Welcome to Optimum BUSINESS

Congratulations on your decision to put Optimum Business to work for your business!

Optimum’s business products bring you an advanced fiber-optic network for your business! Optimum Online®, Optimum Voice® and iO TV® provide an outstanding combination of communications services backed by outstanding, award-winning technical and service support that will assist you and your business 24/7.

Optimum delivers superior high-speed Internet access, exceptional flat rate phone service and all-digital TV services that you just can’t find anywhere else.

Optimum Online BUSINESS

Up to 5x faster than comparably priced phone company High-Speed Internet. Get up to 5 separate e-mail accounts, each with 500MB storage. Plus WebMail and PC Protection with CA Antivirus and CA Firewall.

Optimum Voice BUSINESS

Crystal-clear digital phone service, with unlimited calling to the U.S., Puerto Rico & Canada for one low, flat monthly rate, 14 business calling features including unlimited Directory Assistance (411), Three-Way Conferencing, Enhanced Voicemail, Roll Over Hunting and more - all at no extra charge.

iO TV BUSINESS

More than 290* all-digital channels providing entertainment and real-time access to news and information, including up-to-the-minute traffic and financial news with News 12, CNN and MSNBC. Plus, HD is free with iO TV!

This Optimum Business Reference Guide provides all of the information you need to get the most from your Optimum Business services. If you ever have a question that you can’t find an answer for here, please call our Optimum Business Customer Support Team 24/7 at 1-866-575-8000.

Thank you for choosing Optimum Business.

If you’d like to add any of these Optimum Business services, simply visit optimumbusiness.com or call 1-800-725-9626 for more information.

*Not all channels available in all areas. Speed claims based on comparably priced packages, and on Optimum Online running at 15 Mbps, and on Optimum Voice running at 5 Mbps. Service High Speed Internet and iO TV for running at 30 Mbps. Many factors affect speed. Actual speeds may vary and are not guaranteed.

For all inquiries, go to optimumbusiness.com/support and click on “Customer Support.”

For details of Terms of Service and Terms and Conditions, visit optimumbusiness.com.
An Optimum ID is Your Key to Our Services
To take full advantage of your Optimum Online Business service and access secure areas of optimum.net, you and your employees will each need an Optimum ID (consisting of a username and password). Use your Optimum ID to sign in and manage the features that come with your Optimum Online Business service (your e-mail accounts, Optimum Online Boost services, web hosting administration and more). Your password, like all passwords, protects your information and should be stored safely.

Creating and Managing Optimum IDs for Your Business
To begin using Optimum Online Business services, create an Optimum ID. This will be your primary ID. This primary Optimum ID is the first one created for your account and provides administrative access to your accounts and their secure information, including access to your Cablevision monthly statement of charges. A primary Optimum ID may have been created by our technician at the time of installation. If so, you may sign in now at optimum.net.

If a primary Optimum ID was not created for you, you can create one now using our Web site. You’ll need Internet access, your Cablevision account number (located on your bill or in the manual that came with your modem) and the phone number associated with the account.
1. Go to the Optimum Online landing page — optimum.net.
2. Click “ID & e-mail Tools” in the upper right hand corner.
3. Click “Set Up Primary ID” and provide the information requested.

Making Changes to Your Optimum IDs
At any time, regardless of whether you have a primary Optimum ID or a regular Optimum ID, you may change your password, edit your security question, update business information and adjust spam filtering options. If you wish to change your business domain name from optonline.net to optimum.net, please follow these steps:
1. Go to the Optimum Online landing page — optimum.net.
2. Click “ID & e-mail Tools” in the upper right hand corner.
3. Click “Manage Your Optimum ID” and provide the information requested.

Additional IDs Allow Others to Access the System
Optimum provides options to help your business function efficiently. With a primary Optimum ID and password, you can create and manage e-mail IDs for your employees or other business users: up to 5 IDs for Optimum Online Business customers and up to 15 IDs in total for Optimum Online Boost customers.
1. Go to the Optimum Online landing page – optimum.net.
2. Click “ID & e-mail Tools” in the upper right hand corner.
3. Click “Set Up Additional IDs.”
4. Enter the desired Optimum ID (this will be the first part of your new e-mail address) and password.

For additional information, visit optimumbusiness.com/support.
Setting Up Your Optimum E-mail

Optimum offers two types of e-mail: the first type contains the Optimum brand domain name as the suffix for e-mail addresses (e.g., yourname@optimum.net); and the second type allows customers to create a customized domain name, which will become the suffix for their e-mail addresses (e.g., yourname@yourcompany.com).

### E-MAIL WITH OPTIMUM.NET ADDRESSES

Optimum Online Business customers may use our domain as the suffix for their e-mail addresses (e.g., yourcompany@optimum.net).

Each Optimum ID has one dedicated e-mail address and, depending on the level of service you choose, several important features associated with it.

<table>
<thead>
<tr>
<th>YOUR E-MAIL OPTIONS</th>
<th># OF MAILBOXES</th>
<th>STORAGE PER MAILBOX</th>
<th>FILE ATTACHMENT SIZE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Optimum Online Business</td>
<td>5</td>
<td>500 MB per Mailbox (Total 2.5 GB)</td>
<td>20 MB</td>
</tr>
<tr>
<td>Optimum Online Boost</td>
<td>15</td>
<td>1 GB per Mailbox (Total 15 GB)</td>
<td>100 MB</td>
</tr>
</tbody>
</table>

#### E-mail Set Up for optimum.net Addresses

To access your e-mail account and set up new addresses:

1. Go to the Optimum Online landing page — optimum.net.
2. Click "ID & E-mail Tools" in the upper right-hand corner.
3. Click "Set Up Additional IDs" and sign in.
4. Choose the ID to become the e-mail address and follow the instructions provided.

#### Accessing optimum.net E-mail Wherever You Are

Optimum Online Business provides three ways to send and receive e-mail: use a web browser, an e-mail application on your computer's desktop, or your mobile phone to stay in the loop no matter where you are.

**Accessing Remotely Using the Internet**

Webmail is our secure website that allows you to use e-mail when not at your own computer. It offers the same basic functionality of an e-mail application, but you'll get e-mail from the Optimum Online server, not your own computer.

Webmail messages expire after 90 days. To save e-mail that you've sent or received this way, we recommend downloading those messages to your computer. Messages you've sent or received using an e-mail application (i.e., e-mail client) do not expire.

For fast access to webmail, go to http://webmail.optimum.net. Click, sign in, and save the address for future use. Sign in using your username and password. From there you can send and receive messages, save drafts and addresses, organize your mail and more.

#### E-mail Set Up for Customized Domain Addresses

For Optimum Online Boost customers with customized domains, a special tool will help you set up and manage your e-mail accounts. To access this area:

1. Go to optimum.net.
2. Sign in and select "Manage Your Site" from the "Optimum Online Boost Services" box on the lower right.
3. Look for the "E-mail Addresses" section in the middle of the page.
4. Select "click here" to create a new e-mail address.

#### Accessing Customized Domain E-mail

If you have already transferred or created your customized domain name and set up the desired e-mail addresses as directed above, you have several options for accessing your e-mail.

#### Using An E-mail Application on Your Main Computer

An e-mail application (or e-mail client) is a program specifically designed to help you manage, organize, monitor and filter your e-mail. By using an e-mail application, your messages will reside on your computer's hard drive. Instructions for setting up common e-mail applications are available on the Optimum website. Simply visit optimum.net and type the name of your e-mail application into the "Customer Support" field for assistance.

#### Using Your Phone or PDA

You can access your Optimum Online e-mail through a web-enabled mobile phone or PDA.

1. Locate the "Go To/Enter URL" option on your device.
2. Enter http://mm.optimum.net.
3. Enter your Optimum ID and password.

#### E-MAIL WITH CUSTOMIZED DOMAIN ADDRESSES

Optimum Online Boost customers may create a customized domain which will become the suffix for their e-mail addresses (e.g., yourname@yourcompany.com).

#### E-mail Set Up for Customized Domain Addresses

For Optimum Online Boost customers with customized domains, a special tool will help you set up and manage your e-mail accounts. To access this area:

1. Go to optimum.net.
2. Sign in and select "Manage Your Site" from the "Optimum Online Boost Services" box on the lower right.
3. Look for the "E-mail Addresses" section in the middle of the page.
4. Select "click here" to create a new e-mail address.

#### Accessing Customized Domain E-mail

If you have already transferred or created your customized domain name and set up the desired e-mail addresses as directed above, you have several options for accessing your e-mail.

#### Using An E-mail Application on Your Main Computer

An e-mail application (i.e., e-mail client) is a program specifically designed to help you manage, organize, monitor and filter your e-mail. By using an e-mail application, your messages will reside on your computer's hard drive. Instructions for setting up common e-mail applications are available on the Optimum website. Simply visit optimum.net and type the name of your e-mail program into the "Customer Support" field for assistance.

#### Accessing Remotely Using the Internet

SiteMail is our secure website that allows you to use e-mail when not at your own computer. It offers the same basic functionality of an e-mail application, but you'll get e-mail from the SiteMail server, not your own computer.

2. Sign in using your e-mail address (e.g., yourname@yourcompany.com) and your password.

For additional information, visit optimumbusiness.com/support.
Optimum.net Homepage

Customizing Your Homepage on optimum.net
Optimum.net is your main destination, helping you to take advantage of all the Optimum Online Business features and providing relevant content for you to customize. You can set optimum.net as your browser’s homepage for your business. Go to the Optimum Online Business homepage at optimum.net, scroll down and click “Make Us Your Homepage” at the bottom of the page.

If you have Optimum Online Boost or Static IP services, you will also be able to manage them from the easy-to-use dashboard located on your personalized page.

Optimum Online Boost Services

Creating a Website for Your Business
Creating your own website is easy! Optimum Online Business will help you create a customized website using a fast and easy tool that walks you through the process step by step.

Our SiteBuilder section gives you hundreds of design choices and feature options. You can create a site that conveys the right image and responds to all your business needs. Browse design templates, find out more, or start building your business website now:

1. Go to optimum.net.
2. Sign in and select “Manage Your Site” from the “Optimum Online Boost Services” box on the lower right.
3. Select “Website Tools” in the navigation on the left.
4. Select “Build Your Web Site with SiteBuilder”.
5. Click “SiteBuilder 3.0 Plus Login” to begin creating your website.

Registering a Domain Name
Your customizable domain name will be part of your Internet address for your business website and is an important part of your online presence. Optimum Online Business will help you easily register a domain name to claim as your own.

1. Go to optimum.net.
2. Sign in and select “Manage Your Site” from the “Optimum Online Boost Services” box on the lower right to be taken to SiteControl, an easy online tool.
3. Click “Domain Name” from the list on the left to access the Domain Name Management page.
4. Click “Register New Domain Name” and follow the instructions provided.

For additional information, visit optimumbusiness.com/support.

Optimum Online Boost Services (cont.)

Many basic domain names are already registered. If the one you want is not available, you will be asked to create a different name.

A tip for creating a name:
Your domain name will represent your business, so it should be memorable, descriptive and instill confidence, particularly if you plan to conduct e-commerce.

A domain name can be up to 67 characters long and can include any combination of letters, numbers and dashes. A domain name must end with a domain extension, such as .net, .com, .org, .info or .biz.

As part of the registration process for a domain name, you will be asked to supply information for four contact people associated with managing your site: the account owner, the administrator, a technical manager and a billing manager. For small businesses, all four may be the same person, but it’s recommended that you be as specific as possible so that any issues may be addressed immediately by the appropriate person. ICANN, the Department of Commerce’s domain name registration governing authority, requires an administrative contact.

Once you’ve completed your selection and submitted your order, we will register your US domain name. The registration process is typically completed within 24 hours. The propagation, or technical notification process, may require up to 72 hours.

For more helpful information on domain names, visit the dedicated web hosting guidebook at help.webhosting.optonline.net.

Transferring a Domain Name
If you have already registered your domain name using a site or service other than Optimum Online, we recommend you transfer it so that you can use our business tools for site management. You may initiate the transfer by contacting your registrar directly or we can start the process for you.

Optimum Online can initiate the transfer of your domain name:

1. Go to optimum.net.
2. Sign in and select “Manage Your Site” from the “Optimum Online Boost Services” box on the lower right.
3. Click “Domain Name” from the list on the left to access the Domain Name Management page.
4. Click “Transfer A Domain Name to Optimum Online Web Hosting” and provide the domain you wish to transfer.

You will receive an e-mail message from your current registrar at the e-mail address they have on file for you. Your response as directed in the e-mail will authorize the transfer.

For additional information, visit optimumbusiness.com/support.
Most registrars prefer that you transfer the domain name yourself. First, find your Optimum Online Business primary and secondary DNS hostnames:

1. Go to optimum.net.
2. Sign in and select "Manage Your Site" from the "Optimum Online Boost Services" box on the lower right.
3. Click "Domain Name" from the list on the left to access the Domain Name Management page.
4. Click "My Name Servers" and make a note of the primary and secondary DNS hostnames at the top of the page that are associated with your Optimum ID.

Next, sign in to your registrar’s site and visit the domain management area (i.e., “My Domains” or “My Account”) to request that your domain be transferred. Different registrars treat this function differently, so using their customer service or help section is advised.

For more information on domain name transfers, visit the dedicated web hosting guidebook at help.webhosting.optonline.net.

Setting Up an E-Commerce Area on Your Site

Optimum Online Boost offers many options to set up and streamline e-commerce operation on your site. To see details of each feature, access the Optimum E-Commerce Management page:

1. Go to optimum.net.
2. Sign in and select "Manage Your Site" from the "Optimum Online Boost Services" box on the lower right.
3. Click "E-Commerce" from the list on the left to access the E-Commerce Management page, containing information about e-commerce.

Optimum Online Boost E-Commerce Options:

Setting Up Optimum Online Web Hosting Merchant Manager to Build an Online Store for Your Business

Included with Optimum Online Boost, this flexible application empowers you to quickly and easily build and manage a customized, multi-product online store in a matter of clicks. Merchant Manager offers a simple way to set up and customize an unlimited amount of products by categories, manage inventory, track customer behavior and even develop marketing programs based on your customers’ buying habits!

Setting Up Miva Merchant to Build a Large Scale Online Store for Your Business

For larger stores with over 1,000 products or product attributes, Optimum Online Boost offers an upgrade to Miva Merchant—a powerful, professional application that allows you to create multi-page online stores and to easily integrate additional functionality.

Taking your online business to the next level, Miva Merchant is designed for success and provides you with access to all the tools you need to develop, maintain, and grow a thriving online store.

For additional information, visit optimumbusiness.com/support.

Offering Customers the Flexibility of Credit Card Transactions

Credit card options offer your customers an easy-to-purchase, real-time method of payment that checks and money orders do not. To accept credit card transactions from your customers, you need an Internet-ready merchant account, a specialized account that handles transactions in real-time via the Internet.

Extra Security for You and Your Customers: An SSL Certificate

Customers feel more comfortable making credit card purchases when they’re assured the transaction is secure. Secure Sockets Layer (SSL) technology enables the encryption and decryption of data between a website visitor’s browser and the website’s server so that sensitive information can be safely transmitted. With an SSL Certificate, any information sent to your Web server is encrypted, and visitors can view the identity of the website owner and the name of the independent authority that verified that identity.

Managing E-mail Subscriber Lists

Optimum Online Boost offers business customers a Web-based mail list manager called MailMan that makes it easy for you to set up subscriber-based e-mail distribution lists. Use it to keep customers, clients or partners informed of your company news or offerings.

For each mailing list you need, you can create a separate Web page where site visitors can subscribe and unsubscribe to the list, and designate an administrator who will manage the list using a simple, Web-based administration console. Other features include:

- archiving
- integrated bounce handling
- spam prevention
- direct SMTP delivery (with fast bulk mailing)
- support for virtual domains and more

To access MailMan and learn more about advanced e-mail services:

1. Go to optimum.net.
2. Sign in and select "Manage Your Site" from the "Optimum Online Boost Services" box on the lower right.
3. Click "E-Mail" from the list on the left to access the "E-Mail Management" page.
4. To add an e-mail list, scroll down and click "Add MailMan List".

For additional information, visit optimumbusiness.com/support.
Advanced Features

The following reference information is provided to assist you and your support staff managing your online business.

Configuring Port 80 (Web) and Port 25 (Mail)
If you are an Optimum Online Boost customer and plan to use your own server for site traffic or e-mail, you may wish to open Port 80 or Port 25. Port 80 is associated with Web hosting from your own server. Port 25 is associated with use of an e-mail server. Opening either on your modem will allow traffic to and from the Internet. To access the ports configuration area:
1. Go to optimum.net
2. Sign in and scroll down to the “Optimum Online Boost Services” box on the lower right to see your current port configuration.
3. Click “Manage” to change your configuration.

Important: Use this advanced feature only if you fully understand the benefits and risks. Changing your settings without proper knowledge may compromise the security of your server.

Static IP Service

Static IP (Internet Protocol) Service
Optimum Online Business customers have the option of adding Static IP service to their account to meet their business needs.

A Static IP address represents the permanent address on the Internet assigned to a computer or other device. Static IP addresses must be paired with the accompanying router provided by Cablevision. IP addresses are assigned at the time of installation and cannot be distributed in advance.

Using Static IP is the best way for you to host your own web server, mail server, or set up a Virtual Private Network (VPN). Optimum Online Business offers a block of five static IP addresses with your Static IP service.

The Optimum Online Static IP router is limited to the delivery of our Static IP service. You may connect your own router behind the static router, but cannot replace it. Your Static IP service will not work if you replace or remove the Cablevision Static IP router or try to use other equipment.

Network Information
Network Mask: 255.255.255.248
Cablevision DNS Server: 167.206.112.138
Cablevision DNS Server: 167.206.7.4

Reverse DNS (Domain Name System)
Reverse DNS is the practice of mapping an IP address to a host name. This is usually needed if you plan to host a mail server. Our tech support team will validate and publish Reverse DNS in response to your request. To access this area:
1. Go to optimum.net
2. Sign in and select “Static IP” from the tabbed box on the lower right.
3. Click “Manage” under the “IP Configuration” section to access the Reverse DNS administrative area.

Important: Please note that our ability to publish Reverse DNS is dependent upon timely DNS changes to the Host Name record. At least one of your forward entries must match the requested reverse entry within 72 hours or the Reverse DNS submission will fail. Once the Reverse DNS is validated, it will take up to 6 hours for your pointer record to propagate the Internet.

For additional information, visit optimumbusiness.com/support
Dynamic DNS (DDNS - Dynamic Domain Name System) Features
DDNS allows an Internet domain name to be assigned to a computer with a varying (dynamic) IP address. This makes it possible for other sites on the Internet to establish connections to the server without needing to track the IP address themselves. If you wish to access the Dynamic DNS administrative area:

1. Go to optimum.net.
2. Sign in and scroll down to the “Optimum Online Boost Services” box on the lower right and click on “Manage”.
3. Click on “Dynamic DNS”.

Technical Resources
Optimum Online is committed to providing solutions and services to your business and assisting you to get the most value from our service.
You may also visit the Customer Service area of our website to search the answer center for quick solutions to other questions you have regarding Optimum Online business services:
optimumbusiness.com/support
To open a ticket in SiteControl, click Support on the main navigation menu.
Technical Support and Customer Service E-mail addresses:
support@webhosting.optonline.net
billing@webhosting.optonline.net
For assistance with domain name registration: dnr@webhosting.optonline.net
For detailed hosting FAQ information: help.webhosting.optonline.net

Troubleshooting for Optimum Online
Troubleshooting Optimum Online
If you experience Internet connectivity or e-mail problems, please use the following troubleshooting tips to help restore your service.

Problem:
No Internet Connectivity.
1. Unplug the power cord directly from the back of your modem. If your modem has an internal battery, remove it from the modem.
2. After one minute, re-connect the battery and the modem's power cord.
3. Allow the modem to fully restart. This can take up to five minutes.
4. Check your Internet connection by opening a new web browser window. You should now be able to access the Internet.
5. If you still have no Internet connectivity, reboot your computer and then repeat step 4. Please note that during the time of rebooting the modem, your phone service will be temporarily interrupted and will be restored within a few minutes.
6. If the problem persists, verify that all of the modem connections are tight. After checking your connections, repeat the above steps.
7. If you still cannot access the Internet, please contact Optimum Business Customer Support at 1-866-575-8000 for further assistance.

For additional information, visit optimumbusiness.com/support.
Welcome to Optimum Voice Business

Getting Started with Optimum Voice

To take full advantage of the Web-based call management and Enhanced Voicemail capabilities, and to set up your account for international calling, you'll need to have access to our unique Web portal, My Optimum Voice. My Optimum Voice lets you manage calling features like rollover hunting, check voicemail messages and get call detail records — all via the Web.

Once you have registered with My Optimum Voice, a Phone Manager should be assigned to oversee and manage your business phone service. The Phone Manager could be the business owner, or an individual within the business who would have the responsibility of managing the phone service, and have access to ALL lines on the account.

The Phone Manager can assign an individual line to an employee so that the employee can manage their own calling features, like call forwarding and voicemail, for their individual line.

Phone Managers have the ability to:

• Access all the lines on the account and manage all call features for each individual line.
• Assign a User ID and Password to employees for My Optimum Voice Web portal access and reset passwords when needed.
• Assign a line to an individual employee, so the individual employee can manage their own calling features.
• Manage the Rollover Hunting feature and company voicemail box of primary number.
• Activate International calling on each line on the account.
• See call detail records for all lines on the account and export the information to a spreadsheet.
• Manage the directory listing for each line on the account.

Users will have access to see only their individual line once the Phone Manager creates a User ID and Password and assigns a line to the employee.

For additional information, visit optimumbusiness.com/support.

Using My Optimum Voice

Phone Manager’s Activation of My Optimum Voice

Activating My Optimum Voice from the PC connected to your Optimum Voice cable modem will save you time. If you complete the process at another computer, you'll need your HFC MAC address – an identification number you'll find on the back of the cable modem. In either case, you will also need your Cablevision account number, so be sure to have that handy.

1. During the registration process, you will need your Cablevision account number and will be asked a security question regarding your account.
2. Go to optimumbusiness.com, and click on the My Optimum Voice menu item on the left.
3. Click on the "New User" link at the bottom of the Login box in the lower right-hand corner of the screen.
4. Follow the online instructions to register.

User Management

The Phone Manager has the ability to manage both the users and functions of your telephone lines; assign, edit and delete "Users" and "Passwords"; and assign each available Phone Number to specific functions. The Phone Manager can also assign one telephone line per User ID and set up a User ID for each telephone line on the account.

To Add A New User

1. Go to the My Optimum Voice Dashboard.
2. Click on the "User Management" link.
3. Click on the "Add New User" link.
4. Select an Existing User name or create a New User name by choosing "New User" in the top drop-down menu.
5. Fill out the form. User names must be between 4 and 15 alphanumeric characters and all in lower case. Hyphens (-) and underscores (_) are not permitted.
6. Select a Telephone Line from the Phone Number drop-down menu.
7. Assign a Line Type from the Line Type drop-down menu.
8. Click on the "Add New User" button.

For additional information, visit optimumbusiness.com/support.
Using My Optimum Voice (cont.)

Edit User Information:
1. Go to the My Optimum Voice Dashboard.
2. Click on the "User Management" link.
3. Find the User you want to edit. Click on the blue "Edit" link that corresponds to that User under the Manage Column.
4. Change the information and then click on the "Save Changes" button when you are done.

Assign a Telephone Line or Line Type to a User:
1. Go to the My Optimum Voice Dashboard.
2. Click on the "User Management" link.
3. Click on the "Edit All Lines" link at the bottom.
4. If the telephone line is "Unassigned" in the "User" column, click on the drop-down arrow and select another user that is available in the drop-down menu.
5. By clicking on the drop-down menu under the "Line Type" column for the corresponding Telephone Line, you can specify the Line Type of Voice Only, Credit Card, Fax, Shared or Alarm.
6. Click on the "Save Changes" button when you are done.

To Re-Assign a User:
1. Go to the My Optimum Voice Dashboard.
2. Click on the "User Management" link.
3. Click on the "Edit All Lines" link at the bottom of the interface.
4. You must remove the User from his existing Phone Number by selecting "Unassigned" in the drop-down menu.
5. Click on "Save Changes."
6. User can then be assigned to a different Phone Number.
7. Click on "Save Changes" button when you are done.

Switch Lines Between Two Different Users:
1. Go to the My Optimum Voice Dashboard.
2. Click on the "User Management" link.
3. Click on the "Edit All Lines" link at the bottom of the interface.
4. You must remove both Users from their existing phone number by selecting "Unassigned" in the drop-down menu.
5. Click on "Save Changes."
6. Users can now be selected from the drop-down menu and assigned to the new Phone Number.
7. Click on the "Save Changes" button when you are done.

Managing Your Calling Features
1. To log in to your secure Web portal, go to optimumbusiness.com and enter your User ID and Password in the Login box in the lower right-hand corner.
2. You will enter the site on the "Dashboard" section. Here, you'll see a snapshot of how many voicemail messages you have, the status of your calling features (ON or OFF), and the last five (5) call records for the phone number selected in the drop-down menu at the top of the screen.
3. To view call details and manage features for another number on your account, select that number in the drop-down menu and click on "Go".
4. Click on "Call Details," "Voicemail," "Features" or "International" to access those sections of the portal.

Call Details
- View call detail records for the current period and up to three prior bill periods.
- Select an individual telephone line from the drop-down menu at the top of the page.
- Click "Go."
- Click on the "Call Details" tab.
- Click on the Domestic or International tab to view the call details for each line.
- Under "View Options," you can select Date Range, Billing Cycle, view the most frequent numbers, or look up calls to a specific phone number.
- You can export call details for the individual line you are viewing or for all lines on your account into a single spreadsheet. Simply click on the appropriate link in the bottom left corner.

For additional information, visit optimumbusiness.com/support.
Using My Optimum Voice (cont.)

Voicemail Highlights
Select the Voicemail tab to listen to messages via your PC or to manage Voicemail settings.

- View list of messages currently in your Voicemail box, including caller's phone number, time and duration of message.
- Click “Listen” to listen to Voicemails left on your Optimum Voice line through the media player on your computer.
- Save messages on your computer by highlighting “Listen,” and right clicking on your mouse. Once you’ve saved a message, you can e-mail it to other colleagues and business partners.
- Manage your Optimum Voice Voicemail settings (# rings, call identification information) by selecting the “Customize” option under “Voicemail Options.”
- Receive e-mail, pager and/or phone notification of the fact that you’ve received a Voicemail by activating that function in the “Notifications” section under “Voicemail Options.”

Feature Highlights
Select the “Features” tab to configure many of your Optimum Voice calling features. The features are conveniently organized under the following categories:

- “Protect My Privacy”—Anonymous Calling, Anonymous Call Blocker
- “Forward My Calls”—Call Forwarding, Find Me
- “Manage My Calls”—Call Waiting, Call Waiting with Caller ID, VIP Ringing, Multi-Line Rollover Hunting

International Calling Highlights
Optimum Voice lets you save even more money when you make international calls. Select the “International” tab to:

- Check calling rates.
- Activate International calling on each line on your account.
- View your International call detail records.
- Review your billing history.
- Recharge your account with a credit card.
- Register to use Optimum Voice International rates like a calling card (from phone numbers that aren’t on your Optimum Voice account) to get the same great rates when you’re out of the office.

Enhanced Voicemail
Optimum Voice Enhanced Voicemail provides all the features of an answering machine combined with the power of the Web. It lets you listen to messages, create personal or corporate greetings, and access your Voicemail box from anywhere there’s a phone or Internet access.

To Activate Voicemail:
2. Select the phone number you want to access in the drop-down menu.
3. Select the “Voicemail” tab.
4. Select a Voicemail PIN (password) to be used to access the Voicemail box associated with that line via the phone. Please note that the PIN must be four digits. You can change the PIN at any time via the My Optimum Voice Web Portal or telephone (follow the instructions on page 21 of this user guide).
5. When Voicemail is activated, be sure to write down the Voicemail access number. That phone number will be used to access the Voicemail box via telephone.
6. Set up a business greeting by following the instructions on page 20 of this reference guide or call 1-866-575-8000.

Using Voicemail Via Phone

To Access Your Voicemail Box:

From a Telephone Connected to Optimum Voice, Either:

- Dial the Voicemail access phone number and enter the four-digit Voicemail PIN (password); or
- Dial your Optimum Voice phone number, and enter your Voicemail PIN.

From Any Other Telephone:

- Dial your Voicemail access phone number. This number is displayed in the My Optimum Voice Web Portal. Click on the Voicemail tab and the number will be displayed on the left hand side.
- Enter your Optimum Voice phone number, including area code.
- Enter your four-digit Voicemail PIN.

For additional information, visit optimumbusiness.com/support.
Changing Your Voicemail PIN Using the Telephone:
1. Access your Optimum Voice mailbox.
2. Press (4) for personal options.
3. Press (2) to change the PIN.
4. Follow the voice prompts to change your PIN.

VoiceMail Capacity
- Your Optimum Voice mailbox has a maximum storage capacity of 20 minutes. Each message can be a maximum of 4 minutes.
- In the event that your mailbox reaches capacity, callers will not be able to leave you a message.
- Optimum Voice does not automatically delete messages from your mailbox. To ensure that callers will be able to leave you messages on a continuous basis, we encourage you to regularly delete messages from your mailbox.
- Your voice mailbox supports one greeting message with a maximum length of 30 seconds.

Additional Optimum Voice Features
There are a number of other calling features that are included with your Optimum Voice service that will also help make you and your employees more efficient and productive.

Multi-Line Rollover Hunting
The Multi-Line Rollover Hunting option allows incoming calls to your primary phone line to rollover to the next available line and, if all lines are busy or not answered, to rollover to Voicemail. If a line in the Hunt Group is busy, the hunt automatically skips that number and moves to the next number in the sequence. It will hunt through all lines of the group once to find an idle line. The Phone Manager can configure multiple hunt groups per account. Each hunt group must have a minimum of 2 lines.

You have two hunt sequence options with Multi-Line Rollover Hunting - Linear or Circular.

Linear Hunting
This option routes calls to the first idle line in sequential order, starting with the first line in the group and ending with the last line in the group.
Additional Optimum Voice Features (cont.)

Circular Hunting
This option varies the starting point for the hunt group and allows for an even distribution of calls within the group. Calls will be routed to the first idle line, starting with the line directly after the line of which the last call was completed. The hunt will then follow the specified line sequence.

Hunt Group Management

To Add a Hunt Group:
1. Log on to My Optimum Voice.
2. Click on Multi-Line Rollover Hunting from the dashboard or “Features” tab.
3. Click on “Add” a Hunt Group.
4. Select the Primary phone number for the Hunt Group from the drop-down menu.
5. Select “Linear” or “Circular” rollover sequence.
6. Choose which phone numbers you want to be included in the hunt group. Highlight the phone number in the “available phone #’s” box and click the “Add” arrow to move the phone number over to the “Group Phone #’s” box.
7. Click “Submit” and your rollover hunting will be active.

To Change a Hunt Group:
1. Click on “Multi-Line Rollover Hunting” from the dashboard or “Features” tab.
2. Select the Hunt Group you want to change by checking the box next to the Hunt Group then click on “Change Hunt Group button”.
3. From this page, you can change the primary number, change the rollover hunt sequence option, add, remove or re-arrange phone numbers within the group or turn the Hunt Group Off.
4. Click “Submit” to update your settings.

To Turn a Hunt Group OFF:
1. Click on “Multi-Line Rollover Hunting” from the dashboard or the “Features” tab.
2. Click on the OFF radio button associated with the Hunt Group you want to turn off.
3. Click “Submit” to update your settings.

Voicemail Number of Rings
If all lines are busy or the first idle line in the hunt sequence does not answer the call within four rings (default setting), the Voicemail trigger will be reached and the call will be sent to the Voicemail box of the primary line.

Note: The Voicemail box of the primary line will act as the company’s general mailbox. The message on that line should project general company information.

To change the Voicemail number of rings:
1. Select the primary number from the drop-down menu and click “Go”.
2. Click on the “Voicemail” tab at the top of the page.
3. Click on the “Options” link.
4. Select the number of rings from the drop-down menu.
5. Click “Submit”.

Note: A line that is dedicated to an alarm, credit card, ATM or fax machine must not be included in the hunt group.
**Call Forwarding** (only available in the continental US)

Directs incoming calls to a forwarding number to prevent missed calls.

1. To activate Call Forwarding, dial (*72). Listen for the dial tone. Dial the number to which you want calls to be forwarded.
2. Listen for ring tone. If the party answers, calls will be forwarded to that number.
3. To confirm Call Forwarding when the line is busy or there is no answer, briefly press the hook switch or flash key, dial (*72), listen for a stutter dial tone, then redial the number. The two beeps and dial tone you hear will confirm that calls have been forwarded.
4. To verify that Call Forwarding is active, dial (*72). An announcement will notify you that Call Forwarding is activated. If the forwarded number is in use, you will get a busy signal.
5. A short, abbreviated ring indicates an incoming call has been forwarded on your Optimum Voice telephone.
6. To deactivate Call Forwarding, dial (*73).

Call Forwarding can also be activated and deactivated through My Optimum Voice by selecting the "Features" tab and adjusting the settings of Call Forwarding.

**Multi-Line Rollover Hunting and Call Forwarding**

If Call Forwarding is activated on the primary line of an active Hunt Group, Call Forwarding will override the Hunting feature. When Call Forwarding is deactivated, Multi-Line Rollover Hunting will be reactivated automatically without requiring any reconfiguration.

**Note:** When the Hunting feature is activated, the Call Forwarding feature can be turned on for the primary line via the telephone only using star codes. Follow the instructions on page 25.

**Call Return (**69**)**

Automatically dials the last incoming call.

1. To use Call Return, pick up the handset and dial (*69) after the dial tone.
2. After the prompt, press (1) to initiate callback.
3. To return to the first call, press the hook switch or flash key again.
4. To deactivate Call Waiting before making a call, dial (*70), listen for a stutter dial tone, then dial the phone number.
5. To deactivate Call Waiting on all incoming calls, go to the "Features" tab of My Optimum Voice and adjust the settings of Call Waiting.

**Note:** When the Hunting feature is activated, the Call Forwarding feature can be turned on for the primary line via the telephone only, and not via the web portal.

---

**Toll Free Service**

1. Click on "Toll Free Service" from the dashboard or "Features" tab.
2. Select a phone number on your account from the drop-down menu.
3. If you would like to be notified by e-mail when the point to number has been updated, check the box and enter your e-mail address information.
4. Click "Submit".

**Note:** Toll free services updates submitted by 11:30 pm will be processed by 7:30 am the following day.

---

For additional information, visit optimumbusiness.com/support.
### Anonymous Calling
Blocks Caller ID information on all outgoing calls.
1. To activate this feature, log on to My Optimum Voice, select the number on which you wish to activate the feature, and click on the “Features” tab.
2. Select the “On” button, then click “Submit.”
3. To deactivate Anonymous Calling on a per-call basis and allow your Caller ID information to be displayed, dial (*82) before placing your call.

### Anonymous Call Blocker
Automatically rejects calls from those who block their Caller ID information.
1. Anonymous callers receive an announcement that you are not accepting unidentified calls, and that to reach you, they should call again without blocking their number.
2. To activate this feature, log on to My Optimum Voice, select the number on which you wish to activate the feature, and click on the “Features” tab.
3. Select the “On” button, then click “Submit.”

### Three-Way Calling
Adds a third party to a call.
1. Dial the first number you wish to connect.
2. Once the first call has been answered, press the hook switch or flash key to place that call on hold.
3. Listen for a dial tone. Dial the second phone number.
4. When the second party answers, you can speak privately to the second person while the first call is still on hold.
5. To create a three-way call, press the hook switch or flash key again.

### Caller ID
Identifies callers before answering the phone.
1. Each incoming caller’s name and phone number are displayed on the Caller ID display.
2. This feature requires a Caller ID-compatible display device or telephone.

### Call Waiting with Caller ID
Indicates name and number of incoming caller when phone is in use, so you can decide whether or not to interrupt a conversation to take the call.
1. A compatible Caller ID phone display is required to use Call Waiting with Caller ID.
2. Call Waiting must also be activated for this feature to work.
3. To activate Call Waiting with Caller ID, log on to My Optimum Voice, select the number on which you wish to activate the feature, and click on the “Features” tab.
4. Select the “On” button, then click “Submit.”
5. Deactivating Call Waiting will also deactivate Call Waiting with Caller ID.

For additional information, visit optimumbusiness.com/support.
Busy Redial (operates only on numbers within the continental US)
Automatically redials a busy number for up to 30 minutes.
1. To activate this feature, dial (*66) after making a call to a busy number.
2. Busy Redial will redial the busy number for up to 30 minutes. When the called number becomes idle during that 30-minute period, two short rings, followed by one long ring six seconds later, will notify you that the line is no longer busy.
3. When you answer the Busy Redial callback, the call to the previously busy number will automatically go through.
4. You can activate this feature on multiple busy numbers at once, and continue to make and receive other calls while Busy Redial is activated.
5. To deactivate Busy Redial, dial (*86). Deactivating Busy Redial will cancel all pending Busy Redial requests.

VIP Ringing
Provides distinctive ring and Call Waiting tone for incoming calls from select phone numbers.
1. VIP Ringing lets you identify incoming calls from up to 32 numbers as distinct from others, either as priority calls, or as calls you do not wish to answer.
2. To activate this feature, log on to My Optimum Voice, select the number on which you wish to activate the feature, and click on the "Features" tab. VIP Ringing is listed under "Protect My Privacy."
3. Select the "On" button.
4. After turning the feature On, enter up to 32 numbers on your VIP List.
5. To add a number to the VIP List, enter it as a 10-digit number (area code included), and click "Add."
6. To remove a number from the VIP List, highlight it and click "Remove."
7. Once you have completed your VIP List updates, click "Submit."

Business Name on Caller ID Display
Promote your business by displaying your business name on others’ Caller ID displays.
When you make a call to someone who has a Caller ID display, the name of your business (up to 15 alphanumeric characters) will appear on the recipient’s Caller ID display. The company name that appears on your Optimum Business account is the default entry for this feature and will display for all phone numbers on the account. To change your Business name, please call customer service at 1-866-575-8000.

Directory Assistance
Optimum Voice includes a 411 and White Pages directory listing (simple, straight line listing) for new Optimum Voice for Business phone number(s), at no additional charge.

Note: One 411 and White Pages Directory listing is available for each Optimum Business phone number on the account.

Troubleshooting for Optimum Voice

Troubleshooting Optimum Voice
If you experience phone connectivity problems, please use the following troubleshooting tips to help restore your service.

If your telephone(s) is/are connected directly to the voice-enabled modem, please follow the instructions for Direct Modem Connection. If your telephones are instead connected to an office telephone system (Keypad or PBX), and then to the modem, please follow the troubleshooting tips under Business Wiring Connection.

Problem:
No dial tone.

Direct Modem Connection
1. Verify that the voice-enabled modem is powered on and is in active status with four green lights displayed.
2. Ensure that the telephone cord is connected properly to LINE 1 of the voice-enabled modem.
3. Ensure that your telephone device is working properly. Connect another telephone that you have confirmed is working to the voice-enabled modem.
4. Reset your modem by unplugging the power cord directly from the back of the modem. If your modem has an internal battery, remove it from the modem.
5. After one minute, re-connect the battery and the modem’s power cord.
6. Allow the modem to fully restart. This can take up to five minutes.

Business Wiring Connection
1. Unplug the telephone from the wall jack and connect it directly to the modem.
2. If there is still no dial tone, follow the steps outlined under “Direct Modem Connection.”
3. If the issue is with the business wiring, try connecting the telephone to other Optimum Voice jacks and check for the dial tone.
Troubleshooting for Optimum Voice (cont.)

Problem: Business Wiring Connection

1. Unplug the telephone from the wall jack and connect it directly to the modem. If you hear the dial tone, then the issue is with the business wiring.
2. If there is still no dial tone, follow the steps outlined under "Direct Modem Connection."
3. If the issue is with business wiring, try connecting the telephone to other Optimum Voice jacks and check for the dial tone.

Problem: Static/hum on line.

1. Verify that the telephone cord is connected to LINE 1 on the back of the voice-enabled modem.
2. If there is no static/hum, then the issue is with the business wiring.
3. If the static/hum on the line is still there, follow the steps outlined under "Direct Modem Connection."
4. If you are using a cordless telephone, ensure that the base station is properly connected and that the remote hand set is fully charged.
5. Try selecting a different frequency channel on your cordless telephone.

Problem: Not receiving voicemails.

1. Please ensure that you’ve registered for Voicemail in My Optimum Voice.
2. Go to the Voicemail settings of My Optimum Voice, and verify the number of rings before Voicemail is picked up.
3. Your mailbox may be full. Delete any unwanted messages.

Problem: Optimum Online is working, but Optimum Voice is not.

1. Ensure that the telephone cord is properly connected to LINE 1 of the voice-enabled modem.
2. Ensure that your telephone device is working properly. Connect another telephone that you have confirmed is working to the voice-enabled modem.
3. Reset your modem by unplugging the power cord directly from the back of the modem. If your modem has an internal battery, remove it from the modem.
4. After one minute, re-connect the battery and the modem's power cord.
5. Allow the modem to fully restart. This can take up to five minutes.


For additional information, visit optimumbusiness.com/support.
Other Important Information

Modem Power and Battery Backup

• Your Optimum Voice modem is electrically powered. Cablevision will provide battery backup for the cable modem at time of installation. It will be your responsibility to note the status of the battery by periodically checking the LED indicator located on the battery unit. If a replacement is needed, you will need to place a trouble ticket at 1-866-575-8000. Cablevision will replace the battery unit free of charge.

• In the event of a local power outage, the modem will remain functional for as long as the battery is in working condition. However, if there is a disruption to the cable network or facilities, or if broadband connection is disrupted or not operating, the service will not work regardless of the condition of the battery backup unit. In the event of a larger power outage, the modem, including all phones and services connected to or powered by it, will not work. The customer expressly acknowledges that in such cases 911 service, and the use of Optimum Voice for business as the connection between a security system and central monitoring services, will not work.

• E911 NOTIFICATION. In the event of a power outage, and provided you do not have battery backup on your modem, you will not have E911 service. If your service is disconnected or interrupted, you will not have E911 service. If you relocate the modem to a different address, you must notify Cablevision in advance to update E911 service. During the initial 72 hours of service at your new address, you may be required to provide the E911 operator with your new service address.

911 Service

• When a caller from your business location dials 911, emergency services are automatically provided with your business name, phone number and the address associated with your account.

• 911 will only operate properly if the modem remains at the service address specified on your account at the time of installation. You must contact Optimum Business Customer Support at 1-866-575-8000 before moving the modem to a different address.

• If your Optimum Voice service is disconnected for any reason, 911 service will also be disconnected.

For additional information, visit optimumbusiness.com/support.

Other Important Information (cont.)

Business Security and Medical Alert Systems

If you have a centrally monitored security system, which is not (i) an emergency medical alert system, (ii) an all high-security monitoring system (UL 681 or similar) or (iii) a fire alarm system (UL 864 or similar), Optimum Voice for business will be wired so that it may be available for use with such system. Although Optimum Voice for business will supply a connection that will allow the operation of your existing business security system, Optimum Voice for business does not guarantee that any such system will be in complete operational order following the installation of Optimum Voice for business. As such, it is your obligation to contact your security system provider to inform them of your Optimum Voice for business installation and any change in phone number and to request a complete operational test of such system immediately following installation of your Optimum Voice for business service. In addition, it is your responsibility to test your system on a regular basis. All Optimum Voice for business installations will insure proper wiring from the cable modem to the Cablevision demarcation point (NID/wiring block). Any inside wiring from the NID/wiring block to the alarm panel is customer’s responsibility. In the event of a large-scale power outage or network outage (whether unplanned or maintenance related), your Optimum Voice for business service, including any security system, which uses Optimum Voice for business to connect to central station monitoring, will not function.

Cablevision does not support the use of any Optimum Voice service as a connection for (i) emergency medical alert systems, (ii) all high-security monitoring systems (UL 681 or similar) or (iii) fire alarm systems (UL 864 or similar). If you have any such systems, you must maintain an alternative connection.

Key and PBX Systems

• If you are using a Key or PBX system with Optimum Voice in your business, Cablevision is responsible for delivering dial tone to the network interface device (NID), i.e., the connectivity panel that serves as the demarcation point for the Optimum Voice service. Optimum Voice provides an analog connection(s) to be used with these systems.

• Cablevision does not guarantee that Optimum Voice or all Optimum Voice features described in this user guide will function with key systems and PBXs, nor do we provide technical support for such systems.

For additional information, visit optimumbusiness.com/support.
Welcome to iO TV® Business

iO Business
iO TV Business provides quality entertainment, and real-time access to news and information. With News 12, News 12 Traffic & Weather and News 12 Interactive, business owners can be informed both in and out of the office, and have access to the latest financial news, headlines, weather, traffic and more. Plus, get iO TV HD service at no additional charge.

iO Entertainment
iO TV Entertainment offers restaurants, bars, doctors’ offices and health clubs, news and all of the local sports channels such as MSG, MSG Plus, SportsNet New York, ESPN, YES and more. Many are available in HD and HD is free with iO TV.

Additional IO Packages
iO has several packages that can be added to your service, including iO en español, iO International, Music Choice and more. For more information on additional packages, visit optimumbusiness.com.

Getting the Most from iO TV
The remote control is a key piece of equipment, providing access to all of the features that iO TV has to offer your business. Color-coded descriptions in the key below represent the range of easy-to-use functions available using the iO TV remote. If your remote looks different, visit optimum.com/newlook for information.

Programming the Remote Control
You can program the remote control by entering the three-digit code number associated with the manufacturer or brand of TVs in your facility.

1. Turn on the TV you wish to program.
2. Press the TV button and the SEL button simultaneously for 3 seconds. The iO button will turn red, indicating the unit is ready to be programmed.
3. Point the remote control toward the TV and enter the three-digit code assigned to your TV manufacturer (refer to the listing below).
4. Store the three-digit code number by pressing the TV button once again. The iO button will blink twice to confirm that the code has been stored.
5. If none of these codes work, please try 000, the default code.

<table>
<thead>
<tr>
<th>Brand</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Akai</td>
<td>070, 146, 004, 148</td>
</tr>
<tr>
<td>Audiovox</td>
<td>076, 103, 043</td>
</tr>
<tr>
<td>Cetronic</td>
<td>043</td>
</tr>
<tr>
<td>Coronado</td>
<td>143</td>
</tr>
<tr>
<td>Daewoo</td>
<td>076, 103, 055, 004, 127, 143, 016, 043, 044, 125, 120, 214, 215, 229, 235, 249</td>
</tr>
<tr>
<td>Emerson</td>
<td>005, 028, 043, 048, 076, 096, 155, 004, 051, 143, 151, 153, 154, 216, 217, 230, 231, 236, 238, 247, 252</td>
</tr>
<tr>
<td>Fisher</td>
<td>007, 057</td>
</tr>
<tr>
<td>GE</td>
<td>070, 073, 130, 144, 160, 161, 004, 008, 009, 034, 056, 074, 091, 155, 223, 224, 232, 233, 236, 239, 245</td>
</tr>
<tr>
<td>Hitachi</td>
<td>163, 004, 007, 009, 011, 072, 010, 012, 023, 075, 143, 158, 208, 236, 238</td>
</tr>
<tr>
<td>JVC</td>
<td>038, 001, 034, 063, 236, 242</td>
</tr>
<tr>
<td>KTV</td>
<td>070, 043, 143, 154</td>
</tr>
<tr>
<td>Magnavox</td>
<td>070, 003, 004, 022, 059, 060, 061, 063, 064, 127, 164, 094, 160, 056, 236, 238, 243, 253, 028</td>
</tr>
<tr>
<td>Marantz</td>
<td>164, 070, 236, 243</td>
</tr>
<tr>
<td>Mitsubishi</td>
<td>019, 024, 042, 004, 040, 146, 028, 226, 232, 255, 081, 200</td>
</tr>
<tr>
<td>Panasonic</td>
<td>034, 056, 080, 104, 206, 234, 236, 244, 250, 198</td>
</tr>
<tr>
<td>Philips</td>
<td>164, 005, 038, 093, 127, 070, 003, 004, 059, 236, 238, 243, 247, 199</td>
</tr>
<tr>
<td>Pioneer</td>
<td>023, 025, 135, 176, 004, 018, 070, 183, 191</td>
</tr>
<tr>
<td>Radio Shack</td>
<td>009, 037, 143, 043, 250</td>
</tr>
<tr>
<td>RCA</td>
<td>160, 161, 144, 156, 065, 070, 004, 023, 042, 056, 074, 152, 232, 233, 236, 238, 239, 081</td>
</tr>
<tr>
<td>Samsung</td>
<td>004, 101, 127, 133, 143, 160, 089, 105, 070, 237, 239, 248, 184, 185, 192</td>
</tr>
<tr>
<td>Sears</td>
<td>004, 007, 015, 028, 030, 057, 082, 094, 143, 160, 238, 247</td>
</tr>
<tr>
<td>Sharp</td>
<td>081, 014, 019, 028, 004, 022, 081, 143, 175, 029, 236, 251</td>
</tr>
<tr>
<td>Sony</td>
<td>001, 085, 150, 236, 240, 241, 254</td>
</tr>
<tr>
<td>Sylvanis</td>
<td>070, 003, 059, 060, 063, 064, 127, 160, 164, 044, 056, 210, 236, 238, 243, 168</td>
</tr>
<tr>
<td>Symphonic</td>
<td>052, 238, 168</td>
</tr>
<tr>
<td>Toshiba</td>
<td>015, 030, 007, 040, 062, 101, 142</td>
</tr>
<tr>
<td>Zenith</td>
<td>011, 072, 073, 095, 103, 238, 245, 246, 247, 096</td>
</tr>
</tbody>
</table>

For additional information, visit optimumbusiness.com/support.
Connecting a Standard Definition TV

1. Connect the Digital Cable Box’s LINE OUT (TV) AUDIO/VIDEO jacks to the TV’s AUDIO/VIDEO IN jacks.
   - **Note:** If your TV has an S-VIDEO jack, use an S-VIDEO connection instead of the yellow video cable on your combined A/V cable. Connect the Digital Cable Box’s S-VIDEO OUT jack to the TV’s S-VIDEO IN jack. S-VIDEO does not provide audio, so audio cables must still be connected.
2. Connect one end of the AC power cord to the Digital Cable Box’s AC IN jack and plug the other end into an AC outlet. Tune the TV to channel 3.

Setting up High-Definition TV (HDTV)

Your iO TV subscription includes free high definition service. With HD, you’ll see and hear programs like never before with the ultimate picture solution and Dolby Digital 5.1 sound.

**Picture Format and Aspect Ratios**

Your HDTV Digital Cable Box has the ability to display video in four formats: 480i, 480p, 720p and 1080i, and two aspect ratios: 16:9 and 4:3. The default picture format is 1080i with an aspect ratio of 16:9. If your TV does not support 1080i, or you have a 4:3 HDTV, follow the steps below.

**Warning:** Do not change the picture format from the quick settings menu before testing the formats with the HDTV setup wizard. If your TV is not compatible with the format you choose, you will not be able to view any TV signal. If you have already chosen an incompatible format, follow the steps on next page.

![Screen Size:](image)

For additional information, visit [optimumbusiness.com/support](http://optimumbusiness.com/support).

Setting up your HDTV Digital Cable Box to work with your HDTV

**Note:** If you had your Digital Cable Box installed professionally, you will not have to go through this setup procedure unless you move your box to a different TV, or if you are experiencing problems with your picture.

1. Set the display on your HDTV to normal (refer to the guide that came with your HDTV).
2. Turn off your Digital Cable Box.
3. Press INFO and GUIDE (on the Digital Cable Box) simultaneously to access the HDTV Setup program.
4. Choose the output that represents the connection to your HDTV. Most likely option A ‘Y, Pb, Pr output’.
5. Choose the correct screen size for your HDTV. See picture on the previous page for help.
6. Set the picture format. The recommended option is C, which will allow you to save only those formats (or scan rates) that your HDTV can display. To save the formats that are compatible with your HDTV:
   - Choose OPTION B.
   - Press A to acknowledge that the HDTV monitor is in Normal display mode.
   - Press A to cycle through, and test, the resolution options (720p, 480i, 1080i, etc.).
   - If your TV does not support one of the options, you will see a blank screen—save only those scan rates that are compatible with your HDTV.
   - Press EXIT.
   - Press EXIT again.
   - Press POWER on your Digital Cable Box.

Now you can change Picture Formats safely by accessing the picture format option on the Quick Settings menu.

For additional information, visit [optimumbusiness.com/support](http://optimumbusiness.com/support).
Adjusting the Size of Your Picture

After the installation of your HDTV cable box, your standard definition channels (non-HD) may appear smaller than your TV screen, with bars on the left and right of the picture (see Diagram A). This is NORMAL and the intended format of non-HD broadcasts. If you would like to view the picture without the bars, you can “stretch” the picture by performing the following steps:

1. While watching any standard definition channel, press SETTINGS on your remote (Diagram B). The Quick Settings menu should be displayed.
2. At the Quick Settings menu, use ARROW (↑) on your remote (Diagram B) to highlight Picture Size (Diagram C). Press SEL on your remote to see the menu of picture formats available (Diagram B).
3. Scroll through the options until your television screen appears in the format of your choice.
4. Press EXIT on your remote to exit the Quick Settings menu and return to your television viewing (Diagram B).

Note: To avoid conflicting settings, adjust picture size through your Digital Cable Box and not through the settings on your TV. See your User’s Guide for additional info about HDTV.

Important Notice: Leaving your television on, and tuned to, any screen with non-moving images including the iO Main Menu, Channel Guide or Side Bars (displayed when watching a (4:3) standard definition image on a (16:9) wide screen) for extended periods may damage your television screen. Please check the owner’s manual for your television for specific warnings, or consult with your television manufacturer to learn more about the properties and sensitivities of your television set.

Changing the Border Color

On some channels, the setup may be displaying a border either on the right and left of the screen or on the top and bottom. To adjust the display, see Adjusting the Size of Your Picture on the previous page. To change the color of the border, follow the steps below:

1. Press SETTINGS twice to access the General Settings menu.
2. Scroll to Set: TV Borders.
3. Press ARROW (↑) to access the Light, Med, and Dark options.
4. Scroll through the options and select the border color of your choice.
5. Press A to accept the changes.

Visit optimumbusiness.com to find out more about HDTV.
Troubleshooting for iO TV

iO provides these simple troubleshooting instructions so that anyone using your equipment can solve common problems without calling for service.

Problem: No Picture
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 Digital Cable Box power light is on and the bypass light is off. Verify that any VCR, DVD or stereo is properly connected to the Digital Cable Box.

Problem: Picture freezes or box will not respond
If unable to use a function, the Digital Cable Box may need to be restarted. To restart the box, simultaneously press VOL+ and VOL- and INFO on the front of the Digital 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.

Problem: No Sound
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 Digital Cable Box.

Problem: Remote does not work
Verify that the remote batteries are functioning or replace with new batteries. Verify that the remote has been programmed to work with your TV. See the “Using Your iO TV Remote” on page 35 of this guide for details on programming your remote.

Problem: The front panel of the digital box displays question marks instead of the channel number
Verify that the remote batteries are functioning or replace with new batteries. Verify that the remote has been programmed to work with your TV. See the “Using Your iO TV Remote” on page 35 of this guide for details on programming your remote.

Problem: TV screen displays a message indicating that the digital cable box is automatically updating its software
Cablevision periodically sends updates with the latest programming information to your Digital Cable Box. When the front panel displays the time, the update is complete and you can resume your viewing.

If four dashes are displayed during installation, call the activation hotline at 1-866-563-2096. For all other customer support, please visit optimumbusiness.com/support, refer to your Optimum Reference Guide, or call your local Customer Support Center, noted on the back of your billing statement.

When the current time is displayed, the box activation is complete and you can press the POWER button. Turn your TV to Channel 3 and select the correct video input for your setup (e.g., Video 1, Video 2, UHF/VHF).

Please note: the phone number above can only be used during the installation process. If you experience four dashes after you have installed your cable box, please call Customer Support.

For additional information, visit optimumbusiness.com/support.
Thank you again for choosing Optimum Business! We hope that this Optimum Business Reference Guide has been useful and provided you with all of the information you need to get the most from your Optimum services. If you have a question that you could not find within this Guide, please call our Optimum Business Customer Support Team 24/7 at 1-866-575-8000.

The company name that appears on your Optimum Business account is the default entry for this feature and will display for all phone numbers on the account. To change your Business name, please call customer service at 1-866-575-8000.

If you’d like to add any of these Optimum Business services, simply visit optimumbusiness.com or call 7-800-729-9626 for more information.

Optimum Online

Customer Support
You may visit the Customer Service area of our website to search the answer center for quick solutions to questions you have regarding Optimum Online services:

optimumbusiness.com/support

Webmail
For fast access to webmail, go to webmail2.optonline.net.

Setting up E-mail Applications
Instructions for setting up common e-mail applications are available on the Optimum website.

Simply visit optimum.net and type the name of your e-mail program into the “Customer Support” field for assistance.

General Help - Domain Names
For helpful information on domain names, visit the dedicated web hosting guidebook at help.webhosting.optonline.net.

Domain Name Registration
For assistance with domain name registration, dnr@webhosting.optonline.net.

Visit help.webhosting.optonline.net for detailed hosting FAQ information.

Domain Name Transfer
For information on domain name transfers, visit the dedicated web hosting guidebook at help.webhosting.optonline.net.

Web Hosting

To open a ticket in SiteControl, click Support on the main navigation menu.

Technical Support and Customer Service E-mail addresses:
support@webhosting.optonline.net
billing@webhosting.optonline.net

Internet Access
If you cannot access the Internet, please contact Optimum Business Customer Support at 7-866-575-8000 for further assistance.

Help Directory (cont.)

Optimum Voice

Optimum Voice Updates
Optimum Voice updates its premium features from time to time. To get the most up-to-date information on what’s available, check optimumbusiness.com/support regularly.

International Calling Rates
View Optimum Voice’s international calling rates at optimumbusiness.com/voice/international/rates.jsp.

Customer Support
Having problems? Click on Customer Support on My Optimum Voice, or call 1-866-575-8000 to speak to an Optimum Business customer support representative.

HDTV
Visit optimumbusiness.com to find out more about HDTV.

24/7 Customer Support

Customer Support
Optimum Business representatives are here to help you, 24/7! Call 1-866-575-8000 or go to optimumbusiness.com/support to request that a customer support representative contact you directly.

Battery Unit
If your business needs a new battery unit, Optimum Business will replace it free of charge. You will need to place a trouble ticket by calling 1-866-575-8000.

Moving
You must contact Optimum Business Customer Support at 1-866-575-8000 before moving your modem to a different address.