



## **Important Notice Regarding Equipment Compatibility.**

### **TV Equipment**

Most of our channels are encrypted, transmitted in a digital format and require digital cable-ready equipment. Optimum's digital cable boxes let you enjoy all of our programming including On Demand and interactive services. Certain DVRs and TVs may be equipped with CableCARD technology. Using a CableCARD provided by Optimum will allow you to watch most of our programming without the use of a digital cable box. CableCARDS do not support two-way, interactive services such as On Demand, the Optimum program guide, interactive services or the ability to order Pay-Per-View using your remote. Certain programming is provided in a "switched video" format, such as select international and sports channels. CableCARD-compatible devices, such as TiVo, must be equipped with a Tuning Adapter to receive this type of programming. If you have a digital TV with a QAM tuner, you'll be able to see channels in Broadcast Basic that are not encrypted without any extra equipment.

Please also note that our equipment may not support certain features and functions of older TVs or VCRs. For example, you may not be able to use display features (such as picture-in-picture), use a VCR to record one program while viewing another, or use a VCR to record consecutive programs on different channels. Some of these problems may be resolved by the use of A/B switches, signal splitters, and/or other supplemental equipment that can be purchased from Optimum or through retail stores.

### **Remote Controls**

Some TV, VCR, DVD player or DVD recorder remote controls are also capable of controlling the basic features of your digital cable box. You may choose to buy a "universal" remote control device capable of working with your digital cable box at retail outlets. Examples of compatible universal remote control devices include: RCA 5 device universal cable remote, URC SR3 big button universal remote control, General Electric 24959 8-in-1 Universal Remote Control. Most universal remotes made since 2001 are compatible with our digital cable boxes.

## **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](http://optimum.net/stores).

Cable boxes protect our programming services from cable theft and must be certified to work with Optimum's digital cable services. You can obtain a certified cable box from Optimum. These cable boxes are currently the only devices certified to work with all of Optimum's interactive services, features, and digital channels, though this may change in the future. You may also purchase a certified CableCARD-compatible device, such as a TiVo, available through retail stores in the United States, to receive certain of Optimum's digital cable services. You may see cable boxes (other than CableCARD-compatible devices) sold by others online or elsewhere. These devices are illegal to buy, sell or use.

## **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](http://optimum.net/support).