

AT&T U-verse®

# starter guide



Easy steps for getting the most  
from your AT&T U-verse TV,  
High Speed Internet, and Voice services.

Get answers 24/7  
[att.com/uversesupport](http://att.com/uversesupport)  
or chat live 1.800.288.2020



starter guide

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Record your important AT&T 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                                                                                                                                                                            |  | RESIDENTIAL GATEWAY INFORMATION                 |  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------------------------|--|
| Customer name on account                                                                                                                                                                       |  | Manufacturer                                    |  |
| Billing account number (BAN)                                                                                                                                                                   |  | SSID #                                          |  |
| AT&T U-verse primary member ID<br>(online account access ID)                                                                                                                                   |  | Wireless key # (required for home Wi-Fi access) |  |
| VM PIN # and authentication code                                                                                                                                                               |  |                                                 |  |
| AT&T U-verse password hint<br><small>Note: Password is the same as your AT&amp;T email password. For your security, record account passwords separately and keep them in a safe place.</small> |  |                                                 |  |
| Router password                                                                                                                                                                                |  |                                                 |  |
| Tech's ID for promo code (P2R)                                                                                                                                                                 |  |                                                 |  |
| Your award-winning U-verse service was installed by                                                                                                                                            |  | , AT&T UID                                      |  |

Love your U-verse?

Tell a friend, and you'll BOTH get up to **\$75 in gift cards** when your friend orders AT&T U-verse TV, Internet, and phone. Learn more at **att.com/referUverse**.

Upgrade or add services anytime. click **att.com/myuverse** call **1.800.288.2020**

Please have your four-digit passcode available when calling.



AT&T U-verse

For your own security, if you need to record account passwords, write them down separately and keep them in a safe place.

We're always here to help:

- > Getting started: **att.com/versesupport**
- > 24/7 care: **1.800.288.2020**  
Please have your four-digit passcode available when calling.
- > Help Channel: **Tune your TV to ch-411**

AT&T U-verse

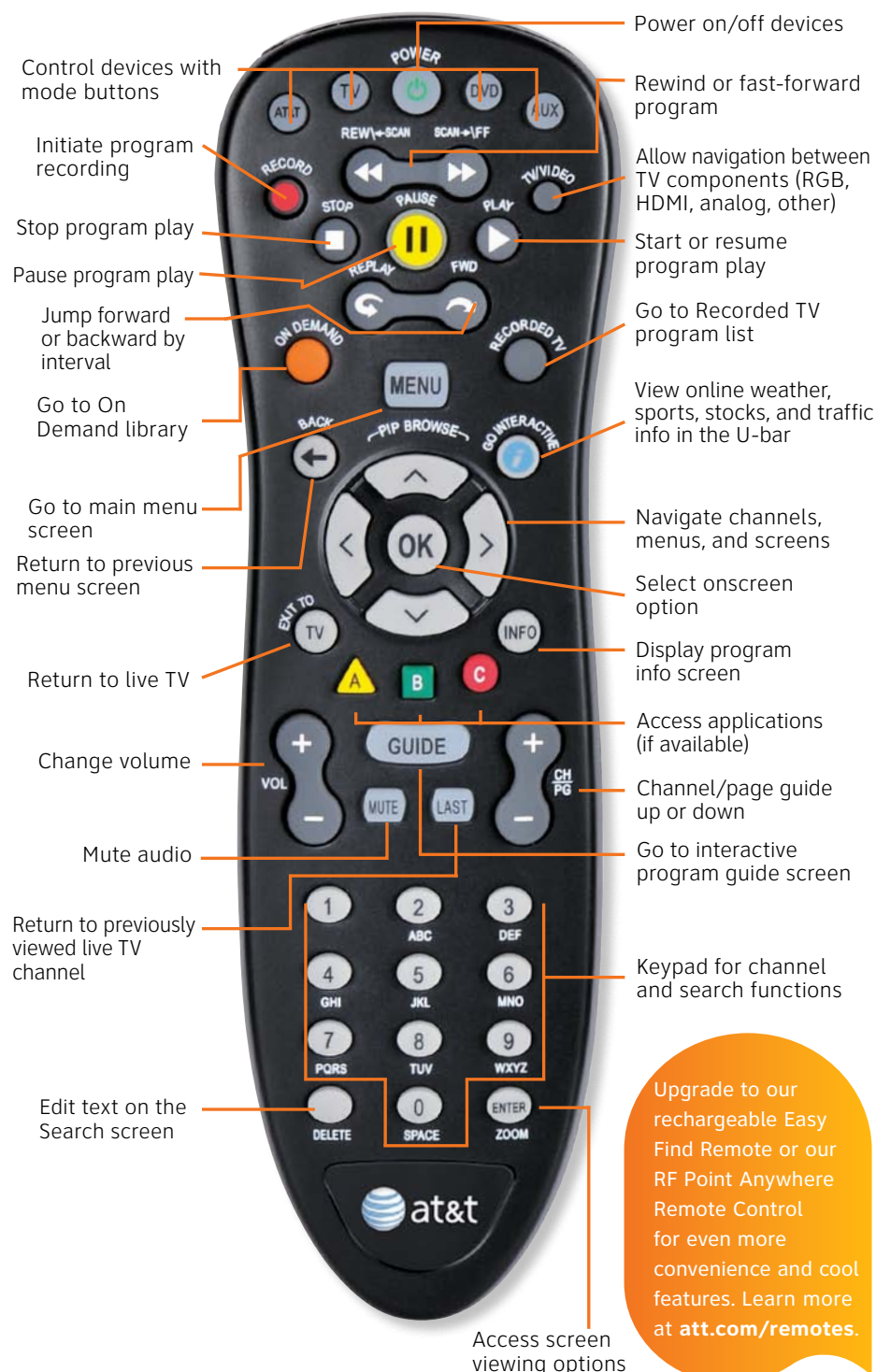
# TV user guide

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## TV user guide

### How to use the AT&T U-verse® remote control



Upgrade to our rechargeable Easy Find Remote or our RF Point Anywhere Remote Control for even more convenience and cool features. Learn more at [att.com/remotes](http://att.com/remotes).

### Your remote can control up to four devices

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 up to three other devices, such as the TV, DVD player, or home theater system. You can access step-by-step instructions on how to program your TV or other devices by pressing **MENU** on your remote control and scrolling to **Help** and selecting **System Set-up**.

TV like you've never seen before



## One DVR, one experience, any receiver

Record up to four shows at once and record and play back shows in any room from a single DVR.\* Your AT&T U-verse HD-ready receiver with Total Home DVR®<sup>1</sup> lets you:

- > Record up to four shows at once on a single DVR and record and play back your shows from any room in your home
- > Schedule, update, or delete your recordings from any room in your home
- > Pause your recorded show in one room and pick it up where you left off in another
- > Pause, fast-forward, and rewind live TV<sup>2</sup> or recorded shows from any receiver
- > Set Parental Controls for U-verse Movies, Pay Per View, and live or recorded shows
- > To learn more, visit [att.com/uversesupport](http://att.com/uversesupport)

**NOTE:** **BLUE CAPITAL LETTERS** refer to buttons on the remote control.

### Pause, fast-forward, and rewind live TV from any receiver

Your Total Home DVR stores up to 60 minutes of the live TV channel you're watching, on up to four of your receiver-connected TVs<sup>2</sup> at the same time! (When you change channels, your DVR will begin storing the new program instead.) You can rewind live TV by pressing **REW**. You can also freeze live TV for up to 60 minutes by pressing **PAUSE** (press **PLAY** to restart).

### Record the program you're watching from any receiver

Press **RECORD** on your remote control to begin recording the program you're watching. The Record light on your receiver remains lit until recording stops automatically at the program's scheduled end time. You can also press **STOP** to end recording at any time; press **OK** to confirm.

### Schedule program or series recordings from the Guide from any receiver

Press **GUIDE**, then use **UP/DOWN ARROWS** to scroll to the program you want to record. Press **RECORD** once to record a single show (one red dot appears); press **RECORD** twice to record the whole series (three red dots appear); press **RECORD** three times to cancel recording.

### Search for a show or series you want to record from any receiver

Press **MENU**, select **Live TV**, and use the **DOWN ARROW** to select **Search**. Press **OK**. Choose **Options** to narrow your search, or type the show title (use **ARROWS** to highlight a letter, then press **OK** to select it). Highlight the show you want when it appears, and press **INFO** to record a single episode or the whole series.

### Watch your recordings from any receiver

Press **RECORDED TV** and select **Browse Recordings** to see a list of your recorded SD or HD programs and series. Highlight a show and press **OK** to see a **Program Info** screen, then select **Play** to watch the program.

\*DVR not included with U100 or U-basic packages. Models may vary. 1 Total Home DVR functionality is available on up to eight TVs and requires a receiver for each additional TV at \$7/mo. Pricing subject to change. 2 Available in select markets, and coming to all markets by fall 2011.

Visit [att.com/uverse/newcustomer](http://att.com/uverse/newcustomer) to learn more

## Have TV, will travel

Take the U-verse experience with you on your computer or mobile phone.

## Watch hit TV shows and program the DVR from your computer

With **AT&T U-verse Online**<sup>SM</sup> you can watch TV shows, movies, and videos on your computer, with thousands of titles to choose from, at **no extra charge**. Log on to [att.net/uverseonline](http://att.net/uverseonline) and you can:

- > Watch hit TV shows, classic TV series, movies, trailers, and other video clips online
- > Manage your DVR recordings and settings
- > Manage your AT&T U-verse account and check your local TV listings



### Here are the steps to program your DVR:

- 1 Go to [att.net/uverseonline](http://att.net/uverseonline) and log into your account by clicking the **U-verse Member Login** button.
- 2 Click the **What's on U-verse TV** link to see the **Guide** screen.
- 3 Here, you can use the onscreen **Arrows** to scroll the TV listings; **select the day** or click **Prime Time** to jump to a specific day or evening-only viewing. You can also type a title into the **Search** field to find a specific program.

## Watch hit TV shows and program the DVR from your mobile phone

**AT&T U-verse Mobile**<sup>SM</sup> lets you manage your DVR schedule and recordings, browse the TV guide, and, with a qualifying AT&T U-verse TV plan, watch from a library of hit TV shows on your smartphone.<sup>3</sup> Take the AT&T U-verse experience with you! Learn more at [att.com/getuversemobile](http://att.com/getuversemobile). The app is a free download from Apple iTunes®, BlackBerry®, App World, or Android Market™. Once you have the app, here's how to use it to program your DVR:

- 1 Through the guide, browse to find the show you would like to record.
- 2 Select the show to bring up the **Show Details** page.
- 3 Select **Record This Episode** to record only this one episode or **Record Series** to record the entire series.
- 4 You'll receive confirmation that your recording is set when the **Show Detail** page updates, replacing **Record This Episode** with **Cancel This Episode**.



<sup>3</sup> Access to select content requires compatible device, qualifying U-verse TV plan or monthly subscription fee, and Wi-Fi connection and/or cellular data connection. Available content may vary by device and/or U-verse TV subscription and is subject to change. Data charges may apply.

Find answers 24/7: [att.com/uversesupport](http://att.com/uversesupport)

## Find shows fast with Channel Shortcuts

Browse channels grouped by category and easily find the type of programming you like. Access Channel Shortcuts two ways:

- 1 Press **MENU**. With **Live TV** selected, use **DOWN ARROW** to select **Channel Shortcuts**. Press **OK** and use **DOWN ARROW** to select your category.
- 2 From the **Guide** screen, press **ENTER**. With **Display Channels** selected, use **DOWN ARROW** to pick a category and press **OK**.



## Watch four of your favorite shows at once with My Multiview\*

See only the channels you watch most (you'll still see all channels in the **Guide** screen).

- 1 Press **MENU** and use the **DOWN ARROW** to select **My Multiview** and press **OK**. Begin watching four of your Favorites (if already set). Press **INFO** and select **Add/Remove Channels** and press **OK** to set or change your Favorites.
- 2 Scroll using **UP/DOWN ARROWS** and press **OK** to check channels you want to see.
- 3 See checked channels by selecting **View Checked**, then press **OK**. (Select **Uncheck All** and press **OK** to clear the whole **Favorite Channels** list.)
- 4 Done? Select **Save** and then press **OK**.



## Other Multiview<sup>1</sup> choices

Tune to one channel to see available programming in a single genre—choose News Multiview (ch-201, or 1201 HD), Kids Multiview (ch-301, or 1301 HD), or Sports Multiview (ch-601, or 1601 HD). Subscribers to ESPN GamePlan can tune to channels 620 and 4400. Multiview will display all available channels in your TV package.

In any Multiview, you can:

- > Press **UP/DOWN ARROWS** to scroll through the available channels or to select a channel
- > Press **OK** to replace the channel in the viewport with the selected channel
- > Record a program by selecting one of the Multiview screens and pressing **RECORD**

Check out ch-400 for seasonal Multiviews.

**NOTE:** If you hide channels from view in the **Guide** screen, they will still display in Multiview windows unless you block them with Parental Controls.

\*A limited number of HD channels are not supported for display within My Multiview. 1 Channels/content available for viewing in Multiview are based on TV package and additional programming purchased.

## How to use Parental Controls

Once you have a personal identification number (PIN), you can restrict viewing by TV or movie rating, all adult-only programming, who can rent U-verse Movies, and more.

- 1 Press **MENU**, then **RIGHT ARROW** to **Options**, then down to **Parental Locking**. Press **OK**.
- 2 Use the remote's number pad to enter your four-digit PIN and press **OK** (press **DELETE** to clear an entry). You'll have to enter your PIN twice. The **Parental Locking** screen will appear with your locking options.

Be sure to scroll down to the second page if you want to lock adult-only content, titles and posters from the standard channels, U-verse Movies, and purchases from Account Manager.

## Options menus offer bigger convenience

Watch TV the way you want by customizing your **Guide** screen view, what channels you see, your onscreen language, sound settings, and more. There are two ways to access **Options**:



### Access Options from the Menu screen to customize all your preferences

Here you can set favorite channels or channels to hide, choose a parental locking PIN, set your audio preferences, aspect ratio, closed captioning, language settings, and more. Press **MENU** on your remote. Use **ARROWS** to select **Options**. Use **ARROWS** to select the category of preferences you want to change, and press **OK**.

### Access Options without changing the channel or leaving the Guide screen

Change your onscreen language or enlarge your view while watching live TV. Change your **Guide** view, see your favorite channels, or access **Shortcuts** to view the category of channels you want to watch while the **Guide** is visible. Press **ENTER** on your remote while watching TV or from the **Guide**, use **ARROWS** to choose the category of preferences you want to change, and press **OK**.



## U-verse Movies and Pay Per View programming

AT&T U-verse On Demand offers Free On Demand,<sup>2</sup> a huge selection of U-verse Movies rentals,<sup>3</sup> plus Premium On Demand when you subscribe to HBO®, Cinemax®, STARZ®, or SHOWTIME®. Pay Per View offers you a front-row seat at exciting live sporting events, concerts, and more.<sup>4</sup> Visit [att.net/uverseonline](http://att.net/uverseonline) to see clips of some of your favorite shows.

Features subject to change. Simulated screen images for demonstration purposes only. 2 Free on Demand programming varies by package subscription. Subscription to appropriate package and HD Technology Fee are required to access FREE and/or PREMIUM HD On Demand titles. 3 U-verse Movies: Customer responsible for applicable charges. Once a U-verse movie is ordered, it cannot be cancelled by remote or customer care. HBO®, Cinemax® and related channels and service marks are the property of Home Box Office, Inc. 4 Event schedules subject to change. Once a Pay Per View is ordered, it cannot be cancelled by remote or customer care. You will be billed and the event will air on your TV set.



### Three ways to access U-verse Movies

- 1 Press **ON DEMAND** on your remote control for one-touch access.
- 2 Press **MENU** and use **ARROWS** to select **On Demand**, then **U-verse Movies**. Press **OK**.
- 3 Press **GUIDE**, then use **ARROWS** or **CH/PG** to select Channel 1. Press **OK**.

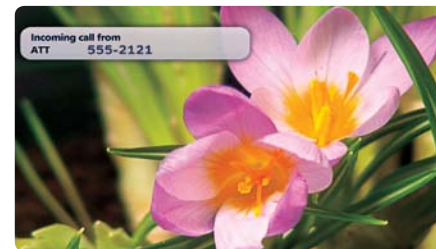


### How to order Pay Per View

- 1 Press **1 0 2** on your remote to access Pay Per View Channel 102, or press **1 0 6** to see PPV HD Channel 106, then press **OK**. (You can also press **GUIDE** and use **ARROWS** to select Channel 102 or 106.)
- 2 Select the program you want to order, and press **OK** to reach a **Program Info** screen with event time, pricing, and how to order.

### Caller ID notifications on TV<sup>1</sup>

With AT&T U-verse Voice, you can see who's calling on your TV screen without changing the channel. Includes a Message Waiting indicator so you know if they've left a message. Tune to ch-9901 or select **Services** from the **Menu** screen to set it up.



### Call History ch-9900

Also with AT&T U-verse Voice, you can view recent incoming calls on your TV screen and initiate a call by highlighting a number and pressing **OK** on your remote control. Your phone will ring and when you answer it, your call will be connected.

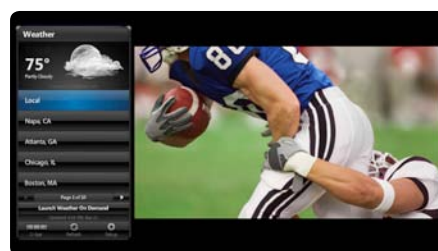


## Interactive features for TV, Internet, and Voice



### Access your TV's interactive features

- 1 Add AT&T U-verse High Speed Internet and AT&T U-verse Voice<sup>SM</sup> digital home phone service to your AT&T U-verse TV service—they work together.
- 2 Press **MENU** and use **RIGHT ARROW** to select **Interactive**.
- 3 Use **ARROWS** to select **More Interactive** and then the application you want to use. Learn more about these innovative features below.



### AT&T U-bar\*

See the customized sports, stocks, and weather content you've selected on your AT&T U-verse Internet homepage without leaving the TV program you're watching. Press the **GO INTERACTIVE** button on your remote control to launch U-bar.

### AT&T Weather On Demand ch-227

Tune to Channel 227 using your remote control or select it from the **Interactive** screen. Choose a city in the U.S. to see local conditions, hourly temperatures, and a six-day forecast, plus video, radar, and satellite images.



## Quick tips about your AT&T U-verse TV service

### Best ways to locate channels quickly

- > Press any **ARROW** to access your onscreen Picture-in-Picture browse bar
- > Print a channel lineup guide for your area at [att.com/channellineup](http://att.com/channellineup)

### See what's hot to watch now

- > Press **ON DEMAND** on your remote control to access U-verse Movies

### Chat with other members online

- > Visit [att.com/uversecommunity](http://att.com/uversecommunity) to post messages and talk with other AT&T U-verse members about TV features, programming, and more



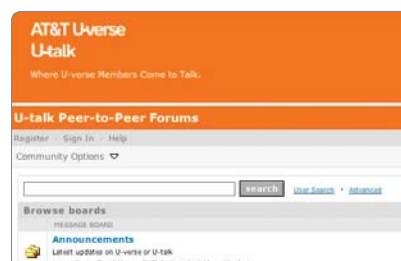
### Watch exclusive AT&T U-verse channels

- > **Front Row Channel 100**  
Learn what's coming up on Pay Per View
- > **Theatre Channel 200/1200**  
Watch U-verse Movies trailers, interviews, and more
- > **Buzz Channel 300/1300**  
Go behind the scenes of your favorite TV shows
- > **Sports Channel 600/1600**  
Get previews and an in-depth look at all kinds of sports programming
- > **Help Channel 411**  
Get AT&T U-verse TV service help
- > **ATTention Channel 400**  
See news about our latest enhancements and more

### Easy system setup

You can program your AT&T U-verse remote and set viewing aspect ratio and Parental Controls using the System Set-up Tool:

- > Press **MENU** on your remote and use **ARROWS** to select **Help**
- > Press **OK** to select **System Set-up**



\*AT&T U-verse High Speed Internet account required.

AT&T U-verse

# internet user guide

- Access your email from the Web
- Set up email on your home computer
- Access the entire national AT&T Wi-Fi Hot Spot network
- Get online protection with advanced safety features
- Important information



internet user guide



Features and screen appearance subject to change.

## AT&T U-verse High Speed Internet

Now that your AT&T High Speed Internet service is installed, every networked computer in your home can share the same fast connection on a wireless home network. Use this Starter Guide to access your email from the Web, set email up at home, use Wi-Fi hotspots, and add free security software.

## Access your email from the Web

Reading AT&T Mail via the Web is the preferred and recommended method for email access. AT&T Mail via the Web lets you log into your email account anytime at home and on the go from any computer via the Internet. Your emails, contacts, and calendar are stored online without using space on your hard drive. Plus, you can set up your AT&T Mail to collect messages from other email accounts so they're all in one place.

Log in at **att.net** using your AT&T master ID or sub account member ID (email address) and password, and click the **Mail** button.

## Set up email on your home computer

Client-based email\* (POP/SMTP) uses software like Outlook Express to download email directly to your computer.

Open the email software you plan to use and enter the following information in the account setup window:

- > Email address: MemberID@att.net
- > Incoming (POP): pop.att.yahoo.com
- > Outgoing (SMTP): smtp.att.yahoo.com (SMTP authentication required)
- > Incoming mail server: POP3
- > Incoming mail port number: 995 [make sure **Secure Connection (SSL)** is checked]
- > Outgoing mail port number: 465 [make sure **Secure Connection (SSL)** is checked]
- > Set password authentication for outgoing mail

**NOTE:** If your email software doesn't support SMTP authentication, you won't be able to send email from your AT&T account.

For more email support information visit [att.com/email support](http://att.com/email support)

\*There are numerous client-based email products supplied by non-AT&T third-party vendors. Because of the variety of products and versions available, support for some functionality by AT&T technical agents may incur a fee. Alternatively, AT&T also provides online self-help for these applications. As always, we recommend that our customers use AT&T Mail access via the Web, which provides a broad set of functionality to manage and access email anywhere and anytime.

Find answers 24/7: [att.com/uversesupport](http://att.com/uversesupport)

## Access the entire national AT&T Wi-Fi Hot Spot network\*

Check your email, surf, shop, and work on the go. If you're running Microsoft Windows® XP on your laptop, connecting to an AT&T Wi-Fi Hot Spot is quick and easy:

- > On your laptop, go to your control panel and click **Network Connections**.
- > Double-click **Wireless Network Connection** and select **View Wireless Network**.



Find thousands of AT&T Wi-Fi Hot Spots at [attwifi.com/locations](http://attwifi.com/locations).

- > Choose the **"attwifi"** network from the list of available networks shown.
- NOTE:** You may see an alert that the Wi-Fi hotspot is an unsecured wireless network. This is normal for public Wi-Fi hotspots.
- > Click the **Connect** button at the bottom of the screen. Notice that the **"attwifi"** network changes status to "Connected."
- > Open your browser. You'll see an AT&T Wi-Fi login page.
- > Log in using your AT&T master account ID (your email address) and select your domain name (the name to the right of the @ symbol in your account ID).
- > Enter your password, click to agree to the **Terms of Service and Acceptable Use Policy**, and click the **login** button. That's it! You're now connected.

For information on how to connect using other operating systems and devices, please visit [attwifi.com](http://attwifi.com) and click on **Learn More** to visit the Frequently Asked Questions page.



## Get online protection with advanced safety features

Visit [att.software.yahoo.com](http://att.software.yahoo.com) to learn more about these security features:

- > **Anti-Spyware** seeks out and removes programs that gather personal information and slow down your computer
- > **Anti-Virus** cleans and protects your computer against viruses, worms, and Trojan horses
- > **Firewall** shields your computer from unauthorized access
- > **Pop-Up Blocker** stops many types of windows that open automatically
- > **Parental Controls** let you put limits on what your children can do and see online
- > **AT&T Mail Protection** prevents junk mail, UCE (unsolicited commercial email), and UBE (unsolicited bulk email)

## 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. Come back often and use our spam-free PC Health Check to get peace of mind to help prevent issues and check on your computer performance. Visit us at [pccheck.att.com/healthycomputer](http://pccheck.att.com/healthycomputer).

See the complete AT&T U-verse High Speed Internet Features Guide and more user guides at [att.com/userguides](http://att.com/userguides)



## Maximize your speed

Visit [att.com/tips](http://att.com/tips) to learn how to maximize the speed of your AT&T U-verse High Speed Internet service.

\*Access includes AT&T Wi-Fi Basic. Wi-Fi-enabled device required. See [www.attwifi.com](http://www.attwifi.com) for details and locations.

AT&T U-verse

# voice user guide

- Set up your voice mailbox
- Listen to messages or change settings
- Access your mailbox online and by phone
- Turn off AT&T U-verse Messaging<sup>SM</sup>
- Change your PIN
- Link your wireless number and voice mailbox



## voice user guide

### Set up your voice mailbox

Setting up your AT&T U-verse Messaging<sup>SM</sup> voice mailbox takes only a few minutes.

- 1 Dial **\*98** from your home phone.
- 2 Follow the prompts to set up a mailbox.
- 3 After creating your PIN, be sure to set up your authentication code. This will allow you to reset your PIN over the phone if you forget it.

### Listen to messages or change settings

#### Accessing your mailbox online

- 1 Go to **att.com/myuverse**. Enter your AT&T U-verse<sup>®</sup> member ID (email address) and password.
- 2 On the AT&T U-verse Account Overview page, go to the **AT&T U-verse Voice** section.
- 3 Click on **Check Voicemail** to view and play your messages.
- 4 Click **Voicemail Settings** then **Voice Mailbox Preferences** to view your options.

#### Accessing your mailbox by phone

- > Dial **\*98** from your home phone
- > If you're away from home, dial your home number and press **\*** to skip the voicemail greeting

### Turn off AT&T U-verse Messaging

- 1 Go to **att.com/myuverse** and enter your AT&T U-verse member ID (email address) and password.
- 2 From the main page, go to the **AT&T U-verse Voice** section.
- 3 Click on the **U-verse Voice Home Page**.
- 4 Click the **Voicemail** link under **Quick Settings** in the left navigation bar.
- 5 Click the **OFF** button, then click **Save**.

**NOTE:** All Call Forwarding features that were set to go to voicemail will be disabled. To change your Call Forwarding selections, select the **Phone Features** tab.

### Change your PIN (personal identification number)

- 1 To change your mailbox PIN at **att.com/myuverse**, enter your AT&T U-verse member ID (email address) and password.
- 2 Locate the **AT&T U-verse Voice** section.
- 3 Select **Change PIN**.
- 4 Follow the instructions.

AT&T U-verse saging may not be fully compatible with all AT&T wireless voicemail systems. Caller ID and Call Waiting might not work simultaneously with AT&T U-verse Voice. Caller ID: Some call information may be blocked or otherwise not displayed, including information for some calls originating outside of the AT&T network and calls carried over facilities that do not transmit Caller ID information.



### AT&T Voicemail Viewer

Get your AT&T U-verse Messaging<sup>SM</sup> delivered right to your desktop or smartphone, listen to messages in any order, and even forward messages as email from your smartphone.

AT&T Voicemail Viewer apps and desktop gadgets give you a simplified voice message view from iPhone® and BlackBerry® devices, as well as iGoogle Homepage and Windows® Vista Sidebar. To get started, visit **att.com/vmviewer**.

## Important information

### Remote access

Although you can access your voicemail and manage your features while away from home, calls can be placed only from your home. AT&T U-verse Voice<sup>SM</sup> service is not currently mobile.

### Voicemail

When dialing into voicemail remotely, you may incur additional access charges for non-local calls, hotel service charges, or cellular charges.

### Call forwarding/call transfer

Per-minute rates apply if you forward or transfer to an international number or exceed time under a defined minutes-per-month plan.

### Linking Wireless from AT&T to your AT&T U-verse mailbox

When you add a wireless number to your AT&T U-verse Messaging voice mailbox, it replaces your current wireless voice mailbox and any existing messages will be lost. Prepaid service cannot be added to AT&T U-verse Messaging. Landline and wireless numbers must be within the same service area. The Social Security number or Tax ID provided during setup must match the one on your wireless account. AT&T U-verse Messaging may not be fully compatible with all AT&T wireless voicemail systems.

### AT&T U-verse Voice

AT&T U-verse Voice, including 911 dialing, will not function during a power outage without battery backup power. AT&T U-verse service is compatible with many monitored home alarms and medical monitoring systems.

See the complete AT&T U-verse Voice Features Guide and more user guides at **att.com/userguides**

## Link your wireless number and your voice mailbox

When you have Wireless from AT&T, you can check your wireless and home phone messages at the same time. To link up to two wireless numbers:

- 1 Go to **att.com/myuverse**.
- 2 Log in with your AT&T U-verse member ID (email address) and password.
- 3 Locate the **AT&T U-verse Voice** section.
- 4 Select the **U-verse Voice Home Page**.
- 5 Go to the **Voicemail Settings** tab, and select **Integrate Wireless Voice Mail**.
- 6 Click on **Launch Wireless Integration Wizard** and follow the instructions.

### Learn more

Visit **att.com/uversevoicemail** for more information on setting up and customizing your voicemail.

*Para ver videos útiles en español por Internet, visite*  
**att.com/videosen espanol.**



AT&T U-verse

# quick fix guide

- AT&T U-verse® TV
- AT&T U-verse High Speed Internet
- AT&T U-verse Voice<sup>SM</sup>

quick fix guide

## AT&T U-verse® TV

### Resolve problems with your AT&T U-verse TV, Internet, or Voice services

**Don't have picture or sound, but TV and receiver are both turned on?**

- 1 Press **TV** on your remote control.
- 2 Press **TV/VIDEO** to see TV programming.

If you're still having trouble with your AT&T U-verse TV, Internet, or Voice services, try resetting your TV receiver or residential/wireless gateway by unplugging it from the power outlet in the wall. (See below for details for alternate reset if you have different equipment.)

**NOTE:** Unplugging the TV receiver or residential/wireless gateway will interrupt any recordings in progress.

**If the trouble is with only one TV**

- 1 Turn off the receiver connected to that TV and unplug it.
- 2 Wait at least two minutes before plugging the receiver back in. Turn it on and retry what you want to do.

**If the trouble is with more than one TV, or with Internet or Voice service**

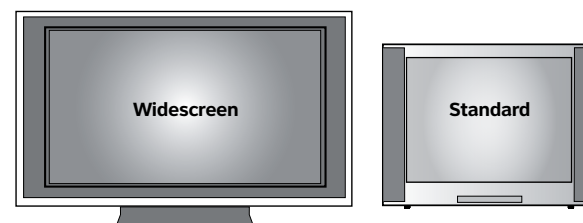
- 1 Unplug the residential/wireless gateway from the power source. (See below for alternate reset.)
- 2 Wait at least two minutes, then plug the residential/wireless gateway back in and retry what you want to do.

**Alternate reset:** If your service is supported with a Home Network Hub and Power Supply Unit (PSU with battery backup), then you will need to press the **Reset** button on the left side of the PSU to reset AT&T U-verse service. The PSU may be located in the garage or a closet near an outside wall.

**Want more help?** AT&T U-verse Getting Started has answers all in one place online at [att.com/startuverse](http://att.com/startuverse). You can also chat live with an agent while getting started, or call 1.800.288.2020 and say "U-verse Technical Support."

### Switch your TV screen setting from standard to widescreen

Aspect ratio is the relationship of the screen's width to its height. Standard TVs have a 4:3 aspect ratio; widescreen and HDTVs are 16:9. The steps below show how to switch your AT&T U-verse receiver's aspect ratio.



- 1 Press **MENU** on your remote control, then use **ARROWS** to select **Options**, then **System Options**, and then **Aspect Ratio**.
- 2 Use **UP/DOWN ARROWS** to choose **4:3 Standard Definition**, **Widescreen Standard Definition**, **720p High Definition**, or **1080i High Definition** depending on your needs, then press **OK**.
- 3 Use **ARROWS** to select **Continue**, and press **OK**.

Find answers 24/7: [att.com/uversesupport](http://att.com/uversesupport)

## Program your remote to control up to four devices

During installation, the **AT&T** button was set up to control your AT&T U-verse HD-ready receiver. You can also control a TV plus up to two other devices such as a DVD player, stereo receiver, or home theater in a box by programming the **TV**, **DVD**, and **AUX** mode buttons. Once the devices are programmed, press the corresponding mode key on the remote to control that device. To watch a video on how to program your remote, visit [att.com/uverseremote](http://att.com/uverseremote).

**NOTE:** The instructions below don't require you to enter a manufacturer's device code because most codes are stored in the AT&T U-verse remote's memory. If you're unable to add a device, or want to learn about advanced features like reassigning mode buttons, refer to the remote's manual provided at installation. For more info, visit [att.com/userguides](http://att.com/userguides).

### How to assign devices to TV-DVD-AUX mode buttons

- 1 Power on the device to be programmed.
- 2 Point the remote control at the selected device.
- 3 Press and hold the mode key that matches the device you want to program (**TV**, **DVD**, or **AUX**) along with the **ENTER** key. Hold both keys for one second, then release. The four mode keys on the Remote Control flash twice to indicate you are in search mode.
- 4 Search by pressing the **SCAN/FF** key repeatedly until the device turns OFF (the selected mode key will flash once for each press of the **SCAN/FF** key). Pause briefly between each key press to allow your device enough time to respond.
- 5 Press the **POWER** button on the remote to turn the device back on.

**NOTE:** If the device does not turn off and you have searched all available codes, the selected mode key will flash 8 times. If this happens, please start over.

**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.

- 6 Check **VOLUME** and **MUTE**. Do not test using **REW/SCAN**, **SCAN/FF**, **FWD**, or **EXIT**. If there is any problem with any of the keys, press the **SCAN/FF** button and search until you find a code that will operate all the functions properly.
- 7 Press the **ENTER** key to save the programming. The appropriate mode key will give a long flash, indicating successful programming.

**NOTE:** If the programming is interrupted or inactive for more than 30 seconds, the mode keys will flash eight times. This indicates the remote has left the programming mode and returned to normal operation without saving any changes.

If you have an integrated or combination unit such as TV-DVD, TV-DVD-VCR, etc., each component of the unit may need to be programmed separately by using the mode keys. For instance, for a TV-DVD, search for the device code of TV and program into TV mode key, then search for the Device Code of DVD and program into the DVD mode key.

**Want more help?** If you're unable to add a device or want to learn about controlling the volume on all devices using your remote, visit [att.com/userguides](http://att.com/userguides). You can also check the remote's user manual provided at installation, or watch Help On Demand on TV: Press **MENU**, select **Help**, then **Help On Demand** to see all program titles.

Visit [att.com/uverse/newcustomer](http://att.com/uverse/newcustomer) to learn more

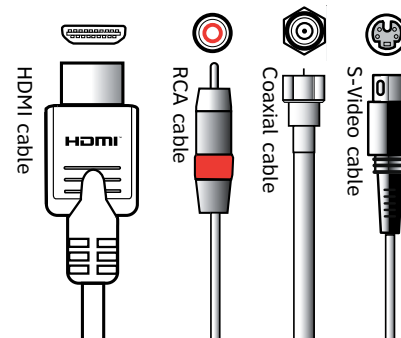
## Change your TV's input selection to match its video source

If you're unable to see TV programs on your screen, first try pressing the **TV/VIDEO** button on your remote control to change from Video 1 to Video 2 or Video 3. These separate video inputs (Video 1, Video 2, and Video 3) must match the incoming video source—the receiver, DVD player, or other device connected to the TV. If this doesn't solve the problem, depending on how your devices are connected, it may be that the TV's input selection does not correspond to the input of the AT&T U-verse® TV receiver.

**See two examples of how to connect the AT&T U-verse HD-ready receiver to your HDTV set below.**

### Check how your devices are connected to the TV

Every TV is different in the way the ports are configured on the back of the TV and in the way the menus are presented on the TV screen. Most devices have ports that require one or more of the cables shown at right. The manuals for your devices will have specific directions.



To connect your AT&T U-verse HD-ready receiver to your HDTV set, the connection is generally HDMI to HDMI (the highest quality video/audio connection). You can also use color-coded component RCA cables (some HDTV sets do not have an HDMI port) that output audio/video signals from the receiver and plug into matching audio/video RCA inputs on the back of your HDTV set.

If you've connected your TV input using Composite (yellow connector), S-Video, or Coaxial, you won't get an HD picture. HD is supported only via HDMI or Component (red/green/blue). The same holds true for Dolby® Digital 5.1 surround sound, which is available only via HDMI or TOS Link (optical). The Baseband (red and white connectors) delivers sound only in stereo.

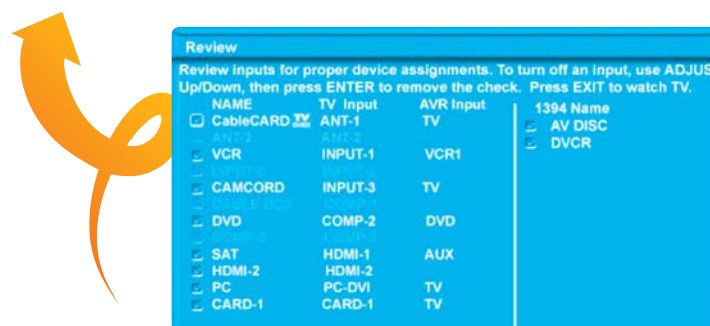
### Check to see if the TV recognizes your video inputs correctly

Many newer TVs have an auto-detection system that will automatically detect everything that's connected to the various ports on the back of the TV. However, some TVs have to be configured manually.

To change the video input selection manually, press **TV/VIDEO** on your remote control to locate the video input menu for your specific TV.

The video input menu screen below shows checkboxes next to devices the TV is detecting. This menu must match the inputs on the back of the TV where video components are connected in order to correspond with Video 1, Video 2, or Video 3 on your remote control. Follow the screen prompts to check/uncheck boxes for correct devices.

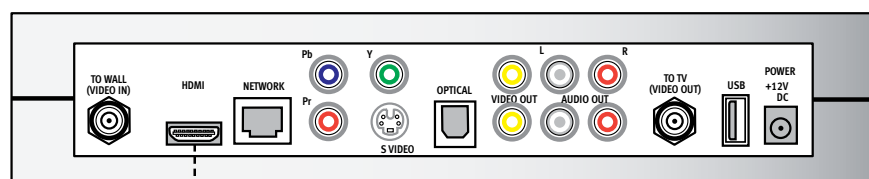
**NOTE:** Refer to your TV manufacturer's guide to resolve issues specifically related to your TV.



Find answers 24/7: [att.com/uversesupport](http://att.com/uversesupport)

# Choose one of three easy ways to connect your AT&T U-verse receiver to your TV

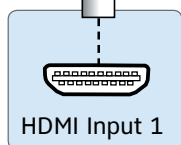
AT&T U-verse receiver output connector



## 1 HDMI

Some HDTVs have a High-Definition Multimedia Interface (HDMI) connector that provides the digital and audio connection. This is the easiest connection if your TV has an HDMI input port

**NOTE:** If your HDTV has an input port marked DVI (Digital Visual Interface), you will need an HDMI-to-DVI adapter and separate component RCA audio connectors.

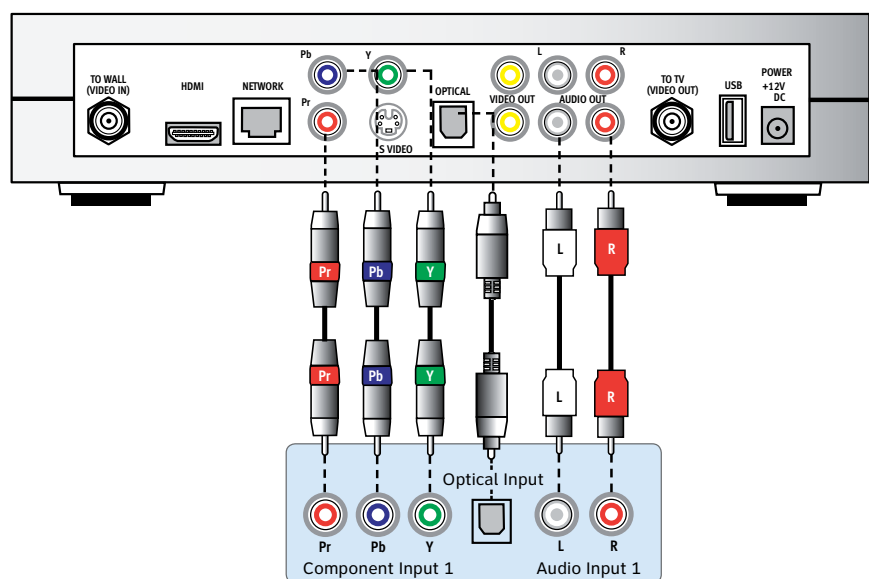


Input connector on rear of TV

## 2 Color-coded component connectors

If your TV doesn't have an HDMI or DVI input port, you can use color-coded component video cables (Pr, Pb, and Y) for HD video signals. For audio, plug red and white RCA connectors into the left/right audio input and output ports.

AT&T U-verse receiver output connectors



Input connectors on rear of TV

**NOTE:** Your hardware may be slightly different than pictured.

## 3 S-Video

If your TV has an S-Video port, you can connect your receiver to your TV using an S-Video cable. For audio, you can use RCA cables or plug a single optical cable into the optical ports.

# Watch Help On Demand—tune to Channel 411

Get more out of your AT&T U-verse® service: Watch Help On Demand videos about these topics on **Channel 411, the Help Channel**.

## AT&T U-verse introduction

- Introduction to AT&T U-verse
- See how U-verse TV works!
- AT&T U-verse Voice<sup>SM</sup>

## Help with AT&T U-verse service issues

- Remote control issues
- No picture
- No service—gear or cog error
- No service—red X or other error message
- Email issues
- Sound issues
- Picture quality issues—aspect ratio/HD settings
- Picture freezing
- Wireless connectivity—issues with a PC
- Wireless connectivity—issues with a Mac®
- Voice issues

## Understanding my AT&T U-verse bill

- AT&T U-verse billing
- AT&T U-verse online services & paperless billing

## AT&T U-verse digital video recorder (DVR) & remote control

- How to use your DVR
- How to program your remote control
- Moving your AT&T U-verse equipment
- Equipment overview
- Remote control overview
- Total Home DVR®
- Remote control issues

## AT&T U-verse features

- AT&T U-bar
- AT&T YP.com TV
- Games
- Public Education & Government programming
- Media Share
- Multiview

## AT&T U-verse how-to's

- How to program your remote control
- How to use your DVR
- How to change channels
- How to use Program Guide
- How to use Picture-in-Picture
- How to use Search
- How to use Parental Locks
- How to use widescreen
- How to create favorite channels
- How to hide channels
- How to change languages
- How to record programs
- How to schedule recordings
- How to record series
- How to view recorded programs
- How to delete or cancel recordings
- How to use Web remote access
- How to order On Demand programs
- How to order PPV
- How to search for On Demand programs

## Internet & email

- Email issues
- Wireless connectivity—issues with a PC
- Wireless connectivity—issues with a Mac

## AT&T U-verse Voice<sup>SM</sup>

- Voice issues
- AT&T U-verse Messaging<sup>SM</sup>
- AT&T U-verse Voice

## Where's my AT&T U-verse tech?

- Where's my tech?

## Visit Getting Started for online help!

Click [att.com/startuverse](http://att.com/startuverse) to access step-by-step guidance and how-to tips at our Getting Started page online. **NOTE:** AT&T U-verse online Help On Demand videos require Windows Media® Player.

## Questions?

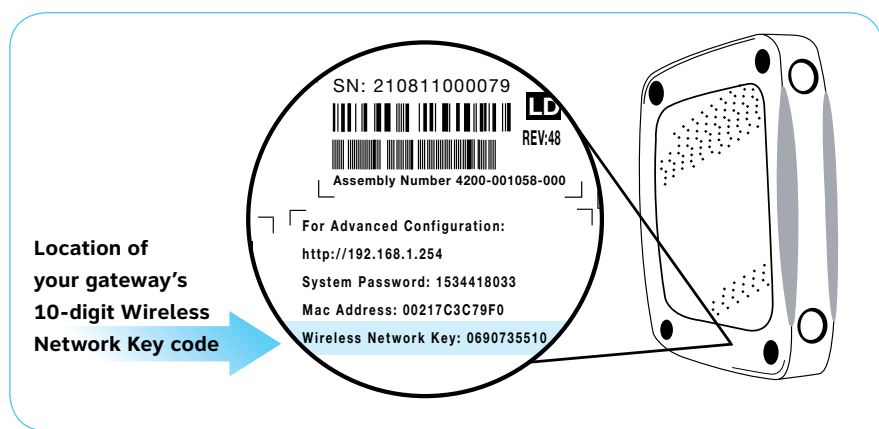
Get answers 24/7 at [att.com/uversesupport](http://att.com/uversesupport) or talk live with an AT&T representative. Or, download and install our free Troubleshoot & Resolve tool at [att.com/troubleshoot](http://att.com/troubleshoot) to manage your U-verse service online.

**Sign up for free paperless billing!** Conveniently store and retrieve up to 12 months of bills online while reducing your risk of identity theft. Log in now to your online account or go to [att.com/Ugreen](http://att.com/Ugreen) and select **Stop Paper Bills**.

# AT&T U-verse High Speed Internet

## Assure reliable security for your wireless home network

The 10-digit number printed inside brackets on your residential/wireless gateway is the encryption code (“pass key” or “Wireless Network Key”) needed to connect your computers to the gateway. WPA (Wi-Fi Protected Access) is the underlying security technology for the Wi-Fi (802.11b/g) standard on the residential/wireless gateway.



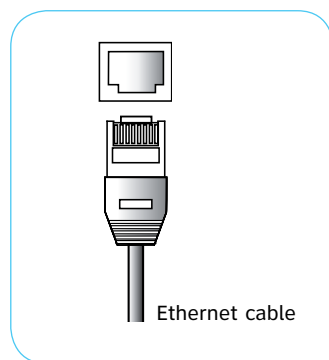
**Mac® OS X users:** You may need to enter the “\$” character on the Wireless Network Key (for example, \$0690735510). For directions on connecting Mac computers via USB cable, visit [att.com/startuverse](http://att.com/startuverse) and click **Setup a Wireless Connection** under **U-verse Internet**.

## Connect more computers to your wireless home network

You can connect more computers by Ethernet or wirelessly.

**NOTE:** You will need to use your 10-digit Wireless Network Key code. (See illustration above.)

- > **Connect an Ethernet cable** from any available Ethernet port on the residential/wireless gateway to your computer’s Ethernet port.
- > **Connect wirelessly** with a wireless-enabled notebook or a computer with an 802.11b/g wireless network adapter installed.



### If your PC does not have built-in wireless capability

Install and configure your wireless adapter according to the manufacturer’s instructions. Enter the network name—it’s the word “2WIRE” (in all capital letters), followed by the last three digits of the gateway serial number (for example, 2WIRE079)—and the encryption code or Wireless Network Key. (See the illustration above for the Wireless Network Key location.)

Mac and Macintosh are registered trademarks of Apple Inc.

Visit [att.com/uverse/newcustomer](http://att.com/uverse/newcustomer) to learn more

# AT&T U-verse Voice<sup>SM</sup>

## Create sub account voice mailboxes online

Create up to eight sub account mailboxes, one for everyone in the family—each with a unique PIN, greeting, and notification options.

- 1 Go to **att.com/myuverse**.
- 2 Log in with your AT&T U-verse® member ID (email address) and password.
- 3 Locate the **AT&T U-verse Voice** section.
- 4 Click on the **U-verse Voice Home Page**.
- 5 Go to the **Voicemail Settings** tab and select **Voicemail Setup**.
- 6 Select **Create New Voice Mailbox** to launch the voicemail setup wizard and follow the instructions for setup.

### Link your wireless number and your AT&T U-verse Voice mailbox

See page 17 for details.

### Change your PIN (personal identification number)

See page 16 for details.

## Get fast, affordable tech support



**AT&T ConnectTech®** offers installation, setup, and tech support for your wireless network, regardless of your service provider or product manufacturer. Call **1.800.270.5103** to find out more. Plus, get a complimentary PC health check! Visit [pccheck.att.com/catalog](http://pccheck.att.com/catalog).

## Questions?

See the complete AT&T U-verse TV, High Speed Internet, and Voice Features Guides and more user guides at [att.com/userguides](http://att.com/userguides).

Here are other ways you can quickly learn more:

- > Tune to video tutorials on **Help Channel 411**
- > Print a channel guide at [att.com/channellineup](http://att.com/channellineup)
- > Click [att.com/uversesupport](http://att.com/uversesupport)
- > Chat [support.att.com/chat](http://support.att.com/chat)
- > Call 1.800.288.2020, then say “Order AT&T U-verse services,” “Pay my bill,” or “AT&T U-verse technical support”
- > For current programming, visit [att.net/uverseonline](http://att.net/uverseonline)

*Esta práctica guía rápida también está en español en [att.com/userguides](http://att.com/userguides) (en inglés). Para ver videos útiles en español por Internet, visite [att.com/videosen espanol](http://att.com/videosen espanol).*

## More resources

Visit these links for news, customer care, and AT&T community discussions:



Find answers 24/7: [att.com/uversesupport](http://att.com/uversesupport)

