BT Burlington Telecom

User Guide

How-To:

- Set Up Voice Mail
- Configure BT Email
- Set Up a Wireless Router
- Enable TV Parental Controls
- Schedule Recordings with a DVR
- Troubleshoot Your Service

and more...

Internet   Television   Telephone

Burlington Telecom

User Guide

Customer Service: (802) 540-0007

Mon - Fri 8AM to 6PM

Saturday 8AM to 4:30PM

Help Desk: (802) 540-0007

Mon - Sat 8AM to 10PM

Sunday 10AM to 6PM

www.burlingtontelecom.com

Burlington Telecom

200 Church Street

Burlington, VT 05401

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Chapter 1
Telephone

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Single Mail Box Setup

<u>Accessing Your Voice Mail</u>

From your home (Burlington Telecom) phone:

1. Dial *09.
2. If prompted, enter your PIN (default is 0000) and then #.

From a different phone:

1. Dial (802) 540-0975.
2. Enter your 10-digit mailbox # (802-XXX-XXXX), which is your Burlington Telecom phone number.
3. Enter your PIN (default is 0000) and then #.

<u>Changing Your PIN (Password)</u>

1. Access your voice mail as described above in the section on **Accessing Your Voice Mail**.
2. Press 9 to access the mailbox setup menu.
3. Press 2 to change your password.
4. Enter your new password and then press #.
5. When prompted to verify the password enter it again and then press #.

A prompt will inform you if you have successfully changed your password.

Record Your Greeting

1. Access your voicemail as described in the section on **Accessing Your Voice Mail**. (page 2)
2. Press 9 to access the mailbox setup menu.
3. Press 1 for greeting options.
4. Press 4 to record your greeting.
5. Record your greeting and then press #.
6. Press 2 to keep your greeting.

Retrieve Messages

1. Access your voice mail as described in the section on **Accessing Your Voice Mail**. (page 2)
2. Press 1 to listen to new messages.
3. Press 2 to listen to saved messages.

A Guide to the Buttons in the Voice Mail System

The numbers below correspond to the keypad on the telephone.

1. Repeat the voice mail message.
2. Save the message and play the next message.
3. Delete the message and play the next message.
4. Save the message as new.
5. Reply to the message *
6. Forward the message to another mailbox *
7. Skips backward in the message.
8. Pauses the message.
9. Skips forward in the message.

* The individual receiving the message must be subscribed to BT voicemail

Multiple Voice Mail Set-up

Administrator Instructions

To originally record your group greeting from the phone subscribed to Burlington Telecom service:

1. Dial 540-0975.
2. Listen to the recording.
3. Wait until the end of the recording, then press * to administer the group greeting.
4. Enter your PIN (default = 0000) and then #.
5. Press 4 to record your group greeting.
6. Record your greeting. When finished recording, press #. For example, "You have reached the Doe residence. To leave a message for John, press 1. To leave a message for Jane, press 2".
7. Press 2 to keep your greeting.

To change an existing group greeting from the phone subscribed to the service.

1. Dial *09.
2. Press * to administer the group greeting.
3. Enter your PIN (default = 0000) and then #.
4. Press 4 to record your group greeting.
5. Record your greeting. When finished recording, press #.
6. Press 2 to keep your greeting.

* To change the group greeting from a phone that is not subscribed, please contact BT's help desk at (802) 540-0007

General Telephone Information

How to Place an International Call

To place an International call, you must dial (011), the country code and the phone number of the person to whom you are calling.

101 on Voice Mail Capacity

- Maximum number of messages the voice mail system may receive is 100.
- Maximum length of one voice mail message is 2 minutes.
- Maximum box capacity is 20 minutes. This includes saved and new messages.
- Message retention time for messages saved on the voice mail system is 31 days.

Telephone Troubleshooting

No Dial Tone - If you do not have a dial tone, please follow these steps:

1. If all of the services are out in your house, locate the battery supply ("Cyber Power") in your basement.
2. The Cyber Power should have two solid green lights, if not, it is not receiving power. Make sure it is plugged into a working power outlet. Your services should be restored upon plugging the Cyber Power into an outlet.
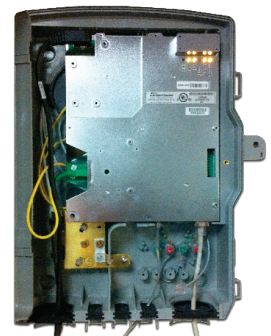

Cyber Power Battery Supply Box

3. If the Cyber Power is plugged into a working power outlet but you still have no services, please call the Help Desk at (802) 540-0007 for assistance.

4. If there are two green lights on the Cyber Power, try the following steps:

   1. *Are you using a cordless phone? If so, is its battery charged?*

   2. *Is the base station plugged in? If there is no power to the handset of your cordless phone it will not function.*

   3. *If you have a spare phone, try plugging it in and seeing if it works.*

   4. *If you have more than one phone, try unplugging them all and plug one in at a time. Sometimes one phone can short out several.*

5. The next step is to obtain a dial tone at the Network Interface Device ("NID"). This only works if you have a phone which does not require a power supply or have a way to plug your phone's power supply in outside.

Closed Network Interface Device

   1. *Open the NID and disconnect the telephone jack inside by squeezing the clip with your thumb and forefinger and gently pulling it out.*

   2. *Now plug your phone into this jack inside the NID. If the phone works, the problem is in your inside jacks and or wiring. To learn more about what maintenance is included with your BT service, contact Customer Service or Help Desk at (802) 540-0007.*

Open Network Interface Device

Chapter 2
Internet

Email Access

Wireless Router Setup

Internet Troubleshooting

Email Access

Creating an Email Account

To create an email account you will need to speak with a Customer Service Representative or a Help Desk Technician by either contacting us at (802) 540-0007 or by visiting our office at 200 Church Street.

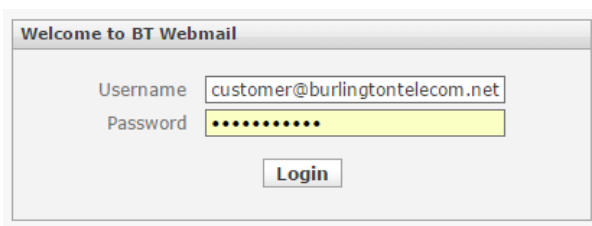## Accessing Web Mail

There are two ways to access your email in a browser.

1. The easiest way is to simply go to the Burlington Telecom home page at www.burlingtontelecom.com and click the Web Mail icon at the top of the page.
2. Another easy way to get into Web Mail is to go directly to webmail.burlingtontelecom.net and enter your login credentials.

Home Page Web Mail Icon

Web Mail Login Screen

Changing Your Email Password

To change your password enter http://users.burlingtontelecom.net into your browser.

1. Once loaded, enter your email address and password then click Log In.
2. Now click "Change Password" at the top of the page.
3. You will be prompted for your current password and for a new password. Enter this information and click the "Change Password" button to confirm.

Setting up BT Email on Your iPhone and iPad (iOS 10)

1. Open Settings.
2. Swipe down and tap on "Mail", then "Accounts"
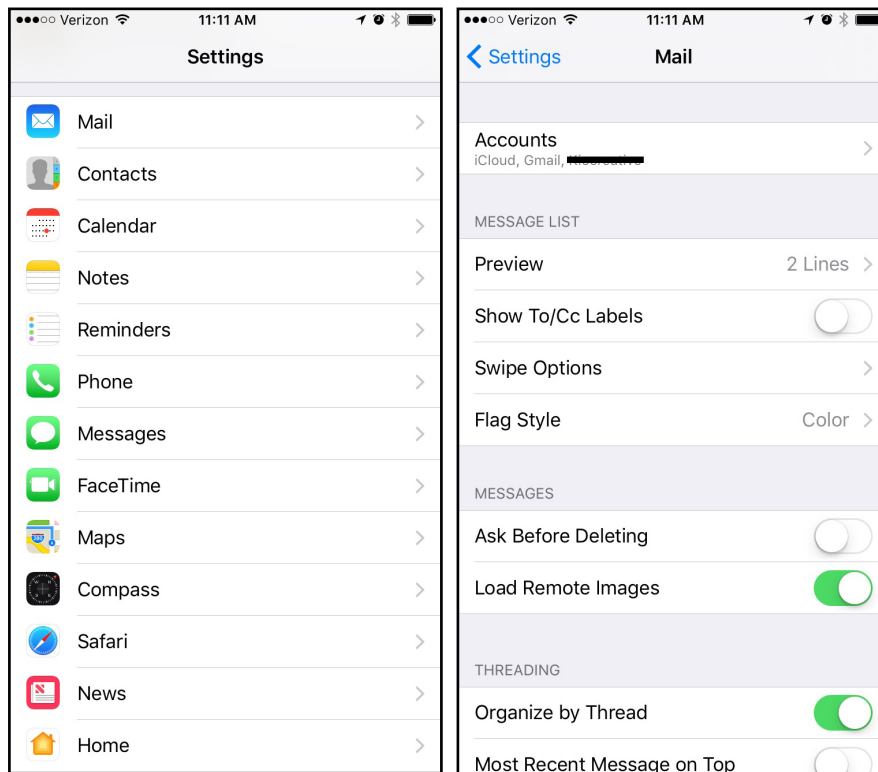
3. Tap "Add Account", then "Other".

4. On next screen tap "Add Mail Account".
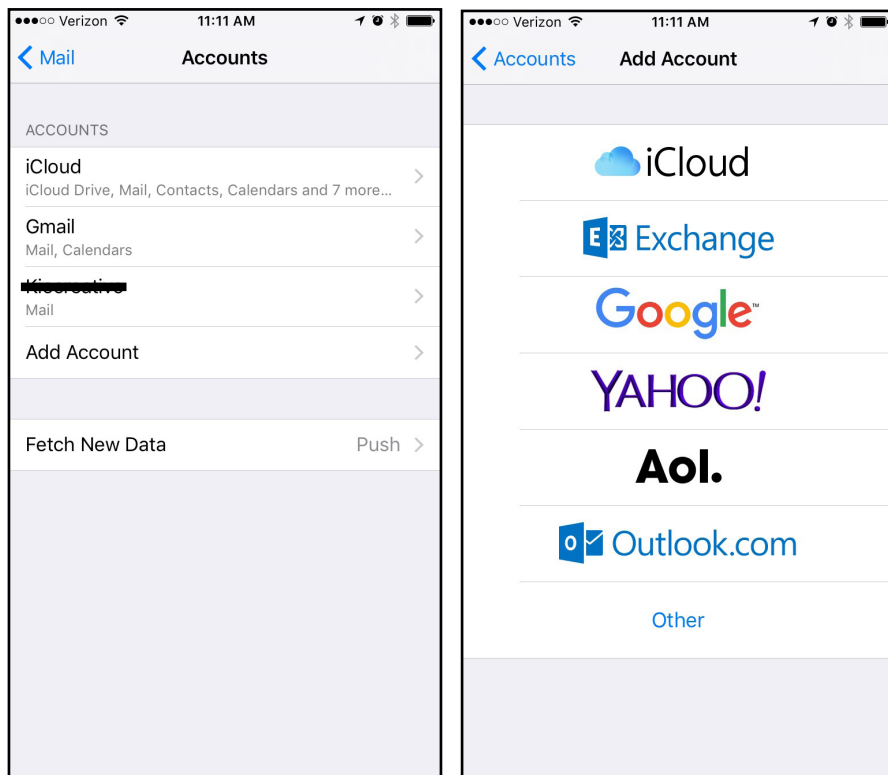
5. Complete the New Account section

6. Complete the Mail Server section (see below for example)
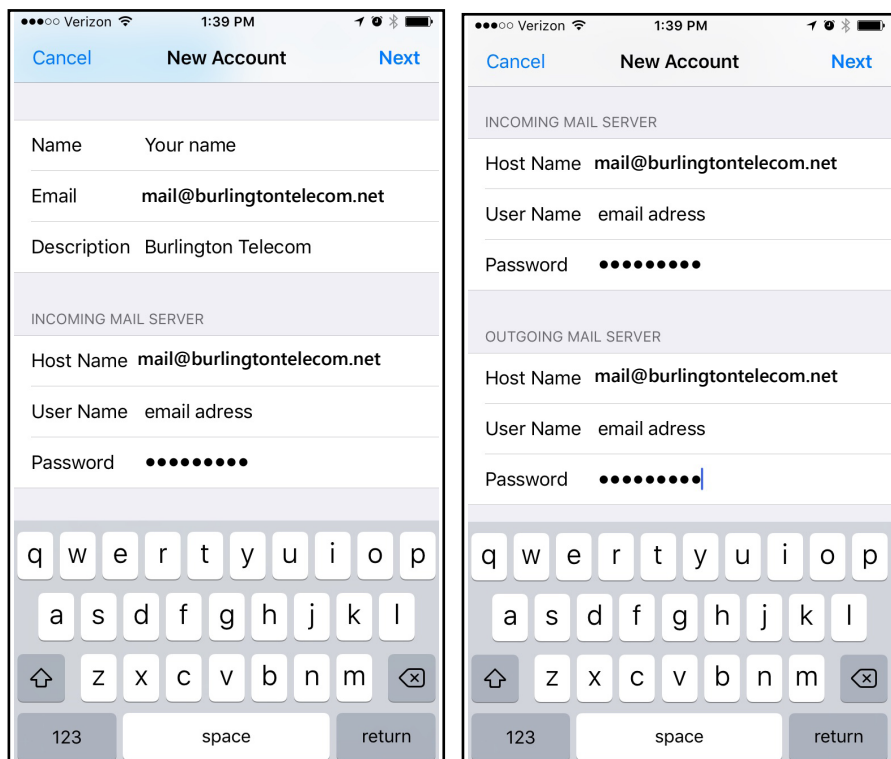
***Android & Blackberry Users:** Due to differing mobile operating systems and phone models, we recommend referencing your phone's user manual or contacting your wireless carrier for assistance with configuring email settings. The settings covered in this section may or may not be applicable to your device.

Mail Client Settings

Burlington Telecom supports both POP3 and IMAP protocols for retrieving and reading email messages within an email client. To enable a Burlington Telecom email account in your email client of choice you will need the following settings:

1. Incoming Mail Server: mail.burlingtontelecom.net.
2. User Name: [your email address@burlingtontelecom.net].
3. Password: [your email password].
4. POP3 uses port 995 and IMAP uses 993.

1. Outgoing Mail Server: mail.burlingtontelecom.net.
2. Outgoing Mail Server Port: 465.
3. Use SSL?: Yes.
4. Authentication type: Password (the user name for the SMTP server must be your full email address).

If you would like help configuring an email client, please contact the Help Desk at (802) 540-0007 or visit our office at 200 Church Street.

Wireless Router Setup

Most wireless routers work out of the box with a Burlington Telecom Internet connection. If you are using your own wireless router you should refer to the documentation that accompanied it.

TP Link Dual Band Router

Changing the settings on a TP Link Router

1. You must be connected to the router either wirelessly or directly with an Ethernet cable.

2. If the back of your router looks like this, with the blue port to the left of the yellow ports, please enter 192.168.0.1 into the address bar of your browser.

3. You will be prompted for your name and password. By default, both the name and password are "admin". Enter "admin" into both fields and click "log In". You will now have access to all of the settings in the router. Unless you have experience with networking, it is best not to change settings besides those covered in this guide.

Changing SSID (Network Name)

1. Click on "Wireless" in the list on the left.
2. Look for a field labeled "SSID". Enter the name you would like to call your wireless network and click "Save".
3. An alert will show up at the bottom of the page reminding you to reboot the router. Click where it says "click here" at the bottom of the page. It will bring you to a page with a button labeled "Reboot". Click "Reboot" and then click "OK" on the alert that comes up. Your router will now reboot.
4. Once rebooted, any computers that connect to the wireless router will no longer be connected.
5. You will now need to select the wireless network from the list of available networks (varies by system).

Changing Wireless Password

1. Log into your router as described in the **Changing the Settings on a TP Link** section.
2. Click on "Wireless" in the list on the left, then "Wireless Security"
3. Most routers are configured with a WPA password. This will be listed at the bottom of the Wireless Security settings page in the field PSK Password.
4. If you previously had no password, you will need to click the button to the left of "WPA-PSK/WPA2-PSK".
5. Enter your password in the field labeled PSK Password and click "Save" at the bottom of the page.
6. You will be prompted to reboot. Click on the "click here" link at the bottom of the page, click "Reboot" and then "OK". The router will reboot.

Any computers that connect to this wireless router will no longer be able to connect without the password you just set. Your operating system may prompt you for your password or you may need to manually rejoin the wireless network.

Wireless Connection

If your Internet connection appears to be failing, follow these steps to resolve most issues.

1. Verify if your computer is connected to a wireless network:

Macintosh Computers

On a Macintosh, the Wi-Fi status menu is in the top right of your screen:

The above icons indicate you are connected to a network. Click on this icon and make sure there is a check mark next to your network.

This icon means your machine's Wi-Fi is turned off. Click on this icon and select "Turn Wi-Fi On." (On older Macs this will read "Turn Airport On").

If you see other variations of this icon, there may be a problem with your Macintosh.

Windows Computers

On a Windows computer, your Wi-Fi status indicator varies by brand, model and driver. Refer to the documentation that came with your computer.

2. If you do not see your wireless network listed or you are connected to the network but still can't get online, there is likely an issue with your router.

If you have a router from Burlington Telecom it will look like one of these:


TP Link Router - Acher C7

TP Link Router - Acher C2

If there are no lights visible on your router, it is not on. If your router's lights are on and blinking, it is operating normally.

There should be at least two cables plugged into the back of the router. One is an Ethernet cable which will either come out of the wall or will be connected to another small box. This cable should be connected to the WAN port on the router. The other cable is a power cable. It will have a round end on it. If all of these cables are connected correctly, the next step is to reboot the router. This is done by removing the power cord

POWER   WAN PORT   LAN PORTS
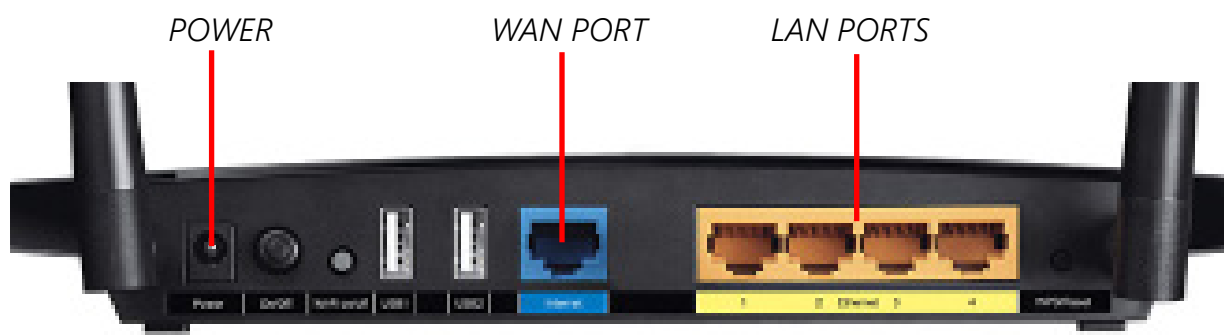
Power Cable
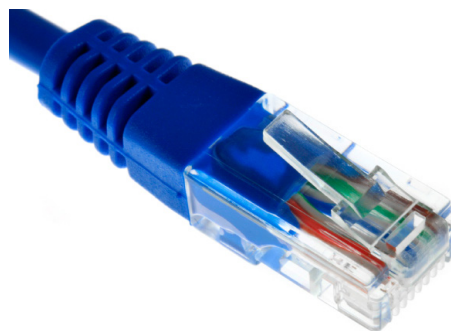
Ethernet Cable

from the back of the router, waiting 30 seconds and then plugging it back in. Once plugged back in, the lights should turn on again and begin blinking.

Return to your computer and see if you can get online. In some cases you may need to restart your computer.

If none of the above steps restore your Internet connection, there may be an additional problem with your connection. Please contact the Burlington Telecom Help Desk at (802) 540-0007 for assistance.

Wired Connection

If your computer is not wireless, it will be connected via an Ethernet cable (see Figure B). Look on the back of your computer to make sure you have one of these cables connected. The Ethernet cable will either go from your computer into the wall or into a small box. This small box will be either a router or an Ethernet switch.

SMC Ethernet Switch   *TP Link Ethernet Switch*

If your computer is wired into a small box via an Ethernet cable, verify that this box has its lights on. If it does not, make sure it is plugged into a power outlet.

You may need to restart your computer.

If none of the above steps restore your Internet connection, there may be an additional problem with your connection. Please contact the Burlington Telecom Help Desk at (802) 540-0007 for assistance.

Slow Wireless Connection

1. If your wireless Internet connection seems slow, first make sure it is password protected. If your network is unsecured, there is a chance neighbors or other people living in close proximity to you are using your wireless connection without your knowledge and slowing overall speeds.
2. Once you've verified that your wireless network is password protected, run a speed test to test your connection speed. The most accurate test to use is BT's [speed test](#).
3. To produce an accurate speed test result, make sure that you aren't loading any other websites, downloading something or using any other program which connects to the internet. Also verify that no one else is currently using the Internet either.
4. Once loaded, click "Begin Test."
5. If the speed that is shown is greater than 2/3rd of your advertised BT service then your connection is functioning normally. The slowness you have perceived may be due to a slow computer, other people on the network slowing you down or just the expected performance of the network. If you have questions about your Internet speed, feel free to call the Help Desk. If the speed that is shown to you is less that 2/3rds of your advertised BT service there may be a problem.
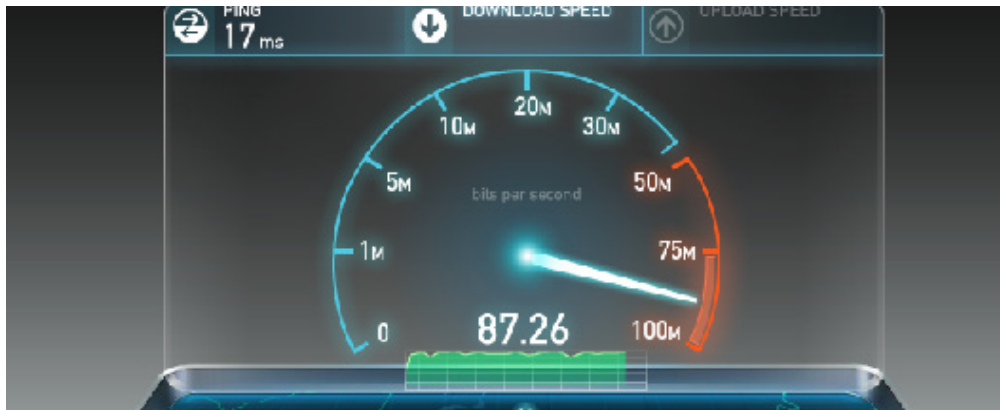
6. Unplug the power cord from your router
7. Unplug the Ethernet cable from the WAN port on your router (see Figure B) and plug it directly into your computer.
8. Run the speed test again and see if there is any difference.
9. If your network speed is much faster when directly connected via ethernet, there could be a problem with the router. You may want to reset factory default settings for your router and/or change the password. If you have a router from Burlington Telecom (see Figure A), please call the Help Desk at (802) 540-0007 for help resetting your Burlington Telecom router.
10. If you are receiving a slow connection, even when bypassing your router, please call the Help Desk at (802) 540-0007 for further assistance.

Slow Wired Connection

1. If your wired Internet connection seems slow, try running a speed test. The most accurate speed test to use is Burlington Telecom's speed test.
2. See steps 6 through 8 in the **Slow Wireless Connection** section.

Chapter 3

TV

Watching TV

Parental Controls

Television Features

DVR Usage

Television Troubleshooting

Watching TV

Each time you press the guide button on your remote, the STB (Set Top Box) will toggle through different guide settings. The current setting is displayed in the video preview in the top left. The different guides are as follow:

Subscribed: The channels to which you have subscribed.
PPV: Pay Per View.
Favorites: These are custom guides you have created.
All: These are all of the channels BT offers. Depending on your subscription you may or may not receive all of these channels.
HD: HD channels only.

Guide

1. To search for a program you wish to watch, start by pressing the "Guide" button on your remote.
2. Scrolling up or down changes the channel one at a time.
3. Scrolling left or right changes the time block one at a time.
4. Use the "PG" button to move a page at a time.
5. Use the "Day -" or "Day+" to jump forward or back a full day.
6. To exit the guide press "Exit" on your remote.

Search

1. Press the left arrow button on your remote, hightlight new search, and press "OK".
2. Using the on screen search window, use the browse buttons to type the title of the show or movie you want.
3. Press the yellow button to search.

Favorites

Favorites allows you to save you favorite channels in one place.

1. Using the program guide, select the program you wish to save as a favorite and press the blue button.
2. You can save as my channels as you would like.
3. To view your saved favorites press the "FAV" button.

Parental Controls

Turning Parental Controls On and Off

1. Press the "Menu" button and select "Settings" at the bottom.
2. Arrow to the right, select "Parental" and press "OK"
3. Here you can set and change PIN code, restrict channels based on rating, set time restrictions, and more.
4. To make these changes follow the on screen prompts.
5. Make sure you press "OK" to lock in your changes.

Television Features

Remote Programming

To use the volume and power controls on your Burlington Telecom remote control, it will need to be programmed.

Potenza backlit remote   *Amino Willow remote*   *Big Button UR2-211*

*Remote programming guides can be found on the BT's website and helpful videos on BT's YouTube channel.

DVR Usage

DVRs provide two advantages over a standard set top box. The first is the ability to pause live TV and the second is the ability to record programs for watching later.

Pause Live TV

1. Press the "Pause" button on your remote.
2. To resume playback, press the "Pause" button again or the "Play" button.
3. To move past the recorded portion press the "Live" button.

Record the Program Currently Being Viewed

1. Press the "Record" button.
2. Choose "One-Time" or "Series", and press "OK".

Schedule a Recording

1. Using the guide, use the arrow buttons to select the program you wish to record and press the "Record" button.
2. Choose "Series", and press "OK".
3. If you wish to change, you can adjust the recording options.
4. You can also turn on AutoTune, which will automatically change the channel to that recording if selected.
5. Highlight "Create Series Recording" and press "OK".
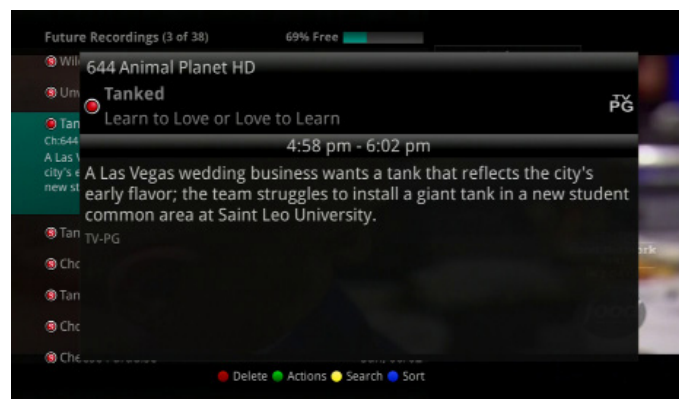
Cancel A Recording

If you wish to cancel or delete recording or to skip a particular episode.

1. Press "List" on your remote control.
2. Press the red button to delete a single recording.
3. Press "Menu", highlight Recordings, and then select Series.
4. Highlight the series and press the red button to remove.
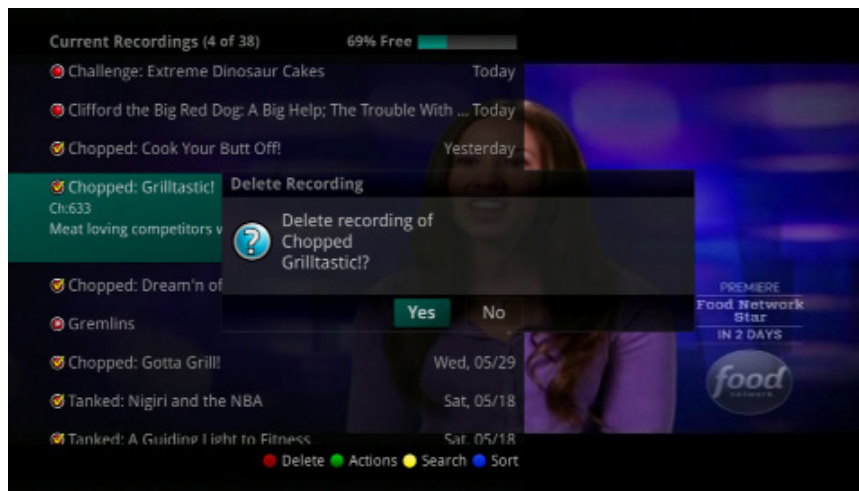
VOD (Video On Demand) Usage

1. Press "On-Demand" on your remote.
2. Use the arrow buttons to select the program you wish to watch.
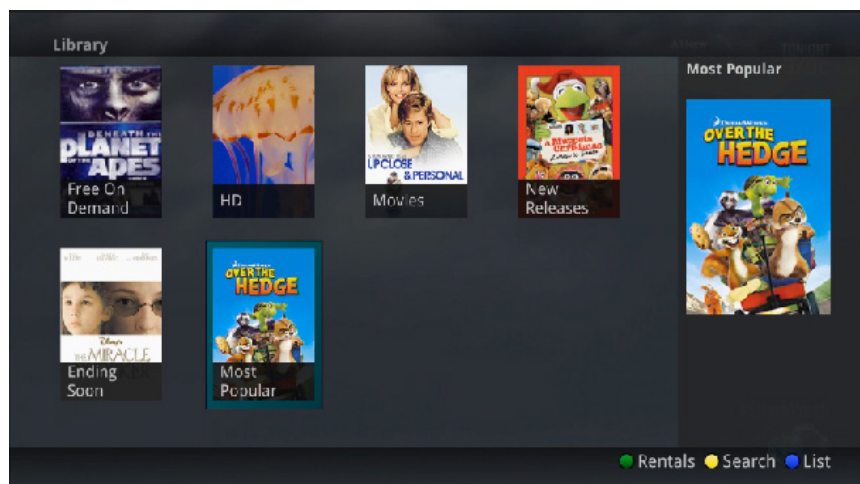
In order to rent a movie, or a Pay Per View event you will need to enter a PIN number. The PIN number is set by default to 1234, we strongly encourage you to change this.

Changing PIN
1. Press the "Menu" button and select "Settings" at the bottom.
2. Arrow to the right, select "Parental" and press "OK"
3. Here select "Change Pin" (Default PIN - 1234)

Pay Per View

To view Pay Per View events, tune to channel 800. You will be given a 5 minute free preview. To order the event, press the "OK" button on your remote. You will be prompted for your pin.

Premium VOD

If you subscribe to premium channels such as HBO or Showtime, there are additional VOD rentals available.

1. Press "On-Demand" on your remote.
2. Use the arrow buttons to select the program you wish to watch.

Any premium package VOD content to which you have subscribed, will appear here.

*More user guides can be found on the BT's website and helpful videos on [BT's YouTube channel](#).
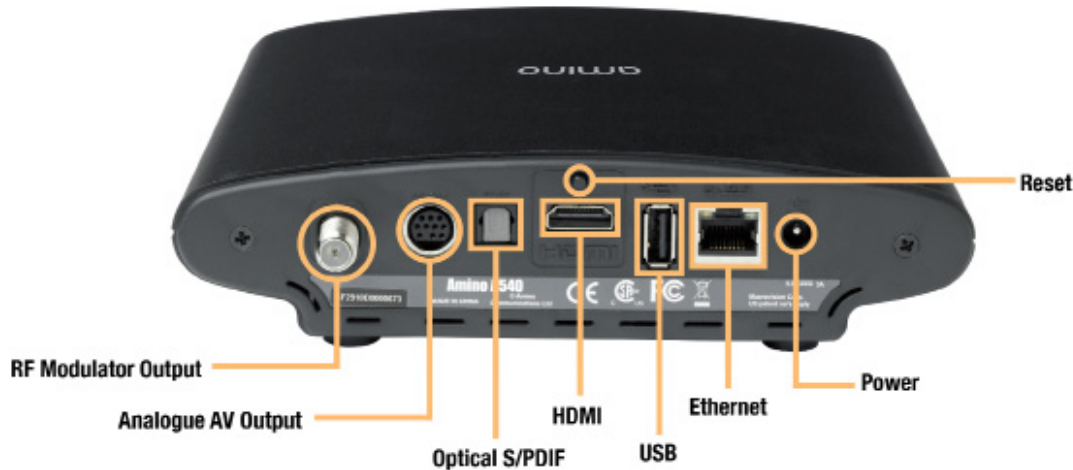
Frozen Screen

If your video signal appears frozen, you may need to reboot your set-top box.

Amino Set-top Box

1. In the back of your set-top box there is a thin black power cable with a round connector.
2. Unplug this cable and the lights on the front of the box should go out.

3. Wait 30 seconds and plug the power cable back in.
4. You should see the boot screen on your TV.

Boot Screen

1. If your set-top box does not boot up after being plugged back in, you will need to locate your Ethernet switch.

SMC Ethernet Switch   *TP Link Ethernet Switch*

2. This box is most likely located in the basement, but sometimes can be found in the living area.
3. Once you have located the Ethernet switch, unplug the thin, black power cable from it.
4. Wait 30 seconds, then plug it back in.
5. If lights do not appear on the front of the box, make sure there is power coming to the power outlet the set-top box is plugged into.
6. Once the lights on the Ethernet switch come back on, check the TV.
7. You may need to reboot the set-top box again.

Distorted Image/Tiling

See above steps on troubleshooting for **Frozen Screen**.

No image (Black/Blue screen)

1. Make sure there is a light on the front of your set-top box.
2. If the red light is blinking, make sure the Ethernet cable in the back of it is secure.
3. If you connect to your TV with a coaxial connection, make sure your TV is set to channel 3 or 4.

4. Reboot your set-top box.
5. In the back of your set-top box there is a thin black power cable with a round connector.
6. Unplug this cable and the lights on the front of the box should go out.
7. Wait 30 seconds and plug the power cable back in.
8. You should see the boot screen on your TV.
9. If this doesn't solve it, locate your Ethernet switch.
10. This box is most likely located in the basement, but sometimes can be in the living area.
11. Unplug the power cable from the Ethernet switch.
12. Wait 30 seconds and plug it back in.

Remote Not Responding

Try these steps if your remote control is not responding:

1. When you press a button on the remote the red light on the remote should illuminate. If it does not, the batteries may need to be replaced or have been installed incorrectly.
2. If the red light comes on but still nothing is happening, try pressing the "CBL" ("STB" on silver remotes) button in the top right of the remote. This puts the remote in Cable TV mode.
3. Try to re-program the remote. Start by pressing the "CBL" ("STB" on silver remotes) button in the top right of the remote.
4. Press and hold the "setup" button in the top left of the remote until the light on the remote blinks twice.
5. Once the light is blinking, let go of the setup button and enter the code from your remote support guide. (Can be found on BT's TV Support page.)
6. After entering the code, the light should blink twice.

Set-Top Boxes
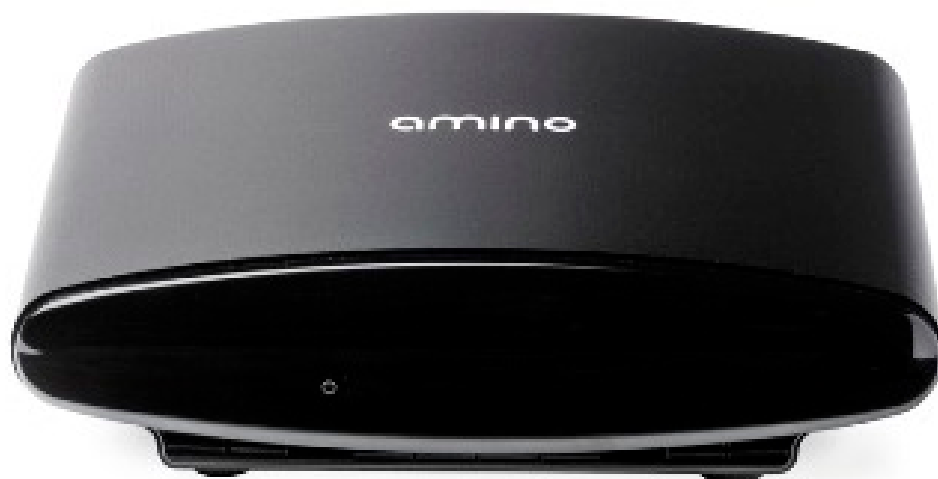
Amino A140

Amino A540

ADB 3800W

BT Burlington Telecom

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(802) 540-0007

www.burlingtontelecom.com

200 Church Street, Burlington VT, 05401