Spectrum▶

Quick Start Guide

Spectrum.net/Welcome

# Spectrum

Table of contents

CREATE YOUR ACCOUNT

Get an all-access pass to your account by creating your username. You can also watch TV online, check your email, manage your bill and more, from any device, everywhere you go! Learn about your services and manage your account 24/7.

Visit **Spectrum.net/CreateAccount** to create your username.

MANAGING YOUR ACCOUNT

Download the **My Spectrum App** to manage your account on-the-go.

You can also manage your account at **Spectrum.net**.

Download Today — Download on the App Store — GET IT ON Google Play
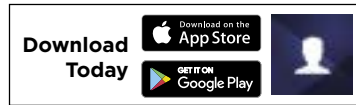
- View your bill, make a payment, enroll in Auto Pay, edit your existing Auto Pay, enroll in paperless billing and more.

- Troubleshoot your services or connection issues, review your subscription, view and manage the equipment associated with your account and manage your Voice features.

- Change your communication preferences, view and update your contact information and create additional accounts for other members of your household.

ⓘ Learn more at **Spectrum.net/AboutMyAccount**

UNDERSTANDING YOUR BILL

Your first statement will include the first month of billing for services, equipment lease fees, installation charges, taxes and any prepayment collected.

Statements after that should reflect charges for the current billing month or billing cycle.

ⓘ Learn more at **Spectrum.net/AboutMyBill**

▣ Available in the **My Spectrum App**

PAYING YOUR BILL

Paying your bill online is easy and convenient.

1. Visit **Spectrum.net/BillPay** and sign in.
2. Enter your payment details.
3. If you would like to enroll in Auto Pay, check the box to set up automatic payments.
4. Review Payment Info and select Make Payment to finalize.

Be sure to review all your payment details before finalizing your payment online.

ⓘ Learn more at **Spectrum.net/AboutPayments**

▣ Available in the **My Spectrum App**

ENROLLING IN AUTO PAY

Setting up Auto Pay is easy and convenient.

1. Visit **Spectrum.net/AutoPayNow** and sign in.
2. Choose Enroll in Auto Pay.
3. Enter your payment details.
4. Review and complete enrollment.

That's it!

ⓘ Learn more at **Spectrum.net/AboutAutoPay**

▣ Available in the **My Spectrum App**

ENROLLING IN PAPERLESS BILLING

Reduce the clutter and keep your personal info secure. Go paperless—it's easy!

1. Go to **Spectrum.net/PaperlessNow**.
2. Follow the prompts to select online bill or enable Paperless Billing and confirm your preferences.

Paperless Billing will activate after your next monthly statement.

ⓘ Learn more at **Spectrum.net/AboutPaperlessBilling**

▣ Available in the **My Spectrum App**

PROGRAMMING YOUR REMOTE

Your Spectrum Remote can be programmed to control your TV and other devices.

For a full list of our remotes and instructions, visit **Spectrum.net/Remotes**.

1. Make sure your TV is powered on.

2. Simultaneously press and hold MENU and OK keys on remote until the INPUT key blinks twice.

3. Press and release the TV POWER key once.

4. Find your TV's brand in the table. Press and hold down the digit key that corresponds to your TV's brand.

TV Brand	Digit
Insignia/Dynex	1
LG/Zenith	2
Panasonic	3
Philips/Magnavox	4
RCA/TCL	5
Samsung	6
Sharp	7
Sony	8
Toshiba	9
Vizio	0

MODEL:
SR002

5. The TV will turn off to confirm that you've successfully programmed your device.

Note: If your remote does not control your device after following the steps above, visit Spectrum.net/Remotes for additional instructions.

Your Spectrum Remote can be programmed to control your TV and other devices. For a complete list of our remotes and instructions, visit **Spectrum.net/Remotes**.

Learn more about your remote at **Spectrum.net/Remotes**

Watch support video at **Spectrum.net/tv1**

Available in the **My Spectrum App**

ACCESSING CHANNEL LINEUPS ONLINE

See all your TV choices with the most up-to-date listing of the stations and networks in your area. You can see channels by package (Select, Silver or Gold) or by category (Lifestyle, Movies, Sports).

ⓘ View channels at **Spectrum.net/Channels**

▣ Available in the **My Spectrum App**

DVR

Take complete control of your TV experience. Pause live broadcasts and use customized recording options so you can watch your favorite shows on your terms. To access your DVR, press the DVR button or LIST button on your remote.

ⓘ Learn more at **Spectrum.net/DVR**

PARENTAL CONTROLS

Parental Controls allow you to restrict viewing of certain TV programming. To access your Parental Control settings, go to the Settings/Main Menu on your program guide and set up your controls based on your viewing preferences.

ⓘ Learn more at **Spectrum.net/Controls**

SPECTRUM TV APP

The Spectrum TV App gives you the ability to watch your favorite content virtually anywhere on multiple devices.

With the Spectrum TV App, enjoy hundreds of live TV channels and thousands of On Demand TV shows and movies inside or outside your home.

The Spectrum TV App can be watched in or out of your home and can be downloaded to your mobile device from your app store or to your Xbox One, Apple TV or Samsung Smart TV through the device console.

Visit your app store and search for "Spectrum TV" to download the Spectrum TV App today!

Note: Channel availability varies by area. Content for Spectrum TV App on Mobile may differ from that of Spectrum TV subscription package due to programming rights in some markets.

Spectrum TV App requires Spectrum TV and a connection to the Internet. Spectrum TV is supported on the following devices: iPad or iPhone with iOS 12 or later, Android tablet or phone with Android 5.0 or later, all Kindle Fire models later than first generation and running Android 5.0 or higher, Xbox One, Samsung Smart TV (2012 or later models), and laptops/computers with the following web browsers: Chrome 70+, Firefox 60+, Microsoft Edge 14+, Microsoft Edge Chromium and Safari.

ⓘ Learn more at **Spectrum.net/TVApp**

TV CHANNEL APPS

With TV channel apps, enjoy shows, sports and movies everywhere you go. With channel apps, catch all the action of your favorite shows no matter where you are. Use a variety of devices, including tablets, smartphones, and other mobile and connected TV streaming devices, to access apps for 125+ networks.

ⓘ Learn more at **Spectrum.net/TVApps**

REFRESHING YOUR SPECTRUM RECEIVER

If your Spectrum Receiver isn't working properly, a refresh can help resolve many issues without affecting your recordings or service. If you are experiencing any of the below issues, refreshing your receiver may fix your issues:

• Missing channels

• Problems with the interactive guide

• No picture

• Poor picture quality

To refresh your receiver:

1. On your PC, go to **Spectrum.net** and sign in.

2. Hover over My Account and Select TV.

3. Click Refresh in the Equipment screen.

ⓘ Learn more at **Spectrum.net/RefreshBox**

FIXING PICTURE QUALITY ISSUES

There are a couple of easy things you can do to troubleshoot your video picture.

• Check all your cables from your TV to your Spectrum Receiver, and from the Coaxial cable from the wall to your Spectrum Receiver. Make sure they are tight!

• Try refreshing your receiver on **Spectrum.net** under Manage Account.

• If cables are tight, unplug your receiver for 15 seconds and then plug it back in and power on. It may take several minutes for the receiver to reboot. Once it's rebooted, check the video picture.

ⓘ Learn more at **Spectrum.net/TVTrouble**

IN-HOME WIFI
WHERE TO PLACE YOUR ROUTER FOR THE BEST CONNECTION:

Place your Modem-Router combo or WiFi Router in a central and open location. We recommend a wired Internet connection for high bandwidth usage devices such as Smart TVs, TV streaming devices and gaming consoles—this helps avoid interference and increases available WiFi bandwidth for other devices.

DO place:

- in a central location
- on a raised surface
- in an open space

DON'T place:

- in a media center or closet
- near wireless or radio signals like cordless phones
- behind a TV

ℹ Learn more at **Spectrum.net/BetterInternet**

WIFI NETWORK NAME AND PASSWORD

You can manage your In-Home WiFi network at **Spectrum.net**. From here, you can view your customized settings, such as WiFi Network Name (SSID) and WiFi Password.

ℹ Learn more at **Spectrum.net/WiFiPassword**

SECURITY SUITE

Security Suite helps keep your family protected online. Download it today at **Spectrum.net/GetSecurity**.

- No need to purchase expensive security software.
- Spyware protection and removal helps guard against theft.
- Anti-Virus automatically updates to protect against new threats.
- Browsing protection evaluates the safety and prevents unintentional access of harmful websites.

ℹ Learn more at **Spectrum.net/SecurityFeatures**

TROUBLESHOOTING YOUR INTERNET SERVICE

If you are experiencing slow speeds or if your WiFi connection is intermittent, check the following:

- Distance from the Modem-Router or WiFi Router: The farther away from the WiFi Router you are, the weaker your signal will be. Try moving closer to your WiFi Router to see if the connection improves. WiFi signal strength may deteriorate over longer distances and as it passes through the construction materials of your home.
- Modem-Router or WiFi Router Location and Obstacles: Your WiFi Router should be placed in a central location for best coverage.

ℹ Learn more at **Spectrum.net/WiFiTrouble**

If you still continue to experience slow speeds, try resetting your Internet modem by following these steps:

1. Unplug the power cord from the back of the modem.

2. Wait 30 seconds, then reconnect power to the modem.

3. Wait two minutes to allow the modem to connect. The modem connection lights will be solid.

4. Confirm you are connected to the Internet by surfing to two or more web pages.

ℹ Learn more and watch the support video at **Spectrum.net/ModemReset**

SPECTRUM WIFI

With your Spectrum Internet service, you can seamlessly connect to thousands of WiFi access points nationwide. Save on your cell phone data plan by using Spectrum WiFi when you are away from home. Just look for Spectrum WiFi or CableWiFi networks to connect.

ℹ Learn more at **Spectrum.net/FindWiFi**

Available in the **My Spectrum App**

SETTING UP YOUR VOICEMAIL

ACTIVATING VOICEMAIL— FIRST-TIME ACCESS

To activate and set up your voicemail from your home phone, dial *99. Follow the voice prompts to create a PIN and set up a greeting and mailbox options.

ℹ️ Learn more at **Spectrum.net/Voicemail**

ACCESSING VOICEMAIL

FROM YOUR COMPUTER OR MOBILE DEVICE:
- Visit the Voice feature management tool at **Spectrum.net/VOMFeature**

FROM YOUR HOME PHONE:
- Dial *99

FROM OUTSIDE YOUR HOME:
- Dial your 10-digit home phone number
- Press * when you hear the greeting
- Enter your PIN, followed by the # sign

ℹ️ Learn more at **Spectrum.net/VOMFeature**

TROUBLESHOOTING YOUR VOICE SERVICE

If you are experiencing trouble with your phone services, such as no dial tone, you should reset your Voice modem by unplugging the power cord for 30 seconds and reconnecting.

You can also reset your Voice modem by following these simple steps:

1. Unplug the power cord from the back of the modem and remove any batteries.

2. Wait 30 seconds, then reinsert any batteries and reconnect power to the modem.

3. Wait two minutes to allow the modem to connect. The modem connection lights will be solid.

4. Attempt to make a phone call.

ℹ️ Learn more at **Spectrum.net/VoiceTrouble**

VOICE FEATURE MANAGEMENT PORTAL

Use the Voice feature management portal on your computer or mobile device to check your voicemail, manage Voice features and access call history.

ℹ️ Learn more at **Spectrum.net/VOMFeature**

📱 Available in the **My Spectrum App**

CALLING FEATURES

Spectrum Voice provides much more than just unlimited local and long distance calling. Take advantage of up to 28 of the most popular home phone features, including Call Guard to block unwanted malicious calls.

ℹ️ Learn more at **Spectrum.net/CallFeatures**

ENHANCED 911 (E911)

To reach fire, police or ambulance services, just dial 911.

To help you remember to dial 911 IMMEDIATELY in case of any emergency, we've provided stickers to place on or near your phone. Enhanced 911 (E911) automatically provides the emergency service operator with your phone number and location.

To ensure that 911 calls are properly routed:

- Don't move the equipment installed in your home to another location.

- If you use our service from an address that's different from the one you initially provided, the E911 service won't work properly.

- When you plan to move and need to change your service address, please call Customer Care so that we can properly move your service.

BATTERY BACKUP

Spectrum Voice uses the electrical power in your home, so if there's a power outage all calling will be interrupted—including 911 service. Ask us about purchasing and installing a battery backup, which provides hours of standby Voice service in the event of a power outage—just call (855) 757-7328.

ℹ️ Learn more at **Spectrum.net/Battery**