

Spectrum▶

WELCOME

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# 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®

Access up to 200 HD channels and 50,000+ On Demand titles

Access to the Spectrum TV® App and enjoy your favorite movies and shows inside and outside your home

The option to upgrade is available - get all of your favorite premium channels

VIEW AND PRINT YOUR CHANNEL LINEUPS AT  
**[SPECTRUM.COM/BULK-CHANNEL-LINEUP](https://www.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.

## 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'".

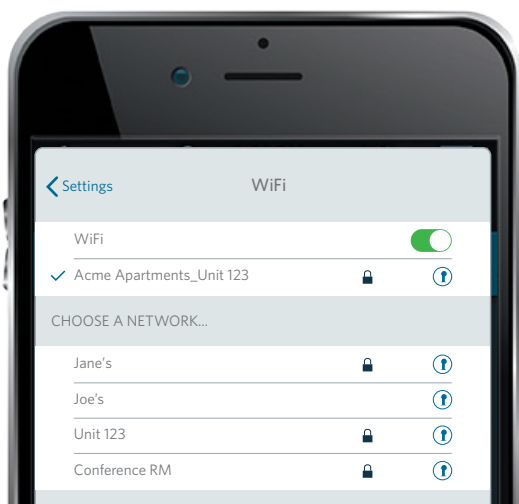
Open the email and follow instructions.

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

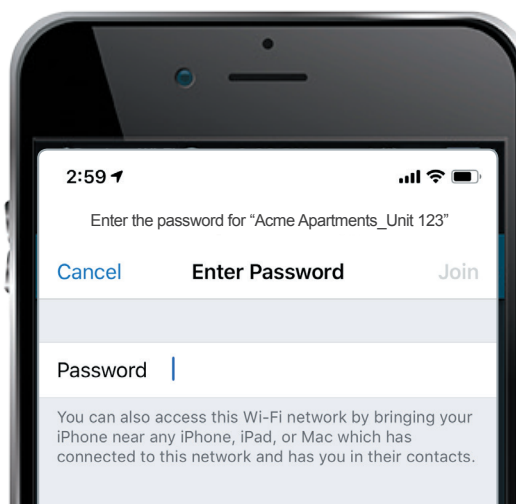
## SELECT YOUR WIFI NETWORK

To connect to the WiFi network, click on the **network name** provided to you in the email.

Once selected, it will prompt you to enter the **passphrase** provided to you in the email. Enter the passphrase and click "Join".



Example



Example

# FAQS

## ▶ PRODUCT + SERVICE

### Q: IS THIS WIFI NETWORK SECURE?

A: Yes, each resident has their own unique Network Name and Passphrase to secure traffic on the network.

### 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: 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**

### 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: 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.

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](https://spectrum.net/community).

## ▶ EXISTING SERVICE

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

A: If you are a current Spectrum Internet customer, you will need to contact Spectrum and cancel your Internet account and return your existing data modem to avoid being charged for Internet service by Spectrum.

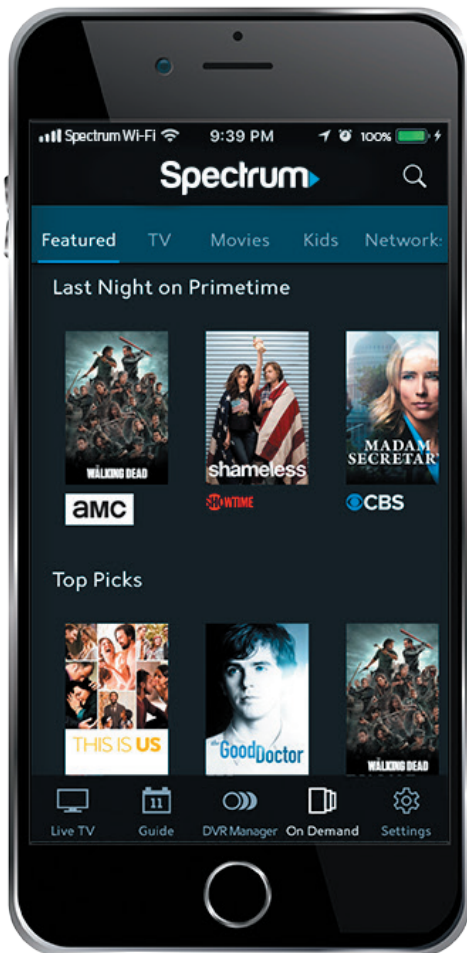
If you are a customer of another provider, contact our property staff for details.

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

A: Return your existing data modem at the closest Spectrum store (If you are an existing Spectrum video customer you do not need to do anything with your existing video converter equipment). Visit [spectrum.com/stores](https://spectrum.com/stores) to find your local store location.

# FAQS

## ▶ SPECTRUM TV® APP



iOS

Samsung  
SMART TV

android

Google Play

Apple tv

Roku

### 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, Roku 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.

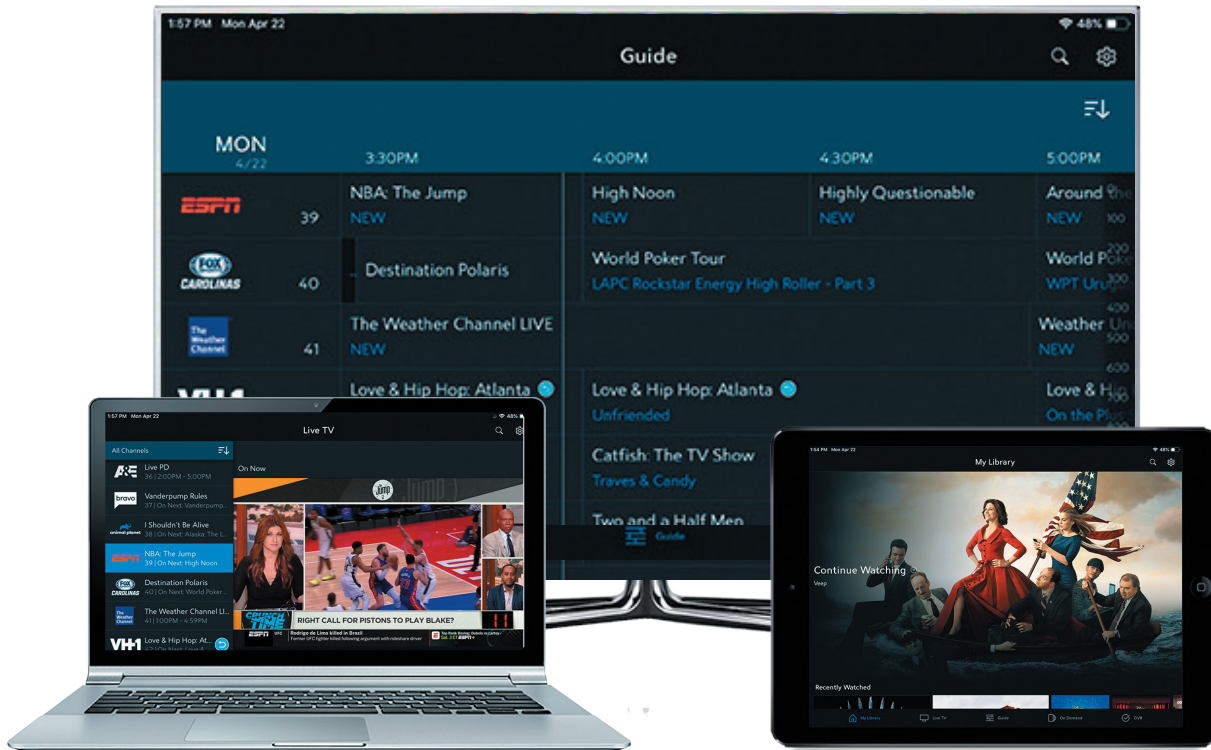
**NOTE:** A Spectrum username and password are different from your WiFi credentials that you use to access the property WiFi.

### 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.

# 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](https://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** ▶

[spectrum.com](https://www.spectrum.com)