

Welcome to BARC Connects



BRINGING YOU A WORLD-CLASS BROADBAND EXPERIENCE FROM A LOCAL, COOPERATIVELY OWNED SERVICE PROVIDER

Thank you for choosing BARC Connects as your broadband services provider. We are thrilled to bring you a world-class customer experience over our all-fiber optic network.

As a not-for-profit cooperative, BARC is mission-driven, always striving to improve the quality of life in the community. We hope that our project directly improves your quality of life and leads to economic development opportunities in our area, as well.

We pride ourselves on providing responsive and personalized service. If you have any questions, or need assistance with your services, please call us at 800-846-2272, and our customer service team will be happy to assist you.

Once again, thank you for choosing BARC Connects. We look forward to serving you as a satisfied customer for many years to come. Welcome aboard!

Who We Are

We're owned by BARC Electric Cooperative, a local, not-for-profit electric utility. We pride ourselves on our customer service, individualized attention, and access at all levels of the organization.

Mission: We strive to improve the quality of life in our community.

Contact and Account Information

Account Number: _____

Contact BARC Connects

Phone: 800-846-BARC (2272), Option 2

Email: support@barcconnects.net

Website: barcconnects.net

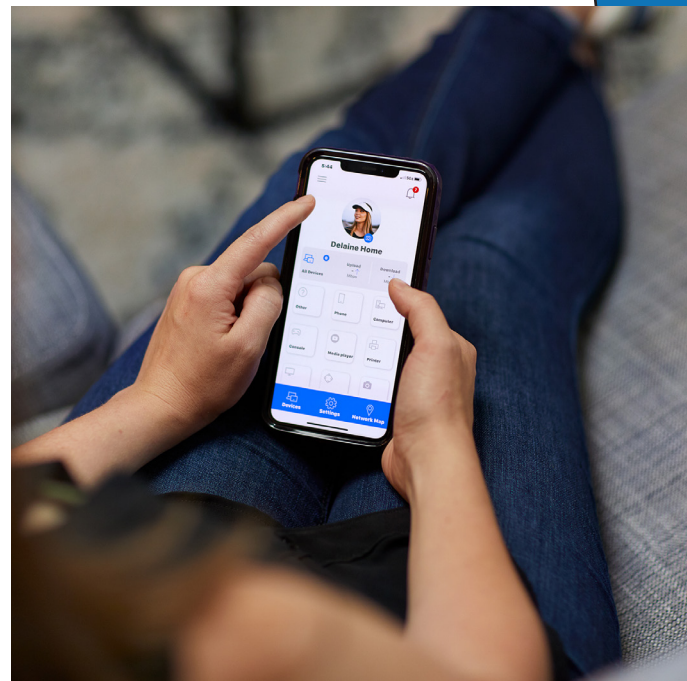
Physical Address

84 High Street Millboro, VA 24460

Office Hours and Holidays

Monday - Friday 8:00 A.M. to 4:30 P.M.

New Years Day, Memorial Day, Independence Day,
Labor Day, Thanksgiving Thursday & Friday, Christmas Day



Stay up-to-date! Follow us at facebook.com/barcconnects

Need Help?

Technical Support 24/7

Phone: 800-846-BARC (2272), Option 2, and Option 2

Technical support is available to assist with questions related to your internet and phone.

Paying Your Bill

BARC Connects will invoice you the first business day of each month. Due date on the 18th.

Smarthub Portal on barconnects.net

The easiest and most convenient way to make a payment

The screenshot shows the 'Account Overview' page for a user named 'DOE, JOHN'. The page includes a 'Next Due' date of 05/15/2020, an 'Amount Paid' section, and a 'Total Due' of \$0.00. A 'Make Payment' button is highlighted with a black arrow. Below this, there is a table with one row showing account details and a 'Pay Account' link.

Account	Date Due	Amount
12345 999-000-0000	05/15/2020 View Bill »	\$0.00 Pay Account »

Auto Pay Program

From the Smarthub portal, you can manage your account settings, including automatic bill pay using a bank account or credit card. Login to the BARC Connects Smarthub portal Select the 'Billing & Payments' tab at the top of the screen
Select 'Auto Pay\Program'
Select the link 'Manage My Stored Payment Accounts'
From there, enter your payment information and you are set!

Paying By Check

Remit Your Check Payment to:

BARC Connects, LLC
PO Box 580214
Charlotte, NC 28258-0214

You must Include the bill pay stub with your check

INTERNET SERVICE

Getting Your Network Connected

1. From your browser, access the route at <http://192.168.1.1>
2. The following window should appear. If you receive a security warning, click on “Advanced” and choose to access the route.
3. Login using the user [admin] and the password listed on the Default Settings label on your router, then click the “Login” button.



Your installer has set up the initial network name and password for you per your instruction during the on-premise installation.

You can learn more about changing the name and password of your wireless network by visiting <http://www.barconnects.net/forms> and reviewing the "Gigacenter Quick Reference".

EXTENDING WIFI COVERAGE

If the Calix router is unable to fulfill all the needs your premise has to extend WIFI coverage, BARC Connects has a solution for you. For an additional monthly cost of \$5 per month per unit, you can add the Calix mesh Dual WIFI device to further extend WIFI coverage. Plug and play option that is convenient and easy to use.

Your onsite installer can help you in determining a need for the repeater during your home installation. But maybe you decide you want this option after your installation is complete? Easy! Contact BARC Connects at 800-846-2272 and a staff member can assist you in adding the device to your account and work with you to arrange an onsite installation.

INTERNET SERVICE

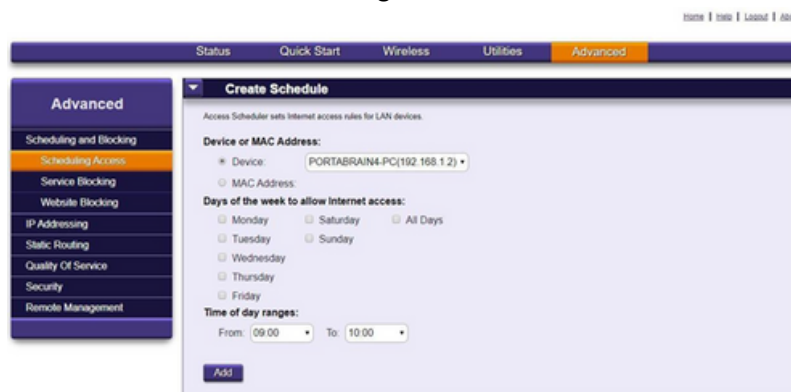
SECURITY - BLOCKING ACCESS TO A WEBSITE

You may have a need to block access to certain websites, for internet users. We have included some quick instruction on how to perform this activity as part of your BARC Connects internet service platform.

From your Gigacenter portal dashboard, select the "Advanced" icon or button on the blue line near the top of the screen.



From the left column, select "Website Blocking".



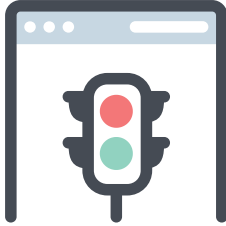
Enter in the website address and select "Apply" from the menu.



Repeat steps above for all websites you would like to block.

INTERNET SERVICE

SECURITY – RESTRICTING INTERNET ACCESS

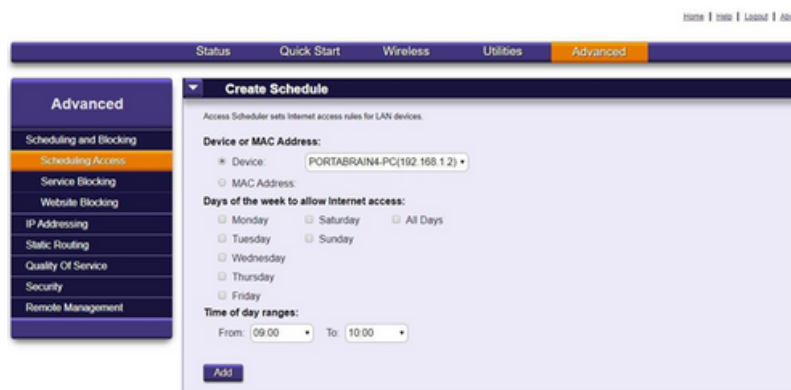


Restricting internet access to reduce screen time on certain devices is a feature that you can access and manage as part of your BARC Connects platform.

From your Gigacenter portal dashboard, select the "Advanced" icon or button on the blue line near the top of the screen.



From the "Create Schedule" screen, under the "device" pull down menu, select the name of the computer you choose to restrict. From here, you can customize the days of the week to allow access by selecting the "Time of day ranges" and then click the "add" button at the bottom of the menu.



This feature can be utilized for any devices connected to your BARC Connects platform.

INTERNET SERVICE

FIREWALL SECURITY SETTINGS

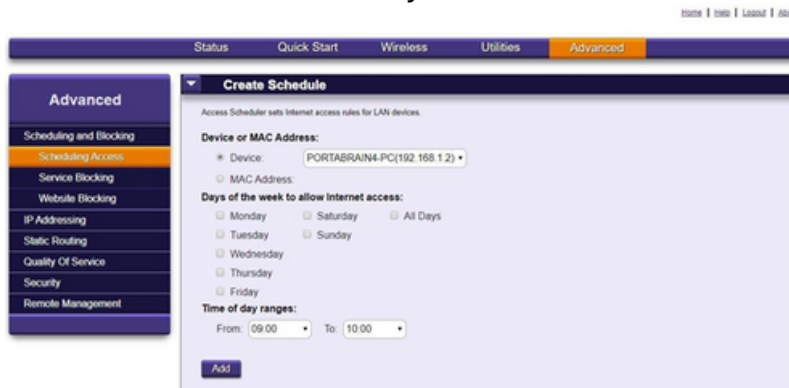
Firewall rules define what kind of Internet traffic is allowed or blocked. The BARC Connects platform allows you to change your firewall security settings, if desired, for inbound or outbound internet traffic on your Calix Gateway.

Changing Firewall Settings:

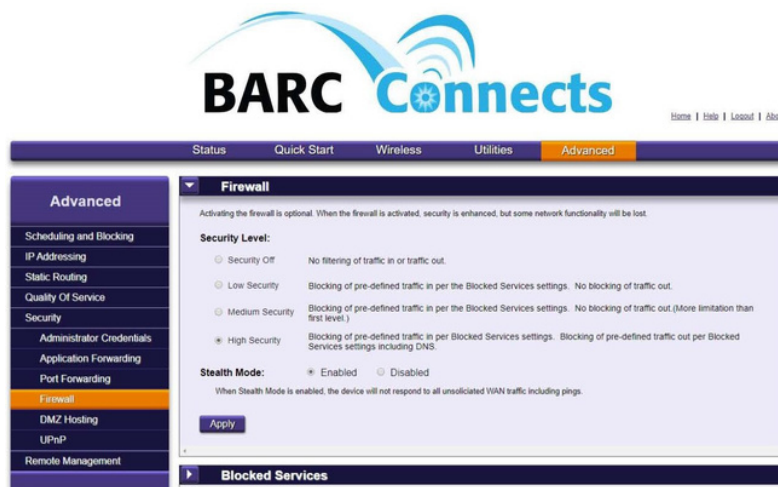
From your Gigacenter portal, select the "Advanced" icon or button from the dashboard located on the blue line near the top of the screen.



On the left column of the screen, select "Security", then choose "Firewall".



Select the desired "Security Level", then click the "Apply" button at the bottom of the screen.



***Disclosure: Changing the default settings may result in a reduction in the subscribed speed**

INTERNET SERVICE

PORT FORWARDING RULES

Port forwarding is a technique allowing external devices access to computers services on private networks. It does this by mapping an external port to an internal IP address and port. Most online gaming applications require configuring port forwarding on your router.

From your Gigacenter portal, select the "Advanced" icon or button from the dashboard located on the blue line near the top of the screen.



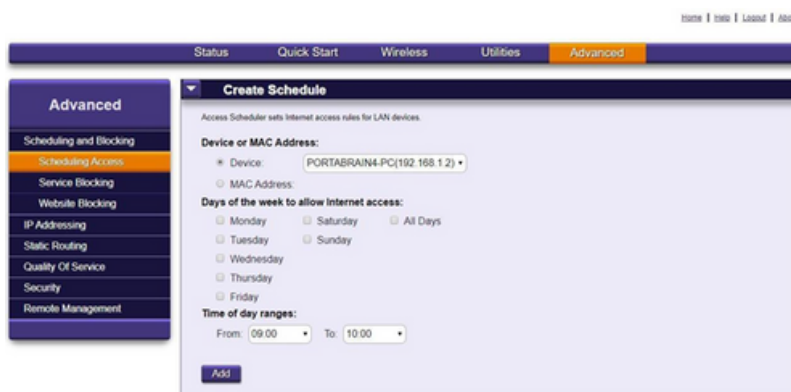
From the left column, select "Security"

Then select "Port Forwarding"

Next click the "Add" key in the port forwarding rule parameters

Next click "Apply"

Add additional port forwarding rules as desired



INTERNET SERVICE

REMOTE ACCESS

Remote-access tools allow you to use a computer that's located elsewhere as if you were sitting in front of it. Your BARC Connects platform allows you to set up this tool through your Calix Gateway device.



From your Gigacenter portal, select the "Advanced" icon or button on the blue line near the top of the screen.



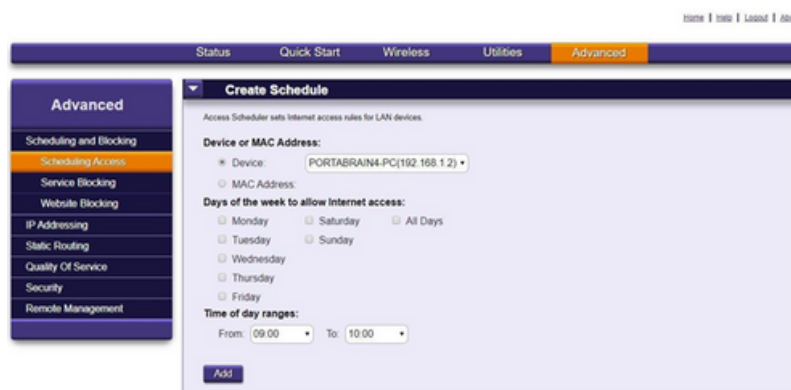
From the left column, select "Security", then select "Remote Management"

Click "Enabled" for "Remote GUI State"

Determine your WAN IP Address by accessing a website, for example <http://www.dslreports.com/whatismyip>.

Type that address into the "WAN IP Address" field in the port you will utilize for remote access

Next click "Apply"



The WAN IP address is valid for up to three days (72 hours) when the GigaCenter is powered off. This will need to be re-entered if the previous WAN IP address expires. Otherwise, the GigaCenter keeps the same IP address.

PHONE AND VOICE SERVICE

Welcome to BARC Connects voice services. Voice over IP (VoIP) solutions allow you to make calls over your broadband connection. Our dependable voice service and crystal clear voice service includes standard calling features such as three-way calling, caller ID, call waiting and voicemail.

Reference your voice account information provided to you by BARC Connects for your phone number and your BARC Customer Portal login.

Setting up Voicemail

Using your phone handset, enter ***36** to access voicemail.
Your **initial voicemail password** is **1234**.



On setup, you will be asked to change the first time you access your voice mailbox. We recommend setting up your voice mailbox as soon as your phone service is activated to ensure you do not miss any phone messages.

Voice Service Features

Your new BARC Connects phone service offers many advanced features that can be managed from the Customer Portal or directly from your phone. We have listed the features below. **You can learn more about accessing the portal on the back side of this page.** There is also a list of Star Codes below.

Call Screening: Allows you to forward your calls to another number and lets you set functionality to "Allow", "Block", "Block with Message", "Forward" or send calls directly to voicemail.

Call Handling: Allows you to create separate schedules by date and time for calls by selecting the "Create Schedule" button. You can activate "No Answer", "Busy", "Out of Service" "Send to Voicemail" or "Forward" to another number.

Call Forwarding: Allows you to create separate schedules by date and time for inbound calls. You can forward calls to another number of your choice or select "Do Not Disturb".

SIM Ring: Allows you to provide one or more numbers to ring simultaneously with incoming calls. You can also choose an action for what to do if the call is not answered.

Find Me: Allows you to add/delete and list devices or phone numbers to ring sequentially when your phone number is called. You can also set other actions such as "Do Not Disturb", "Timeout Action", "Busy Tone", or "Send to Voicemail" from this feature.

Additionally, using the online portal, you can read your voice messages and modify your voicemail settings options.

Star* Codes for your Phone Service

- *36 Enter Voice Mail
- *43 Enable Call Waiting
- *44 Disable Call Waiting
- *48 Reject Anonymous Calls
- *49 Allow Anonymous Calls
- *59 Allow Specific Phone Number
- *60 Block Specific Phone #
- *63 Forward Calls from Specific Phone Number
- *72 Forward All Calls
- *78 Enable Do Not Disturb
- *79 Disable Do Not Disturb
- *90 Forward Calls When Busy
- *92 Forward Calls When Not Answered

ONLINE CUSTOMER PORTAL FOR PHONE SERVICE

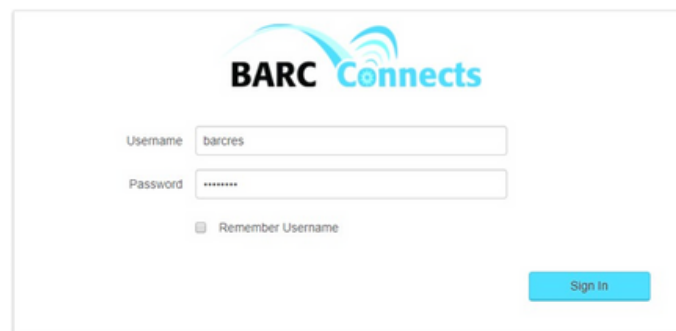
Your phone service account can also be managed from the Alianza customer portal where you can set control parameters instead of using the *Codes on your phone. The dashboard information includes account information and the E911 address associated with your account.



Customer Portal Login

Using your internet browser, go to <https://barc.user.alianza.com/login>.

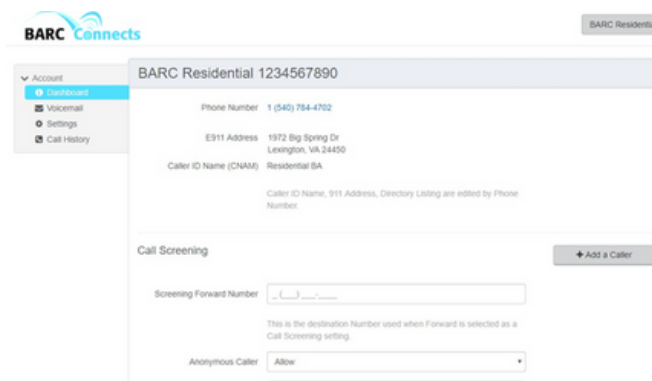
Enter your login and password into the BARC Connects login screen. You will be asked to change your BARC Customer Portal password the first time you login to the portal.



Click the “Sign In” button.

If this is your first time accessing the BARC Connects Customer Portal or if your password has been reset, you will be prompted to change your password. Enter the new password twice using the guidelines presented, and click “Confirm.”

Your account information should now appear on the screen.



For additional information on how to enable features using the online Customer Portal, visit <http://www.barconnects.net/forms> and access the form, **Voice Service Quick Reference**.

STREAMING SERVICES

Customize Your TV Experience

Now that you have BARC Connects high-speed broadband internet, forget the TV setbox and use streaming options to make your TV experience your own.



What is Streaming?

Streaming media is multimedia that is continuously received by and presented to an end-user while being delivered by a provider. The verb "to stream" refers to the process of delivering or obtaining media in this manner.

There are many streaming services available today. You may be using them now with Netflix or Amazon. Streaming services provide real-time shows like your standard cable packages, but also provide options above and beyond including movies, TV shows, documentaries...the list goes on.

Reliable internet, like you now have with your BARC Connects service, allows you to access these services and customize packages that meet your needs. We recommend a minimum internet package of 100 MBps download / 50 MBps upload for optimal streaming capability.

To get you started on your streaming journey, we have provided some examples and information on this document. We cannot possibly list all the services out there, but have selected a few that are proven streaming providers.

Do you have a smart TV? A smart TV uses your home network to provide streaming video and services on your TV, and smart TVs use wired Ethernet and built-in Wi-Fi to stay connected.



No smart TV? No worry! These services can be available by adding a device to stream programming on your TVs.

Top 2 Rated devices to utilize streaming services:

Both the Amazon Fire TV Stick 4K and the Roku Streaming Stick+ are great. Each platform offers speed and reliability, with a wide range of video streaming content. The best pick for you depends on priorities.

If you're a Prime member, the better option is the Fire TV Stick 4K, for its ease of use and full integration with Alexa and Echo devices. The streaming device slips seamlessly into the full Amazon experience.

If approach to content and wide range of choices matter more to you, Roku Streaming Stick+ edges out the Fire TV Stick 4K. Roku makes it easy to find what you want without putting any brand-driven barriers in your way.

STREAMING SERVICE PROVIDERS



YouTube TV is a subscription streaming service that lets you watch live TV from major broadcast and popular cable networks. Enjoy local and national live sports, breaking news, and must-see shows the moment they air. Included: unlimited cloud DVR storage space so you can record your favorites, and stream them wherever you go. You also get 6 accounts per household, so share with your family members or roommates.

Learn more:

<https://tv.youtube.com/welcome/>



Streaming online is the full TV experience that you know and love, entirely over the internet. Sling gives you more control over the way you watch and is one of the best streaming services for watching TV online. The greatest part? You can watch top shows and channels without any cords. All you need is an internet connection and a streaming device.

Learn more: www.sling.com



As a Hulu subscriber, you'll be able to stream your favorite content from the comfort of your very own couch to the confines of public transportation using any one of our supported devices. The available content and features will vary depending on your plan and the version of the app supported by your device.

Learn more: www.hulu.com



Netflix is a streaming service that offers a wide variety of award-winning TV shows, movies, anime, documentaries, and more on thousands of internet-connected devices.

You can watch as much as you want, whenever you want without a single commercial – all for one low monthly price.

Learn more: www.netflix.com



Visit site to learn about multiple options for Amazon Prime members including video and music streaming, as well as membership for Amazon Prime deliveries.

Learn more: www.amazon.com