optimum. Smart Router TC Process: Un-Restrict Smart Router

TU 14-002 | January 21, 2014 | REGION: ALL AREA | AUDIENCE: FS TECHNIICAINS

EFFECTIVE DATE: For Immediate Release

OVERVIEW:

Please use the process below during a smart router swap on a Trouble Call if the smart router is restricted (red flashing lights).

DETAILS:

Please follow these instructions for restricted routers (red flashing lights) during a TC router swap:

Note: Flashing red indicates there was a problem with provisioning, and surfing should get redirected to the restricted page with info on the issue.



Flashes back and forward: first three LED red and then last three LEDs red

Note: There is no need to call the VDO for these router swaps.

- 1. Connect to the routers wireless network "SSID" and attempt to access the internet.
- 2. You will be redirected to the walled garden page below:
- 3. Click the <u>Register New Router</u> link in the middle of the page.

+000 Verizon LTE	11:02 AM	\$ 92% =
	manageddevices.cablevision.com EBBSF6	
	Log In	Cance
Castimum		
Online		
	New router detected. Mic: SC01086865/6 to replace router MIC:84185ECC5498	
	Congratulations. You have properly connected your new router. Please click the link below to register the new router with your account. Note: The old router will no longer function.	
	Register New Router	
	Please return the old router to your local Optimum Store to avoid an unreturned equipment fee.	
	If you believe you have received this message in error, please contact your local service representative at 516-364-8400.	

- 4. You will receive a pop up message confirming the swap.
- 5. Click Confirm.
- 6. You will receive a new walled garden page informing you the new router was successfully added to the account.



7. You will now be able to access the Internet.



