

Optimum User Guide

optimum.

Welcome to Optimum

We've created this guide to help you get to know all the features and benefits that come with your Optimum service. It's time to discover all you can do with Optimum TV.



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Quick Start

1 Create an Optimum ID

Follow the two-step process at optimum.net/IDhelp to access all your services and benefits. Make sure to have your account number handy.

2 Enroll in Paperless Billing & Auto Pay

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

3 Download the Optimum TV app

Keep up with your favorite shows wherever you are when you download the app at optimum.net/app

4 Explore optimum.net

Discover how to get the most out of your services, troubleshoot issues, make payments, and more at optimum.net/welcome

Getting Started

Visit optimum.net/profile to set up your account, manage your Optimum IDs and choose how you would like to receive communications from us. If you don't have an Optimum ID, or can't remember it or the password, you can create one or recover forgotten information at optimum.net/IDhelp

With your Optimum ID you can:

- + Get WiFi access at over 2 million WiFi hotspots
- + Watch live TV and your DVR recordings wherever there's Internet with the Optimum TV app
- + Check your email and voicemail online
- + Manage your account with the Optimum Support app
- + Pay your bill online





Getting Started

Learn About Your Services

Discover how to get the most out of your new connectivity and entertainment experience at optimum.net/welcome

Optimum TV App

Turn every screen into a TV and watch live TV and On Demand, plus your DVR recordings, anywhere on-the-go.

Download it from the Apple App Store, Google Play, Amazon App Store or at optimum.net/app



Internet

Your service comes with these great features:

Speed

No matter if you're gaming, streaming 4K video or keeping your smart home connected, Optimum delivers the speed you need.

Smart WiFi

Enjoy intelligent WiFi that connects you seamlessly throughout your home.

WiFi Hotspots

Connect your WiFi-enabled devices free of charge at over 2 million WiFi hotspots.



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 "optimum" from the list of available networks.
3. When prompted, sign in with your Optimum ID and password.

To learn more about hotspots visit optimum.net/wifi

HOW TO

Don't remember your in-home WiFi network name or password? It's easy to find at optimum.net/gateway or on the Optimum Support app.

TV

Your service comes with these great features:

4K Ultra HD

Experience select movies, shows, live sports and more in brilliant 4K Ultra HD - 4x the resolution of HD.*

See what's available at optimum.net/4k

Voice Activated Remote

The Bluetooth-enabled remote allows you to use voice commands to tune into channels, shows and more.

Personalized Sports

Get all the apps you love, like Netflix, YouTube, Pandora and more, right on your TV screen.

Personalized Sports

Personalize your sports menu with your favorite teams and leagues and quickly find what games are on now, later, and tomorrow.

A close-up, profile view of a man's head and shoulder. He is holding a black voice-activated remote control in his right hand. A speech bubble originates from the remote, containing the text "Find kid's movies". The background is blurred, showing what appears to be a living room setting.

"Find kid's movies"

*Not all content delivered through Optimum TV is in 4K Ultra HD.



TV

Voice Remote

With voice commands and your Bluetooth-enabled remote you can:

- + Search for a movie or show: “Find Star Trek”
- + Tune to a channel: “Put on Travel Channel”
- + Launch an app: “Open Netflix”
- + Navigate to a menu: “Go to On Demand”

Additionally:


- + Backlit keys help you navigate in the dark
- + Aim your remote anywhere (within 30 feet) to control your Optimum One box, even when it isn’t in view.

To learn more about the voice remote visit optimum.net/oneremote

Your remote may vary slightly from the one pictured. To learn more about your specific remote model visit optimum.net/remote

TV

Main Menu

This is the starting point for your experience. To bring up the main menu, press  on your remote and use the left, right, up and down ARROWS to navigate to and in each of the menu options.

To learn more about the main menu visit optimum.net/onemenu

Home

This is where you'll find recently started and recorded programs, live and upcoming games, favorite On Demand programming, what's trending on YouTube and more.

To learn more visit optimum.net/onehome



TV

Guide

The guide includes all channels and programming airing 12 days out. Its simple look and feel makes it easy for you to find and tune to a channel, view more information about a program and schedule recordings.

Quick Guide

Check out what's on without leaving your program. Press the right ARROW twice on your remote while watching live TV, and a smaller version of the guide will appear on the left-hand side of your screen. You'll see what's currently on. To see what's on next, press the right ARROW a third time.

To learn more about the guide and its features, visit optimum.net/oneguide



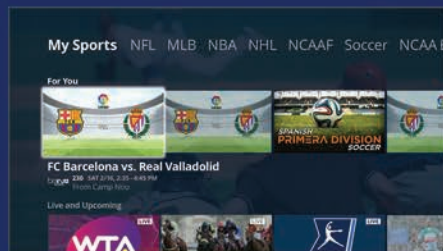
TV



DVR

Cloud DVR lets you record up to 15 shows at the same time while watching anything you want. Plus, with the Optimum TV app you can watch your DVR recordings anytime, anywhere.

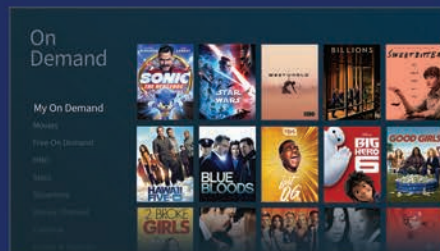
Learn how to record, watch and manage your recordings and more at optimum.net/onedvr



Sports

Experience a whole new world of sports, where you can select your favorite teams and quickly find what games are on now, later and tomorrow.

Find out how to add your favorite teams at optimum.net/onesports



On Demand

Enjoy instant access to thousands of hit movies, the latest episodes of your favorite TV shows, and tons of entertainment for the kids.

Learn more at optimum.net/ondemand

An additional monthly fee applies to DVR service.

TV

Search

There are two fast and easy ways to find the programming you're looking for on live TV and On Demand.

Using Your Remote

Use voice commands to search by keyword as well as by phrase for:



- + Movies or TV shows: "Watch Friends"
- + Actors or directors: "Julia Roberts"
- + Genre: "Find kids movies"
- + Sports teams: "New York Giants"

Using The On-Screen Keyboard

Another way to find what you're looking for is by using the on-screen keyboard. Press  on your remote and select Search from the main menu.

Simply type in a keyword, and your search results will appear.

HOW TO

Hold down , Say what you're looking for. Let go of  to see results.





TV

Apps

Discover a world of new content with popular streaming apps like Netflix, YouTube, and Pandora right on your TV. Check back often to see what's new.

Settings

Set and manage parental controls, turn on closed captioning, pay your bill and more. To find out more, go to optimum.net/onesettings

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 enhanced calling features like call forwarding, selective call rejection and caller ID on TV at no extra cost.

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 Phone, 411 directory assistance calls are free and unlimited.

Voicemail

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

Listen to your messages

When calling from your home phone:

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

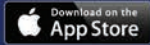
When calling from any other line:

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

Support

Access Your Account On The Go

Download the Optimum Support app at optimum.net/supportapp on your mobile device to pay your bill, manage appointments, troubleshoot your service and more.



We know that your time is valuable. That's why we have plenty of ways to make getting help easier:



optimum.net/support



[@OptimumHelp](https://twitter.com/OptimumHelp)



Optimum Support app



youtube.com/optimum



optimum.net/chat



facebook.com/optimum