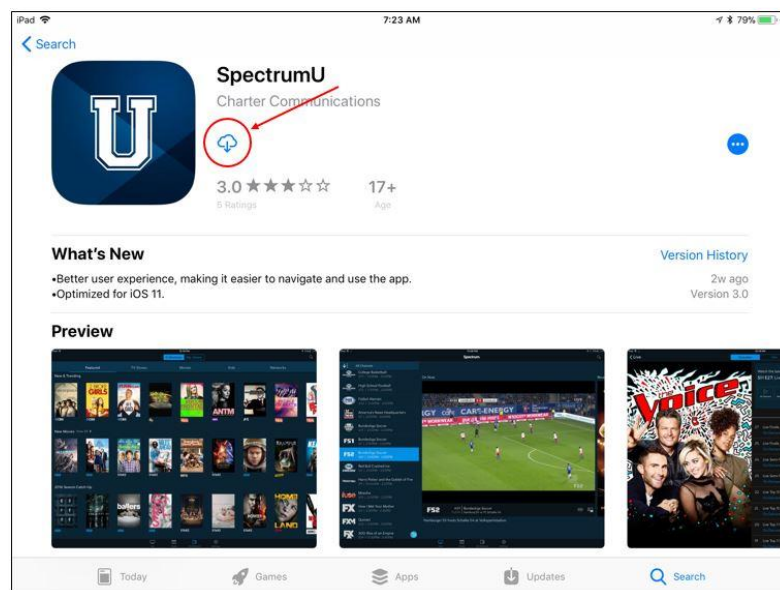


Additionally the follow sections offer troubleshooting steps the Help Desk can take to help resolve issues on-the-spot

How to Access and Watch SpectrumU

1. How does a user access SpectrumU?
 - a. Download SpectrumU from the app store (see #2)
 - b. Open the app while the user's device is connected to an authorized school network

2. How does a user get SpectrumU? Where does a user go to download the app?
 - a. For desktops, laptops and smart TV with browsers, users should navigate to watch.spectrum.net or www.spectrumtv.com while connected to an authorized school network
 - i. **Note:** if users are an existing Spectrum residential customer and are logged in on the desk/lap top version, users will have the out-of-home residential experience
 1. While connected to an authorized network, simply log out (top-right of the page)
 2. When the login modal appears, scroll to the bottom of the modal and click on the "University student? Go to SpectrumU" link for the SpectrumU experience
 - b. For iOS devices (iPhone, iPad, iTouch)
 - i. Sign into the Apple App Store from the iOS device
 - ii. Search for "SpectrumU" (no space); look for SpectrumU icon

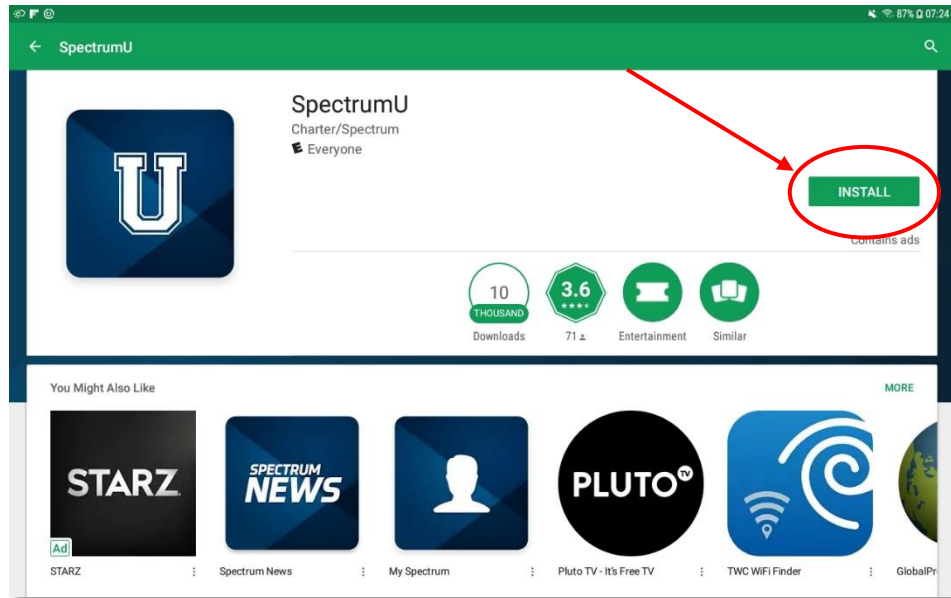


- iii. Tap the download icon (cloud with down arrow in image above) to start downloading
- iv. Open the app and accept terms and conditions
 1. The user can open from the Apple App Store after the download is complete

2. Alternatively, the user can go to the iOS device's homepage and tap on the SpectrumU icon

c. For Android devices

- i. Sign into Google Play Store from the Android device
- ii. Search for "SpectrumU" (no space)
- iii. Tap on the SpectrumU icon



iv. Tap "Install"

- v. [\[For Android 5.0.x; for later versions see below\]](#) Accept/allow the Android-specific permission modals:
 1. Android tablets: tap "Accept" on the permissions modal
 2. Android phones: tap "Allow" on two permissions modals
 3. Tapping "Deny" will prompt users with this message:

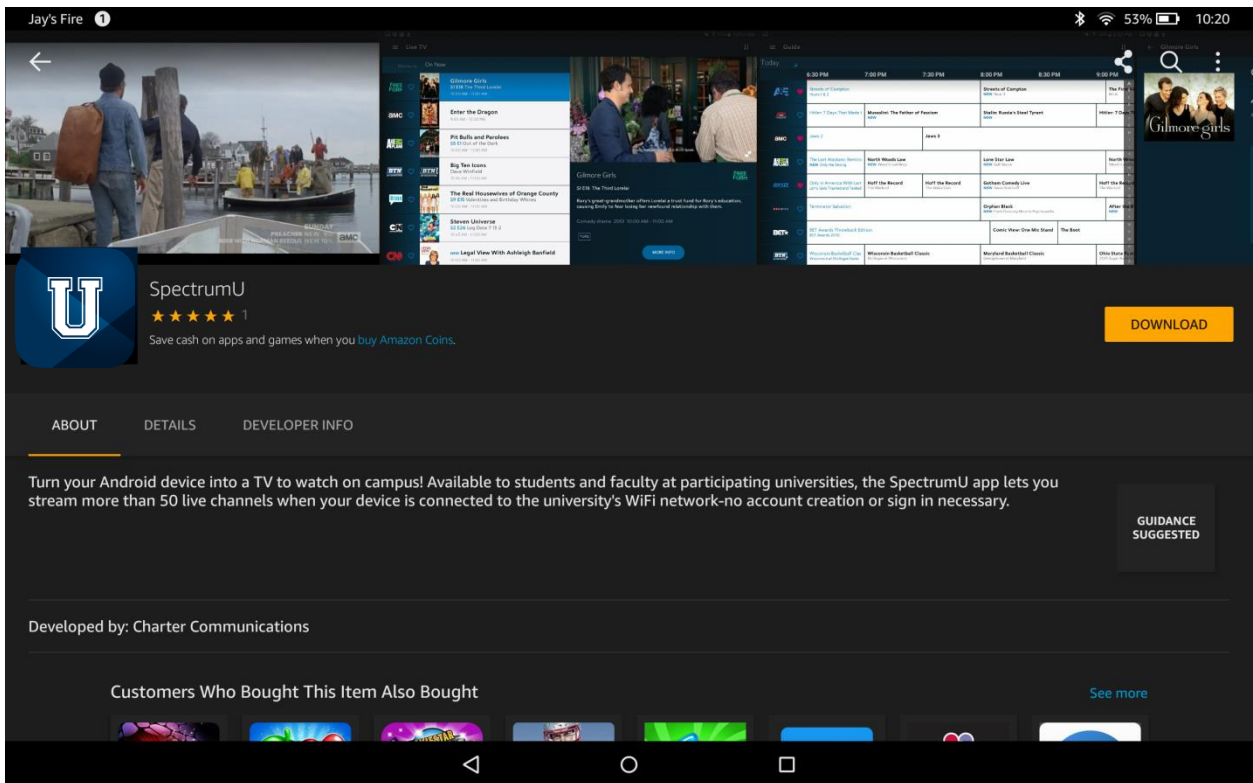
To use this app, please go to Settings and turn on permissions for the SpectrumU app. We use these permissions to play live video and provide faster performance

Note: SpectrumU will only work with these Android-generated permissions granted. The app does not access any personal files
 4. The user can open the app from the Google Play Store after the download is complete
 5. Alternatively, the user can go to the Android device's homepage and tap on the SpectrumU icon
 6. The app is also accessible in the device's Settings under:
 - a. Android tablets: General -> Application manager
 - b. Android phones: Applications -> Application manager (Android 6.0) or Device -> Apps (Android 7.0) manager
- vi. [\[For Android 6.0.x and 7.0.x these occur here\]](#) Accept/allow the Android-specific permission modals:
 7. Android tablets: tap "Accept" on the permissions modal

8. Android phones: tap “Allow” on two permissions modals
9. Accept the terms and conditions

d. For Amazon Kindle devices

- i. Open the Amazon App Store from the Kindle homepage
- ii. Click on the search magnifying glass icon in the upper right
- iii. Enter “SpectrumU” (no space); click on the gold search icon
- iv. Tap the “SpectrumU” tile
- v. Tap on the gold “Download” button to install SpectrumU



- vi. After installation is complete, tap on the gold “Open” button
- vii. Alternatively, the user can go to the Kindle homepage and tap on the SpectrumU icon
- viii. Accept the terms and conditions

Troubleshooting – SpectrumU

Note: When possible, verify any reported issues against the Spectrum residential app.

If issue also exists on the Spectrum residential app, engineers and operation teams are likely already working to fix and resolve.

3. **Issue: I can't find the SpectrumU app in the app store.**

- a. For iOS devices (iPhones, iPad, iPod Touch): In the Apple App Store search for “SpectrumU” (no space)
- b. For Android devices (smartphones and tablets): In the Google Play Store search for “SpectrumU” (no space)

Note: User may need to scroll down to find the SpectrumU icon

- c. For Kindles: In the Amazon App Store search for “SpectrumU” (no space)

Note: Amazon Fire Stick and Fire TV are not SpectrumU supported devices

4. **Issue: There are two Spectrum/Charter Communications apps in the app store. Which one do I download?**

- a. Users should download the SpectrumU app (navy blue with a large white “U” in collegiate font):



SpectrumU™ icon

- b. Users should not download the residential Spectrum TV app:



Residential Spectrum™ TV app icon

5. **Issue: The app is asking me for my user name and password.**

- a. Ask user which app they downloaded
- b. Users should download the SpectrumU app (navy blue with a large white “U” in collegiate font):



SpectrumU™ icon

- c. Users should not download the residential Spectrum TV app:



Residential Spectrum TV™ app icon

6. Issue: The app won't open.

- a. Initial troubleshooting:
 - i. Is the user on an authorized network?
 - ii. Does the user have the latest version of the app installed?
 - iii. Is the user on a supported device?
- b. Try uninstalling/deleting the app and reinstalling from the app store
 1. If issue is not resolved, escalate to Spectrum Enterprise Support

7. Issue: I get a "Connect to Campus WiFi" message.

- a. Tap on "WiFi Settings" on the modal
- b. Connect to an authorized school network
 - i. iOS: tap "Back to SpectrumU" (top, left) to go back to app
 - ii. Android: tap the device's back button (usually to the right of the device's home button) to go back to the app
 - iii. Kindle: tap the device's back button (usually to the left of the device's home button) to go back to the app
 - iv. Desk/laptops: go to your network settings and connect to an authorized network

Note: When switching networks, the user may need to force-close the app and re-open for the change to take effect

8. Issue: The app isn't streaming.

- a. Initial troubleshooting:
 - i. Is the user on an authorized network?
 - ii. Does the user have the latest version of the app installed?
 - iii. Is the user on a supported device?
- b. Is the user able to open the app?
 - i. Yes
 1. Go to "c."
 - ii. No
 1. Uninstall/delete app and reinstall from the appropriate app store
 2. If issue is not resolved, escalate to Spectrum Enterprise Support
- c. Are all channels/streams affected? Or only certain channels?
- d. If possible, verify if the issue exists on the Spectrum residential app
 - i. Escalate to Spectrum Enterprise Support
 - ii. **Note:** if issue also exists on the Spectrum residential app, engineers and operation teams are likely already working to fix and resolve

9. Issue: I'm getting an error message.

- a. Note error message/code and take screenshot if possible
- b. Close/re-open the app
- c. Did that resolve the issue?
 - i. Yes
 1. Issue resolved
 - ii. No
 1. Uninstall/delete app and reinstall from the app store

- a. If issue is not resolved, escalate to Spectrum Enterprise Support

10. Issue: The app is frozen/spinning/stuck.

- a. Initial troubleshooting:
 - i. Is the user on an authorized network?
 - ii. Does the user have the latest version of the app installed?
 - iii. Is the user on a supported device?
 - iv. Are there any network issues, or is the network busy?
- b. Close/re-open the app
- c. Did that resolve the issue?
 - i. Yes
 - 1. Issue resolved
 - ii. No
 - 1. Uninstall/delete app and reinstall from the app store
 - 2. If issue is not resolved, escalate to Spectrum Enterprise Support

11. Issue: There is a channel missing in the lineup.

- a. Verify the school is entitled to the missing channel
- b. Is the channel on the list?
 - i. No
 - 1. Inform user the requested channel is not available on SpectrumU
 - ii. Yes
 - 1. Inform user to uninstall/delete app and reinstall from the app store
 - a. Does channel show? Yes – issue resolved
 - 2. If issue is not resolved, escalate to Spectrum Enterprise Support