Modem and smart router connection guide
Let’s get started

This easy to follow guide will show you how to quickly set up your modem and smart router, get started with your phone service, and set up your home’s wireless network to connect your computers, laptops, phones and other devices wirelessly. Make sure to complete every step in each section before moving on to the next.

**Your modem parts**

- Modem
- Power cord
- Ethernet cable

If you’re connecting a modem for the first time you’ll also have these:

- Coaxial cables (6’ and 25’)
- Phone cord

**Your smart router parts**

- Smart router
- Electrical plug
- Ethernet cable

Note: on your smart router you’ll find a sticker with your WiFi network name and password. You’ll need this to set up your wireless network in Section 4.
Manage your services

**Adjust your network settings**
At optimum.net/router you can see which devices are connected, personalize your WiFi name, change your password/pin, access settings and more—anytime.

**A few tips to keep in mind**

**Having trouble connecting? Try these steps:**
1. Stand your smart router upright and make sure it’s not blocked by furniture or other electronic devices, which can interfere with the signal.

**In case you need to reboot your modem and smart router, here’s how:**
1. Unplug the power cord from your modem. If you’re using a battery backup, you’ll also need to disconnect it from the modem.
2. Unplug the power cord from your smart router.
3. Plug the power cord back in to the modem and wait until it has fully restarted. This can take a few minutes. If you’re using a battery backup, reconnect it to the modem.
4. Plug the smart router back in and wait 30 seconds. Check your internet connection by opening a web browser.

**Customize your phone settings**
Ensure you’re getting the most out of your phone service by managing your calling features and settings at optimum.net/voice.

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**We’re here to help 24/7.**

- [optimum.net/support](https://optimum.net/support): FAQs, chat, email and more.
- **Explore Optimum on Channel 900 and Explore Optimum en español on Channel 904:** Access account information, view your bill and more.
- **Optimum Channel on Channel 14:** Discover quick tips, answers and entertaining shows about your Optimum services and programming.

facebook.com/optimum   @OptimumHelp   youtube.com/optimum
**Section 1**

Connect your modem

If you’re connecting a modem for the first time, start at Step 1. If you’re replacing a modem, disconnect everything from your existing modem and start at Step 4.

If you don’t have a cable box in the same room, you don’t need to use the cable splitter provided. Follow Step 1 below, then skip to Step 4.

1. Connect your coaxial cable to the wall outlet as shown (if it’s not already connected), and ensure the other end isn’t connected to anything.
2. Take the open end of the coaxial cable and connect it to the IN end on the cable splitter provided as shown here.
3. Use both coaxial cables provided: connect each one to the OUT ends on the cable splitter as shown here. One coaxial cable will connect to your TV or cable box, and the other will connect to your modem.
4. Connect the open end of your coaxial cable to the back of your new modem. If you’re using a cable splitter (Steps 2 & 3), connect the open end of the second coaxial cable to your cable box.
5. Plug your modem’s power cord into the back of the modem, then plug the other end of the power cord into an Electrical outlet.
6. Take one end of the Ethernet cable provided and plug it into the yellow port on your modem, then connect the other end to your computer’s Ethernet port.
7. Wait a few minutes for the modem to start up before moving on to Section 2. You’ll know your modem is ready when the four lights are solid.

Don’t connect the router just yet: complete the steps in Section 2 first.
Let's get your phone and internet working. Once you complete the online registration process, you'll be able to connect your smart router and set up WiFi access through your wireless network (Sections 3 and 4). If you’re only connecting internet, skip Steps 1 and 2 below and start at Step 3.

**Connect your services**

1. Connect one end of your phone cord to the back of the modem and the other end of the phone cord to your phone as shown below. For two phone lines, connect a second phone cord.

2. Plug your phone into an electrical outlet, if needed. Ensure your phone is fully charged before using it.

3. Turn on your computer, open a web browser and you’ll be automatically directed to register online. Follow the on-screen instructions. If the page doesn’t load automatically, go to install.optimum.com.

**Note:** You’ll need your 13-digit account number to register online, which you can find in any of these places:
- Optimum bill
- Optimum store receipt
- Packing slip
- Explore Optimum on Channel 900 or Explore Optimum en español on Channel 904
Now that your services have been registered and fully set up online, let’s get your smart router connected so you can access WiFi through your wireless network on your computer and other wireless devices.

**What’s already installed**

1. coaxial cable
2. power cord
3. electrical outlet
4. cable splitter
5. ethernet cable
6. back of smart router
7. electrical outlet

**What you need to set up**

1. modem
2. back of smart router
3. electrical outlet
4. ethernet cable (wired only)
5. computer

**Make sure your smart router isn’t blocked by anything so it can send a clear signal to all of your WiFi devices.**

1. Unplug the power cord from the back of your modem, then disconnect the ethernet cable from your computer.
2. Connect the open end of the ethernet cable to the yellow WAN port on the smart router.
3. Plug the modem’s power cord into the back of your modem. You’ll know your modem is ready when the four lights are solid. This may take a few minutes.
4. Plug the smart router’s power cord into the back of the smart router, then plug the other end into an electrical outlet. If you don’t see the power light, press the power button on the back of the smart router.
5. Wait a few minutes while the router checks for updates. When the two lights on the front of the router begin flashing green simultaneously, you’ll know the router is ready. If you’re using a wired computer go to Step 6. If you’re using a wireless device to set up your WiFi network move on to Section 4.
6. If you want to set up a wired connection (this is not necessary to access your internet through WiFi), connect your existing ethernet cable between your computer and one of the four open LAN ports on the back of your smart router.
Section 4 | Set up your wireless home network

1. If you’re using a wired connection, move on to Step 2. If you’re using a wireless laptop, computer or device, go to the WiFi settings on your computer or device (examples below), select the default WiFi name (SSID) found on the label of your smart router, and then enter your password/pin.

   Close any pop-up windows if they appear.

PC

![PC Wireless Network Connection](image)

Mac

![Mac Wi-Fi: On](image)

2. Open your web browser and you’ll be automatically directed to this page. If it doesn’t load, go to optimum.net/router and follow the on-screen instructions for establishing a WiFi name and password/pin. This is where you’ll use the default WiFi name and password found on your smart router.

   ![Default WiFi name and password](image)

3. To connect more devices to your wireless home network, go to the WiFi settings on the device, select your WiFi name and enter your password/pin.

   Write your new WiFi name and password/pin on this sticker and keep it somewhere safe.

![Optimum ID and password](image)

   optimum.net/router

   WiFi name (SSID): __________________________
   Password/pin: __________________________
   Optimum ID: __________________________
   Optimum ID password: __________________________

   If you need to create or recover an Optimum ID go to optimum.net/idinfo.