



TV Streaming Access

We want your viewers to enjoy TV Streaming Access, but we understand that issues may occur. If they do, your viewers should contact your location's IT support staff. To assist your staff in quickly troubleshooting potential issues, we've outlined the most common issues and tips for resolving them.



How do your viewers connect with support?

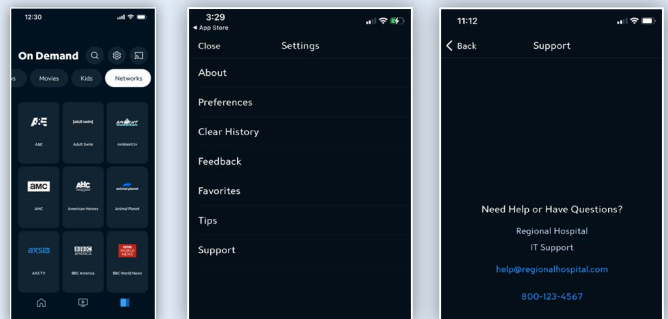
There are two ways viewers can find your location's support information.

When using the Spectrum Enterprise® TV app:

They can tap the gear icon at the top of the screen to access Settings. From there, they will tap "Support" and be directed to the contact information your location provided to Spectrum Enterprise.

When accessing the service via a web browser at SpectrumEnterpriseTV.com:

They can click "Support" at the top right of the page.



Tips for accessing TV Streaming Access and content

ACCESSIBILITY TIPS

Launching the Spectrum Enterprise TV app: Make sure viewers are logged in to one of the secure networks provided to Spectrum Enterprise. TV Streaming Access will not authenticate or launch unless viewers are on one of these networks.

Entering a username and password: Your viewer downloaded the wrong app. Our residential app, Spectrum TV, requires a username and password, but Spectrum Enterprise TV does not.

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

CONTENT AVAILABILITY TIPS

Finding a favorite channel or program: Make sure the channel or program your viewer is looking for is part of your location's programming package. If it is, contact Spectrum Enterprise Client Care to resolve the issue. To change your programming package, contact your sales representative.

If the app is not able to play any video: TV Streaming Access is delivered via a Spectrum Enterprise IP connection to a dedicated circuit to a NID and network managed router. While this makes TV Streaming Access highly reliable and robust, issues with these devices or how your network connects with them could impact video playout. Please contact Spectrum Enterprise Client Care with any issues where multiple viewers are reporting that the app is unable to play video.

For buffering, specific shows that are not playing, and/or significant delays before a live channel or on-demand content plays: This could indicate a more complex issue related to networks and/or our Content Delivery Network. Contact Spectrum Enterprise Client Care to help you resolve the issue.



Have questions? We're here to help

For faster resolution of any additional issues, please have the following information available when you call Client Care:

- 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 viewers, only ones in specific areas, or random viewers)?
- 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,
Spectrum Enterprise Client Care

About Spectrum Enterprise

Spectrum Enterprise, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions serving many of 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](#). The Spectrum Enterprise team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. For more information, visit enterprise.spectrum.com.