

OPTIMUM FAMILY OF SERVICES



Speeds up to 5X faster than one company High Speed Internet
 FREE CA Internet Security Suite Plus
 Ability to check your mail remotely via Webmail



- Unlimited local and long-distance calling in the U.S., Puerto Rico and Canada
- 13 calling features included
- *Unlimited* Directory Assistance (411)

For these *Optimum* services, simply visit optimum.com or call 1-800-684-4688 for more information.
Available on Optimum Online running at speeds of 16 Mbps and phone company High Speed Internet at 3 Mbps. Actual speeds may vary and are not guaranteed.

AND UNIQUE WAIT YOU



REWARDS®

Saying Thank You to Our Loyal Customers

For the best value and now an exclusive rewards program for iO TV, Optimum Online and Optimum Voice. Become an Optimum Rewards member and receive your complimentary membership card entitling you to the following benefits:



- *Unlimited* movie tickets at Clearview Cinemas® every day and movie tickets every Tuesday
- Free shopping and popular attractions
- *Unlimited* ticket offers for concerts and sporting events
- Rewards members are eligible for opportunities to win *Unlimited* Unique Experiences like:
 - Meeting popular celebrities
 - Luxury suites at sporting events
- Roadway shows
- Members also receive a monthly savings off their bill. Customers on promotional pricing plan will become eligible for the discount at the end of the promotional period.

Unlimited you feel appreciated with new rewards every month!
 To learn about this exclusive rewards program, or to join and receive your complimentary membership card, visit optimumrewards.com/guides.

Optimum Online and Optimum Voice at the required levels, you will receive the Optimum Rewards program. Optimum Rewards monthly discount cannot be combined with any other promotional offer. Offer is not available to residential accounts in good standing only.

CONTENTS

This Reference Guide provides you with color-coded sections that make it easy for you to get the most from iO TV, Optimum Online and Optimum Voice.

	Using Your iO TV Remote4
	Using Your DVR for iO TV Remote5
	iO TV Features and Services6
	Getting the Most from iO TV6
	Optimum Autos and Optimum Homes8
	Channel Guide Symbols and Parental Controls9
	Using Your DVR for iO TV11
	Recording and Watching TV Programs on Your DVR12
	Using Picture-In-Picture on Your DVR13
	Setting up the HD Cable Box or HD-DVR for iO TV14
	iO TV Troubleshooting16
	iO TV Channel Lineup Example17
	Getting the Most from Optimum Online18
	Optimum Online Boost19
	Optimum Online Features20
	Optimum Online Troubleshooting & Customer Support21
	Getting the Most from Optimum Voice22
	Optimum Voice Calling Features23
	Optimum Voice World Call24
	Optimum Voice Per Minute International Calling24
	Optimum Voice Troubleshooting & Customer Support25
	Optimum Voice Important Information26

ACCOUNT CENTER

Manage Your Account Online with My Account:

- Connect to Online Bill Pay
- View information about your account
- View and rate your On Demand purchases
- Get easy-to-follow instructions and access to user guides for the *Optimum* Family of Services

To go to the Account Center, visit optimum.com/account.

For all inquiries, go to optimum.com and click on "Customer Support".

To view the complete User Guides for iO TV, DVR for iO TV, Optimum Online and Optimum Voice, visit optimum.com/userguides.

iO TV REMOTE

Your remote control gives you access to all of the features that iO TV has to offer. Getting familiar with your remote will make using iO TV simple and fun. **The color-coded descriptions below show you many easy-to-use functions that you can take advantage of with your iO TV remote.** If your remote looks different, visit imum.com/newlook for information.

POWER

- 1 Activate functions of the digital cable box
- 2 Turn TV on and off

SOUND

- 3 Adjust volume
- 4 Mute sound

CHANNELS

- 5 Display channel and program information
- 6 Surf channels, up or down
- 7 Enter channel numbers (also used to enter your PIN for parental control)
- 8 View favorite channels
- 9 Display previous channel

NAVIGATION

- 10 Page up and down
- 11 Exit from on-screen menus
- 12 Browse on-screen menus
- 13 Perform various functions on-screen (A-C)
- 14 Choose highlighted item
- 15 Display/change settings
- 16 Display Main Menu

ON DEMAND CONTROLS

- 17 Fast-forward
- 18 Pause
- 19 Stop
- 20 Play
- 21 Rewind

USING YOUR DVR FOR iO TV REMOTE

The remote control for DVR gives you access to DVR and PIP features. **The color-coded descriptions below show you the many easy-to-use functions that you can take advantage of with your DVR remote.** Press **DVR** to access recorded programs. Press **RECORD** to save your favorite programs to DVR.

Important: The remote must be set to Cable Mode (CBL) to access DVR features.

POWER

- 1 Activate functions of the digital cable box
- 2 Turn TV on and off

SOUND

- 3 Adjust volume
- 4 Mute sound

CHANNELS

- 5 Display channel and program information
- 6 Surf channels, up or down
- 7 Enter channel numbers (also used to enter your PIN for parental control)
- 8 View favorite channels
- 9 Display previous channel

NAVIGATION

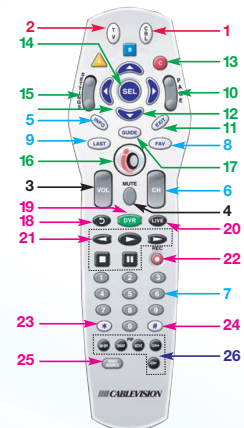
- 10 Page up and down
- 11 Exit from on-screen menus
- 12 Browse on-screen menus
- 13 Perform various functions on screen (A-C)
- 14 Choose highlighted item
- 15 Display/change settings
- 16 Display Main Menu
- 17 Display Channel Guide

DVR FUNCTIONS

- 18 Replay previous few seconds of a program
- 19 Display list of recorded programs
- 20 Display/return to live TV
- 21 **Rewind** in 4 speeds
- Play** resume playing paused program (press twice for slow motion)
- Fast Forward** in 4 speeds
- Stop**
- Pause**
- 22 Record a program
- 23 Reserved for future use
- 24 Size picture (for some HDTV models)
- 25 Video Source

PIP

- 26 **On-Off** - Open or close PIP window
- Swap** - Swap contents of PIP window and main screen so PIP window shows on main screen
- Move** - Move PIP window to another location on screen
- Ch+/-** - Select next higher or lower channel in PIP window



For instructions on how to program your remote and the TV code list, see page 4.

TV CODES			
Brand	Code		
Akai	070, 146, 004, 148	Panasonic	034, 056, 080, 164, 206, 234, 236, 244, 190, 198
Audiovox	076, 103, 043	Philips	164, 005, 038, 093, 127, 070, 003, 004, 059, 236, 238, 243, 247, 199
Cetronic	043		
Coronado	143	Pioneer	023, 025, 135, 176, 004, 018, 070, 183, 191
Deewoo	076, 103, 055, 004, 127, 143, 076, 043, 044, 125, 120, 214, 215, 229, 235, 249	Radio Shack	004, 019, 127, 143, 043, 250
Emerson	005, 028, 043, 048, 076, 096, 155, 004, 051, 143, 151, 153, 154, 216, 217, 230, 231, 236, 238, 247, 252	RCA	160, 161, 144, 156, 065, 070, 004, 023, 024, 056, 074, 152, 221, 232, 233, 236, 238, 239, 081
Fisher	007, 057	Samsung	004, 101, 127, 133, 143, 160, 089, 105, 070, 237, 239, 248, 184, 185, 192
GE	070, 073, 130, 144, 160, 161, 004, 008, 009, 034, 056, 074, 091, 155, 223, 224, 232, 233, 236, 239, 245	Sears	004, 007, 075, 028, 030, 057, 082, 094, 143, 160, 239, 247
GoldStar/LG	004, 106, 119, 110, 112, 113, 127, 143, 247, 250, 081, 020	Sharp	081, 014, 019, 028, 004, 022, 081, 143, 175, 029, 236, 251
Hitachi	163, 004, 007, 009, 011, 072, 010, 012, 023, 075, 143, 158, 208, 236, 238	Sony	001, 085, 126, 139, 236, 240, 241, 254
JVC	038, 001, 034, 083, 236, 242	Sylvania	070, 003, 059, 060, 063, 064, 127, 160, 164, 044, 056, 210, 236, 238, 243, 168
KTV	070, 043, 143, 154	Symphonic	052, 238, 168
Magnavox	070, 003, 004, 022, 059, 060, 061, 063, 064, 127, 164, 094, 160, 056, 236, 238, 243, 253, 028	Toshiba	015, 030, 007, 040, 062, 101, 142
Marantz	164, 070, 236, 243	Zenith	011, 072, 073, 095, 103, 238, 241, 245, 246, 247, 096
Mitsubishi	109, 024, 042, 004, 040, 146, 028, 226, 232, 255, 081, 200		

To view the complete User Guides for iO TV, DVR for iO TV, Optimum Online and Optimum Voice, visit optimum.com/userguides.

FEATURES AND SERVICES

INTERACT WITH iO TV - Channel 702 - 791

...titles whenever you want. Most On Demand selections are yours for 24 hours. Start, stop, pause, rewind and fast-forward your selection, just like you would a regular TV broadcast.

ON DEMAND - Select **On Demand** from the Main Menu. You can also subscribe to Howard TV™ On Demand, Disney Channel™ On Demand, iFC™ in Theaters On Demand and more. Enjoy unlimited, on-demand content for one low monthly fee. Some require a subscription to the underlying service (e.g., HBO).

...or select **On Demand** from the Main Menu. To find out more about our services, just select **Free On Demand** from the Main Menu to find out more about our On Demand services featuring sports, children's programming, and more.

TV from the Main Menu and explore your options, including:

- Sports, weather and traffic.
- Entertainment from movies to special events.
- Your next car or home without leaving home.
- And so many aspects of living including HealthAnswersTV, and more!

...gaming packages. Each package consists of 6 or more games and new titles. To subscribe to a games package, there is no limit to the number of times you can play.

...on iO TV Movies On Demand.

48 Channel Cable package. Enjoy 48 channels of commercial-free digital music and more to all musical tastes.

...from MLB Extra Innings™, MLS Direct Kick, NBA League Pass®, and NFL Sunday Ticket™. Also available on the SPN Game Plan.

THE MOST FROM iO TV

...some of iO TV's most popular features using your remote control.

	Simply...
...work with TV	• See page 4 of this guide.
...on about the	• Press INFO .
...channels while	• Press INFO , then use ARROW keys (▲▼).
...m	

(Continued)

iO TV Features	How Do I...	Simply...
MAIN MENU	Go to the Main Menu	• Press the iO button. A list of available features will appear. Use ARROW keys (▲▼) to choose your selection.
CHANNEL GUIDE	Go to the Channel Guide Scroll through the list of channels View different time slots Tune directly to a program from the Channel Guide Get more information about a program Exit the Channel Guide	• Press the iO button, then press SEL . • Use ARROW keys (▲▼). • Use ARROW keys (◀▶). • Use ARROW keys (▲▼) to highlight the desired channel, then press SEL if it is in the current time period. • Highlight the desired channel, then press INFO . • Press EXIT to return to watching full-screen TV.
FAVORITE CHANNELS	Set up Favorite Channels Remove a Favorite Channel Surf Favorite Channels Browse the channel guide by Theme or Title	• Press SETTINGS twice. • At the General Settings menu, press ARROW keys (▲▼) to highlight "Viewer: Favorites", then press SEL . • Press ARROW keys (▲▼) to add or remove a channel from your list of favorites, or select the channel number using the numeric keys on your remote control. • Press SEL to add the highlighted channel to the current favorites list on the right. • Press A to accept your new list of Favorite Channels and return to the General Settings menu. • Press EXIT to return to watching TV. • Highlight a channel that has a Favorite blue ribbon beside it, then press SEL to remove the blue ribbon and take the channel off your list of favorites. • Press FAV key to surf your list of favorite channels. • Press A to select Browse By on your screen. • Use ARROW keys (▲▼) to choose Theme or Title. Press SEL for a listing of programs. • Press ARROW keys (▲▼) to move through the programs. • Press SEL to watch a highlighted program if it is in the current time period.
ON DEMAND	View list of On Demand titles Order an On Demand title Play/Stop/FF/Rew/Pause an On Demand selection Resume or Restart an On Demand selection	• Press the iO button and select On Demand from the Main Menu and press SEL or tune to Channel 500 . • Use ARROW keys (▲▼) to select an On Demand menu of your choice, then press SEL . • Select the category from the On Demand list, then press SEL . • Use ARROW keys (▲▼) to highlight a title, then press SEL . • Use ARROW keys (▲▼) to Preview, Order or go to Next Title. • To order, you may be prompted to enter your PIN (see Parental Control section on page 10 for more info). • See On Demand controls on page 4. • Press the iO button. • Use ARROW keys (▲▼) and select ACTIVE RENTALS . • Highlight the title that you would like to play. • Select RESUME or RESTART .

To view the complete User Guides for iO TV, DVR for iO TV, Optimum Online and Optimum Voice, visit optimum.com/userguides.

OPTIMUM AUTOS AND HOMES

Optimum Autos search in the home. Read through at your fingertips. IO TV Channel 605



future? Now have with the homes lets you ent. Look through at interest you or home. Visit optimum.com and



CHANNEL GUIDE SYMBOLS AND PARENTAL CONTROLS

SYMBOLS USED ON THE CHANNEL GUIDE

The following table describes the symbols that you may see on the Channel Guide.

SYMBOL	DESCRIPTION
	Blocked channel. Parental Control is on.
	Unblocked channel. Parental Control is off.
	Closed Captioned. The channel has text subtitles for hearing-impaired viewers. This option applies only to channels that offer closed captioning.
	Second Audio Programming (SAP). The channels offer alternate audio, such as a second audio language, with the TV picture. This option applies only to channels that offer second audio. Note: If you have SAP enabled and experience no sound on some channels, disable SAP. SAP is available only on channels that offer second audio.
	Stereo Sound. The channel transmits stereo sound. You must have stereo speakers or equipment connected.
	Favorite Channel. The channel is included in your list of favorite channels.
	Indicates purchase of a Pay Per View event.
	A timer is set for this program.
	A reminder timer is set for this program.
	The program is a Pay Per View event.
	This program is broadcast in high definition.

CREATE PURCHASE PERSONAL IDENTIFICATION NUMBER (PIN) :

1. Press **SETTINGS** twice.
2. At the General Settings menu, press **ARROW** keys (**▲**) to highlight "Purchase: PIN"; then press **SEL**.
If Purchase: PIN is not listed as a menu item, call Customer Support to activate, then continue the steps below.
3. Press **ARROW** keys (**▲**) to highlight "Change"; then press **SEL**.
4. Enter your CURRENT PIN. This is your Temporary Purchase PIN, which is 3333.
5. Enter your NEW PIN. Choose a unique four-digit code that you will remember, and be sure not to share it with unauthorized household members.
6. Re-enter your new PIN for confirmation.
7. Press **EXIT** to return to watching TV.
8. Follow this procedure for *all* cable boxes in your household.
9. If you wish to disable the Purchase PIN, please call Customer Support.

To view the complete User Guides for IO TV, DVR for IO TV, Optimum Online and Optimum Voice, visit optimum.com/userguides.

GUIDE SYMBOLS PARENTAL CONTROLS (Continued)

CONTROL BLOCK PIN:
 ! Otherwise your settings will be lost when you turn off your cable box for all cable boxes in your household.

Use **ARROW** keys (**▲▼**) to highlight "Block: PIN", then press **SEL.** to "Enable", then press **SEL.**

When enabled, you will be able to block programming by channel

(Rating):
 ! Otherwise your settings will be lost when you turn off your cable box in your household. Block by Rating is your best protection against unsuitable for other household members.

Channels to be blocked:
 Use **ARROW** keys (**▲▼**) to highlight "Block: Channel", then press **SEL.** to highlight the channels you wish to block. The blocked channels will display on the right.

Channels to be blocked:

Use **ARROW** keys (**▲▼**) to highlight "Block: Rating", then press **SEL.** to highlight the rating you wish to block, then press **SEL.** to highlight the ratings that you wish to be blocked.

When you turn on the Parental Control feature using the Quick Start feature, click once on **SETTINGS** on your remote control to highlight "Turn ON Parental Control" and press **SEL.** Enter your PIN. Press **SEL.** on the channels you have selected previously.

USING YOUR DVR FOR iO TV

DVR FOR iO TV

With DVR capabilities, you have more freedom, more choices and more control.





- Record your favorite programs when you're busy.
- Record 1 program and watch another.
- Record 2 live programs while watching a 3rd program you recorded earlier.
- Record and store up to 100 hours of standard-definition programming and up to 24 hours of High-Definition programming. (An HD-DVR for iO TV is needed.)
- Pause live TV anytime you want.
- Use instant replay anytime you want.
- Watch 2 programs at the same time using the Picture-in-Picture feature.

Visit optimum.com/DVR to view a quick tutorial.

Note: Recording capacity varies based on the type of programming being recorded.

CONTROL A LIVE PROGRAM YOU ARE WATCHING

Use the following remote control keys to control the live program in the Main screen:

The **PAUSE** , **REWIND** , **FAST-FORWARD** , **PLAY** , **INSTANT REPLAY**  and **DVR**  keys on the remote are used to control the live program in the Main screen.


For example, when you are watching your favorite live TV program and the phone rings, press **PAUSE** to pause the program for up to one hour. Press **PAUSE** or **PLAY** to resume normal play mode.

While in normal play mode, press **REWIND** to cycle through 4 different speeds of rewind.

To reverse or advance one frame at a time, press **PAUSE** and then repeatedly press **REWIND** or **FAST-FORWARD**. For example, to advance 4 frames, press **PAUSE** and then press **FAST-FORWARD** three times.

To see the action in slow motion, press **PLAY** from normal play mode. Press **PLAY** again to resume normal play mode.

To replay the last eight seconds of a live or recorded program, press **INSTANT REPLAY**.

If you have rewound or paused a live program, press **LIVE**  at any time to catch up to the live TV program.

Note: All of the features for controlling live TV are also available when playing back recorded programs.

To view the complete User Guides for iO TV, DVR for iO TV, Optimum Online and Optimum Voice, visit optimum.com/userguides.



TV PROGRAMS

RE WATCHING

Recording screen appears. When you see the recording screen, choose your recording options and press **PAUSE**. The Record screen appears. To stop recording, press **STOP** and then follow the on-screen choices.

THE CHANNEL GUIDE

From the Main Menu, then **SEL** "Channel Guide". Press **SEL** to view a TV program, and then press **RECORD**. Choose your recording options and press **PAUSE**. The recording screen appears. Press **SEL** to view the Channel Guide.

FOR NEW FIRST RUN EPISODES OF A TV PROGRAM

When you see the recording screen, notice the information in the fourth column changes, based on the program. All Episodes Recording Options screen appears. Press **PAUSE**. The recording screen appears. Press **SEL** to view the recording options. Press **SEL** to view the recording options. Press **SEL** to view the recording options.

Press **SEL** on this channel and press **SEL**.

YOUR RECORDINGS

RECORDED PROGRAMS

Press **SEL** on the program you want to play back. Press **SEL** on the program.

USING PICTURE-IN-PICTURE ON YOUR DVR

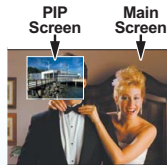
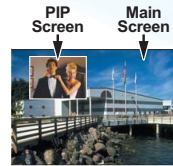
ACTIVATE PIP ON YOUR TV

While watching a program, press **PIP On-Off** to activate the PIP screen.

Notes:

- To pause or record the video in the PIP screen, you must first swap it to the Main screen, by pressing **PIP Swap**.
- You can only use the dedicated DVR for iO keys (**PAUSE**, **REWIND**, **FAST-FORWARD**) to control the program shown in the Main screen.
- To change the channel in the PIP screen, use **PIP CH+** and **PIP CH-**.

Tip: While the PIP screen is activated, press **INFO** to display channel information for both the Main screen and the PIP screen.



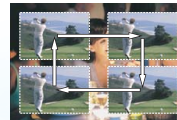
SWAP THE MAIN AND PIP SCREENS

To swap the TV program that is in the PIP screen to the Main screen, press **PIP Swap**.

Note: You will only hear the audio for the program shown in the Main screen.

MOVE THE PIP SCREEN

To move the PIP screen clockwise to a different corner of the Main screen, press **PIP Move**. You can move the PIP screen to any of the four corners of the Main screen.



You can only activate PIP from full-screen video.

To view the complete User Guides for iO TV, DVR for iO TV, Optimum Online and Optimum Voice, visit optimum.com/userguides.

THE HD CABLE BOX OR D TV

ly connected to your HDTV and other electronic devices.
cables to connect the HD cable box or HD-DVR to your HDTV.

FORMATS WITH THE HDTV SETUP WIZARD

ions for using the HDTV Setup Wizard to select HDTV
vanced Setup modes.

GUIDE

press **GUIDE** on the HDTV

en go to the Easy
Choosing the Easy
ure formats to
TV type you select.

press **SEL**; then
ctions on page 15.

up mode allows
formats, so that you
hile watching TV.

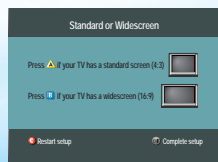
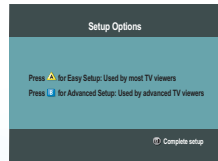
TV screen you have.

reen (4:3),
ming in 480i
1080i format on

(16:9), the TV is set
080i format (even on

#) to stretch or
te.

Press **GUIDE** and **INFO**
at the same time



ADVANCED SETUP INSTRUCTIONS

1. Press **▲** or **B** to select the type of TV screen you have.
2. Follow the on-screen instructions to select your picture formats.
3. Press **SEL** to toggle between the Save and Remove options, or press **B** to see how the next format looks on your TV screen.
Note: If you see a black screen do not press **SEL**. Press **B** again to view the next screen format.
4. After saving the picture formats, press **EXIT**. The setup is complete.
5. Press **POWER** to begin watching TV.

IF:	WHAT'S WRONG:	SOLUTION:
"Postage stamp" image appears on TV screen	HD cable box is tuned to an HD channel, but has the devices connected using the composite (red, white and yellow) cables or RF coaxial cable.	<ul style="list-style-type: none"> Refer to the Optimum Quick Install Guide, provided at time of box pick-up, for instructions on how to hook-up your HD cable box to your TV. The Install Guide can also be found at optimum.com/userguides. If you do not have the correct cables, visit any Optimum Store to pick-up the correct component cables.
Gray/Black bars appear on the left and right of the TV screen	TV is tuned to an HD channel that is broadcasting programming or a commercial in SD 4:3 format	<ul style="list-style-type: none"> Exchange your HD cable box at any Optimum Store for an SD cable box. Visit optimum.com/stores to find the nearest location.
Gray/Black bars appear on the top and bottom of the TV screen.	HD channel is broadcasting a movie that is not reformatted for television viewing.	<ul style="list-style-type: none"> Not all programming is broadcasted in true HD 16:9 format. Depending on the programming, the black bars can be different sizes.
	HD cable box is tuned to an HD channel, but has the devices connected using the composite (red, white and yellow) cables or RF coaxial cable.	<ul style="list-style-type: none"> Refer to the Optimum Quick Install Guide, provided at time of box pick-up, for instructions on how to hook-up your HD cable box to your TV. The Install Guide can also be found at optimum.com/userguides. If you do not have the correct cables, visit any Optimum Store to pick-up the correct component cables.
	You are watching Standard Definition (SD) 4:3 programming with an SDTV and HD cable box.	<ul style="list-style-type: none"> Exchange your HD cable box at any Optimum Store for an SD cable box. Visit optimum.com/stores to find the nearest location.
	You are watching HD 16:9 programming with an SDTV and HD cable box.	<ul style="list-style-type: none"> Exchange your HD cable box at any Optimum Store for an SD cable box. Visit optimum.com/stores to find the nearest location.

To view the complete User Guides for iO TV, DVR for iO TV, Optimum Online and Optimum Voice, visit optimum.com/userguides.

TROUBLESHOOTING

TROUBLESHOOTING:

- If unable to use a function, the Cable Box may need to be restarted.
- To restart the box, simultaneously press **VOL+**, **VOL-** and **INFO** on the front of the Cable Box and hold until the box shuts down.
- Release the buttons and the box will automatically reset.
- When the front panel displays the time, the restart is complete.
- Press **CBL** on the remote to turn the box on.
- Menu screens will need to be reloaded and may take up to 20 seconds.

- Verify that the TV is turned on and set to the proper input as specified by the TV manufacturer.
- Verify that the cables are properly and securely connected.
- If the box is plugged into a wall switch, verify that the switch is in the ON position.
- Verify that the Cable Box power light is on and the bypass light is off.
- Verify that any VCR, DVD or stereo is properly connected to the Cable Box.

- Verify that the **MUTE** button is not pressed on your television remote control or your iO TV remote control.
- Verify that the volume is turned up.
- If your system includes a VCR, DVD or stereo, verify that you have properly connected them to the Cable Box.

- Verify that the remote batteries are functioning.
- Verify that the remote has been programmed to work with your TV. See the "Using Your iO TV Remote" and "DVR Remote" on pages 4 and 5 of this Reference Guide for details on programming your remote.

- Restart your Cable Box for the latest update of programming information. See "Picture freezes or box will not respond" above for instructions on how to restart the box.

- Cablevision periodically sends updates with the latest programming information to your Cable Box.
- When the front panel displays the time, the update is complete and you can resume your viewing.

For solutions, visit optimum.com/support.

For iO TV, Optimum Online and Optimum Voice, visit optimum.com/userguides.

iO TV CHANNEL LINEUP EXAMPLE*

2 WCBS (2) New York (CBS)	96 HBO2	230 Cine Latino	405 FOX College Sports Central
3 WPXN (3) New York (ION)	97 Turner Classic Movies	231 iO Sports	406 FOX College Sports Atlantic
4 WNBC (4) New York (NBC)	100 iO Digital Channel Guide	232 Acteca America	407 Outdoor Channel
5 WNYW (5) New York (FOX)	101 iO Showcase	233 VersusMovies	408 Versus
6 WXTV (41) Paterson (Univision)	102 C-SPAN 3	234 Telemiro Internacional	409 GOL TV
7 WABC (7) New York (ABC)	103 EuroNews	235 Cuavies Internacional	410 The Golf Channel
8 HSN	104 BBC World News	236 Caracol TV International	411 MaxTV
9 My9 (9) Secaucus (UPN)	105 Bloomberg TV	237 WAPA America	412 CBS College Sports
10 WLWJ (55) Riverhead (IND)	107 WABC Plus	238 Chinese Channel	414 iO Sports
11 CW11 (11) New York (WB)	108 Eyewitness News NOW	239 ET Global NY	415-429 Seasonal Sports Packages
12 News 12	109 NBC Weather Plus	(Chinese Programming)	431 NBA TV
13 WNET (13) New York (PBS)	110 Universal Sports	240 CCTV-4 (Chinese Programming)	431 NBA League Pass* Preview
14 Cablevision Channel Guide	116 NYS Legislative TV	242 World Picks Hindi On Demand	432-450 Seasonal Sports Packages
15 QVC	115 Local Programming/Leased Access	243 TV Asia	500 On Demand
16 WLJU (47) Linden (Telemundo)	120 Discovery Kids	244 ITV Gold (South Asian Programming)	502 Free On Demand
17 WFTY (67) Smithtown (TeleFuture)	121 Toon Disney	245 Zee TV (South Asian Programming)	503 Deney Channel* On Demand
18 Local Programming	122 Nicktoons TV	246 SET Asia	506 here! On Demand
19 ShopNBC	123 Noggin	251 RTN (Russian Programming)	507 Anime Network On Demand
20 Public Access	124 The N	252 RTN (Russian Programming)	508 iFC™ in Theaters On Demand
21 WLWJ (21) Plainview (PBS)	131 Kids Thirteen	253 Channel 1 Russia	512 WWE 24/7™ On Demand
22 NYC TV	132 WLWJ World	254 MTV America (Russian Programming)	513 Howard TV™ On Demand
23 MSNBC	133 WLWJ Greater	261 MKTV (Korean Programming)	515 Adult On Demand
24 CNBC	140 ESPN Classic	262 MBC (Korean Programming)	516 Playboy TV On Demand
25 CNN	141 ESPNNEWS	263 The Korean Channel-TKC	517 Too Much For TV On Demand
26 FOX News Channel	142 FOX Soccer Channel	265 TV Japan	600 iO Dashboard
27 Discovery Channel	143 The Golf Channel	267 TV5MONDE (French Programming)	601 Market Showcase
28 TLC	146 VERSUS	268 The Filipino Channel	604 MSG Interactive
29 Telecar	148 NBA TV	269 GMA Pinoy TV (Filipino Programming)	605 Optimum Autos*
30 HGTV	160 Bio	276 SPT (Portuguese Programming)	606 Optimum Homes™
31 Disney Channel	161 History International	279 BATALA (Italian Programming)	610 iO Games
32 Cartoon Network	162 National Geographic Channel	282 TV Polonia (Polish Programming)	612 News 12 Interactive
33 Nickelodeon	171 Investigation Discovery	291 The Jewish Channel	630 Move 'n Match Puzzles
34 TV Land	172 Planet Green	300 HBO™ On Demand	631 Hollywood.com TV
35 ESPN2	173 Military Channel	301 HBO Signature	632 Broadway.com TV
36 ESPN	175 G4	303 HBO Comedy	652 FX Preview Channel
37 TNT	176 Logo	304 HBO Zone	653 CBS HD
38 USA Network	180 Oxygen	305 HBO Latino	654 NBC HD
39 TBS	182 Jewelry Television	306 HBO West	705 FOX HD
40 FX	186 BET Classic	307 HBO West	707 ABC HD
41 Spike TV	187 CMT	308 HBO Signature West	709 My9 HD
42 WE tv	188 MTV Hits	309 HBO Family West	711 CW HD
43 AMC	189 VH1 Soul	320 Showtime™ On Demand	713 Thirteen HD
44 Bravo	190 Fox Movie Channel	321 Showtime Showcase	715 YES HD
45 Lifetime	191 Hallmark Channel	322 Showtime Extreme	716 MSG HD
46 A&E	192 Sundance Channel	323 Showtime Beyond	717 MSG Plus HD
47 History	193 Hallmark Movie Channel	324 Showtime Next	718 SportsNet NY HD
48 Sci-Fi Channel	195 MTV Tr3s	325 Showtime Family Zone	719 VERSUS HD
49 ABC Family	196 FOX Sports en Español	326 Showtime West	725 CNN HD
50 Comedy Central	197 msn*	328 Showtime Too West	726 National Geographic HD
51 E!	198 LATV	329 Showtime Showcase West	727 HD Theater
52 VH1	199 V-Me	339 Starz™ On Demand	733 Nickelodeon HD
53 MTV	200 World Picks Latino On Demand	340 Starz	735 ESPN2 HD
54 BET	201 TVE Internacional	341 Starz Cinema	736 ESPN HD
55 MTV2	202 CNN en Español	342 Starz Kids & Family	737 TNT in HD
56 fuse	203 Docu TVE	343 Starz Edge	739 TBS in HD
57 Animal Planet	204 Momentum TV	344 Starz InBlack	740 Starz HD
58 truTV	205 Infinito	345 Starz West	741 Spike HD
59 CNN Headline News	206 telefe internacional	349 Encore™ On Demand	742 WE HD
60 SportsNet New York	207 History en Español	350 Encore	743 AMC HD
61 News 12 Traffic & Weather	208 TV Colombia	351 Encore Action	744 Universal HD
62 The Weather Channel	209 TV Chile	352 Encore Mystery	750 HBO HD
63 Travel Channel	210 Supercan Caribbean	353 Encore Westerns	750 Animal Planet HD
64 C-SPAN	212 Discovery en Español	354 Encore Love	759 Science Channel HD
65 Food Network	213 Dominican View	355 Encore Drama	763 Showtime HD
66 SoapNet	214 La Familia	356 Encore Warm	761 FOX News HD
67 Speed Channel	215 EWTN Español	357 Encore West	762 The Weather Channel HD
70 YES Network	216 Maria+Vision	370 Cinemax™ On Demand	763 Travel Channel HD
71 MSG	217 Cartoon Network	371 ActorMAX	764 TLC HD
72 MSG Plus	218 Sorpresa	372 MoreMAX	765 Discovery Channel HD
73 Galavisión	219 Toon Disney	373 ThrillerMAX	766 Food Network HD
74 QTV	220 ESPN Deportes	374 WMAX	767 FX HD
75 C-SPAN 2	221 Casa Club TV	375 @MAX	769 Speed Channel HD
76 HBO	222 Ullimisa Satelital	376 StarMAX	770 Cinemax HD
78 iFC	223 FOX Sports en Español	377 OuterMAX	780 TMC HD
80 Showtime	224 GOL TV	378 Cinemax West	782 Hallmark Movie Channel HD
81 Cinemax	225 Ullimisa Satelital	380 TMC Xtra	783 iFC HD
82 The Movie Channel	226 MTV Tr3s	381 TMC West	787 The Golf Channel
83 GSN	227 msn*	382 TMC Xtra West	787 NHL Network HD
84 Showtime Too	228 HTV música	401 NHL Network	801-848 Music Choice Channels
85 Fix		402 TVG Network	900 iO Upgrades
86 Pay Per View		403 EUEL TV	901 Order Optimum Online
87 Pay Per View		404 FOX College Sports Pacific	
88 Playboy TV (Adult)			
89 Club Jenna (Adult)			

*Note: You may receive a preview of additional channels for a limited period of time. If you would like to block out any of these channels, please refer to page 10.

*Note: Not all programming or channels available in all areas for all customers. Channel lineup subject to change. Lineups may vary. A digital cable box, HD digital cable box, CableCARD or a QAM tuner is needed to receive certain channels.

For a complete channel lineup for your area, visit optimum.com/lineups.

GET THE MOST FROM OPTIMUM ONLINE

500MB of space. If you did not set up e-mail during
 You may add e-mail accounts at the same location.
 anywhere using Webmail on optimum.net.
 on your mobile phone or PDA. Go to
 or more information.
 Add contact info from other e-mail providers into your
 security, e-mails sent and received are scanned for viruses.
 and e-mail from your Inbox.

bookmark it and make it your central point for news, e-mail,
 access to an Electronic Program Guide (EPG) that provides you

available at no additional charge. This comprehensive software
 protects and ensures important files, photos, music and your PC

Simple, free online application that tests your home network's
 someone using your home wireless network? Find out

optimum.net/security for more information.

For more information about your Optimum Online service, visit
 for more information on many common issues. You can also refer to
 page 21 of this guide for other resources.

OPTIMUM ONLINE® BOOST



The best Internet service just got better! Customers with Optimum Online can add the power of Optimum Online Boost and get double the download speed and all the tools needed to create and host your own website!

FEATURES

- Share one Internet connection with multiple computers.
- Work from home or office more efficiently.
- Send and receive large graphics files in seconds.
- Download TV episodes, feature films and more.

Plus, the Calendar Feature allows you to manage your email, keep track of important tasks and schedule reminders all in one place. You can even send invitations and subscribe to a friend or client calendar.

CREATE YOUR OWN WEBSITE

- All the tools are provided to build and host your website - we'll even register a domain name for you (www.yourdomain.com).
- 250 personalized e-mail addresses (yourname@yourdomain.com).
- Unlimited pages to promote your business or show off your hobby.
- Host your own web server or e-mail server (manage Port 80, Port 25 and DDNS).
- Up to \$50 worth of Google™ Adwords.

Create and manage your own online store and sell products or services directly on the Web. Included with your Optimum Online Boost subscription, Merchant Manager™ is an easy-to-use application that lets you set-up and customize products by category, manage inventory - even develop marketing programs based on your customer's buying habits!

Subscribe to Optimum Online Boost today by logging on to optimum.com/boost.

To view the complete User Guides for iO TV, DVR for iO TV, Optimum Online and Optimum Voice, visit optimum.com/userguides.

ONLINE FEATURES

Optimum Online - Enhances your Internet even faster by reducing network congestion. Go to the most popular websites like Yahoo! and experience quicker response and download times.

Watch full video and text.

Listen to over 100 channels of commercial-free Internet radio. Stream music from your favorite artists.

Share your digital photos electronically for free. It's faster and more secure than traditional mail. Even add fun borders, crop photos and get prints of your photos.

Optimum Networks, brings you the best in news, sports, entertainment, and more right on your home page! Just go to optimum.net/latino and explore more.

Shop for savings on premium electronics, like HDTVs, wireless home theater systems, digital cameras, telephones and more to get the most out of your money.

Play more than 145 of the best puzzle, arcade, word and action games online as often as you like. New games are added all the time.

Optimum Mail - Check your e-mail from work or from any computer. Just go to optimum.net and click on the link to sign in to your account.

Sign up at optimum.com/insider and get special offers, exclusive content and more.

Stay connected when you're on the go. It's FREE to Optimum Online. You can stay connected beyond your home network at popular locations available nationwide. Go to optimumwifi.com.



TROUBLESHOOTING & CUSTOMER SUPPORT

OPTIMUM ONLINE TROUBLESHOOTING

- **Check your TV.** If you're experiencing a problem with your TV picture, your Optimum Online service may also be affected.
- **Check all the connections for your modem.** Check the coaxial cable connections coming from the wall or splitter, as well as the coaxial cable connection to the back of the modem. Also check the Ethernet cable (looks like a larger phone line) and make sure it is securely connected in the back of the modem and computer. If it is not, unplug it from both the modem and computer and plug it back in. **Please Note:** To receive the maximum benefits of Optimum Online you need to use an Ethernet cable.
- **Reboot the modem.** Unplug the modem's power cord from the wall outlet and wait 1-2 minutes. After this time, plug the modem back in. This will reset the modem.
- **If you have a router, check all the connections.** Check the Ethernet cables and make sure they are securely connected to the proper receptacles on the router, modem and computer. If any are not, unplug it from both ends and plug it back. Wireless routers may not have an Ethernet cable between the computer and router. Please see your router's manual or contact the manufacturer's technical support group for full instructions.
- **Reboot the router.** Unplug the router's power cord from the wall outlet and wait 1-2 minutes.
- If the above steps do not remedy the situation, please refer to the Customer Support section below or contact Customer Support at 1-800-300-5215 for further assistance.

CUSTOMER SUPPORT

- **Answer Center** - For answers to many common questions, including help configuring your e-mail to work with Outlook and creating additional e-mail accounts, visit optimum.com/support.
- **Live Chat** - You can chat online with a Customer Support Representative. Our representatives are available from 8 a.m. to midnight, 7 days a week. Just visit optimum.com/support, then scroll down and click on "Chat with Tech Support".
- **E-Mail/In Person/By Phone** - You can contact us by e-mail, in person or by phone. Visit optimum.com, click on Customer Support and click on "Contact Us".

Need to register your modem? Misplaced your Optimum Installation CD? No problem. Simply go to <https://install.optimum.com> to begin.

To view the complete User Guides for iO TV, DVR for iO TV, Optimum Online and Optimum Voice, visit optimum.com/userguides.

THE MOST FROM OPTIMUM VOICE

Optimum Online customers, offers unlimited calling to the U.S., plus advanced calling features for one low, flat monthly price, plus Optimum Voice also offers great rates on international calls. You get the most from the many product features that come

greetings
anced
rowser, where
essages via

a new
s to get
Access
assword.
r Optimum

OV.

you to listen
ures or view
the Web. To
og on to the
OV.



Setting Up Voicemail and My Optimum Voice:

1. Log on to optimum.com/myov to register for My Optimum Voice and voicemail.
2. Once registered, click the Voicemail tab and enter a Voicemail password to be used when retrieving voicemail by phone. You may write your password on the inside cover of this guide.
3. When your voicemail is activated, be sure to note the Voicemail Access Number found on the voicemail tab. This telephone number is used to access your voicemail by phone.
4. Create a Voicemail greeting for incoming callers by dialing the Voicemail Access Number from Step 3. Follow the prompts to create a greeting.

Important: You must set up My Optimum Voice in order to use all of Optimum Voice's features.

Need Additional Phone Lines?

Add additional phone numbers to your Optimum Voice phone service. For more information, visit optimum.com/voice.

OPTIMUM VOICE CALLING FEATURES

One flat monthly rate for Optimum Voice includes unlimited use of all these great features at no extra charge.

CALLING FEATURES MANAGED THROUGH THE MY OPTIMUM VOICE WEBSITE

You must set up My Optimum Voice in order to use all of these features.

- **Enhanced Voicemail** - You can access voicemail by phone, but you'll find many advanced tools online, including hearing the actual voicemails, voicemail alerts and having voicemail e-mailed to your inbox.
- **Call Waiting** - Alerts you that someone is calling when you are on the phone. Call Waiting is automatically activated. You can turn on/off **Caller ID with Call Waiting** online.
- **Anonymous Calling** - Hides your name and number on all calls you make.
- **Anonymous Call Blocker** - Blocks all calls in which the calling party does not display their name and number. The caller will receive a message to display their Caller ID if they would like their call to go through.
- **Find Me** - Simultaneously rings up to 3 other phone numbers when someone calls your Optimum Voice number. The incoming call can be answered by any of the phones.¹
- **VIP Ringing** - Choose up to 32 phone numbers that will ring with a second ring tone when they call you.
- **Call Forwarding** - Automatically re-direct any incoming call to a different phone number. This is also available by dialing *72 from your phone.¹

CALLING FEATURES MANAGED BY YOUR OPTIMUM VOICE PHONE

- **Voicemail** - When you hear a stutter dial tone, you have new voicemail messages. Dial your Voicemail Access Number and enter your Voicemail password to hear messages and create voicemail greetings. From home, you can also dial your Optimum Voice telephone number.
- **Caller ID** - Displays the name and number of a calling party. Requires a compatible Caller ID display device or telephone and is automatically available.
- **Caller ID Blocking** - (*67) Hide your name and number when making a call. Dial *67 on a per call basis.
- **Call Return** - (*69) Identify and dial the last incoming caller to your line. [Pressing 1 to initiate a call back on Call Return (*69) does not work with all dialing plans (areas), it will just give you the number.]
- **Busy Redial** - (*66) When a number you called is busy, dial *66 and Optimum Voice will call you back when the line you're calling is free.
- **Three-Way Calling** - Add a third party to your conversation.

CALLER ID ON IO TV

Caller ID on IO TV displays Caller ID information on your television screen for all incoming calls to your Optimum Voice phone line at no additional cost. To manage this feature on your SA digital cable box, tune to Channel 630.

Visit optimum.com/voice/included to learn more.

¹ Only available in the continental U.S.

To view the complete User Guides for IO TV, DVR for IO TV, Optimum Online and Optimum Voice, visit optimum.com/userguides.



VOICE WORLD CALL

from your home Optimum Voice phone — with **no extra**

or connection charges.

to surprises.

ere in the world, day or night.

at the **My Optimum Voice** website: optimum.com/myov.

repaid calling cards to purchase.

y minutes you have remaining by dialing *225 from your

al information, visit optimum.com/worldcall.

PER MINUTE CALLING

minute rates on International calls. Flexible call management
voicemail and calling information from any Internet connection.
ame great rates, even when you're away. Visit
details.

n Voice customers. Residential accounts in good standing only. Monthly rate of \$19.95
ernational calls, which includes up to 30 minutes of calling to Cuba per monthly billing cycle.
s or 30 minutes to Cuba in a given monthly billing cycle will automatically be charged an
tes, which includes up to 30 minutes to Cuba for use that billing cycle month. Customers
ditional minute block will be blocked from calling Cuba until the beginning of their next
given billing cycle will have their international calling blocked and must wait until the start of
y. Available only via direct dial from customer's Optimum Voice phone. Remote dialing is not
destinations not available. See optimum.com/worldcall for details.

TROUBLESHOOTING & CUSTOMER SUPPORT

PROBLEM:

TROUBLESHOOTING:

NO DIAL TONE

- Verify that the cable is securely connected to the modem and that the modem is powered on and in active status with 4 green lights displayed.
- Ensure the telephone cord is connected properly to the line on the modem that is affected.
- Check that your telephone is working properly. Connect a telephone that you have confirmed is working directly into LINE 1 of the modem, bypassing any wall jacks in use. This could also identify static/hum issues. If the problem still exists, the problem is with your home wiring. A service technician can visit your home to fix the problem for a service charge.

STATIC/HUM ON LINE

- Verify that the telephone cord is connected properly to LINE 1 of the modem.
- Move the wire line telephone or cordless base station, along with the telephone cord, as far away from the PC as possible.

NOT RECEIVING VOICEMAIL MESSAGES

- If you're already registered for voicemail, please ensure that your voicemail is activated by logging on to optimum.com/myov.
- Check the setting for the number of rings before voicemail answers. This is accessed through My Optimum Voice. The default is 4 rings. Your voicemail box may be full. Delete any unwanted messages.

BLINKING LIGHTS ON THE VOICE-ENABLED MODEM, BUT NO CONNECTION TO THE INTERNET

- Shut down and power off your computer.
- Unplug the modem from the power cord on the back on the modem.
- After 30 seconds, plug the power cord back into the modem, and wait for the lights to change to solid green (this may take up to five minutes). DO NOT turn your computer back on yet. Once the lights turn solid, power on your computer and start your Internet browser. You should now be able to access the Internet.
- If the lights still do not turn solid green, you should verify that all of the modem connections are tight, and that the modem is connected to the cable at its first point of entry into your business location (or as close as possible). After checking your connections and cabling, repeat the above steps.
- If you still cannot access the Internet, please contact Customer Support at 1-800-300-5215 or dial 611 from your Optimum Voice telephone for further assistance.

CUSTOMER SUPPORT

- **Answer Center** - For answers to many common questions, including help with your voicemail and calling features, visit optimum.com/support.
- **Live Chat** - You can chat online with a Customer Support Representative. Our representatives are available from 8 a.m. to midnight, 7 days a week. Just visit optimum.com/support, then scroll down and click on "Chat with Tech Support".
- **E-Mail/In Person/By Phone** - Contact us by e-mail, in person or by phone. Visit optimum.com, click on Customer Support and click on "Contact Us."

Need to register your modem? Misplaced your Optimum Installation CD? No problem.
Simply go to <https://install.optimum.com> to begin.

