Equipment Compatibility and Information
How our equipment works with your TV and other consumer electronics.

Digital cable boxes let you enjoy all of our programming and interactive services. A wide selection of TVs, DVD players, digital recorders and VCRs sold today may or may not be able to tune to some of our channels. The following list of equipment explains what will work best with your TV service.

**CableCARD**
If you have a CableCARD-enabled digital TV or a digital recorder, you can watch most of our programming with your TV remote and a CableCARD which is available for a monthly fee. A digital cable box is needed for all TV sets to receive any interactive programming like On Demand. You’ll also need a digital cable box for channels in a “switched video” format* such as select international and sports channels. A Tuning Adapter* may be used with select digital recorders like TiVo and Moxi CableCARD devices to receive this programming. If you decide to use one of the above, remember you’ll need to use the remote for the TV or the digital recorders.

**QAM Tuner***
If you have a digital TV with a QAM tuner, you’ll be able to see channels in Broadcast Basic service that are not encrypted without any extra equipment. You’ll need a digital cable box for our program guide, On Demand and other interactive programming. If you have an older TV or a digital TV without a QAM tuner, you’ll need a digital cable box to receive programming.

**HDTV**
To get HD programming, you need an HDTV plus an HD cable box, CableCARD or QAM tuner. With a QAM tuner, you’ll see Broadcast Basic services that are not encrypted.

**3D TV**
To view our 3D programming, you’ll need an HD cable box with an HDMI connection to a 3D TV and manufacturer-approved 3D glasses.

*Does not apply in Bronx or Brooklyn.
Remote Controls

You can use our remotes with our digital cable boxes, but it’s possible the remote you have for your TV, VCR or DVD player might also control certain features. You can also buy a “universal” remote for our digital cable boxes. Just make sure it has a label stating that it’s compatible with the digital cable box we gave you.

Here’s a list of universal remote controls that work with our digital cable boxes:

**RCA 5 Device Universal Cable Remote**

**URC SR3 Big Button Universal Remote Control**

**Universal Remote Control—6-Device Preprogrammed Learning Remote**

**General Electric 24959 8-in-1 Universal Remote Control**

Most universal remotes made since 2001 are compatible with both the Samsung and Scientific Atlanta model digital cable boxes.

DVR

A DVR (Digital Video Recorder) cable box, also available in HD, lets you record and store up to two programs while watching a previously recorded program. You can transfer digitally stored programs to a VHS tape or DVD, and you can expand your storage capability with an external storage device (e-SATA). You can also pause, rewind and fast-forward programs, use the instant replay of live TV with the replay button and watch two programs at the same time using the Picture-in-Picture function.

Other Equipment

With VCRs, DVD players and other equipment, you may not be able to use special features with your TV receiver like Picture-in-Picture or channel review. Older equipment, like VCRs, continue to be supported for customers who still have them. If you’re having problems with any of this equipment, contact us at the customer support number on the front of your bill or visit [optimum.net/support](http://optimum.net/support).
**Multi-Room DVR**

Multi-Room DVR is available with any standard or high-definition digital cable box. With Multi-Room DVR, you can record up to 15 shows at once. You may transfer digitally stored programs to a VHS tape or DVD, and pause, rewind and fast-forward programs. Currently Picture-In-Picture, instant replay of live TV with the replay button and the ability to set up manual recordings are not available.

**Inputs on TVs**

Newer TVs have several inputs so that you can set up DVD players, gaming systems, digital recorders and other consumer electronics all through your TV. By using the input button on your TV remote, you can choose which device you’d like to use. Older TVs may have an A/B switch that lets you do this as well, either through a digital cable box or another source that connects with your TV, antenna or DVD player.

**Parental Controls**

Easily control what’s appropriate for your kids and what isn’t. Here are some options:

**Cable Boxes.** Parental control technology is available with all our digital cable boxes.

**V-Chip.** If your TV was made after 1999, you may be able to block programming with V-Chip technology already built into your TV. Take a look at the instructions that came with your TV. You can also contact the manufacturer for more details or go to controlyourtv.org. If you don’t have a V-Chip enabled TV, and don’t have a digital cable box with parental control technology, visit optimum.net/parentalcontrols for more information on blocking programming.

**TV Ratings.** The television industry set up a ratings system, providing parents with information about age appropriate programming. For information on TV ratings, go to the TV Parental Guidelines Monitoring Board at tvguidelines.org, or call 202-879-9364.

Got questions about parental controls? Go to optimum.net/parentalcontrols.
Where to get equipment

We offer and maintain equipment for the service you’ve chosen. Equipment can be picked up at an Optimum Store, shipped to you or even delivered by a technician. We’re happy to talk about equipment options and prices with you. For a list of stores, visit optimum.net/stores.

Since digital cable boxes protect our programming services from cable theft, these devices can only be obtained from Optimum. You may see cable boxes sold by others online or elsewhere. These devices are illegal to buy, sell or use. For your security, we don’t authorize any cable box that isn’t provided to you by Optimum. Cable boxes obtained from unauthorized sources won’t work and cannot be supported.

Customer Support

If you’re having issues with your digital cable-ready devices or other equipment available through retail stores, contact us at the customer support number on the front of your bill or go to optimum.net/support.