

# GETTING STARTED GUIDE



360.898.2481 www.hcc.net



## HCC Smart Wifi

You have chosen the best Wi-Fi experience with whole-home coverage, real-time protection, and complete control from anywhere!

## You're in control with the HomePass® app!

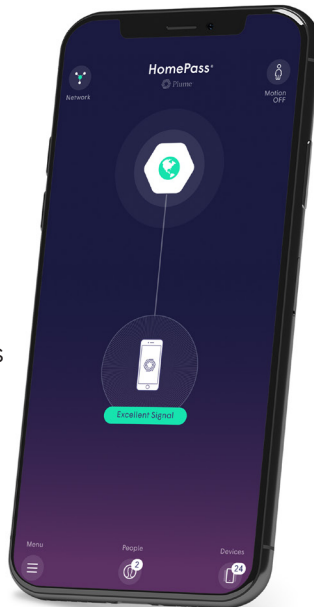
### FEATURES AND BENEFITS

Set up profiles for people and devices

Manage your devices, connections, and guest access

Advanced security provides real-time protection

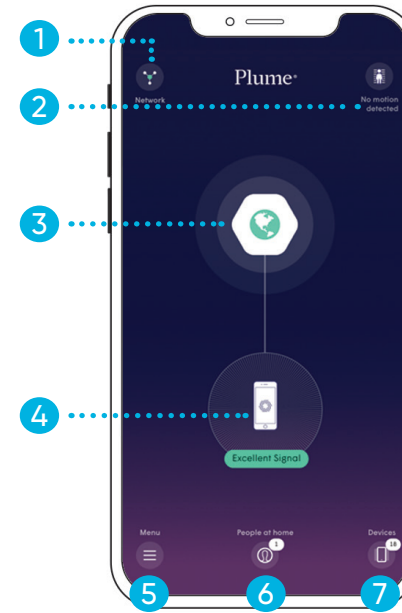
Set up parental controls and time-outs



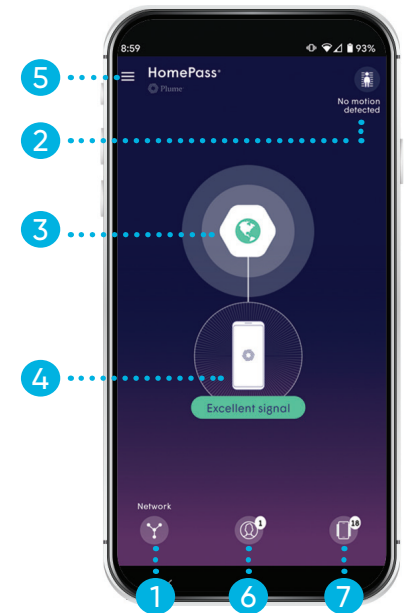
# GETTING STARTED WITH THE APP\*

## UNDERSTANDING THE HOME SCREEN

### IOS HOME SCREEN



### ANDROID HOME SCREEN



#### 1 NETWORK MAP

Shows a map of each pod. Select a pod to view details, to rename a pod, or to see a list of connected devices.

- Tip: Name your pod by the room where it is located (i.e. Dining Room)

#### 2 SENSE/MOTION

Access Plume® Sense features

#### 3 GATEWAY POD

Run a speed test and view data on your most active devices

#### 4 YOUR DEVICE

Click to see details about the current device you are using with the Plume® App

#### 5 MAIN MENU

You will find settings and information for Adaptive WiFi™, HomePass®, AI Security, Support and More

#### 6 PEOPLE/PROFILES

Create and Manage people and profiles

- Tip: Profiles can be for people or devices

#### 7 DEVICES

View and manage all devices on your network

\*Screens shown in the HomePass by Plume® app section are for the iOS platform unless otherwise stated. Your screens may also vary depending on device and platform.

## SETTING UP HOME, GUEST, AND INTERNET ONLY ACCESS

HomePass® app allows you to customize everyone's level of access to your network.

### LEVELS OF ACCESS

**HOME** - Full Access to internet and devices on your network

**GUEST** - Temporary or limited access to your network

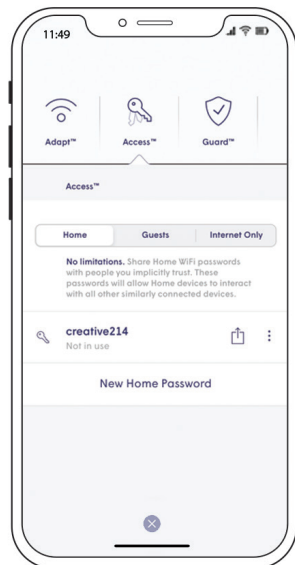
**INTERNET ONLY** - Internet access only

### HOW TO SHARE YOUR WI-FI PASSWORDS

From the Home screen, touch the **MENU** button and then touch **ACCESS**

Then click on Home, Guest, or Internet only to access that zone's settings page.

- Next to the password you want to share, tap on the share icon
- Choose the method you want to use to share the password (SMS, email, Airdrop) and send it
- The recipient will receive a link. Clicking on it will take them to a web page from which they can copy the Network name and the password



## SETTING UP SECURITY FEATURES

Advanced security allows real-time protection against cyberthreats. Plus you can control which security features are enabled.

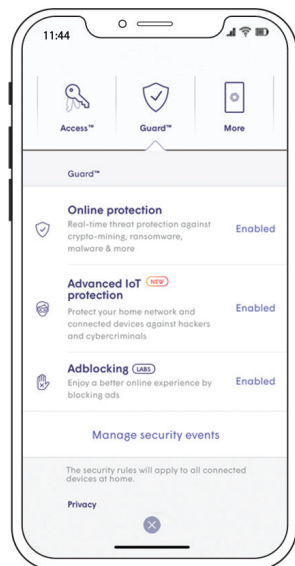
1. Touch the **MENU** button on the main screen
2. Touch the **GUARD®** icon on top right
3. Enable the security features you want

**ONLINE PROTECTION** - activates real-time protection against ransomware, malware, and more

**ADVANCED IOT PROTECTION** - protects your network and connected devices against hackers and cyber criminals

**ADBLOCKING** - blocks loading of web and video ads

4. Touch **MANAGE SECURITY EVENTS** to see blocked content and threats

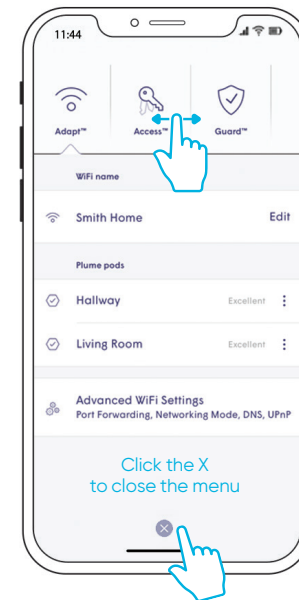


## NAVIGATING WITHIN THE APP

Exploring the Plume® app is easy! Just tap the icon on the home screen of where you would like to go. View content in Section screens by moving from left to right or by scrolling up and down.

### TRY IT NOW:

- From the home screen tap on the **MENU**
- You will see the **MENU** screen
- On the top bar: touch and move your finger to the left until you see all the categories
- To close the section tap the **X** at the bottom of the screen
- Tip: Don't see the X? Touch the screen and move your finger down until you see the X



## CREATING YOUR PROFILES

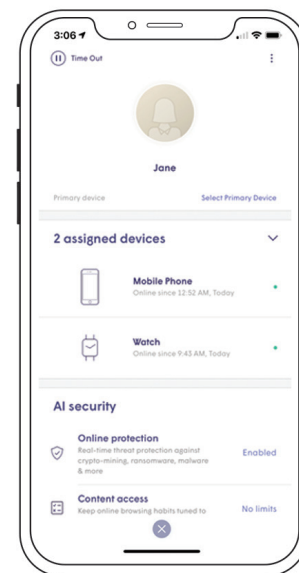
Manage people in your household or a group of devices on your network with profiles.

### SETTING UP YOUR FIRST PROFILE

1. Touch the **PEOPLE/PROFILE** button on the home screen
2. Touch the **CIRCLE** in the middle of the home screen to add a new person
3. Enter a name or nickname for the profile
4. Assign devices on your network to that profile. Touch the green **CHECK MARK** on the top right corner of the screen to save.

### ASSIGN PRIMARY DEVICE

1. Touch the profile you want to assign a primary device
2. Touch **SELECT PRIMARY DEVICE** option under name



➔ For technical support, please call 360.898.2481

## CONFIGURING PARENTAL CONTROLS

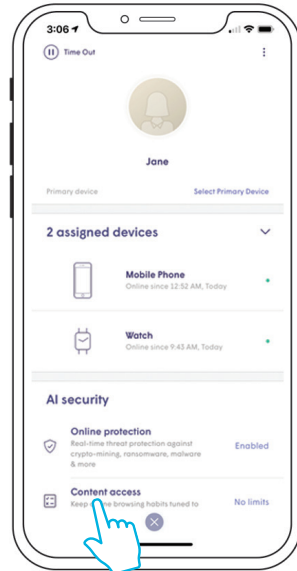
Parental controls allow you to set content access rights for each profile or at the device level. You can also block or approve websites.

1. Touch the **PEOPLE/PROFILE** button on the home screen
2. Select the profile you would like to manage
3. Scroll down to the Online Content Experience
4. Select Content Access preference
  - NO LIMITS** – set by default
  - KID APPROPRIATE** – G rated content
  - TEENAGER FRIENDLY** – PG 13 content
  - NO ADULT CONTENT** – blocks sensitive content only appropriate for adults
5. To approve or block a website, or view sites blocked by content filters, touch **MANAGE SECURITY EVENTS**
  - See all security events, blocked suspicious activity, and blocked content



### TIP: TIMEOUT

Give a "timeout" to any profile. Tap the "Pause" button icon next to the person's name. First tap issues a 15 minute timeout; second tap changes it to 30 minutes; third tap clears the timeout



## VIEWING AND MANAGING DEVICES

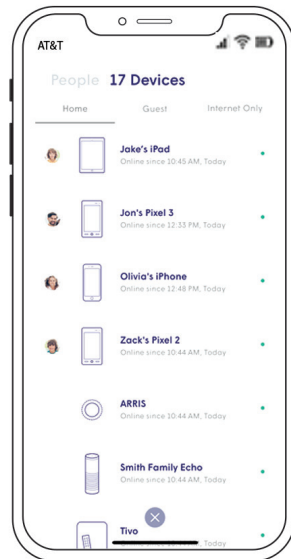
Easily view and manage devices currently on your home network, as well as device connection history and devices on guest access.

1. From the Home screen, touch the **DEVICE** button located on bottom right.
2. Under **HOME**, currently connected devices appear at the top of the list and device history appears in gray.
3. Select **GUEST** to view connected devices or to set up Guest access.
4. Select **INTERNET ONLY** to see connected devices without access to the full network.



**SCHEDULE INTERNET FREEZES BY DEVICE**  
Suspend internet access for any device on your network for School Nights, End of Day, Bed Time, or Indefinitely.

Simply select the device and tap Set Internet Freeze.



## UNDERSTANDING AND USING PLUME® SENSE/MOTION FEATURES

Plume® Motion uses SuperPods and the Wi-Fi connected devices in your home to detect disturbances in the Wi-Fi signal between pods or between a pod and motion capable device. These disturbances in the signal are translated into motion events, which you can use to keep yourself aware of activity in your home. When enabled you can receive alerts when your child comes home from school or a spouse leaves for/returns from work. You can receive alerts if there's unexpected motion in the home while you're away (i.e. a break-in).

### FEATURES INCLUDE

**LIVE VIEW** – Take a look inside your network to see where the motion is currently happening.

**MOTION ALERTS** – Receive push notifications when motion takes place, based on when people are at home.

**MOTION HISTORY** – Look back 24 hours or 7 days to the history of motion in your home.

**PERSONALIZATION** – Plume® Sense settings can be customized to fit you, your family and your home, including motion sensitivity, pet mode, motion alert frequency, and where motion detection is tracked in your home.

### HOW TO ENABLE

- Tap the **SENSE** button on the home Screen of your Plume® app. Then turn "Motion Detection" on to start initializing.
- After initialization, the system will enter a passive state to learn the baseline of your home. It will detect motion between SuperPods, and begin enabling devices as sensors 10 minutes later.

### ASSIGNING A PRIMARY DEVICE

Each member of the household can have a primary device assigned to their profile. This device will be used to determine when you are at home or away based on when the device connects or disconnects from the network.

See "Create Your Profiles" to learn more.



### TIP: SMART ACTIVATION

To automatically arm or disarm Plume® Motion sensors as people leave and return, enable "Smart Activation" under motion settings.

