

**Illinois Bell Telephone Company
Application for State-Issued
Authorization to Provide Video Service**

Affidavit of Paul La Schiazza

**Exhibit 7
Attachment 7-4
Part 2**

[Learn More](#)

Explore all the options that now surround you!

Starting here and through p. 37, you'll find step-by-step directions for accessing all your AT&T U-verse TV menus, screens, and special features. We built this service for you, your home, your family and friends. Thank you for joining us! These benefits are just the beginning:

- > **Now you can shift time, even stop it:** with DVR capability, AT&T U-verse TV puts you in charge of what you watch—when and where! Stop live TV, replay anytime, and record and watch programs on your schedule.
- > **There's a video store in your living room:** along with an awesome channel lineup that includes a robust sports offering, premium movies, and international programming, your AT&T U-verse service provides a huge Video on Demand library with one click.
- > **Now your TV screen shows you so much more:** our service provides channel changing without delay, plus superior screen navigation, integration of picture-in-picture browsing on every TV, intuitive menus, and interactivity with your PC.
- > **Take control of what your family watches:** easy-to-use parental controls let you hide channels in the interactive program guide and lock or unlock shows according to their ratings. You can even change the onscreen language and switch TV screen sizes.

How to recognize buttons & screens in this guide:

All remote buttons are in **bold** and all screen names and menu items are in *italic*.

Happy reading!

It's all coming together. For you.

Imagine a world where your devices speak a common language. Where your TV and computer work together. And where you have full control. AT&T U-verse service creates just such a world. For you. A world of perfect harmony that brings you, your family, and your friends together.

click: uverse.att.com
call: 1-800-ATT-2020

Turning your TV on and off

After your AT&T U-verse installation, your TV and receiver should be plugged in and connected. The LINK LED on each receiver should be solid green, indicating that you're connected to the AT&T U-verse network.

- > First, turn on your TV.
- > Next, press **AT&T** then **power** on your AT&T U-verse remote to turn on the signal from the receiver; the last-watched channel will appear on your TV. (The green LED around the receiver's power button will be illuminated when receiver is on.)
- > When you're done watching TV, press **power** again to turn off the video signal.

*Note: Once your TV is programmed into the U-verse remote, pressing **power** while in the AT&T mode will turn both the TV and receiver on/off. If your TV and receiver are not "in sync," you can manually turn the TV on/off to place both devices in the same state.*

Adjusting the volume

- > Press **+** or **-** on the **vol** button to increase or decrease the volume.
- > You can turn off your TV volume by pressing **mute** (you'll see a mute indicator onscreen); press again to return to the previous volume level.

Note: If you do not have any sound, check to see if your TV volume is up. If your remote is not responding, refer to the Troubleshooting Guide on p. 39.



Navigating screens & menus

For access to all of your AT&T U-verse TV features, press **menu** on your remote to display the main *menu* screen. From here, you can use **arrows** and the **OK** button to navigate to the available selections in the horizontal menu bars. The rest of the pages in this section detail these friendly navigation features.

Dismissing the screensaver

If you leave your TV on for more than 30 minutes showing a fixed image such as the *search* screen, AT&T U-verse TV may switch to a moving screensaver to reduce the possibility of the fixed image burning into your screen. Press any button on your remote to dismiss the screensaver.

Controlling your AT&T U-verse receiver.

Your AT&T U-verse TV service is controlled by your AT&T U-verse remote. You can also program it to control up to three more devices.

What's PIP?

A small onscreen picture in a picture of the channels you're browsing while watching a show. Seeing the actual show helps you decide faster if you want to switch, especially when you aren't familiar with its title or the channel.



How to change channels instantly using your remote

1 Because AT&T U-verse TV is digitally delivered over high-speed Internet, you'll get the channel instantly (no lag time!) if you press the **number/letter** buttons on the remote, then press **enter** or **OK**.

Note: The new channel should appear almost instantly. If the channel doesn't change, you may be trying to tune to a channel that you don't receive.



Scroll through the channels to see full-screen programs

1 To move up or down one channel at a time, press **+** or **-** on the remote's **ch/pg** button. Hold down the **ch/pg** button to scroll continuously through the channels. You'll see the channel number and show title at the bottom of the TV screen.

2 To return to the channel you were watching previously, press **last**.

Picture-in-picture browsing lets you see what else is on

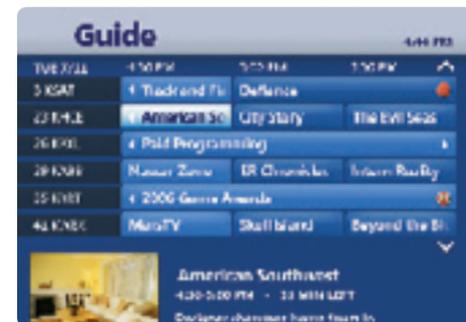
> For a quick look at what's playing on another channel without leaving your current program, press the **up/down arrows**. The *browse bar* will appear containing program title, time elapsed, and live picture-in-picture (PIP) video for each channel you scroll through.

> To see what's coming up on the channel you're watching, press the **right arrow**.

> To view information about the program in the *browse bar*, press **info**.

> To tune directly to the program you see in the *browse bar*, press **OK**. (The *program info* screen will appear if the program is not currently playing.)

Note: The browse bar will disappear after 10 seconds of inactivity. Press one of the arrows to bring it back up again.



Find channels or programs using the interactive guide

The *guide* is the place to go to view a directory of current and future programs with their corresponding channels to watch, rent, or schedule to record.

1 Press **guide** on the remote (or press **menu** and select *live TV*, then *guide*).

2 Use **up/down arrows** to scroll channel listings, **ch/pg** to scroll pages, and **left/right arrows** to see program start times.

*Note: To advance the guide by 24 hours, press **FF** once. Press **FF** twice to advance 48 hours, and so on.*

3 A PIP image of programs that are currently playing will appear at the bottom of the *guide* screen.

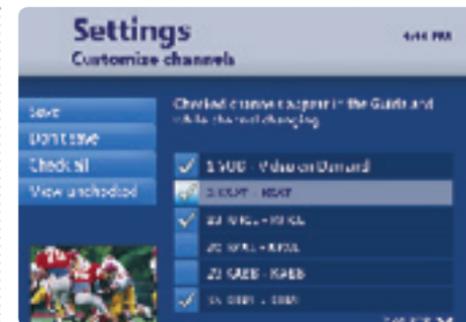
4 Press **OK** to begin watching the selected program. If the program is not currently on, a *program info* screen will appear instead.

5 To record a program from the *guide*, highlight it and press **record**. Learn more about recording programs on p. 24.

HIDING CHANNELS FROM THE LINEUP

You can remove channels that you don't want to see in your *guide* or when browsing channels, but you can still tune to them anytime using the **number/letter** buttons on your remote.

1 To hide channels, press **menu**, select *options*, and use the **down arrow** to select *channel options*. Press **OK**.



2 Select *customize channels*; press **OK**.

3 Use **up/down arrows** to scroll through the list of available channels. Press **OK** to uncheck (hide) or check (view) channels. When you're done, select *save* and press **OK**. (Remember, you can tune to hidden channels anytime using the **number/letter** buttons.)

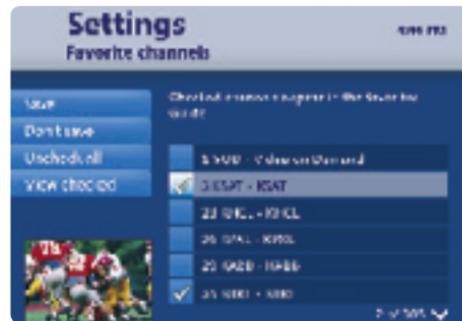
Where do you find on-demand videos to watch?

You can find the Video on Demand channel in your interactive program guide, or press **video on demand** on your remote to go to the video store. Learn more on p. 32

Catch up on an episode of your favorite premium channel series:

If you have a movie package like HBO®, you can watch on-demand videos of many past shows.

Learn more on p. 32



Create a program guide with only your favorite channels!

Don't want to look through every listing in the interactive program guide? Set up your own *favorites* interactive program guide:

- 1 Press **menu** and use the **right arrow** to select *option*. Use the **down arrow** to select *channel options*, and press **OK**.
- 2 Select *favorite channels*, and press **OK**. The *favorite channels* settings screen displays all available channels.

- 3 Use **up/down arrows** to scroll the list.

> Press **OK** to check and uncheck channels (a check mark adds it to your favorites).

> Select *uncheck all* and press **OK** to clear your *favorite channels* list.

> Select *view checked* and press **OK** to show channels you've checked. Select *view all* to show the entire list.

- 4 When you are done modifying the list, select *save*, and then press **OK**.

Use search to find programs

To quickly find what you're looking for, you can start typing letters in the *search* screen to see a list of programs and people.

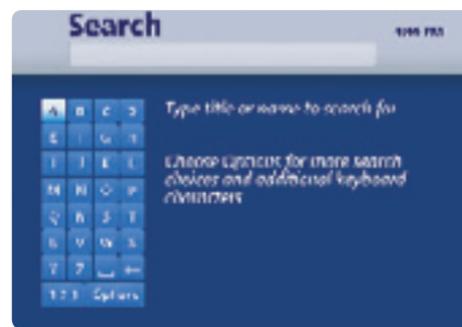
- > To **bring up the** *search* screen, press **menu**, select *live TV*, and use the **down arrow** to select *search*, then press **OK**.
- > To narrow your search to only program titles or an actor or director, choose *options* to access your search choices.

SEARCH BY TITLE

- 1 Use **arrows** to navigate to *options* on the onscreen keyboard, and press **OK**. Then select *titles*, and again press **OK**.

- 2 Use **arrows** to locate the title's letters within the onscreen keyboard. Pressing **OK** selects the highlighted letter for your search.

Note: You can also type the letters directly by using the remote's number/letter buttons. If the next letter is on the button you just pressed, wait for the cursor to move to the next letter position before pressing.



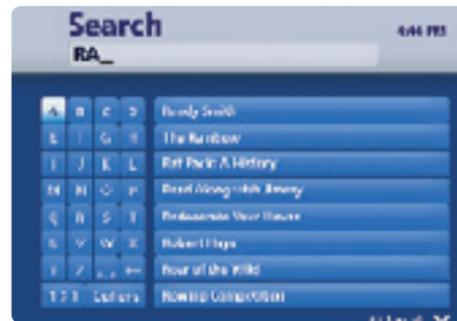
- 3 The *search* screen will begin to show results as you type. The more letters you enter, the more specific the results will be.

- 4 Press the **right arrow** repeatedly to tab over to the results list and highlight the desired program. If "more..." appears next to a title, the search has returned more than one program. Press **OK** to view the individual programs.

SEARCH BY PERSON

- 1 To find programs by actor or director, use **arrows** to navigate to *options* on the *search* screen, and press **OK**. Select *person*, and press **OK**.

- 2 Enter a first or last name using the **arrow** and **OK** buttons. (Refer to "search by title" at left for tips on how to do this.) Names appear as you type, with results sorted by program title. You can also choose to sort by date, or list only videos you've previously rented that feature that person.

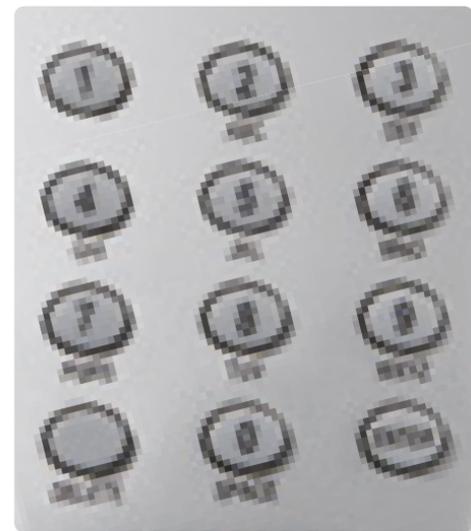


ONCE YOU'VE FOUND A PROGRAM

- > Select the program using the **up/down arrows** from the *results* list.
- > Press **OK** to immediately begin watching a program that is currently playing.
- > Press **info** to get more information about the selected program (you can schedule to record it from this screen).
- > If you've selected a Video on Demand program, press **info**, then select *rent* to order your chosen program.

A short primer for entering letters on your remote

Using the **number** buttons, press **2** three times to type the letter C. To type the number 2, press **2** four times (A, B, C, 2). Use **delete**, **space**, and **enter** buttons to edit text.



Want to learn more about **typing text on your remote**? Select *help on demand* in your main menu navigation bar and select *use search to find a program under browse channels*.



U-share

In this section, learn how your AT&T U-verse DVR turns your home into entertainment central. Easily schedule recordings of TV shows and whole series, and view your recorded program lists to watch or delete shows at will. Flexible. Adaptable. Fun. For you and yours. Spending U-time [together](#).



Turn the page to begin recording with your DVR | Learn more at uverse.att.com

Learn More

How to schedule and record programs or series with your DVR.



AT&T U-verse TV provides a receiver with DVR capability

Record up to 120 hours of programming with your DVR, schedule future programs to record, and watch your recorded shows anytime. Pause, rewind, and fast-forward recorded shows just as you would a DVD or videotape. Your receiver stores these programs and keeps a list you can see by pressing **recorded TV**.

What is your DVR's storage capacity?

A DVR holds 120 hours of standard-definition (SD) or 24 hours of High-Definition (HD) recorded programs. Capacity will vary between 24 and 120 hours with a mix of SD and HD recordings. When the DVR is almost full, you'll see the onscreen message "Recording space is getting low" when you try to record a program.

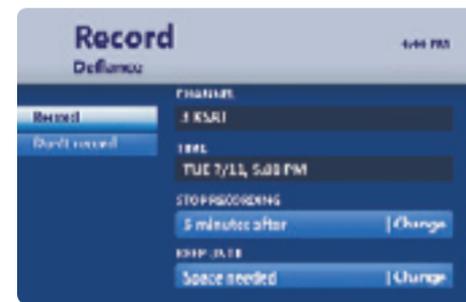
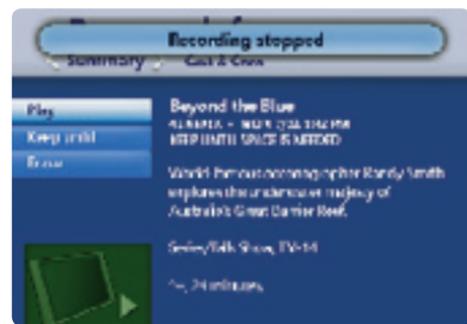
CONTROL RECORDED AND LIVE TV!

- > Press **pause** to freeze a live TV program for up to 90 minutes, then resume playing at the point where you paused it.
- > Press **play** to resume playing the program from the point where you paused it.
- > Press **FF** to move forward quickly or **fwd** to fast-forward in 30-second increments.
- > Press **rew** to rewind quickly or **replay** to skip backward in 7-second increments.
- > You can press **FF** or **rew** once, twice, or three times to go forward or back at increasing speeds.

Note: A progress bar will appear onscreen to indicate how far you can rewind (or go forward) in a recorded program, and at what point you will be watching live TV.

RECORDING A PROGRAM YOU'RE WATCHING

- 1 Press **record** when you are tuned to a program you want to save. Recording will begin immediately and stop at the program's scheduled end time.
- 2 The message "recording" appears onscreen, and *record* LED lights up on the receiver and stays on until recording ends.
- 3 Press **stop** to end the recording at any time, then press **OK** to confirm.



RECORDING A PROGRAM YOU'RE WATCHING WITH EXTRA TIME AT THE END

If you think a program may run long (often the case with sporting events), tell the DVR to add time to the end of your recording.

- 1 Press **info**, select *record program* on the *program info* screen, then press **OK** to bring up the *record* screen.
- 2 Use **arrows** to select *change* in the *stop recording* section. Press **OK** to select the desired additional time.
- 3 After the time is set, select *record* to begin recording, then press **OK**.

SCHEDULING A PROGRAM OR SERIES TO RECORD FROM THE GUIDE

- 1 Press **guide**, then use **arrows** to scroll through and highlight a program.
- 2 Press **record**. A red dot appears next to the program listing to indicate that a recording is scheduled.
- 3 Press **record** twice to schedule a series of recordings at the same day and time every week. Two red dots will appear.
- 4 Press **record** a third time to cancel recording. The dots will disappear.



SCHEDULING A PROGRAM OR SERIES TO RECORD FROM THE PROGRAM INFO SCREEN

- 1 Press **guide** and use the **arrows** to highlight the program you want to record and then press **info**.
- 2 Select *record episode* or *record series* and press **OK**. If *record series* is selected, use **arrows** to select *change* under *time* and press **OK** to choose a scheduling option: any day, any day/anytime, any day/anytime/once per day.
- 3 To pad the recording time in case the program runs long, select *change* next to *stop recording*; press **OK** to select a time.
- 4 Select *record*, then press **OK**.

Note: AT&T U-verse TV does not adjust if a program's schedule changes unexpectedly. However, planned schedule changes (e.g., a series moves from 8:30 p.m. to 8 p.m. for one week) will be followed and the episode recorded in its entirety.

What can you watch while recording?
Watch the program being recorded or watch another recorded program.

Learn More

More ways to schedule recordings and resolve scheduling conflicts.

SCHEDULING A SINGLE RECORDING BY ENTERING CHANNEL, DATE, AND TIME

- 1 Press **recorded TV** (or press **menu**, then select *recorded TV*).
- 2 Use the **right arrow** to select *add recording* and press **OK**.
- 3 Then select *channel and time* and press **OK** to see the *manual record* screen.
- 4 Fill in the fields on the *manual record* screen, using **arrows** to move between fields.



- 5 Use the **number/letter** buttons to enter the channel to record under *channel*.
- 6 Select *change* under *date*, and press **OK** to choose from available recording dates.
- 7 Use the **number/letter** buttons to enter the time you want to start and stop recording, and select AM or PM.
- 8 Select *record*, then press **OK** to schedule the recording.

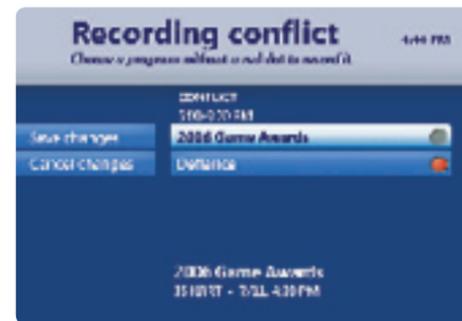
RECORDING WHEN THE TV IS OFF

Your scheduled program will still record even if your TV is off as long as the receiver is on or in standby. This applies to scheduled recordings, not recordings started by pressing **record** while watching live TV.

Note: Scheduled recordings will not take place if your home loses electricity.

When your recordings conflict

When a program or series you're trying to record overlaps other scheduled recordings' time slots, a *conflict* screen appears.



RESOLVING SINGLE PROGRAM CONFLICTS

- > To record the new program, select the new program in the *conflict* screen; press **OK**.
- > To keep what was previously scheduled to record, select the previously scheduled program and press **OK**.

RESOLVING SCHEDULED SERIES CONFLICTS

- > Select *record all episodes of new series* from the *conflict* screen, then press **OK** when you want the recordings for a new series to override and cancel any previously scheduled recordings.
- > Select *record only when no conflict occurs*, then press **OK** when you don't want to record episodes that conflict with previously scheduled recordings. All other recordings occur as planned.

RECORDING AN OVERRIDDEN PROGRAM

- 1 In the *guide* screen, select the overridden program (indicated by a crossed-out red dot) and press **OK**.
- 2 Next, in the *program info* screen, select *resolve conflict* and press **OK**.
- 3 In the *conflict* screen, select the previously overridden program or series episode and press **OK**. The overridden program now becomes the program to be recorded, cancelling the other.



CLEARING THE CONFLICT SYMBOL

- 1 In the *guide*, select the overridden episode and a *program info* screen appears.
- 2 Select *don't record* or *cancel series*, then press **OK**.
- 3 You'll be asked to confirm this step, then press **OK**. The scheduled recordings will be cancelled and conflict symbols are cleared.

Note: This does not erase episodes that have already been recorded.

VIEWING WHAT'S SCHEDULED TO RECORD

- 1 Press **recorded TV** (or press **menu**, then select *scheduled*, and press **OK**).
- 2 The *recorded TV* screen shows upcoming recordings, including series episodes, in the order in which they will be recorded.
- 3 To view only the scheduled series, use the **right arrow** to select *series*.
- 4 Use **arrows** or **ch/pg** to scroll the list.



Finished watching a recorded show?
You can press **stop** at any time, and choose to start over, resume watching where you left off, or erase the show. Learn more on p. 29

Learn More

How to cancel scheduled recordings and watch recorded programs.

Cancel scheduled recordings

You can cancel a program or series recording any time before the recording begins.

USING THE GUIDE TO CANCEL RECORDINGS

- 1 Press **guide**, then use **ch/pg** and the **arrows** to locate and select the program.
- 2 If the program is a series recording (two overlapping dots), press **record** once. This cancels the entire series and the red dots disappear.

- 3 If the program is an individually scheduled recording (single red dot), press **record** twice and the red dot disappears.

*Note: If the scheduled series recording conflicts with previously scheduled recordings, a conflict screen will appear. Press **OK** until the conflict screen disappears, then press **record** again.*



USING THE RECORDED TV SCREEN TO CANCEL RECORDINGS

- 1 Press **recorded TV** (or press **menu** and use the **right arrow** to select **recorded TV**).
- 2 Press the **down arrow** to select **scheduled**; press **OK**. You'll see a list of upcoming recordings in the order they'll be recorded.
- 3 To cancel a series, use the **right arrow** to select **series** from the menu bar and see a list of your scheduled series.

- 4 Use **arrows** or the **ch/pg** button to scroll through the list.
- 5 Select the scheduled program or series you want to cancel, and then press **OK**. The *program info* or *series info* screen appears.
- 6 Select **don't record** or **cancel series**, then press **OK**. This will not erase previously recorded episodes.

Watch your recorded shows

After you have recorded a program, you can watch it whenever you want.

- 1 Press **recorded TV** (or press **menu** and use the **right arrow** to select **recorded TV**, select **browse recordings**, and press **OK**).
- 2 The **recorded TV** screen lists your available recordings by date, from the most recently recorded to the oldest. To see a list of the recordings alphabetically by title, use the **right arrow** to select **by title**.



- 3 Select a recorded show and press **OK**. The *program info* screen appears.
 - > Select **play** to watch the program.
 - > If you stopped watching the recorded program before it ended, choose **resume play** to continue from where you left off.
- 4 When a recording is done playing, a **finished** screen appears. Use the **arrows** to select **done**, then press **OK**.

STOP PLAYING A RECORDED PROGRAM

- 1 Press **stop** at any time during a recording and the *stopped* screen appears.
- 2 Use **arrows** to select **done** and press **OK**. This displays the *recorded TV* screen, which lists your recordings. You can also:
 - > Choose **resume play** to continue watching the recorded program where you left off.
 - > Choose **start over** to watch the program again from the beginning.
 - > Choose **erase** to stop watching the program and to delete it permanently.



ERASING YOUR EXISTING RECORDINGS

Older programs are erased automatically to make room for new recordings when the storage limit is reached. Manually erasing unwanted recordings ensures that you keep what you want.

- 1 In the *recorded TV* screen, select **browse recordings** and press **OK**.
- 2 Highlight the program to erase, then press **OK**. Select **erase**, then press **OK**. Repeat to confirm.

PROTECTING A RECORDING FROM BEING DELETED

- 1 In the *recorded TV* screen, select **browse recordings** and press **OK**.
- 2 Highlight the recording you would like to protect, and press **OK**.
- 3 Highlight **keep until**, then select **space needed** or **1 erase** and press **OK**.

What happens if I tune away from a recording?

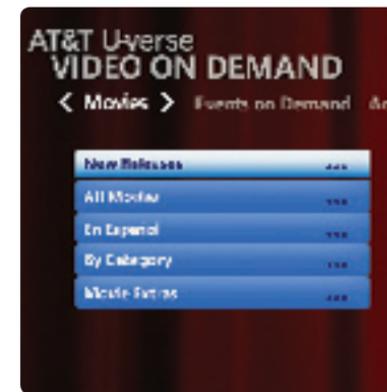
All recordings play on a channel that you can tune to or away from. To resume playing, turn back to the channel or select it in *recorded TV*.

See for yourself! The DVR shows when your program is recording.

- There are several ways to confirm that the DVR is actually recording.
- > Receiver's *record* LED is lit up.
 - > You can press **info** to see the red dot on the program on the *program info* screen.
 - > You can see the program in the *recorded TV* screen list.

U-choose

In this section, you'll discover ways to personalize your AT&T U-verse. Change the language that appears on your screen, choose widescreen or standard-size TV, and set up parental locking. Best of all, our ever-growing Video on Demand library offers new releases, help videos, and more to watch whenever you want. By yourself or [together](#).



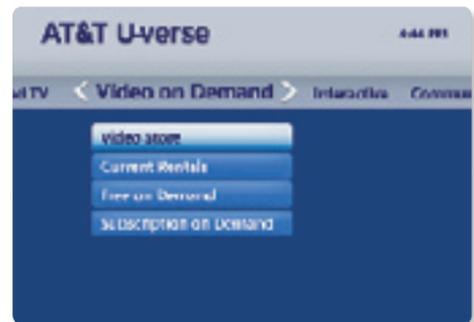
Learn More

How to find, preview, and watch on-demand videos in your TV library.

It's easy to find and rent on-demand movies, TV shows, and more without leaving home. Rental costs are listed by the title. Many are free!

Using Video on Demand

Once you choose a video or program from the Video on Demand library, you can start, stop, and resume play any time during the period indicated on the rental screen.



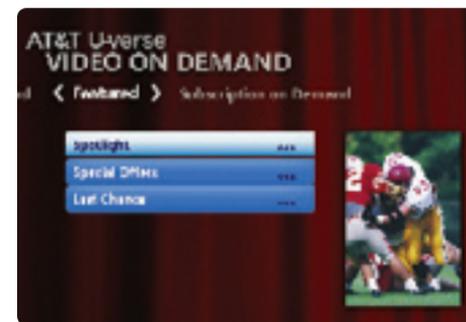
RENTING FROM THE VIDEO STORE

- 1 Press **video on demand** (or press **menu** then select *video on demand*, then *video store*, and press **OK**).
- 2 The *video store* screen appears. Videos are arranged by category. Use **right/left arrows** to choose *current rentals*, *movies*, or *featured* and press **OK**.
- 3 Use **up/down arrows** to scroll through the available videos or view a subcategory.

- 4 Select the video you want, then press **OK** to access *program info*, where you can watch a preview or rent a video.
- 5 Select *rent*, and then press **OK**. The screen will ask you to press **OK** to confirm your purchase. The video begins playing immediately. To stop it and watch it later, press **stop**, select *done*, then press **OK**. Return to the *current rentals* screen before the rental expires to watch your video.

FINDING ON-DEMAND VIDEOS IN THE GUIDE

- 1 Press **guide**, then use **arrows** and **ch/pg** to scroll through the listings to find the channel labeled Video on Demand.
 - 2 Press **OK** and you'll be taken to the *video store* screen where you can rent using the directions above.
- Note: If you subscribe to a premium movie package, many of its previously broadcast programs are available free on demand.*



Featured video on demand

In your *video store* display under *featured*, you can check to see what featured videos are available to you. *Spotlight*, *special offers*, and *last chance* movies, sports, and TV series are offered frequently and change regularly. For example, you'll have the option to rent all the videos in a featured package, or parts of the package individually. Access them just as you would regular rentals.

FINDING FEATURED VIDEO BUNDLES

- 1 Press **video on demand** (or **menu**, *video on demand*, *video store*, then **OK**).
- 2 On the *video store* screen, use the **down arrow** to select *featured*, and press **OK**. You'll see a listing of what's available. Offers change regularly, so stay tuned!
- 3 Use the **up/down arrows** to scroll through the available videos. Select the programming you want, and press **OK**. A *program info* screen appears, where you can choose to watch a preview or rent a video.
- 4 Select *rent*, and press **OK**.

PAYING FOR VIDEO ON DEMAND RENTALS

On your AT&T U-verse bill, each of your on-demand rentals will be listed individually by title with associated rental cost. You'll see them listed under usage charges on your bill.

Note: Any adult Video on Demand programming will be noted without title.

PAY PER VIEW EVENTS ON CHANNEL 102

Order new special events each month on AT&T U-verse Pay Per View. Special events are individually priced and will be added to your AT&T U-verse bill.

- 1 Press **guide** and go to channel 102.
- 2 Select the program you want and follow the onscreen prompts.

Note: Unlike Video on Demand, Pay Per View events must be watched at a scheduled time.

CONTROLLING WHO ORDERS WHAT

If you want to limit who can order Video on Demand selections, you can set parental locking controls so that whoever rents on-demand videos has to enter a Personal Identification Number (PIN) that you create. You can also indicate the movie ratings you want to control so that viewers must enter a PIN to watch any rental video or current TV program with that rating or above. Learn how to create a PIN for parental locking and movie ratings on page 34.

How long can I keep a rental?

The video is available for 24 hours or more, depending on the rental. The time is shown in your *current rentals* screen found in the Video on Demand drop-down menu.

Watch Help on Demand videos for specific topics!

Tune to channel 411 at any time to choose from a series of interesting AT&T U-verse TV "help" videos on a variety of topics. After watching a short introductory video, press **OK** to go directly to the Help section of the Video Store. You can also reach the help videos at any time from your remote:

- > Press **video on demand** and select *help on demand*, or press **menu**, then select *help*, and then *help on demand*.
- > Select the topic you want to watch and follow the prompts for ordering (it's free).
- > Once ordered, the video plays immediately or you can stop it to watch later.