Internet and Phone Connection Guide
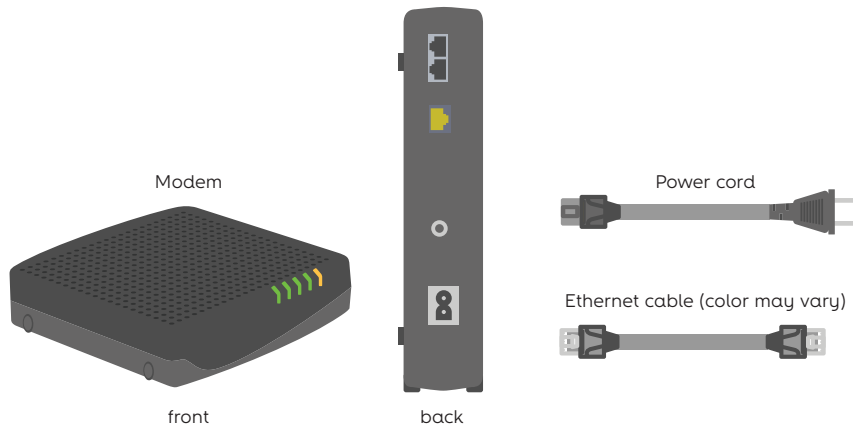
Para español, ve el reverso.

optimum.

Let's get started

This easy-to-follow guide will show you how to quickly set up your internet and phone services, as well as how to get your computer, laptop and other mobile devices connected wirelessly.
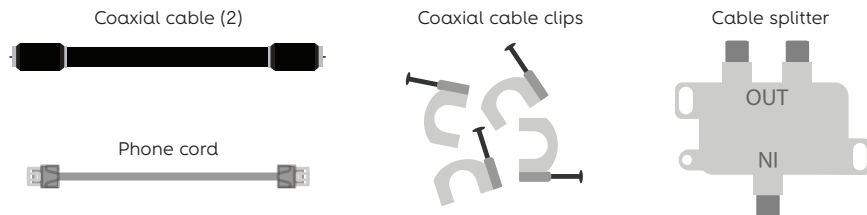
What's included

Your modem kit includes:

Modem

front

back

Power cord

Ethernet cable (color may vary)

If you're connecting a modem for the first time you'll also have these:

Coaxial cable (2)

Phone cord

Coaxial cable clips

Cable splitter

OUT

NI

Your router kit includes:

D-Link router

front

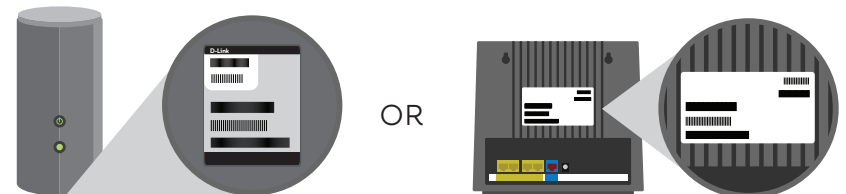back

OR

Sagemcom router

front

back
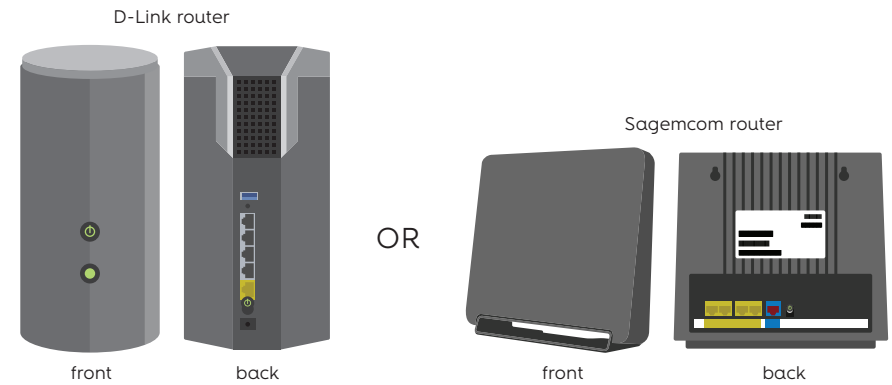
Electrical plug

Ethernet cable (color may vary)

Note: On your router, you'll find a sticker with your WiFi network name and password. You'll need this information later.

OR

Connect a new or replace an existing modem

⚠ If you have a cable box in the same room, you'll need to use a cable splitter. Go to page 20, then come back here.

If you're connecting a modem for the first time, start at Step 1.

If you're replacing a modem, disconnect everything from your existing modem and start at Step 2.
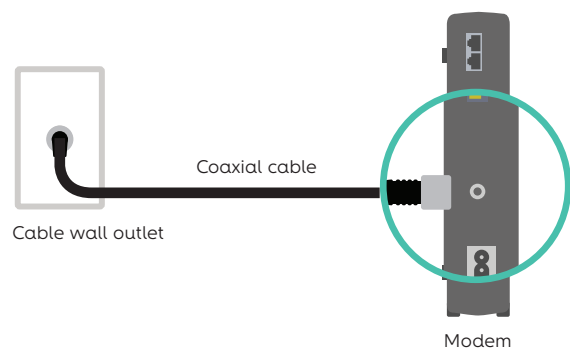
Step 1

Connect your coaxial cable to the cable outlet as shown, and ensure the other end isn't connected to anything.

Cable wall outlet
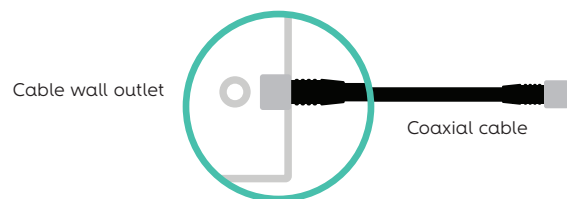
Coaxial cable

Step 2

Connect the open end of your coaxial cable to the back of your new modem.

Coaxial cable

Cable wall outlet

Modem

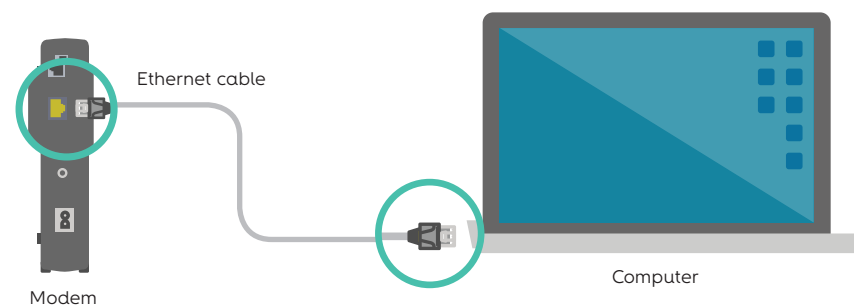## Step 3

Plug your modem's power cord into the back of the modem, and then plug the other end of the power cord into an electrical outlet.

Electrical outlet

Power cord
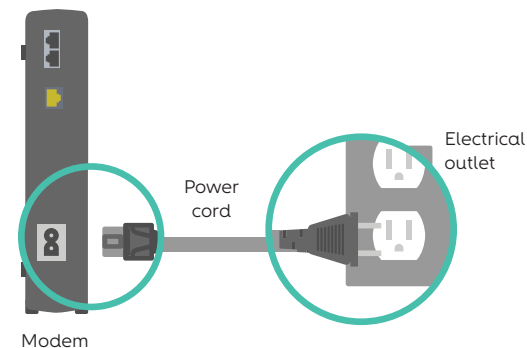
Modem

Step 4

Take one end of the Ethernet cable provided and plug it into the yellow port on your modem, then connect the other end to your computer's Ethernet port.

Ethernet cable

Modem

Computer

Connect a new or replace an existing modem

Step 5

You'll know your modem is ready when four lights turn green and a fifth light begins flashing amber. This may take a few minutes. Once this lighting sequence occurs, you're ready to move on to the next step.

Modem
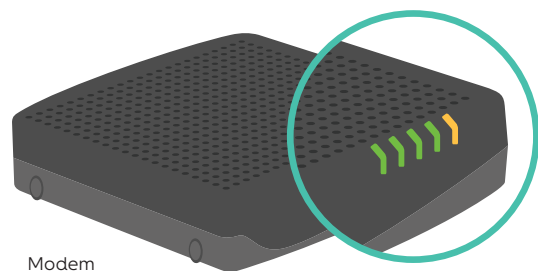
Note: The lighting sequence mentioned above is for the Arris TM802 or TM822 models. If you're using the Arris TM1602 model, it will be ready when 3 lights turn solid blue and the WAN port light in the rear begins to flash green.

➔ If you're setting up phone service, go to page 9.

➔ If you're not setting up phone service, go to page 10 to register your modem.

Connect your phone service

Before connecting your phone service, make sure you have completed the steps on pages 6–8 or that you have an existing modem with an internet connection.

Step 1

Connect one end of your phone cord to the Tel 1/2 port on the back of the modem and the other end of the phone cord to your phone. If you have a second phone number on your account, connect another cord and phone to the Tel 2 port.

Modem

Phone cord

Tel 1/2 port
Tel 2 port

Phone
(for 2nd phone line only)
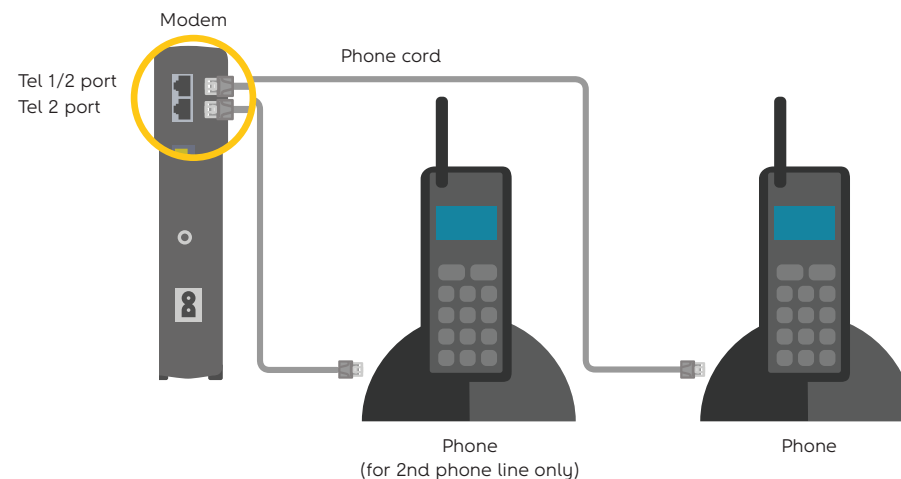
Phone

Step 2

Plug your phone(s) into an electrical outlet and fully charge before use.

Electrical outlet

Electrical cord

Phone

➔ Go to page 10 to register your modem and complete the phone setup process.
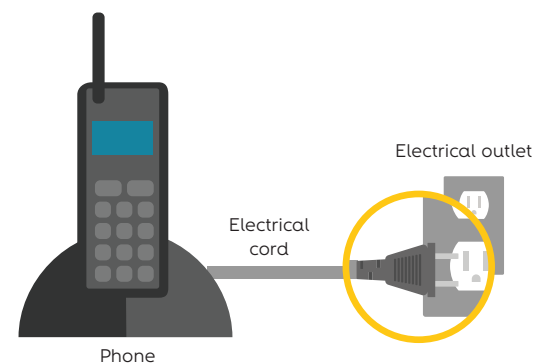
Register your modem

Step 1

Open a web browser and go to **install.optimum.com.**

You'll need your 13-digit account number to register online, which you can find in any of these places:

+ Optimum bill

+ Packing slip

+ Optimum store receipt

+ If you're an Optimum TV customer you can also find your account number on Explore Optimum on Channel 900

Follow the on-screen instructions to complete the modem registration process. This process may take a few minutes.

> **Note:** If you're idle on any screen for more than 20 minutes, your session will time out. If this happens, close out, re-open your browser and start over.

Computer

> Your modem and/or phone setup process is complete.

➜ To connect a router and set up a home wireless network, go to page 11.

Connect a new or replace an existing router

> Before connecting your router, make sure you have completed the modem setup process on pages 6–10 or that you have an existing modem with an internet connection.
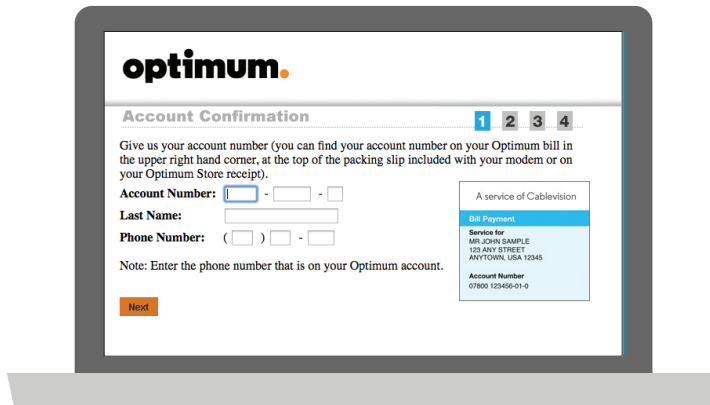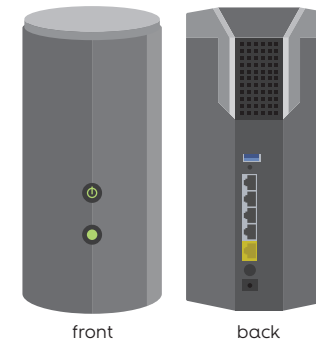
Connecting a router will allow you to connect multiple devices to your home network at once, either through a wireless or network cable connection.

Before you move on, make sure you know which router you have from the illustrations below.
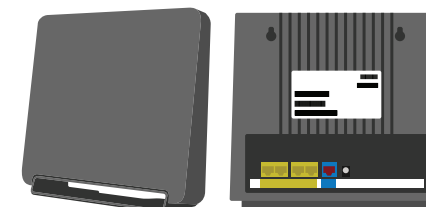
D-Link router

front   back

➜ If you're connecting a D-Link router, go to page 12.

Sagemcom router

front   back

➜ If you're connecting a Sagemcom router, go to page 15.

Connect a new or replace an existing D-Link router

⚠ Your modem must be set up and working in order to activate a router.

If you're connecting a router for the first time, start at Step 1.

If you're replacing a router, disconnect everything from your existing router and start at Step 2.

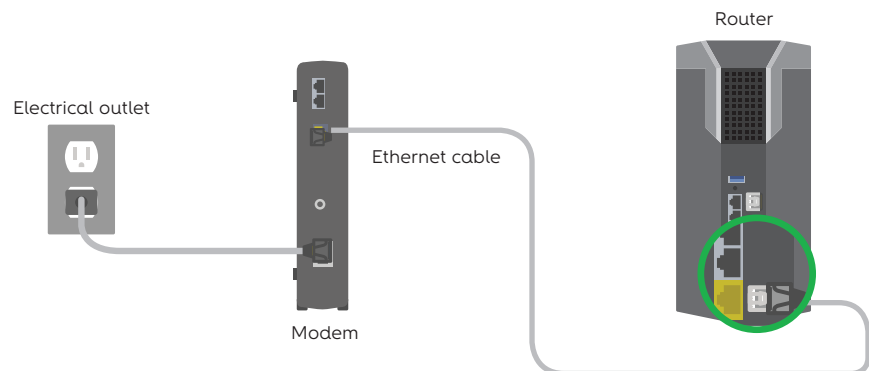Make sure your router isn't obstructed by anything so that it can send a clear signal.

Step 1

Disconnect the Ethernet cable from your computer, leaving one end in the modem.

Modem

Electrical outlet

Ethernet cable

Power cord

Computer
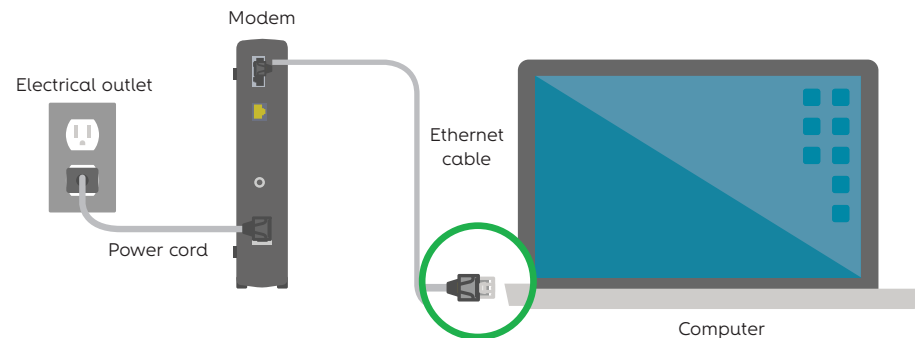
Step 2

Connect the open end of the Ethernet cable to the yellow internet port on the back of the router.

Router

Electrical outlet

Ethernet cable

Modem

Step 3

Plug the router's power cord into the back of the router, then plug the other end into an electrical outlet. If you don't see the front power light turn on, press the power button on the back of the router.

Router

Electrical outlet

Electrical plug
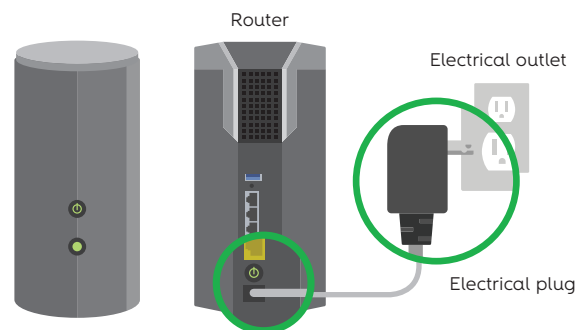
Step 4

When the two lights on the front of the router begin flashing green simultaneously, you'll know the router is ready.
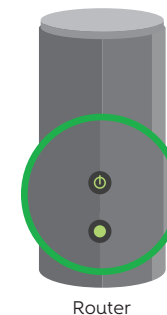
Router

➜ If you want to use a wired connection (not necessary to access the internet using WiFi), go to Step 5.

➜ If you want to set up a wireless internet connection, go to page 18.

Connect a new or replace an existing D-Link router

Step 5

To set up a wired connection, connect a second Ethernet cable to one of the four open LAN ports on the back of your router, and connect the other end to your computer.

Router

Ethernet cable

Modem

Computer

→ To set up your wireless internet connection, go to page 18.

Connect a new or replace an existing Sagemcom router

❗ Your modem must be set up and working in order to activate a router.

If you're connecting a router for the first time, start at Step 1.

If you're replacing a router, disconnect everything from your existing router and start at Step 2.

Make sure your router isn't obstructed by anything so that it can send a clear signal.

Step 1

Disconnect the existing Ethernet cable from your computer, leaving the other end in the modem.

Modem

Electrical outlet

Ethernet cable

Power cord

Computer
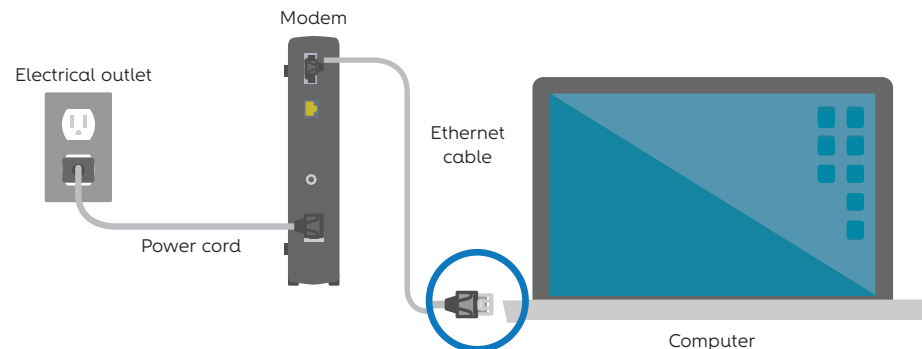
Step 2

Connect the open end of the Ethernet cable to the red WAN port on the back of the router.

Router

Electrical outlet

Ethernet cable

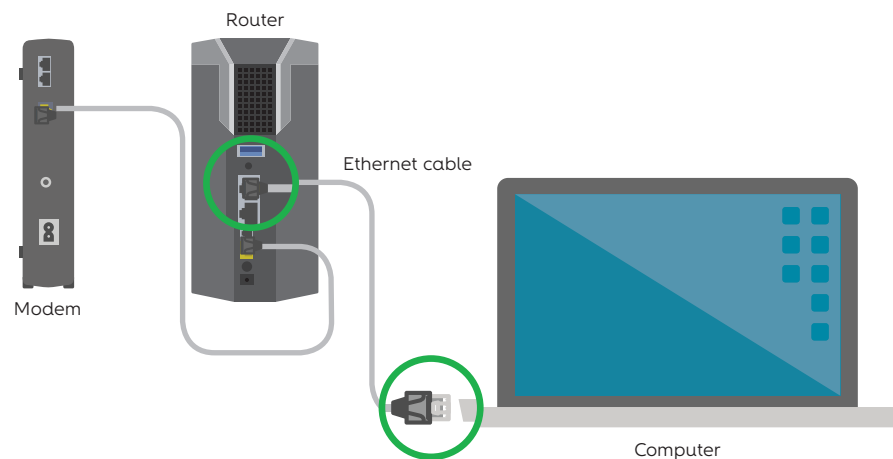Modem

Connect a new or replace an existing Sagemcom router

Step 3

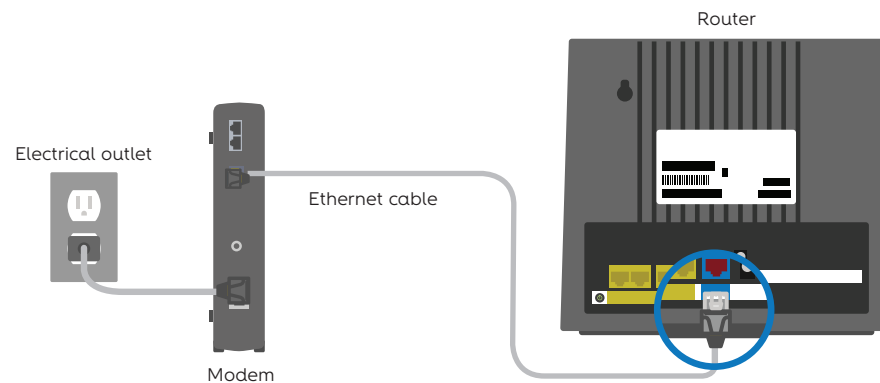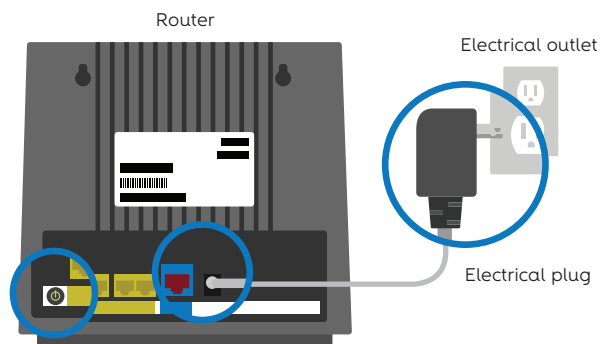Plug the router's power cord into the back of the router, then plug the other end into an electrical outlet. If you don't see the power light, press the power button on the back of the router.

Router

Electrical outlet

Electrical plug

Step 4

When you see the alternating green lights, you'll know the router is ready.

Router

➜ If you want to use a wired connection (not necessary to access the internet using WiFi), go to Step 5.

➜ If you want to set up a wireless internet connection, go to page 18.

Step 5

To set up a wired connection, connect a second Ethernet cable to one of the four open LAN ports on the back of your router, and connect the other end to your computer.
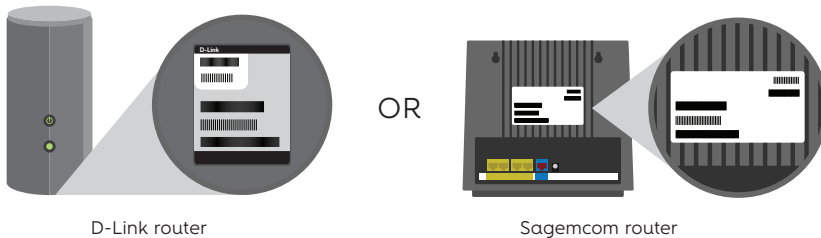
Router

Modem

Ethernet cable

Ethernet cable

Computer
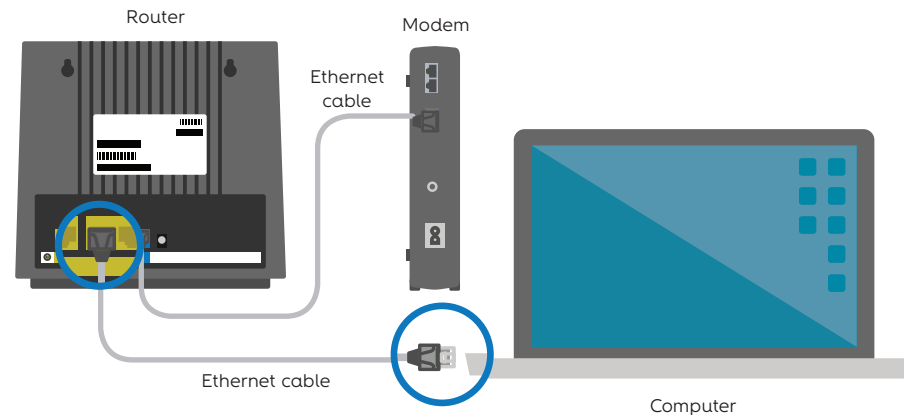
➜ To set up your wireless network, go to page 18.

Set up your wireless network

Step 1

Locate your in-home WiFi network name and password. You'll find the WiFi network name, also known as a SSID, and password/pin on the back of your router as shown below.

If you're replacing an existing router, it's recommended you use your current WiFi network name and password/pin to keep your devices connected automatically.
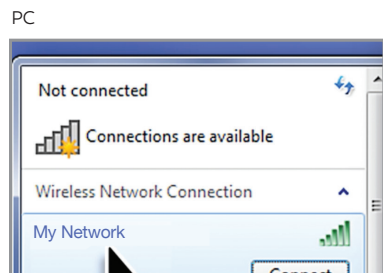

D-Link router   OR   Sagemcom router

➔ If you're using a wired connection, go to Step 3.

Step 2

To connect to the internet, go to the WiFi settings on your computer or device (examples below), select from the list the default WiFi network name found on the label of your new router and then enter your password/pin.

Close out of any pop-up windows if they appear.

PC

Mac

Step 3

Open your web browser and go to **optimum.net/router** and follow the on-screen instructions to set up or reconnect your wireless network.
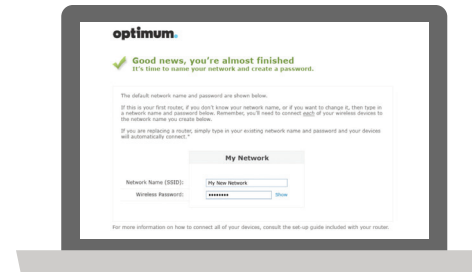
Make sure to write your WiFi network name and password/pin down on page 22 and keep it in a safe place for easy reference.

✅ **You're now connected to the internet.**

Manage your wireless network.

At **optimum.net/router** you can see which devices are connected, personalize your WiFi network name, change your password/pin, settings and more, anytime.

Connect wireless devices to the network.

Smartphones and tablets:
+ Go to Settings and select WiFi.
+ Select your WiFi network and enter your password/pin.

Computers:
+ Select the WiFi icon.
+ Select your WiFi network and enter your password/pin.

Other devices:
+ For other wireless devices like gaming consoles, wireless printers, etc.: Use the WPS push button method (see device's owner's manual).
+ For devices that don't have wireless capabilities: Connect your computer to one of the router's LAN ports using another Ethernet cable.
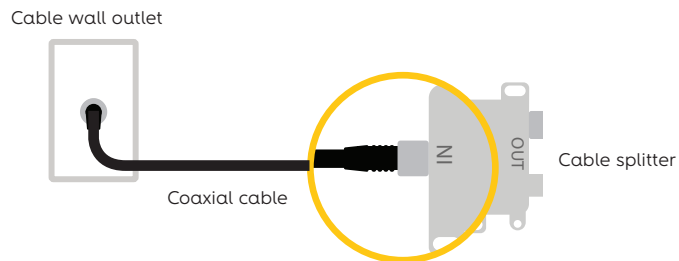
Using a cable splitter

Step 1

Disconnect one end of the coaxial cable from the cable box, leaving the other end attached to the cable wall outlet.

Cable wall outlet
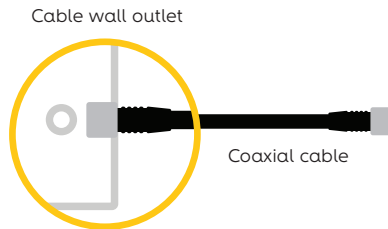
Coaxial cable

Step 2

Connect the open end of the coaxial cable to the IN end of the cable splitter.

Cable wall outlet

IN

OUT

Cable splitter

Coaxial cable

Step 3

Now connect one end of each coaxial cable provided to the OUT ends on the cable splitter.

Cable wall outlet

IN

OUT

Coaxial cable

Coaxial cable

Coaxial cable

Cable splitter
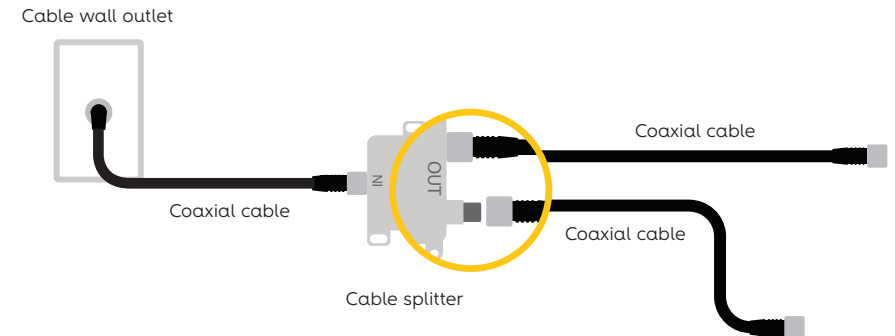
Step 4

Take the open end of the coaxial cable and connect it to your cable box.
Then connect the open end of the other coaxial cable to the back of your modem.

Cable wall outlet

Cable splitter

Cable box

IN

OUT

Coaxial cable

Coaxial cable

Coaxial cable

Modem

➔ Go to page 7 and start at Step 3 to connect a new or replace an existing modem.
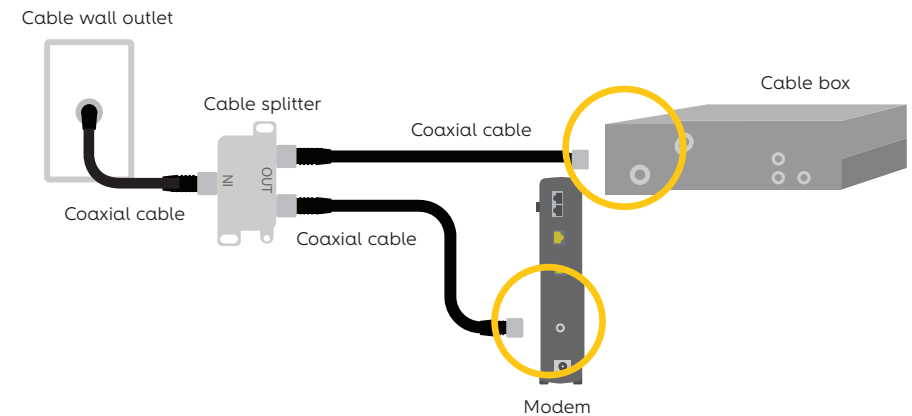
A few tips to keep in mind

Forgot your WiFi network name or password?

Your default in-home WiFi network name and password are located on the sticker found on your router. If you changed your WiFi network name and password/pin and don't remember them, follow Steps 1–3 below:

In order to recover your WiFi network name and password, you need to use a device that's already connected to the internet, or you can connect an Ethernet cable from your computer to your router's Ethernet port.

1. Once you're connected, go to **optimum.net/router**.

2. Enter your Optimum ID and password.

3. Look for your WiFi network name and password under "Basic Settings."

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optimum.net/router   **optimum.**

WiFi network name: _____

Password/pin: _____

Optimum ID: _____

Optimum ID password: _____

If you need to create or recover an Optimum ID go to **optimum.net/idinfo**

Need to create or retrieve your Optimum ID?

To create your Optimum ID for the first time, you must be at home. Visit **optimum.net/idhelp** and be sure to have your account number on hand, which you can find on your bill, installation receipt or Optimum store receipt. To retrieve an existing Optimum ID, visit **optimum.net/idhelp** or tune to Optimum Channel 903 on your TV.

Having trouble connecting? Try these steps:

1. Make sure all your connections are tightly secured.

2. Stand your router upright and make sure furniture or other electronic devices, which can interfere with the signal, aren't blocking it.

Customize your phone settings.

Ensure you're getting the most out of your phone service by managing your calling features and settings at **optimum.net/voice.**

If you need to reboot your modem and router, here's how:

1. Unplug the power cord from your modem. If you're using a battery backup, you'll also need to disconnect it from the modem.

2. Unplug the power cord from your router.

3. Plug the power cord back into the modem and wait until it has fully restarted. This can take a few minutes. If you're using a battery backup, reconnect it to the modem.

4. Plug the router back in and wait 30 seconds. Now check your internet connection by opening a web browser.

Ways to get support

We're here to help, 24/7.

optimum.net/support: FAQs, chat, email, and more.

Explore Optimum on Ch. 900: Access account information, view your bill and more.

Optimum Channel on Ch. 1: Discover quick tips, answers and entertaining shows about your Optimum services and programming.

Optimum Support App: Download at optimum.net/supportapp and manage your Optimum account right from your mobile device.

facebook.com/optimum

@OptimumHelp

youtube.com/optimum