

SpectrumU TV for administrators



Learn how SpectrumU TV works on your campus

Question:

Answer:

What is SpectrumU TV?

SpectrumU TV is a video streaming service that delivers live TV with news, sports and entertainment in addition to on-demand television shows and movies to iOS and Android mobile devices, tablets, laptops, desktops and Roku devices over an existing campus network.

How does SpectrumU TV work?

SpectrumU TV integrates with your school's identity provider (IdP), and students gain access using their existing university credentials.

How does a user get access?

Access is gained through an app that is downloaded to your students' devices or through a browser.

- For iOS and Android, download the SpectrumU app from their app stores
- For Roku, search for Spectrum TV in the Channel Store
- From a browser, go to SpectrumTV.com

Which devices are supported?

The following devices and OS version numbers are currently supported:

- Android smartphones and tablets running Android 5 or above
- iPhone, iPad or iPod touch running iOS 11 or above
- Kindle Fire Phone and all Kindle Fire models except for the 1st generation model
- Mac: Safari 7 or higher, Firefox 45 or higher or Chrome 43 or higher
- PC: IE 11, Chrome 43 or higher, Firefox 45 or higher or MS Edge 12 or higher
- Roku: All second generation players and TVs

What will the impact be on my university's network?

Each school's network is unique and may or may not require bandwidth augmentation. The Spectrum Enterprise Sales and Engineering teams will provide a complimentary review and work with the school's IT department to evaluate the on-campus WiFi network and assess any bandwidth recommendations.

What equipment and/or physical infrastructure is required for SpectrumU TV?

SpectrumU TV is delivered via existing campus network infrastructure. There is no equipment to purchase and maintain and no additional infrastructure is needed, since it does not require head-end, transcoding and caching equipment.

Can I try SpectrumU TV?

Yes, your university or college stakeholders and decision makers can evaluate a version of SpectrumU TV, at no cost, for up to two weeks.

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Does my university need to subscribe to Spectrum Enterprise Fiber Internet Access to use SpectrumU TV?

Although Spectrum Enterprise can provide your school with a complete communications solution that includes Internet, Managed WiFi, Ethernet, Voice Services and Television, SpectrumU TV can be provided as a standalone service.

How long does it take to set up SpectrumU TV?

A typical set up is less than one month.

What channels are available with SpectrumU TV?

Our core bundle has over 100 channels. From there you can add additional bundles, premium packages and more. For a complete lineup, go to enterprise.spectrum.com/channels.

Can students upgrade or purchase access to additional channels?

You select the programming that will be available to students, based on their preferences. Adding additional channels is not available for individual users. However, for a more customized service, individuals can create their own list of favorite channels among a broad channel lineup within the SpectrumU TV guide.

Can institutions add more channel bundles to their SpectrumU TV lineup?

Yes, additional channel bundles may be added at any time. Please talk to your representative for pricing. Note: SpectrumU TV does not support custom channel insertion.

Who does a SpectrumU TV user contact for support issues?

End users will first contact your IT department, which will determine if there is an issue with the local network. If the issue is not network related, the university's IT help desk will engage Spectrum Enterprise Support to identify and correct issues.

Is SpectrumU TV accessible to the visually and hearing impaired?

Yes, SpectrumU TV is optimized for the visually impaired and includes closed captioning (CC).

Learn more

enterprise.spectrum.com/spectrumu

About Spectrum Enterprise

Spectrum Enterprise, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions serving America's largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes networking and managed services solutions: Internet access, Ethernet access and networks, Voice and TV solutions. Spectrum Enterprise's industry-leading team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. More information about Spectrum Enterprise can be found at enterprise.spectrum.com.