

Wi-Fi Support Guide

Cable Modem Guide for Graduate Family Housing Residents

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Introduction

Each unit in Mesa Nueva, Nuevo East and Nuevo West has been equipped with a cable modem device for Internet. This device is tied to the unit it was set up in. Wi-Fi passwords are specific to each device and printed on it along with the network name. Please do not attempt to change the WI-FI Password.

Note: These modems have been purchased by the University and the accounts associated with them are owned by the University. This means residents will be subject to a replacement charge if the device is removed from the unit and resetting device passwords is not permitted.

Connecting Devices

The most updated directions for connecting devices to the cable modem in your unit can be found here: <https://www.spectrum.net/page/connect-your-devices>

Device categories covered include:

- TVs and streaming devices
- Laptops
- Tablets
- Smartphones
- Game Systems
- Other network devices such as smart speaker devices

Trouble Shooting Internet Connectivity

Information about factors that impact internet performance and how to troubleshoot connectivity issues can be found here: <https://www.spectrum.net/support/internet/slow-internet-speeds>

Below is a summary of recommended troubleshooting steps:

1. Ensure your equipment is plugged into a power source and turned on.
2. Ensure all cables are secure at both ends.
3. Power down the device being used to connect to the internet.
4. Unplug the power cord from the back of your modem.
5. Unplug the power cord from the router.
6. After waiting 1 minute, plug the power cords back in
 - a. Note: It could take the modem two minutes to reconnect to the internet
7. Wait for the lights on your equipment to stop blinking.
8. Restart the device that was being used to connect to the internet.
9. Open a web browser to verify internet connectivity.
10. Make sure your device's wireless connection is on when connecting via wireless.
11. Try to connect to multiple sites to ensure the connection is working properly.

Contacting Support

Spectrum support can be reached by calling **855-214-2325**.

Please provide the following information when contacting Spectrum support for the fastest resolution:

1. The troubleshooting steps you have already completed and the result.
2. MAC ID (Modem)



Where can I find the MAC ID?

Your Spectrum equipment has a sticker with the MAC ID.

It can be found on:

- Internet modems
- Spectrum Receivers
- Phone modems

- a.
3. Serial Number (Modem)
 - a. The serial number can be found on the back of the modem as pictured in the image above.
4. Wi-Fi Credentials (Router)
 - The credentials (SSID and Password) are printed on the router and will look like the following:

