

Tips for Re-Installing Your Equipment Upon Returning

We're excited to have you back! We know many of our seasonal residents are returning to their Florida homes and ready to fully enjoy Blue Stream Fiber's services once again. Simply follow the steps outlined in the flyer to ensure a seamless reconnection of your services. Please remember to complete the steps in the order shown for the best results.

Re-Installing Your Equipment Upon Returning

Although not required or recommended, many customers unplug their Blue Stream Fiber equipment prior to leaving their Florida home 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 that 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 like 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 its connected to your TV.

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

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

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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.

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If you have questions about your service, Luana, Blue Stream Fiber's virtual assistant for seasonal residents, is available 24/7 to help with service changes, travel plans and preparing your services for the season ahead.

We also recommend visiting our Online Learning Hub, where you can find troubleshooting tips and tricks to ensure you're getting the most out of your Blue Stream Fiber services:
bluestreamfiber.com/learning.

We're here to help if you need anything. Welcome back, and we hope you enjoy our services once again!