

INFORMATION REGARDING SPECTRUM MANAGED WIFI AND CABLE SCREENING

As of this date (6/6/2022) it is anticipated that power will be connected to the necessary outlets within the next few days by Consumers Power. Once that occurs, the new pedestals will be installed and transitioning to the new system will occur. Spectrum representatives estimate a 48 hour timeframe when placing the pedestals to activation. This means there will be a 48 hour period of no service. Co-owners will be provided a “heads-up” as soon as the Board is notified. Please monitor the Park’s official website at ahccoa.com for updates. A courtesy post on Facebook will be placed directing co-owners to the official website when new information is posted.

WHAT CO-OWNERS ARE REQUIRED TO DO ...

As everyone knows, change causes havoc, setbacks, frustration and anxiety. Change is inevitable, but with change growth can occur. Spectrum is investing upwards of \$150,000 to “grow” our services/system. The Association’s ability to implement such a system within its own confines and resources would not be possible.

The following requirements need to be facilitated prior to Spectrum going live. **Please be advised**, If you do not have a streaming device for your TV(s), you may have difficulty in receiving adequate signals to your television, if you use your phone. Co-owners will need to acquire the appropriate devices prior to receiving passwords.

- Download the Spectrum app on your smartphone, tablet, and/or laptop. This allows you to stream cable tv on those devices.
- It is recommended to use a device other than one’s smartphone to stream cable tv services on one’s tv. Using your smart phone can slow the speed. Instead it is recommended to download the Spectrum app directly on your tv if you have a Samsung smart tv **OR** purchase a google chromecast streaming device (as pictured below) to use to stream to your tv **OR** purchase a Roku streaming device (as pictured below).
- Use the following link to become familiar with all available devices and frequently asked questions: <https://www.spectrum.com/cable-tv/spectrum-tv-app>

The above devices are recommended to be used to stream cable services to your televisions. To connect to the WiFi services to your other devices such as smartphones, lap stops, tablets etc will be the same as you do now. Your device looks for the network and one inputs the password to connect.

To assist with any technical difficulties one may have during connection (**after you have downloaded the Spectrum app as well as purchased any needed streaming devices**), the following line is available to call 24/7: Bulk Tenant Customer Support 833-697-7328. Additionally, information will be forthcoming regarding passwords and how to return the black cable boxes. Tentatively the Board is planning a two to three week period to return the black cable boxes. A calendar will be forthcoming reflecting the dates and times boxes can be returned that will include weekday and weekend hours. Co-owners not on site during the designated time period, can make arrangements to return cable boxes by contacting Cathy Dewald.

In advance, thank you for your patience and support as we transition to expanded Spectrum services.



Roku Streaming Stick 4K 2021 | Streaming Device 4K/HDR/Dolby Vision with Roku Voice Remote and TV Controls
★★★★☆ ~ 19,621
\$39.00 ~~\$49.99~~
✓prime Get it as soon as Tue, Jun 7
FREE Shipping by Amazon
Works with Alexa



Sponsored
Google Chromecast - Streaming Device with HDMI Cable - Stream Shows, Music, Photos, and Sports from Your Phone to Your TV
★★★★☆ ~ 80,634
\$29.99
50% off gift wrap service: code GIFTWRAP50
✓prime Get it as soon as Tue, Jun 7
FREE Shipping by Amazon