

# Kaon Set-Top Box

## Quick Start Self-Install Guide



## Getting Started with GMA Video

For the best experience with GMA Video, we highly recommend you use a wired Ethernet connection from your streaming device to your internet router. Even though most streaming devices can connect with Wi-Fi, the best quality performance with live streaming video can only be achieved with a wired Ethernet connection.

Give Green Mountain Access a call or check your TV manufacturer's support and product offerings for information about Ethernet and other accessories. In addition, we offer adapters that can utilize your existing coaxial cable or electrical wiring in your home.

Any live video streaming service (such as GMA Video) works differently than other on-demand streaming services such as Netflix and Amazon Prime, because those services allow you to download a significant portion of the content before it starts playing. Since GMA Video and other live streaming services are encoding live content in real-time, this isn't possible, making them susceptible to small interruptions in your Wi-Fi service, which will cause buffering.

### Setting Up Your GMA Video Service for the First Time

All you need are the following:

- ▶ An internet connection
- ▶ Kaon set-top box and remote
- ▶ HDMI cable

- ▶ A Google account (optional) – (If you don't have a Google account, you can sign up for free: [accounts.google.com/signup](https://accounts.google.com/signup).)

### Sign into the GMAVideo App

To do this, you'll need your registered email address and password. Your user name is the email address you provided to us when signing up for the service. Your password is something you chose and entered in the GMA Video activation email. If you don't remember your username and/or password, please contact Tech Support at 888-321-0815.

**My GMA Video Username:** \_\_\_\_\_

**My GMA Video Password:** \_\_\_\_\_

### Make Sure You're Connected to Green Mountain Access Internet

GMA Video needs to be connected to the internet provided to your home by Green Mountain Access in order to access your entire TV lineup.



# How to Improve Your GMA Video Streaming Experience

So You Don't Have to Suffer the Buffer



Interruptions in your streaming service, caused by buffering, can be very annoying. **So what exactly is buffering and how do you fix it?** In the simplest terms, buffering is when your streaming device pauses mid-stream, essentially putting your show or movie “on hold” until enough data is downloaded to play it without lag. The most common cause of buffering is poor Wi-Fi signal strength between your router and your streaming device. Any blip in your Wi-Fi will cause a live streaming service to buffer.



## A Wired Connection is Always the Best

For the best experience with GMA Video, we highly recommend you use a wired Ethernet connection from your streaming device to your internet router. This type of connection is always the fastest and most reliable, and should be used whenever it makes sense. Connecting your devices via Wi-Fi is more convenient, but speed and reliability will be reduced. Even though most streaming devices can connect with Wi-Fi, the best quality performance with live streaming video can only be achieved with a wired Ethernet connection.

## If You Must Rely on a Wi-Fi Connection

- ▶ **Check Your Wi-Fi Signal Strength.** You can download a Wi-Fi analyzer to your streaming device. This will tell you the signal strength at the device level. Anali Wi-Fi Analyzer is available for free for Fire Sticks and Kaon boxes. You want to see a Wi-Fi signal strength of  $> -55\text{dBm}$ . Remember that  $-50\text{dBm}$  means a better signal strength than  $-55$  or  $-60$ .
- ▶ **Properly Locate Your Wi-Fi Router.** Move your Wi-Fi router to a better location. Your router should be in the center of your home, closest to the location where you frequently use your devices. This is because many things — including walls, appliances, and distance — will all degrade Wi-Fi performance.
- ▶ **Remove Some Devices Off Your Network.** Remember, the more devices you have connected, the slower the Wi-Fi performance.

- ▶ **Minimize Interference.** Because they operate in the same frequency, cordless phones should be located as far away from your Wi-Fi router as possible to avoid speed and reliability problems. Other common causes of Wi-Fi interference include fluorescent lights, compact fluorescent light bulbs, metal, mirrors, and radiant floor heat.
- ▶ **Select the Best Frequency.** Our latest Wi-Fi router provides dual band coverage in the 2.4GHz and 5GHz frequencies. If your devices support it, we recommend first selecting 5GHz, which is a faster frequency. However, if your Wi-Fi is not working satisfactorily throughout your house, switch to 2.4GHz, which has a longer range. To learn more about selecting the best frequency, visit [www.gmavt.com/wifi\\_tips](http://www.gmavt.com/wifi_tips) or contact our Tech Support team.

## Have Questions? We're Here to Help!

### Technical Support:

802-496-8598 (local) • 888-321-0815 (toll-free)  
Local support is available Mon.-Fri. from 8:00 a.m. to 5:00 p.m.  
Our after-hours partner provides extended support Mon.-Fri. from 5:00 p.m. to 8:00 a.m. as well as 24 hours a day on weekends and holidays.

**Email:** [info@greenmountainaccess.net](mailto:info@greenmountainaccess.net)

**Website:** [www.greenmountainaccess.net](http://www.greenmountainaccess.net) (Live Chat available)