



We want your students to enjoy SpectrumU, but we understand that issues may occur. If they do, your students should contact your school's help desk or IT department. To assist your help desk or IT staff in quickly troubleshooting potential issues, we've outlined the most common issues and tips for resolving them.



How do your students connect with support?

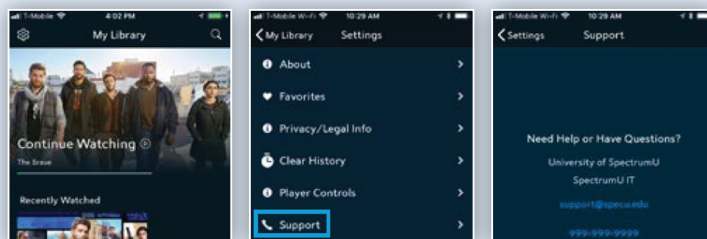
There are two ways students can find your school's support information.

When using the app:

From the My Library screen, they will tap the gear icon to access Settings. From there, they will tap "Support" and see university help desk contact information.

When using SpectrumU on a web browser:

They'll click "Support" at the top right of the page.



Tips for accessing SpectrumU and content

ACCESSIBILITY TIPS

Launching the SpectrumU app: The SpectrumU authentication process requires students to first enter the school's email domain, which directs them to your school's single sign-on page. Once there, students sign in to SpectrumU TV using their existing university credentials. Students will use a similar process to sign on to TV channel apps that are available from select content providers when a channel is part of the university's program package.

Entering a username and password: For iOS® or Android™ devices: If students have downloaded our residential app, Spectrum TV, the app asks for a username and password. However, the SpectrumU app, which is the one they need to download to access your SpectrumU service, will ask for the school's email domain first, and then will allow the student to log in via the school's single sign-on page. **If accessing via a Roku® device:** Make sure the Roku is connected to one of the secure networks provided to Spectrum Enterprise. Once connected, the Roku will display an activation code that will be used for authentication. **If accessing via a browser:** Below the username and password boxes, students will find a link that says "University student? Go to SpectrumU."

Resolving issues if several students cannot access the app: This could indicate an issue with the authorization of a network. Contact Spectrum Enterprise™ Customer Care to resolve the issue.

Signing in to a TV channel app using an iPhone or iPad, but students don't see a page that allows them to select a TV provider: iOS contains a feature in settings called "TV Provider" that allows the user to sign in with their TV provider. If TV Provider is configured, any supported app will use this information instead of asking the user to sign in again. In order to sign in with their university credentials, the student will need to select "Don't Allow" from the dialog box asking if the app can use their TV Provider. This will prompt the Choose TV Provider screen to be displayed rather than using the account information stored in the TV Provider setting.

CONTENT AVAILABILITY TIPS

Finding a favorite channel or program: Ask if the student has connected using a campus network. If they are using an off-campus network, they will not see local channels in the program guide. If they are using an authorized campus network, make sure the channel and program your student is looking for is part of your school's program package. If the channel or program your student is looking for is part of your school's program package, contact Spectrum Enterprise Customer Care to resolve the issue. To change your program package, contact your sales representative.

For buffering, specific shows that are not playing, and/or significant delays before a live channel or Video On Demand (VOD) content plays: This could indicate a more complex issue related to networks and/or our Content Delivery Network. Contact Spectrum Enterprise Customer Care to help you resolve the issue.

Recording shows: The SpectrumU cloud DVR feature gives each student the ability to record individual shows or create a recording schedule. The maximum number of stored shows is 20. For each recorded show, the student can choose to save for 30 days, or to save until space is needed. If students report that new shows are not recording, make sure their shows are saved until space is needed, or ask them to delete shows that are saved for 30 days to free up additional storage space.

Finding recorded shows: The SpectrumU cloud DVR stores shows for up to 30 days from the time of recording. After 30 days, shows are automatically deleted. If the student has scheduled recordings and has not interacted with the cloud DVR feature for 60 days, all recordings will be deleted, including all scheduled recordings.



Have questions? We're here to help

For faster resolution to any additional issues, before you call Customer Care, please have the following information handy:

- 1 Platform(s) experiencing the problem (e.g., iOS®, Android™, all).
- 2 Affected app versions. If a newer version is available, could downloading it correct the problem?
- 3 How widespread is the problem (i.e., affecting all students, only ones in specific areas, or random students)?
- 4 If the issue is consistently occurring, what are the steps that take place before it happens?
- 5 What error messages, if any, are displayed?

Contact Spectrum Enterprise Support

Client care: **1-888-812-2591**

Please have your account information available.

Thank you,
SpectrumU Customer Care