

# The Optimum Guide

A quick introduction to your internet, TV and phone.

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**optimum.**  
let's connect more

## All the answers you need to get started.

Make **optimum.net/getstarted** your first stop for FAQs, learning how to create your Optimum ID and discovering how to get the most out of your services at home and on the go.

## We're here to help, 24/7:



**optimum.net/support**



**Explore Optimum on Channel 900  
(en español on Channel 904)**



**Optimum Channel on Channel 14**



**optimum.net/chat**



**optimum.net/emailus**



**facebook.com/optimum**



**@OptimumHelp**



**youtube.com/optimum**



**Optimum Support App**

## You won't want to forget these.

Optimum ID: \_\_\_\_\_

Optimum password: \_\_\_\_\_

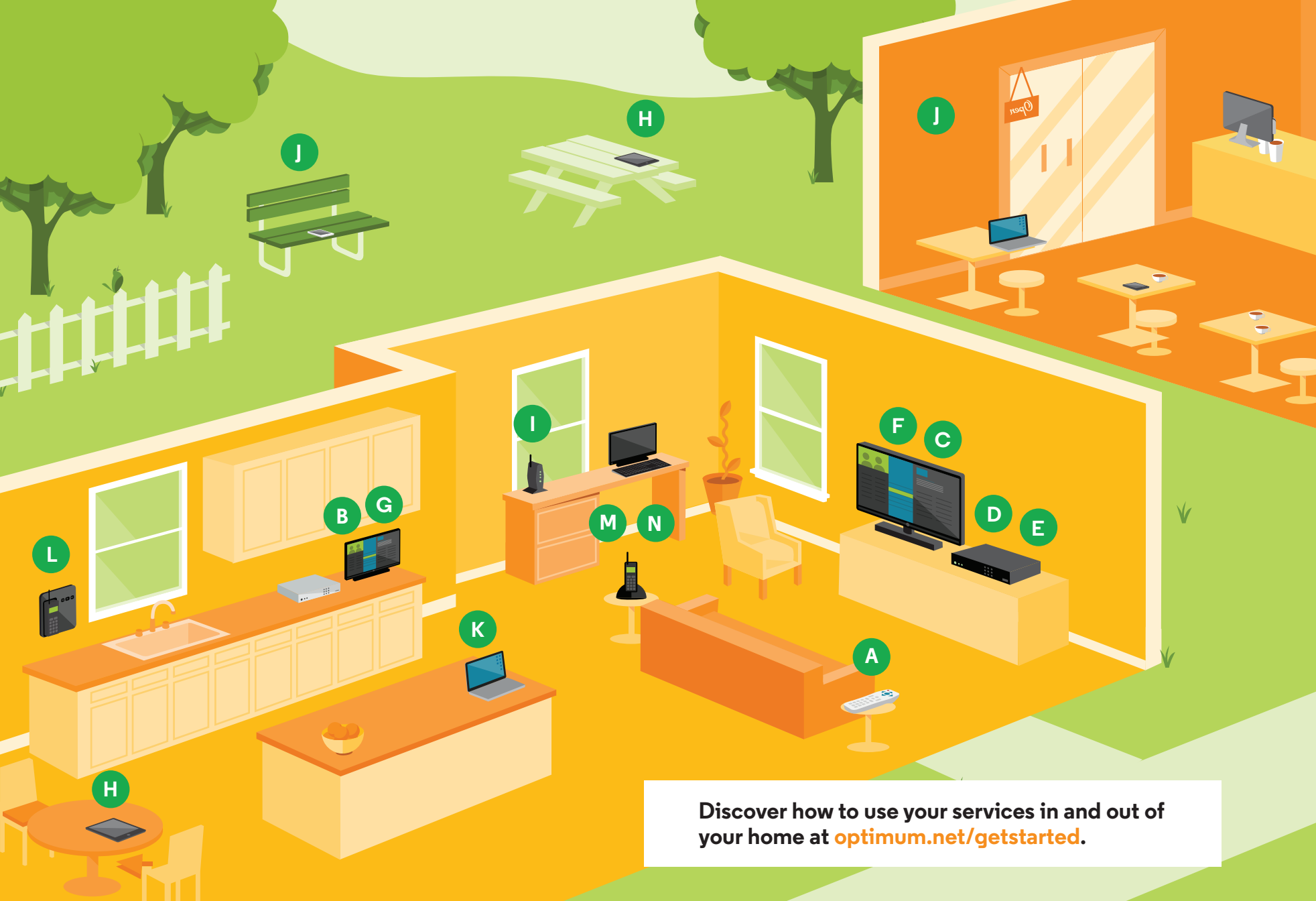
WiFi name (SSID): \_\_\_\_\_

Password/Pin: \_\_\_\_\_

Phone number: \_\_\_\_\_

Voicemail password: \_\_\_\_\_

For service terms and information, visit **optimum.net/serviceinfo**.



Discover how to use your services in and out of your home at [optimum.net/getstarted](https://optimum.net/getstarted).

Your Optimum services go wherever your day takes you. This guide shows you how to make the most of them. So you'll have everything you need to stay connected and entertained.

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# Get started.

## Optimum ID.

Your key to accessing over 1.5 million Optimum WiFi hotspots, managing your DVR on the go, using the Optimum App and more.

Create your Optimum ID through your home internet connection by visiting [optimum.net/idhelp](http://optimum.net/idhelp). Just have your account number on hand, which you can also find on your bill, installation receipt, store receipt or packing slip. You can retrieve or manage your Optimum ID at [optimum.net/idhelp](http://optimum.net/idhelp) from anywhere, or tune to Explore Optimum on Channel 900 (en español on Channel 904).

## Manage your account.

Customize your account profile at [optimum.net/profile](http://optimum.net/profile). You can update your personal information, change your contact information and manage how you would like to receive communications from Optimum.

## Pick your way to pay.

We've got plenty of options that make paying your bill super simple:

- Go online to make a payment or sign up for automatic payments.
- Download the Optimum Support App and tap to pay.
- Mail a check or money order to the address on your payment stub.
- Pay in-person at an Optimum Store.
- Call **866.213.7456** to use our automated phone system, free of charge.

Visit [optimum.net/waystopay](http://optimum.net/waystopay) for more information.

# TV.

## Remote.

Your Optimum remote can sync to any TV by entering a code that matches your TV. To find the code for your TV manufacturer, visit [optimum.net/remote](http://optimum.net/remote).

## Program guide.

Find whatever you want to watch with one click on your remote. Press **GUIDE** to search your favorite Optimum TV programming.

When a program is highlighted in the program guide, just press **SEL** and you can watch the program, get more information about it, or record it if you have DVR or Multi-Room DVR service.

Learn more about the program guide by visiting [optimum.net/programguide](http://optimum.net/programguide).

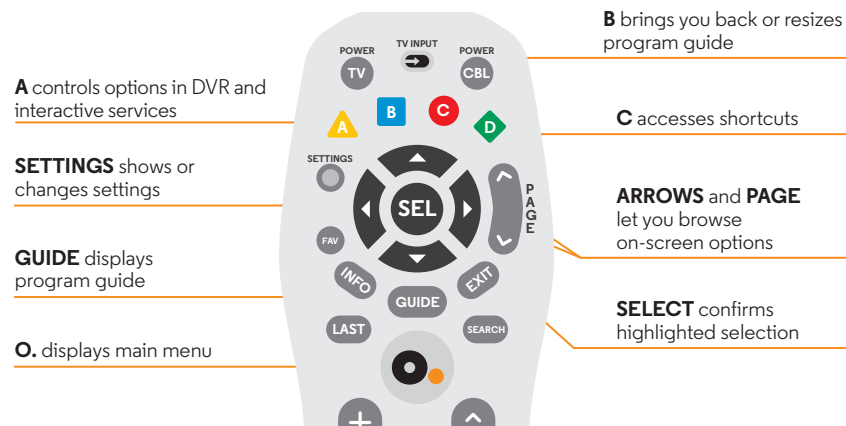
## Some other helpful tips:

**Multi-Room DVR Recordings** – Channel 1001

**DVR Recordings** – Channel 1000

**On Demand** – Channel 500

**Optimum Channel** – Channel 14



Note: This image is not representative of all remote models and may not be the same as yours. To learn more about your specific remote model visit [optimum.net/remote](http://optimum.net/remote).

## Exclusive Optimum channels.

Get news. Get info. Get moving.

**News 12 on Channel 12 and Interactive on Channel 612\*:** News doesn't get more local than this unless it's coming from the guy next door—and you can't trust his sources.

**News 12 Varsity on Channel 614:** Catch the best in local high school sports and more original programming around the clock here or at [news12varsity.com](http://news12varsity.com).

**Optimum Channel:** Tune to Channel 14 daily from 9 AM to midnight for informative, entertaining, original shows that shine a light on Optimum products, services and programming.

## On Demand.

With On Demand, you can watch tens of thousands of hit movies, popular TV shows, music videos, children's programming and much more — at any time of the day or night. Tune to Channel 500 or, depending on your remote, press **O.**, **iO** or **ON DEMAND** for instant access.

**Movies:** Instant access to the latest releases and Hollywood classics, all from the comfort of your living room.

**TV Shows:** Next-day access to the top-rated series from NBC, ABC, FOX and CBS, plus the best original programming from premium networks like HBO and SHOWTIME. You also have access to programs from dozens of popular networks such as A&E, Discovery, History, AMC, Food Network, HGTV, TLC and many more.

**Premium Subscriptions:** Get access to popular programming from HBO, SHOWTIME, Disney Channel, IFC In Theaters, Disney Family Movies and more for a small monthly charge.

\*Not available in all areas.

Channel availability is based on level of service. Some On Demand titles available at an additional charge. Interactive programming requires a digital cable box. A digital cable box, HD digital cable box or CableCARD is required for each TV to receive certain channels and HD services. Equipment fees apply.

## Pay Per View.

You'll always have the best seat in the house.

Watch the most exciting live sporting events, including championship boxing, bone-crushing UFC mixed martial arts and the wildest WWE wrestling events— with no tall guys blocking your view.

To order, simply tune to Channel 550 for events in HD, and follow the on-screen instructions. Pay Per View events are also available in Spanish on Channel 553. If the event is in the future, find the program in the guide by using the **ARROWS** on your remote and press **SEL** to set a reminder.

## Set up your purchase PIN.

Avoid surprise charges on your bill with a number you create that unlocks all the Pay Per View and On Demand choices Optimum TV offers.

Follow these steps to change the temporary purchase PIN that was set up during installation (3333).

Note: You'll need to do this for each cable box in your home.

- 1 Press **SETTINGS** twice on your remote.
- 2 Use the **ARROWS** to highlight "Purchasing" and press **SEL**.
- 3 Highlight "Set PIN" and press **SEL**.
- 4 Enter a new PIN and then re-enter it for confirmation.



## Multi-Room DVR.

Turn every TV in your home into a DVR and never miss another minute of your favorite shows using these special features:

- Record up to 15 shows simultaneously while watching any live or pre-recorded show from any cable box in the house.
- Start watching a recorded show in one room and finish it in another.
- Pause live TV from any cable box in the house.
- Rewind live TV so you won't miss a thing\*

### Record.

- 1 When you're watching a program you want to record, press **REC** on your remote.
- 2 In Recording Options, use the **ARROWS** to highlight "Record" and press **SEL** to start recording.

### Watch.

- 1 Press **DVR** on your remote to access your Recorded List.
- 2 Use the **ARROWS** to highlight a program and press **SEL**.
- 3 From the right-hand menu, highlight "Play" and press **SEL** to begin watching.

### Manage.

While at home, simply press **DVR** on your remote to access the Recorded List.

When you're not home, you can manage all your recordings and more with the Optimum App or online at [optimum.net/dvr](http://optimum.net/dvr).

Note: If you have a single-room DVR cable box, pressing DVR on your remote only brings up recordings stored on that specific cable box and not those from your Multi-Room DVR. Tune to Channel 1001 instead to access your Multi-Room DVR recordings. You'll know you have a single-room DVR if you have a silver Scientific Atlanta cable box.

\*Depending on your level of service. Not available in all areas. See [optimum.net/mydvr](http://optimum.net/mydvr) to learn more.

Standard DVR and Multi-Room DVR at additional monthly charge. Standard DVR service requires a digital cable box with DVR capabilities. See [optimum.com/multiroomdvr](http://optimum.com/multiroomdvr) for details. Equipment fees apply.

## Parental Controls.

To prevent young viewers from accessing inappropriate programming, Optimum lets you block channels, titles or programs based on ratings. You can also limit Pay Per View access and prevent adult titles from appearing in the program guide.

### Set up your PIN.

- 1 Press **SETTINGS** twice on your remote.
- 2 Use the **ARROWS** to highlight "Parental Controls" and press **SEL**.
- 3 Highlight "Set PIN" and press **SEL**.
- 4 Enter and re-enter your new four-digit PIN. To change your PIN, highlight "Modify PIN" and press **SEL**.

Note: Remember to follow these steps on each one of your digital cable boxes.

### Blocking.

You can relax knowing that mature programming is off limits to anyone who shouldn't be seeing it.

- 1 Press **SETTINGS** twice on your remote.
- 2 Use the **ARROWS** to highlight "Parental Controls" and press **SEL**.
- 3 Set your personal preferences.

Note: If you don't activate Parental Controls, all titles, channels and content with all ratings will be accessible to all household members.

To find out more about Parental Controls, including how to set them up on the Optimum App, go to [optimum.net/parentalcontrols](http://optimum.net/parentalcontrols).



## The Optimum App.

Turn your favorite device into your own personal entertainment center.

The Optimum App, featuring TV to GO, makes it possible to watch TV anywhere you've got an internet connection. You'll be able to enjoy it in and out of your home on your laptop, iPhone, iPad, iPod touch, Android and Kindle Fire. The Optimum App also lets you manage your DVR, explore On Demand titles, and search the program guide at home and on the go. And if that's not enough TV wizardry, the Optimum App even lets you turn your mobile device into a remote control, and allows you to watch live TV right on that device while on your home network\*.

You can download the Optimum App at [optimum.net/app](http://optimum.net/app).



\*To view Optimum TV on iPad, iPod touch, iPhone, Kindle Fire, Android device or laptop requires Optimum TV with cable box or CableCARD, Optimum-authorized modem and wireless home router. Minimum system requirements apply and Optimum App requires application download and installation. Viewing Optimum TV on laptop not currently available to customers who subscribe only to Optimum TV. On Demand viewing is not available on the Optimum App on laptops at this time.

## Internet.

### WiFi access at home.

#### Simple and secure.

Our modems and routers are easy to connect and manage, and some problems can actually fix themselves. And if they can't, our team of expert service reps have you covered. Visit [optimum.net/router](http://optimum.net/router) to learn more.

Securing your router and preventing unauthorized use of your network is easy, since it's automatically set up for you. Learn more by watching a video about wireless security at [optimum.net/tutorials](http://optimum.net/tutorials), or by tuning to Explore Optimum on Channel 900 (en español on Channel 904).

For no additional cost, download internet protection powered by McAfee® for industry-leading security against viruses and online threats on up to 20 of your devices. To learn more visit [optimum.net/security](http://optimum.net/security).

#### Connecting your devices.

To make sure your devices are connected to the internet through your wireless home network, go to your settings, menu bar or system tray (depending on which device you're connecting) and select "WiFi". Next, select your WiFi name (SSID) and enter your password/pin. Go to [optimum.net/getconnected](http://optimum.net/getconnected) for details.

Your network will also act as a hotspot for any of your guests who have Optimum Online, so you won't have to share your WiFi name or password. Guests can enter their own Optimum ID and password to gain instant internet access. If they don't have Optimum Online they can connect using your guest network name (SSID) and password. To set up and manage your guest network visit [optimum.net/router](http://optimum.net/router).

McAfee is available to Optimum Online customers in good standing only. For system requirements or limitations, restrictions, terms and conditions, see [optimum.net/security](http://optimum.net/security). McAfee and the McAfee logo are trademarks or registered trademarks of McAfee, Inc. or its subsidiaries in the United States and other countries.

## Optimum WiFi hotspots.

With Optimum Online, you can take fast, reliable internet service with you almost anywhere you go when you connect to an expanding network of over 1.5 million Optimum WiFi hotspots. It's all part of your service.

You can also tune to Optimum WiFi on Channel 910 to check your usage, find hotspots and register mobile devices for Automatic Sign-in.

### Getting started and Automatic Sign-in.

Next time you're out and about at an Optimum WiFi hotspot, sign in once and you'll be able to connect automatically without having to re-enter your Optimum ID or password. It's like having a hotspot almost anywhere you go.

Depending on what level of service you have, you can register and connect up to 15 devices for Automatic Sign-in.

You can also track Optimum WiFi usage on all of your devices by viewing your billing statement or by signing in at **optimum.net**. Simply select "Customize" and choose "WiFi usage" from the drop-down menu to see how much Optimum WiFi you've used and how much money you've saved.

Optimum WiFi hotspot access in select areas at no add'l charge to Optimum Online customers. Many factors affect speed. Actual speeds may vary and are not guaranteed. A WiFi-enabled device, web browser, valid Optimum ID and password are required. Network size based on area covered. Visit [optimum.net/wifi](http://optimum.net/wifi) to learn more.

## Find Optimum WiFi hotspots.

Check out our map of indoor and outdoor hotspots at **optimum.net/wifi** or use your iPhone, iPad, iPod touch or Android devices to track them down with the Optimum WiFi Hotspot Finder App.

You can download the Optimum WiFi Hotspot Finder App at **optimum.net/wifi**.

### Email.

As an Optimum Online customer, you have an email address as soon as you create your Optimum ID.

- Check your email from virtually anywhere.
- Up to 15 individual email accounts available depending on your level of service.



# Phone.

## Unlimited calling.

Call all you want to the U.S., Canada, Puerto Rico, and the U.S. Virgin Islands.

## Voicemail.

Never miss a message, at home or on the road.

To set up your voicemail, dial **\*86** from your home phone and follow the instructions. Don't forget to write down the password you create on this guide's inside cover in the space provided.

To listen to your messages:

- From home, dial your home telephone number and enter your voicemail password.
- When you're away, call your home telephone number, press **\*** when your voicemail message begins and enter your password.
- Check voicemail online and set up text and/or email alerts by visiting **optimum.net/phone**.

## Calling features.

Whether you want to make the call, take the call or shake the call, Optimum Voice helps you do it.

Optimum Voice provides you with over 20 tools to make calling more efficient, including Call Forwarding, Backup Phone, VIP Ringing and Caller ID on Optimum TV, so you can decide whether you want to answer a call or let voicemail pick it up.

To activate these calling features dial:

*67 for Caller ID Blocker	*72 for Call Forwarding	*82 for Block Unwanted Callers
*69 for Call Return	*73 to deactivate Call Forwarding	411 for Free Directory Assistance

Find out more about calling features by visiting **optimum.net/phone**.

## International calling.

Whether you're calling Malaysia or Mexico, Optimum has you covered.

## Optimum Voice International.

Make international calls to over 50 destinations for as low as 2¢ a minute on any phone, including your mobile. There's no sign-up, calling plan, activation or monthly fees. You can monitor your own international calling activity and be notified if you're approaching your pre-set limit.

Find out more at **optimum.net/intlcalling**.



Optimum Voice International calling available to all Optimum Voice residential customers. Where available. Rates subject to change. Visit [optimum.net/intlcalling](http://optimum.net/intlcalling) for full details and rates per destination.



# Help.

## DIY troubleshooting, no tools required.

Here are a few quick tips to keep your services running smoothly and help you save time.

### TV

- If you're not getting a picture or you see a blue or black screen, check that your TV and cable box are plugged in and powered on. Then make sure all of your connections are secure.
- Next, make sure that your TV is on the correct input by pressing **TV INPUT** on the Optimum remote, or **TV/VIDEO, INPUT** or **SOURCE** on your TV manufacturer's remote, until you see a picture on your screen.
- If you're still having issues, reset your cable box by unplugging it from either the wall outlet or the box itself. Wait about five seconds, then plug it back in and allow the box to reboot, which takes about three minutes.
- To ensure you're getting the best HD picture on your TV, visit [optimum.net/picturequality](https://optimum.net/picturequality).

### Internet and phone

- If you're not getting a dial tone or you can't connect to the internet, make sure that your cable modem and router (if you have one) are plugged in and powered on. Then, make sure all of your connections are secure.
- If this doesn't solve the issue, reset your modem/wireless home network by unplugging the power from your modem and your router. Plug the modem back in first, and then the router, and wait until they fully reset. This should only take a few minutes.

For more ways to get help, visit [optimum.net/support](https://optimum.net/support).