



# BARC Connects

FIBER BROADBAND

*Bringing you a world-class broadband experience from a local, cooperatively owned service provider.*

Here is your network login information. Please store in a secure place.

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

Password: \_\_\_\_\_

## Stay Connected – Download the App!

Make the most of your new network with the FREE BARC Connects app. Before you begin, download the app now.



Apple Download



Google Download

### STEP 1

Go to the app store.



### STEP 2

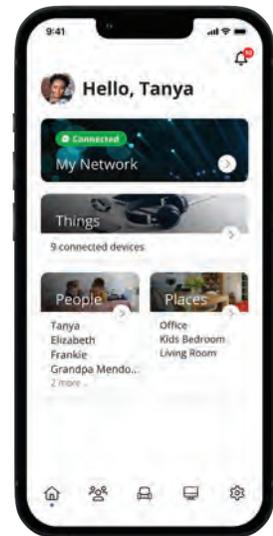
Search for BARC Connects Wi-Fi app.



### STEP 3

Download the app!

View quick video tutorial on your app:  
[barconnects.com/videos](http://barconnects.com/videos)



## Get to know your router, our app, view tutorials and more!

Visit: [barconnects.net/information](http://barconnects.net/information) for online video tutorials and information guides to enhance your Connects Wi-Fi experience.

► **TECHNICAL SUPPORT** is available to assist with questions related to your internet and phone.



800-846-BARC (2272), Opt 2

Email: [connects@barcelectric.com](mailto:connects@barcelectric.com) • Website: [barconnects.net](http://barconnects.net)

# Enhance Your Service

**ProtectIQ** provides protection against viruses, malware, and malicious websites. Keeps your network and devices safe from cyberattacks.

**Included FREE with your service in your app!**

**ExperienceIQ** Set up profiles for your children or devices, filter content, websites, and applications, and set appropriate time limits. **Add for \$5 per month.**

**Extend Wi-fi coverage** If you need to extend Wi-fi coverage across your home, BARC Connects has a solution for you ... add the Calix mesh! Plug and play option that is convenient and easy to use. **Add for \$5 per month.**

**Outdoor extenders available by request.**

**Phone Service** is available over our all-fiber network. Bundle with your Connects services and receive a \$10 per month discount. Battery back-up \$5 per month.

**Add today: 1-800-846-2272 or “Add services” in your SmartHub**



Always remember to  
**CALL BEFORE YOU DIG!**



## Streaming

**To enjoy streaming video, you need fast and reliable internet and:**

- A streaming device such as: an Amazon Fire TV Stick, Apple TV or Roku Streaming Stick that is connected to your TV and wi-fi. Streaming devices include a universal remote control to sync with your TV. Or a Smart TV that is connected to the internet. Or a tablet, laptop or smartphone that is connected to Wi-Fi or data.
- A subscription to a streaming service or channel such as Netflix, Disney Plus, YouTube Live, HBO Max, Prime Video, or ESPN Plus. *Visit: [barcconnects.net/information-guide](http://barcconnects.net/information-guide) for more information.*

## Pay & Manage Services

**Register with SmartHub to pre-pay, go paperless, change services and more! Use your account number (found on your monthly bill) to set-up.**

**Online Portal:** [barcelectric.smarthub.coop](http://barcelectric.smarthub.coop)

**SmartHub App:** Available on Google Play and the Apple store under SmartHub.

**Pay By Check:**

Remit Your Check Payment to:  
BARC Connects, LLC, PO Box 580214  
Charlotte, NC 28258-0214

**Auto Pay:** Log in to the SmartHub portal.  
Select the 'Billing & Payments' tab at the top of the screen.  
Select 'Auto Pay\Program'.  
Select "Accept Terms and Conditions"

## Troubleshooting

**Not responding? Restart.** Locate the ONT (box with multiple lights on it). The top 3 lights are power, service and broadband.

- Completely unplug the ONT from the outlet. *Do not turn off a power strip; directly unplug the ONT from the outlet. The lights will go out on the ONT.*
- Wait 10 seconds and then plug the ONT back into the outlet. The lights on the ONT will flash.
- Once the broadband light stops flashing, wait 3 minutes and then recheck your service(s).

**Older equipment?** As a friendly reminder, equipment older than 5 years will mostly likely not perform as quickly as newer equipment. If you are trying to operate a device older than 5 years and are experiencing speed issues, please be aware that older equipment can be an issue.