



# SpectrumU™ 2.0 Troubleshooting Doc

Minnesota State University, Mankato

Account: 8352300610001415

Email completed escalation form to [DLCBES@Charter.com](mailto:DLCBES@Charter.com)

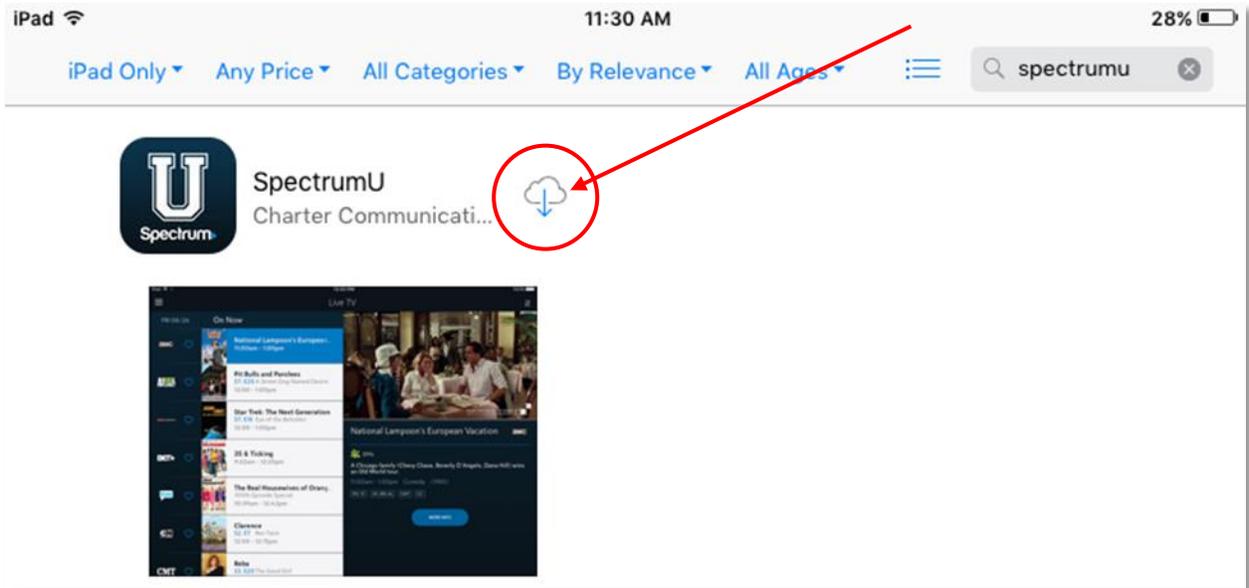
## Initial troubleshooting done by the university

1. How many users are impacted by the issue?
2. Are there any known network or physical plant issues at the university?
3. Is the user on a whitelisted network?
4. Does the user have the latest version of the app installed? (Confirm in app stores)
  - a. iOS current version: SpectrumU 2.0.3
  - b. Android current version: SpectrumU 2.0.3
5. Is the user on a supported device and OS version?
  - a. iPhone, iPad, or iPod touch running iOS 8 or above
  - b. All major Android smartphones and tablets running Android 4.2 or above
  - c. Kindle Fire Phone, all Kindle Fire models except for the 1st generation model

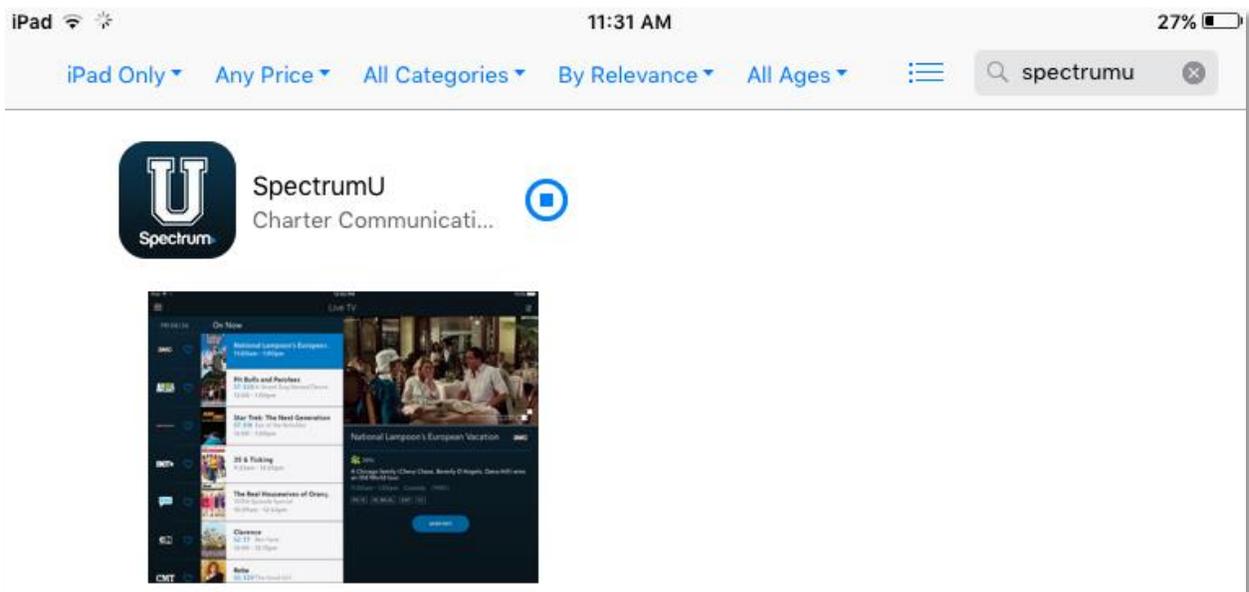
If problem persists and multiple users are reporting the same issue, complete the SpectrumU Issue Escalation form and email to address above.

## Troubleshooting

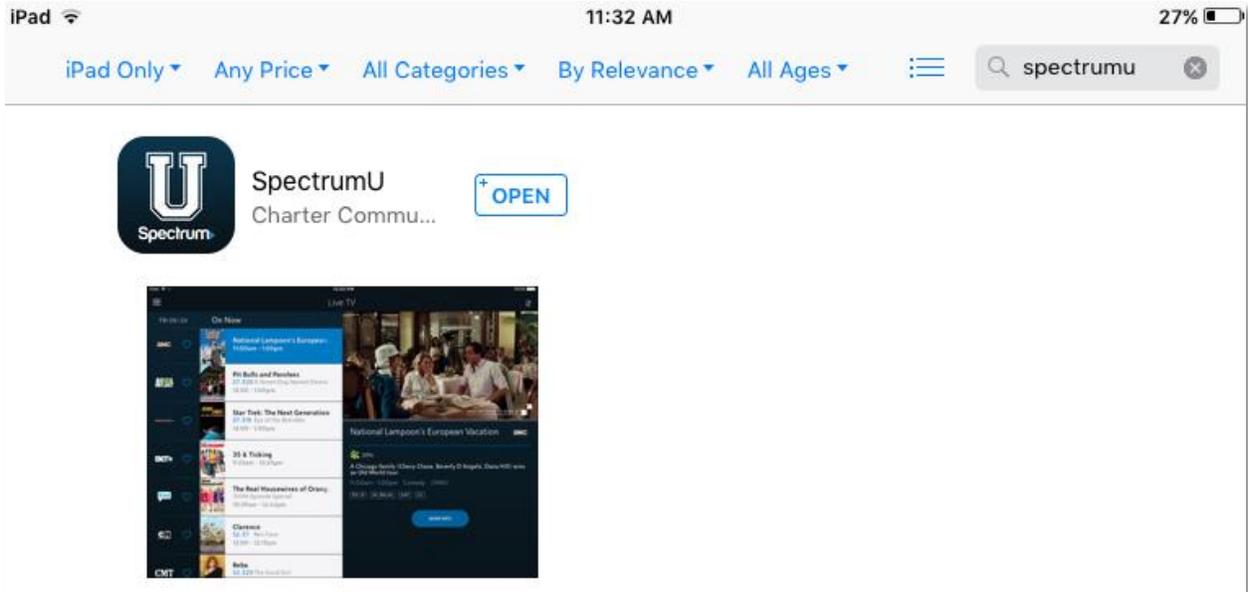
1. How does a user access SpectrumU?
  - a. At a participating partner university/college connect to the school's WiFi network.
  - b. Download SpectrumU from the app store (see FAQ-2).
  - c. Open the app while the user's device is connected to the school's WiFi network.
2. How does a user get SpectrumU? Where does a user go to download the app?
  - a. For iOS devices (iPhone, iPad, iTouch)
    - i. Sign into App Store from the iOS device
    - ii. Search for "SpectrumU" (no space); look for SpectrumU icon



- iii. Tap the download icon (cloud with down arrow in image above) to start downloading (image below)



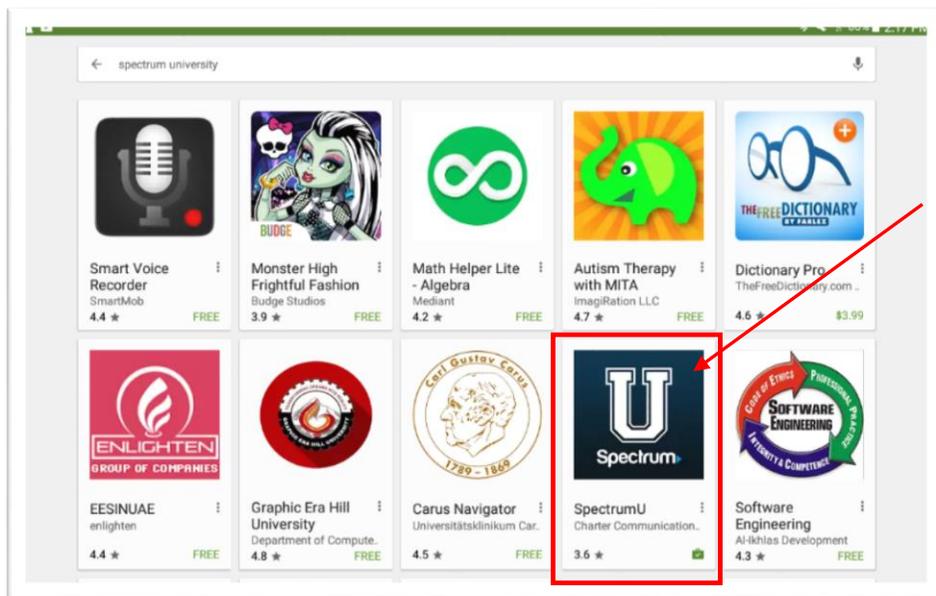
iv. Open the app and accept the three Charter agreements



1. The user can open from iTunes after the download is complete
2. Alternatively, the user can go to the iOS device's homepage and tap on the SpectrumU icon

b. For Android devices

- i. Sign into Google Play or Play Store from the Android device
- ii. Search for "SpectrumU" (no space) or "Spectrum University" then look for the SpectrumU icon

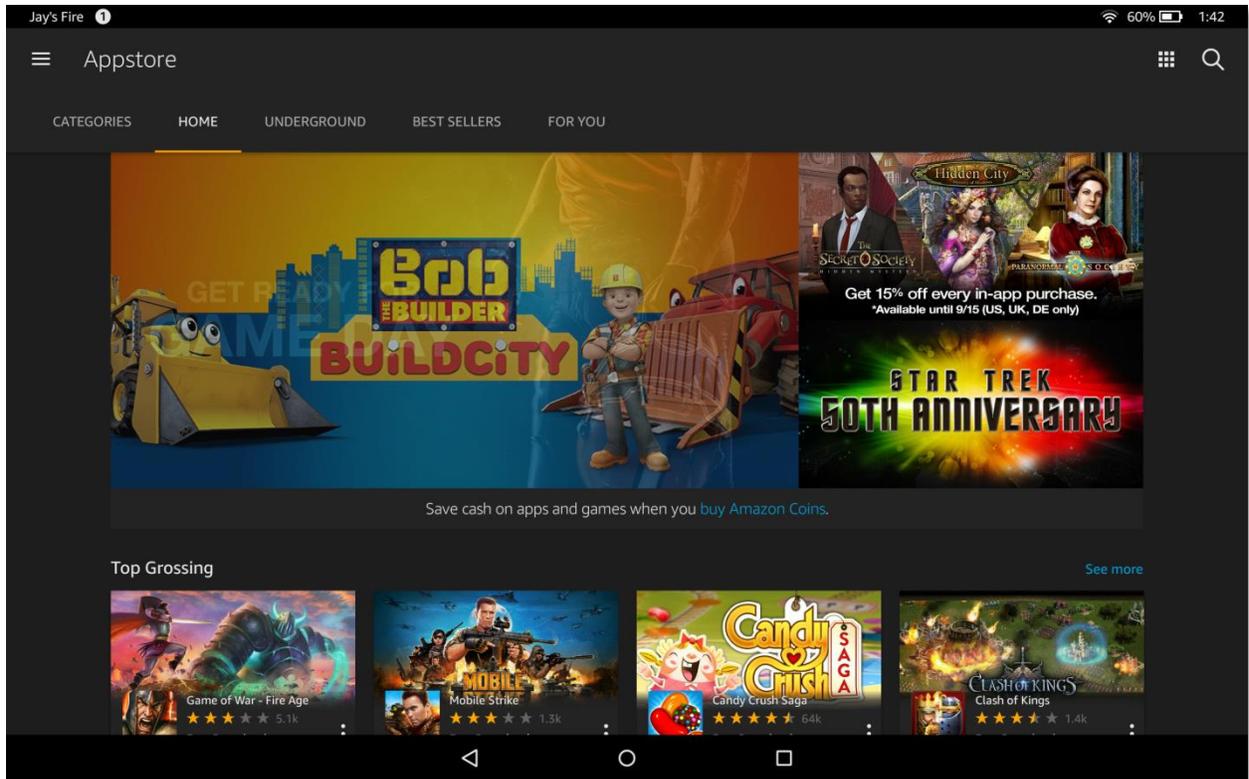


- iii. Tap on the SpectrumU icon
- iv. Tap "Install"
- v. **[For Android 5.0.x; for later versions see below]** Accept/allow the Android-specific permission modals:

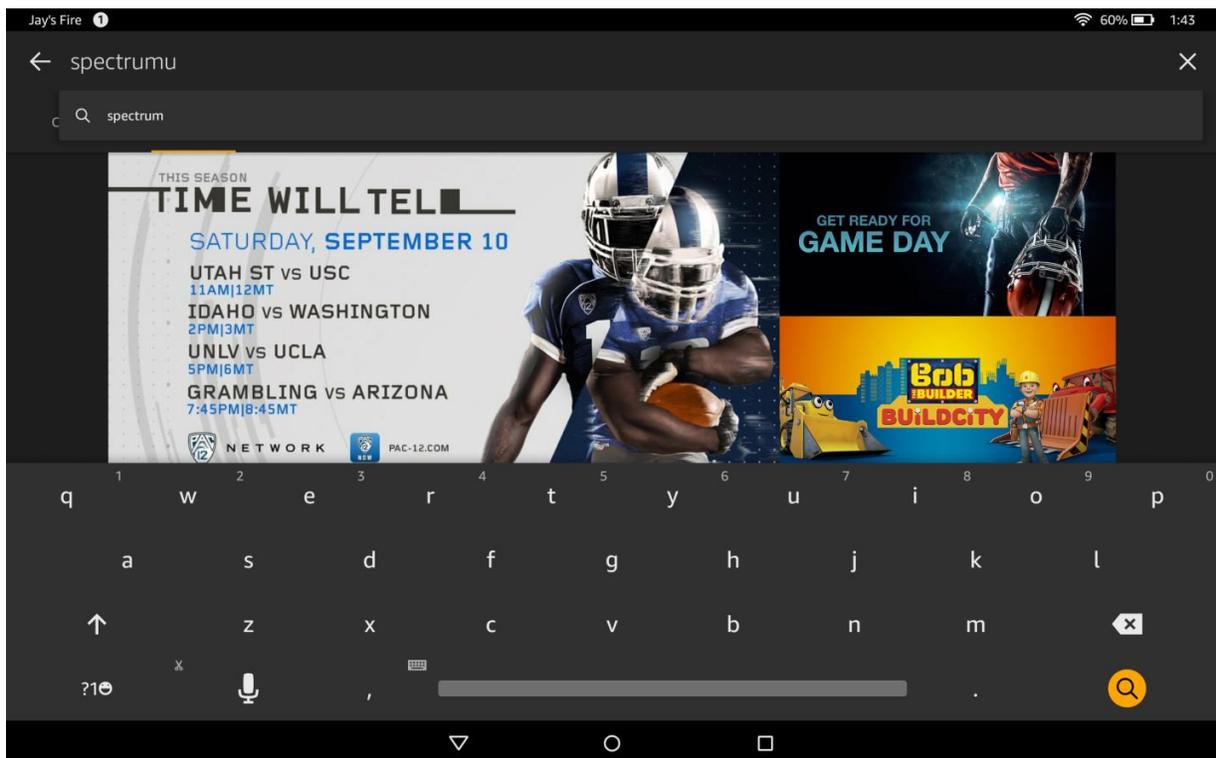
1. Android tablets: tap “Accept” on the permissions modal
2. Android phones: tap “Allow” on two permissions modals
3. Tapping “Deny” will prompt users with this message:  
*To use this app, please go to Settings and turn on permissions for the SpectrumU app. We use these permissions to play live video and provide faster performance.*

**Note:** SpectrumU will only work with these permissions granted. The app does not access any personal files
4. The user can open the app from Google Play or Play Store after the download is complete
5. Alternatively, the user can go to the Android device’s homepage and tap on the SpectrumU icon
6. The app is also accessible in the device’s Settings under:
  - a. Android tablets: General -> Application manager
  - b. Android phones: Applications -> Application manager (Android 6.0) or Device -> Apps (Android 7.0) manager
- vi. **[For Android 6.0.x and 7.0.x these occur here]** Accept/allow the Android-specific permission modals:
  7. Android tablets: tap “Accept” on the permissions modal
  8. Android phones: tap “Allow” on two permissions modals
  9. Tapping “Deny” will prompt users with this message:  
*To use this app, please go to Settings and turn on permissions for the SpectrumU app. We use these permissions to play live video and provide faster performance.*
    1. Accept the three Charter agreements

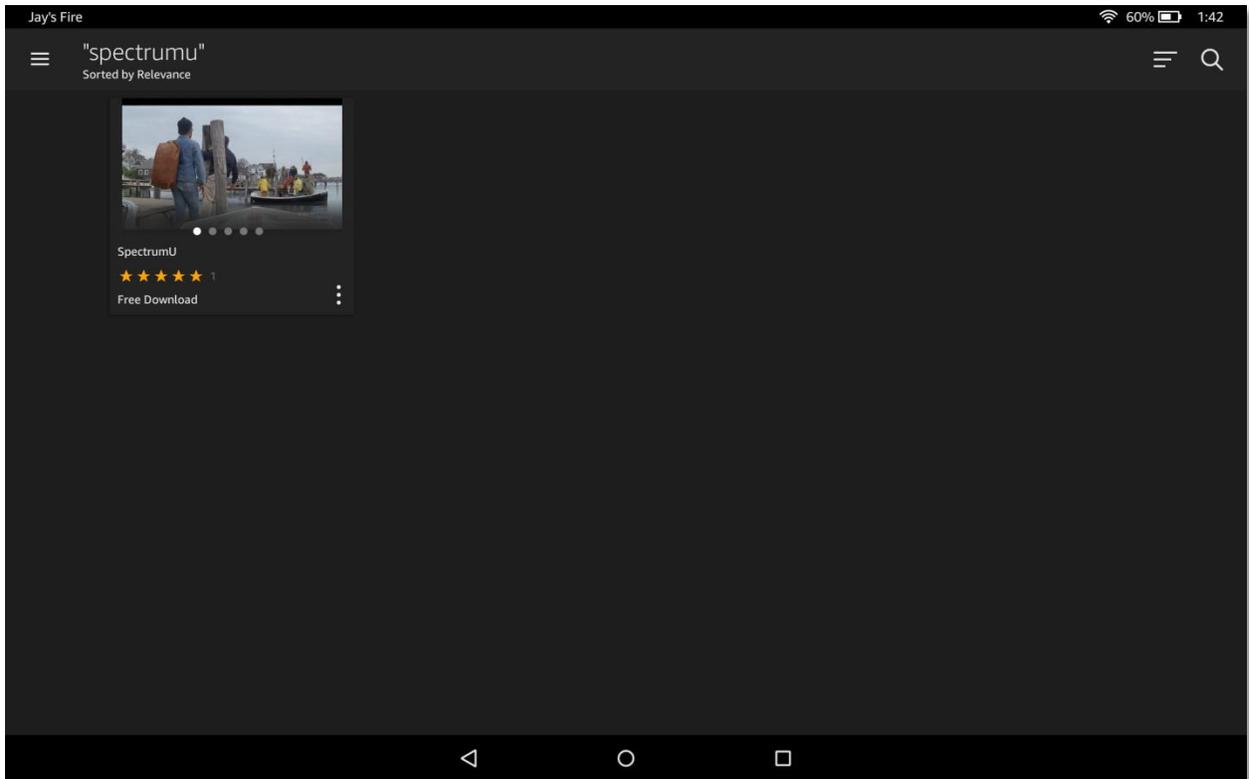
- c. For Amazon Kindle or Fire devices
  - i. Open the Amazon App Store from the Kindle Fire homepage



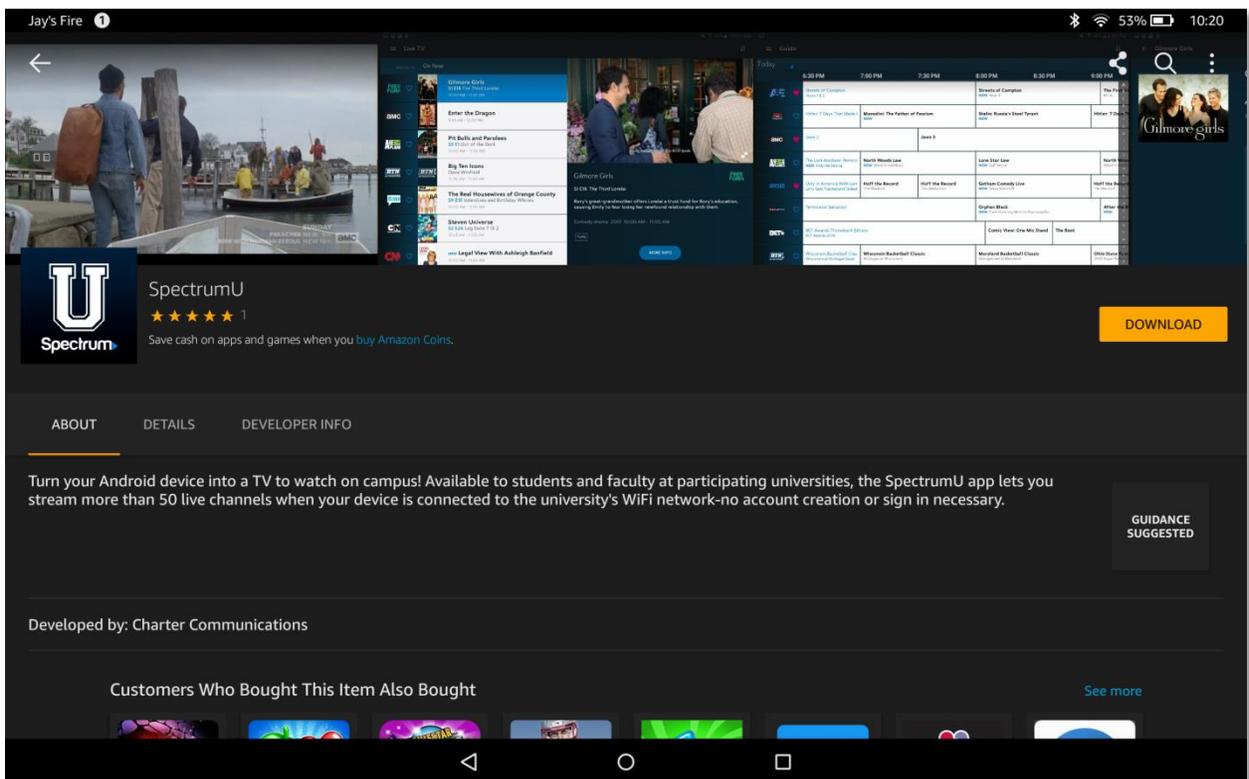
- ii. Click on the search magnifying glass icon in the upper right
- iii. Enter "SpectrumU" (no space); click on the gold search icon



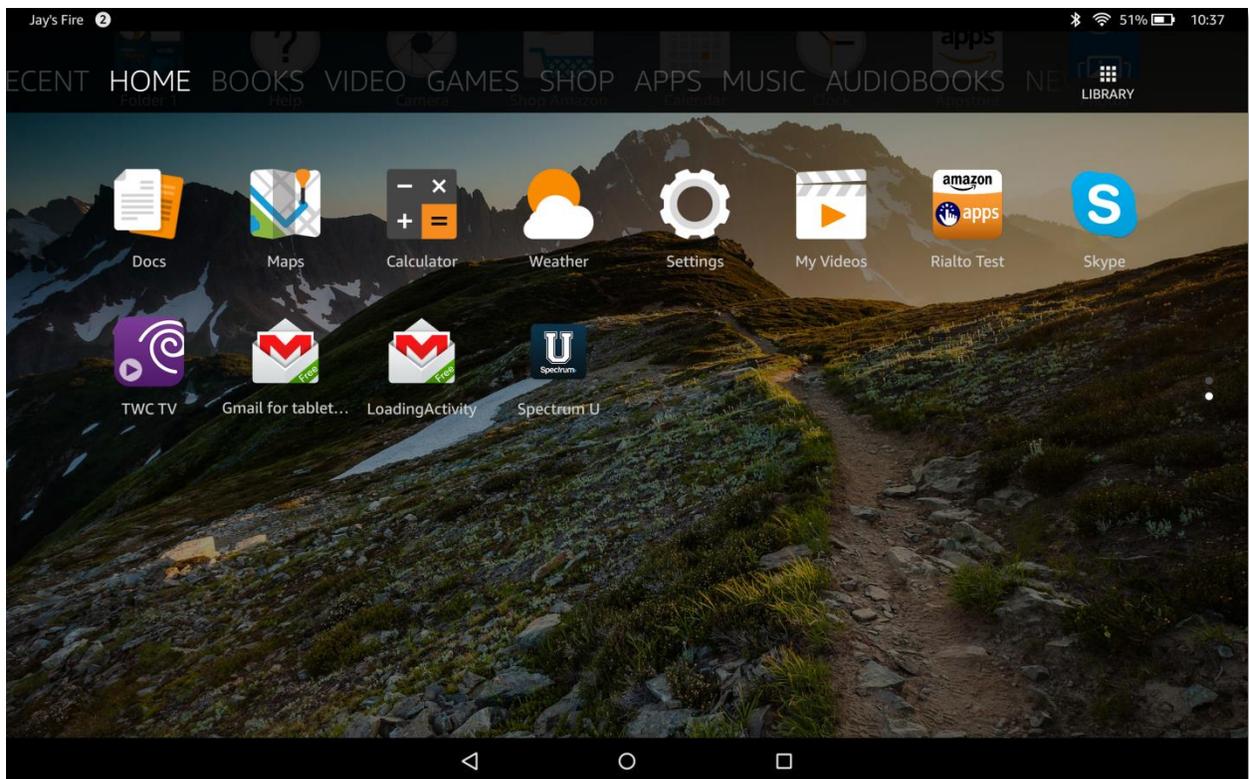
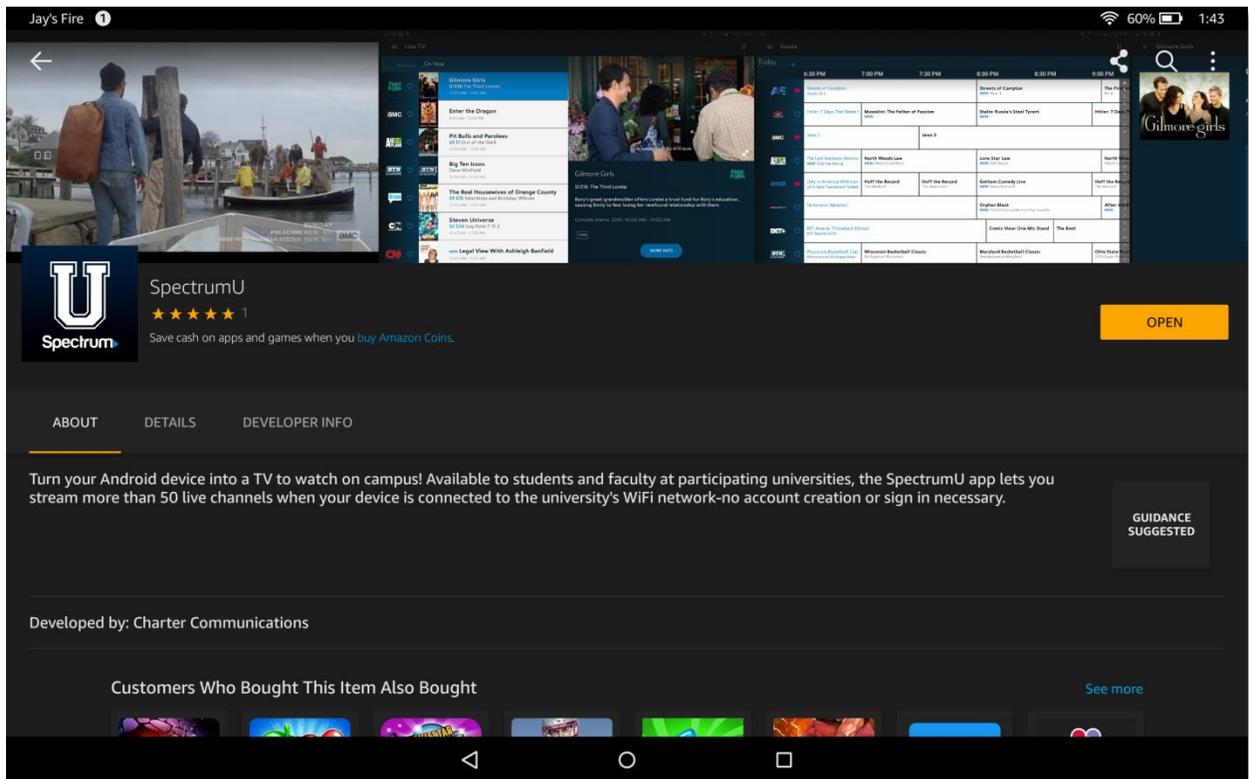
iv. Tap the "SpectrumU" tile



v. Tap on the gold "Download" button to install SpectrumU



- vi. After installation is complete, tap on the gold “Open” button
- vii. Alternatively, the user can go to the Kindle Fire homepage and tap on the SpectrumU icon



- viii. Accept the three Charter agreements:
  - 1. License Agreement
  - 2. Privacy Policy Agreement
  - 3. Adult Content/Mature Content Warning

- 3. I can't find the SpectrumU app in the app store.
  - a. For iOS devices (iPhones, iPad, iPod Touch): In iTunes or the Apple App Store search for "SpectrumU" (no space)
  - b. For Android devices (smartphones and tablets): In the Google Play or Play Store search for "SpectrumU" (no space) or "Spectrum University"
  - Note:** User may need to scroll down to find the SpectrumU icon
  - c. For Kindles/Fires: In the Amazon App Store search for "SpectrumU" (no space)

- 4. There are two Spectrum / Charter Communications apps in the app store. Which one do I download?
  - a. Users should download the SpectrumU app (navy blue with a large white "U" in collegiate font):



*SpectrumU™ icon*

- b. Users **should not** download the residential Spectrum TV app (STVA):



*Residential Spectrum™ TV app (STVA) icon*

- 5. The app is asking me for my user name and password.
  - a. Ask user which app they downloaded
  - b. Users should download the SpectrumU app (navy blue with a large white "U" in collegiate font):



*SpectrumU™ icon*

- c. Users **should not** download the residential Spectrum TV app (STVA):



*Residential Spectrum TV™ app (STVA) icon*

- 6. The app won't open.
  - a. Initial troubleshooting:
    - i. Is the user on a whitelisted network?
    - ii. Does the user have the latest version of the app installed?
    - iii. Is the user on a SpectrumU-supported device?

- b. Try uninstalling/deleting the app and reinstalling from the app store
      - 1. If issue is not resolved, escalate to SB Customer Care by completing the escalation form.
  
- 7. When I open the app, I get a “Device is registered to another user”.
  - a. What does this mean?
    - i. If the user has installed/logged into the residential Spectrum TV app (STVA), their device is registered to that app.
  - b. What should I do?
    - i. User should tap “Register Device” to continue to SpectrumU.
 

**Note:** This will not count towards the number of registered devices on the profile/account on STVA. SpectrumU maintains separate registry of devices that is associated with the university’s enterprise account.
  
- 8. I get a “Connect to Campus WiFi” message.
  - a. Tap on “WiFi Settings” on the modal.
  - b. Connect to the university’s WiFi network.
    - i. iOS: tap “Back to SpectrumU” (top, left) to go back to app.
    - ii. Android: tap the device’s back button (usually to the right of the device’s home button) to go back to the app.
    - iii. Kindle: tap the device’s back button (usually to the left of the device’s home button) to go back to the app.

**Note:** SB Customer Care Agent may not know the SSID/name of the school’s network. The user should contact the school’s IT help desk with any network or connectivity issues/questions.

**Note:** When switching WiFi networks, the user may need to force-close the app and re-open for the change to take effect.
  
- 9. The app isn’t streaming.
  - a. Initial troubleshooting:
    - i. Is the user on a whitelisted network?
    - ii. Does the user have the latest version of the app installed?
    - iii. Is the user on a SpectrumU-supported device?
  - b. Is the user able to open the app?
    - i. Yes
      - 1. Go to “c.”
    - ii. No
      - 1. Uninstall/delete app and reinstall from the appropriate app store.
      - 2. If issue is not resolved, escalate to SB Customer Care by completing the escalation form.
  - c. Does the user get an error message and/or error code?
    - i. Yes
      - 1. Note error message/code; take a screenshot if possible.
    - ii. No
      - 1. If issue is not resolved, escalate to SB Customer Care by completing the escalation form.
      - 2. Select a different channel or another page within the app
      - 3. Did that resolve the issue?
        - a. Yes
          - i. Issue resolved.

- b. No
        - i. Uninstall/delete app and reinstall from the app store.
        - ii. If issue is not resolved, escalate to Charter Customer Care by completing the escalation form.
10. I'm getting an error message.
- a. Note error message/code and take screenshot if possible.
  - b. Close/re-open the app.
  - c. Did that resolve the issue?
    - i. Yes
      - 1. Issue resolved.
    - ii. No
      - 1. Uninstall/delete app and reinstall from the app store.
        - a. If issue is not resolved, escalate to SB Customer Care by completing the escalation form.
11. The app is frozen/spinning/stuck.
- a. Initial troubleshooting:
    - i. Is the user on a whitelisted network?
    - ii. Does the user have the latest version of the app installed?
    - iii. Is the user on a SpectrumU-supported device?
    - iv. Is there an issue with WiFi/internet connectivity and/or a poor connection?
  - b. Close/re-open the app.
  - c. Did that resolve the issue?
    - i. Yes
      - 1. Issue resolved
    - ii. No
      - 1. Uninstall/delete app and reinstall from the app store.
      - 2. If issue is not resolved, escalate to SB Customer Care by completing the escalation form.
12. The app keeps crashing.
- a. Initial troubleshooting:
    - i. Is the user on a whitelisted network?
    - ii. Does the user have the latest version of the app installed?
    - iii. Is the user on a SpectrumU-supported device?
  - b. Close/re-open the app.
  - c. Did that resolve the issue?
    - i. Yes
      - 1. Issue resolved.
    - ii. No
      - 1. Uninstall/delete app and reinstall from the app store.
      - 2. If issue is not resolved, escalate to SB Customer Care by completing the escalation form.
13. There is a channel missing in the lineup.
- a. Verify the missing channel is supposed to be in the university's channel lineup.
  - b. Is the channel on the list?
    - i. No
      - 1. Inform user the requested channel is not available for SpectrumU.
    - ii. Yes
      - 1. Inform user to uninstall/delete app and reinstall from the app store.
        - i. Does channel show? Yes – issue resolved.

2. If issue is not resolved, escalate to SB Customer Care by completing the escalation form.

Notes

- a. The SpectrumU channel lineup consists of the school's linear (QAM) video lineup pared down to those channels available for streaming. Not all channels in the school's linear lineup will necessarily be available in SpectrumU.
- b. Local channels are not available for SpectrumU in all markets.
- c. Channels are listed in alphabetical order by the channel's call letters, which may not always correspond with the actual name. For example, the call letters for local channels, such as ABC, begin with 'K' or 'W'.
- d. Newly added or removed channels can take up to 24 hours to show in the app.