

Customer Install Guide - TV Service

This Customer Install Guide is intended to assist our Customers when they chose to install BT Cable TV on their own. Because each install has multiple variables (e.g., Customer premises telecommunications wiring, TV/computer/device models, etc.), we can only offer a general guide. In instances that this guide does not assist with setting up service, BT does provide limited phone technical support **Monday-Saturday 8AM-10PM, and Sunday 10AM-6PM**. Alternatively, BT also offers a very aggressively priced in-building install service. If you have any questions or concerns, please feel free to call us at **802-540-0007**.

Step 1: Locate the main ethernet line in your home/apartment/office. Some buildings may be prewired with ethernet jacks in or on the wall (typically within 18 inches of the floor) while other buildings the ethernet line may simply be loose and come through the wall/floor.



Step 2: Plug the ethernet line (this may require an ethernet cable from an ethernet line jack/receptacle to the BT provided device) into the back of the Set Top Box (STB)/Digital Video Recorder (DVR).

Examples of Set Top Boxes (STB)



Examples of Digital Video Recorders (DVR)



Step 3: Plug in one end of the video cable (e.g., HDMI, A/V Cables) to the corresponding jack(s) on the STB/DVR. You will need 1 HDMI Cable or 1 set of A/V Cables (typically 3+ Cables combined) to complete this connection (we suggest using HDMI or A/V Cables vs COAX cables for this connection). Plug the other end of the video cable into the corresponding jack(s) on the TV.



Step 4: Plug in the power cable to the STB/DVR (typically on the back) and the other end into an electrical outlet. The STB/DVR will take 5 - 10 min to start up during which time the TV will display a splash or a black screen. When the STB/DVR finishes starting up it will go directly to displaying your Cable TV service.

Customer Install Guide - Internet & Television Service

This Customer Install Guide is intended to assist our Customers when they chose to install BT Internet & Cable TV on their own. Because each install has multiple variables (e.g., Customer premises telecommunications wiring, TV/computer/device models, etc.), we can only offer a general guide. In instances that this guide does not assist with setting up service, BT does provide limited phone technical support **Monday-Saturday 8AM-10PM, and Sunday 10AM-6PM**. Alternatively, BT also offers a very aggressively priced in-building install service. If you have any questions or concerns, please feel free to call us at **802-540-0007**.

ETHERNET SWITCH SETUP

Step 1: Locate the main ethernet line in your home/apartment. Some buildings may be prewired with ethernet jacks in or on the wall (typically within 18 inches of the floor) while other buildings the line may simply be loose and come through the wall/floor.



Step 2: Plug the ethernet line into any of the ethernet ports on the back of the BT provided ethernet Switch, a device that allows the user to connect multiple devices (e.g., TV, Cable Router, etc.) in the building. This connection may require a second ethernet cable to extend from the main ethernet line to the BT provided ethernet Switch. Using the power cord provided, plug it in to the ethernet Switch and the other end into an electrical outlet.



Step 3: Plug in one end of each of the provided ethernet cables into any of the open ports on the ethernet Switch.

TV SETUP

Step 4: Plug one of the provided ethernet cables from the ethernet Switch into the Set Top Box (STB)/Digital Video Recorder (DVR), typically in the back.

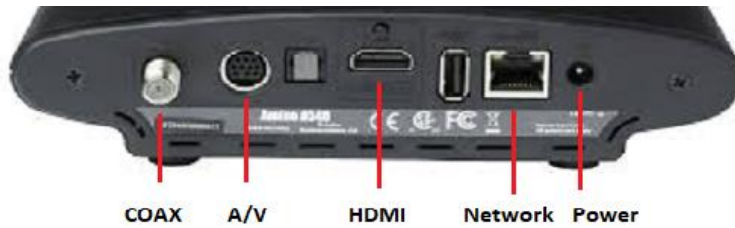
Examples of Set Top Boxes (STB)



Examples of Digital Video Recorders (DVR)



Step 5: Plug in one end of the video cable (e.g., HDMI, A/V Cables) to the corresponding jack(s) on the STB/DVR. You will need 1 HDMI Cable or 1 set of A/V Cables (typically 3+ Cables combined) to complete this connection (we suggest using HDMI or A/V Cables vs COAX cables for this connection). Plug the other end of the video cable into the corresponding jack(s) on the TV.



Step 6: Plug in the power cable to the STB/DVR (typically on the back) and the other end into an electrical outlet. The STB/DVR will take 5 - 10 min to start up during which time the TV will display a splash screen or a black screen. When the STB/DVR finishes starting up it will go directly to displaying your Cable TV service.

INTERNET SETUP

Step 7: Take the end of the remaining ethernet cable from the Ethernet Switch and plug it into the BLUE ethernet port, labeled INTERNET, on the back of the BT provided Router. Ensure that the power cable is plugged in and the on/off button is pushed in for the power to be on.



Step 8: The Router will take 3 - 7 minutes to start up and get an IP ADDRESS from BT, at which point the Internet light on the Router will turn from orange to green/blue and you should have access to the Internet over WiFi. You can choose to connect an ethernet cable directly to a device from the yellow ethernet ports on the back of the Router.



Your WiFi network names (labeled as SSID) and password (labeled as Wireless Password/PIN) are found on the bottom of the Router.

