



HCC smart WiFi

advanced whole-home internet

powered by  Plume®

# Self Install Guide



## Initial Setup

# Plume App Setup

- Download the **Plume WiFi** app onto your mobile device through the Apple App Store or Google Play Store.
- Open the app and click “**Sign In**” with your app credentials.

App username:

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password:

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*Do not click “Set Up Plume.”*



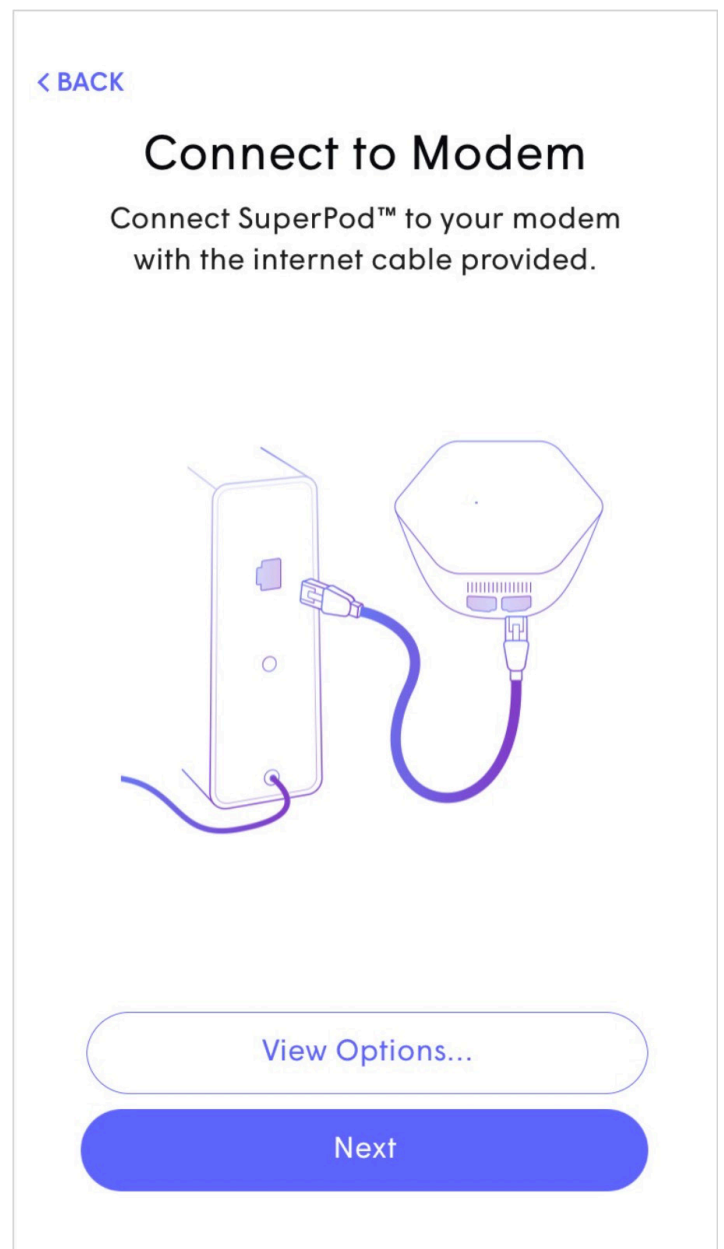
# Ethernet Connection

## Fiber optic:

- Plug one end of the ethernet cord into your fiber ONT, and the other end into the port on the bottom of the first pod.

## Cable modem:

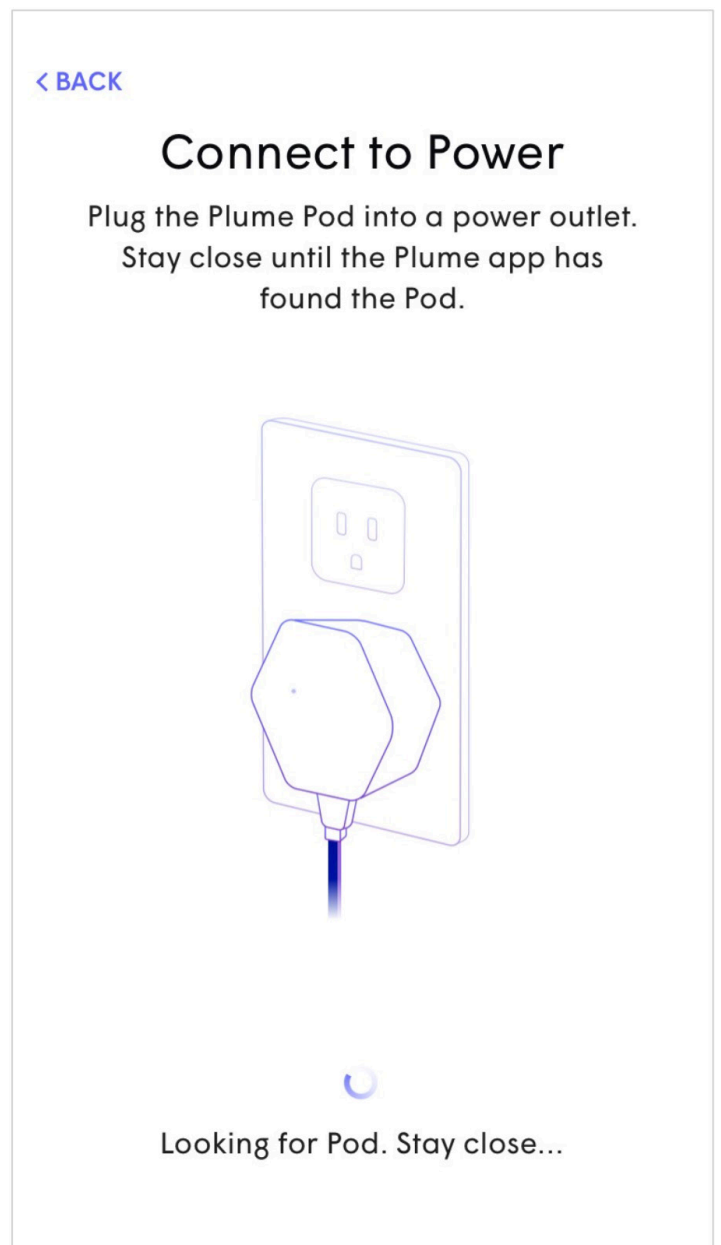
- Plug one end of the ethernet cord into port #1 on your cable modem, and the other end into the port on the bottom of the first pod.



Power up

# Connect to Power

- Plug the first pod into a power outlet. The LED status light will turn solid for a moment and then will slowly pulse.
- If your modem was unplugged, it should now be plugged back in.
- Stay close to the pod so your device can find it. The LED will continue to slowly pulse until the pod connects.



Get ready for fast

# Setup Wi-Fi Network

- Once connected, the app will prompt you to enter your Wi-Fi name and password.

Wi-Fi name:

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password:

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- At the bottom of the screen, the progress of the new network configuration will be displayed.

**Set Up Your New WiFi**

Personalize WiFi name to your liking.  
You can also change it anytime within  
the Plume app later.

Choose Wi-Fi Name

Choose Wi-Fi Password SHOW

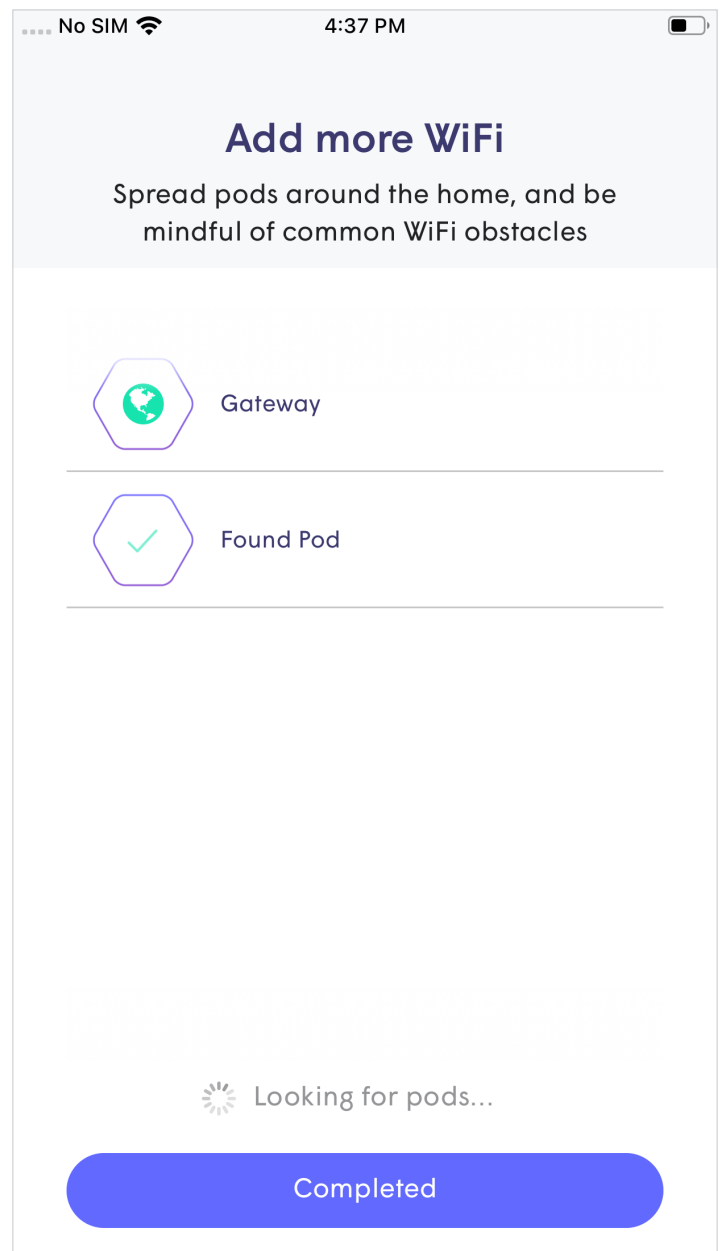
Minimum of 8 characters

Next

Need more coverage?

# Connect More Pods

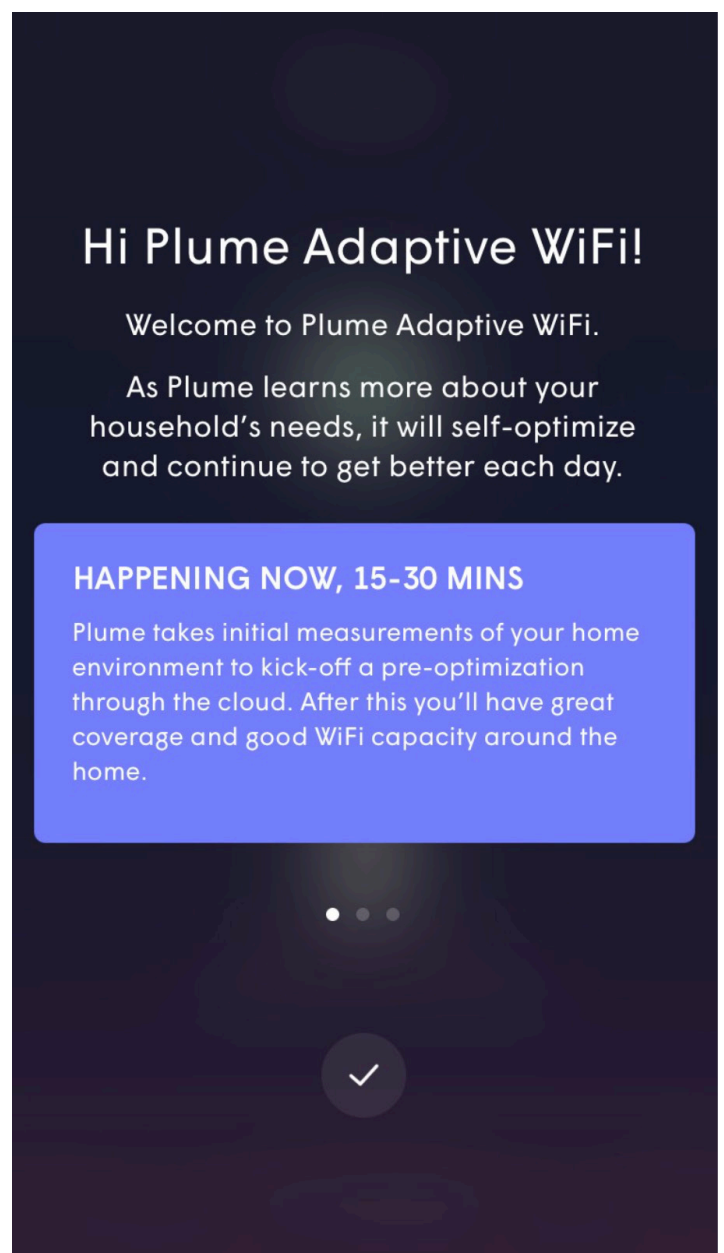
- The app will start looking for more pods now. Plug additional pods into rooms with high internet usage.
- **Tip:** try to keep pods near the center of the home, rather than outside walls. This will help maximize your Wi-Fi coverage.
- You can name your pods to easily keep track of them.



You're connected!

# Final Steps

- You should now be connected to your new HCC smart WiFi network.
- Your new smart network will assess connectivity and perform an initial optimization. As it receives more information about the environment from the pods, the performance will continually improve.
- Enjoy your new, fast HCC smart WiFi!



Need help?

# Troubleshooting

## My device is not connecting to Plume. What do I do?

### Wi-Fi devices:

- Check if other devices can connect to the Wi-Fi network. If so, continue to the next step. If not, contact HCC for a potential internet outage.
- Make sure Wi-Fi on your device is on and that you can see your Wi-Fi network name on your device. Make sure you enter the correct Wi-Fi password if prompted.
- Make sure that the gateway pod is connected to the modem and is functioning, and that your Pods are online. You can always verify the status of your Pods in your Plume App Settings.
- Turn the device's Wi-Fi off and then back on. This will force the device to rescan for available networks.
- Restart your device. Some always-on devices like thermostats and doorbells may not connect to the new network without a reboot.
- Check with your device manufacturer for any special requirements. For example some devices will not connect to an network if the SSID and/or password have special characters.
- Reset network settings or forget the old network on your device. If your old Wi-Fi is still broadcasting, your device may be switching between networks.

### Ethernet connected devices:

- If your wired device is not connecting to the network, try power-cycling the pod while the device is still connected by Ethernet.
- Try another Ethernet cable. Ethernet cables can sometimes fail, causing poor or unstable connections.

**Still not connected? Give us a call: 360-898-HELP.**