GUIDE

SpectrumU® and TV Streaming Access

Content insertion guide.

Spectrum BUSINESS®

Contents

Introduction

SpectrumEnterprise.net is a self-service portal that gives our customers control of their Spectrum Business® for enterprise services and accounts.

This document will guide you through the steps for uploading a video to your inserted content channel so it can be viewed using SpectrumU or TV Streaming Access. It is not intended to be a comprehensive guide for everything SpectrumEnterprise.net can help you do.

If you are interested in the other things SpectrumEnterprise.net can help you do or have questions, give us a call at **1-888-812-2591.**

About content insertion

Content insertion is an add-on feature to SpectrumU and TV Streaming Access from Spectrum Business that allows customer-provided video content to be selected and watched from the programming guides of the streaming services. There are two playout options for content insertion:

Live

Inserted content using this option behaves just like content on any other live, linear network. In other words, when a viewer selects its channel, they will join the stream as it plays in real time. The content is delivered to our content delivery network (CDN) from an on-premises encoder.

Channel Upload

With this option, an authorized customer administrator uses SpectrumEnterprise.net to upload a video file to our CDN. Unlike live content, when a viewer selects its channel, the video file will always start playing from the beginning, and at the end of the file, it will loop back to the start and will continue looping until the viewer selects a different channel.

About SpectrumEnterprise.net

SpectrumEnterprise.net is used to manage channel upload-inserted content. It is not able to control live inserted content. An authorized customer administrator will be able to upload video content so it can be watched on SpectrumU or TV Streaming Access.

Accessing SpectrumEnterprise.net

Registering a new account

If you have a SpectrumEnterprise.net account that you have been using to manage your enterprise services, you can use the same username and password for uploading inserted content and can skip this section of the user guide.

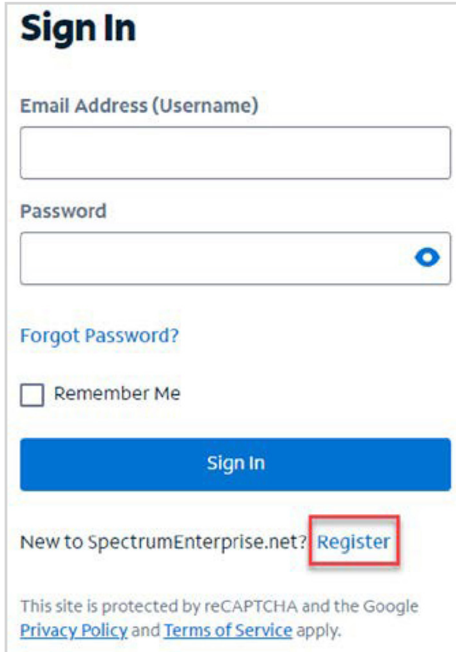
To set-up a new account, you will need the following information:

- Spectrum Enterprise billing account number
- Security code

This information can be found on your Spectrum Enterprise billing invoice.

If you have any questions about your account or who is registered to access the portal or if you need account information, **contact our enterprise customer support team at 1-888-812-2591.** You'll be asked to confirm that you're an authorized user for the billing account.

To start self-registration, go to SpectrumEnterprise.net and select **Register** near the bottom of the page.

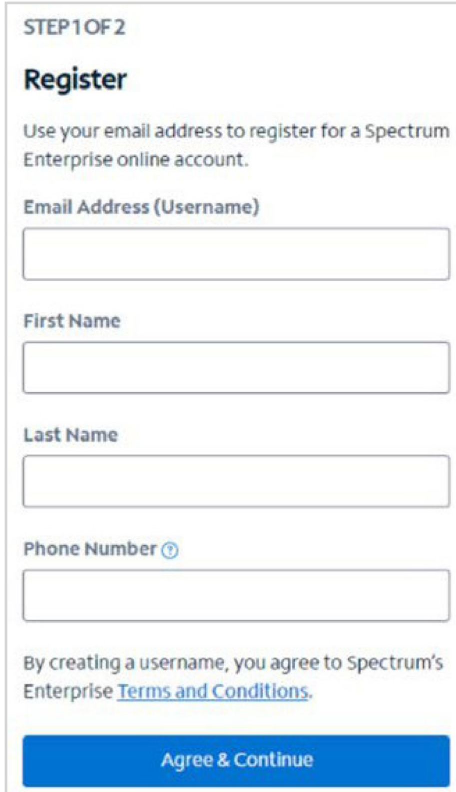


On the next screen, enter your email address, your first and last name, and your phone number.

Your email will become your username, and it is where we will send links to complete the registration process, so please make sure you are able to access email from this account.

Selecting Terms and Conditions will open a new browser tab where you will be able to review the Spectrum Business Terms and Conditions for enterprise services.

Click on **Agree & Continue** to go to the next step in the registration process.


STEP 1 OF 2

Register

Use your email address to register for a Spectrum Enterprise online account.

Email Address (Username)

First Name

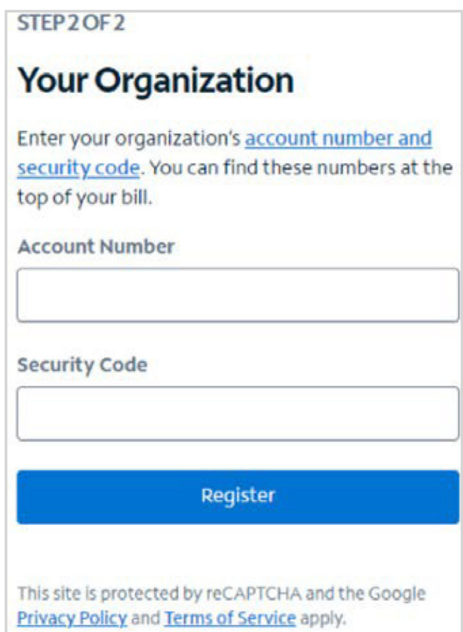
Last Name

Phone Number

By creating a username, you agree to Spectrum's Enterprise Terms and Conditions.

Agree & Continue

Enter your **Account Number** and **Security Code.**


STEP 2 OF 2

Your Organization

Enter your organization's account number and security code. You can find these numbers at the top of your bill.

Account Number

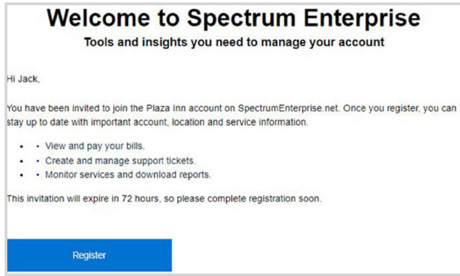
Security Code

Register

This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.

After selecting **Register**, you will see the confirmation screen.

To complete the registration process, check the email address that you provided for an email from Spectrum Enterprise. This email will contain a link that you can use to complete the registration process.


Welcome to Spectrum Enterprise

Tools and insights you need to manage your account

Hi Jack,

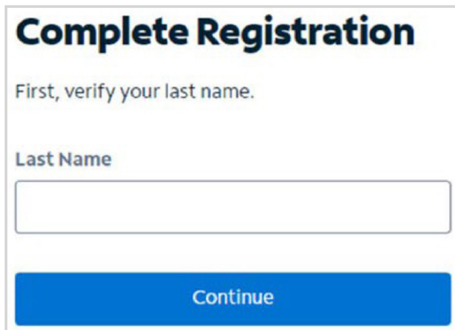
You have been invited to join the Plaza Inn account on SpectrumEnterprise.net. Once you register, you can stay up to date with important account, location and service information.

- • View and pay your bills.
- • Create and manage support tickets.
- • Monitor services and download reports.

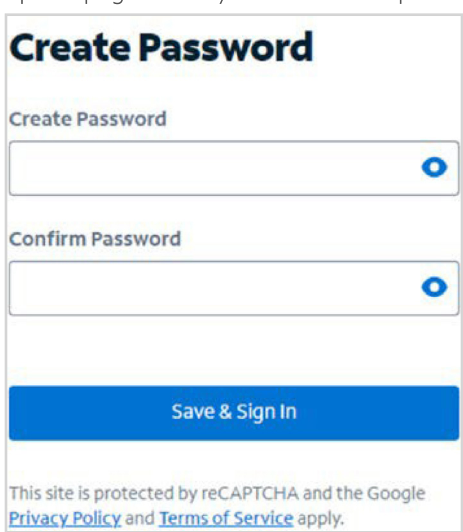
This invitation will expire in 72 hours, so please complete registration soon.

Register

From the email, select **Register**. This link can only be used once and will expire after 72 hours. Selecting the link from the email will open a page where you can complete your user registration.

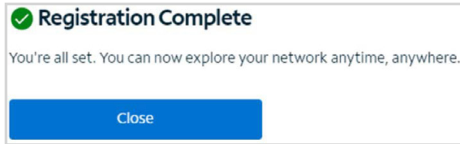


On this screen, enter your last name. Clicking **Continue** will search for your account and open a page where you can create a password.



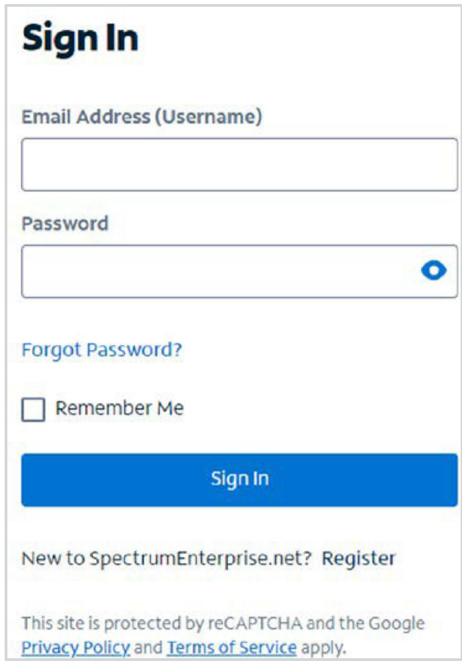
Enter your password. Select **Save & Sign In** to store the password. You will then see the confirmation dialog.

Clicking on **Close** will automatically sign you into your newly created SpectrumEnterprise.net account.



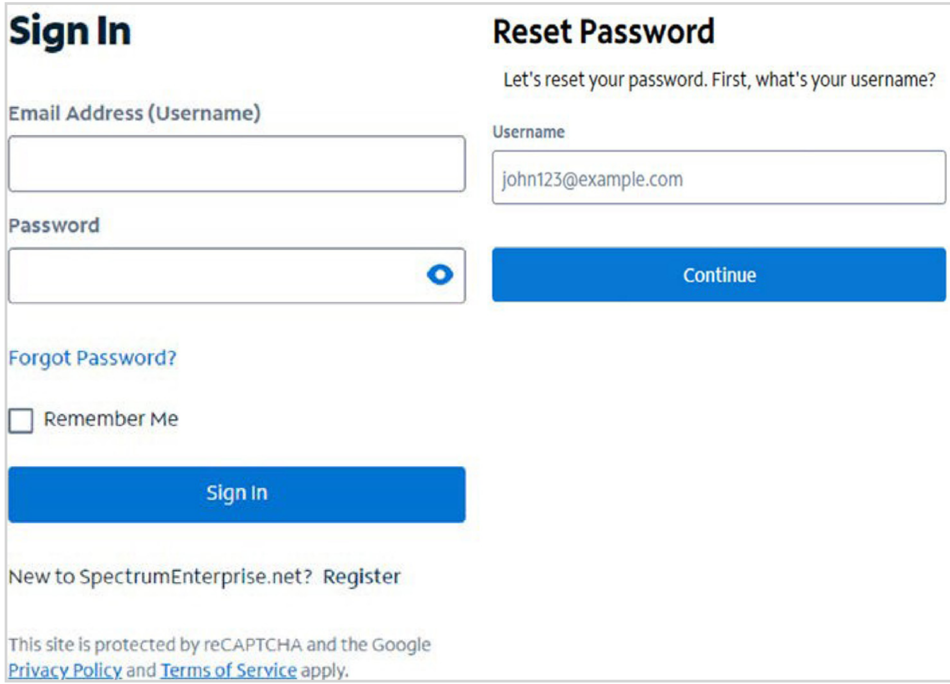
Signing into the portal

Go to SpectrumEnterprise.net, enter the username and password you used to create your account, and select **Sign In.**

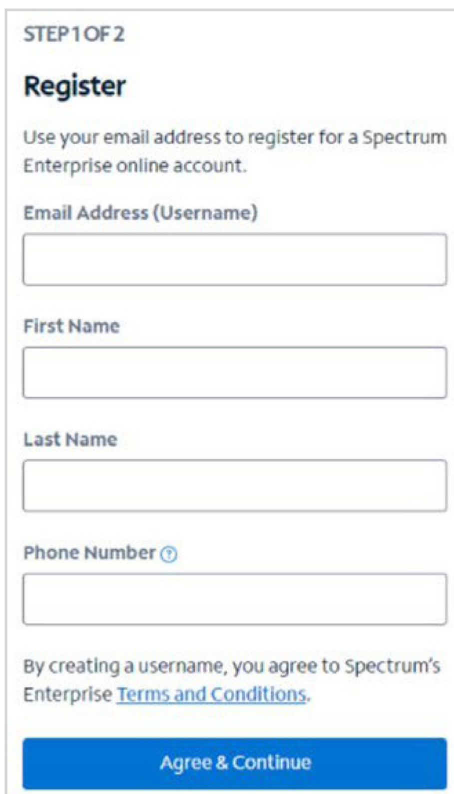


Resetting your password

If you need to reset your password, use the Forgot Password link.



On the next screen, enter your username and select **Continue**. A message will be displayed asking you to check your email.

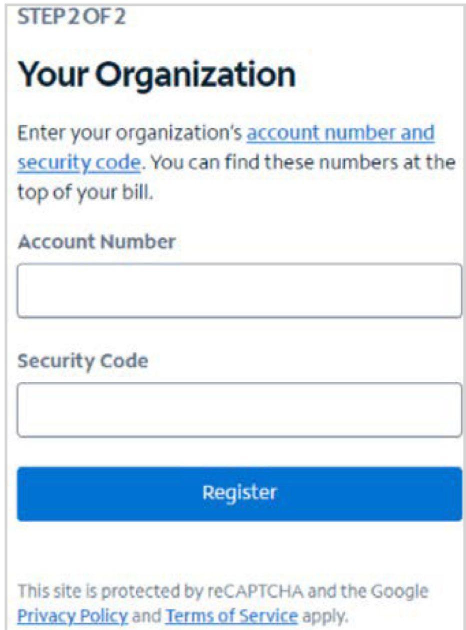


Your email will become your username, and it is where we will send links to complete the registration process, so please make sure you are able to access email from this account.

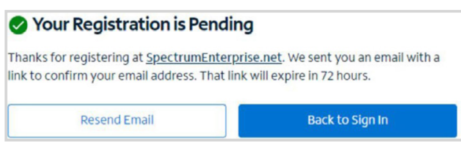
Selecting **Terms and Conditions** will open a new browser tab where you will be able to review the Spectrum Business Terms and Conditions for Enterprise Services.

Click on **Agree & Continue** to go to the next step in the registration process.

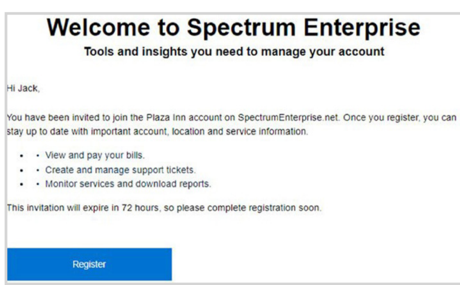
Enter your **Account Number** and **Security Code.**



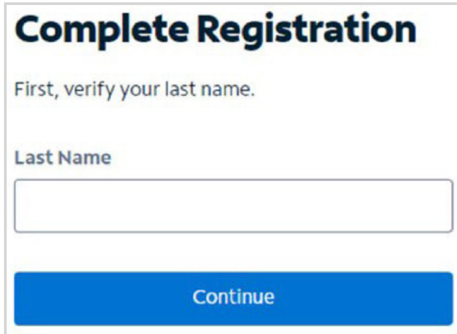
After selecting **Register**, you will see the confirmation screen.



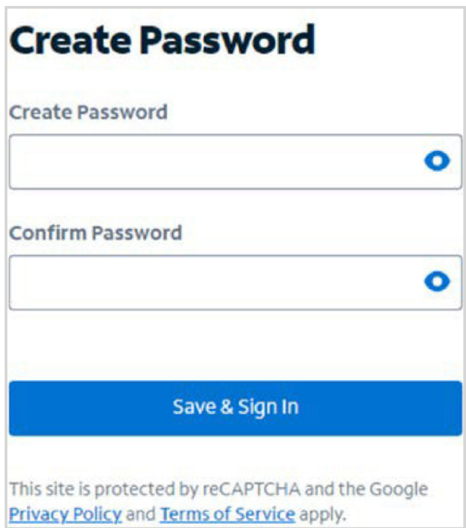
To complete the registration process, check the email address that you provided for an email from Spectrum Enterprise. This email will contain a link that you can use to complete the registration process.



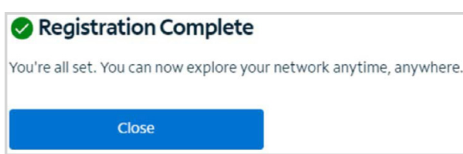
From the email, select **Register**. This link can only be used once and will expire after 72 hours. Selecting the link from the email will open a page where you can complete your user registration.



On this screen, enter your last name. Clicking **Continue** will search for your account and open a page where you can create a password.



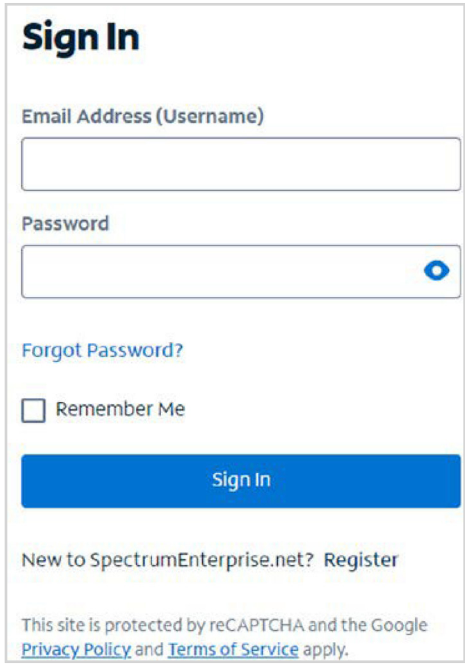
Enter your password. Select **Save & Sign** In to store the password. You will then see the confirmation dialog.



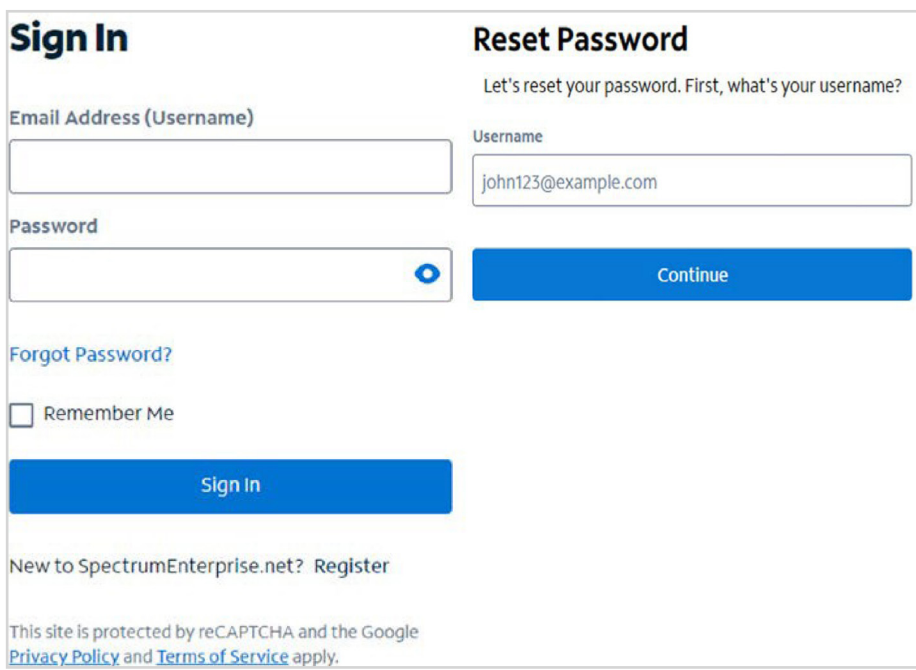
Clicking on **Close** will automatically sign you into your newly created

SpectrumEnterprise.net account.

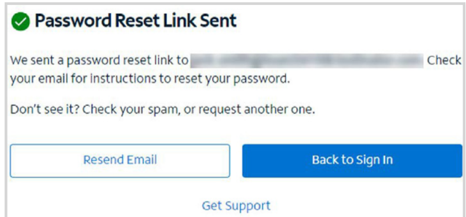
Signing into the portal
Go to [SpectrumEnterprise.net,](SpectrumEnterprise.net) enter the username and password you used to create your account, and select **Sign In.**



Resetting your password
If you need to reset your password, use the **Forgot Password** link.

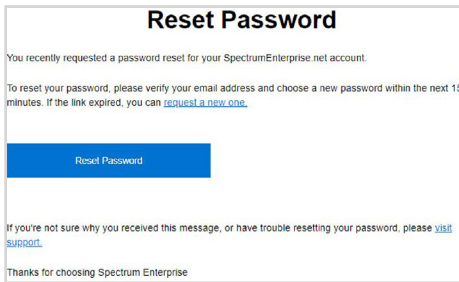


On the next screen, enter your username and select **Continue.** A message will be displayed asking you to check your email.

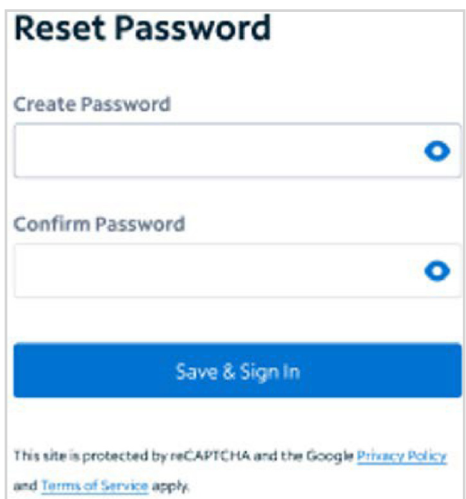


Clicking **Back to Sign In** will take you back to the sign-in page. Clicking **Resend Email** will resend the reset password link email.

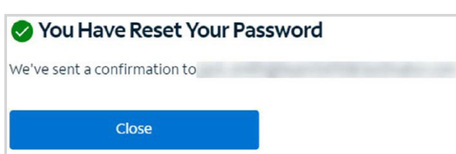
Check the inbox for the email address you provided when you registered for your account for an email that will allow you to reset your password.



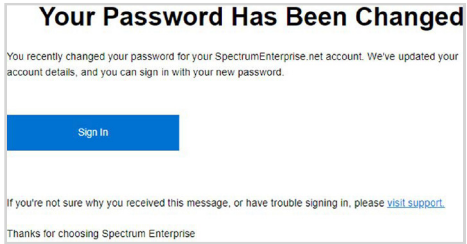
Clicking on **Reset Password** will open a dialog box where you can enter a new password.



Selecting **Save & Sign In** will set your password. Once your password has been successfully stored, you will see a confirmation dialog.



Clicking on **Close** will automatically sign you into your SpectrumEnterprise.net account using your new password. We will send you an email letting you know that your password has been changed.



Home Page

The main screen for SpectrumEnterprise.net is titled Locations. You can use the navigation bar, located on the left side of the screen, to access all the functions of the portal. Regardless of where you go in the portal, the menu options shown in the navigation bar will be accessible. The menu options will be displayed differently depending on what enterprise service(s) your company subscribes to.

Navigation bar menu options:

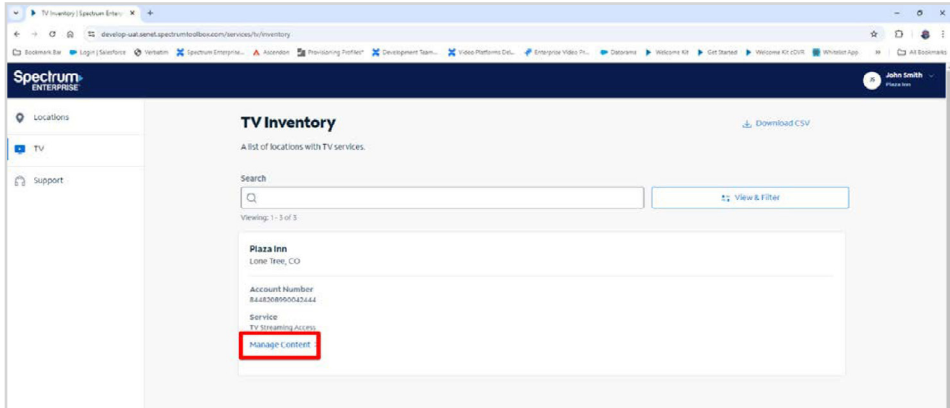
- **Locations:** Displays all your service locations and shows a summary of the subscribed enterprise services at each location.
- **TV:** Shows you only the service locations that subscribe to enterprise TV services.
- **Support:** Provides information about contacting support, links for user guides and other useful information about your Spectrum Enterprise account.
- **Account information:** Your name and the name of your business are shown in the upper-right corner of the portal. From the drop-down you can view information about your company and your account, and you can sign out of the portal. This is also where you can go to view the Event Logs that track user activity. Please see the section on page 18 titled Events Logs for more information.

Selecting Locations or TV from the navigation bar will display the following options:

- **Search and View & Filter:** Helps you easily find service locations if there are multiple locations that subscribe to our services.
- **Download CSV:** Selecting this option will export the displayed information into a comma-separated values (CSV) file.

Content Dashboard

To access the content dashboard, select **TV** from the navigation bar.

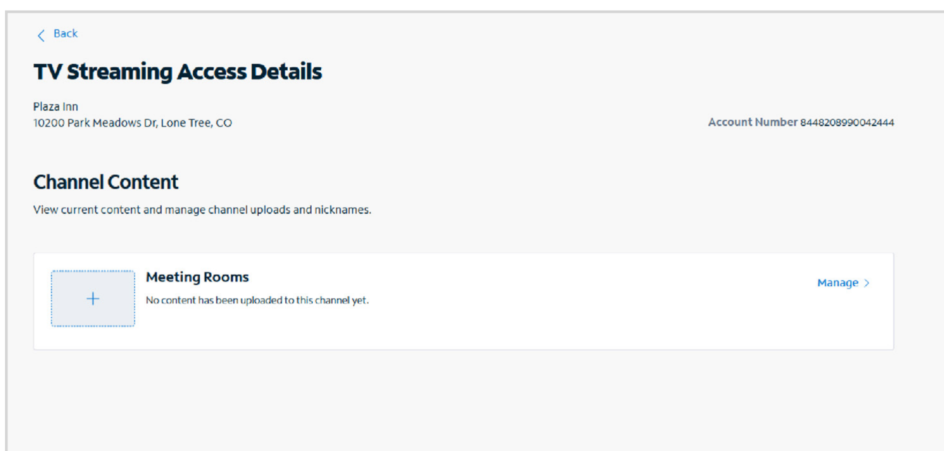


This will display all service locations that subscribe to enterprise TV services. If a location also has an inserted channel, you will be able to access the content dashboard by selecting **Manage Content.**

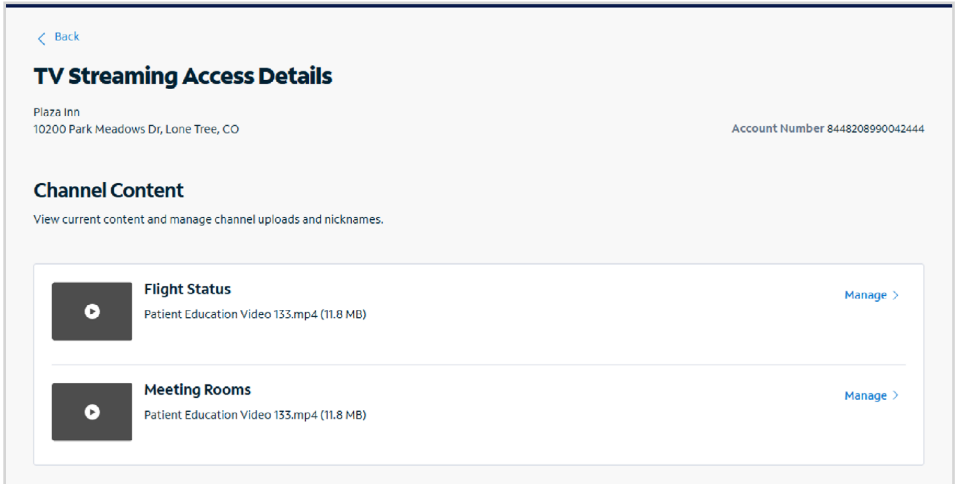
If your TV service locations are not listed correctly or the **Manage Content** link is not displayed, contact our **enterprise customer support team at 1-888-812-2591.**

Clicking on **Manage Content** will open the content dashboard, allowing you see all your inserted channels in a single view.

This is how the Content Dashboard appears with one inserted channel and before any files have been uploaded to the inserted channel.



This is it what it looks like with multiple inserted channels and after video files have been uploaded to the channels.



From content dashboard you can:

- See the status of the inserted channels, including their configured name, nickname and the name of the last uploaded file and its size.
- Select the channel for the video upload.
- Preview the uploaded video file.

The configured channel name is the name that was given to your channel during the provisioning process. It is not the name that will be displayed in the programming guide of the streaming video app. It's just a way for you to remember the channel, especially if you have more than one.

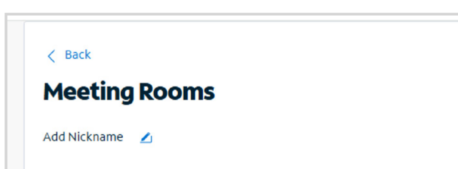
The channels are listed in alphanumeric order based on the configured name of the inserted channel. Currently the only way to change their listed order is to change the channel's configured name.

If you'd like to change the name of your inserted channel or aren't seeing all your inserted channels, contact our **enterprise customer support team at 1-888-812-2591.**

Only uploaded inserted channels will be displayed in the Content Dashboard.

A nickname is a way to add additional information about your insert channel.

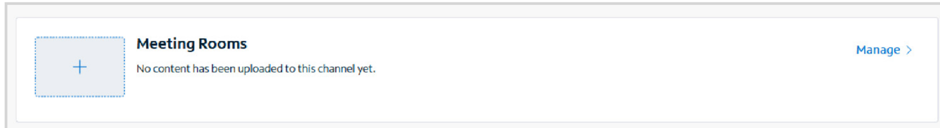
- From the channel row where you'd like to add a nickname, click **Manage** to open the Upload page.
- Click on the pencil (edit) icon to open a dialog where you can add a nickname.
- After you enter the channel's nickname, click the checkmark to save your changes or the X to cancel.
- What you enter as a nickname will be displayed under the channel's configured name on the Upload page and in its channel row.



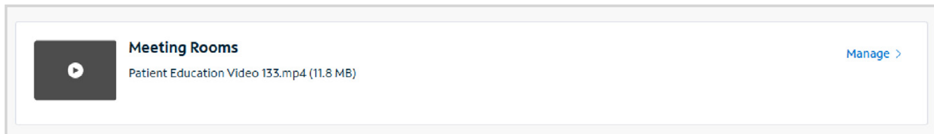
Uploading a file

The channel row and upload page will appear slightly different depending on if you are uploading a file for the first time or replacing a playing file. However, the steps for uploading a file are the same.

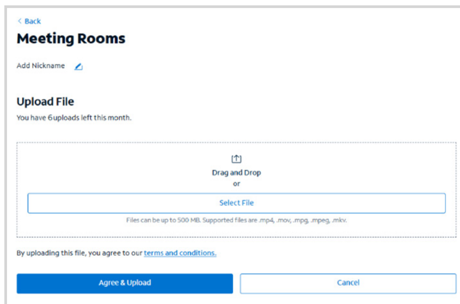
This is how the channel row appears before a file has been uploaded.



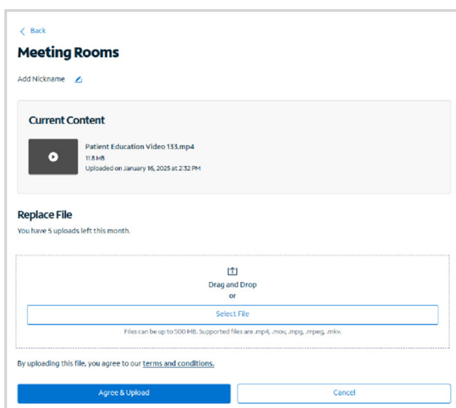
This is how it appears after a file has been uploaded.



This is what the upload page looks like before a file has been uploaded.



This is what it looks like after a file has been uploaded.



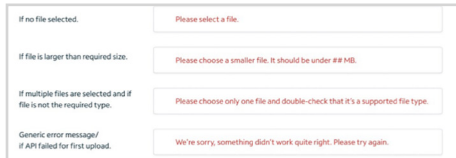
To upload a file, start by selecting **Manage** from the channel row in the content dashboard of the inserted channel where you want to upload the video.

This will open the Upload page where you will upload a file. Files must meet the following criteria:

- The default file size limit is 500MB, but depending on your channel configuration, the file size limit could be larger or smaller.
- Four media file types are supported: .mpg, .mp4, .mov and .mkv.
- File names may contain letters, numbers and special characters but may not include any spaces.

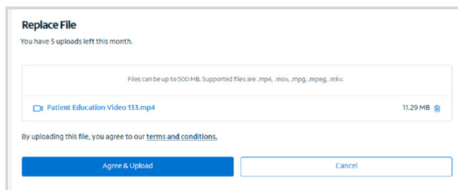
You can select a file by dragging and dropping it or you can browse to its location by clicking on **Select File.** Only one file can be selected at a time. If, after you have uploaded a file, you repeat the upload process for the same inserted content channel but a different video file, you will replace the existing video file.

You may see one of the below error messages if the file you have selected is too large, is an unsupported type or contains spaces in the file name.



To resolve these errors, select a file that meets the upload criteria.

After selecting the file you would like to upload, clicking on **Agree & Upload** will start the upload process.



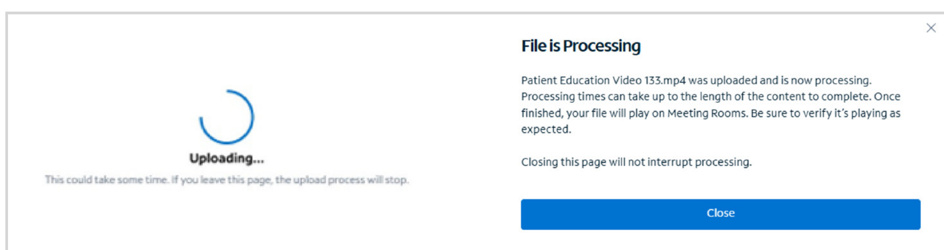
If you would like to select a different file, selecting the trash can icon will delete the file from the Upload File window.

After clicking on **Agree & Upload,** a confirmation dialog box will be displayed. It will show you how many uploads you have remaining for the month and the name of the destination channel. Your number of uploads resets at the start of each month.

Clicking on **Cancel** will cancel the upload and return you to the content dashboard.

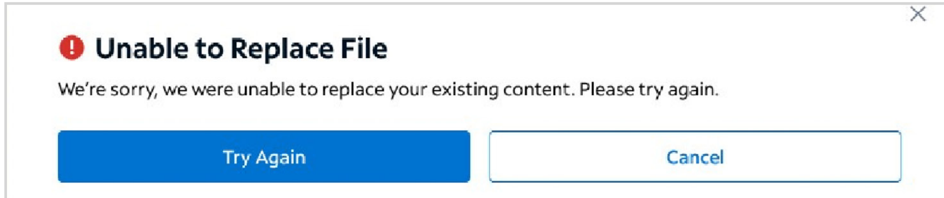
Clicking on **Confirm** will start the transfer process to our CDN for media processing.

A progress spinner will be displayed showing the status of the transfer, followed by a message indicating whether the transfer was successful.



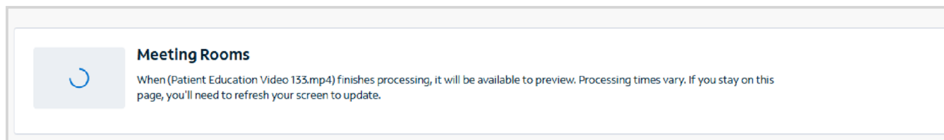
Clicking on **Close** will exit the message and return you to the content dashboard.

If the upload/replace was not successful, you may see this message.



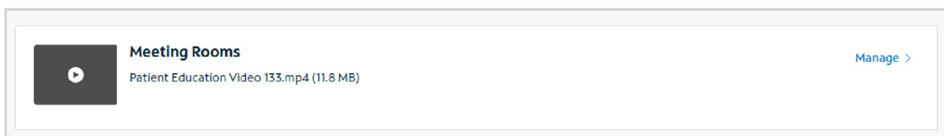
Selecting **Try Again,** will re-attempt to upload the file. Selecting **Cancel** will bring you back to the content dashboard.

After you have successful uploaded a video file, you will see this message in the content dashboard.

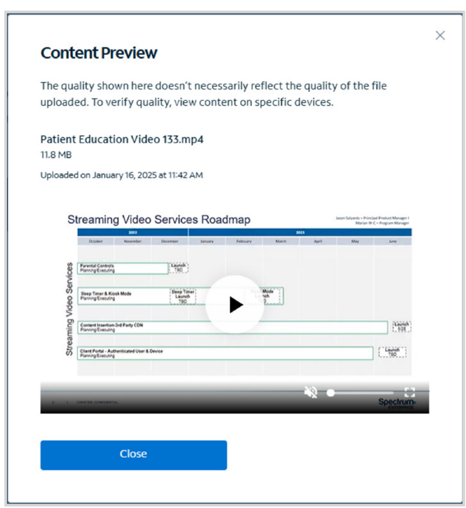


This message will remain until the video has been processed and is ready to be viewed. You will need to refresh the browser page to clear this message.

Once the video is ready to be watched, the processing message will be replaced with information about the file and a play button.



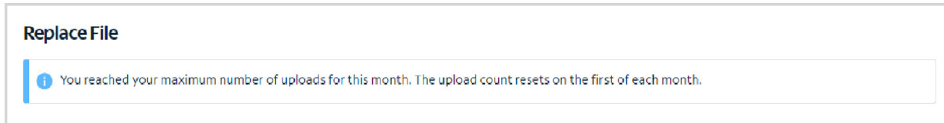
Selecting the play button will open a video player window that allows you to preview the uploaded file.



The video player has controls that allow you to start and pause playback, adjust the audio level and make the player full screen. Hitting the Esc key on your keyboard will exit full screen mode.

Selecting **Close** will close the video player and return you to the content dashboard.

If, after uploading a video to an inserted channel, the Replace File section is replaced with this message, it means you have reached the allocated number of file uploads for the month.



If you have any questions about the number of permitted uploads, please contact our **enterprise customer support team at 1-888-812-2591.**

The playing file

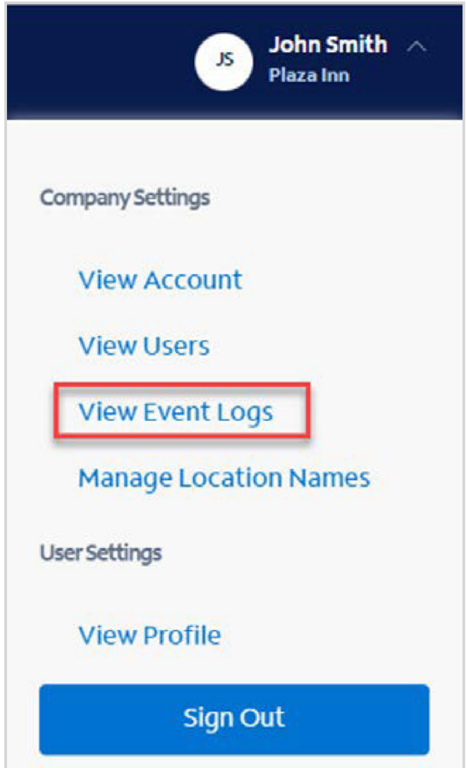
If you are monitoring the inserted content channel, the new file will start playing as soon as it has been processed and may interrupt the previously playing file when it starts its playout.

If, after some time, you are not seeing the file that you uploaded, please contact our **enterprise customer support team at 1-888-812-2591.**

Since the channels in the programming guide are displayed in alphanumeric order, where the inserted content channel is displayed is dependent on its name. All the inserted channels use the naming convention of **Custom Channel** followed by a number. So, if you have two inserted channels, they will be named Custom Channel 1 and Custom Channel 2 and they will appear in the guide with the other channels that start with the letter C.

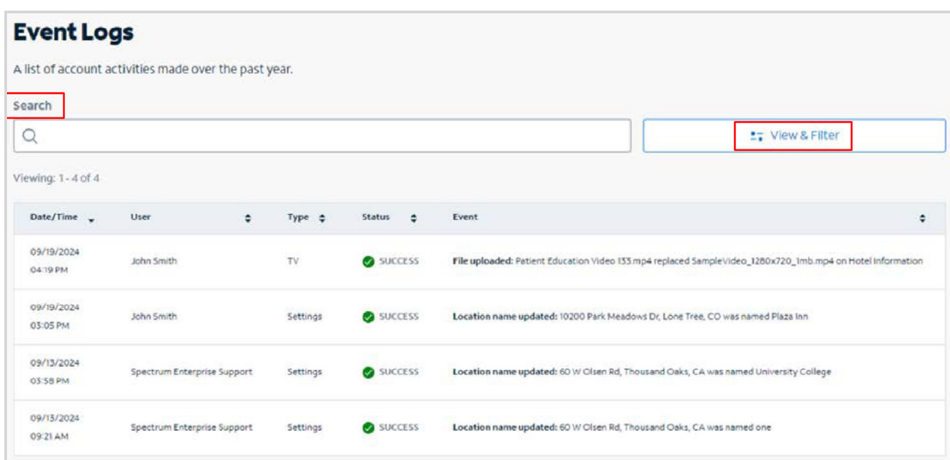
Event Logs

The Event Logs can be accessed through the drop-down menu found under account information in the right-hand corner of the portal.



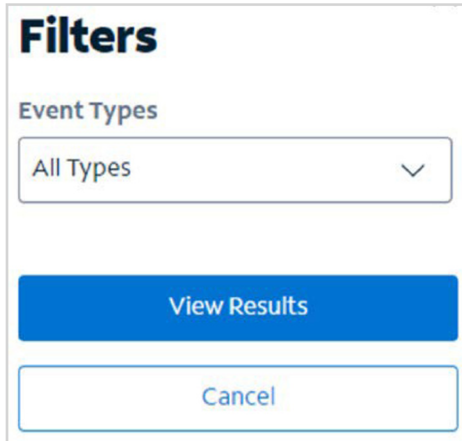
Selecting **View Event Logs** will open the Event Logs page.

The Event Logs track all user actions in the portal, regardless of who performed them.



Event Logs have three sections: Search, View & Filter, and the user action log.

You can use the search field to find events related to a specific user or a performed activity. Selecting **View & Filter** opens the Filters sidebar on the right-hand side of the screen.



The sidebar allows you to refine your search by limiting it to only certain user actions. The options under the Event Types drop-down are Settings and TV. Selecting **Settings** will filter on actions related to configurations. Selecting TV will show only upload activity.

Selecting **Cancel** will close the Filters sidebar without applying any search filter.

Selecting **View Results** will apply the selected filter and close the Filters sidebar.

You can check to see what Filter is applied by selecting **View & Filter.**

Selecting **All Types** will remove any applied filters.

The column headers of the user action log can be sorted by clicking on the arrow to the right of the header name.

Contact our enterprise customer support team with any additional questions by calling 1-888-812-2591