

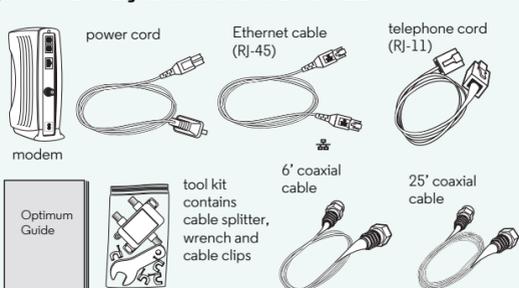
Phone and internet connection guide.

optimum.

Installation Guide Version 5.2

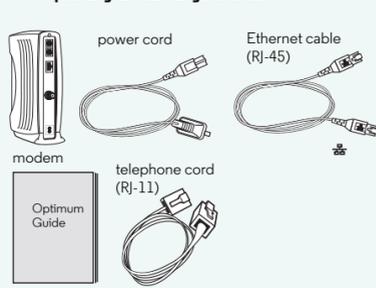
Where should you start?

If you're connecting a new modem for the first time:



Make sure you have all your parts and start at Step 1.

If you're replacing an existing modem:

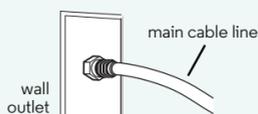


Make sure you have all your parts. Now remove the current coaxial cable, Ethernet cable and telephone line if connected to the old modem, then start at Step 3E.

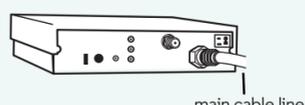
Connecting your internet and phone service

1 Find your main cable line and existing connections.

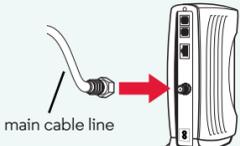
You can find your main cable line direct from the wall outlet.



You may be connected at the "cable in" connection on your digital cable box.



You may also be connected at your modem.



Note: Personal routers need to be installed after your account has been activated in Step 7.

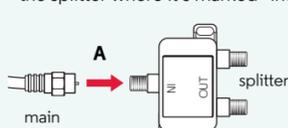
2 Disconnect any current connections.

Disconnect either the digital cable box, or the modem from the main cable line. Leave the main cable line connected to the wall outlet.

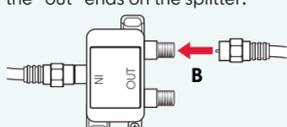
3 Connect the TV and the modem with the cable splitter.

Before connecting to the splitter, decide where it would be best to use either the 6' or 25' coaxial cables.

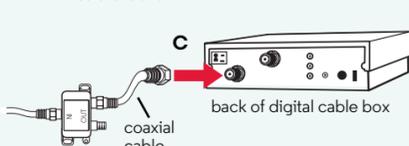
A. Connect the main cable line to the splitter where it's marked "in."



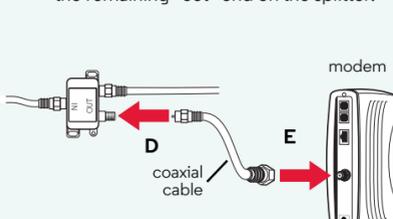
B. Using either the 6' or 25' coaxial cable, connect one end of the cable to one of the "out" ends on the splitter.



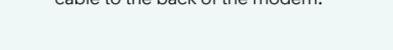
C. Connect the other end of the coaxial cable to the back of the digital cable box.



D. Connect the second coaxial cable to the remaining "out" end on the splitter.



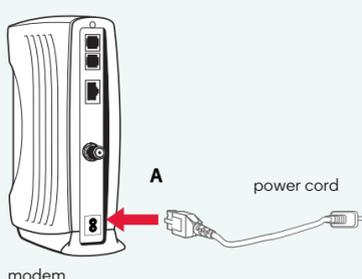
E. Connect the open end of the coaxial cable to the back of the modem.



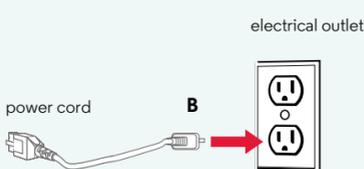
! To assure best phone quality and internet speed, hand tighten each coaxial cable connector then use the wrench included to make sure the cable connections are secure.

4 Connect the power cord to the modem.

A. Plug the modem end of the power cord into the back of the modem.



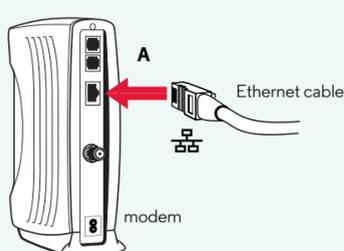
B. Plug the electrical end of the power cord into the electrical outlet or surge protector.



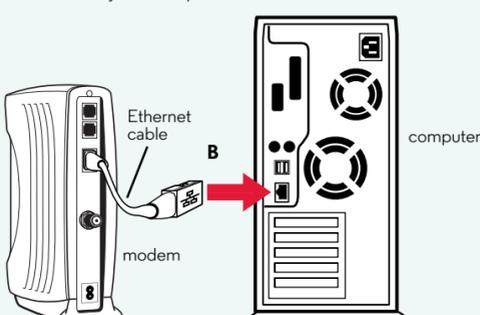
Note: For added protection, purchase a surge protector.

5 Connect the modem to your computer using the Ethernet cable.

A. Connect the Ethernet cable to the Ethernet port in the back of the modem.



B. Connect the other end of the Ethernet cable to the Ethernet port on the back of your computer.

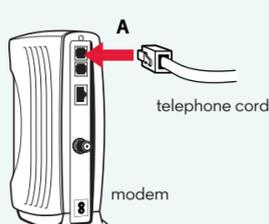


If you are connecting Optimum Online service only, skip to Step 7 after completing Step 5.

6 Connect the modem to your phone for Optimum Voice service.

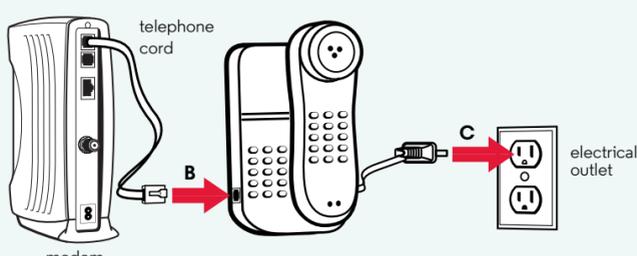
A. Connect the telephone cord to the port marked "TEL 1" on the back of the modem.

For two phone lines, connect a second telephone cord to the port, "TEL 2".



B. Connect the other end of the telephone cord to your phone.

C. If your phone requires power, plug it in now. Remember to let a new phone charge overnight before using.



7 Activate your account.

1) Start your computer and click on a web browser (e.g., Internet Explorer). Follow the on-screen instructions to complete the installation process. You will need your 13-digit account number located on your work order, bill or Optimum Store receipt.

a. If installing internet service for the first time, you will need to create an Optimum ID, a unique username that will allow you to access great features and benefits. Create yours at optimum.net/ID. Note: If you have moved and wish to keep your

existing Optimum Online email address(es), visit optimum.net/MyAccount to transfer to your new account.

b. If installing phone service for first time, you will need to register, set up and manage your calling features at optimum.net/voice.

Installation tips and more questions

No internet connection

1) Check your connections.

Check and tighten the cable connection from the wall and the back of the cable modem. Also, check any Ethernet or USB cables connected to your computer, router (if you have one) and cable modem.

2) Reset your modem/home network.

- Unplug the power cord from your modem (and router if using one).
- Plug the modem back in and wait until it has fully restarted. This can take up to a few minutes.

c. Plug the router back in and wait 30 seconds.

d. Check your internet connection by opening a new web browser window.

e. If you still have no internet connection, reboot your computer and then repeat step 5.

No dial tone

1) Check that the telephone line is properly connected to TEL 1 or TEL 2 of the modem.

2) Check that the telephone device is working properly. Connect another telephone that you have confirmed is working to the modem.

Static/hum on line

Move the telephone, along with telephone cord as far away from your computer and monitor as possible.

More questions

Visit the online Answer Center at optimum.net/support. Please refer to your guide for more information and to start enjoying all the features of your new service. To set up Optimum Online Ultra 50 and Optimum Online 101 features, go to optimum.net/support.

Optimum, the Optimum family of marks and Optimum logos are registered trademarks of CSC Holdings, LLC. ©2014 CSC Holdings, LLC.