AT&T U-verse TV Point Anywhere RF Remote Control

User Guide

at&t

Congratulations on your purchase of the AT&T U-verse TV Point Anywhere RF Remote Control. This product has been designed to provide many unique and convenient features to enhance your AT&T U-verse experience.

Your new remote control, along with the USB converter, provides you with the flexibility of no longer having to "point" your remote control at the U-verse Receiver in order to change channels or access any of the receiver features. Since this is a Universal Remote Control, you have the ability to program up to three additional devices, such as a TV or DVD player.

Another key benefit of your new Remote is its ability to "learn" commands from the remote controls for your other devices.   You no longer have to worry about finding the right codes or that your TV will not be able to work with your new Remote Control.   As long as you have the original remote that came with your TV or other devices, you can now program those keys into your new AT&T U-verse RF Remote Control. Additional features for this Remote Control are described in the remainder of this manual.

Note:
The RF Remote Control only controls the AT&T U-verse Receiver with the USB Converter using RF (radio frequency) signals. All other devices are controlled with IR (Infrared) signals.

Table of Contents

Function Keys of Your Remote

Function Keys of Your Remote

Mode Keys
(AT&T TV DVD AUX)

SCAN BACK - FWD

OK BUTTON

Backlit Group -
Pause, Menu, Guide, Mute, Last

VOLUME UP / DOWN

DELETE

Power Button

Ready to Learn
(Green LED)

Learn Key

Select Key to Learn
(Red LED)

FWD Key

CHANNEL UP / DOWN

ENTER

Quick Setup Guide

1. **How to activate the batteries** (two AA Alkaline batteries have been pre-installed for your convenience)

STEP 1. Pull the Tab on the back of the remote straight out with one smooth motion.

STEP 2. Press the **AT&T** key. The **AT&T** key will light up. If the **AT&T** does not light up, please refer to Section H - Trouble Shooting in this manual.

2. **How to install the USB Converter**

STEP 1. Remove the USB cover from the USB Converter.

STEP 2. Plug the USB Converter into the USB port on the front of your AT&T U-verse Receiver. The blue power LED on the USB Converter will light and stay on.

USB Plug Cover

USB Plug

Pairing Button

Power LED

Quick Setup Guide

NOTE: The USB Converter must be installed in the front USB port only. It will not operate if installed in the USB ports on the back of the receiver.

3.   Setting up your remote to control other devices (TV/DVD/etc)

To control other devices, your U-verse Remote needs to be programmed. For older devices, the U-verse Remote contains the IR codes to control them. For newer models of devices (less than 6 months old) it is likely that the U-verse Remote will have to "learn" the IR codes.

- • If your device is older, start with Method 1 (Search).

  - ○ If Method 1 doesn't work, use Method 2 (Learning).

- • If your device is newer (less than 6 months), then start with Method 2 (Learning).

Quick Setup Guide

Method 1: Search

The Search method will scan through all the IR codes to find one that works with your TV or other device.

STEP 1.   Power on the device to be programmed.

STEP 2.   Point the remote at the selected device.

STEP 3.   Press and hold a mode key (TV) or (DVD) or (AUX) along with the **ENTER** (ENTER) key. Hold both keys for one second then release. The four mode keys on the remote flash twice to indicate you are in search mode.

STEP 4.   Search by pressing the **SCAN⇥\FF** (⏩) key repeatedly repeatedly until the device turns OFF. (The selected mode key will flash once for each press of the **SCAN⇥\FF** (⏩) key.)

STEP 5.   Press the **POWER** (⏻) button on the remote to power the device back on.

MODE KEYS

SCAN FORWARD
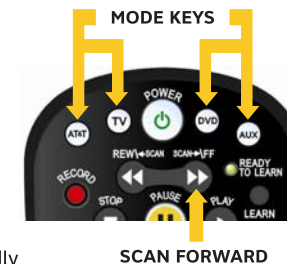
Quick Setup Guide

Method 1 (continued)

NOTE: If the device does not turn off and you have searched all available codes, you will hear 8 beeps and the mode key will flash 8 times. If this happens, please start over at Step 2 or proceed to Method 2.

NOTE: If the device does not turn on, you may have pressed the **SCAN→\FF** ⟮▸▸⟯ key too many times. Press the **REW\←SCAN** ⟮◂◂⟯ key to scan backwards and test the **POWER** button again.

STEP 6.   Check other keys such as **CHANNEL** ⊕ and ⊖ , **VOLUME** ⊕ and ⊖ , and all number keys. Do not use the **REW\←SCAN** ⟮◂◂⟯ ,**SCAN→\FF** ⟮▸▸⟯ ,**EXIT** ᴬᴸᵀ⟮TV⟯ , or **FWD** ⟮⤳⟯ keys. If there is any problem with any of the keys, press the **SCAN→\FF** ⟮▸▸⟯ button and search until you find a code which will operate all the functions properly.

STEP 7.   Press the **ENTER** ⟮ENTER⟯ key to save the programming. The appropriate mode key will give a long flash along with a long beep, indicating successful programming.

NOTE: If the programming is interrupted or times out after 15 seconds of inactivity, you will hear 8 short beeps and the four mode keys flash. You will need to start over from STEP 1.

Quick Setup Guide

Method 2: Learning

To use this method, you must have the original remote for the device you wish to program.

STEP 1.   Press and hold the **LEARN** ① key until the four mode keys flash in sequence, then release.

STEP 2.   Press the mode key ② for the device you want to control. The other mode keys will stop flashing. The red LED ③ **SELECT KEY TO LEARN** indicator on your U-verse remote will flash.

STEP 3.   Place the AT&T U-verse Remote head-to-head with your <u>original remote</u> (about 0.5" – 2" apart).

STEP 4.   Press the key you want to program on your U-verse remote once. (The first key programmed should be the **POWER** ⑥ key.) After pressing the key to program, the green **READY TO LEARN** LED ④ indicator will light.

STEP 5.   Press and hold the corresponding key you want programmed from <u>the original remote</u> until the U-verse remote emits a long beep, indicating it has "learned" the desired command. (For the first key, this should be the **POWER** key.)

Quick Setup Guide

Method 2 (continued)

STEP 6. Press the next key you want to program on your U-verse remote once (**VOLUME** ⊕ and ⊖, **MUTE** (MUTE)).

STEP 7. Press and hold the corresponding key you want programmed from the original remote until the U-verse remote emits a long beep, indicating it has "learned" the key command.

STEP 8. To program more keys, repeat steps 6 and 7.

STEP 9. To save the learning, press the LEARN ① key. This will also exit Learning.

NOTE: If short beeps are heard, the programming was not successful and you must start over from Step 1.

‡ 0.5"-2"

Advanced Features Setup

A. Volume or Channel Control Options

By factory default, the Volume and Channel commands are sent to the AT&T U-verse Receiver. Once the TV has been programmed, the **POWER** key will control both the U-verse Receiver and the TV; the Volume controls (**VOL +** or **-** , **MUTE**) will go to the TV, and the Channel controls (**CH +** or **-** , **LAST**) will be sent to the U-verse Receiver. If you prefer to always send the volume commands to one device other than the TV or U-verse Receiver (e.g. a home theatre receiver), follow the instructions in Section A1. If you want the Volume (or Channel) commands to go to a device when it has been selected using the mode key, follow the instructions in Section A2

A1. Always Send Volume or Channel Commands to One Device

STEP 1. Press and hold both the **AT&T** (AT&T) and **OK** (OK) keys for one second and release. All the mode keys will flash twice.

STEP 2. Enter **9 5 5** for volume, or **9 6 6** for channel using the numeric keypad. The **AT&T** (AT&T) key will flash twice to confirm the correct entry

STEP 3. Press the mode key (**TV** (TV), **DVD** (DVD) or **AUX** (AUX)) for the device you want to always control the volume or channel (e.g. **AUX** (AUX) for your Home Theater).

STEP 4. The selected mode key (e.g. **AUX** (AUX)) will give a long flash along with a long beep to confirm successful programming.

Advanced Features Setup

A2. Send Volume or Channel Commands only to the Device Mode Selected (e.g. in
       DVD mode, the DVD player controls the audio)

STEP 1.   Press and hold both the **AT&T** (AT&T) and **OK** (OK) keys for one second and release.
          All the mode keys flash twice.

STEP 2.   Enter **9 5 5** for volume or **9 6 6** for channel using the numeric keypad. The **AT&T** (AT&T)
          key will flash twice to confirm the correct entry

STEP 3.   Press the **POWER** (⏻) key. The **AT&T** (AT&T) key will give a long flash along with a long beep
          to confirm the successful programming.

NOTE: If you press any key other than the number keys or if there is no activity for 15 seconds,
a series of short beeps will be heard, the selected mode key will flash 8 times, and the RF
Remote will return to normal operation. You will have to start over again.

NOTE: The mode key must first have been programmed for your device.

Advanced Features Setup

B.   Power Control Options

By factory default, the **POWER** key only operates the AT&T U-verse Receiver. Once you have
programmed the **TV** mode key, both the TV and the AT&T U-verse Receiver will be powered
ON and OFF at the same time. In normal operation, you can turn programmed devices on/off
individually by pressing the appropriate mode key, and then the **POWER** key.

B1.   To Power Multiple Devices On and Off Simultaneously

STEP 1.   Press and hold both the **AT&T** (AT&T) and **OK** (OK) keys for one second and release. All
          the mode keys flash twice.

STEP 2.   Enter **9 7 7** using the numeric keypad. The **AT&T** (AT&T) key flashes twice.

STEP 3.   Press the **AT&T** (AT&T) key. The **AT&T** (AT&T) key will flash twice indicating correct entry.

STEP 4.   Press the appropriate mode keys ((TV) , (DVD) , (AUX)) that you wish to also control.
          The appropriate mode key will flash twice.

NOTE: The mode key must first have been programmed for your device.

STEP 5.   Press the **ENTER** (ENTER) key to complete the programming. The last mode key
          programmed will give a long flash with a long beep indicating successful
          programming.

Advanced Features Setup

**B2.   To Power Devices On and Off Independently**

STEP 1.   Press and hold both the **AT&T** (AT&T) and **OK** (OK) keys for one second and release. All the mode keys flash twice.

STEP 2.   Enter **9 7 7** using the numerical keypad. The **AT&T** (AT&T) key flashes twice.

STEP 3.   Press the mode key for the device you want to be controlled by the **POWER** (⏻) key. The mode key selected will flash twice.

STEP 4.   Press the **ENTER** (ENTER) key to complete the programming. The last mode key programmed will give a long flash with a long beep indicating successful programming.

NOTE: If a series of short beeps is heard and a mode key flashes, the RF Remote has timed-out and will return to normal operation. You will have to start over again.

Advanced Features Setup

C.   Copy One Programmed Mode Key to Another

Only the keys which were programmed using the Search method can be copied. Learned codes cannot be copied from one key to another.

STEP 1.   Press and hold the **AT&T** (AT&T) key together with the **OK** (OK) key for one second and release. All the mode keys flash twice.

STEP 2.   Enter **9 4 4** by using the number keypad. The **AT&T** (AT&T) key will flash twice.

STEP 3.   Press the mode key that you would like to copy <u>from</u> (**TV** (TV) , **DVD** (DVD) or **AUX** (AUX)). (We will use **TV** key copied to the **DVD** key as our example.) Press the **TV** (TV) key, the **TV** (TV) key flashes twice.

STEP 4.   Press the mode key where you want to copy the program <u>to</u> (in our example, the **DVD** key is the target). The target mode key will give a long flash along with a long beep to indicate the successful programming. The Remote Control then returns to its normal state.

NOTE: After copying, you may still have to program some functions on the target mode key using the Learning method from the original remote.

Advanced Features Setup

D. Backlight Cancellation Feature

Your AT&T U-verse RF Remote Control has the ability to toggle between turning the backlights on or off. If you wish to use this feature to extend battery life, follow these instructions.

D1. Turning the Backlight Off

STEP 1. Press and hold the **AT&T** (AT&T) mode key together with the **OK** (OK) key for one second, then release. All the mode keys flash twice.

STEP 2. Enter **9 9 1** using the number keypad. You will hear a long beep and see the **AT&T** (AT&T) button will flash once to indicate the code was accepted. The remote control then returns to its normal state.

NOTE: A series of short beeps means the programming failed, and you have to start over.

D2. Turning the Backlight On

STEP 1. Press and hold the **AT&T** (AT&T) mode key together with the **OK** (OK) key for one second, then release. All the mode keys flash twice.

Advanced Features Setup

Turning the Backlight On (continued)

STEP 2. Enter **9 9 1** using the number keypad. You will hear a long beep and the **AT&T** button will flash once to indicate the code was accepted. The remote control then returns to its normal state.

E. Home ID (avoiding interference from other RF remotes)

Your new RF Remote control and USB Converter were paired at the Factory. In the event you are receiving interference from another RF device, your U-verse RF Remote Control and USB Converter allow you to create a new 'Home ID' using any number from 0000 to 9999. To change your Home ID :

STEP 1. Remove the USB cover ③ from the USB Converter and plug it into the USB port on the front of the AT&T U-verse receiver. The blue Power LED ① on the USB Converter should be lit.

STEP 2. Press and hold the Pairing Button ② on the USB Converter until the blue Power LED turns off. The USB converter is now ready to be programmed.

USB Plug Cover
USB Plug
Pairing Button
Power LED
③
①
②

Advanced Features Setup

Home ID (continued)

NOTE: The USB converter will remain in programming mode for two minutes to receive the Home ID command from the RF remote control. IF the blue LED light turns on, it means the USB converter timed out and you must start over beginning at Step 2.

STEP 3.   On the RF remote control, press and hold both the **AT&T** (AT&T) and **OK** (OK) buttons for one second, and release. All the mode keys flash twice.

STEP 4.   Enter **9 1 4** using the numeric keypad. The **AT&T** (AT&T) key will flash twice indicating correct entry.

STEP 5.   Using the number keys on the Remote, enter the Home ID you want to program (any 4 digits using "0-9" such as 1234).

STEP 6.   The **AT&T** (AT&T) key on the RF Remote will give a long flash and sound a long beep. At the same time, the blue Power LED on the USB converter will flash for 2 seconds then remain on. This indicates Home ID pairing was successful.

Advanced Features Setup

F.   Change to IR Control Only (deactivate RF Control)

Your RF remote control is set to operate your AT&T U-verse Receiver using an RF (radio frequency) signal. The USB converter allows the RF signal from your Remote to communicate with your IR receiver. If there is a problem with the converter, you can change to IR control only (deactivate the RF control) as follows:

STEP 1.   Press and hold both the **AT&T** (AT&T) and **OK** (OK) buttons for one second, and release. All of the mode keys flash twice.

STEP 2.   Enter 9 1 6 by using the numeric keypad on the RF Remote. The **AT&T** (AT&T) key will flash once and you will hear a long beep confirming programming.

NOTE: To restore RF control, follow the above steps but enter **9 1 5** in Step 2.

NOTE: A series of short beeps indicates the action failed and you will have to start over.

Advanced Features Setup

G.   Restoring Factory Defaults

G1.   Return all programmed codes to Factory Default (excluding "Learned" codes)

STEP 1.   Press and hold both the **AT&T** (AT&T) key and **OK** (OK) key for one second and release.

STEP 2.   All the mode keys flash twice.

STEP 3.   Enter **9 0 0** using the numeric keypad. The **AT&T** (AT&T) key gives a long flash along with a long beep to confirm your action. The RF Remote returns to its normal state.

G2.   Return "Learned" codes to Factory Default (does not reset codes programmed through the Search process)

STEP 1.   Press and hold both the **AT&T** (AT&T) key and **OK** (OK) key for one second and release.

STEP 2.   All the mode keys flash twice.

STEP 3.   Enter **9 8 8** using the numeric keypad. The **AT&T** (AT&T) key gives a long flash along with a long beep to confirm your action. The RF Remote then returns to its normal state.

H. Trouble Shooting

Issue: I pulled the tab from the battery compartment and pressed the AT&T key, but it did not light up

Remove the battery door (push the tab up – towards the top of the remote). Check to be sure the batteries are seated and properly installed according to the (+ or -) markings inside the battery compartment.

Issue: The remote does not work or the backlighting is dim
Check to be sure the batteries are installed properly (see above). Use only alkaline batteries. Batteries may be weak and need to be replaced.

Issue: I have to aim the Remote directly at the AT&T U-verse receiver for it to work
Reprogram the remote control to the RF mode (refer to Section F).

Issue: I tried the code programming by Search, but it failed.
*You must press the **ENTER** (ENTER) key to "save" the programmed code.
Search doesn't work for all devices, try Method 2 (Learn).*

Issue: What should I do when I replace a device after I programmed the mode key?
Simply override the code by reprogramming the mode key for the new device

Issue: I have programmed the codes for a selected device, but some function keys do not work

Try using Search again and make sure to check that the functions work before saving.
If the desired device functions still do not work, refer to the Quick Setup Guide, Method 2: Learning

Issue: I have programmed the TV mode key, but, after pressing the TV key, the POWER and CHANNEL keys still control the AT&T U-verse receiver, and not the TV.

By default, the POWER and CHANNEL keys (⊕ , ⊖ , LAST) on the remote operate the U-verse receiver. If you want to control the POWER ON/OFF for an individual device (e.g. TV), see the section on "Power Control Options".

Issue: Other remotes are controlling my U-verse service

To avoid interference from other RF remotes, See Section E: Home ID Pairing

Issue: I programmed my TV and Home Theater system to come on with my U-Verse Receiver, but the Home Theater system turns off when I turn the others on.

If any of the devices get out of sync so that some turn ON and others turn OFF, you will need to turn all Devices OFF. (For the device that is out of sync, use the actual device's power button). Press the POWER ⏻ key on the Remote to turn all devices OFF then all back ON. It is important to point the Remote directly toward the devices for this to work properly.

I. Care and Maintenance

1.   Keep the remote dry. If it gets wet, wipe it dry immediately.

2.   Use and store the remote only in normal temperature environments.

3.   Handle the remote gently and carefully. Don't drop it.

4.   Wipe the remote with a clean cloth occasionally to keep it looking new.

5.   Except for the battery door, do not attempt to open, modify or tamper with the internal components of the remote and/or USB converter. This can cause malfunction and void the warranty.

6.   Use only Alkaline AA batteries. Do not mix old and new batteries. Replace batteries every 9 months for optimum performance.

FCC Requirements

FCC ID Numbers:

Remote – CAC302
Converter – CAC300

This device complies with part 15 of the FCC Rules. Operation is subject to the following two
conditions:
(1) This device may not cause harmful interference, and
(2) This device must accept any interference received, including interference that may cause
      undesired operation.
Privacy of communications may not be ensured when using the AT&T U-verse TV RF Remote
Control Kit.

Note:
This equipment has been tested and found to comply designed with the limits for a Class B
digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide
reasonable protection against harmful interference in a residential installation. This equipment
generates, uses, and can radiate radio frequency energy and, if not installed and used in
accordance with the instructions, may cause harmful interference to radio communications.
However, there is no guarantee that interference will not occur in a particular installation.
If this equipment does cause harmful interference to radio or television reception,

FCC Requirements (continued)

which can be determined by turning the equipment off and on, the user is encouraged to try to
correct the interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on a circuit different from that to which the receiver
    is connected.
4. Consult the dealer or an experienced radio / TV technician for help.

Warning: Changes or modifications to this unit not expressly approved by the party responsible
for compliance could void the user's authority to operate the equipment

Customer Service Information

For help with your AT&T U-verse service or this remote control, please visit http://uverse.att.com/
support, or call AT&T Customer Care at 1-800-ATT-2020. When prompted, say you need "U-verse
Technical Support."
For a Spanish version of this manual visit: www.helpme.att.net/controlremoto

One (1) Year Warranty

AT&T guarantees from one (1) year of purchase this AT&T U-verse TV RF Remote Control Kit
will properly perform its intended functions. This is a Limited Warranty that does not
cover defects resulting from misuse, abuse, accident or negligence, including any failure to follow
the instructions provided with the remote control. Consequential and incidental damages are also
not recoverable under this limited warranty, but some states do not allow the exclusion or limitation
of incidental or consequential damages, so this limitation may not apply to you.
If during the first year after the purchase date and under normal working conditions the remote
control does not perform its intended functions, please call 1-800-861-2974 Monday through
Saturday between the hours of 10:00 A.M. and 8:00 P.M. Eastern Standard Time to replace your
remote control. If the remote control is replaced by AT&T during the first year, the replacement
remote is warranted to properly perform its intended functions for either ninety (90) days or the
remainder of the remote control's one year warranty from the original date of purchase whichever
is longer. To receive a replacement remote control, you must provide proof of purchase.