

TV STREAMING ACCESS



We want your patients and visitors to enjoy TV Streaming Access, but we understand that issues may occur. If they do, your patients and visitors should contact your facility's IT support staff. To assist your staff in quickly troubleshooting potential issues, we've outlined the most common issues and tips for resolving them.



How do your patients and visitors connect with support?

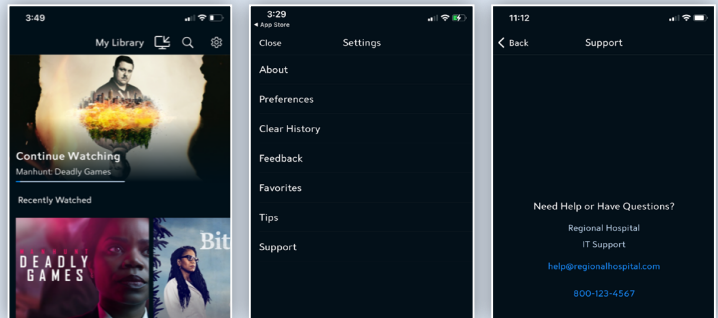
There are two ways patients and visitors can find your facility's support information.

When using the Spectrum Enterprise TV app:

They can tap the gear icon at the top of the screen to access Settings. From there, they will tap "Support" and be directed to the contact information your facility provided to Spectrum Enterprise.

When accessing the service via a web browser at SpectrumEnterpriseTV.com:

They can click "Support" at the top right of the page.



Tips for accessing TV Streaming Access and content

ACCESSIBILITY TIPS

Launching the Spectrum Enterprise TV app: Make sure patients and visitors are logged in to one of the secure networks provided to Spectrum Enterprise. TV Streaming Access will not authenticate or launch unless patients and visitors are on one of these networks.

Entering a username and password: Your patient or visitor downloaded the wrong app. Our residential app, Spectrum TV, requires a username and password, but Spectrum Enterprise TV does not.

Resolving issues if several patients or visitors cannot access the app: This could indicate an issue with the authorization of a network. Contact Spectrum Enterprise Client Care to resolve the issue.

CONTENT AVAILABILITY TIPS

Finding a favorite channel or program: Make sure the channel or program your patient or visitor is looking for is part of your facility's programming package. If it is, contact Spectrum Enterprise Client Care to resolve the issue. To change your programming package, contact your sales representative.

If the app is not able to play any video: TV Streaming Access is delivered via a Spectrum Enterprise IP connection to a dedicated circuit to a NID and network managed router. While this makes TV Streaming Access highly reliable and robust, issues with these devices or how your network connects with them could impact video playout. Please contact Spectrum Enterprise Client Care with any issues where multiple patients or visitors are reporting that the app is unable to play video.

For buffering, specific shows that are not playing, and/or significant delays before a live channel or on-demand content plays: This could indicate a more complex issue related to networks and/or our Content Delivery Network. Contact Spectrum Enterprise Client Care to help you resolve the issue.



Have questions? We're here to help

For faster resolution of any additional issues, please have the following information available when you call Client Care:

- 1 Platform(s) experiencing the problem (e.g., iOS®, Android™, all).
- 2 Affected app versions. If a newer version is available, could downloading it correct the problem?
- 3 How widespread is the problem (i.e., affecting all patients and visitors, only ones in specific areas, or random patients and visitors)?
- 4 If the issue is consistently occurring, what are the steps that take place before it happens?
- 5 What error messages, if any, are displayed?

Contact Spectrum Enterprise Support

Client care: **1-888-812-2591**

Please have your account information available.

Thank you,
Spectrum Enterprise Client Care