



Optimum Business Quick Guide

optimum.
business

Welcome to Optimum Business

Congratulations on your decision to put Optimum Business to work for your business. Our phone, Internet and TV services provide an outstanding combination of communication services backed by technical and service support that will assist you and your business 24/7.

Phone. Crystal-clear phone service, with unlimited calling to the U.S., Puerto Rico, Canada and the U.S. Virgin Islands for one low, flat monthly rate, plus all the business calling features you need.

Internet. Optimum Business provides speeds up to 1 Gig with built-in Internet security. You can get all the features you need to run your business, like Static IP, PRO WiFi, and LTE Wireless Failover. Plus, WiFi access at over 2 million locations.

TV. More than 255 channels providing entertainment and real-time access to news and information. Plus, get HD at no extra charge with our TV service.



Keep this information on file for your Optimum Business services.

Log in to the Optimum Business Account Center at **optimum.net/business** to manage all of your services from one place.

Optimum ID: _____ **Password:** _____

Assigned Subnet: _____

Subnet Mask: 255.255.255. _____

Default Gateway: _____

You have been assigned **1 5 13 29** consecutive usable Static IP address(es).
(circle the one that applies)

Block Start: _____ End: _____

Primary DNS Server: 167.206.112.138 Secondary DNS Server: 167.206.7.4

a. 2.4Ghz Private Network SSID name: _____ Password: _____

b. 5Ghz Private Network SSID name: _____ Password: _____

c. 2.4Ghz Guest Network SSID name: _____ Password: _____

d. 5Ghz Guest Network SSID name: _____ Password: _____

Tel. #: _____ Tel. #: _____

Tel. #: _____ Tel. #: _____

Business Trunking/PRI Pilot telephone number: _____

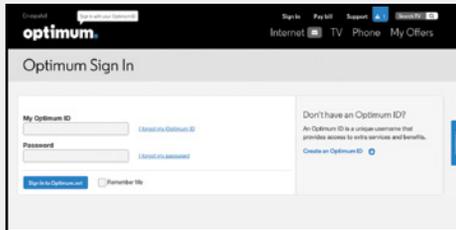
Log in to **optimum.net/business** for a complete list of Direct Inward Dial (DID) numbers.

For customer support, visit **<https://business.optimum.net/support>**.

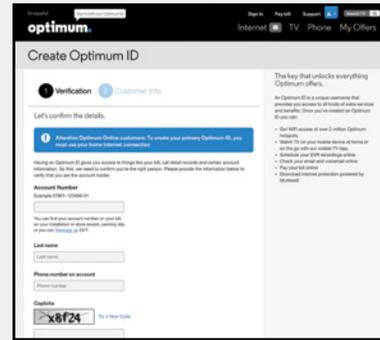
Optimum Business Account Center



An Optimum ID is your key to our services. 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 created is the Account Manager ID (Primary ID). It provides administrative access to all the services and features in the Optimum Business Account Center, such as managing phone features including Rollover Hunting and Time-of-Day Forwarding, delegating management roles to employees, and even paying 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.

Account & Billing



Get help managing your account or paying your bill.

Your Bill

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 current and past 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 where you'd like to receive notification of your bill.
5. Read the Terms of Service. If you agree, select "I agree" and click "Register."

Bill Payment Options



For your convenience, Optimum offers a variety of payment options.

Online

business.optimum.net: Visit business.optimum.net and login 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 1-866-213-7456 and follow the phone prompts to make a payment by check or credit card.

Customer Service Representative: For a \$10 fee, call between the hours of 8am - 8pm, 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, you can find the mailing address here.

In-Person

Optimum Store: Pay at any Optimum Store location by cash, check, money order, or credit card. To make a payment during non-business hours, a drop box is available at many locations. Dropbox 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.

One-Digit Code Programming Method—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 = Visio
- 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 Method

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 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.

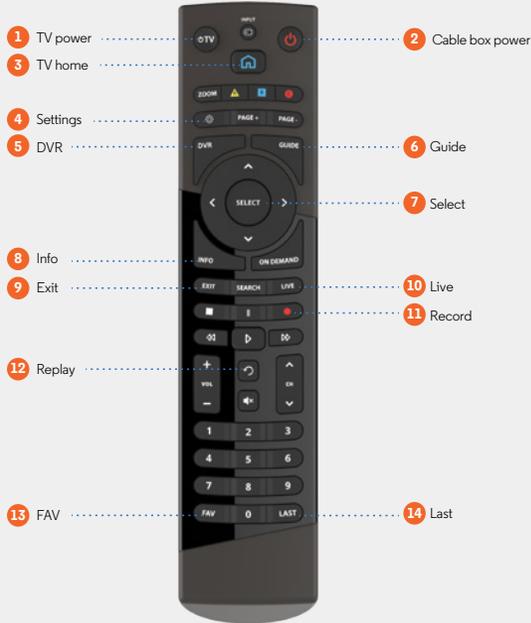
Note: To return to original state, program the remote using the previous instructions.

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**.

TV

Optimum TV remote with optional DVR function



- 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

Go to optimum.net/remote for instructions on programming your remote.

Your remote may vary slightly from the one pictured.

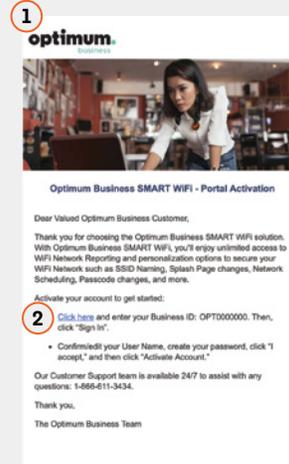
Optimum Business PRO WiFi



Getting Started with Your PRO WiFi Portal

- 1 You will receive an Account Activation email** from noreply@alticebusiness-wifi.com after the successful installation of PRO WiFi at your business. This allows you to start the set up 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 Enter your Business ID,** included in your Account Activation email, and click “Sign In.”
- 4 Edit your User Name,** if you would like, and create a password.
- 5 Accept the Terms & Conditions** and then click “Activate Account.”
- 6 You will then receive an email** for your Account Activation Confirmation after your account has been activated.
- 7 Use the “Click here” link in the email** to log into the portal using the user name and password you created in the previous steps.

Now start customizing your splash page, creating campaigns, and setting up your Guest and Private networks.



4

User Name: NEW_USER

Type of Account: Business ID: **3**

Full Name: Joe Smith

Email: joe.smith@smarthotmail.com

Phone Number: 1-234-567-8910

New Password: [] This password is indicator

Confirm New Password: []

5

Activation Terms & Conditions

I Accept the Activation Terms & Conditions

Activate Account



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.”

Service Plans



Business Premier Technical Support

Includes Remote Tech Advisor and Service Protection

Remote Tech Advisor

- + Access to U.S.-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

Add a Service Plan to your account by calling **866.209.1099**

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 Computers | + 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.



optimum.
business

Business Customer Referral Program

Business is built on the connections we make, which is why we are rewarding our valued customers for referrals that become new customer connections.

Those new connections are rewarding too. Business customers can count on our leading connectivity services, support and partnership.

- Reliable Internet, phone and TV service
- 24/7/365 live customer service and support
- No annual contract or early termination fees
- 60-day money-back guarantee
- Contract buyout up to \$1,500
- Free access to 2M+ Optimum WiFi hotspots

**Refer a New Business
Customer Connection**

**Receive a
\$200 Bill Credit**

Credit will be given upon successful installation of new customer.

No limit on referrals!

Make a referral today!

Visit optimumbusiness.com/customer-referral

Customer Support



Help directory

Thank you again for choosing Optimum Business. If you have a question that you could not find within this Guide, please log on to the Optimum Business Account Center at **business.optimum.net** or call our Optimum Business Customer Support Team, 24/7 at 1-866-575-8000.

If you would like to add any of these Optimum Business services, please call 1-800-725-9626 for more information or chat with a sales representative on optimum.com/business.

24/7 Customer Support.

Customer support.

Optimum Business representatives are here to help you 24/7. Call 1-866-575-8000 or go to **business.optimum.net/support** to request that an Optimum Business Customer Support representative contact you directly.

Battery unit.

If your business needs a new battery unit, Optimum Business will replace it at no additional charge. Please contact Optimum Business Customer Support at 1-866-575-8000.

Moving?

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



BUSINESS INTERNET: Speed availability varies by area and are subject to change and discontinuance. Use of Optimum Business Internet Security products and services does not guarantee that your business is immune to all future cyber-attacks or unauthorized third-party access to your systems. In order to receive full protection, Static IP customers must change their DNS server. OPTIMUM PHONE: Optimum Phone is a cable-modem service, exclusively available for business customers with Optimum Internet services. BUSINESS TV: A digital cable box or CableCARD is required on each TV for standard digital and HD services. QAM tuners can receive digital Broadcast Basic channels in certain areas and will receive some services on non-standard channel positions. The cable box and remote control are the property of Optimum and must be returned in good working order. Lost, stolen, unreturned or damaged equipment is subject to a non-return fee. PRO WiFi: PRO WiFi is available to Optimum Business Internet customers. PRO WiFi 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's General Terms and Conditions of Service (see <https://business.optimum.net/terms/general>) and Additional Terms and Conditions for PRO WiFi Service (see <http://business.optimum.net/terms/smartwifi>). SERVICE PLANS: Business Premier Protection & Support and Business Premier Technical Support available only to current Optimum business customers with accounts in good standing. One month minimum subscription required. Technical support provided for customer's devices that connect to a wireless network, with the exception of Optimum provided and supported. Device protection provided by Asurion. Additional service fee payable to Asurion may apply for product repair under device protection plan. A list of products covered by device protection plan is available at <https://business.optimum.net/terms/BPPS>. Mobile device coverage requires additional fee. All trademarks and service marks are the property of their respective owners. Optimum, the Optimum family of marks and Optimum logos are registered trademarks of CSC Holdings, LLC, a subsidiary of Altice USA, Inc. ©2022 CSC Holdings, LLC. Altice USA is located at 1 Court Square West, Long Island City, NY 11101.