

**Effective February 13, 2013,
Technicians installing a Smart Router (formally known as Managed Router) should following these steps to ensure the router is provisioned correctly and functioning properly.**

Installation instructions:

1. During the modem provisioning process create an Optimum ID.
 - o An Optimum ID is **required** for every Smart Router installed
 - o If during a trouble call you are swapping an existing router for a new Smart Router you must confirm that an Optimum ID is/was created
 - o To validate and confirm a customer's Optimum ID tune to channel 910
2. Connect the router to the provisioned modem.
 - o The router will start to download the latest firmware version.
 - o As outlined in the Managed Router training manual, when a router is connected to the network for the first time the router will go through a series of reboots to install the new Jungo firmware. The firmware upgrade takes approximately 5 minutes to download, reboot and install. During the firmware upgrade the power light on the front of the router will occasionally flash orange. You can confirm the firmware upgrade was successful if you receive the provisioning confirmation page (as seen below) when accessing the internet for the first time.
 - o Refer to Training Update 13-001 for more information regarding the firmware update process.
3. Once the firmware upgrade is complete, open a web browser.
 - o You should receive the Optimum SSID confirmation page
4. Provide the customer with the new SSID and Password.
5. Access the Optimum.net web portal and demonstrate how to access the Smart Router settings for the customer.
 - o This will validate the router is functioning properly, confirm the Optimum ID was created successfully and provide the customer with information about how to manage the settings
6. Note the SSID and Password on the Smart Router collateral.
 - o Smart Router collateral must be provided every customer who receives a new router
 - o The MARS part number for the Smart Router collateral is 32604
7. Provide additional customer education as appropriate

Regions: All

Audience: RCC and Field Operations Personnel

References:

Optimum SSID Confirmation Page

The screenshot shows the Optimum SSID Confirmation Page. At the top left is the Optimum logo. Below it is a green checkmark and the text: "You are almost connected, but there's just one more step." A text box explains: "Your router comes with a default network name and wireless password. You should give your network a new name (SSID) and wireless password below, then you'll be ready to connect all your devices." The page features two columns for frequency selection: "2.4 GHz" and "5 GHz". The "2.4 GHz" column has a "Network Name (SSID)" field with "43904B" and a "Wireless Password" field with "*****" and a "Show" button. The "5 GHz" column has a checked box for "Use same settings as 2.4 GHz" and the same SSID and password fields. A "Save and Continue" button is at the bottom right. A callout box labeled "Default Network (SSID) & Passphrase" points to the 2.4 GHz fields. Another callout box labeled "Tips" points to the explanatory text. A third callout box labeled "Save and Continue" points to the button. A "TIP" section with a lightbulb icon provides instructions for replacing an existing router versus a first-time setup. A "Note" at the bottom mentions WEP security settings.

Channel 910 Optimum ID: Confirmation and Validation Page

The screenshot shows the Channel 910 Optimum ID Confirmation and Validation Page. At the top right is a "SEARCH HOTSPOT" button. The main heading is "OPTIMUM IDS" with the instruction: "Create a new ID, browse your existing IDs or reset a password by selecting an ID." There are two main options: "CREATE NEW ID" with a person icon and a plus sign, and "RESET A PASSWORD" with a list of IDs: "field_ops_ppd", "ch910test", and "fieldopsbp". A "BACK" button is on the left. The page is labeled "1 of 3" in the top right.

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Smart Router (formerly known as Managed Router) Installation and Validation Process

Regions: All

Audience: RCC and Field Operations Personnel

Smart Router Collateral

Here's a free router so you can get wireless internet access in every room.

Mom can download a book to her Kindle on the front porch. Dad can stream highlight videos to his smart phone in the den. The kids can game with their friends down the street from the family room. It's all-access, all the time.

Not to mention, we've also secured your router for you. That means no one can steal your signal, so your important files and your identity are safe.

You're in charge at router.optimum.net.

Managing your home wireless network is easy at router.optimum.net. Here, you can see which devices are connected, personalize your network name or change your wireless password, settings and SSID, that's nerd speak for a service set identifier.

Keep this info with your router:

Wireless Network Name (SSID): _____

Wireless Password: _____

Getting connected is no sweat.

Now that your router's set up, access your home network in three simple steps:

- Go to:
 - "WiFi" on your iPhone
 - "Wireless Networks" or "WiFi" on your Android device
 - The Wireless Network Connection icon in the system tray on PC
 - The Airport icon in the menu bar on Mac
- From your wireless settings, select your wireless network name, or SSID.
- Enter your password and click "connect". That's all there is to it.

When your desktop or laptop isn't wireless, it's still easy to connect.

No problem. Just connect your computer to one of the router's "LAN" ports using an ethernet cable. This cable looks like a phone line, but larger. You'll find an outlet, or port, on the back of the router labeled "LAN".

Simple fixes for common problems.

Having trouble getting online?

- Unplug the modem from the wall outlet. Once unplugged, all the lights on the modem should go "off". If the modem lights are still "on" after you disconnect it, look to see if there is a battery backup unit, and disconnect it now.
- Unplug the router from the wall outlet.
- Reconnect the modem to the wall outlet. Wait a few minutes until the modem fully restarts and the modem lights turn "on". If you use a battery backup, reconnect it to the modem now.
- Reconnect the router to its power source. You should be up and running in a few seconds.

Power light on your router is off?

Make sure your power cord is connected to both the router and the wall outlet.

Internet or ethernet port lights on your router are off?

- Make sure your ethernet cable connections are secure at the router, modem and computer.
- Make sure power is on for your router, modem, computer and battery backup, if you have one.

Tried all the above and it still doesn't work?

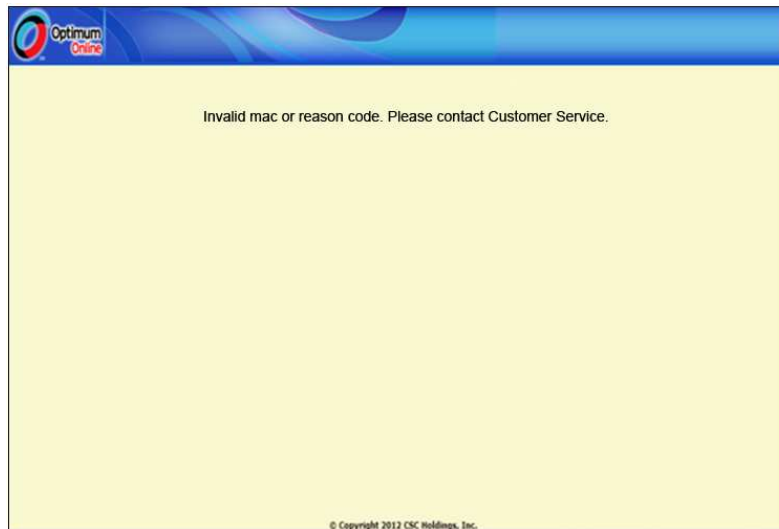
No worries. Just call us at 1-866-684-4688.

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Troubleshooting:

If you receive the following Walled Garden page "Invalid mac or reason code" indicates that the firmware upgrade process is not complete. To resolve this issue, close the web browser, wait an additional 1 to 2 minutes and then try again. It's important that you close the web browser before attempting to access the internet again. Refreshing the page will not work.



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Smart Router (formerly known as Managed Router) Installation and Validation Process

Regions: *All*

Audience: *RCC and Field Operations Personnel*

Important Reminders:

- **All routers installed must receive the Smart Router firmware upgrade.**
- Confirm that you receive the confirmation page to ensure the firmware upgrade completed successfully. If the router does not receive the firmware upgrade it will simply boot up in 30 to 60 seconds and the LED's will remain in the consistent operational state with internet connectivity. To resolve, reboot the router or replace the router.
- Routers that do not successfully receive the Smart Router firmware upgrade must not be left at a customer's home, even if network connectivity has been established. All newly installed routers must have the Smart Router firmware upgrade.
- Remember to create an Optimum ID for the customer. The Optimum ID is required to log into the Optimum.net portal and to manage the router settings.
- The Primary Optimum ID is used to manage the router settings.
- Write the SSID and password on the Smart Router collateral so the customer may reference it as necessary.

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