Welcome to Optimum Internet

Quick Connect Guide



Quick Reference

MDU Quick Connect Instructions

- 1. Connect to the appropriate wireless SSID or an Ethernet outlet in your unit. Please refer to Appendix-A, if you want to turn off MAC randomization feature on your device
- 2. Open a web browser window. If you are not automatically directed to the portal page, navigate to <u>http://captive.apple.com/</u>. You will be automatically redirected to the portal page.
- 3. Bookmark the portal page for easy access in the future.
- 4. If you are an existing User, type your email and password, then click **Log In** to manage your account.
- 5. If you are a New User, select the **New Account** option shown below:



6. Fill in your user information and click **Continue**. Be sure to use a valid email, as this email address will be used to recover your password and for other network-related communications.

1.One-Time Registration	2.Confirmation
	Ω To gain access to your Network you have to do
	a one-time registration to set-up your account.
	Email
	Enter Your Email ID
	Re-enter email
	Re-Enter Your Email ID
	Account Password
	Re-enter Password
	Re-Enter Your Password
	Personal Information
	First Name
	Enter Your First Name
	Last Name Enter Your Last Name
	Address
	Enter Street
	Enter Unit#
	Enter Unit#
	City Zip Code
	Enter City Name Enter Postal Code
	State/Province Country Select State United States
	Phone Enter Ohone Number
	Secret question
	Select V
	Enter answer
	Enter Answer

7. A pop-up will prompt you to disconnect your device and reconnect to your **Resident Network** to securely access the Internet.



8. Your device will automatically be added under your account. If you need to add an additional device, please proceed to Step 9.

9. On the "My Devices" page, please enter your device name and MAC ID and click the "Add a New Device Manually" button. Your device will be authenticated to the network and it will be connected to the Internet.

	MAC ADDRESS	REMOVE
Phone	******3d:2c	Update ×
Manually Add Res	ident Devices ø	
Manually Add Res	ident Devices ø	
Manually Add Res MAC Address @ 286aba98e3b1	ident Devices ø	
Manually Add Res MAC Address @ 286aba98e3b1 Nickname	ident Devices ø	



Support Contacts Technical Support can be reached at: 844.378.5348 option 1

Note: If your device does not have a web browser, you can add the device using a PC and register your account first, then add the WAN MAC of your device to your account. The portal URL is usually: https://bi.altice-wifi.com/ go/xxxxx. xxxxxx is your property name (all lowercase and no spaces). Once you are redirected from the portal URL to your resident network portal page, you will be able to create/log-on to your account and add the WAN MAC address of your device into your account. If you do not know the WAN MAC address of your device, please contact the manufacturer of the device. The WAN MAC is beneficial for our Support to assist you with the device registration. You can reach our Support at: 844.378.5348 option 1.

Appendix A: Disable MAC Randomization

- · How to Disable MAC Randomization in Android devices
- Open Settings on your device
- Select Network and Internet
- Select WiFi
- Connect to the Resident WiFi Network
- Tap the **Gear Icon** next to the current WiFi connection.
- Select Advanced
- Select **Privacy**
- Select "Use device MAC" or "Use Phone MAC"
- You may now proceed with New Account creation

How to disable MAC Randomization in iPhone, iPad, or iPod touch devices

- Open **Settings** on your device.
- Select WiFi
- Connect to your **Resident WiFi Network**.
- Tap the Information Icon network to the current WiFi connection
- Tap to turn **Private Address** slider to turn off.

How to disable MAC Randomization in Samsung Galaxy:

- Navigate to Settings
- Select Connections
- Select WiFi
- Select the gear-shaped icon next to the network you connected to
- Select Advanced
- On the next screen there is a menu labeled MAC Address Type
- Tap on MAC Address Type
- Select Use Phone/Device MAC