Settings**

Update an existing recording for your AT&T U-verse DVR.

- **Resolve Recording Conflicts**

Choose which shows to record when a conflict arises for your AT&T DVR.

- **Cancel a Recording**

Cancel scheduled recordings on your AT&T DVR.

- **Delete Recordings on Your Home DVR**

Delete recordings from your AT&T DVR.

- **Set Up Favorites**

Identify favorite channels and shows for quick access in your U-verse Mobile application.

- **Subscribe for Downloads**

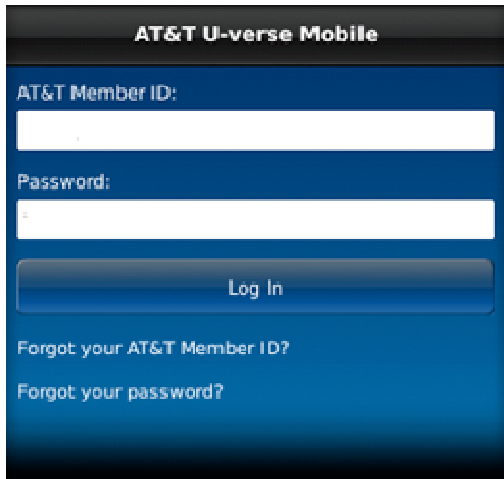
Subscribe to access to shows available to download to your mobile phone.

- **Frequently Asked Questions**

Common questions and their answers, plus where to go for more information.

## Getting Started

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



AT&T U-verse Mobile

AT&T Member ID:

Password:

Log In

[Forgot your AT&T Member ID?](#)

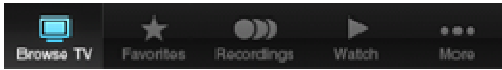
[Forgot your password?](#)

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 scroll down in the guide by swiping downward.

## Record a Show or a Series

You can set up a recording on your 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 Show button with a **Cancel This Recording** 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 shows you must first subscribe to the download feature. Once you have subscribed, tap the Watch tab in the menu bar.



Tap **Library** at the top of the screen to pull up a listing of shows available for download.



Shows are listed by network initially. You can change to an alphabetical listing of shows by tapping the **A-Z** 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.



You can also tap the **Subscribe Season** button 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 and have WiFi access. Shows will only download over a WiFi network, but you can browse the catalog and queue up a list of shows over the cellular network. When you next open the app with WiFi access, any queued shows will begin to download.

Tap the **Back** button at the top of the screen to return to the show listing. Tap **Watch Now** to bring up a listing of all of the shows which have been downloaded and which 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.





## 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** link to go where you want in the guide. Tap the **Jump** button when you've made your selection to go to that time in the guide.



## Search for a Show

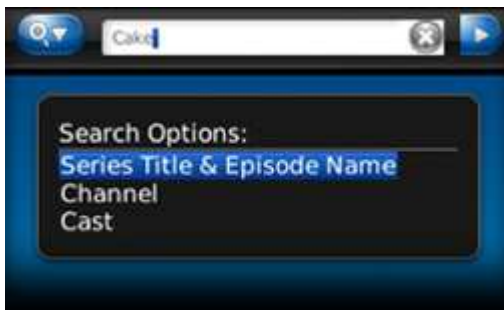
Within the Guide, tap the magnifying glass in the top right of the screen to expand the search tray. You can also pull up the search function from the main **Browse TV** menu.



Enter keywords, titles or names. Then tap the **go** icon to the right of the search tray to return a full listing of your results.



Tap the search options button to the left of the search tray to refine your search options.

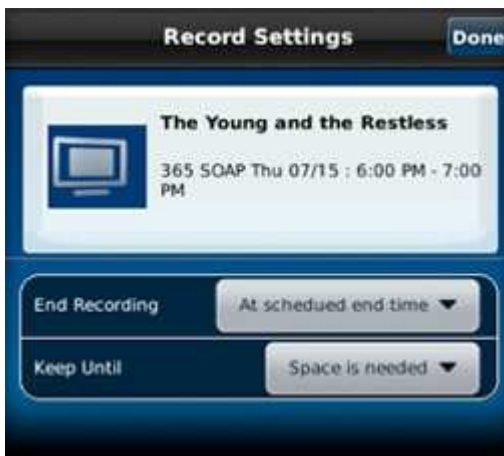


## Update Record Settings

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



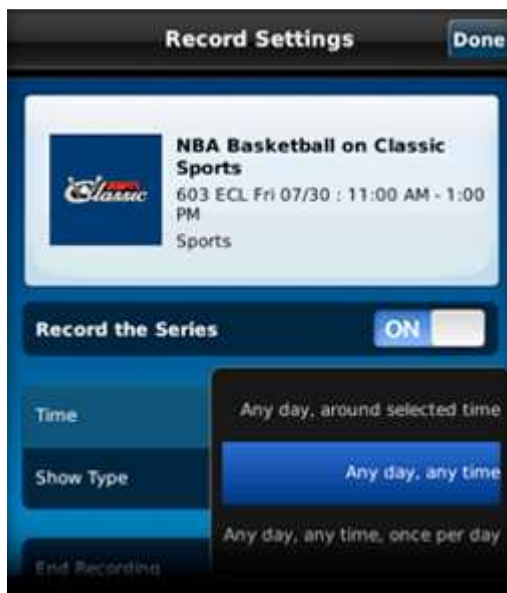
From the show details page, tap the **Record Settings** button to bring up the Record Settings screen.



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 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 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. Tap the **Done** button at the top right corner of the screen to return. You'll see that the conflict is resolved by the Will record message.



## 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 the list 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 the list 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 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 Downloads

You can download select shows from the mobile library to your phone over a WiFi connection if you are a subscriber of a U-verse TV package which is eligible for downloads and you subscribe to the download 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. Downloads to your phone are available with specific U-verse TV packages and the downloads occur over WiFi only.

There are several opportunities within the application to subscribe to the download 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.

## Frequently Asked Questions

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

You must have access to a WiFi connection to download shows. Once shows are downloaded the WiFi connection is no longer needed.

Why do I have to be in a WiFi hotspot to download shows?

You can browse the catalog anywhere, but currently AT&T U-verse Mobile only uses WiFi for actual video downloads to ensure an efficient download of these large files.

I have WiFi, but I keep getting a message that says I need WiFi. What's wrong?

You may need to configure to connect to a nearby WiFi network. Please choose settings on your mobile phone to set up WiFi. The particular configuration details, including username and password if necessary, will depend on your WiFi network.

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

Once you have downloaded the application, launch the application. When you select a title to download, 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 AT&T U-verse Mobile?

The AT&T U-verse Mobile 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 download service to the mobile phone 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 browsing the catalog, depending on your data plan. This does not include downloading videos, which only transfer via WiFi.

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.

Do I need WiFi to use AT&T U-verse Mobile?

U-verse TV subscribers are able to view their guide, set up and manage recordings and browse the catalog of shows available for download all over the cellular network. However, shows will only download over WiFi. Please visit "Settings" on your mobile phone to make sure WiFi is turned on, and connected.

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?

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?

Currently, AT&T U-verse Mobile only uses WiFi to download TV shows. Browsing the guide, setting up and managing recordings on your DVR at home, and selecting shows for download all can use your cellular data plan for network access.

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 download and 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 download 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 an episode until it has finished downloading. Your download might have paused due to lack of WiFi 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 episodes 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 WiFi. Your episode may be paused because you are not in WiFi coverage. Please move to a WiFi hotspot to allow your episode to finish downloading. 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.

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.



## U-verse Mobile User Guide

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](http://uverse.att.com/support).