SPECTRUM U - USING THE SPECTRUM U APP

This document explains how to use the Spectrum U app for iOS and Android. Please note that the screenshots shown are from an iOS device, however, the process should be identical.

If you haven't installed the Spectrum U app yet, see [Spectrum U - Installing the Spectrum U App](#) for instructions.
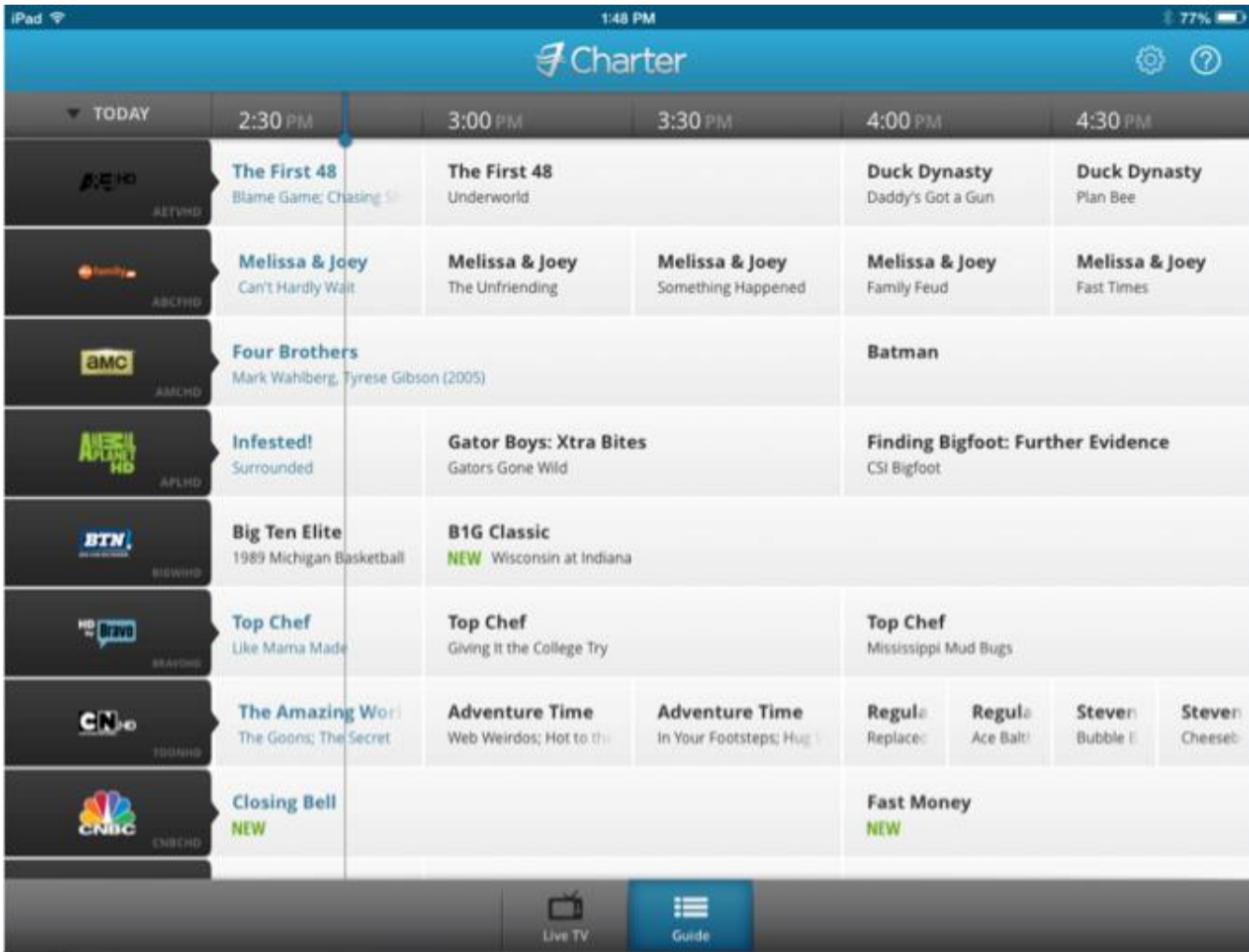
OVERVIEW

Important: In order to use this app, you must be connected to the Thiel wireless network, Thiel. If you are attempting to connect from off-campus, through your mobile provider's network, and/or through VPN, you will not be able to stream through the app.
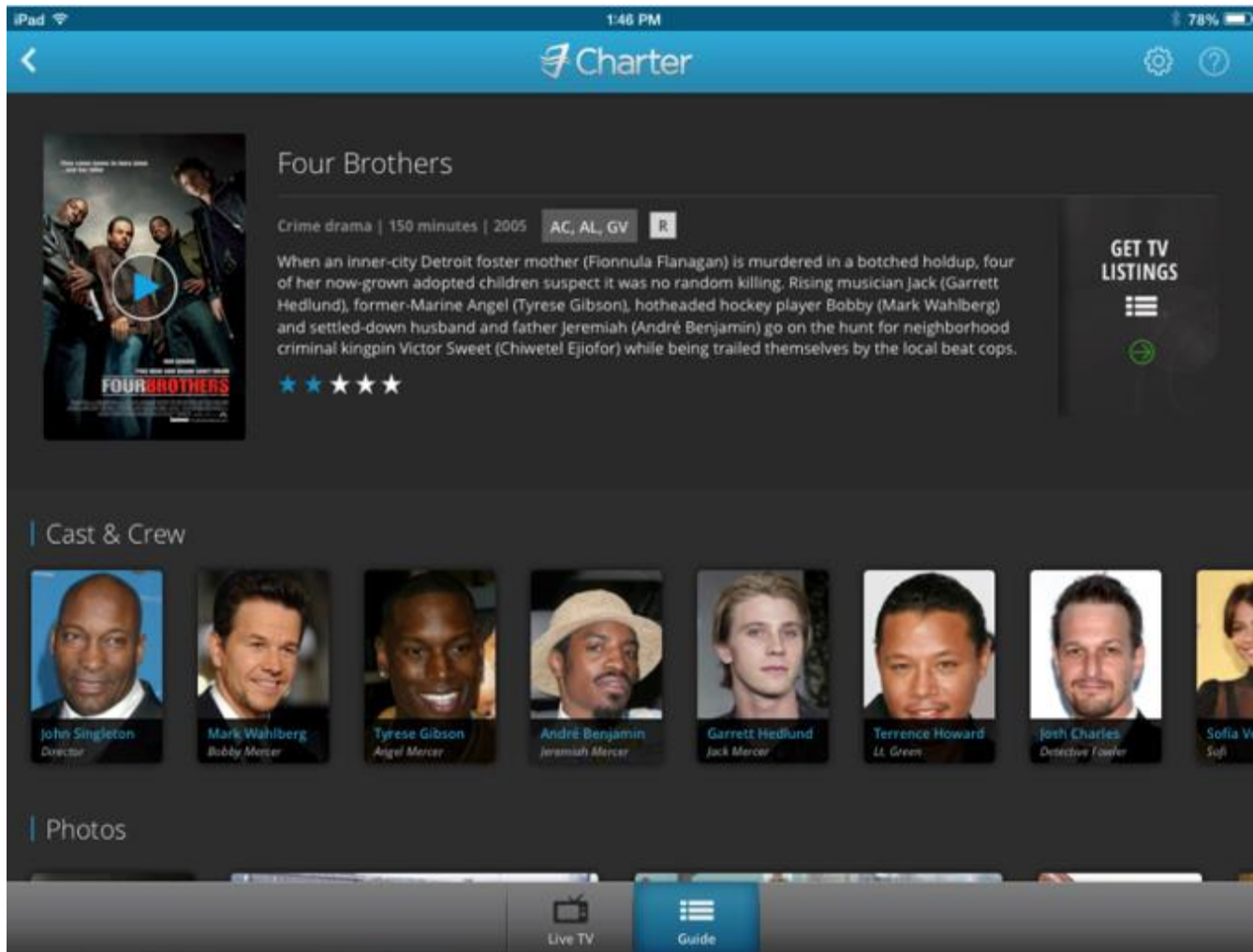
1. Tap on the **Spectrum U** icon to launch the app.

2. **Guide**

3. Selecting a program on either screen will open a page with additional information. To begin streaming a show that is currently airing, tap the show image in the upper left-hand corner of screen.

4. Once you have selected a channel, you can change channels without going back to the guide. To change channels on an iOS device, swipe to the left or right. On an Android device, tap the screen to reveal left (**<**) and right (**>**) arrows, which you can then select to change channels.

KNOWN ISSUES

- **App freezes while launching:** If you are launching the Spectrum U app on your Android device, and the app gets stuck on a black screen with the Charter logo displayed, you may need to kill the app and try again. To kill the app:
    1. Hold down the **Home** button on your device until it displays the windows of all apps that are currently running.
    2. Find the Spectrum U window and swipe it off the screen to quit it completely.
    3. Go back to your app launch screen tap the app to re-launch it.
- **Unable to control volume while streaming:** If you are using an Android device and cannot turn the volume up or down, it is likely that the volume rocker button

on your device is only changing the ringer volume, when it is the media volume that needs to be adjusted. To change the media volume:

1. Pull down the notification bar at the top of your screen, then tap the **Settings** icon next to the date.
2. Tap **Sound** to view the sliders for each sound type.
3. Drag the slider for **Media** volume as appropriate.

SEE ALSO:

- [Spectrum U - Installing the Spectrum U App](#)
- [Spectrum U - Channel Listing](#)
- [Spectrum U - Frequently Asked Questions](#)