

# Welcome, Truestreamer!



**truestream**

powered by Great Lakes Energy

# Welcome to Truestream

The future of internet and voice communications is here. We are excited to deliver Truestream to your home and/or business. Fiber internet is both reliable and incredibly fast, delivering enough bandwidth to seamlessly power all your devices. Thank you for choosing Truestream. Now let's get started!

## Managing Your Account

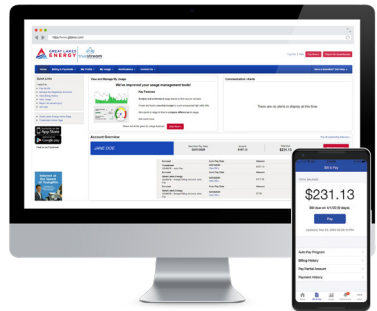
Your billing notification will be emailed to you each month after you have registered your account online. Our online account portal allows you to quickly view your account balance, make a payment, set up and manage automatic payments, modify payment methods, and check your account history.

## Your Bill

Your account will be billed mid-month and due on the 1st of the following month. Your account is billed one month in advance. Your first bill may be prorated, which means it could include charges for two months. If your account is disconnected for non-payment, a reconnect fee will apply. You can manage your account and/or pay your bill through the following ways:

### Online, Mobile, & Email

1. Visit [truestreamfiber.com](http://truestreamfiber.com)
2. Click "My Account" at the top right of the page
3. If you have not previously registered your electric account:
  - a. Select "New User" and follow the registration instructions
  - b. You will need an email address and your account number
4. If you have previously registered your electric account, simply log-in with your email address and password



### Steps for App Account Access and Bill Payment

1. Visit the App Store or Google Play
2. Search "Great Lakes Energy" or "GLE"
3. Follow the installation instructions
4. Log-in to your Great Lakes Energy Account or sign-up as a new user

### Pay by Phone or Mail

- Pay by phone 24/7 using our automated system. Be sure to have your account number handy **OR**
- Mail your payment, pay in the office or use the drop-box.

# Connecting to Truestream Internet

Your Truestream account includes a router—which is your access point for Wi-Fi and hard-wired connections. Your network password and all pertinent information is on the sticker on your router, which has been calibrated for maximum performance. Please note that adding an alternative router could degrade your home’s service. We recommend using your Truestream router for all internet access.

## Internet speed can be affected by a number of additional factors including:

- Connection to 2.4 Ghz vs. 5 Ghz Wi-Fi channel
- Number of devices connected
- Age of your device
- Site traffic
- Content provider server capacity
- Internal network factors

## Internet Troubleshooting Tips

1. Restart your computer or device. If this doesn’t resolve your issue, proceed to step two.
2. Unplug your router, wait 30 seconds, and then plug it back into the outlet. Wait for the router to reboot, approximately five minutes. Verify the “Service” and “Wi-Fi” LED indicators are green, then reconnect your computer or device.
3. If steps one and two don’t resolve your issue, please call 888-485-2537 for our 24/7 technical support team. With our managed Wi-Fi service we can remotely diagnose connection issues, optimize your network and even recover a forgotten Wi-Fi password, all to make sure your internet is working as hard as you are.

### For Your Record:

Network Name \_\_\_\_\_

Password \_\_\_\_\_

Account Number \_\_\_\_\_





# Device Speeds

## The Do's and Don'ts of Wi-Fi

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**Are you getting the most out of your internet?** We want to ensure our Truestreamers are getting the best. Here are some helpful tips to consider:



### The Do's

- Do set up your router the right way.
- Do place your router in an open room.
- Do hook devices directly to the router using an ethernet cable to maximize speed.
- Make sure you have the right plan for your devices.
- Do remember that older or slower devices may also impact the speed at which faster or newer devices can operate.
- Do remember our on-call tech support is available 24/7 by calling 888-485-2537.



### The Don'ts

- Don't leave your network unsecured. Others may be stealing your bandwidth!
- Don't shield your router in cabinets or closets, or next to unusually thick walls or metal.
- Don't overload your devices with too many files that take up a lot of storage. As you run out of room, smartphones and tablets could run slower.
- Don't forget the router has two Wi-Fi channels—2.4 Ghz, which is slower but good for longer distances; and 5 Ghz, which is faster, but over shorter distances.



# Voice Services

Truestream voice services include unlimited calling to all 50 US states, Canada, Puerto Rico, and the US Virgin Islands. Visit our website for a full list. You'll also receive three-way calling, caller ID, call forwarding, call waiting, robo-call blocking, and voicemail. Manage your voice services online by visiting [voice.truestreamfiber.com](http://voice.truestreamfiber.com).

## Feature Quick Guide

Call Forwarding  
Cancel Call Waiting Per Call  
Call Return  
Block Your Caller ID Per Call  
Speed Dial 8 or 100  
Three-Way Calling  
Last Number Redial  
Anonymous Call Rejection

## Activate/Cancel

\*72/\*73  
\*70  
\*69  
\*67  
\*74  
Flash/Conference  
\*66  
\*77/\*87

## Voicemail

### To Set Up Voicemail:

1. Dial \*98.
2. Enter the default passcode 8642 and press # (first-time setup).
3. Follow the "Passcode Has Expired" prompt.
4. Enter a permanent passcode and press #.
5. Re-enter the new, permanent passcode and press #.
6. Follow the remaining prompts to record your name and greeting.

### To Access Voicemail:

1. From a phone connected to the Truestream network, dial \*98.  
From a phone not connected to the Truestream network, dial your 10-digit phone number and press \* when the greeting begins.
2. Enter your passcode and press #.

# Call the Tech Squad



Confused about how to set up your streaming devices and services, online billing account, email, or other connected devices in your home? Don't let your new smart-home devices outsmart you! The friendly and knowledgeable experts of the Trustream Tech Squad are here to help.



**Troubleshoot and  
help set up streaming**



**Get to know  
your devices**



**Set up your smart  
home devices**



**Set up and improve your  
network connections**

Call the Tech Squad today at 888-485-2537 to schedule an appointment.

**The Trustream Tech Squad—  
we've got you covered!**

Support fees apply.

# Additional Services

## WI-FI EXTENDER



Wi-Fi is included free with your internet service. However, in some cases, Wi-Fi signals may not reach from one side, or level of the house to the other. Certain building materials can also limit or block your Wi-Fi signal, and data-intensive tasks, like streaming video, work better when your signal is stronger.

Whether you're in the garage, attic, guest bathroom, outside, or wherever, Wi-Fi Extenders help you enjoy fiber internet throughout your home. Eliminate most Wi-Fi dead spots for just \$5.00 per month!



## BATTERY BACK-UP



Don't let a power outage take out your internet and voice services! Rely on Trustream services when the power is out with our battery back-up service. We offer two different battery back-up units to suit your needs, providing 8-24 hours or more of power during an outage. There is a one-time fee to purchase the unit. Call us for more details.



*\*Equipment design may vary.*

## UPDATE OR ADD SERVICES

Please contact us to make changes to your Trustream internet or voice service. We're happy to help:

**888-485-2537 | [service@trustreamfiber.com](mailto:service@trustreamfiber.com).**

# Let's Be Friends!

We'd love to connect with you on social media. Brag about your service using #lamatruestreamer for a chance to win a bill credit!

Like the service we provide you? Leave us a Google review letting us know what you love about having Truestream.


 @jointruestream

 facebook.com/jointruestream.com

 linkedin.com/company/jointruestream



## Contact Us

 888-485-2537

 info@truestreamfiber.com

 truestreamfiber.com

