



Dear Valued Customer,

Thank you for choosing BOLT Fiber Optic Services ("BOLT"). We appreciate your patronage and hope to continue providing you with the high level of service that you have come to know and expect. In order to continue providing this service and minimize service interruptions, it is critical that BOLT's underground lines and equipment be safe from damage.

The Oklahoma Underground Facilities Damage Prevention Act was signed into law in 1981 and led to the creation of the Oklahoma One-Call, or Call OKIE, system. The purpose of Call OKIE is to provide an easy method for homeowners and contractors to have underground utility lines located in a timely manner.

Every time you plan an excavation activity, from building a fence to planting a shrub, or you have a contractor that will be digging on your property, please make sure that Call OKIE is notified. There are several methods to contact Call OKIE including a toll free number (1-800-522-OKIE), mobile phone shortcut (811), or via their website ([www.okie811.org](http://www.okie811.org)). Once you have notified Call OKIE, member companies have 48 hours (business days only) to mark all facilities in the construction area.

BOLT strives to provide reliable services and makes it a priority to respond to damage and outages as swiftly as possible. Your cooperation in making sure underground lines are marked is greatly appreciated and will minimize disruptions to your service and that of your neighbors. Your cooperation can also prevent serious injury or death should an electric or gas line be dug into that has not been located. Damage that occurs without proper Call OKIE notification is also subject to restoration charges by the companies affected and can be quite costly.

So, as you enjoy the great outdoors or work to put in that new fire pit you've always wanted, please remember to Call OKIE before you dig. If you have any questions, please do not hesitate call our offices at 844-256-BOLT.

Sincerely,



Your local BOLT Fiber Optic Services Team



## Unlimited Phone Feature Guide Includes:

### Call Forwarding:

This service forwards all of a subscriber's incoming calls to an alternative number without ringing the subscriber telephone first.

1. To Activate
  - a. Dial **\*72**
  - b. Dial the number you are forward to.
  - c. Then you will hear a confirmation tone
  - d. Hang up the telephone
2. To Deactivate
  - a. Dial **\*73**
  - b. Wait for the confirmation tone
  - c. Hang up the telephone

### Three Way Calling:

This service allows a subscriber to call another party during a three-way conversation.

1. To add a third party to an active call, press the flash-hook button and then dial the third party's number. If the third party answers, hit the flash hook again to add both of you to the original call, connecting all three parties.
2. If the third party does not answer or their line is busy, hit the flash-hook twice to rejoin the original call. If you hang up, you will receive a ring back reminding you the original call is still on hold. You can rejoin the call by picking up the phone. This service is known as Three-Way Calling Ring back.

### Caller ID Block per Call:

All outbound calls made from subscriber's line (including non-published numbers) will automatically be displayed to any called party who subscribes to Caller ID service. This Caller ID Block per call feature allows the subscriber to withhold their name and telephone number from the party they are calling. This features must be activated before every call.

1. To enable press **\*67**

Call Return feature: To return last call, press **\*69**

Caller ID: (Name & Number)

**Service: 844 256-BOLT (2658)**

### Voice Mail: Accessing the voice mail system

1. Dial **\*98** from your phone and wait for your recorded message to play. Then press **\***.
2. Dial your phone number from any phone and when the message begins playing hit **\*** and follow the prompts to enter your PIN.  
Follow the prompts to enter your random PIN. (XXXXXX)  
Note: You must change your PIN to something other than this for security reasons. If you do not, your voicemail could become unusable.)  
Check your messages, press **1**  
Change your personal options, press **4**  
Change Greeting, press **1**  
Change password, press **3**  
To Exit, press **\***

Call Waiting: This service notifies a subscriber that a second call is on the line and allows the subscriber to switch between the calls. The called party is notified by a tone when the call is waiting. 1. When you hear a call waiting tone during a call hit flash-hook to swap between the callers. If you hang up while a call is still on hold, you will receive a ring back.  
2. To disable call waiting for the next call only, dial **\*70** before the call.



CUSTOMER SERVICE: 844-256-2658

[WWW.BOLTFIBER.COM](http://WWW.BOLTFIBER.COM)

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## Your BOLT Account Information:

Keep these important details for you reference.

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 Information:

24/7/365 Support

844-256-BOLT

Web Support

[www.boltfiber.com/support](http://www.boltfiber.com/support)

Terms & Conditions

[www.boltfiber.com/termsconditions](http://www.boltfiber.com/termsconditions)

Customer Support's Email

[customersupport@boltfiber.com](mailto:customersupport@boltfiber.com)

Access DVR Remotely

[dvr.boltfiber.com](http://dvr.boltfiber.com)

# 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:

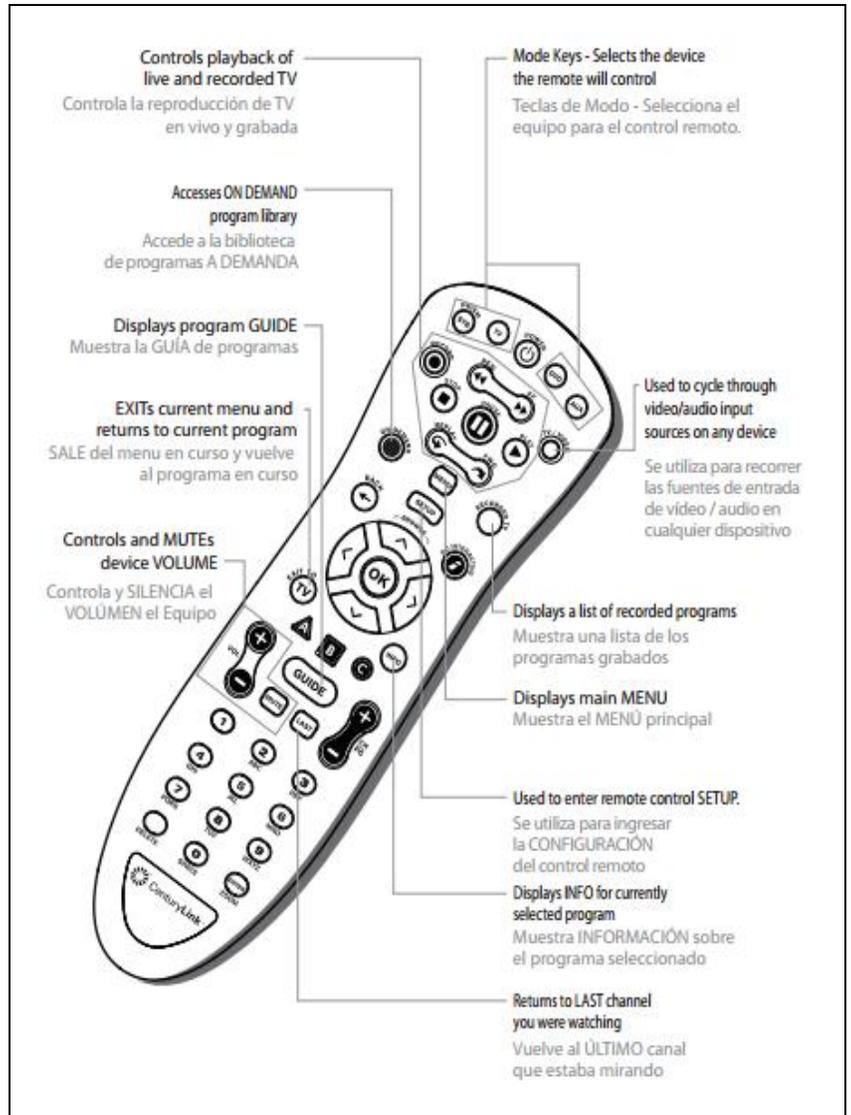
1. Press the  button on the remote to display additional information about a program.
2. Review the displayed summary information. The screen also shows other options such as **Rent** and **Watch Preview** for a rental video. If you are watching Live TV you can choose to **Watch**,

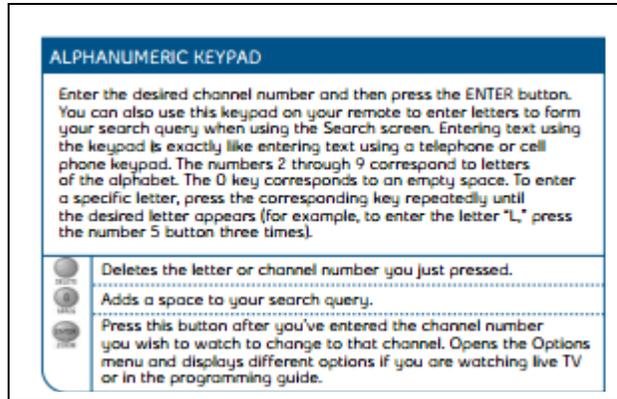
**Record Program** or **More Show times**. Use  to select the option that interests you, then press .

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:

This 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:

- 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.

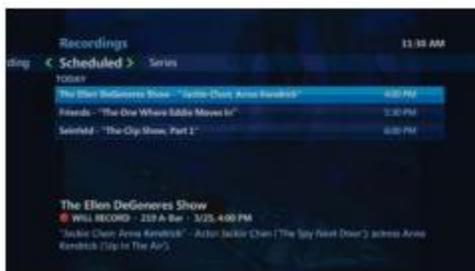
## Listing scheduled recordings:

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.

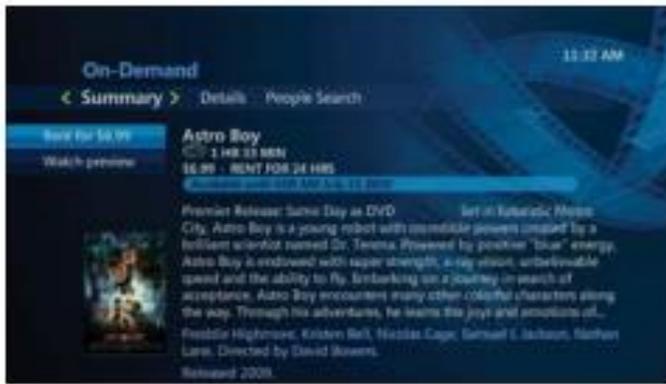
## Video On Demand:

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.



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

## TV Everywhere Setup:

Go to [www.watchtveverywhere.com](http://www.watchtveverywhere.com)

- Click on “Select your TV Provider” select BOLT Fiber Optic Services. If you select the wrong provider, scroll to the bottom, and where it says “XXXX not your provider, click the Click here button.
- Click on Register.
- You will need to add in all information, your account number is all 12 digits, with dash, then select “Register” at the bottom.
- Next page, click “Create Account.” Then you will receive an email, and you will need to click on the link in your email.
- It will tell you that your account is activated, click on “log in”, and it will ask for your email and password you set up during the registration.
- Once log in is completed, it will take you to a screen with provider’s logos, that you subscribe to, and are activated on TVE. This list could grow, as more providers launch on our system.
- Some web sites will require you to login again to access content while other web sites will just immediately pull up the content.
- The customer can also download apps to their devices, and login with your credentials to some of the services. Buttons to look for are “Login” “Sign In”, or “Verify Provider”.

## 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.



## 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 an 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 re-plug in to restart the ONT.

## BOLT 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](http://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](http://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](http://www.boltfiber.com).

## Internet Troubleshooting:

		Solution		
Issue	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.
<b>Changing the WiFi Password</b>	<p><b>CHANGING WIFI PASSWORD</b></p> <p>Go to URL Address Bar and type in 192.168.1.254 and then press enter</p> <p>Enter Username: userAdmin</p> <p>Enter Password (on back, bottom, left side of ONT)</p> <p>Go to Network</p> <p>Go to Wireless 2.4, or 5</p> <p>Below the SSID you should scroll down to the bottom to the password that was put in at the time of installation you can change the password or see what was installed if any changes are made you need to press Save</p>			

## Television Troubleshooting:

<p>When screen says press OK to connect</p>	<p>When screen says press OK to connect go to the ONT (aka modem) press and hold the button on the back that says WPS 5G for 3 seconds</p> <p style="text-align: center;">Go back to your STB and press the OK button located on the front of the STB <b>not</b> the remote</p> <p style="text-align: center;">You will notice a gear symbol appear on your screen and then a loading bar then two gear symbols and another loading bar.</p> <p style="text-align: center;">When those finish loading you are connected and ready.</p> <p style="text-align: center;">OCCASIONALLY A SCREEN WILL APPEAR TO ENTER A PASSWORD OR PHONE NUMBER (THAT IS THE PHONE NUMBER ON YOUR BOLT ACCOUNT)</p>
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<p>Programming the Remote to operate the TV</p>	<p>1<sup>st</sup> press and hold the setup button until one of the buttons at the top of the remote flashes twice then let off the setup button then tap the TV button the TV button should stay light up (if not repeat the step 1) point the remote at the TV and press and hold the OK button (The TV button should flash) If not repeat from step 1. When the TV turns off let off the OK button.</p>
<p>Programming the volume to the TV</p>	<p>1<sup>st</sup> press and hold the setup button until one of the buttons at the top of the remote flashes twice then let off the setup button then tap the volume up button then tap the TV button then tap the stb button and test the volume</p>

<p>Remote not operating to the Set Top Box</p>	<p>Press the STB Button in the upper left corner of the remote and try again</p>	<p>Replace the Battery's and press the STB button in the upper left corner of the remote and try again</p>
<p>Bolt Logo stays on the screen</p>	<p>Press and hold the power button located on the front of set top box for 5 seconds</p>	<p>Power cycle the set top box by unplugging the power for 5 seconds and plug back in</p>

<p>STB is on, but no picture is on the TV</p>	<p>Or that the HDMI cable from the STB to the TV has come unplugged. Verify that the cable is connected at both the STB, and the TV</p>	<p>Or if the TV is on the wrong input to watch BOLT, verify the input by pressing the TV button on the remote and then press the input button repeatedly to get to the correct input.</p>	<p>If the STB is correctly connected, and the TV is on and on the correct input, but still has no picture, please call our office at 844-256-2658, or stop in the office if you wish.</p>
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## More 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.

## Telephone Troubleshooting:

	Solution		
Issue	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.	




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