

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
or call **800.288.2020**.



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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	Manufacturer
Account number	Wi-Fi Network Name (SSID)
Four-digit passcode	Wi-Fi Password (Wireless Network Key)
Primary member ID (email address)	Device Access Code
Primary member ID password	Tech's ID for promo code (P2R)

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.

Note: Your email address and password are usually the same as your primary member ID and password.

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 your friend orders AT&T U-verse TV, Internet, and phone. Learn more at 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

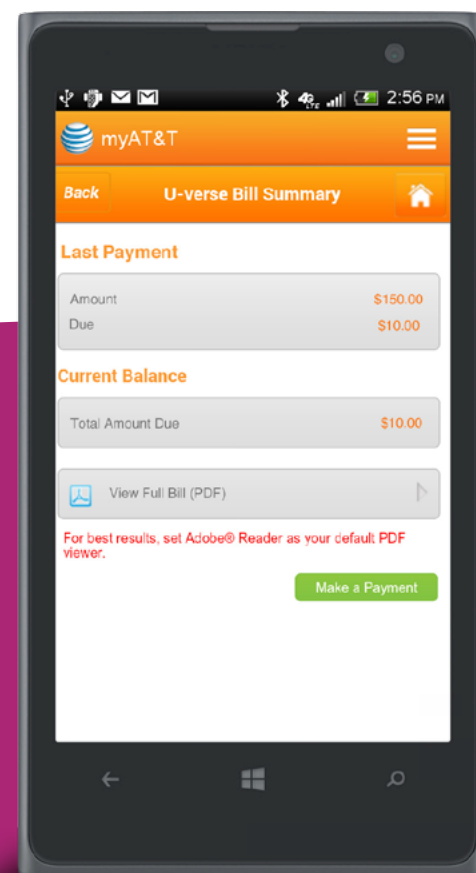
Troubleshooting and technical support

- 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

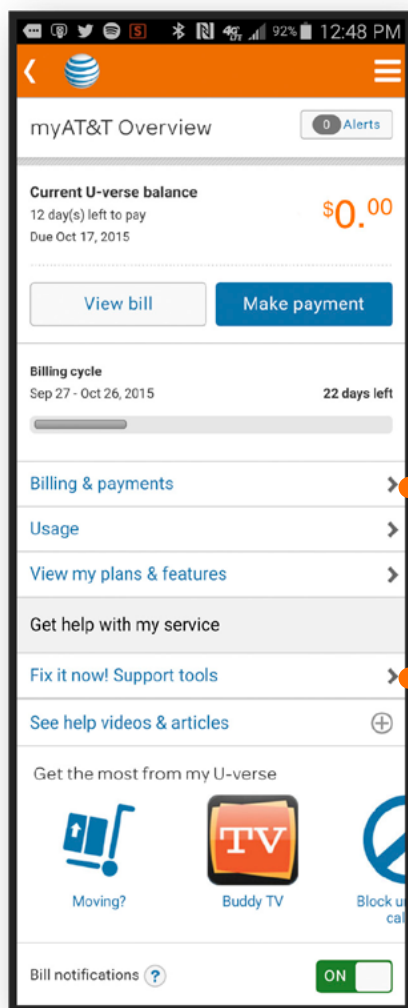


Mobile apps from AT&T

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 
Note: iPad® users must search for myAT&T under iPhone® apps in iTunes®
- Text the word "app" to 8758 from your AT&T mobile device

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 app¹ to your smartphone or tablet to watch Live TV and shows On Demand, manage your DVR, and more at home and on the go.

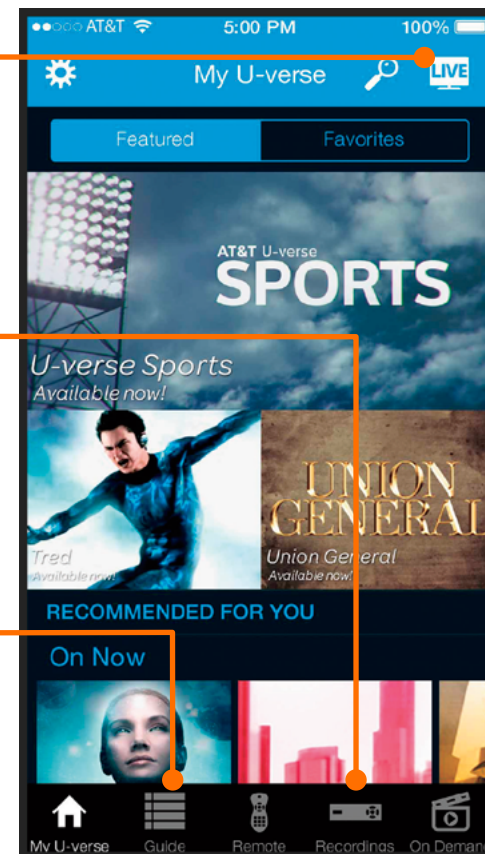
*Smartphone experience displayed below. User interface on tablet or watch screens may differ.

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.²



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



¹U-verse app: Requires qualifying device and data connection. Access to content varies by device, TV plan, and viewing location. Data charges may apply. ²U-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.

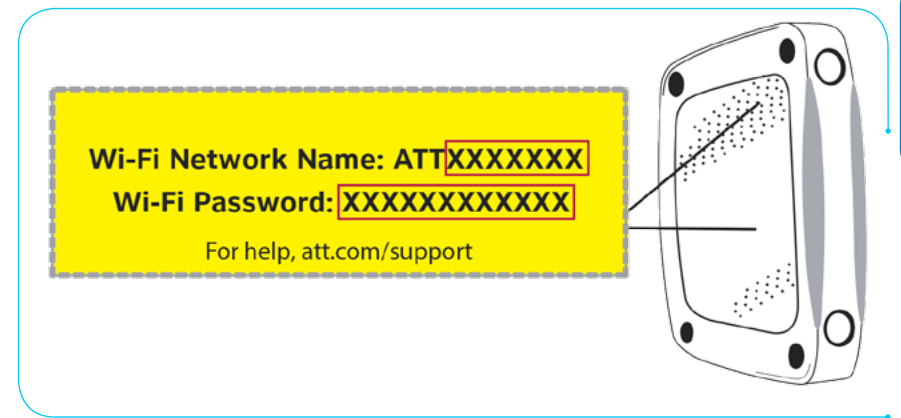


U-verse High Speed Internet



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.

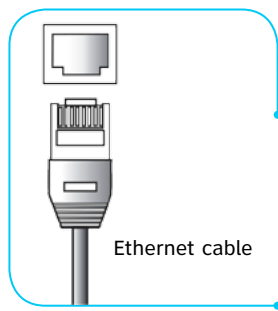
Repeat these steps to configure all of your Wi-Fi enabled computers, notebooks, tablets, and smartphones.

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

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.

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 to determine the speed at which data is sent to or from your computer.

Maximize your speed

Visit 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 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

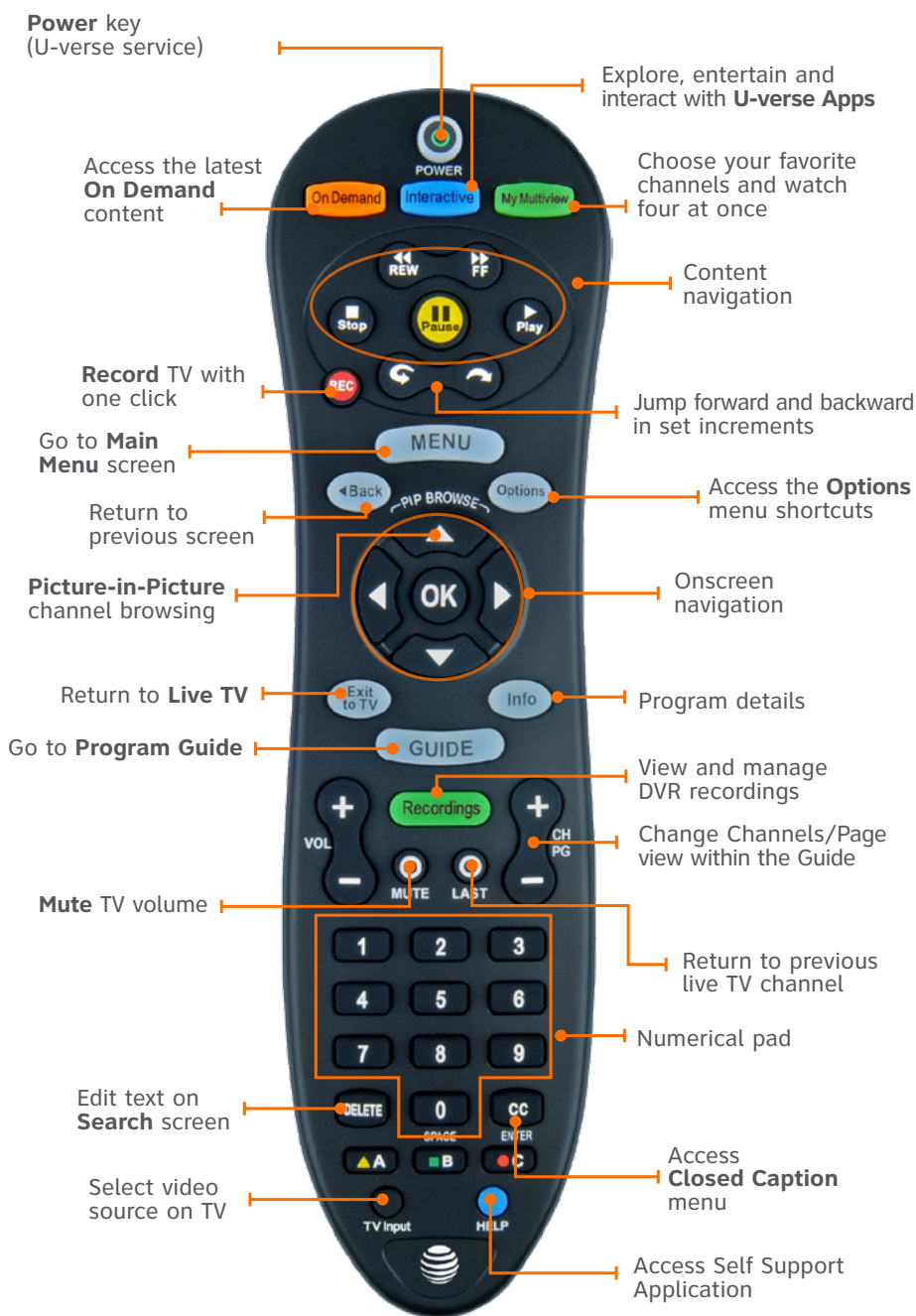
To change or reset your PIN, just log in to your online voicemail service account or access your mailbox by phone. Learn more right on your TV:

- 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/Forgotten 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.

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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