

Spectrum FAQ

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Q: How is the graduatefamilyhousingresident Network set up?

The UCSD graduatefamilyhousingresident network is divided into three areas, which correlate to the three communities. For your PAN and device connections to work properly you need to have selected the correct building in the correct area when you first signed on with SSO. Here is the breakdown of Areas and Buildings:

Service Area/Community	Mesa Nueva	Nuevo East	Nuevo West
Buildings	Artesa (F) Arena (D) Cresta (C) Marea (E) Cala (A)	Astilla Capa Piedra Porton Tierra	Brisa Viento

Residents of all locations can use the URL below to reach their personal PAN device list and will be directed to the correct area after sign on: <https://managemydevices.com/rq09112>

Q: Why am I having to sign into the network every 24 hours?

Residents who sign on to graduatefamilyhousingresident from a part of campus that is outside of their home area will have a temporary 24-hour account created. They will have internet access but will not be able to connect to devices in their PAN network and will be on a public network (as opposed to a network with only their devices). This is most commonly caused by a resident moving buildings or selecting a building where they do not live when initially setting up their PAN. If you determine your PAN needs to be moved, please proceed to the content for [“What do I do if my PAN needs to be moved/my home building needs to be changed?”](#)

Q: What do I do if my PAN needs to be moved/my home building needs to be changed?

If you selected a building in an area you do not live during setup, or if you moved to a new building area, you will need to take the following steps to update your building location and allow your PAN network to work properly:

1. Call Spectrum Support at **(866) 204-8493**

Items to have ready when you call:

- a) Screenshot of your current PAN device list (your authenticated MAC addresses).
 - a. Support will need this to find your user account and devices.
 - b) At least one device actively online and connected to the resident network.
 - a. Support will use this to find your user account. It will also be used to confirm your PAN move was successful.
 - c) Name of the building and service area your PAN is currently set up at.
 - d) Name of the building and service area you need your PAN moved to.
2. Let them know you are a **UCSD SSO resident who needs to have their building updated in Site Manager**.
 3. Provide information from "Items to have ready when you call list."
 4. Once Support has found your user record, they will be able to update your new building. When they confirm your record is updated, sign back on to the graduatefamilyhousingresident with a browser enabled device to activate the account in the new service area.
 - a. Once you sign on with one device you should be directed back to your personal PAN device list page which should include all the MAC addresses you added previously. If any MACs are missing, just add them back to allow the devices to authenticate.
 - b. Note: If some of your devices had been authenticated as a roaming user in your new area, you may have to wait 24 hours for that temporary access to expire before the device joins your PAN network. If you are concerned about a device, Support can look up the MAC and confirm it is on the correct Virtual Local Area Network (VLAN) or remove the 24-hour access to allow the device to join your PAN.

Q: How do I add devices to my PAN?


To manage devices in your PAN at any time, go to <https://managemydevices.com/rq09112>.

Q: Why do I keep getting redirected to authenticate with SSO on my smartphone, and how do I stop it from happening?

Apple Devices:

iOS 14 has a new feature called Private Address. This causes your device to use a different MAC address

for each network connection. Your PAN is reliant on static MAC addresses. Turn off private address for the graduatefamilyhousingresident network to avoid having to reauthenticate:

1. Open the **Settings** app, then tap **Wi-Fi**.
2. Tap the information button  next to the graduatefamilyhousingresident network.
3. Tap the **Private Address** toggle to turn the feature off specifically for this network.



Note: These settings will only be saved for your graduatefamilyhousingresident network and your iOS device will continue to protect your privacy by using a Private Address when connecting other networks.

Android Smartphones:

Some Androids have a security feature that causes the device to present different MAC addresses for each network connection. Your PAN is reliant on static MAC addresses, so it is important to use the device's actual MAC address when connecting to the graduatefamilyhousingresident network. Take the following steps to change your device settings to "use device MAC":

1. Open **Settings**
2. Select **Network and internet**
3. Select **Wi-Fi**
4. Tap the **gear icon** next to the current connection
5. Select **Advanced**
6. Select **Privacy**
7. Select **Use device MAC**

Q: I receive a "502" or "999" error when I try to get connected to the Wi-Fi. Why can't I connect?

The 502 and 999 errors indicate you are not currently authorized to add or maintain a device on the graduatefamilyhousingresident Network. This is usually because you are not the primary lease holder, or you were not automatically placed in the correct access group.

- If you are not the primary lease holder, the primary lease holder can sign in on your devices and/or add your devices to their Private Area Network (PAN). After this initial step, logins on your devices will not be required.
- If you are the primary lease holder, please call the ITS helpdesk at 858-246-HELP (4357) during

business hours, so they can add you to the appropriate group.

Q: Where can I safely plug in my Ethernet cord?

There are two different models of access points (APs) in the Mesa Nueva, Nuevo East, and Nuevo West areas. These are the “R510” and “H510” (pictured below with available ports). Please note, by design, not every room will have an access point in it. If your unit does not have an access point, you may use the provided Ethernet jack on the wall for physically connecting a device.

Residents may choose to use micro switches to connect more Ethernet devices. The micro switch and devices plugged into it would all need to be [added to a PAN](#) like other resident devices.

Devices should always be maintained on the device owner’s PAN. If more than one PAN holder is connected to the same microswitch, the owner of the switch would maintain the switch on their PAN. All Ethernet devices plugged into the switch would be added to the PAN of the corresponding device owner.

Ruckus H510

Found in Nuevo East & West



Lan Ports 1 through 4 are available for resident use.

Ruckus R510

Found in Mesa Nueva



1 Port is available for resident use



Q: Why is my Ethernet connection not working?

Many newer devices do not have an ethernet port and require the use of an adapter (commonly called a dongle). These adapters have their own MAC address, so the network does not recognize your connection. To use the ethernet with your adapter, the device must be added to your PAN (can be added here: <https://managemydevices.com/rq09112>).

Q: How do I locate the MAC address of my device?

This resource covers steps for efficiently finding MAC addresses of many device types, such as, Linux, Apple and Windows computers, PlayStation, Xboxes, Chromebooks, Android and Apple mobile devices, and Nintendo Switches: <https://www.wikihow.com/Find-the-MAC-Address-of-Your-Computer#>

Q: How do I locate the MAC address for my Ethernet adapter?

If you are using an adapter to physically connect your PC/Mac to the Ethernet port in your room, you must add the MAC address to your PAN portal. Please note this will be a different MAC address from your Wireless adapter.

For Windows:

1. Click Start, then Run (or type in search bar on windows 10)
2. Type cmd
3. Press Enter
4. At the prompt, type the following: **ipconfig /all**
5. Press Enter.
6. The MAC address will appear under the Ethernet Adapter field as the physical address.

For Macintosh: (OS 10.5 and higher)

1. From the dock, select System Preferences.
2. Select the Network applet.
3. Select Ethernet from the left-hand side.
4. Click on Advanced from the lower right.

For OS X 10.8 or 10.9:

- I. Select the Hardware tab.
- II. The MAC Address should be listed.

For other OS X:

- I. Select the Ethernet tab.
- II. The number next to Ethernet ID is your MAC Address.

Q: How can I add Smart Bulbs to my PAN?

Some devices require that the phone being used to set them up is on 2.4GHz wireless just like the Smart Bulb or similar device that is being setup. The graduatefamilyhousingresident network broadcasts on 2.4 and 5 GHz simultaneously, so you may not be able to force your phone to 2.4GHz without Spectrum support. Take the following steps to add Smart bulbs to your PAN:

1. Ensure your PAN is activated and that your Smart Bulb and your phone MAC addresses have been added to your PAN device list (this confirms both devices are on the same network).
 - a. If you have Apple or Android devices that may have Private MAC/MAC Randomization, be sure you have followed the steps at the start of this FAQ to disable this feature.
 - b. The setup guide for your Bulb or FAQ's from the Bulb manufacturer website can help you locate the Bulb MAC address that you will need to add to your personal portal page.
 - i. If you are not able to locate your Bulb MAC address, then make sure your phone MAC is NOT added to your PAN portal (or delete it from the portal if it was added) so that your phone and Smart Bulb will be on the same unauthenticated network. After you link the Bulb to the phone app, you should be able to get the Bulb MAC from the app and add your phone and Bulb to your PAN portal at the end of the setup.
2. Follow the setup guide provided with your Smart Bulb to set up and configure it.
 - a. If the phone app and Bulb do not pair the first time, try turning your phone Wi-Fi off and back on, then try pairing again.
 - b. If it fails again, then it is likely your phone is connecting on the 5GHz Wi-Fi band and you will need to contact Spectrum support to force your phone to connect on the 2.4GHz band.
3. Call Spectrum support at (866) 204-8493 and let them know you are trying to connect a Smart Bulb to the network, and you need them to make sure your phone and Bulb are both on the 2.4GHz band.
4. Provide your phone MAC and bulb MAC addresses to Spectrum support so Spectrum can determine what WAP you are connecting to. Support should be able to help confirm what the Bulb MAC is if you are not sure.
5. Let Spectrum support know if your Bulb and phone are on your PAN network or not. Support will be able to confirm both devices are on the same Virtual Local Area Network (VLAN). Additional info such as your service area (Mesa Nueva, Nuevo East, or Nuevo West) will help support confirm your VLAN.
6. Support will temporarily disable 5GHz wireless on the Wireless Access Point (WAP) that your phone is connected to which will cause your phone to switch over to 2.4GHz and allow you to continue your setup. Wait for Support to confirm this is done.
7. Complete the setup of your Bulb through the phone app while 5GHz wireless is disabled.
8. Once the setup is complete, Spectrum support will turn the 5GHz band back on for the WAP that they disabled it on and the 5GHz connection will no longer prevent your phone app from communicating with the Bulb.
9. Confirm with support that your Smart Bulb and phone are on your PAN network. The phone and Bulb should be on the same VLAN and it should NOT be VLAN 50.
 - a. If your devices are still on VLAN 50 you will need to add their MAC addresses to your personal portal page.
10. Your setup is complete.