# Spectrum▶

# WELCOME

# GET
# STARTED
# **NOW**
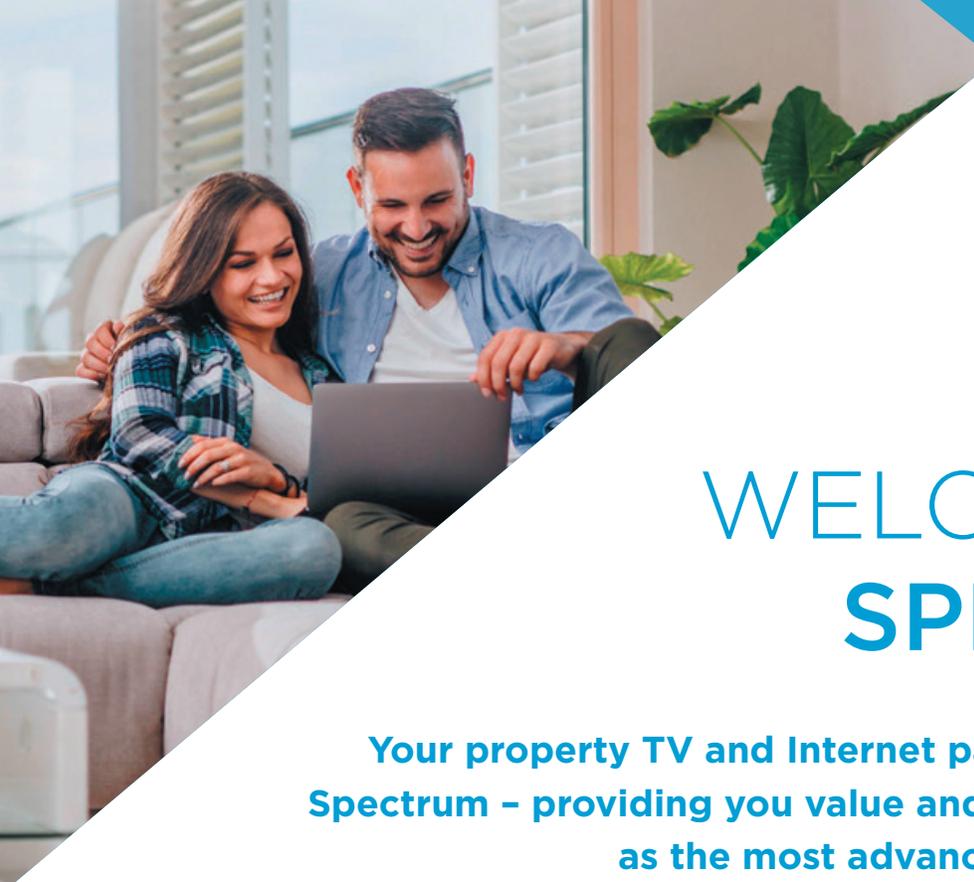
# WELCOME TO
# SPECTRUM

**Your property TV and Internet package is powered by Spectrum – providing you value and convenience, as well as the most advanced services available.**

## PROPERTY PACKAGE BENEFITS

Services immediately available at move-in

Higher performance at a lower cost

U.S.-based 24/7 Customer Service **(855) 895-5302**

## SPECTRUM COMMUNITY WIFI

Fast Internet, provided property-wide

Personal WiFi network and separate guest network

No equipment, service contracts or installation appointments necessary

## SPECTRUM TV®

225+ HD channels and 50,000+ On Demand titles

Access to the Spectrum TV App on-the-go or at home

Upgrade options available for premium channels

VIEW AND PRINT YOUR CHANNEL LINEUPS AT
**SPECTRUM.COM/BULK-CHANNEL-LINEUP**

# HOW TO CONNECT

**Take advantage of Spectrum Community WiFi, a service provided by our property. Follow the steps below to access our network.**

## STEP 1 / REGISTER YOUR ACCOUNT

Once your property manager has registered you for network access, you will receive an email from 'no-reply@wifiuseradmin' with the subject: "WiFi Access at 'property name': Create Your Password".

Open the email and follow instructions to create your account and password.

You will then receive another email from 'no-reply@wifiuseradmin' with **the network name and passphrase**.

## STEP 2 / SELECT YOUR WIFI NETWORK

Connect to the WiFi network using the network name and passphrase provided to you in the email.
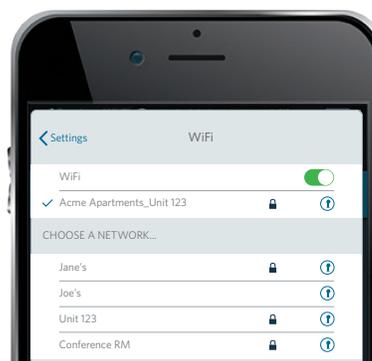
## STEP 3 / SIGN IN

On your device, open a web browser, and then visit any website. After the sign in page loads, enter the username and password from Step 1 and then select "Sign In."

*To connect devices other than a computer or smartphone, such as an Xbox or Smart TV, refer to the instructions on the next page.*

**NOTE:** If you're having trouble getting the sign in page to load, try opening a new window in your browser.
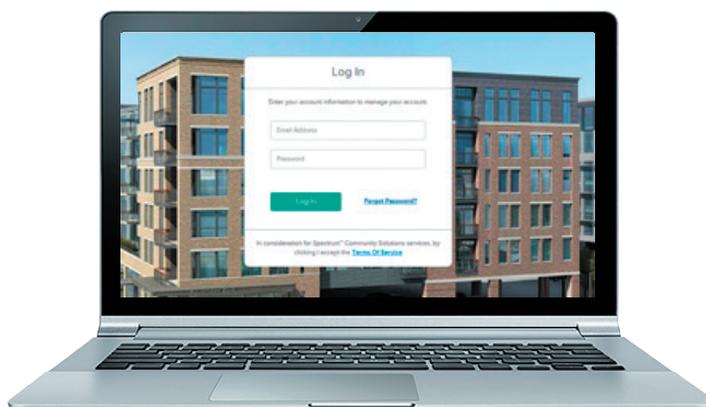
# ADDING YOUR DEVICES

**Once you've connected to Spectrum Community WiFi, you can bring all your devices online. Make sure you have your username and password handy, as well as your device's MAC address available.**
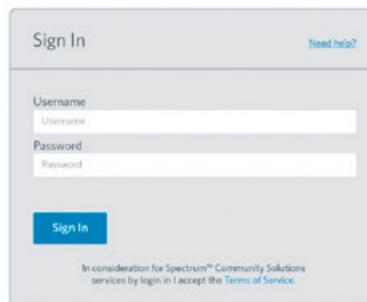
### STEP 1 / SIGN IN

Visit the link provided in your Welcome Email using your smartphone or computer. Enter your username and password and then select "Sign In".
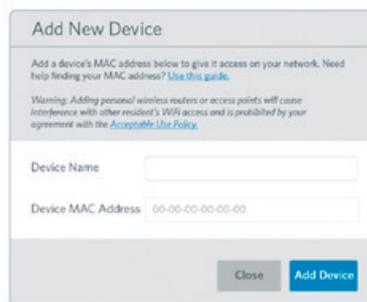
### STEP 2 / ADD DEVICES

Select "Add Device", and then enter a nickname for your device and its MAC address. If you're unable to find your device's MAC address, refer to your device's support info.
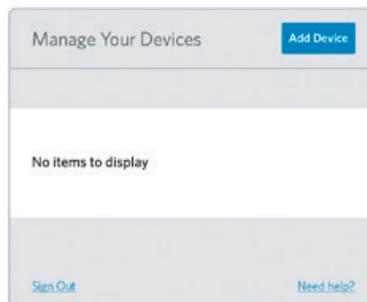
### STEP 3 / MANAGE YOUR INFO*

If you want to add or remove devices later, visit the link provided to you in your Welcome Email. We recommend bookmarking the URL for future reference. However, your property manager can resend your Welcome Email, if needed.

*Optional*

## FIND YOUR DEVICE'S MAC ADDRESS

If you're setting up a new device that requires an Internet connection to complete setup, write down the device's MAC address so you can connect the device to your WiFi network. The MAC address may be displayed on your screen during your first-time set up.

If you've already set up a device, you can usually find its MAC address within Settings or System Information. If a device has multiple MAC addresses and you're connecting it to WiFi, use the wireless MAC Address.

If you're connecting a device using an

 tv

1. Select Settings.
2. Select General > About.
3. The MAC Address is listed as either Wireless ID or Ethernet ID.

You can also find both the Wireless ID and Ethernet ID on the UPC label on the bottom or back of your Apple TV box, next to the serial number.

## Roku

1. From the home screen, select Settings.
2. Select About.
3. The MAC address will be listed on your screen.

## XBOX ONE

1. Go to My Games and Apps.
2. Select Settings.
3. Select Network.
4. Select Advanced Settings.
5. The MAC address will be listed on your screen.

## PS4

1. Select System.
2. Select System Information.
3. The MAC address will be listed on your screen.

## kindle fire

1. From the home screen, select Settings.
2. Tap More > Device.
3. Scroll down to find the MAC address.

*To learn how to find MAC addresses on other devices, refer to your device's support info.*

# FAQS

## ▶ PRODUCT + SERVICE

**Q:** IS THIS WIFI NETWORK SECURE?

  **A:** Yes, only devices that you register will be authorized to connect to the network.

**Q:** WHAT IF I FORGOT MY USERNAME OR PASSWORD?

  **A:** If you have the link provided from your Welcome Email during registration, click the link and choose "Reset Password". If not, your property manager can re-send your Welcome Email so you can access the link and reset your password. Your username will be the email address you provided to your property at move-in.

**Q:** HOW DO I GET MY WIFI CREDENTIALS?

  **A:** Reference the "How to Connect" page for more information.

**Q:** HOW DO I SIGN INTO MY WIFI NETWORK?

  **A:** Reference the "How to Connect" page for more information.

**Q:** HOW DO MY GUESTS CONNECT TO WIFI?

  **A:** The property has a separate guest network, so residents never share their credentials. Guests connect by selecting "Property Guest" in the list of available WiFi networks. No password is required.

**Q:** CAN I USE A VPN ON MY WIFI NETWORK?

  **A:** The property package network does not provide a VPN option. However, if you have a VPN from your school or company, the WiFi will accommodate it.

**Q:** WHAT IF I NEED TECHNICAL HELP WITH MY WIFI?

  **A:** Call Customer Service: **(855) 895-5302**

## ▶ EXISTING SERVICE

**Q:** WHAT HAPPENS TO MY CURRENT SERVICES AND BILL?

  **A:** If you are a current Spectrum customer, Spectrum will no longer bill you for Internet and the TV channels that are included in the property package. You will only be billed for any video services you choose to add beyond what is included in the property package.

  If you are a customer of another provider, contact our property staff for details.

**Q:** WHAT DO I DO WITH MY EXISTING TV/INTERNET EQUIPMENT?

  **A:** Return your existing equipment at the closest Spectrum store. If you have voice services, you will not need to return your modem. Visit spectrum.com/stores to find your local store location.

# FAQS

## ▶ PRODUCT + SERVICE

**Q:** WHY IS A PROPERTY PACKAGE BETTER THAN HAVING MY OWN SERVICE?

**A:** WiFi is immediately available at move-in and requires no equipment, installation appointments or service provider contracts. Having a single service provider for the entire property makes the cost significantly less than what you would pay for services on your own.

**Q:** CAN I UPGRADE TO ADDITIONAL CHANNELS THAT AREN'T INCLUDED IN THE PROPERTY PACKAGE?

**A:** You can add premium channels, additional video equipment or DVR services. You will be billed by Spectrum for any services beyond the property package.

To upgrade, you need a Spectrum username and password (an individual account with Spectrum). To create your account and receive your equipment, call Customer Service at (855) 895-5302, or visit a Spectrum retail store. Then, you can install the equipment yourself or pay for a professional installation.

**Q:** CAN I UPGRADE MY WIFI SPEED?

**A:** The enterprise-grade network is designed and managed for optimal performance, so there is no need to upgrade speed!

**Q:** WHAT IF I CAN'T CONNECT TO WIFI?

**A:** First, make sure your device's WiFi is turned on. Make sure you've selected the correct WiFi network and correctly typed the passphrase, and also opened a web-browser to sign in with your username and password. If your device can't find the network, make sure you've added it to your account, using the instructions provided in the "Adding A Device" section.

If you don't see your property network in the list of available networks, you might be too far from the signal source. If you have one or two bars, you may need to move closer to the signal source. If you're still having issues connecting, please call **(855) 895-5302** or visit spectrum.net/community.

# FAQS

## ▶ SPECTRUM TV® APP

**Q:** WHAT CAN I DO ON THE SPECTRUM TV APP?

**A:** The Spectrum TV App offers up to 225+ HD channels and up to 50,000 On Demand shows and movies when you're connected to the property WiFi. You can also browse guide listings, set up DVR recordings and much more.

**Q:** HOW DO I USE THE SPECTRUM TV APP?

**A:** To begin streaming shows and channels, you must connect to the property WiFi, then visit SpectrumTV.com or download the Spectrum TV App.
The app or browser recognizes when you are connected to the property WiFi, so you can open the app or browser to instantly watch TV without manually signing in.

**Q:** WHAT DEVICES SUPPORT THE APP?

**A:** Most streaming players, tablets and devices allow you to utilize the app, such as Apple, Android and most smart TVs.

**Q:** WHERE CAN I USE THE APP?

**A:** With the app, you can watch live TV and On Demand anywhere on the property when you're connected to the property WiFi. If you want to use the app when connected to a different WiFi network, you will be prompted to sign in with a Spectrum ID and password.
**NOTE:** A Spectrum username and password are different from your WiFi credentials that you use to access the property WiFi.

**Q:** WHY DO I HAVE ACCESS TO LESS CONTENT WHEN I AM NOT CONNECTED TO MY PROPERTY WIFI?

**A:** When you're on the go, you can enjoy up to 150 live channels and up to 20,000 On Demand titles anywhere you have an Internet connection. We make every effort to offer the same programming that you can watch at home, however, programming restrictions keep us from making every channel available on the app. Channel availability also varies by market.

iOS

Samsung SMART TV

android

Google Play

tv

# FAQS
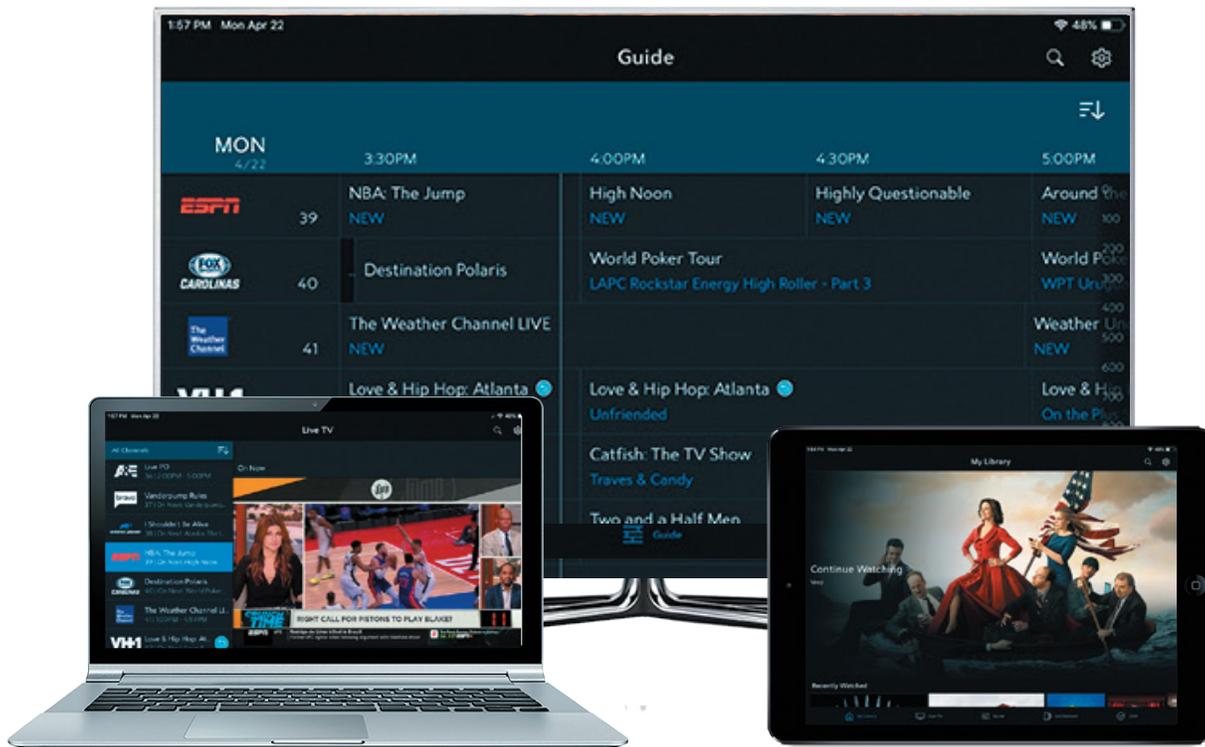
▶ **SPECTRUM TV® APP**



**Q:** HOW DO I USE THE SPECTRUM TV APP ON DIFFERENT WIFI NETWORKS?

**A:** You are automatically signed into the app when you are connected to the property WiFi. If you want to use the app on a different WiFi network, you need a Spectrum username and password to log into the app (these are different than your property WiFi credentials).

To receive a Spectrum username and password, you must create your own billing account with Spectrum. This does not change how you pay the property for your TV and Internet services, and you do not have to sign up for any additional services.

Visit **spectrum.net**, select "Create a Username", provide billing details and follow the on-screen instructions.

**NOTE:** An account must have a Spectrum Receiver associated with it. You will receive a Spectrum Receiver, but do not have to activate or use it. When you move out, you are responsible for returning it to Spectrum.

Spectrum▶