

Turn on the entertainment.



optimum.

Welcome to Optimum

We've created this guide to help you get to know your Optimum service.



Getting Started
3



TV
4-9



Internet
10-12



Phone
13



Help & Support
14-15

Getting Started

1. Create an Optimum ID

Unlock everything Optimum offers. Create your ID through your home internet connection by visiting **optimum.net/IDhelp**. It's easy and fast. Make sure to have your account number handy.

2. Enroll in Paperless Billing and Auto Pay

Reduce paper clutter, save time and never miss a payment when you enroll at **optimum.net/myaccount**

3. Get the Optimum Support App

Manage your account right from your iPhone and Android device when you download the App at **optimum.net/supportapp**

4. Learn about your services

Make **optimum.net/getstarted** your first stop to discover how to get the most out of your services at home and on the go.



TV

Your service comes with these great features:

HD

Experience vivid picture and better HD at no extra charge.

On Demand

Watch primetime shows the day after they air and movies any time day or night. Tune to Channel 500 or press **ON DEMAND** on your remote.

Pay-Per-View

Enjoy front-row seats to the biggest live events from the comfort of your home. **Tune to Channel 550.**

Always On Optimum

Stay covered with the best in hyper-local, global and business news with the Altice News Networks: News 12 on Channel 12, News 12+ on Channel 61, Cheddar on Channel 1, and i24NEWS on Channel 14. Plus, enjoy service tips and previews on Optimum Channel on Channel 149.





TV

Optimum TV App

Turn your device into a personal TV screen. Stream live TV or watch On Demand programming from any room in your house.

And with the TV to GO feature, watch TV anywhere you've got an internet connection with your Optimum ID and password.

- + Turn any screen into a TV, anywhere there is Internet.
- + Stream live channels, including sports and news.
- + Watch, schedule and manage your Cloud DVR* from anywhere
- + Watch your favorite On Demand shows and movies
- + Use your device as a remote control to change channels and browse TV listings.
- + Search for what you want to watch using your voice by content, genre, actor, channel or even a famous quote*
- + Use parental controls to manage what your kids are watching.
- + Use Airplay to watch content from your device on your Apple TV.



* Voice Search is not available on the Optimum TV App on Kindle.

Requires Optimum TV with cable box or CableCARD, Optimum-authorized modem and wireless home router.

TV

Remote

Here's a quick overview of your remote to help make the most of your experience.

- 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 program guide
- 7 Selects a highlighted option
- 8 Displays program information
- 9 Displays or exits On Demand menu
- 10 Exits screens or stops playback
- 11 Returns to live TV
- 12 Records programming
- 13 Replays the last few seconds of a recorded program
- 14 Cycles through channels marked as favorites
- 15 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.



TV

Explore the guide

The search for programs that interest you is fast and easy.

The guide includes every program on every channel airing within the next 12 days. You can view information about TV shows and movies, schedule recordings, find other showings of a program and more.

TV listings appear in a grid format, with channel numbers and network names down the left side and show times along the top. Press **Guide** on your remote to open the guide.

To navigate:

- + Use **Up Arrow** and **Down Arrow** to move one time slot on the grid.
- + Use **Page +** and **Page -** to move several time slots at a time.
- + Use **Right Arrow** and **Left Arrow** to move forward or backward one time slot on the grid.
- + Enter a channel number to jump directly to that channel in the guide.
- + To watch, record or get more information, highlight a program and press **SEL**.
- + Press **Exit** to close the guide.



TV

Parental Controls

Not every show is appropriate for every age group. Parental controls give you the power to decide what content is appropriate for your household.

With a PIN you can block access to specific channels, content or ratings, things you've recorded, hide adult titles and prevent your children from purchasing programs without your consent.

Create a PIN

- + Press **Settings** twice on your remote to access the Full Settings menu.
- + Use the **Arrows** to highlight "Parental Controls" then highlight and select "Create PIN."
- + Follow the on-screen instructions to enter the PIN you want to use.

Activate parental controls

- + Press **Settings** once on your remote control to access the Quick Settings menu.
- + Use the **Arrows** to highlight "Parental Controls."
- + You will see the current setting - ON or OFF. Press **SEL** to change this setting.
- + Enter your PIN.

Keep in mind that parental controls must be activated separately on each cable box in your home.

To find out more about parental controls, including how to set them up on the Optimum TV App, go to optimum.net/parentalcontrols



TV

DVR

Turn every TV in your home into a DVR and never miss another minute of your favorite shows.

- + 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.
- + Use an unlimited number of TVs for whole-home viewing.
- + Pause live TV from any cable box in the house.
- + Rewind live TV so you won't miss a thing*.
- + Manage your DVR, schedule recordings and more, either with the Optimum TV App or online at optimum.net/dvr

Record a program

1. Press **REC** to get to Recording Options.
2. Use the **Arrows** to highlight "Record" and press **SEL**.

Find your recordings

All of your recorded programs and programs that are currently recording are in the Recorded List. To access it, press **DVR** or go to Channel 1001.

Watch your recordings

1. Press **DVR** or go to Channel 1001 to access the Recorded List.
2. Use the **Arrows** to highlight what you want to watch and press **SEL**.
3. Highlight "Play" and press **SEL**.

*Depending on your level of service.



Internet

Your service comes with these great features:

Email

Depending on your level of service, get up to 15 email accounts each with up to 5GB of space and remote email access from anywhere at **webmail.optimum.net**

Speed

Blazing-fast searching, streaming and sharing, you've the speed you need to get things done.

In-home WiFi

Access the Internet wirelessly and game, upload, and share photos and music with ease anywhere in your home.

Optimum WiFi

Connect your WiFi-enabled devices free of charge at over 2 million WiFi hotspots around the Tri-state area.



Internet

Your in-home WiFi

Your Internet service comes with a fast in-home WiFi network. This allows everyone in your household to connect to the Internet wirelessly at the same time.

Follow these tips to keep your network at its best.

Do change your in-home WiFi network name, also known as a SSID, to something unique so it's easy to identify.

Do connect to the 5GHz network for faster speeds and less congestion. Use 2.4GHz when you're far away from your router.

Do create a guest network for friends and family so you don't have to share your personal information.

Don't forget to restart your router once a month to keep it at its best.

Don't place other electronics, like baby monitors or cordless phones near your router as they can cause interference.

Don't connect to the "optimumwifi", "AlticeWiFi" or "cableWiFi" network when your home. Always connect to your in-home network.

You can manage your router settings and more at optimum.net/mynetwork





Internet

Connect to the Internet

You can surf, game, stream, and connect in no time.

Connect your devices to your in-home WiFi network

1. On your WiFi-enabled device, turn on WiFi.
2. Select your in-home WiFi network name from the list of available networks.
3. When prompted, enter your WiFi password to connect.

Connect to WiFi hotspots on the go

Register your device once, and you'll automatically connect whenever you enter a hotspot.

1. On your WiFi-enabled device, turn on WiFi.
2. Select "optimumwifi" from the list of available networks.
3. When prompted, sign in with your Optimum ID and password.

To find hotspots in your area, go to **optimum.net/wifi**



Our network has built-in security to protect you online whether at home or on the go.

Learn more at **optimum.net/security**

Phone

Your service comes with these great features:

Unlimited Calling

Call anyone, anytime, anywhere in the United States, Canada, Puerto Rico and the U.S. Virgin Islands.

Calling Features

Enjoy over 20 easy-to-use calling features like call forwarding, VIP ringing and caller ID on TV at no extra cost. Manage them at **optimum.net/voice**

International Calling

Make international calls for as low as 2 cents per minute from any phone, including your mobile. There's no sign-up, calling plans or monthly fees. Find out more at **optimum.net/intlcalling**

Did you know?

With Optimum Voice, 411 directory assistance calls are free and unlimited.

Voicemail

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

Set up

Dial *86 from your home phone and follow the tutorial to set up your voicemail and create a voicemail PIN.

Listen to your messages

When calling from your home phone:









- + Call your home number.
- + When prompted, enter your PIN.

When calling from any other line:

- + Call your home number.
- + When your greeting begins, press*.
- + When prompted, enter your PIN.

Support

Whenever you need our help, we're ready for you online, on your TV and in the stores:

-  optimum.net/support
-  Optimum Channel on Channel 149
-  optimum.net/chat
-  optimum.net/stores
-  facebook.com/optimum
-  [@OptimumHelp](https://twitter.com/OptimumHelp)
-  youtube.com/optimum
-  Optimum Support App

Download the Optimum Support App at
optimum.net/supportapp



Troubleshooting

We want your experience to be enjoyable and trouble-free. 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.

Internet and phone

If you're not getting a dial tone or you can't connect to the Internet, make sure that your 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.

Still have questions?

You'll find more answers online at optimum.net/support



Restrictions apply. Service not available in all areas. All rights reserved. Optimum, the Optimum family of marks & Optimum logos are trademarks of CSC Holdings, LLC, a subsidiary of Altice USA, Inc. ©2020 CSC Holdings, LLC. Version 1.3 | COL1220LG