SpectrumU[®] and TV Streaming Access

Content insertion guide.



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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 <u>SpectrumEnterprise.net</u> and select **Register** near the bottom of the page.

Sign In	
Email Address (Username)	
Password	
	0
Forgot Password?	
Remember Me	
Sign In	
New to SpectrumEnterprise.net? Register	
This site is protected by reCAPTCHA and the Google <u>Privacy Policy</u> and <u>Terms of Service</u> apply.	a

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.

	Agree & Continue
By creatin Enterprise	g a username, you agree to Spectrum's e <u>Terms and Conditions</u> .
Phone Nu	mber 🕜
Last Nam	e
First Nam	ie
Email Ade	dress (Username)
Enterprise	e online account.
Use your	email address to register for a Spectrum
Registe	er
STEP1OF	2

Enter your Account Number and Security Code.

STEP2 OF 2	
Your Organization	
Enter your organization's <u>account number and</u> <u>security code</u> . You can find these numbers at the top of your bill.	he
Account Number	
Security Code	
Register	
This site is protected by reCAPTCHA and the Google <u>Privacy Policy</u> and <u>Terms of Service</u> 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.

Welcon Tools ar	ne to Spectrum Enterprise nd insights you need to manage your account
Hi Jack,	
You have been invited to join stay up to date with importan	the Plaza Inn account on SpectrumEnterprise.net. Once you register, you can t account, location and service information.
View and pay your I	bills.
Create and manage	support tickets.
Monitor services an	d download reports.
This invitation will expire in 7	2 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.

Comp	lete Registration
First, verify	your last name.
Last Name	
	Continue

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

Creat	e Password
Create Pass	sword
	0
Confirm Pa	ssword
	0
	Save & Sign In
This site is pro	otected by reCAPTCHA and the Google

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.

Registration Complete



Signing into the portal

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

Sign In
Email Address (Username)
Password
0
Forgot Password?
Remember Me
Sign In
New to SpectrumEnterprise.net? Register
This site is protected by reCAPTCHA and the Google <u>Privacy Policy</u> and <u>Terms of Service</u> apply.



Resetting your password

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

Sign In	Reset Password
Contraction of the second	Let's reset your password. First, what's your username?
Email Address (Username)	Username
	john123@example.com
Password	L
0	Continue
Forgot Password?	
Sign In	
New to SpectrumEnterprise.net? Register	
This site is protected by reCAPTCHA and the Google <u>Privacy Policy</u> and <u>Terms of Service</u> apply.	

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

STEP1OF2	
Register	
Use your email address to register for a Spectr Enterprise online account.	rum
Email Address (Username)	
First Name	
Last Name	
Phone Number 💮	
By creating a username, you agree to Spectru Enterprise <u>Terms and Conditions</u> .	m's
Agree & Continue	



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.

STEP2OF2	
Your Organization	
Enter your organization's <u>account number and</u> <u>security code</u> . You can find these numbers at t top of your bill.	he
Account Number	_
Security Code	
Register	1
This site is protected by reCAPTCHA and the Google <u>Privacy Policy</u> and <u>Terms of Service</u> apply.	

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

Your Registration is Pend	ing
Thanks for registering at SpectrumEnte	prise.net. We sent you an email with a
link to confirm your email address. That	ink will expire in 72 hours.

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.

Com	plete Registration
First, verif	fy your last name.
Last Nam	e
	Continue

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

Create Password	
Create Password	
	0
Confirm Password	
	0
Save & Sign In	
This site is protected by reCAPTCHA and the Google	2
Privacy Policy and Terms of Service apply.	

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

Registration Complete	
You're all set. You can now explore your network anytime, anywhere	
Close	

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



SpectrumEnterprise.net account.

Signing into the portal

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

Sign In	
Email Address (Username)	
Password	_
C	>
Forgot Password?	
Remember Me	
Sign In	
New to SpectrumEnterprise.net? Register	
This site is protected by reCAPTCHA and the Google Privacy Policy and <u>Terms of Service</u> apply.	

Resetting your password

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

Sign In	Reset Password
Email Address (Username)	Let's reset your password. First, what's your username?
Password	Jonnzs@example.com
0	Continue
Forgot Password?	
Remember Me	
Sign In	
New to SpectrumEnterprise.net? Register	
This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.	



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

Password Reset Link Sent	
We sent a password reset link to	Check
your email for instructions to reset your p	bassword.
Don't see it? Check your spam, or request	t another one.
Resend Email	Back to Sign In

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.

	Reset Password
You recently requested a passw	ord reset for your SpectrumEnterprise.net account.
To reset your password, please of minutes. If the link expired, you of	verify your email address and choose a new password within the next 15 an <u>request a new one.</u>
Reset Password	
If you're not sure why you receiv support.	ed this message, or have trouble resetting your password, please $\underline{\text{visit}}$
Thanks for choosing Spectrum E	interprise

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

Reset Password	
Create Password	
	0
Confirm Password	
	0
Save & Sign In	
This site is protected by reCAPTCHA and the Google Prix and Terms of Service apply.	acy Policy

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

🔗 You Have Reset Your Password
We've sent a confirmation to
Close
Close



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.

Your Password Has Been Ch	anged
You recently changed your password for your SpectrumEnterprise.net account. We'v account details, and you can sign in with your new password.	e updated your
Sign In	
If you're not sure why you received this message, or have trouble signing in, please \underline{s}	visit support.
Thanks for choosing Spectrum Enterprise	

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.

٠	TV Inventory Spectrum Entery: X +			- 0	• •	ĸ
*	+ O Q E develop-ual.senet.spectrumtoolbox.com/se	rvces/b/hventory.	* 1	D	8	
0	Bookmank.Bar 🗢 Login Salesforce 🔇 Verbatim 🎇 Spectrum Emerge	w. 🔥 Ascendon 📓 Provisioning Profiles" 💥 Development Tam 💥 Video Platforms Del. 🧳 Entroprise Video Pr. 🗭 Datarana 🕨 Videone Kr. 🕨 Cetitarea 🕨 Weccewa Kr. CDIR 👹 Whitelist App	39		Bookman	łż.
S	Pectrum		a Joh	in Smit	h ~ .	
0	Locations	TV Inventory \pm Download CSV				I
•	τv	A list of locations with TV services.				I
C) support	Support	Search				I
		Q 1: View&Filter				I
		Viewing: 1 - 3 of 3				I
		Plaza Inn Lone Tire, CO				
		Access Using				
		Manage Content				l
						I

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.

	< Back	
Flaza Inn 10200 Park Meadows Dr, Lone Tree, CO Account Number 8448208990042444 Channel Content View current content and manage channel uploads and nicknames. Meeting Rooms + Meeting Rooms Manage >	TV Strapming Access Datails	
Plaza Inn Account Number 8448208990042444 Channel Content Account Number 8448208990042444 We current content and manage channel uploads and nicknames. Meeting Rooms + Meeting Rooms Manage >	r v Streaming Access Details	
Channel Content View current content and manage channel uploads and nicknames.	Plaza Inn 10200 Park Meadows Dr, Lone Tree, CO	Account Number 8448208990042444
+ Meeting Rooms Manage > No content has been uploaded to this channel yet.	Channel Content View current content and manage channel uploads and nicknames.	
	+ No content has been uploaded to this channel yet.	Manage >



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

∠ Back	
TV Streaming Access Details	
Plaza Inn 10200 Park Meadows Dr, Lone Tree, CO	Account Number 8448208990042444
Channel Content View current content and manage channel uploads and nicknames.	
Flight Status Patient Education Video 133.mp4 (11.8 MB)	Manage >
Meeting Rooms Patient Education Video 133.mp4 (11.8 MB)	Manage >

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.

deeting Rooms atient Education Video 133.mp4 (11.8 MB)	Manage >
	feeting Rooms atient Education Video 133.mp4 (11.8 MB)

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

Back	
Aeeting Rooms	
dd Nickname 🗾	
Ipload File	
vu have 6 uploads left this month.	
Ω.	
Drag and Drop	
Calart Ella	
Electronic COLUD Constant des	
Pries can be up to 500 Mib. Supported ries are	mps, most mpg, mpsg, mos.
y uploading this file, you agree to our <u>terms and conditions</u> .	
Agree & Upload	Cancel

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

(Back	
deeting Rooms	
dd Nickname 🛛 🔼	
Current Content	
Patient Education Video 133.mp4	
 118M8 	
Uploaded on January 16, 2025 at 2:32 PM	
teplace File	
eplace File su have 5 uploads left this month.	
teplace File ou have 5 uploads left this month.	
teplace File su have 5 uploads left this month. Drag and or 0	nge
Replace File	159
Replace File Librar 5 Laphads left this month.	nop e are anjel, more, more, more, more,
Explace File In the Suphash left this month. Dog and D or File carls are to 500 HeV. Supported Her- suphashing this file, you agree to our t <u>erms and conditions</u> .	nog e e nopi, man, mpg. mang, minis

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.

if no file selected.	Please select a file.
f file is larger than required size.	Please choose a smaller file. It should be under ## MB.
if multiple files are selected and if file is not the required type.	Please choose only one file and double-check that it's a supported file type.
Generic error message/ if API failed for first upload.	We're sorry, something didn't work quite right. Please try again.

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.

au have 5 uploads left this month.	
Files can be up to 500 MB. Supported files a	e.mp4, mov, mpg, mpeg, mkv.
Patient Education Video 133.mp4	11.29 MB 🗧
y uploading this file, you agree to our terms and conditions.	
Acree & Unkad	Cancel

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.

	File is Processing	×
Uploading This could take some time. If you leave this page, the upload process will stop.	Patient Education Video 133.mp4 was uploaded and is now processing. Processing times can take up to the length of the content to complete. Once finished, your file will play on Meeting Rooms. Be sure to verify it's playing as expected. Closing this page will not interrupt processing.	
	Close	



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.

Unable to Replace File	
/e're sorry, we were unable to replace your existi	ig content. Please try again.
/e're sorry, we were unable to replace your existi	ig content. Please try again.

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.

J	Meeting Rooms When (Patient Education Video 135.mp4) finishes processing, it will be available to preview. Processing times vary. If you stay on this page, you'll need to refresh your screen to update.

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 ev	litu shawa hara da		silv softe stat	he quality	of the file
upload	ed. To verify quality	esn't necessa , view conter	nt on specific	devices.	of the file
Patien1 11.8 MB	Education Video 1	33.mp4			
Uploade	on January 16, 2025 at	11:42 AM			
s	treaming Video Ser	rvices Road	map		on Salyardı - Minclaal Moduzt Manager I Martan XI C - Program Manager
	Dutater Maximilar Dece	nder January	Pelesary March	April	May June
nices	Parental Controls Parenty Executing	(1966)			
deo Ser	Sleep Timer & Klock Mode Planning Executing	Sheep Timer Launch TBD	Bide Wh		
eV Bring	Content Insertion 3rd Party CON Planning/Executing				(1966)
Stream	Clart Portal - Authenticated User & Device Panning Decuting				(<u>[[]]</u>
				- 12	Spectrum
	Close				

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.

John Smith 🔿 Plaza Inn
Company Settings
View Account
View Users
View Event Logs
Manage Location Names
User Settings
View Profile
Sign Out

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 Lo	gs			
A list of account a	ctivities made over the pas	t year.		
Search				
Q				17 View & Filter
Viewing: 1 - 4 of 4				
Date/Time 🖌	User 🗘	Туре 🜩	Status 🗘	Event ¢
09/19/2024 04:19 PM	John Smith	TV	SUCCESS	File uploaded: Patient Education Video 135 mp4 replaced SampleVideo_1280x720_1mb mp4 on Hotel Information
09/19/2024 03:05 PM	John Smith	Settings	Ø SUCCESS	Location name updated: 10200 Park Meadows Dr. Lone Tree, CO was named Plaza Inn
09/13/2024 03:58 PM	Spectrum Enterprise Support	Settings	g success	Location name updated: 50 W Olsen Rd, Thousand Oaks, CA was named University College
09/13/2024 09:21 AM	Spectrum Enterprise Support	Settings	SUCCESS	Location name updated: 60 W Olsen Rd, Thousand Oaks, CA was named one

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.

\sim

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



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