

Welcome to



*Powered by Meeker Cooperative*

*RIP SNORTIN' FAST™*

**INTERNET**



# WELCOME TO THE VIBRANT ZONE!

Thank you for choosing **VIBRANT Broadband** as your Internet Service Provider. You've made a great choice for **Rip Snort'n FAST** Internet!

We want you to be happy about your Internet connection and we are excited to have you as part of our fast-growing community.

This booklet provides information on your VIBRANT Broadband connection, basic troubleshooting, additional services available to you, and how to contact Technical Support.

Again, thank you for choosing us!

VIBRANTLY Yours,

The VIBRANT Broadband Team

**In 2018**, Meeker Cooperative began building VIBRANT Broadband to deliver high-speed Internet to its Members and non-Members in its service territory.



Meeker Cooperative's more than 87-years of bringing electricity to rural Minnesota gave us the experience to build our fiber-backed infrastructure to bring broadband Internet to you, our rural neighbors and communities!

VIBRANT Broadband is a hybrid system. Reliable and fast connections are provided both by fiber-optic cables and fiber-fed fixed-wireless monopoles with the latest in radio technology.





Depending on your location, you will be connected directly to our fiber or to one of our fixed-wireless monopoles. Both offer a tremendous, reliable connection with fast speeds. Since our launch, we have had over 99.9% uptime, regardless of the weather.

We are your local Internet Service Provider. We care about our Members and Subscribers and give back to our communities.



VIBRANT Broadband is owned and operated by Meeker Cooperative Light & Power Association and headquartered in Litchfield, Minnesota.



# Plume®

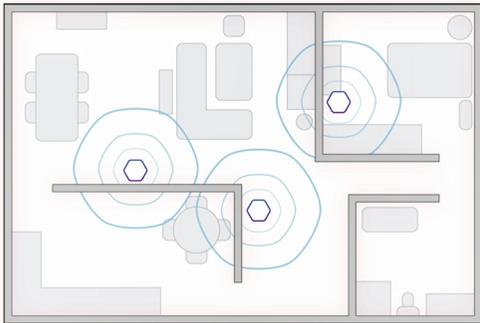
VIBRANT Broadband accounts include Plume® to give you the best experience for your home Wi-Fi.

Plume allows you to control your router from your smartphone. It also lets you expand your network into a mesh system by adding Plume Pods (at a nominal monthly fee) for wider coverage depending on the size of your home or business.

If you have devices that are in areas your Wi-Fi isn't reaching, adding a Plume Pod may help.



Plume offers more than most other mesh Wi-Fi systems with Plume Motion, AI Security, and HomePass.



- **Plume Adaptive WiFi™** –Fast and reliable mesh Wi-Fi everywhere in your home
- **HomePass®** –Personalized access and content-filtering controls
- **AI Security™** –Keep your devices safe and secure, and malware and viruses out
- **Plume Motion™** –Detect motion throughout your home by measuring Wi-Fi signals

## Install the Plume HomePass App on your smartphone

1. Search for “HomePass by Plume” in your app store and install it on your smartphone.
2. Open app and click on “sign in” (do not click on “sign up”)
3. Enter your email and password and you are signed in.

### HomePass Login information:

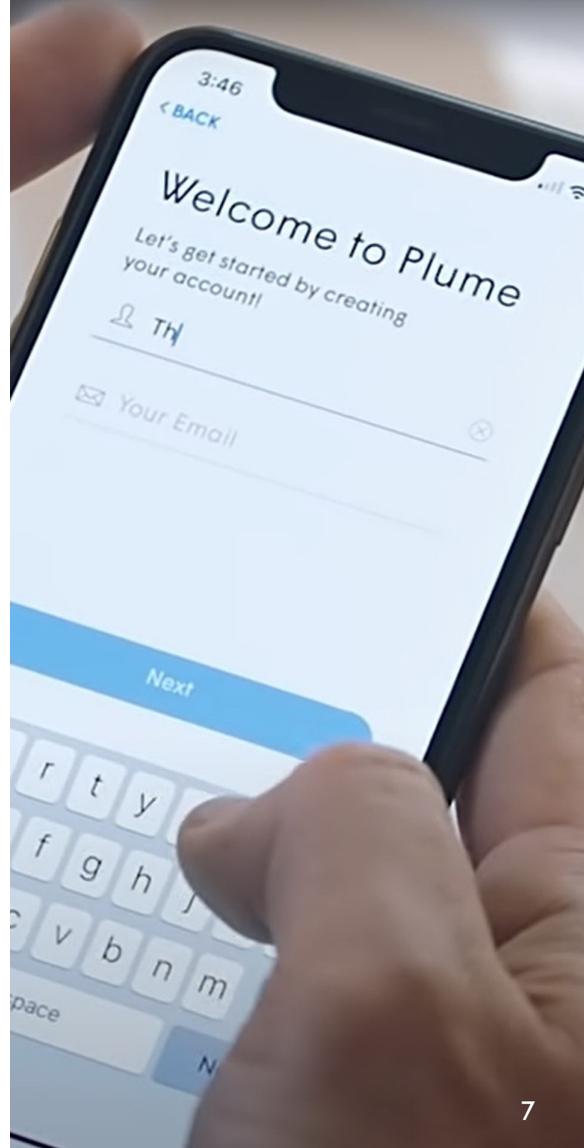
Email

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Password

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Visit [vibrantbroadband.com/plume](https://vibrantbroadband.com/plume) for more information about what Plume can do.





## Network SSID and Passwords

Network SSID (Name of Home Network)

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Network Password (Min. 8 Characters)

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Guest Password (App Only)

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Your Network SSID and Passwords are case sensitive.

**You can change all of these at any time via the app, however, VIBRANT will not have access to your changes or passwords, so please write them down.**





# Fixed Wireless Troubleshooting

## Before contacting Tech Support...

If you are experiencing slower connections or no connection, most issues can be solved by simply rebooting the POE and/or the router.

Follow these simple steps:

- 1.** Locate the POE (black box). Unplug power cord and wait until light goes off.

If light stays on more than 15-seconds after unplugging, call VIBRANT Broadband Technical Support.

- 2.** Plug POE back in, making sure the power light is on. Wait 5 minutes for the system to fully boot up.



**3.** Test Internet to see if service restores. If it doesn't restore, reboot the router.



**4.** Locate the router and unplug power. Wait 10 seconds.



**5.** Plug in the router and wait 5 minutes before testing Internet service.



You can perform a speed test  
by going to  
[vibrantbroadband.com/speedtest](http://vibrantbroadband.com/speedtest)

After you've completed these steps,  
if you are still having issues, please  
contact Tech Support at  
**320-693-3231.**

## Before contacting Tech Support...

# Fiber-To-The-Premise Troubleshooting

If you are experiencing slower connections or no connection, most issues can be solved by simply rebooting the router.

Follow these simple steps:

- 1.** Locate the ONT (white box). This is the unit where the fiber connection comes into your place.

 **DO NOT pull on the fiber cable at the top of the ONT unit.**

- 2.** Viewing from the front straight on, check the indicator lights.

**No lights:** check power to the unit.

**No LAN light:** check connection to router

**No Fiber light:** **CALL US!**



**3.** If all ONT lights are on, then reboot the router.



**4.** Locate the router and unplug power. Wait 10 seconds.



**5.** Plug in the router and wait 5 minutes before testing Internet service.



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# Protection for your connected devices, plus premium tech support available!

VIBRANT Broadband offers **TechShield** to help protect your computer from malware and viruses. TechShield also provides a way for you to remember your passwords and store your files and photos in the cloud!

**VIBRANT Premium Protection** adds more cloud storage, Identity Theft Protection and premium remote tech support.

If your account comes with TechShield or you purchased TechShield or VIBRANT Premium Protection, you should have received an email with a link to set up your account. If you did not receive a link, first check your email junk or spam folder. If you cannot find it, please call our Tech Support.



### Includes:

- **Anti-virus, anti-malware** (SecureIT)
- **Password vault** (PasswordGenie)
- **50GB cloud storage** (FileHopper)



### Includes everything in TechShield, plus:

- **Additional cloud storage** (250GB total)
- **Identity theft protection** (PersonaDefender)
- **Premium Technical Support** (remote tech support for device connection, software support, virus and spyware removal, PC/Mac setup assistance, printer setup, home/wireless network configuration, and more)

Visit [vibrantbroadband.com/techshield](http://vibrantbroadband.com/techshield) for information on these services.

Need TechShield support?

Call: **877-373-3320** (Security Coverage Tech Support)  
or visit [www.securitycoverage.com/solutions](http://www.securitycoverage.com/solutions)

## SmartHub for convenient paperless billing!

Sign into your SmartHub account for convenient billing and payments. You can view your bill, see your payment history, sign up for Auto Pay, and more.

Download the SmartHub app for even more convenience. Search for “SmartHub”.



Sign up for convenient paperless billing.  
Go to [vibrantbroadband.com/smarthub](http://vibrantbroadband.com/smarthub)

## VIBRANT Phone Service

VIBRANT also offers **Business** and **Residential** phone service. For more information, visit [vibrantbroadband.com](http://vibrantbroadband.com) or call

**320-693-3231** during regular business hours (M-F 8am-4:30pm).



# HAPPY?



**Leave us a review!**

Send an email to:

[vibrantreviews@meeker.coop](mailto:vibrantreviews@meeker.coop)

By sending us your review, you agree to allow us to share it in our social media, newsletters, and other marketing efforts.

# UNHAPPY?



**Please call us so we can  
make it better.**

**320-693-3231**



*Powered by Meeker Cooperative*

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opportunity provider and employer.

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