

VERSION 061015



CUSTOMER SERVICE: 844-256-BOLT

WWW.BOLTFIBER.COM

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Your BOLT Account Information

Keep these important details for you reference.

BOLT Account Info

Your Bolt Installer: _____

BOLT Pin #: _____

BOLT Account #: _____ - _____

BOLT Internet Account Info

Wifi Network

Network Name (SSID) : BOLT-Last Name

Network Password : _____

Used for:

- Connecting to your wireless network
- Protecting your wireless network from unwanted access

BOLT Phone Account Info

Your BOLT Phone #'s: _____ / _____

BOLT Customer Support

24/7/365 Support

844-256-BOLT

www.boltfiber.com

Web Support

www.boltfiber.com/support


Terms & Conditions

www.boltfiber.com/terms&conditions

BOLT TV Basics


Learn the basics of controlling your BOLT Receiver.

Turning on your BOLT Receiver:

1. On your remote, press the  (Power) button.
2. Use the mode controls and the power button to turn on your other components, if you've programmed your remote to do so.

Changing TV Channels:

There are a few ways to change channels:

- Use the alphanumeric keypad to enter the channel number.
- Use the  buttons on the remote.



When you tune to a channel, the Channel Panel appears.





See what's playing on other channels or in other time slots:







1. Press one of the  buttons on the remote. The Browse Panel appears at the bottom of the screen.



2. Use  to browse channels the browse panel displays the title, a picture-in-picture video, and relevant information.
3. Use  to browse programs playing in later time slots on the channel selected in the browse panel. The browse panel shows the title and relevant information of all future programs, such as the start time or rental price of a video.

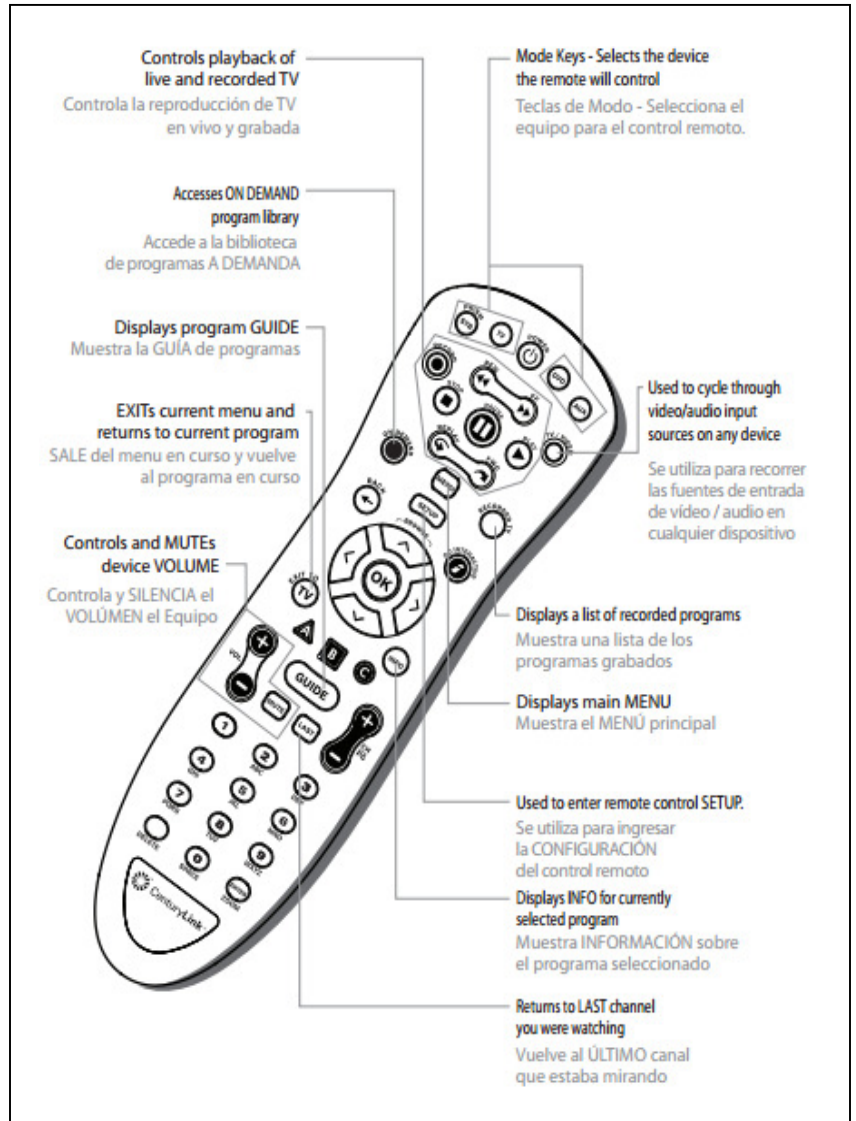
4. Press  to tune to the program shown in the browse panel or to find out more about the program.
5. Press  to close the browse panel and return to your original program in full screen, or simply wait 10 seconds and the browse panel will disappear.

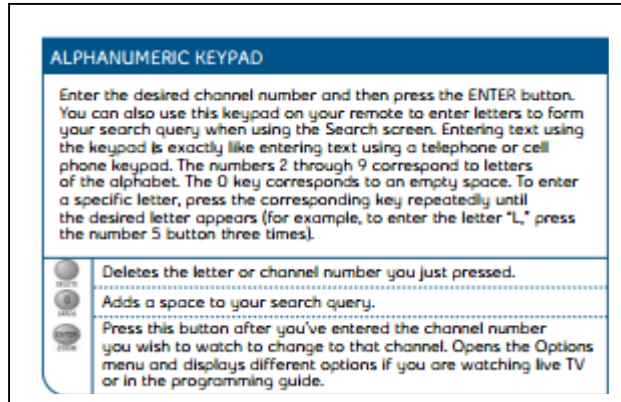
Get more information about a program:

1. Press the  button on the remote to display additional information about a program.
2. Review the displayed summary information. The screen also shows other options such as **Rent** and **Watch Preview** for a rental video. If you are watching Live Tv you can choose to **Watch, Record Program** or **More Show times**. Use  to select the option that interests you, then press .
3. Use  to select **Cast & Crew** use the  and press  to view more details about the program's cast and crew.

Your BOLT Remote

Your remote control is your key to getting the most out of your BOLT Tv receiver. Use this chart to familiarize yourself with the remote.





Want more information?









Refer to the BOLT Tv Remote Guide packaged with your BOLT Tv receiver for instructions on configuring the remote to control your Tv and other devices.

Search

Search lets you find your show based on title, keywords, or even the names of the actors. Don't miss upcoming episodes of your favorite programs. You can program Bolt Tv to record shows up to two weeks in advance. Just use Search to find the show you want to record, highlight it and press record. To find out more about controlling the search feature, follow the steps below.

Searching for a program:

Search with just a word or the first few letters. You will see a listing of current and future programs and rentals that match your search. Refine your search results to program title, cast or crew, or by On Demand content only.

1. Press .
2. Use  to highlight the first letter of the program title or person you're searching and then press . Your search begins when you enter the first letter. Any programs containing the letter you entered appear in the results list.
3. Continue adding more letters to your search. Your search results will be narrowed further as you add more letters.
4. To filter your results, use  to select Options and press . Choose your desired filter (Titles, On Demand or People) and then press .
5. Select your program from the results list using  and then press  to display the Program information.

Capabilities of your BOLT TV HD DVR

With the BOLT HD DVR, you can:

- Pause and rewind live TV.
- Stop a recorded show in one room and resume watching it in another.
- Record, play back, schedule, update or delete your recordings from any room in your home.
- Play one recorded show on multiple TVs simultaneously, but control them all separately.

BOLT TV provides **two** High Definition (HD) and **two** standard definition (SD) live TV channels at one time. You have complete control over how you manage those live channels in your home.

For example:


- Choose to watch **four** different live programs on **four** different TVs at the same time. OR
- Watch one live program and record 3 other programs at once.

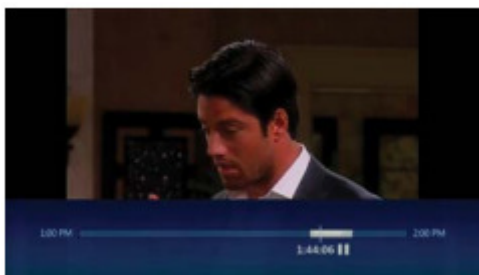
If you want to watch a live program while all of the live channels are in use, you will have the option to:

- Stop a recording in order to watch the live broadcast. OR
- Wait until a live channel becomes available to watch live TV.

You will always have access to your recordings, no matter how many live channels are in use. To find out more about using the Whole home DVR feature watch a quick video demonstration through On Demand, by pressing the button on your remote.

Controlling Live TV:

1. Control real-time TV with your BOLT HD DVR using the same playback control buttons on the remote that you use to pause, fast-forward and rewind recorded TV programs or rented videos.
2. Press  to pause the program for up to 60 minutes. The image freezes and a progress indicator appears on-screen displaying the following information:



- The time at which you paused the program (shown as a vertical line with the time below it).
- How much of the program has been buffered (temporarily held on pause) since you paused it (shown as the shaded area after the initial pause time).

- The program automatically begins playing again from the point at which you paused it, if you pause for longer than 60 minutes. Once the program has been paused, use the playback controls on your remote control to pause, fast-forward and rewind any portion of the program that has been buffered (temporarily held on pause) since pausing the program.

The progress indicator updates to display the following information:

- The point you're watching in the recorded portion of the program.






(Shown by a vertical line with the time below it).

- How far you can rewind or fast-forward the saved portion of the program. (Shown by the shaded areas before and after the point in the program you're currently watching).
- The point at which you'll be watching live TV again.







(Shown as the end of the forward shading).

- Press the  button to resume playing from the point at which you paused it.
- Press the buttons to rewind or fast-forward the current program. To increase the rewind or fast-forward speed, press either button once, twice or three times.
- Press the  button to resume watching the program at a normal speed.
- Press the  buttons to skip backwards (7 seconds) or forward (30 seconds) through the current program.






Recording

To find out more about recording, follow the steps below. Recording live TV:




1. Tune to a TV program.
2. Press : A Recording confirmation message appears. To confirm whether to continue or stop recording, use  and then press .

3. To stop recording at any time, press .

Scheduling a recording:



1. Press  and use  to find the program you want to record.
2. Press  to schedule a recording of the selected program. A Recording confirmation will appear. If the program is a series, press  a second time to record it. To cancel a recording, press  again.

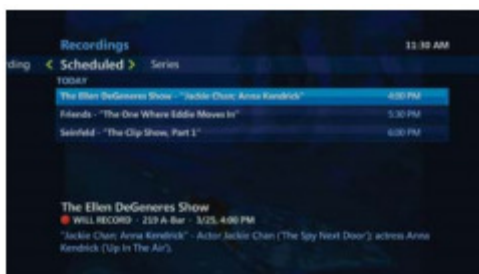
Listing scheduled recordings:

1. Press  (Recorded TV) button.
2. Use  to select Scheduled on the menu bar. All upcoming individual recordings are shown in the order in which they will be recorded.
3. Use  to scroll through the list to review the scheduled recordings.

If recordings conflict, you will be notified directly on the TV screen and advised how to resolve it.

Watching recorded programs:






1. From any receiver in your home, press  on the remote control. The Recordings screen appears.
2. Select the recording you want to watch and then press . Recordings are grouped by episodes for the same program.






3. Choose to play the show, or if you have already started to watch the program previously, you can resume play or start over.



Favorites

You can create simplified program listings that contain only the channels you watch most often.

1. Press .
2. Use  to select Favorites then press  then select "Set up Favorites". Use  then  to select the


channels to add to the Favorites select channels by pressing . Once you are finished press the 
then select the Save Button by pressing the .



3. Add additional channels you wish to include.

4. To remove a channel, use  to select the channel you want to remove and then press . The check mark beside the channel will disappear to indicate that it's been removed from the Favorites List.

5. Use  to select Save and then press .

Accessing your Favorite Channels List:

1. If you have a Favorite Channels list previously set up, press the  (“Menu”) button on the remote control.

2. Use  to select the channel you want to watch and then press  to watch your program.

Parental Controls

Parental controls allow you to password-protect programming based on the following criteria:

- Restrict access to On Demand or Pay-per-view rentals.
- Restrict content by movie rating classification.
- Lock any unrated programming content.
- Lock specific channels.
- Block access to mature programming and keep adult program titles from showing on your TV.
- Temporarily deactivate parental controls for a designated time period.

Setting up parental controls:


1. Press  then press  to select Settings Option.

2. Use  to select Parental Controls and then press .

3. Scroll to desired locking control, parental locking or rental locking.




4. Use the number keys on the remote control to enter the four-digit Personal Information Number (PIN) required to access restricted content and change your Parental Controls.

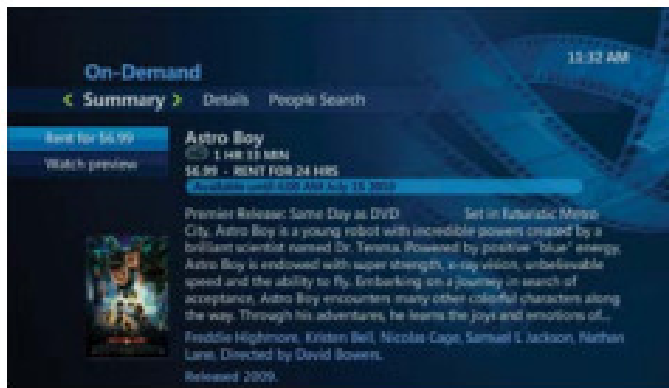
On Demand





On Demand is your personal video store. Press  on your remote control to instantly browse a large library of content and view what you want, when you want it. On Demand allows you to catch up on the latest Hollywood movies and TV programming including sports, music and kids content. It's all available 24/7 from the comfort of your home.

Pay-per-view brings you the latest live sporting and entertainment events. These scheduled events run at specific times so check the BOLT TV Guide so you don't miss the next big event.




Renting On Demand programs:

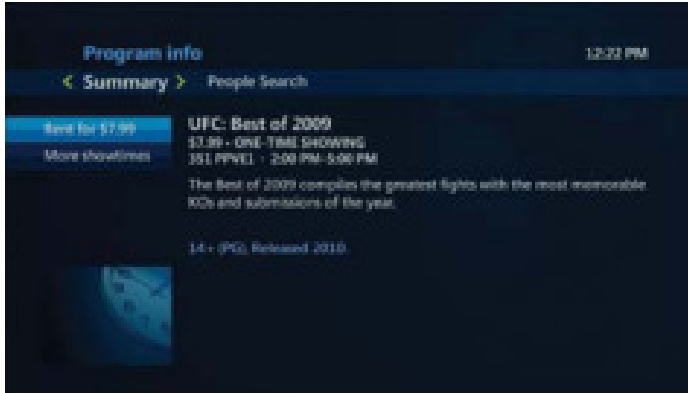
1. Press . Select My Videos (pre-selected videos), Featured, Subscriptions, or Search
2. Use the keys  on your remote to navigate to the videos you want to watch.
3. When you find a program that interests you, press  and review the summary information.





4. Use  to select **Watch Preview** and press  to watch a trailer of your selection.
5. Use  to select **Rent** and press  to confirm your rental.

Renting Pay-per-view programs:

1. Press .
2. Use  to scroll down through the BOLT TV Guide to find the Pay-per-view program you want to watch. These programs are marked with the call letters **PPV** following the channel number. Press  to choose a program, and its information will appear.







3. Use  to select **Rent** and press  to confirm your rental.

Customizable Settings


BOLT TV allows you to customize the system to suit your preferences:

- Change the on-screen language.
- Get detailed system information.
- Customize your channel guide to choose which channels show in the guide.
- Create a Favorite Channels List.
- Change the aspect ratio of your TV.
- Enable closed captioning.
- Enable parental controls.
- Enable descriptive video.

Customizing your TV settings:

1. Press .
2. Use  to navigate to the settings you'd like to modify. Then use  to navigate through the different settings that can be changed. Then press  to display the selected Settings screen.
3. Customize your settings to suit your needs.

Changing the on-screen language:

1. Press  on the remote.
2. Select Settings then General.
3. Select On-screen Language and choose which language you want.
4. Select Save. Your Menu/Guide text will change to your selected language

Your BOLT ONT

Your BOLT ONT is the hub for your BOLT TV service. It gives your BOLT DVR and HD receiver access to all your TV and Internet content. You'll enjoy features like:

- Faster download speeds
- Proactive speed monitoring and optimization
- The most comprehensive security features

ONT Front Panel Image



ONT Back Panel Image



Key 7368 ISAM ONT G-240W-B specifications	
Uplink type	GPON
Gigabit Ethernet interfaces	4
POTS interfaces	2
USB interfaces	1 USB 2.0 and 1USB 3.0
WLAN interface	3x3 802.11b/g/n 4x4 802.11ac
Power consumption	Less than 30W
Weight	610g
Dimensions	300mm x 185mm x 36mm

Important:

Make sure that your BOLT ONT is always ON. Turning it off will close down your network, and interrupt your service.

BOLT ONT status lights:

- **Power** - Lit when the ONT is on.
- **BTR**- Battery alarm status (Green all is good)
- **Link** - Lit when your wireless ONT is receiving a active BOLT fiber line.
- **Auth** – ONT is authorized should always be solid green.
- **LAN 1 – LAN 4** - Lit when there's an active connection from the ONT to your computer or BOLT DVR or HD receiver.
- **TEL 1 – TEL 2** - Lit when there's an active connection from the ONT to your phone.
- **VOIP** – Status of VOIP Service (Phone) (Green all is good)
- **WPS 2.4G** – Will be lit when the wireless internet is working.
- **WPS 5G** – Will be lit when the wireless BOLT STB's are connected to the system.
- **WLAN** - Lit when wireless is enabled in ONT. Flashes as data is passed.
- **USB** – At least one USB device is connected to the system.
- **Internet** - Lit when either or both Internet or video sessions are active, flashes when data is being transmitted.

How to Reboot (Restart) your ONT

Note: Your BOLT TV service will be interrupted when you reboot/restart your ONT and your TV service will remain affected until your ONT is up and running again.

To restart your ONT:

1. On the back of the ONT push the ON/OFF Button. Wait 1 minute and push the ON/OFF Button again to restart the ONT. Seen Below:



2. Or you can unplug the power cord which is located to the left of the ON/OFF Button. Wait 1 minute and replug to restart the ONT.

BOLT Fiber Frequently Asked Questions

Q. How long does the installation generally take?

A. Typical installation time is approximately 2 hours, depending on your individual installation requirements.

Q. Can I program the remote control to operate my other home entertainment components?

A. Yes, you can. Refer to the BOLT TV remote guide that came packaged with the BOLT DVR or HD receiver for details.

Q. Where can I find the latest Channel Line-up?

A. The latest version of the Channel Line-up can be found online at www.boltfiber.com.

Q. Can I record more than one show at a time?

A. With BOLT TV, you can record up to 4 different programs simultaneously. Please refer to the “Capabilities of your BOLT DVR” section for more information

Q. What are the features of the Whole home DVR feature?

A. Features include:

- Pause and rewind live TV on the main TV connected to your BOLT DVR.
- View, set, delete, and manage your recordings from any BOLT HD receiver in your home.
- Record both SD and HD programs on a hard drive.

Please note:

- Depending on the configuration of your home, DVR service functionality may be limited on some channels or limited due to the number of TVs in use at the same time.

- There is a maximum of 2 HD and 2 SD channels you can watch or record at one time. If there are any conflicts when trying to record, a message on your screen will tell you how to resolve the conflict.

Q. What equipment do I receive to enable me to use BOLT TV and Internet service?

A. The very basic equipment needed for one TV consists of a BOLT DVR, a wireless enable ONT and a remote control. Each additional TV will require a BOLT receiver.

Q. Who do I contact if there's a disruption in my BOLT Fiber service?

A. You should call 844-256-BOLT to report connection problems. This number should be used to report any problems you encounter.

Q. Can I add additional BOLT receivers for other TVs in my household?

A. Yes, you can. You can have up to **six** BOLT receivers in total (your main BOLT DVR and up to five additional BOLT Receivers). So, if you end up adding another TV to your household and would like it to have access to your BOLT TV service, call us at 844-256-BOLT to make arrangements.

Q. Can I control the types of programs watched in my household?

A. Absolutely. Parental Controls gives you complete control over the programs you make available within your home. Block mature content, restrict content by movie rating, lock specific channels and even prevent unauthorized rental purchasing. By default, your BOLT TV service is installed with a Personal Information When you've decided on the Parental Controls that are right for your household, protect your settings with a password that ensures only those meant to access the restricted content can do so.

Q. How do I resolve error messages that appear while I am using BOLT TV service on my TV?

A. For more information on resolving messages while trying to perform tasks including recording, accessing the BOLT TV Guide or saving personal settings, please go online to the "Troubleshooting" section at www.boltfiber.com or refer to page 20 of this reference guide for troubleshooting

Q. What's the difference between On Demand and Pay- per-view?

A. On Demand is your personal video store. Press the button on your remote control to instantly browse a large library of content and view what you want, when you want it. On Demand allows you to catch up on the latest Hollywood movies and TV programming including Sports, music and kids content. It's all available 24/7 from the comfort of your home.

Pay-per-view brings you the latest live sporting and entertainment events. These scheduled events run at specific times so check the BOLT TV Guide so you don't miss the next big event.

Internet Frequently Asked Questions

Q. My computer detects my wireless network but says it can't access the network. Why?

A. The password that was setup at time of installation can be found on page 2 of this reference guide verify it has been typed correctly.

Q. Why can't I access devices within the local area network?

A. The devices may not be configured to receive an IP address automatically. Check the devices that are not available within the network and check the IP Address settings.

Q. My ONT is not running properly after a power outage. What can I do?

A. Reboot the ONT by unplugging the power supply. Wait 1 minute before plugging it back in.

NOTE: Rebooting/restarting your ONT will interrupt your BOLT TV service. Your TV service will remain affected until your ONT is up and running again.

Q. Once the service is installed, am I able to move the location of the ONT?

A. You can't relocate your ONT after it has been installed. Your ONT requires a fiber connection for the service that was set up by the technician at time of installation. However, you will have input at time of installation where you would like the ONT to be placed.

Q. Why is the LAN light off on the ONT?

A. The Ethernet cable is not plugged in properly into the ONT. Check to make sure the Ethernet cable is plugged in.

Want more information?

For answers to even more questions about BOLT Fiber service, refer to the "FAQ" information online at www.boltfiber.com.

Internet Troubleshooting

Issue	Solution			
	Step 1	Step 2	Step 3	Step 4
Internet is not working at all on any device.		Turn off the ONT using the Power Button on the back of the ONT. Leave off for 1 minute then turn back on.	If problem is not resolved please call your local office at 844-256-BOLT or simply come by our office in Vinta or Grove.	
Internet is not working on a specific device	Make sure the devices Wifi is enabled.	Cycle the power on the device and retry.	Turn off the ONT using the Power Button on the back of the ONT. Leave off for 1 minute then turn back on.	If problem is not resolved please call your local office at 844-256-BOLT or simply come by our office in Vinta or Grove.
Customer cannot print on a printer.	Make sure the devices Wifi is enabled.	Cycle the power on the device and retry.	Turn off the ONT using the Power Button on the back of the ONT. Leave off for 1 minute then turn back on.	If problem is not resolved please call your local office at 844-256-BOLT or simply come by our office in Vinta or Grove.

Television Troubleshooting

Issue	Solution		
	Step 1	Step 2	Step 3
All the channels are pixelating (boxes in the picture)	If you have more than 1 Set Top Box (STB) see if the problem exists on the other unit.	Have the customer turn off the STB wait 1 minute then turn it back on.	Please call your local office at 844-256-BOLT or simply come by our office in Vinta or Grove.
Certain channels are pixelating (boxes in the picture)	If the customer has more than one tv with a STB have them check it for issues.	Have the customer turn off the STB wait 1 minute then turn it back on.	Please call your local office at 844-256-BOLT or simply come by our office in Vinta or Grove.
Screen has a RED X	Please call your local office at 844-256-BOLT or simply come by our office in Vinta or Grove.		
Remote will not work	This is probably caused by dead batteries. Replace the batteries with a new set.	You will need to reprogram the remote to operate your Tv, Audio and other devices. Refer to your Reference Guide to reprogram you remote. On page 6 of the Reference Guide you will find the Tv, Audio and other devices codes that were used during the initial installation.	If remote still will not work please call your local office at 844-256-BOLT or simply come by our office in Vinta or Grove.
STB will not come on.	Verify that the STB is plugged in to the APC Surge Protector and that the APC Surge Protector has the "Green Protection Working" light lit. If the APC Surge is not lit up it could be unplugged from the wall outlet. If so push into the wall outlet. If the "Red Building Wiring Fault" light is lit a surge has occurred. Unplug the STB and plug it directly into the wall outlet and call the office for replacement.	If the STB is plugged in and the APC "Green Protection Working" light is lit up. Unplug the STB for 1 minute then replug and see if it will come on line.	If STB still will not work please call your local office at 844-256-BOLT or simply come by our office in Vinta or Grove.

Television Troubleshooting (Continued)

STB is on but no picture on the Tv.	Or that the HDMI cable from the STB to the Tv has come unplugged verify that the cable is connected at both thte STB and the Tv.	Or if the Tv is on the wrong input to watch BOLT verify the input by hitting the Tv Button on the remote and then hit the Input Button repeatedly to get to the correct input.	If the STB is correctly connected and the tv is on and on the correct input and still has no picture please call your local office at 844-256-BOLT or simply come by our office in Vinta or Grove.
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Telephone Troubleshooting

Issue	Solution		
	Step 1	Step 2	Step 3
Cannot receive calls.	Make sure that you have a dial tone when you attempt to use the phone.	Verify the phone number and place a call to the phone from your cell phone.	Please call your local office at 844-256-BOLT or simply come by our office in Vinta or Grove.
Cannot make calls.	Make sure that you have a dial tone when you attempt to use the phone.	Verify the phone number and place a call to your cell phone.	Please call your local office at 844-256-BOLT or simply come by our office in Vinta or Grove.
Phone will not come on.	Make sure the phone is plugged into the power outlet.	If the phone is plugged in you may need to purchase a new phone.	

P.O. Box 399 / 27039 S 4440 Rd Vinita Ok, 74301 / 844-256-BOLT / www.boltfiber.com /

