Optimum.

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

Regions: *All*	Audience: *RCC and Field Operations Personnel*

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 <u>create an Optimum ID.</u>
   - An Optimum ID is **required** for every Smart Router installed
   - 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
   - To validate and confirm a customer's Optimum ID tune to channel 910
2. Connect the router to the provisioned modem.
   - The router will start to download the latest firmware version.
   - 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.
   - 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.
   - 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.
   - 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.
   - Smart Router collateral must be provided every customer who receives a new router
   - The MARS part number for the Smart Router collateral is 32604
7. Provide additional customer education as appropriate

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References:

Optimum SSID Confirmation Page

Channel 910 Optimum ID: Confirmation and Validation Page

Smart Router Collateral

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.
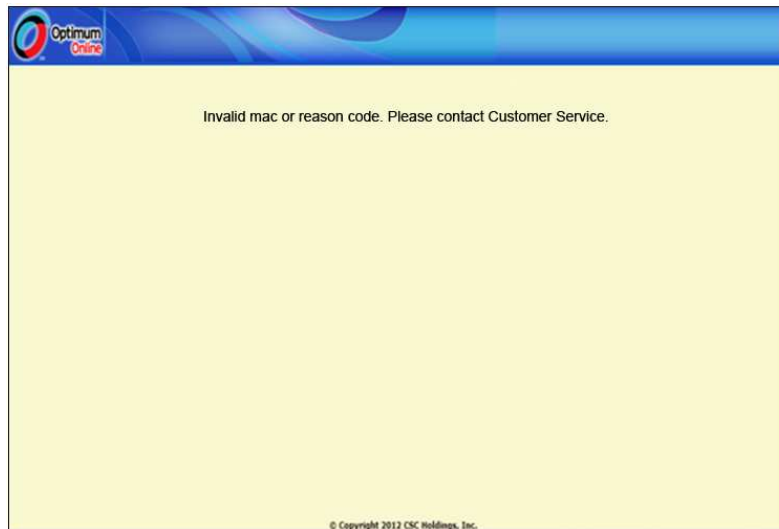
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Important Reminders:

- **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 <u>do not</u> 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.