Each apartment should have one cable remote, digital converter box, Wi-Fi modem, power cords, and HDMI cable in the common area providing all residents of the apartment Spectrum’s Internet, Standard Cable Package, Variety Tier and Showtime.

**How to connect your TV:**
1. Make sure the cable digital converter box power cord is plugged into the wall outlet.
2. Connect your TV to the cable box using one of the 3 different ways below:
   - Coaxial Cable
   - Component cables
   - HDMI cable
3. Turn on the cable digital converter box.
4. Make sure the TV power cord is plugged into the wall outlet.
5. Turn on the TV.
6. If using the Coaxial cable, change the TV (not cable digital converter box) to channel 3, otherwise change your TV Input to the proper option (HDMI – Component)
7. Use your cable remote to browse channels.
   - Contact Spectrum technical support if you are having trouble with any of the following:
     (Spectrum contact information is on the back of this page):
     - You are not receiving the provided cable channels
     - You want additional cable services in your bedroom at your own expense (HBO, Starz, Digital, etc.)

**Wi-Fi Internet:**
1) Make sure your Wi-Fi Modem is plugged into the wall outlet and Power, US/DS and Online lights are solid on. (other lights can blink)
2) Look at the back of your modem. You will see something like the front picture.
3) Your Wi-Fi names (SSID) can be found at A and B.
4) Select one of them on your device.
5) The password can be found at C.

**Notice:** Please do not make any changes to your Wi-Fi name or password. A 20 dollar charge will be assessed for unauthorized changes.
Submit a Maintenance Request online for the following:
- Equipment is missing (cable remote, cable digital converter box, cable power cord, coaxial cable and Modem)
- Spectrum representatives were unable to assist you.
- Internet or Wi-Fi issues.

How to contact Spectrum:
1. Dial 1-866-550-3211
2. *99
3. Do not press # to use the enhanced voice system (wait for the second menu of options)
4. Do not enter a phone number.
5. Press 1 if you don’t have an account option.
6. Press 2 if you do not want to get new service.
7. Press 1 for cable assistance, 2 for internet assistance or 4 for assistance with both
8. Enter the CSUDH business zip code - 90747
9. Press 1 for technical support.
10. Inform the representative you have a “CSUDH Bulk Account” (no account #)
11. Provide University Housing residential address – 1100 E. Victoria Street (Apt. ??)
   They may also ask you about your modem MAC address or Serial # which can be found on the back of your modem. (see picture below)
12. Do not make changes to the common area account or add a phone # to the account.

Upon departure, leave all common area equipment in the apartment (cable remote, cable digital converter box, modem, cable power cord, HDMI cable and other cables cord). If you ordered additional cable services, contact Spectrum (not University Housing) to discontinue your service and arrange to return your equipment.