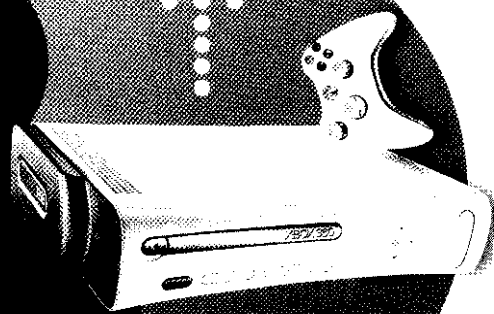


AT&T U-verse

AT&T U-verse® TV for Xbox 360®

User Guide



AT&T U-verse TV for XBOX 360

play it your way

Now you can
switch seamlessly
from AT&T U-verse®
TV to your favorite
Xbox 360® games.
Here's what you
need to know...



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Now you can watch AT&T U-verse® TV using your Xbox 360®. Utilizing the Xbox 360 as an AT&T U-verse receiver lets you save space and eliminates the need to change inputs when switching between AT&T U-verse TV and Xbox 360 games. All the best features of AT&T U-verse TV are available for your enjoyment.

Similar to the other Xbox 360 applications, AT&T U-verse TV for Xbox 360 can be accessed through **My Xbox**. Just select the **AT&T U-verse** tile to start watching AT&T U-verse TV!



Once AT&T U-verse TV is enabled, the **Guide**, **Menu structure**, and **interaction** are virtually identical to the stand-alone **AT&T U-verse** receiver.

Your Xbox 360 lets you:

- Watch AT&T U-verse TV.
- Play and manage DVR recordings. The Xbox 360 is just like a non-DVR AT&T U-verse receiver used with your AT&T Total Home DVR.
- Use your favorite AT&T U-verse interactive applications, such as AT&T U-bar, AT&T Yahoo! Games, Weather On Demand, Multiview, and YellowPages. Just press **MENU** on the Microsoft remote, scroll to the **Interactive** option, then to **More Interactive**, and select your desired application.

- Purchase and watch AT&T U-verse On Demand programming. Your Xbox 360 gives you access to the vast AT&T U-verse On Demand library, just like a standard AT&T U-verse receiver does. Press **MENU** on the Microsoft remote, scroll to **On Demand**, and browse and view at your convenience.

- Use Xbox IM & Chat while watching TV (purchase of additional equipment may be required).
- Know instantly when your friends are on Xbox LIVE while watching TV.

Kit contents

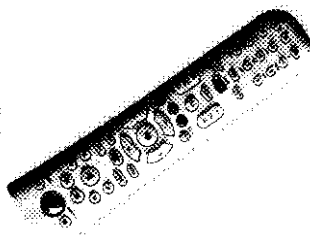
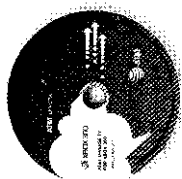
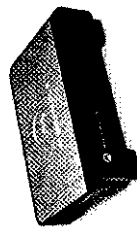
The Xbox 360 kit contains the following items:

Home networking adapter This is used to connect the Xbox 360 to the coaxial AT&T U-verse network. Not required if your network utilizes Ethernet cabling.

CD The installation disc is needed to load the AT&T U-verse client software onto the Xbox 360 so that it will work as an AT&T U-verse receiver. Keep this CD in a convenient location, as it may be needed in the future.

Remote control The remote for the Xbox 360 is different than the remote that comes with standard AT&T U-verse receivers. The Microsoft remote has functionality for the Xbox 360 and AT&T U-verse and must be used with AT&T U-verse TV for Xbox 360. AT&T U-verse remotes work only with standard receivers.

User guide This unique manual provided by AT&T specifically addresses the use of AT&T U-verse TV for Xbox 360, the Microsoft remote, and the game controller with AT&T U-verse TV.



Media sharing

Using the Xbox 360® media sharing feature accessed from the Xbox 360 Dashboard, you can display pictures and listen to music from your home computer on your TV. Because the Xbox 360 has extensive media sharing capabilities, the AT&T U-verse Media Share option is disabled on the Xbox 360.

On Demand

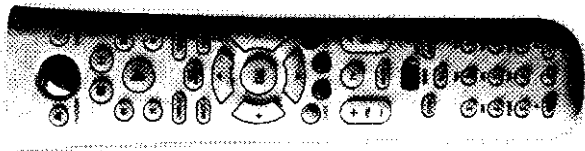
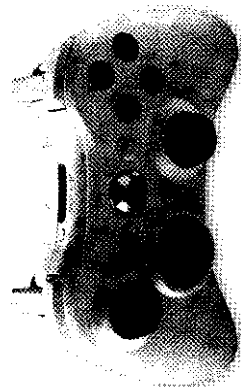
AT&T U-verse On Demand is available from your Xbox 360, just like on a standard receiver. Press **MENU** on the Microsoft remote, scroll to **On Demand**, and browse and view at your convenience.

For detailed information on how to use your AT&T U-verse DVR, please read the AT&T U-verse TV Online Features Guide at support.att.com/userguides.

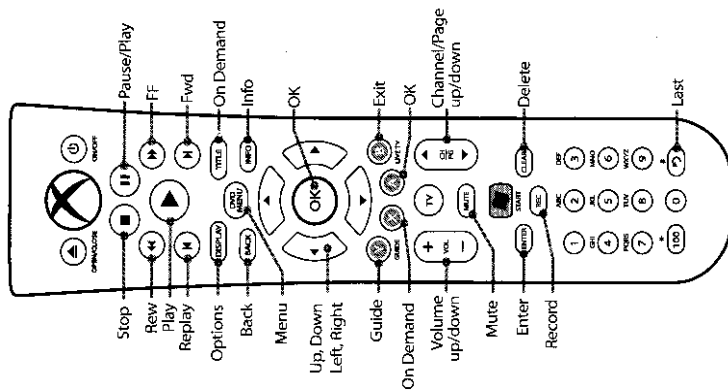
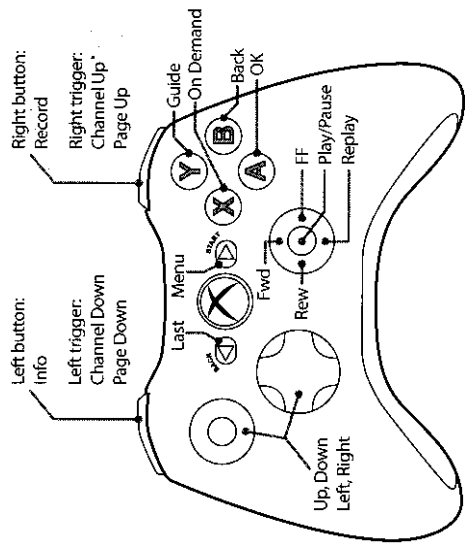
Remote/game controller

You can use the included Microsoft Universal Media Remote or your Xbox 360 game controller to navigate, select, and interact with AT&T U-verse TV on your Xbox 360. The Microsoft remote can also be used for other Xbox 360 functions, such as playing DVDs and controlling TV volume and power. The remote can be matched to your TV by entering or scanning for a TV code. Setup instructions and codes from the Microsoft online site (<http://support.xbox.com/support/en/us/xbox360/hardware/accessories/media/universalmidiaremote.aspx>) are duplicated in this user guide.

Mapping of the Microsoft remote and game controller to the equivalent AT&T U-verse functions are shown at right. View them on your TV within the AT&T U-verse application by pressing **MENU** and using the **RIGHT ARROW** to scroll to **Help**, and then selecting **System Set-up**.



AT&T U-verse functions on the Microsoft Universal Media Remote and game controller



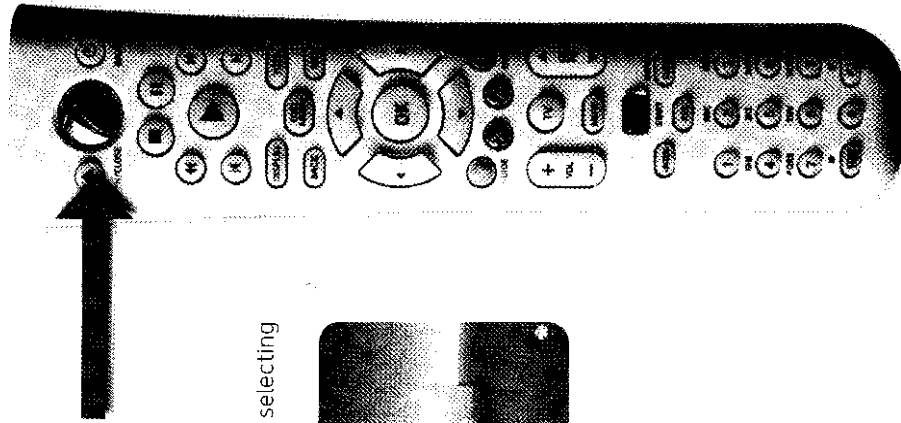
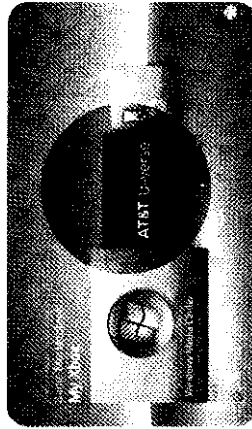
Microsoft will periodically send updates to the Xbox 360® software. Now that you are using the Xbox 360 as an AT&T U-verse receiver, there also will be software upgrades to the AT&T U-verse client software. Most AT&T U-verse updates are sent in the middle of the night when the receiver is in standby mode. If you leave your Xbox 360 on and in the AT&T U-verse TV mode, upgrades will occur automatically. If the Xbox 360 is in game mode or powered off when an AT&T U-verse update is sent, it will not update until the Xbox 360 is powered up and placed into the AT&T U-verse TV mode. If you power up the Xbox 360 and see a message about a software upgrade, allow it to install before watching TV. Upgrades deliver new and enhanced functionality. It's best to accept these upgrades in order to make your service better. Once the software upgrade is complete, you are free to watch TV and play games in game mode on your Xbox 360.

Restarting or rebooting the AT&T U-verse application on the Xbox 360

As on a PC, a service problem can often be resolved by restarting the AT&T U-verse application or rebooting the Xbox 360 console. To restart AT&T U-verse TV for Xbox 360, simply exit the application and re-enter AT&T U-verse by selecting the **AT&T U-verse** tile from the **My Xbox** screen of the Xbox 360. To reboot the console, press the front power panel button to turn the console off, and press it again to turn it back on.

- 1 Exit AT&T U-verse by pressing the **Xbox GUIDE** button. Select **Xbox Dashboard** to return to **My Xbox**.

- 2 Re-enter AT&T U-verse TV by selecting the **AT&T U-verse** tile.



Frequently asked questions (FAQ)

- Q: Can I do all the same things with AT&T U-verse TV for Xbox 360® that I can with a normal non-DVR AT&T U-verse receiver?
A: Yes, except certain features and settings are accessed on the Xbox 360 console and not within the AT&T U-verse application. Examples include the media sharing feature and setting the HDTV configuration.
- Q: Do I have to have an Xbox LIVE account to use AT&T U-verse on my Xbox 360?
A: You need an Xbox LIVE account only upon installation of AT&T U-verse TV for Xbox 360 service. After that, you don't have to maintain an Xbox LIVE account to use AT&T U-verse TV for Xbox 360 service. There are two different kinds of Xbox LIVE accounts: Silver (free of charge) and Gold (fee required from Microsoft for this enhanced service).
- Q: The remote control that came with my Xbox 360 kit stopped working. How can I get a new one?
A: First, you should check that the remote has new batteries. If it does and the remote still doesn't work, call AT&T U-verse Technical Support at 1.800.288.2020 for troubleshooting, replacement, or purchasing of a new remote.
- Q: Do I need to keep the installation disc that came in the Xbox 360 kit after the AT&T U-verse client has been installed on my Xbox 360?
A: Yes, you should keep the CD in case you need to reinstall the AT&T U-verse TV for Xbox 360 software in the future.
- Q: Can I be in gaming mode and still watch TV?
A: No. You can play games only in gaming mode. You can watch TV only in AT&T U-verse TV mode.

Troubleshooting AT&T U-verse TV for Xbox 360®

Picture or video problems

I can't watch TV/My AT&T U-verse TV for Xbox 360 isn't working.

Check your picture after completing each of these steps:

- If your screen is black, check that your TV and Xbox 360 are turned on.
- If there is a problem with your TV or Xbox 360 powering on, check that both your TV and receiver are plugged into the wall.
- Did you choose the **AT&T U-verse** tile to watch TV?
- Check for a secure connection of the video cables between your TV and Xbox 360.

Note: Chronic problems with loose cables may indicate that you need new cables. If this is the case, upgrading your cables can improve picture quality. You can purchase different types of connecting cables at local electronics stores.

- Check your video input selection on your TV's remote control. Your TV's remote control will have separate buttons for each type of video input option (HDMI, etc.) or one button (often labeled Input) that cycles through all choices.

Some common names of the video input buttons on the TV remote are:
Video Source Video Input TV/VID

Your input must match the type of cables and the input port you're using. For example, if you're using HDMI cables, your input selector must be set to HDMI. Newer TVs can have multiple video inputs for the same type of cable (HDMI 1 and HDMI 2, for example).

- Restart the AT&T U-verse client application on the Xbox 360 by exiting the **AT&T U-verse** tile and then re-entering it.
- Power cycle the Xbox 360 by turning off your Xbox 360, waiting two minutes, and turning it back on.
- Reset the AT&T U-verse Residential Gateway. Unplug the Residential Gateway from the power outlet in the wall. Wait two minutes, and then plug it back in. *Warning: If TV recordings are in progress, they will be interrupted.*

How do I fix picture problems like a blue screen, picture freezes, color variations, etc.?

Follow the steps on p. 11, checking your picture after completing each step. Additional solutions to try when you are experiencing picture problems include:

- If your TV's colors don't appear as expected, check the settings on your TV (i.e., adjust the brightness, etc.).
- Other wireless devices such as cordless phones or baby monitors may interfere with your picture. Try unplugging the device, and then check your TV picture. If needed, call AT&T at 1.800.288.2020 for further assistance with changing the wireless channel in your Residential Gateway to correct this problem.

HD and other picture problems (including aspect ratio)

What can I do to fix a problem with no picture or a poor-quality picture?

If your HD picture "jumps" on slow horizontal pans, you may be experiencing HD stutter. If the problem is the same on all the TVs in your home, then the stutter is part of the broadcast you are viewing, not the AT&T U-verse service itself, and cannot be corrected. If you experience the problem on only one TV, try the troubleshooting tips below.

How can I enhance my High-Definition viewing experience?

Check your High-Definition quality after completing each of these steps:

- Confirm you're tuned to an HD channel. Check the **Guide** using your Microsoft remote. HD channels will be listed in the 1000–2000 range.

Note: Not all programs shown on an HD channel were filmed in High Definition and may not reflect HD quality.

- Use HDMI (High-Definition Multimedia Interface) cables to connect your HDTV and your receiver. HDMI cables have flat, rectangular metal connectors at each end.
- Check the aspect ratio. Be sure your Xbox 360® console is configured for HD output to your TV.

Xbox 360® issues

For any issues with your Xbox 360 console or hardware, Xbox LIVE, or Xbox 360 games, contact Microsoft Xbox 360 Support at 1.800.4MY.Xbox or visit Xbox360.com/support.

Following are examples of issues that should be addressed by Microsoft Xbox 360 Support:

Hardware

- Three of the lights on the Ring of Light on the front of your Xbox 360 console flash red
- Your Xbox 360 console displays the error message E74
- Your Xbox 360 stops responding or freezes
- You are unable to see an image on your TV or monitor while attempting to use your Xbox 360 console
- The disc-drive on your Xbox 360 console does not open when you try to eject a disc

Xbox LIVE

- You're having trouble connecting
- After you sign into Xbox LIVE, Marketplace and other LIVE-enabled channels do not appear and you receive one of the following error codes: 80072741, 80072ee2, or 800700b
- Netflix does not respond when launching it from your Xbox 360 console
- Items purchased on the Xbox LIVE Marketplace do not begin downloading automatically on the Xbox 360 console
- You need to recover your Xbox LIVE-enabled profile to your Xbox 360 console

Games and media

- You receive the error message "This disc is unreadable" while attempting to load a disc in your Xbox 360 console
- You receive the error message "No Content Available" or "This account is not permitted to download content with this rating" when you attempt to purchase or download Xbox LIVE Community Games
- You are unable to play a video that you downloaded from the Xbox LIVE Marketplace
- You receive an error message stating the file has become corrupted while attempting to use downloadable game content

Chat

- How to enable and disable chat
- Private chat, etc.

Xbox LIVE

- Upgrading to Gold account
- Connection troubleshooting
- Account/profile management

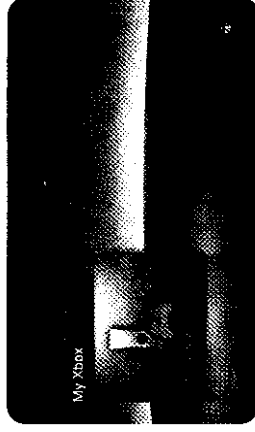
Uninstalling AT&T U-verse software

There are two instances that call for AT&T U-verse software to be uninstalled from the Xbox 360®. The first is when you are directed by AT&T U-verse Technical Support. If the software has become corrupted, the best solution is to remove the existing software through the uninstall process and reinstall it on the Xbox 360. To reinstall, you will need the original CD provided at the time of installation. You should attempt this only when directed by AT&T U-verse Technical Support. The second instance is when you disconnect the AT&T U-verse TV for Xbox 360 service and desire to recover the hard drive space.

Note: You are not required to uninstall the AT&T U-verse software and hardware when you elect to disconnect AT&T U-verse from the Xbox. Once the AT&T U-verse TV service is disabled at AT&T, no other action is required unless you want to remove the AT&T U-verse client software to clear the hard drive of software you are no longer using.

To uninstall:

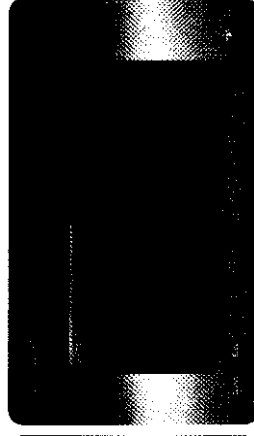
- 1 Enter **My Xbox** on the Xbox 360 and select the **System Settings** tile.



- 2 Within the **System Settings** menu, select **AT&T U-verse**.



- 3 Select **Uninstall**.



At this point, allow the Xbox 360 to go through the uninstall steps. The system will tell you when the uninstall is complete.

Microsoft Universal Media Remote setup details

Insert batteries

- Remove the remote's battery cover.
- Insert two new AA (LR6) batteries as shown on the underside of the battery cover. For best performance, rechargeable AA batteries are not recommended.
- Replace the remote's battery cover.

Program the Microsoft remote for your TV

In order for your remote to work with your TV, you need to program it for use with your particular TV. Two methods exist for programming your remote: manually entering your TV code or scanning to find your TV code.

*Note: After 30 seconds of inactivity, the remote will exit the TV programming mode. Pressing any button besides **0-9** or **CH/PG** returns the remote to its original settings.*

Look up a TV code

- Select a TV code from the list on the following pages.
- Find the manufacturer of your TV and the 4-digit TV code. Some manufacturers have more than one set of codes.

Enter a TV code

- Turn on your TV and point the remote toward it.
- Press and hold the **TV** and **OK** buttons simultaneously for two seconds. All the buttons on the remote will then light up for two seconds, after which only the numeric TV buttons (**1-12**) will remain lit.
- Enter the code for your TV.
- Press the **CH/PG** button to send a series of "off" commands to your TV. Repeat until the TV turns off.

Scan for a TV code

- Turn on your TV and point the remote toward it.
- Press and hold the **TV** and **OK** buttons simultaneously for two seconds. All the buttons on the remote will then light up for two seconds, after which only the numeric TV buttons (**1-12**) will remain lit.
- Press the **CH/PG** button to send a series of "off" commands to your TV. Repeat until the TV turns off.

Note: Give your TV enough time to respond to the "off" command after each button press. Some TVs take more time than others to react to "off" commands.

• Press the **TV** button to save the code and then exit. All buttons on the remote will blink three times to confirm the code.

*Note: If, after setting the TV code, you find that the remote is not functional or has incomplete or inaccurate functionality, try a different code for your TV manufacturer or scan for another code. To scan for another code after the TV turns off in step 3, turn on the TV and continue to press **CH/PG** for other codes prior to proceeding to step 4.*

Note: The Microsoft remote works only with TVs and the Xbox 360® console. It does not control VCRs, DVRs, DVD players, or audio equipment.

TV codes for the Microsoft Universal Media Remote

Try one of the codes recommended for your TV's manufacturer below to program your Microsoft Universal Media Remote to your TV. Go online to see detailed setup instructions or obtain the latest codes maintained by Microsoft at <http://support.xbox.com/support/en/us/xbox360/hardware/accessories/media/universalmediaremote.aspx>.

Acer	0166, 0405
Admiral	0008, 0110, 0154
Aiko	0047
Alwa	0247, 0433, 0446
Akai	0044
Antron	0038
Anam	0038, 0071, 0116, 0122, 0248
AOC	0005, 0022, 0050, 0062, 0126
Apex	0119, 0141, 0155, 0438
Audiovox	0038
Bell & Howell	0008, 0043
Benq	0198, 0227
Broksonic	0133, 0134, 0248
Celebrity	0044
Citizen	0005, 0038, 0047, 0055, 0062, 0085, 0156
Colortyme	0005, 0013, 0062
Contec/Cony	0016, 0019, 0038, 0248
Craig	0038, 0248
Crown	0038, 0063
Curtis Mathes	0005, 0043, 0053, 0062, 0085, 0152, 0156, 0664
Daewoo	0005, 0017, 0047, 0050, 0062, 0103, 0146, 0156, 0237, 0486

Daytron	0005, 0062, 0156
Dimensia	0152, 0664
Dumont	0001, 0005
Durabrand	0439
Electroband	0044
Electrohome	0005, 0037, 0044, 0062, 0066, 0071
Emerson	0005, 0011, 0012, 0014, 0015, 0016, 0020, 0021, 0035, 0038, 0043, 0052, 0056, 0062, 0069, 0124, 0129, 0137, 0156, 0248, 0486
Envision	0005, 0062
Fisher	0025, 0040, 0043, 0115, 0245
Fujitsu	0015, 0199, 0200, 0201, 0202, 0203, 0669
Funai	0015, 0038, 0248
Gateway	0207
GE	0005, 0018, 0032, 0037, 0059, 0062, 0071, 0074, 0104, 0147, 0152, 0248, 0469, 0488, 0489, 0664
Goldstar	0005, 0016, 0023, 0045, 0050, 0062, 0066, 0077, 0096, 0143, 0156, 0249

Hallmark	0005, 0062
Hisense	0125
Hitachi	0003, 0005, 0016, 0019, 0030, 0060, 0062, 0064, 0067, 0081, 0095, 0101, 0106, 0124, 0136, 0165, 0171, 0173, 0174, 0175, 0205, 0213, 0238, 0412 0473, 0496
Infinity	0063
Janeil	0120
JBL	0063
JC Penney	0005, 0018, 0019, 0032, 0037, 0041, 0045, 0050, 0055, 0062, 0074, 0077, 0085, 0102, 0104, 0143, 0152, 0156, 0249, 0664
Jensen	0005, 0062
JVC	0010, 0016, 0019, 0024, 0033, 0051, 0056, 0060, 0074, 0132, 0142, 0216, 0217, 0435, 0470, 0475, 0477, 0497, 0503, 0504, 0505
Kawasho	0005, 0044, 0062
Kenwood	0005, 0062, 0066
Kloss Novabeam	0036, 0038, 0042, 0120
KTV	0038, 0080, 0137, 0156, 0248
LG	0050
Loewe	0063

Logik	0008
Luxman	0005, 0062
LXI	0041, 0043, 0062, 0063, 0104, 0117, 0152, 0249, 0664
Magnavox	0005, 0027, 0029, 0034, 0036, 0042, 0055, 0062, 0063, 0066, 0097, 0098, 0222, 0521, 0522, 0523, 0524
Majestic	0008
Marantz	0005, 0048, 0062, 0063, 0064, 0249
Megatron	0062, 0064
Memorex	0008, 0043, 0050, 0062, 0249, 0442, 0525
MGA	0005, 0025, 0026, 0037, 0050, 0062, 0066, 0076
Mitsubishi	0005, 0025, 0026, 0037, 0049, 0050, 0062, 0066, 0076, 0223, 0526, 0527, 0666
Montgomery Ward	0008
Motorola	0071, 0110
MTC	0005, 0050, 0062, 0085
Multitech	0038
Multivision	0070
NAD	0041, 0062, 0106
NEC	0005, 0013, 0050, 0062, 0071
NET-TV	0163, 0192
Nikko	0047, 0062

Onwa	0038, 0248
Optimus	0106
Optonica	0054, 0110
Orion	0012, 0129, 0441
Panasonic	0063, 0071, 0074, 0127, 0135, 0150, 0170, 0179, 0180, 0211, 0228, 0528, 0530, 0566
Philco	0005, 0016, 0027, 0029, 0036, 0042, 0050, 0055, 0062, 0063, 0066, 0071
Philips	0005, 0016, 0027, 0032, 0036, 0042, 0046, 0055, 0063, 0066, 0071, 0214, 0235, 0299, 0522, 0540, 0541, 0543, 0545, 0548, 0550, 0553, 0554, 0560, 0562
Philips Magnavox	0299, 0413, 0521, 0522, 0523, 0524, 0540, 0545, 0548, 0550, 0552, 0553, 0554, 0560, 0562
Pioneer	0005, 0062, 0068, 0072, 0075, 0106, 0124, 0158, 0197 0408, 0411
PlasmaSync	0169
Portland	0005, 0047, 0050, 0062, 0156
Price Club	0085
Prima	0139
Prism	0074

Proscan	0104, 0152, 0664
Proton	0005, 0016, 0062, 0065, 0249
Quasar	0071, 0074, 0080, 0127, 0228, 0565, 0566
Radio Shack	0043, 0152, 0248
Radio Shack/ Realistic	0005, 0016, 0038, 0043, 0054, 0062, 0143, 0156, 0664
RCA	0005, 0022, 0050, 0062, 0066, 0071, 0087, 0092, 0094, 0100, 0104, 0107, 0109, 0118, 0124, 0130, 0146, 0152, 0153, 0248, 0436, 0488, 0486, 0568, 0664
Runco	0001
Sampo	0005, 0062, 0138, 0143, 0156, 0163
Samsung	0005, 0016, 0050, 0053, 0062, 0066, 0085, 0093, 0102, 0114, 0143, 0156, 0159, 0160, 0177, 0181, 0182, 0183, 0184, 0185, 0193, 0208, 0210, 0231, 0401, 0406, 0665
Sansui	0129, 0131, 0441
Sanyo	0005, 0026, 0040, 0043, 0079, 0090, 0115, 0667

Scott	0005, 0012, 0015, 0016, 0021, 0038, 0062, 0248
Sears	0005, 0015, 0019, 0025, 0033, 0040, 0041, 0043, 0062, 0066, 0104, 0108, 0115, 0148, 0152, 0248, 0664
Sharp	0005, 0011, 0016, 0035, 0054, 0058, 0061, 0062, 0073, 0089, 0110, 0156, 0172, 0187, 0188, 0194, 0218, 0234, 0574, 0575
Signature	0008
Sony	0044, 0111, 0123, 0151, 0190, 0206
Soundesign	0005, 0015, 0038, 0055, 0062, 0248
Starlite	0038
Supre-Macy	0120
Sylvania	0005, 0007, 0027, 0029, 0034, 0036, 0042, 0055, 0062, 0063, 0066, 0086, 0144, 0219, 0220, 0415, 0548
Symphonic	0014, 0038, 0148, 0445
Tandy	0110
Tatung	0071
Technics	0074
Techwood	0005, 0062, 0074

Teknika	0005, 0008, 0015, 0016, 0019, 0034, 0038, 0047, 0050, 0055, 0062, 0085, 0127, 0156, 0248
Telecaption	0083
Toshiba	0007, 0041, 0043, 0083, 0084, 0085, 0134, 0161, 0162, 0178, 0195, 0212, 0249, 0437, 0595, 0597, 0604, 0668
Totevision	0156
Universal	0018, 0032
Video Concepts	0248
Viewsonic	0163, 0164, 0191, 0404, 0416, 0418, 0419, 0420, 0422, 0423, 0424, 0425
Wards	0005, 0008, 0014, 0015, 0018, 0021, 0027, 0032, 0034, 0036, 0042, 0050, 0054, 0062, 0063, 0066, 0105, 0152, 0249, 0664
White-	0486
Westinghouse	0005, 0050, 0062, 0066
Yamaha	0001, 0005, 0008, 0078, 0128, 0157, 0209, 0225, 0236, 0244, 0482, 0615, 0617, 0618
Zenith	

Additional resources

- Visit the AT&T customer support Web site at att.com/uversesupport, or go to att.com/esupport/uverse-user-guides and select **AT&T U-verse TV and Equipment**
- Visit the AT&T U-verse customer discussion forum at utalk.att.com/utalk
- Visit the Microsoft Xbox 360® Support site at Xbox360.com/support

Installation disc

Your AT&T U-verse software has been installed on your Xbox 360 by an AT&T technician. Please keep this CD in a safe place for use in case of any future technical issues.



AT&T U-verse TV
for Xbox 360® goes
beyond normal
TV viewing:

- Watch live TV and more on your Xbox 360—without an additional receiver
- Access your DVR recordings from your Xbox 360
- Use Xbox IM & Chat while watching TV

Questions? Call **1.800.288.2020** to get answers from an AT&T U-verse customer support expert or to add new features and services, or visit uverse.att.com.

Xbox IM & Chat may require purchase of additional equipment. AT&T U-verse TV for Xbox 360 requires purchase of \$99 Xbox kit. For existing U-verse TV members, additional \$35 installation charge will apply. Requires subscription to U-verse TV with at least one standard receiver. U-verse High Speed Internet, and Xbox Live. Xbox 360 must be purchased separately and must have hard drive.



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