

Setting Up Your New High-Speed Internet Service



Step 1: Installing Your Filters

(Note: If you have Fiber Internet Connection please skip to step 2.)

This kit includes DSL filters that **MUST** be installed on all telephone devices that share the same phone number as your DSL service. **DO NOT** install a filter on the DSL modem. Follow the instructions included with each filter. The following devices need filters: telephones, cable/satellite TV boxes, alarm systems, answering machines, and fax machines.

Step 2: Plugging in Your New Modem/Router

(Your computer should be OFF while you do this.)

- Attach the 3 wireless antennas. Each antenna simply threads onto the posts on the modem/router.
- Choose Your Connection Type:**

DSL Customers: Plug in one end of the included phone line directly into phone jack on wall or DSL rated surge protector. If the phone jack is in use already, we have included a splitter in your kit. Plug the other end of included phone line into the 'DSL' port on the modem/router.

Fiber Internet Customers: Plug one end of the included yellow LAN cable into Port # 5 on your new BEC Modem. The other end of this cable should connect to your Green Mountain Access Fiber Connection box (aka ONT).
- Plug in the power cord. We recommend using a quality surge protector or uninterruptible power supplies (UPS) rated for Broadband (DSL) to protect your computer and DSL equipment. If no lights are lit, press the power button on the back of the modem.

IMPORTANT: Wait approximately 2 minutes for the unit to fully power up. Please turn on your computer.

Step 3: Connecting your Devices

Wired Devices: Connect any hard wired (ethernet) computers or devices to ports 1-4 (do not use port 5) on your new modem.

Wireless Devices: Your new GMA modem/router is automatically configured to allow wireless connections. Use your wireless device (computer, tablet, smartphone) to view available wireless networks.

- On your device, select and connect to the network with the SSID most similar to: 'gmavt_wireless_XXXX' (the XXXX should be the last 4 digits of wireless key noted below). For your convenience, this

device offers two simultaneous Wi-Fi network options: 2.4G and 5G. The password is the same for both networks.

- You should be prompted for a password or key. Your wireless key is the same as the 'MAC' number printed on the bottom of your GMA modem/router. See sample below. (Note: the 12 character key is case sensitive and will only need to be entered one time per wireless device.)



Step 4: Running the Easy Sign On™

If the "Internet" light on your modem is lit green, please proceed to Step 5 in this guide.

If the internet light is OFF:

- Open an Internet browser, such as Internet Explorer, Firefox or Safari to activate the Easy Sign On. (we suggest using a computer or tablet for this.)
- You will be prompted to enter a username and password. Enter your GMA username and password and click **"Apply"**. Please wait a few moments while the information is auto-saved to the modem. Once it is finished, a "Success" screen will appear. You may close the browser window.

Step 5: You are Ready to Test Your New DSL Service!

Open a new web browser, such as Internet Explorer, Safari, or Firefox. A webpage should display. If not, please call us at 1-888-321-0815 for assistance.



If you need assistance at any time, please call us at 1-888-321-0815. Thank you!

By installing this equipment, the user agrees to the Acceptable Use and Terms and Conditions found at: www.gmavt.net/company/policies

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Frequently Asked Questions

Q: Can I share my DSL modem with more than one computer?

A: Yes! Your new DSL modem has space for up to 4 wired computers and also has a built-in wireless access point allowing even more flexibility. If you require more than 4 wired computers and an Ethernet hub or switch, Ethernet hubs/switches can be purchased at any good computer/electronics store.

Q: I have a Security/Alarm System that uses the phone line. Does it need a DSL filter too?

A: Yes. Your alarm system must have first priority use and access to your phone line. Without an Alarm Panel DSL filter your security system may not be able to dial out properly. In addition, your DSL service may not function at the level that it should. Because of the many different security systems in use, Green Mountain Access recommends you discuss this issue with your alarm company. They should have recommendations to properly filter your particular security system.

Q: Do I need a firewall?

A: It is not required; however, it's advisable to incorporate a firewall into your network or computer.

Q: Do I need anti-virus software on my computer?

A: Yes. Any computer that is connected to the Internet should also be running up-to-date anti-virus software. Please visit: <http://www.gmavt.net> for more information on our anti-virus policies and suggestions.

Q: Do I need a surge protector and/or an Uninterruptible Power Supply (UPS)?

A: We highly recommend using a quality surge protector rated for Broadband with your DSL modem to protect it from any power fluctuations and provide you with maximum reliability. Uninterruptible Power Supplies (UPS) are another option and provide the safety of a battery backup for your computer equipment. Try to steer clear of the cheaper models of surge protection as many of these units offer little in the way of surge protection. While surge protectors may not stop every single surge, they are well worth the peace of mind. Some manufacturers of surge protection even offer equipment replacement guarantees in the event that the protection fails.