

Getting Started Guide

optimum.
business



Welcome to Optimum Business

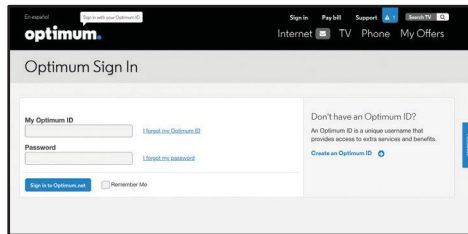
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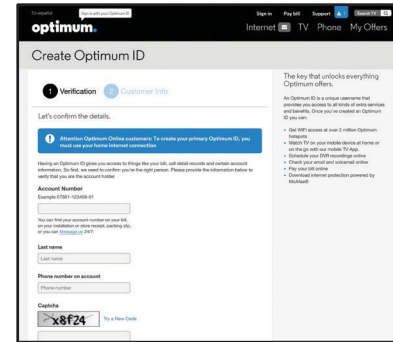
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Optimum Business Account Center

To take full advantage of your Optimum Business services, you and your employees will need an Optimum ID or unique username. Creating Optimum IDs to access the Optimum Business Account Center is easy. The first ID to create is the Account Manager ID (Primary ID). It provides administrative access to all the services and features in the Optimum Business Account Center. Use it to manage phone features (including Rollover Hunting and Time-of-Day Forwarding), delegate management roles to employees and even pay the bill.



The Account Manager ID may have been created by our technician at the time of installation. If so, you can sign in now at optimum.net/business



If the Account Manager ID was not created for you, you can create one online at optimum.net/newid and simply follow the easy online instructions. To get started, you will need to be connected to the Internet from your Optimum Business service location. You can find your Optimum Business account number on your bill, on the Optimum Business work order that was left by the technician at the time of installation or on your Sales Order Confirmation. Once your ID is created, log in at optimum.net/business

Billing & Your Account

To view your bill, go to business.optimum.net and sign in. Click “MY ACCOUNT” in the navigation at the top of the page.

Here you’ll see a snapshot of your current bill including amount due, due date, last payment received and your billing period. For more details on your bill, you can click “View Statements” to see your statements from the last 12 months. You can also download and print your statements by clicking on the Statement Date.

Paperless billing

Go Paperless and simplify your life. Instead of a mailed paper statement, you’ll automatically receive an email with a link to your bill each month. You’ll save time, money and help the environment.

Enroll

1. Go to business.optimum.net. If you’re not logged in, you’ll first be prompted to enter your Optimum ID and password
2. Once logged in, place your cursor on “MY ACCOUNT” and click “Pay My Bill”
3. Click “Manage Status” from the navigation on the left side of the page
4. Enter your email address. We’ll contact you here when your bill is ready
5. Read the Terms of Service. If you agree, select “I agree” and click “Register”

Bill Payment Options

Online

business.optimum.net: Log in with your Optimum ID. Once logged in, click on “MY ACCOUNT” in the top navigation. You will be able to pay your bill online at no additional charge.

Auto Pay: Allows an automatic debit to be made each month to a debit/credit card or checking account.

1. Go to business.optimum.net. If you’re not logged in, you’ll first be prompted to enter your Optimum ID and password
2. Once logged in, place your cursor on “MY ACCOUNT” and click “Pay My Bill”
3. Click “Automatic Payment” from the navigation on the left side of the page
4. Complete the “Payment Information” to enroll

Your bank’s website: Access your bank website and add Optimum as a payee

Phone

Automated phone system: For no fee, call **866.213.7456** and follow the phone prompts to make a payment by check or credit card.

Customer service representative: Call between the hours of 8 am–8 pm, and follow the phone prompts to speak with a live representative to make a payment by check or credit card. Local phone numbers can be found on the phone list page.

Mail

Remittance center: Mail your payment (check or money order) to the “remit to:” address on your bill stub. Please make checks payable to Optimum.

Include the remittance slip that came with your bill along with a check or money order payable to Optimum. If you don’t have the remittance slip and wish to mail your payment, please mail to: Optimum, P.O. Box 70340, Philadelphia, PA, 19176-0340.

In-person

Optimum store: Pay at any Optimum Store location by cash, check, money order or credit card. Many locations have drop boxes you can use to make a payment outside of business hours. Drop box payments can take 2–3 business days to process.

Payment center: Pay by cash at authorized 3rd-party payment centers. Specific payment centers may accept other payment options.

Business Hosted Voice Cordless Phone Guide

Turn the Handset ON / OFF

To turn ON the handset

Long press on **Power key**  until the LCD screen lights up.

To turn OFF the handset

Long press on **Power key**  again when the handset is idle until the display turns off.

Register the DP720 to DP750

1. On DP750 Base station, press and hold the Radio/ Page button for 7 seconds until the radio icon starts blinking to start the subscription process or Access web UI and press **Subscribe** button to Open Subscription
2. On DP720, press **Subscribe** softkey if available on the main screen or access **Menu** → **Settings** → **Registration** → **Register** while the DP750 Radio icon is blinking

Note: “Subscribe” softkey appears only if DP720 is not registered to any DP750 base station.

3. Select **BaseX** (X=1-4) corresponding to the desired base station DP750, then press **Subscribe**
4. The DP720 will search for nearby base stations and will display the RFPI code and base station name of the discovered DP750
5. Press **Subscribe** to pair with the displayed DP750

6. The DP720 will display **Easy Pairing** on the LCD and play an audible buzz when successful. Then it will return to the home screen, displaying the handset name and number assigned by the registered base station.

Make a Call

Method 1:

Via default outgoing line:

1. Enter the desired number using the keypad
2. Press **Dial key**  or **Speaker key** 
The handset will use the default outgoing line to dial out
3. To terminate the call, press **Hang-Up key** 

Selecting the outgoing line:

1. Enter the desired number using the keypad
2. Press the left softkey  “Call”
3. Select the desired line to dial out
4. To terminate the call, press **Hang-Up key** 

Method 2:

1. Press **Dial key**  or **Speaker key**  to enter the pre-dialing screen
2. Enter the number to dial using the keypad or choose a contact from phonebook list

Business Hosted Voice Cordless Phone Guide (2 of 3)

3. Press **Dial key** , # (Use # as “dial key” must be configured in web configuration) or wait for 4 seconds and the call will be initiated automatically
4. To terminate the call, press **Hang-Up key** .

Answer Calls

When receiving an incoming call, you can answer the call using following steps:

Earpiece mode:

Press **Dial Key**  to pick up the call, or “Accept” softkey (left softkey ).

Speakerphone mode:

Press **Speaker Key**  to pick up the call.

End Calls

To terminate the calls, press **Hang-Up key** .

Reject Calls

To reject an incoming call, press **Hang-Up key** 
Or “Reject” softkey (right softkey .

Mute the Microphone

Press the **Mute key**  to switch off the microphone during an established call. You can now talk freely without the other party hearing you and the icon of mute  will be displayed on the screen.

Press **Mute key**  again to switch the microphone back on.

Adjust Speaker and Earpiece Volume

Press left key  or right key  while you are on an established call to set the volume of the earphone / speaker. You can choose between 5 different levels.

Call Transfer

The DP720 supports two call transfer types :

Blind transfer and **Attended transfer**

Blind Transfer

1. Press the “**Options**” softkey (Left softkey) during a call, and then select **Transfer**
2. The initial call will be on hold, enter the number or select the handset you want to transfer the call to
3. Press **Dial key** . The call is connected to the number or the handset you specified, and the LCD screen prompts **Call Transferred**

Business Hosted Voice Cordless Phone Guide (3 of 3)

Attended Transfer

1. Press Left softkey **“Options”** during a call, and then select **New call**
2. Choose the line and enter the number you want to transfer the call to, then press **Dial key**
3. Once the second call is established, press left softkey **“Option”** and select **Transfer**

Call Forward

To forward calls dial *72 + 10 digit number and then press **Dial Key** .

To disable forwarding calls dial *73 and then press **Dial Key** .

3-Way Conference

The DP720 supports creating a local conference with other parties (including handset starting the conference).

To start a 3-Way conference, follow below steps:

1. Press the **Dial key**  to place a call to the first party
2. Press left softkey **“Options”** , then select **Conference**
3. Enter the number of the second party you want to add to the conference and press **Dial Key** 
4. To drop the conference call, press  or **“End”** softkey

Note: Conference can be bridged before third party answers.

Transfer Calls Between Handsets

The DP720 supports transferring calls between handsets on the same base station.

1. While on a call select **“Options”** soft key
2. Select **“Attended Transfer”** which will put call on hold
3. Select handset you wish to transfer and press **“Call”** soft key
4. Once call is answered, select **“Transfer”** soft key to send call to destination handset

Voicemail

To call your voicemail, you can press and hold 1 on your handset or dial *99. Initial voicemail pin will be the last 4 digits of the handset number.

Mute as DND (Do Not Disturb)

Pressing mute key on idle state will Enable/Disable DND mode on the phone. If enabled the phone will show  on display. (Default is Disabled)

To disable Mute as DND option

Go to Preferences and highlight Mute as DND. Change from Enabled to Disabled using right or left soft key, then press Save soft key.

TV

Remote Guide



- 1 Turns your TV on and off
- 2 Turns your cable box on and off
- 3 Displays or exits the Main menu
- 4 Shows or changes settings
- 5 Displays or exits DVR menu
- 6 Displays programs guide
- 7 Selects a highlighted option
- 8 Displays program information
- 9 Exits screens or stops playback
- 10 Returns to live TV
- 11 Records programming
- 12 Replays the last few seconds of a recorded program
- 13 Cycles through channels marked as favorites
- 14 Tunes to the last channel watched

Have a different remote? Go to optimum.net/remote to see all remote guides.
Your remote may vary slightly from the one pictured.

TV

Programming Your Remote

One-digit code programming—for popular brands.

If you are using one of the brands in the list below, please use this method to program your remote.

If your brand is not in the list, please go to the Auto-Search Programming Method below and follow those instructions instead.

1. Turn on your TV
2. Press and hold the TV and SELECT buttons simultaneously until the HOME button blinks twice
3. Press the TV button
4. Point the remote at the TV
5. Press and hold down the digit key for the TV brand:

1 = Insignia	6 = Sanyo
2 = LG	7 = Sharp
3 = Panasonic	8 = Sony
4 = Philips / Magnavox	9 = Toshiba
5 = Samsung	0 = Vizio

6. Let go of the digit key when the TV turns off
7. Verify by pressing the TV button. This should turn the TV on and off
8. Confirm that the remote is working for the TV (Power), Volume and Mute functions
+ If any functions are not working, try using the Auto-Search Programming Method below

Auto-search programming

Use this method if the one-digit code method does not successfully program the remote:

1. Turn on the TV
2. Press and hold the TV and SELECT buttons simultaneously until the HOME button blinks twice

3. Press and hold down the SELECT key while pointing the remote at the TV
4. Let go of the SELECT key when the TV turns off
5. Verify by pressing the TV button. This should turn the TV on and off
6. Confirm that the remote is working for the TV (Power), Volume and Mute functions
+ If any functions are not working, try using the four-digit programming method that can be found at optimum.net/remote

Changing the volume controls

Once you program the remote to control your TV, it will automatically control the TV's volume and mute functions as well. If you want to program the remote to control the volume on the cable box instead:

1. Press and hold the TV and SELECT buttons until the HOME button blinks twice
2. Point the remote at the cable box and press the VOL- (volume down) button

Note: To return to original state, program the remote using the previous instructions.

You may also need to set the cable box's volume control to variable, by following the steps below.

1. Press Settings (icon next to PAGE +) button twice to access the Full Settings menu
2. Scroll to Audio and press SELECT
3. Scroll to Volume Control and press SELECT
4. Scroll to Variable and press SELECT

Optimum Business PRO WiFi

Activating Your Account

Using the portal

1 You will receive an account activation email

The email will come from no_reply@optimum-wifi.com after the successful installation of PRO WiFi at your business. This allows you to start the setup of your PRO WiFi portal

2 Use the “Click here” link in the email

This will take you to the portal, where you can activate your account

3 Once at the activation page, enter your “Business ID”

This ID is included in the account activation email. Enter this ID and click “Sign In”

4 Edit your user name and password

If you would like, you can edit your user name. Then create a password for your account

5 Activate your account

After accepting the Terms & Conditions, click “Activate Account”

6 You will receive a confirmation email

Once your account has been activated, you will receive another email for confirmation

Now you can use the portal to start customizing your guest WiFi login page, create campaigns, and set up your guest and private networks.

1

2

4

NEW_USER

Business ID

3

Full Name Joe Smith

Email joe.smith@emaildomain.com

Phone Number 1-234-567-8910

New Password

This password is indicator

Confirm New Password

Activation Terms & Conditions

5

☐ I Accept the Activation Terms & Conditions

Activate Account

6

Activate Account

optimum.

Business ID, Customer Account # or Unique Property ID

Customer Account # or Unique Property ID

Sign In

Optimum Business PRO WiFi

How to create, edit and test splash pages

Portal URL: bi.altice-wifi.com/campaign_portal/optimum/login

Create splash page

Customize your splash page, which is the first page guests will see when they log into your guest WiFi network.

1. Go to the PRO WiFi Portal, then click “Guest WiFi”
2. Click “Theme” then “Customize this template”
3. Here you will find a link to upload a background image, business logo and other tools to customize the look and feel of your splash page

NOTE: After uploading a new background image, the image must be saved to take effect. Do so by clicking the floppy disk in the top right corner.

Test splash page

Turn on/off, edit, remove and test splash pages you have created.

1. Go to the PRO WiFi Portal, then click “Guest WiFi”
2. Click “Theme” then “Manage Splash”

Business Connection Backup

To ensure your business stays connected during unexpected Internet outages, the **Connection Backup Service** provides automatic failover to a backup Internet connection using a dedicated enterprise-grade router. This service is ideal for businesses that rely on POS systems and other critical devices. Please refer to the **provided image** for guidance on which devices should be connected to the backup router to maintain operations during outages. Note that this service is not intended for high-bandwidth activities like video streaming or cloud-based surveillance.

PWR SWITCH

Ensure the power supply is plugged in, and the device's power switch is **ON**.



Scan the QR code for more information or visit:
business.optimum.net/FAQ/answers/a_id/5065

Connect business-critical devices (POS: terminal, IP phone, laptop) to the failover router via LAN or WIFI.



Optimum Business Cradlepoint



WAN

Connect the WAN port to an available LAN port on the Optimum Gateway using an Ethernet cable.

LAN 4

LAN 3

LAN 2

LAN 1

LAN 1

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Connection Backup important reminders:

- + Service is intended to backup business-critical devices.
- + It is not meant to function as a primary Internet service.
- + A maximum of 6 devices can be connected.

What CAN BE connected:

- + Point-of-sale (POS) terminals
- + Computer or tablets (1 device is ideal)
- + VoIP Phones

What SHOULD NOT be connected:

- + No extra routers or switches
- + No servers
- + No TVs or video streaming devices (Roku etc.)
- + No security cameras
- + No smart home devices
- + No gaming consoles, PlayStation, Xbox, etc.

Service Plans

Business Premier Technical Support

Includes Remote Tech Advisor and Service Protection

Remote Tech Advisor

- + Access to US-based tech advisors for live call or chat support for virtually any Internet-connected device
- + No recordings, holds or transfers
- + Remote-in capability
- + App for one-touch support access
- + 95% of issues are solved in one call

Service Protection

- + Covers unexpected service fees — such as those associated with a technician's visit to resolve a wiring, jack or connector problem —that are not included in our guidelines
- + Priority status when you call for service

Already signed up for a service plan?

Check your first bill for the phone number to call for support.

Business Premier Protection & Support

Includes Remote Tech Advisor, Service Protection and Device Protection

Device Protection*

- + Covers mechanical or electrical failure for current and future eligible purchases
- + Eligible devices repaired or replaced for failures due to lightning strikes, normal wear and tear, device malfunction and more

Device Protection includes:

- | | | |
|--------------------|------------------------|---------------------------|
| + Desktop computer | + External hard drives | + Portable POS systems |
| + Tablets | + Landline phones | + Premium headphones |
| + Laptops | + Printers | + Voice assisted speakers |
| + TVs | + Routers | + WiFi extenders |

Support coverage includes, but is not limited to:

- | | |
|---|--------------------|
| + Laptops, printers, scanners and other critical business devices | + Network setup |
| + Credit card readers | + Security cameras |
| + Routers | + Switch boards |

*No limit on device age, brand or platform. No proof of purchase or device registration. \$0–\$89 service charge per claim with a \$10,000 annual limit.

Business customer referral program

- + Refer a new Optimum Business customer
- + Receive a \$200 bill credit

Credit will be given upon successful installation of new customer.

No limit on referrals!

Make a referral today!

Visit optimum.com/business/customer-referral



Customer Support

Functions/Department	Contact Us	Hours of Operation	Days
Customer Service/Billing (Internet, Phone & TV)	Chat with Customer Service	9:00am – 5:00pm EST	Monday - Saturday, Sunday Closed
	1.888.276.5255 (NY, CT, NJ, PA and Hendersonville & West Jefferson, NC)	9:00am – 9:00pm EST 9:00am – 5:00pm EST Closed	Monday - Friday Saturday Sunday
	1.800.490.9604 (All Other Areas)	9:00am – 9:00pm EST 9:00am – 5:00pm EST Closed	Monday - Friday Saturday Sunday
Technical Support (Internet, Phone & TV)	Chat with Technical Support	7:00am – 10:00pm EST	Daily
	1.888.276.5255 (NY, CT, NJ, PA and Hendersonville & West Jefferson, NC)	24 hours	Daily
	1.800.490.9604 (All Other Areas)	24 hours	Daily
Sales	Chat with Sales	9:00am – 5:00pm EST	Monday - Saturday, Sunday Closed
	1.866.209.1099 (NY, CT, NJ, PA and Hendersonville & West Jefferson, NC)	8:00am – 7:00pm EST 9:00am – 5:00pm EST	Monday - Friday Saturday
	1.800.819.1069 (All Other Areas)	8:00am – 7:00pm EST 9:00am – 5:00pm EST	Monday - Friday Saturday
Installation & Pending Surveys	1.855.267.8468	8:00am – 7:00pm EST	Monday - Friday
Mobile Support	Mobile Contact Us Page	8:00am – 10:00pm EST 8:00am – 8:00pm EST	Monday - Friday Saturday - Sunday
Optimum Stores	Optimum Store Locator		

Moving?

You must contact Optimum Business Customer Support before moving your modem to a different address.

Visit optimum.com/business/cbm/moving for more information.



Not all products and services are available in all areas. BUSINESS INTERNET: Advertised speed for wired connection. Actual speeds may vary & are not guaranteed, see optimum.com/speedfactors for more info. Min system req's & equip configs apply. Individual needs and usage may vary. Minimum system requirements & equipment configurations apply. BUSINESS PHONE: Business Phone is a cable-modem service, exclusively available for business customers with Optimum Internet services. PRO WIFI: PRO WiFi service is a turnkey wireless data network service that enables customers to extend its network at their location. Provision of PRO WiFi service is subject to customer's agreement to Optimum Business General Terms and Conditions of Service and Additional Terms and Conditions for PRO WiFi Service (see optimum.com/terms-of-service). CUSTOMER REFERRAL: \$200 bill credit will be added 90 days after the installation of the referred customer has been completed. To be granted the \$200 bill credit, you must be a current customer that is in good standing. If the referral does not sign up to be an Optimum Business customer, you will not receive the bill credit. Referral must be a new Optimum Business customer with no current business services. Current Residential customers interested in signing up for Business services are qualified referrals. Optimum Mobile excluded. Other restrictions apply. For system requirements or limitations, offer details, restrictions, terms and conditions, see optimum.com/business. Pricing, offers, and terms subject to change and discontinuance w/o notice. All trademarks and service marks are the property of their respective owner. © 2025 CSC Holdings, LLC.