WELCOME to **BLAZE**

+ blaze

high speed internet

BENEFITS OF **BLAZE**

Browse, game,
stream with
multiple users

Dedicated
phone line
with crystal
clear calling

Stream TV⁺

**Stream TV
FREE internet TV**
with up to
20 premium
TV channels

An advanced BLAZE terminal has been installed in your home to allow you to connect to the internet and have a telephone line.

There are 2 ways to connect to the internet using BLAZE:

1 Connect an Ethernet cable directly to the advanced BLAZE terminal. Use **Port 1 Identified as GE1** (see photo below). This is the fastest and most reliable way to access the internet.

2 Connecting to your WiFi on the advanced BLAZE terminal. To connect using any WiFi enabled device in your home, activate the WiFi and connect to your new BLAZE WiFi.

a The name of the BLAZE WiFi network is the SSID identified on the next page and is unique to your BLAZE account.

b You will be prompted to enter your **WiFi Password** as shown below.

c You can find the default **username** and **password** to access your BLAZE terminal below.

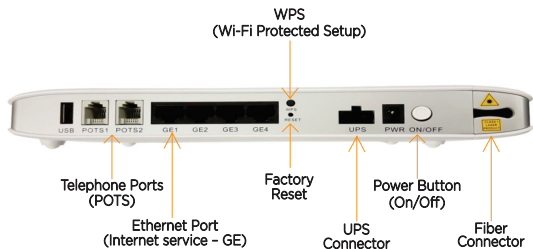**To access your modem, use the following IP address in your browser.**

192.168.1.1

Default username: **user**

Default password: **gttuser**

To connect your Telephone line:

1 Connect your Telephone device cable to the advanced BLAZE terminal device using port identified as POTS1 as shown on the image below.

2 Your telephone should now have a dial tone and you can start making calls.

WPS
(Wi-Fi Protected Setup)

Telephone Ports
(POTS)

Factory
Reset

Power Button
(On/Off)

Ethernet Port
(Internet service – GE)

UPS
Connector

Fiber
Connector

Your BLAZE service includes **FREE StreamTV** with up to 20 Channels available. To start taking advantage of StreamTV, register with these simple steps:

1 Visit **https://gttstreamtv.com**

2 Click **"Register"** and follow the instructions. Be sure to have handy your **BLAZE account number** which you can find on the next page of this document.

3 A confirmation e-mail will be sent to you to **"Validate your account"**. Click the **"Validate Account"** link.

4 Now you have finished your registration and you are ready to enjoy **StreamTV** whenever you want.

Just visit **https://gttstreamtv.com** to log in.

Account #	
Default WiFi name (SSID)	
Default WiFi password	
Primary telephone #	
BLAZE plan installed (Please select Plan)	Ignite 5 Mbps _____ Flaming 20 Mbps _____ Inferno 50 Mbps _____

Part 3 **Getting your bill and how to Pay**

Viewing your Blaze High Speed Internet account has never been easier.
For your convenience there are 2 ways to access your account:

1 The **MyGTT** mobile App. Download the App at:

2 Visit **https://myaccount.gtt.co.gy** and register using you BLAZE High Speed Internet account information.

Paying your BLAZE bill has never been easier.
For your convenience there are 3 ways to pay:

1 Via your gtt MONEY account

2 Through any of the over 200 MMG agents around the country

3 Visit any GTT store

At any moment, you can verify the speed your BLAZE service is providing by simply following these 3 simple steps:

1 Connect a single device via Ethernet to your BLAZE terminal. Please see the section below on managing and improving WiFi.

2 Visit **http://gttgy.speedtestcustom.com**

3 Hit **GO**

An advanced BLAZE terminal device has been installed in your home to allow you to connect to the internet via Ethernet cable or WiFi. As with any internet service, the best and most reliable way to connect is via Ethernet cable. For your convenience, the advance BLAZE terminal includes wireless connectivity.

1 **Improve your speed:** There are several factors that can affect the speed you get on your device via WiFi. Here are some of the most common actions that can improve your WiFi performance:

a Fewer devices connected: The total speed you get with your BLAZE plan is divided between all the devices connected to your WiFi. The more devices connected, the slower the speed you will get on each specific device.

b Get closer to the BLAZE terminal: The further you are from the BLAZE terminal, the more unreliable the connection and its throughput will become.

c Entend the range of your WiFi: WiFi signal travels through most materials, but the denser and thicker the walls are, the more signal is lost (up to all signal could be lost). Depending on your home layout and construction, you might need to get additional wireless devices, like range extenders or additional external WiFi routers.

2 Avoid interference: There are several factors that can interfere with WiFi signal, like:

a Microwaves: Microwave ovens operate in similar frequency than WiFi routers and this may cause temporary interference with your WiFi performance

b Wireless devices: Different wireless devices can cause interference to your WiFi signal. Some of these might be some Bluetooth devices, some wireless telephone devices.

c Other WiFi capable devices: Other WiFi capable devices close to your advance BLAZE TERMINAL device could generate interference if operating under the same channel.

Part 6 Troubleshooting

Troubleshooting **most common issues**

Issue	Cause	Solution
SLOW BROWSING	Distance from Blaze terminal	Come closer to the Blaze terminal
	Number of devices connected	The total speed is divided between all the devices connected. Disconnect some devices from the network.
	Walls between you and the Blaze terminal	The total speed is divided between all the devices connected. Disconnect some devices from the network.
	Interference	Turn off devices that may cause temporary interference like microwave ovens, Bluetooth devices and other wireless devices.
NO INTERNET	Blaze terminal has no power (lights are off)	Validate that all cables are plugged correctly. Validate there is power in the home.
	Billing issues	Validate your account is up to date and there are no outstanding bills. For this use GTT App.
	WiFi interference or blockage	Come close to the Blaze terminal when on WiFi Try connecting via Ethernet cable.

Part 7 Contact the BLAZE team

For further information you can contact the BLAZE team from 06:00 – 22:00hrs daily.

Support options

@ CHAT visit **www.gtt.co.gy**

✉ E-mail us at **blaze@gtt.co.gy**

📞 Call us at **0327**