

# Seasonal Services

## Tips for Leaving For The Season

If you're a seasonal customer and will go to a secondary home for a portion of the year, we have you covered! Blue Stream Fiber services are tailored to deliver top-notch entertainment whether you're at your primary or secondary residence. As you gear up to leave for the season, here are some handy tips to optimize your services and ensure a seamless experience.

- 1. Unplug your TV but keep your set-top box plugged in** before heading to your second home to avoid any confusion or issues upon your return. By leaving it connected, your devices can receive necessary maintenance or upgrades while you're away.
- 2. Maximize your services while you're at your other residence!** With Watch TV Everywhere and the Blue Stream Fiber TV App, you can access your favorite content wherever you are. However, please note that out-of-home access depends on the policies set by content providers. Some channels are directly accessible via the Blue Stream Fiber TV app, while others may have restrictions. For a complete channel lineup available, refer to our channel lineup guide on [bluestreamfiber.com/seasonal](http://bluestreamfiber.com/seasonal). If any channels are missing, consider recording the content in your primary residence before leaving for the season.

### Direct App Access:

Certain content can be watched out of home directly through the Blue Stream Fiber TV App. Simply log in and select the desired channels from the guide to start watching.

### Start Over and Catch Up Feature:

Take advantage of the start-over and catch-up features to access specific content even when you're away from home. Look for the green arrow next to program titles in the guide, indicating availability for Start Over and Catch-Up features.

### Recording on Home Network:

Some content may only be available outside of your primary residence if it has been previously recorded on your home network. Trying to access it on live TV in your secondary residence will result in you receiving a V404 error. To get ahead of this, utilize the recording feature to enjoy your favorite shows while you're away.

If you're renting out your primary home property, remember to contact Blue Stream Fiber for support on behalf of your guests to ensure account security.

For more information, visit [bluestreamfiber.com/seasonal](http://bluestreamfiber.com/seasonal).

# Re-Installing Your Equipment Upon Returning

Although not required or recommended, many customers unplug their Blue Stream Fiber equipment prior to leaving their primary residence for the season. If you did unplug your equipment and are coming back, no worries – simply follow this process to ensure a smooth reinstallation of your equipment. Keep in mind you will want to complete the steps in the order shown below

## Step 1: Plug in your modem

Locate your modem and plug it into the power source where it was previously plugged in. Your modem should look similar to one of the below.



## Step 2: Wait for reconnection

Once the power is reconnected, it will go through a series of checks. This may take between 5-10 minutes (depending on your modem) before reconnecting to our network.

## Step 3: Plug in your WiFi equipment/ pods if you have them

You'll want to make sure and complete this after your modem is connected. You will also want to plug these in where they previously were located as our technicians place them in an optimal location during your original installation. Once plugged in, it can take around 10 minutes for pods to optimize and update firmware.



## Step 4: Plug in your set-top box and ensure it's connected to your TV.

Once all of your equipment is connected, you'll want to power on your TV using the remote control. If your TV does not power on, remember to check your batteries and TV Input.

For a step-by-step video on what to expect while rebooting your set-top box, scan this code.



### HELPFUL TIP

We recommend calling 7 days prior to your return if you'd like assistance from a technician, to ensure one is available on your preferred day and time. Please be aware that if you do not have a Home Protection Plan, there will be associated charges for this service. We're here to make your return as smooth and enjoyable as possible, and we're eager to provide you with the outstanding service you deserve.