**WHAT IS INCLUDED IN MY RENT?**

Mesa Nueva residents get free internet, cable, and access to the Spectrum TV App!

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**WHAT DOES IT MEAN TO HAVE A BULK ACCOUNT?**

Residents do not need to set up their own Spectrum account or buy their own router! Cable is plug-and-play, and internet will be accessible with your UCSD SSO credentials in the future!

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**NEED HELP SETTING UP YOUR WIRELESS PRINTER OR SMART TV SYSTEM?**

You’ll need to purchase a 5ghz capable router with local Wi-Fi capabilities [5G Wi-Fi (802.11ac)] and a Ethernet Network Patch cable with a Cat6 rating or above.

Please call the Spectrum TV Help Desk at 1-888-881-5303 and Press 1. The account number is 8448410290184039.

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**WHO SHOULD I CALL WHEN MY INTERNET IS SLOW OR DISCONNECTING?**

First- reboot your device!

Next, try forgetting the network and re-connecting to change radios from 2.4 to 5.8 GHz wireless connection.

If that doesn’t work, call the Spectrum Internet Help Desk at 1- (855) 836-8715. The Account Number is 8448410290186075.

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**Mesa Nueva Residential Services Office**

858-246-2222

mesanueva@ucsd.edu
CABLE FAQ

WHAT CHANNELS ARE INCLUDED IN THE CABLE PACKAGE?

Please see the front desk for a full list of channels!

DO I GET PREMIUM ON-THE-GO CHANNELS?

Yes! You get free access to the Spectrum TV app! The app lets you stream Live TV and watch On-Demand movies on up to 5 devices. Please email mesanueva@ucsd.edu to get your username and password.

WHAT INFORMATION DO I NEED IN ORDER TO MAKE A CALL TO SPECTRUM?

COMMUNITY: MESA NUEVA

BUILDING NAME/LETTER:

- CALA- A
- CRESTA- C
- ARENA- D
- MAREA- E
- ARTESA- F

ANY ADDITIONAL QUESTIONS?

CONTACT MESANUEVA@UCSD.EDU AND A STAFF MEMBER WILL ASSIST YOU!

Mesa Nueva Residential Services Office
858-246-2222
mesanueva@ucsd.edu
Welcome to Spectrum Community Solutions WiFi. Your apartment includes Spectrum Community Solutions WiFi. There are no cables or routers required for WiFi, so all you have to do is connect.

FAQS

**Q: How do I sign in to my WiFi network?**

A: First, turn on your device’s WiFi and select “Mesa Nueva Resident” in the list of available networks. Once connected, type in **mesanuevaresident**. Open your browser and attempt to go to any website. You will be redirected to a website where you will be asked for your PAN username and password credentials.

(Note: depending on your browser settings you may see a security alert when being redirected—please click “continue to website.”) Follow the screen prompts to get your device authenticated.

**Q: What if I can’t connect to WiFi?**

A: First, make sure WiFi on your device is turned on. Next, make sure you select the “Mesa Nueva Resident” in the list of available networks.

**Q: How can my guests connect to WiFi?**

A: Your guests can connect to Spectrum Community Solutions WiFi by selecting “Mesa Nueva Guest” in the list of available WiFi networks. No password is required. Guests will be required to accept Terms and Conditions to connect.

**Q: Can I use a VPN on my WiFi?**

A: Spectrum Community Solutions does not provide a VPN option but if you have a VPN from your school or company the WiFi will accommodate it.

**Q: What if I forget my username or password or need other help with my WiFi?**

A: Contact your Mesa Nueva Residential Services Office for PAN username or password.

**Q: Can I access other devices on my network?**

A: Yes. All devices connected to your secure WiFi network can “see” each other and share files through your home network (You can have up to 20 active devices in your network.) To connect these devices, sign in to Spectrum Community Solutions WiFi from your computer, go to charter.guestinternet.com, enter your PAN username and password credentials and choose your location. Then add the device to the list of authorized devices and connect the device to your WiFi network.

**Q: What if my device doesn’t support the WiFi network?**

A: Some devices, like gaming systems and printers, may not have Internet browsers or support security features used by Spectrum Community Solutions WiFi. To connect these devices, sign in to WiFi from your computer or smart phone (go to charter.guestinternet.com), and then add the device to the list of authorized devices. Then connect the device to your WiFi network.

**Q: Is the WiFi network secure?**

A: Yes. When you sign into “Mesa Nueva Resident” only devices you register with your credentials will be authenticated and authorized to use the network. Devices in your personal group will be able to communicate with each other, but no other user on the network will be able to “see” your devices.

**Q: Is there a certain version of WiFi that my devices must use?**

A: The WiFi equipment installed in your unit utilizes the 802.11a/b/g/n on both the 2.4Ghz and 5GHz bands. While your devices will connect and run regardless of what version of WiFi they use, the fastest speeds will be obtained with those devices that also have 802.11n capability.

Modifying or tampering with the WiFi equipment or installing personal WiFi access points is prohibited as it can interfere with the availability of WiFi in your unit and can result in the loss of WiFi service to you and other residents in your unit. Call (855)895.5302 with any issues concerning the WiFi equipment.
SPECTRUM IPTV INSTRUCTIONS

Step 1: Download and Install the Spectrum TV app.

Step 2: Open the Spectrum TV app.

Step 3: Enter your PAN/IPTV username and password

Step 4: Select Sign In.

Step 5: Choose Agree on the License Agreement screen (first-time access only).

Step 6: Explore all of the channels and Enjoy!

If you are having issues with the app please check out the Spectrum TV app support:
http://www.spectrum.net/support/tv/spectrum-tv-app/