The Optimum Guide.

A quick introduction to your TV, phone and internet.
All the startup answers you need, all in one place.

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.

Reach us online or on your TV 24/7:

- optimum.net/support: Find answers to FAQs, helpful tutorials and all the ways to contact us for help.
- Explore Optimum Ch. 900 and Optimum Ch. 14: Access account information, watch simple tutorials, and learn about our services, products and programming.
- optimum.net/chat: Instantly chat online with Optimum experts 24/7.
- optimum.net/emailus: Send us your questions for personalized help from an Optimum expert.
- facebook.com/Optimum: Like our page to join a conversation or start your own.
- @OptimumHelp: Tweet your questions. We’re #HereToHelp.
- youtube.com/OptimumBrandVideos: Check out our playlist of tutorials.

You won’t want to forget these.

Optimum ID and password: ____________________ _____________________________________________________________
Wireless network name (SSID): _______________ ___________________________________________________________
Wireless network password: _____________________ ___________________________________________________________
Phone number and password: ____________ ________________________________________________________________

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

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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 know in order to stay connected and entertained.

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Discover how to use your services in and out of your home at optimum.net/getstarted.
Get started.

**Optimum ID.**

Your key to accessing hundreds of thousands of Optimum WiFi hotspots, managing your DVR on the go, using the Optimum App and more.

Create yours now at home through your home internet connection. Just have your account number on hand, which you can find on your bill, installation receipt, store receipt or packing slip. To create or retrieve your Optimum ID, visit optimum.net/idhelp or tune to Explore Optimum Channel 900 on your TV.

**Manage your account.**

Visit optimum.net/profile to let us know the best way to reach you and to change your contact or account information.

At Optimum we know how important it is to keep our customers informed. You can now receive text messages from us about Optimum service outages and important updates to our products and services. Just call **OPTIMUM** from your mobile phone to sign up.

You can pay your bill, set up automatic payments, sign up for paperless billing or watch a personalized video to walk you through your bill at optimum.net/pay-bill. The personalized video of your bill is available on Explore Optimum Channel 900 as well. You can also pay your bill by phone, by mail or in person at any Optimum Store. Visit optimum.net/stores to find the Optimum Store nearest you.

**Optimum Rewards.**

Available exclusively for customers with all three services, you’ll get great deals on Broadway shows, concerts, recreational activities and more, as well as chances to win awesome prizes from your favorite TV shows and networks. Learn more at Channel 909 or at optimum.rewards.com.

TV.

**Remote.**

Your Optimum remote can control any TV with a three-digit model code that matches your TV. To find the code for your TV manufacturer, visit optimum.net/support and type “TV codes” into the “Search FAQs” bar.

**Program guide.**

One-click access on your remote to find whatever you want.

Simply press the GUIDE button on your remote. Once the guide is on screen, you’re ready 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/newguide.

Some other helpful tips:

**Multi-Room DVR Recordings** – Channel 1001
**On Demand** – Channel 500
**Optimum Channel** – Channel 14

A shows program guide options

B brings you back or resizes program guide

C.accesses program guide or shortcuts

ARROWS and PAGE let you browse on-screen options

SELECT confirms highlighted selection

We will send no more than three messages per week, as needed for outages, to the number provided by calling **OPTIMUM. For help text "HELP" to cancel text "STOP". Message and data rates may apply. Optimum Rewards program members must maintain Optimum Economy (where available), Optimum Value or Family Cable with Optimum TV or above plus Optimum Online and Optimum Voice. Program is available to residential accounts in good standing. Other restrictions may apply. See OptimumRewards.com for complete terms, eligibility requirements and further details on all promotions.
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 to access the Quick Settings menu.
2. Highlight “Parental Controls.”
3. Select “Go to Settings.”
4. Highlight “Set PIN.”
5. Enter and re-enter your new four-digit PIN. To change your PIN, select “Modify PIN.”
6. 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.
2. Select “Parental Controls.”
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.

Multi-Room 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.
- Pause live TV from any cable box in the house.

Record.

1. When you’re watching a program you want to record, press REC.
2. In Recording Options, highlight “Record” and press SEL to instantly start recording.

Watch.

1. Press DVR or go to Channel 1001 to access your Recorded List. If you have a Scientific Atlanta (SA) 8300 or 8300 HD digital cable box, tune to Channel 1001 to watch Multi-Room DVR recorded programs.
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, it’s as simple as pressing the DVR button on the remote.

When you’re not home, you can manage all your recordings and more online at optimum.net/dvr, or with the Optimum App.

Standard DVR and Multi-Room DVR at additional monthly charge. Standard DVR service requires a digital cable box with DVR capabilities. See optimum.com/dvr for details. Multi-Room DVR requires at least one non-DVR digital cable box. See optimum.com/multiroomdvr for details. Ability to record and store up to 300 hours of programming based off SD recordings only. Equipment fees apply. In order to program your DVR online, you must subscribe to DVR for Optimum TV and/or Multi-Room DVR. A valid Optimum ID is also needed in order to access the website.
**Exclusive Optimum channels.**


**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.

**MSG Varsity on Channel 614**: Catch the best in local high school sports and more original programming around the clock on Channel 614 or at msgvarsity.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 get instant access to thousands of hit movies, popular TV shows, music videos, children’s programming and much more — at any time of the day or night. Simply tune to Channel 500 or press the iO button on your remote and select “On Demand” from the main menu.

**Movies**: Instant access to the latest new-release movies 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 Disney Channel, IFC In Theaters, Disney Family Movies and more for a small monthly charge.

**Pay Per View.**

You always have the best seat in the house, with no tall guys blocking your view.

Watch the most exciting live sporting events, including championship boxing, bone-crushing UFC mixed martial arts bouts and the wildest WWE wrestling events.

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 by using the ARROW keys while in the guide 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). You’ll need to do this for each cable box in your home.

1. Press SETTINGS twice.
2. Highlight “Purchasing,” then press SEL.
3. Highlight “Set PIN,” then press SEL.
4. Enter a new PIN and then re-enter it for confirmation.
5. Press Exit.

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*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.*
The Optimum App.

Turn your mobile device into your personal entertainment center.

The improved 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 TV in and out of your home—on your iPhone®, iPad®, iPod touch®, Android and Kindle Fire. The App also keeps you in contact with your DVR and lets you schedule recordings 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.

You can download the Optimum App at optimum.net/app.

Phone.

Voicemail.

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

Simply dial *86 from your home phone to set up your voicemail. Then you can retrieve your messages from any phone or even on the web at voice.optimum.net. Don’t forget to write down your password on the inside flap of this guide.

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 by visiting voice.optimum.net and entering your Optimum ID and password.

Calling features.

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

Over 20 tools to make calling more efficient, including Call Forwarding, Backup Phone and VIP Ringing. Optimum Voice also brings you Caller ID on Optimum TV, so you can decide whether you want to answer a call or let voicemail pick it up. It’s everything you need to take your phone service to the next level.

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**Internet.**

**Email.**
- Check your email from virtually anywhere.
- Up to 15 individual email accounts available depending on your level of service. Your Optimum ID is your email address. Visit [optimum.net/idhelp](http://optimum.net/idhelp) to create one.

**WiFi access at home.**
Your Optimum Online service and Optimum Smart Router are fast, reliable and help keep your network secure. Connect and dive into social networking, online shopping and thousands of cat videos without the hassle of all those wires.

**Simple and secure.**
Our modems and routers are simple to connect and manage, with a system so advanced that some problems can actually fix themselves. And if they can’t, our team of expert Service Reps can assist in fixing any problems you may be experiencing. Visit [router.optimum.net](http://router.optimum.net) to learn more.

Securing your router is easy, since it comes automatically set up for you, and important because it helps prevent unauthorized use of your network. Learn more by watching a video about wireless security at [optimum.net/tutorials](http://optimum.net/tutorials) or on Explore Optimum Channel 900.

Your service also includes up-to-date security tools at [optimum.net/security](http://optimum.net/security) to help protect your computer against viruses, spyware, hackers, spam and offensive websites that can harm your PC.

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**International calling.**

Whether you’re calling Malaysia or Mexico, Optimum has you covered. Learn more about all options at [optimum.net/intlcalling](http://optimum.net/intlcalling).

**Optimum Voice International Calling.**
International calls to over 50 destinations for only 2¢ a minute on any phone, including your mobile. And, 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](http://optimum.net/intlcalling).

**Optimum Voice World Call.**
Get 250 minutes of international calling every month, including 30 minutes to Cuba, day or night. With no per-minute connection charges, you get the same low rate every month. You can call directly from your Optimum Voice home phone and there are no codes or extra numbers to dial and no prepaid cards to deal with.

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Optimum Voice World Call for Optimum Voice customers in good standing only. Monthly rate includes 250 int’l calling mins and up to 30 mins to Cuba per monthly billing cycle. Customers exceeding allotted mins will automatically be charged an add’l $19.95 for 250 mins, including up to 30 mins to Cuba for use that billing cycle. Customers exceeding 300 mins in given billing cycle will be billed per minute for add’l usage. Avail only via direct dial from customer’s Optimum Voice phone. Remote dialing is not avail. Calls to satellite phones and audio text lines/destinations not avail. **Optimum Voice International calling available to all Optimum Voice residential customers. Where available. Rates subject to change. Visit optimum.net/intlcalling for full details and rates per destination.**

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Optimum WiFi hotspots.

With Optimum Online, you can take fast, reliable internet service with you almost anywhere you go, when you connect at an expanding network of hundreds of thousands of Optimum WiFi hotspots. It’s all part of your Optimum Online service.

You can also tune to 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 needing to re-enter your Optimum ID or password. It’s like having a hotspot almost anywhere you go.

Android users can download the Optimum WiFi Register App at the Google Play store. Once installed, enter your Optimum ID and password one time at any internet connection and your device will automatically sign in whenever you’re in a hotspot.

You can also download and install the WiFi Register App on your laptop at optimum.net/auto-signin.

Depending on what level of service you have, you can register 5–15 devices for Automatic Sign-in.

- **Standard Optimum Online service**: Connect up to 5 devices.
- **Optimum Online Ultra 50**: Connect up to 10 devices.
- **Optimum Online Ultra 101**: Connect up to 15 devices.

Find out how to keep your devices connected at optimum.net/auto-signin.

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Find Optimum WiFi hotspots.

Check out our map of indoor and outdoor hotspots at optimum.net/wifi or use your iPhone®, iPad® or iPod touch® to track down Optimum WiFi hotspots all over the place with the Optimum WiFi Hotspot Finder App. Download it from the Apple App Store or scan the code to the right.
Help.

DIY troubleshooting, no tools required.

Once in a while, even a state-of-the-art cable box or modem needs to be refreshed and reset. Doing so can help you save time by solving issues yourself.

- To reset your cable box, simply unplug it from the wall outlet. Wait about 30 seconds, then plug it back in and allow the box to go through the reboot process, which should take about three minutes.

- If you can’t reach your power cord, reset your cable box this way: Turn the cable box power on. Then press the volume up, volume down and INFO buttons simultaneously on the front of the box until it shuts down. Wait about 30 seconds, then turn it back on.

- To reset your modem/wireless home network, unplug the power from your modem (and router if using one), plug the modem back in first and then the router, and wait until it has fully reset. This should only take a minute.

If you’re looking for other answers, like how to get the best HD picture quality on your TV, register your devices for Automatic Sign-in, schedule recordings and more, visit optimum.net/tutorials or Explore Optimum Channel 900 for step-by-step videos. You can also tune to Optimum Channel 14 to learn more about your Optimum services, products and programming.

You can also find answers 24/7 online:

- optimum.net/support: Find answers to FAQs, helpful tutorials and all the ways to contact us for help.

- optimum.net/chat: Instantly chat online with Optimum experts who can answer your account questions or help resolve your service issues via our instant messenger.

- youtube.com/OptimumBrandVideos: Check out our playlist of tutorials.