

SpectrumU[®]

technical support



We want your students to enjoy SpectrumU, but we understand that issues may occur that could disrupt their viewing experience. In these instances, your students should contact your school's help desk or IT department. To assist your help desk or IT staff in troubleshooting potential issues, we've outlined the most common issues and their resolutions below.

How do your students connect with support?

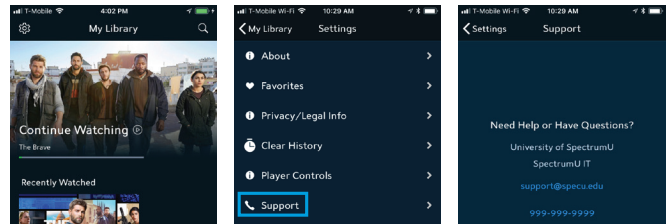
There are two ways students can find your school's support information.

When using the app:

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

When using SpectrumU on a web browser:

Click "Support" at the top right of the page.



Problems with SpectrumU usually fall into two categories: **accessibility** and **content availability**

Accessibility FAQs

What if students report that the SpectrumU app will not launch?

Make sure your students are logged into one of the secure networks provided to Spectrum Enterprise. SpectrumU will not authenticate or launch unless students are on one of these networks.

My student sees a prompt to enter a username and password. What do I tell them?

For iOS[®] or Android[™] devices: Your student downloaded the wrong app. Our residential app, Spectrum TV, requires a username and password, but SpectrumU does not.

For Roku[®] devices: Make sure the Roku device is connected to one of the secure networks provided to Spectrum Enterprise. Once connected, the Roku will automatically authenticate.

If accessing via a browser: Below the username and password boxes, your student will find a link that says "University student? Go to SpectrumU." If no link is present, then verify that they are connected to an authorized network.

What does it mean if several students are reporting issues with getting into the app?

This could indicate an issue with the authorization of a network. Contact Spectrum Enterprise Customer Care to resolve the issue.

Content availability FAQs

Why can't my students find their favorite channel/program?

Make sure the channel and program your student is looking for are part of your school's program package. If the channel or program your student is seeking 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.

What if students are complaining of buffering, specific shows 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.

In the case these frequently asked questions do not help to resolve the issues your students may experience, Spectrum Enterprise is here to help.

By gathering as much of the below information as possible before calling Spectrum Enterprise Customer Care, you'll help us to return your students to streaming their favorite content as soon as possible.

1. Which platforms are experiencing the problem? (e.g., iOS®, Android™, all)
2. What app versions are being affected? If a newer version is available, did downloading it correct the problem?
3. How widespread is the problem? (i.e., affecting all students, only ones in specific areas, random students)
4. Is the problem consistently reproducible? What are the steps for replication?
5. What error messages, if any, are displayed with the issue?

Have questions? We're here to help.

Contact Spectrum Enterprise Support

Time Warner Cable®	888-812-2591
Charter®	866-603-3199
Bright House Networks®	877-470-2023
Time Warner Cable®, Hawaii	808-643-8510

Please have your account information available.

Thank you,
SpectrumU Customer Care

