



WELCOME!

All it takes is **One** to experience it all.

**optimum.**  
by altice

## Welcome to Optimum

All it takes is One to start connecting to everything you love. We've created this guide to help you get to know this all-in-one connected experience. Each section is color-coded to ensure you find just what you need quickly and easily. Discover all that you can do with Altice One.



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## Quick Start

### ① Create an Optimum ID

Follow the two-step process at [optimum.net/IDhelp](https://optimum.net/IDhelp) to access extra services and benefits. Make sure to have your account number handy.

### ② Enroll in Paperless Billing & Automatic Payments

Reduce paper clutter, save time and never miss a payment when you enroll at [optimum.net/myaccount](https://optimum.net/myaccount)

### ③ Download the Altice One App

Keep up with your favorite shows wherever you are when you download the App at [optimum.net/app](https://optimum.net/app)

### ④ Explore [optimum.net](https://optimum.net)

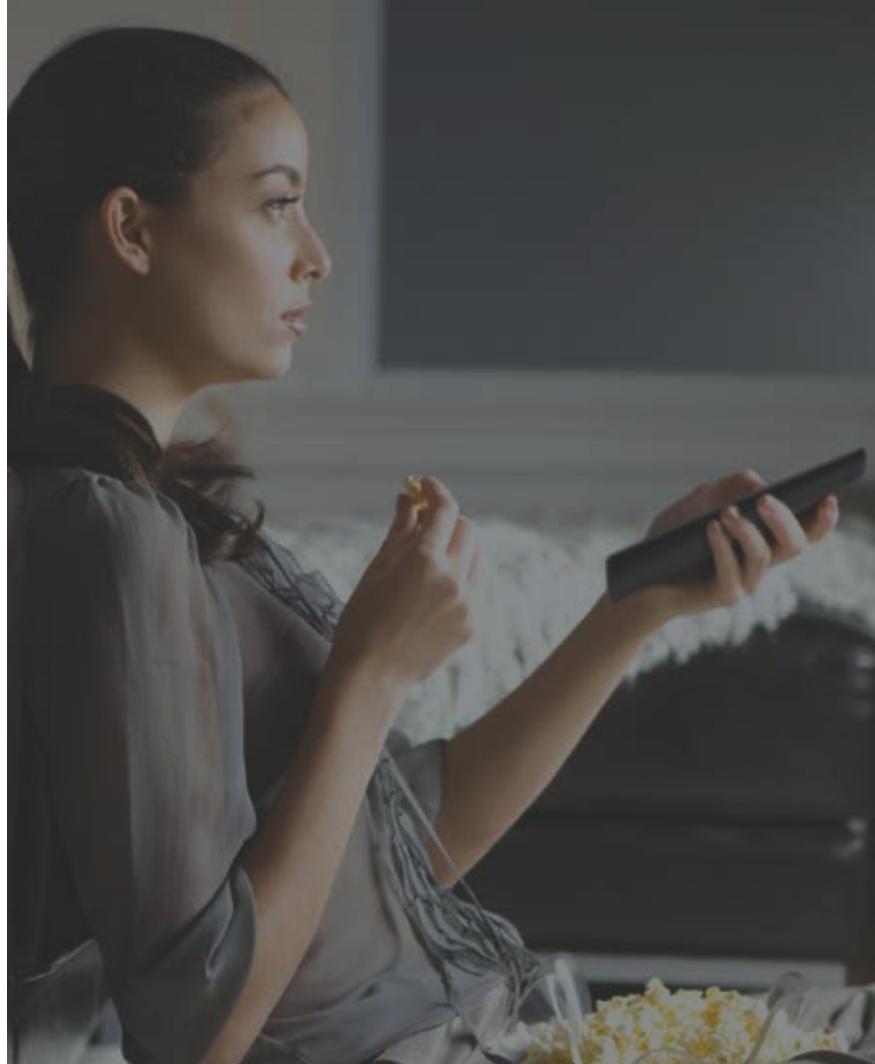
Discover how to get the most out of your services, troubleshoot issues, make payments, and more at [optimum.net/welcome](https://optimum.net/welcome)

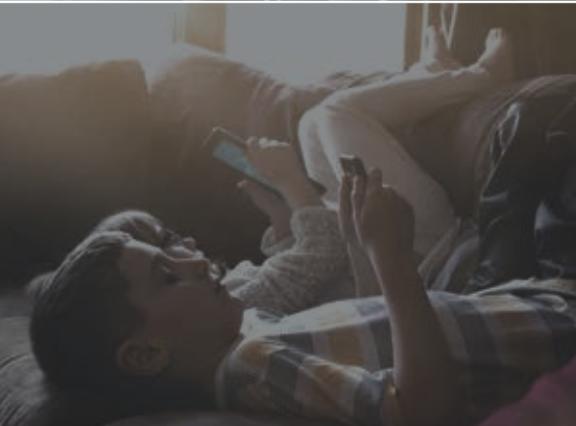
# Getting Started

Visit [optimum.net/profile](https://optimum.net/profile) to set up your account, manage your Optimum IDs (also known as usernames) and choose how you would like to receive communications. If you don't have an Optimum ID, or can't remember it or the password, you can create one or recover forgotten information at [optimum.net/IDhelp](https://optimum.net/IDhelp)

With your Optimum ID you can:

- Get WiFi access at over 1.5 million Optimum WiFi hotspots
- Watch TV wherever there's internet with the Altice One App
- Schedule your DVR recordings online and with the Altice One App
- Check your email and voicemail online
- Manage your account with the Optimum Support App
- Pay your bill online





## Learn About Your Services

Make [optimum.net/welcome](https://optimum.net/welcome) your first stop to discover how to get the most out of your services.

## Altice One App

With the Altice One App, you can watch live TV and On Demand anywhere in your home—with your iOS, Android, and Kindle devices. If you have Cloud DVR, you can also watch and schedule your DVR recordings.

When you're away from home, the TV to GO feature allows you to watch a variety of networks, like CBS, Disney, HBO® and more, anywhere there's internet.

Download it now from the Apple App Store, Google Play, Amazon App Store or at [optimum.net/app](https://optimum.net/app)



# TV

## Voice Remote

This Bluetooth-enabled remote allows you to use voice commands for an easier TV experience.

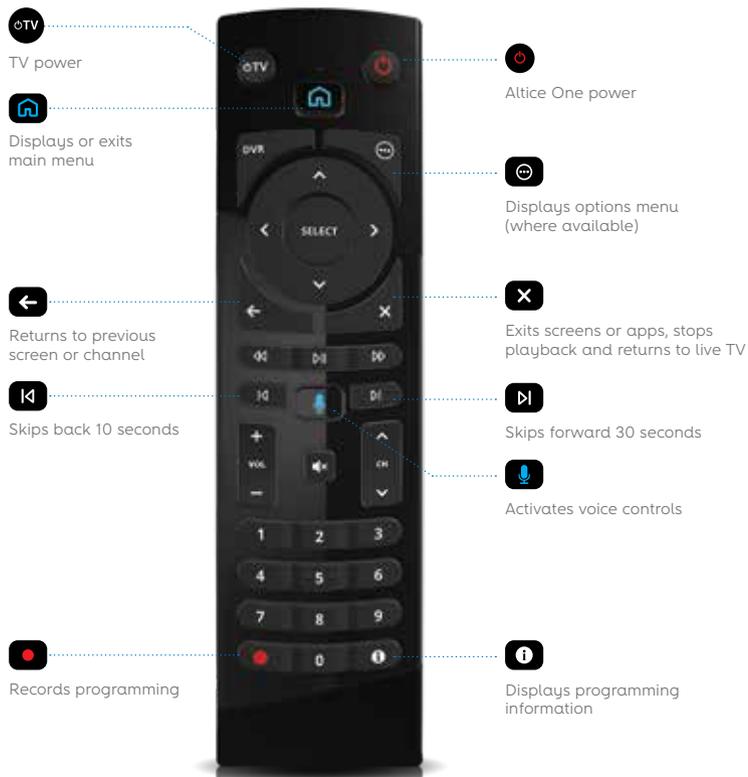
In addition, sleek backlit keys help you navigate in the dark and aim it anywhere (up to 30 feet away) to control your box, even when it's in an entertainment center.

Here are some things you can do:

- Search for a movie or show: "Find Star Trek"
- Tune to a channel: "Put on Travel Channel"
- Launch an app: "Open Netflix"
- Navigate to a menu: "Go to On Demand"
- Find sports by type/team: "New York Yankees"

To learn more about the voice remote visit [optimum.net/oneremote](http://optimum.net/oneremote)

Your remote may vary slightly from the one pictured. To learn more about your specific remote model visit [optimum.net/remotes](http://optimum.net/remotes)



## 4K Ultra HD

Altice One delivers a brilliant 4K Ultra HD experience, so you can watch movies and shows with 4x the resolution of standard HD.

See what's available now in 4K at [optimum.net/4k](http://optimum.net/4k).

## Main Menu

This is the starting point for your experience. To bring up the main menu, press **Ⓜ** on your remote and use the left, right, up and down ARROWS to navigate to and in each of the menu options.

To learn more about the main menu visit [optimum.net/onemenu](http://optimum.net/onemenu)



**My Picks**  
Recommendations, recently recorded programs and more

**Guide**  
Channel lineup and listings

**On Demand**  
Library of TV shows, movies, kids programming and more

**DVR**  
Watch and manage your DVR recordings

**Search**  
Search across live TV and On Demand at the same time

**Apps**  
Access popular in-TV apps

**Settings**  
Adjust parental controls, pay your bill, watch helpful tutorials and more

# TV

## Search

There are two fast and easy ways to find the programming you're looking for on live TV and On Demand.

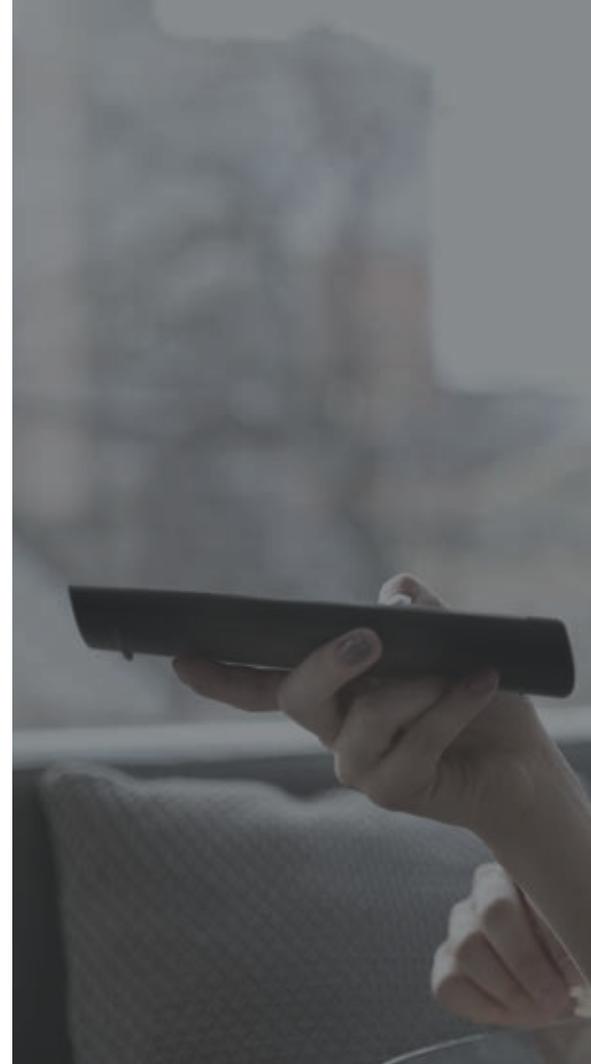
### Using Your Remote

Use voice commands to search by keyword as well as by phrase for:

- Movies or TV shows: "Watch Friends"
- Actors or directors: "Julia Roberts"
- Genre: "Find kids movies"
- Sports teams: "New York Giants"

### ✓ HOW TO

Press and hold  and speak naturally, just as you would to another person. Release  when you have finished the command.





## Using The On-Screen Keyboard

Another way to find what you're looking for is by using the on-screen keyboard. Press  on your remote and select Search from the main menu.

Simply type in a keyword, and your search results will appear.

[Find out more about search at optimum.net/onesearch](https://optimum.net/onesearch)



# TV

## My Picks

This is where you'll find recently started and recorded programs, favorite On Demand programming and what's trending on YouTube. Plus, you'll find recommendations based on what you have watched and favorited.

Learn more at [optimum.net/onepicks](http://optimum.net/onepicks)

### ✓ HOW TO

When the standby light is white on the front panel, Altice One is on and ready to go. When the light is red, the box is off.



ON



OFF

# My Picks

## Continue Watching

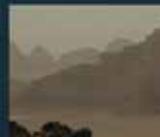


DVR

## Mission Impossible 5

Stopped at 28min 31s (2hr 18 min 21s)

## Recently Recorded



## Guide

The guide includes all channels and programming airing 12 days out. Its simple look and feel makes it easy for you to find and tune to a channel, view more information about a program and schedule recordings.

## Quick Guide

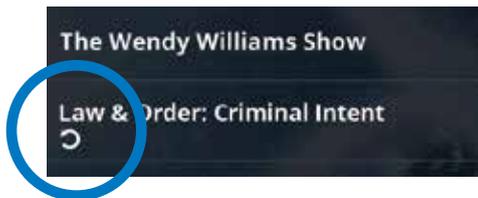
Check out what is on without leaving your program. Press the right ARROW twice on your remote while watching live TV, and a smaller version of the guide will appear on the left-hand side of your screen. You'll see what's currently on. To see what's on next, press the right ARROW a third time.



# TV

## Restart

If you see a  under a program name in the guide or info bar, this means you can restart the program from the beginning even if you tune in while it's in progress.



To learn more about the guide and its features, visit [optimum.net/oneguide](http://optimum.net/oneguide)

## DVR

Cloud DVR lets you record up to 15 shows at the same time while watching anything you want. You can even start watching in one room and finish in another. Plus, with the Altice One App, watch your recordings anywhere in your home on your phone or tablet.

Learn how to record, watch and manage your recordings and more at [optimum.net/onedvr](http://optimum.net/onedvr)

## On Demand

Enjoy instant access to thousands of hit movies, the latest episodes of your favorite TV shows, and tons of entertainment for the kids.

Learn more at [optimum.net/onedemand](http://optimum.net/onedemand)

An additional monthly fee applies to DVR service.

# On Demand

## My On Demand

Movies

Free On Demand

HBO

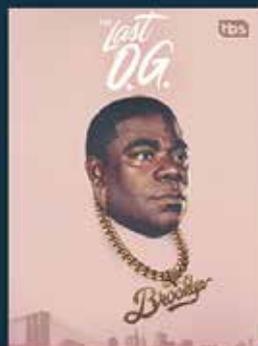
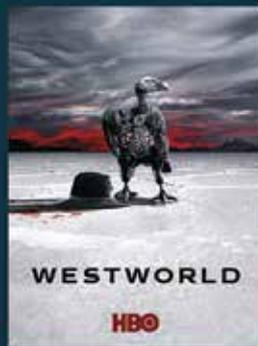
Starz

Showtime

Disney Channel

Cinemax

Events & Specials



## Apps

Discover a world of new content with popular streaming apps like Netflix, YouTube and Pandora right on your TV. Check back often to see what's new.

## Settings

Set and manage parental controls, enable closed captioning, look up your in-home WiFi network name, pay your bill and more. You'll also find quick tips and tutorials to learn about the features of your service and how they work.

To find out more, including how to set up parental controls, go to [optimum.net/onesettings](http://optimum.net/onesettings)

# Internet

With blazing-fast speeds, you'll always have access to the entertainment and information you need. Plus, depending on your level of service, get up to 15 email accounts with up to 5 GB of space.

## HOW TO

Don't remember your in-home WiFi network name or password? It's easy to find them.

Visit [optimum.net/router](https://optimum.net/router) and sign in with your username and password, or on your TV go to [Settings > Internet > WiFi](#).





## WiFi At Home

Your internet service comes with a fast in-home WiFi network. You can binge on your favorite shows, stream tons of movies, video chat with your friends and more with ease on all your devices in your home.

## WiFi On The Go

Enjoy access to Optimum WiFi hotspots all over the Tri-State area and beyond—like shopping centers, restaurants, train stations, or parks—with your Optimum Online service. Stream music, TV shows and videos, check email, surf the web and more all while away from home and at no additional charge.

To learn how to set up and manage your network, connect your devices to in-home WiFi and Optimum WiFi visit [optimum.net/oneinternet](https://optimum.net/oneinternet)



Optimum WiFi hotspot access in select areas at no additional charge to Optimum Online customers. A WiFi-enabled device, web browser, valid Optimum ID and password are required.

# Phone

Optimum Voice home phone service keeps you in touch with friends and loved ones across town, across the country or across the globe—all with amazing call clarity. The service includes unlimited local and long distance calling anytime, to anywhere in the United States, Canada, Puerto Rico and the U.S. Virgin Islands all for one low, flat monthly rate.

## Calling Features

Enjoy over 20 easy-to-use calling features at no extra cost like voicemail, call forwarding, backup phone, VIP ringing, and caller ID on TV. Plus, make unlimited, free 411 directory assistance calls.

## Voicemail

- From home:  
dial your phone number
- Away from home:  
dial your phone number  
and press (\*) when your  
greeting begins
- Online:  
go to [optimum.net/phone](http://optimum.net/phone) and  
sign in with your Optimum ID  
and password





## International Calling

Stay connected to family and friends around the world with our low international calling rates. Plus, our remote dial capability allows you to make international calls from any phone away from home, including your mobile phone or work phone.

To learn how to set up your voicemail, manage calling features, review your call history and more, visit [optimum.net/onephone](https://optimum.net/onephone)

# Help & Support

## TV

If you're having trouble with your remote, check out tips at [optimum.net/remote](https://www.optimum.net/remote)

If you're not getting a picture or you see a blue or black screen, check that your TV and Altice One are plugged in and powered on. Then, make sure all of your connections are secure.

If you're still having issues, restart your TV service, by pressing and holding  on the front panel of the box for 10 seconds.

### Note:

Do not unplug the power cord from the back of your Altice One as this will restart all your services.

## Internet & Phone

If you're not getting a dial tone or you can't connect to the internet, make sure that your Altice One is plugged in and powered on. Then, make sure all of your connections are secure.

If this doesn't solve the issue, restart your internet and phone service by pressing and holding  on the front panel of the box for 10 seconds.

### Note:

Do not unplug the power cord from the back of your Altice One as this will restart all your services.

## Access Your Account On The Go

Download the Optimum Support App from the Apple App Store or Google Play to pay your bill, manage appointments, troubleshoot your service and more.



We know that your time is valuable. That's why we have plenty of ways to make getting help easier.

- [optimum.net/support](https://www.optimum.net/support)
- Optimum Support App
- Optimum Channel on Channel 14
- On your TV: Settings > Help
- [optimum.net/chat](https://www.optimum.net/chat)
- [@OptimumHelp](https://www.facebook.com/OptimumHelp)
- [youtube.com/optimum](https://www.youtube.com/optimum)



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