

# UWNET & CABLE TV SUPPORT



For support, call the DoIT Help Line at **(608)-264-4357** or **help@doit.wisc.edu**. An agent will create a case for you and will work with you to resolve the issue over the phone.

If they cannot resolve your issue over the phone, your case will be escalated to the Technology Services office and a technician will contact you to resolve your issue, which may include coming to your room to help you get connected.

## FOR MORE INFORMATION

**DoIT Help Line**  
**(608)-264-4357**

**Web**  
*[www.housing.wisc.edu/technology](http://www.housing.wisc.edu/technology)*

**E-mail**  
*[help@doit.wisc.edu](mailto:help@doit.wisc.edu)*

# WIFI AND CABLE TV GUEST SERVICES GUIDE



**University Housing**  
UNIVERSITY OF WISCONSIN-MADISON
















Built for your **success.**

# CABLE TELEVISION SERVICE

*Cable TV: 250+ channels offered*

Expanded basic cable TV service along with a variety of foreign language channels are available in each residence hall room and on televisions in lounges. Several high-definition channels are also available.

A complete channel listing can be found on <https://kb.wisc.edu/rtnlineup>.

ANALOG		HD	ANALOG		HD	ANALOG		HD
5		615	17		621	24		660
7		607	18		625	25		664
8		617	19		688	32		624
9		603	20		691	34		628
12		732	23		661	40		622

## SPECTRUM U

### Get More TV



Receive 50 HD channels on Apple (iOS) or Android mobile/smart device by downloading the free Spectrum U app when you arrive on campus. Visit <https://it.wisc.edu/services/television-charter-u/>.

### ANDROID

1. On your Android device, launch the Google Play Store.
2. On the Play Store home screen, tap the magnifying glass (Search) icon.
3. In the search bar, type CharterU (no spaces) and select the matching SpectrumU app when it appears.
4. Tap the Install button, then tap Accept.
5. Once installation is complete, tap Open within the app listing in the Play Store, or go to your app launch screen to open the app or add it to the home screen.

### IOS (APPLE)

1. On your iOS device, launch the App Store
2. In the search bar, type SpectrumU and select the matching SpectrumU app when it appears.
3. Tap the Free button, then tap Install App.
4. Once installation is complete, close the App Store and locate the SpectrumU app on your home screen.

# WIFI VIA UWNET

## *For Android and iOS (Apple) Mobile Devices:*

1. Under the WiFi network settings select **UWNet**.
2. If the registration page does not pop up immediately, open your web browser and you should be automatically redirected to the **UWNet registration page**.
3. On the registration page find “**Create Guest Account**”

### Select a campus Wi-Fi network

**UWNet Login**

NetID

Password

.....

☐ Accept the [terms of use](#).

**Login**

Don't have a NetID? [Create a guest account](#).

**UWNet Guest Access**

Name

Ex: Bucky Badger

Email Address

Ex: bbadger@wisc.edu

☐ Accept the [terms of use](#).

**Create Guest Account**

**Get Help**

Search the KB

Chat with us

608-264-4357

Visit a location

4. Once you complete the form, you will be assigned a **username and password** that you can use on other devices when needed to connect to the internet on campus and in the residence halls.


**UWNet Guest Access**

**Visitor Registration Receipt**


Guest's Name:

Bucky Badger

Account Username:

 bbadger@wisc.edu

Guest Password:

 277419