

Plume HomePass 2.0 Self-Installation



Plume®

Before Getting Started

Locate your equipment panel.

- The panel is typically located in the utility/laundry closet or the primary bedroom closet.

Confirm equipment is installed.

- ONU (Optical Network Unit): This equipment converts fiber into useable Internet.
- Plume Pod: Silver, hexagonal router

Confirm power to equipment.

- Ensure equipment is plugged in and receiving power.

If equipment is not installed, you will not be able to proceed. Please contact Customer Service, 866-334-2021.



App Download & Launch

Download App

Using your smartphone, go to your app library and search “HomePass by Plume”:

- HomePass by Plume® will show up in your search results.
- Choose to install the free application.
- Once downloaded, open the app.

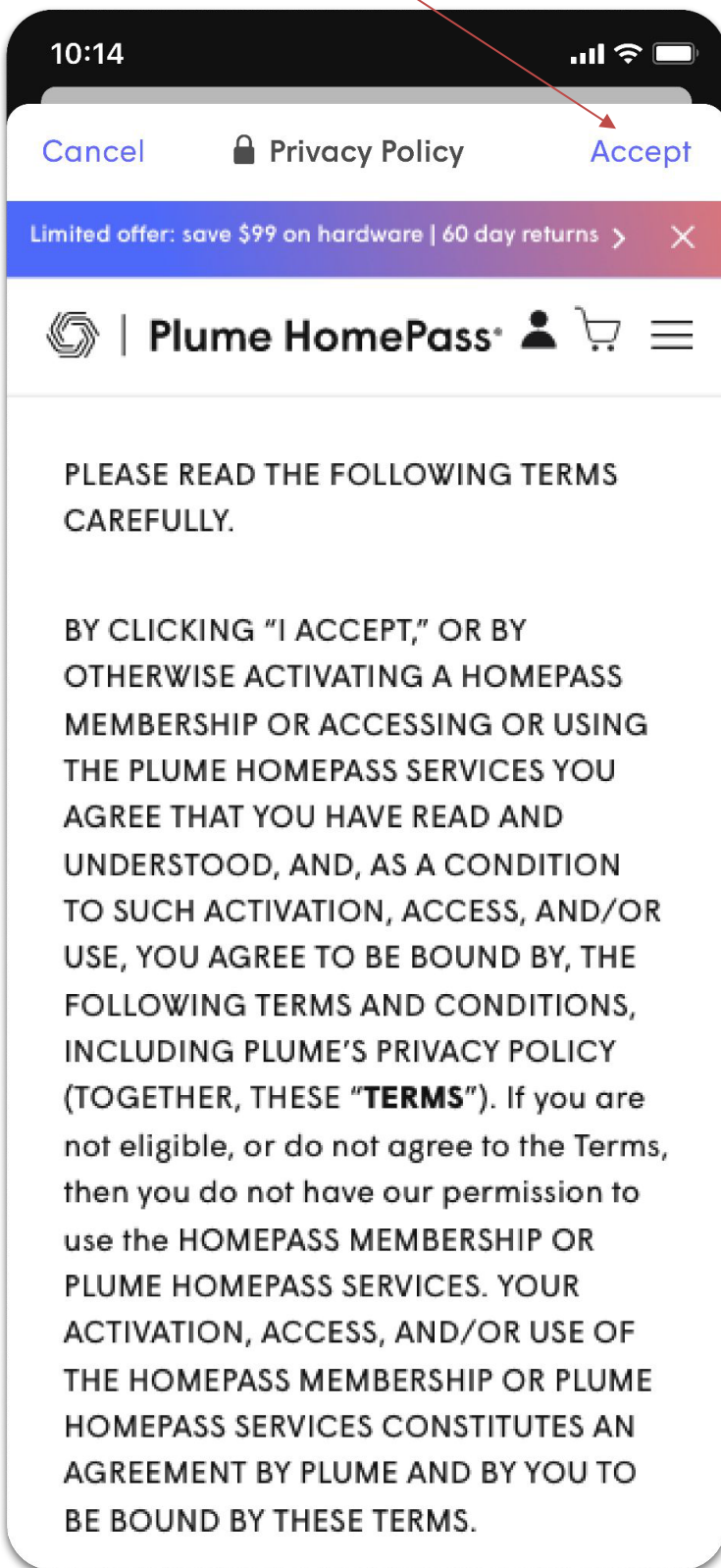
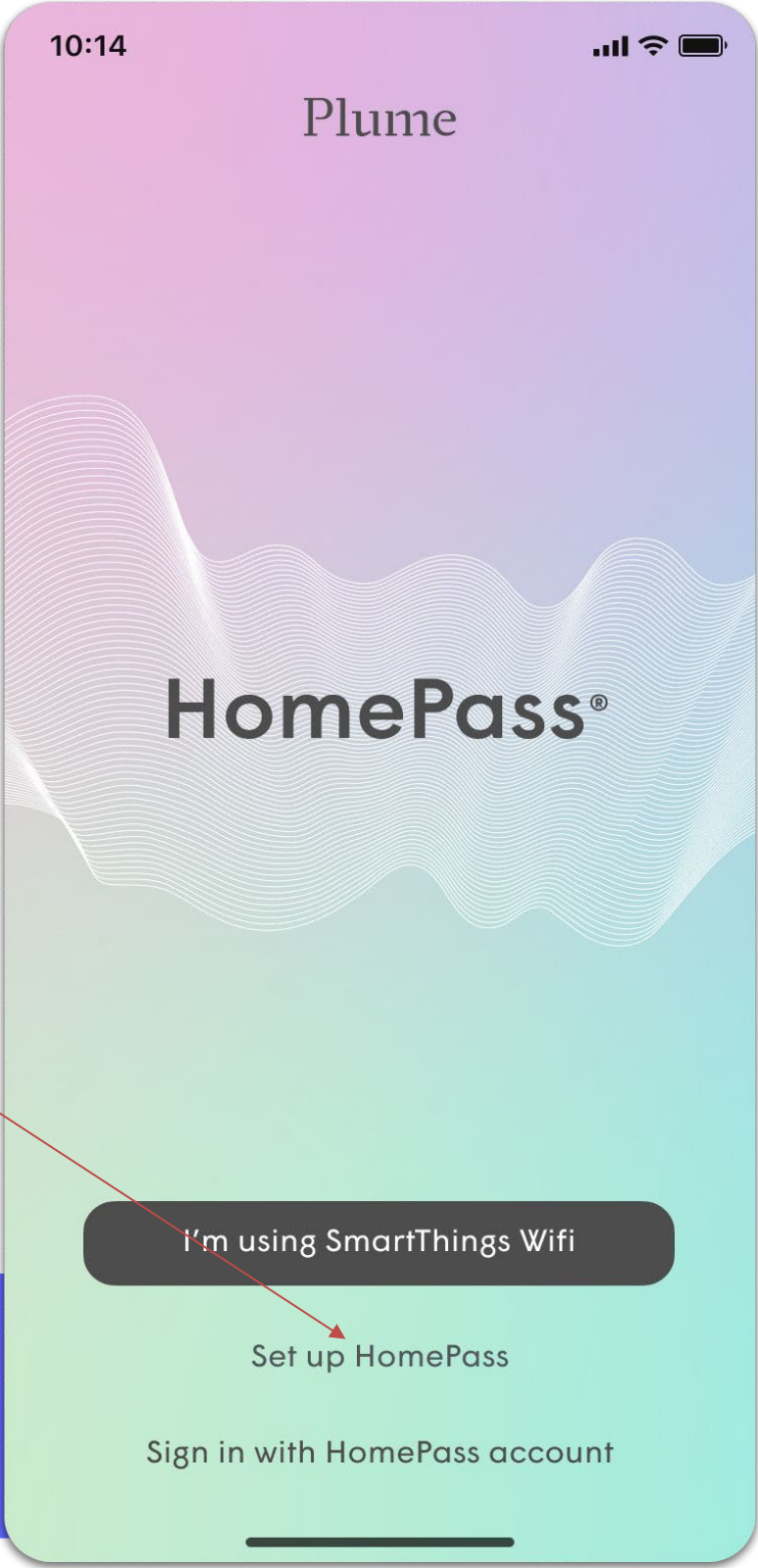
Account Setup

Choose set up HomePass, the app will then prompt you to enter your name and email.

Before continuing, accept the terms and conditions by tapping on Accept in the top right corner.

The HomePass by Plume app is designed for mobile, although may work on some tablets.

- iOS 14.0 or higher
- Android 7.0 or higher

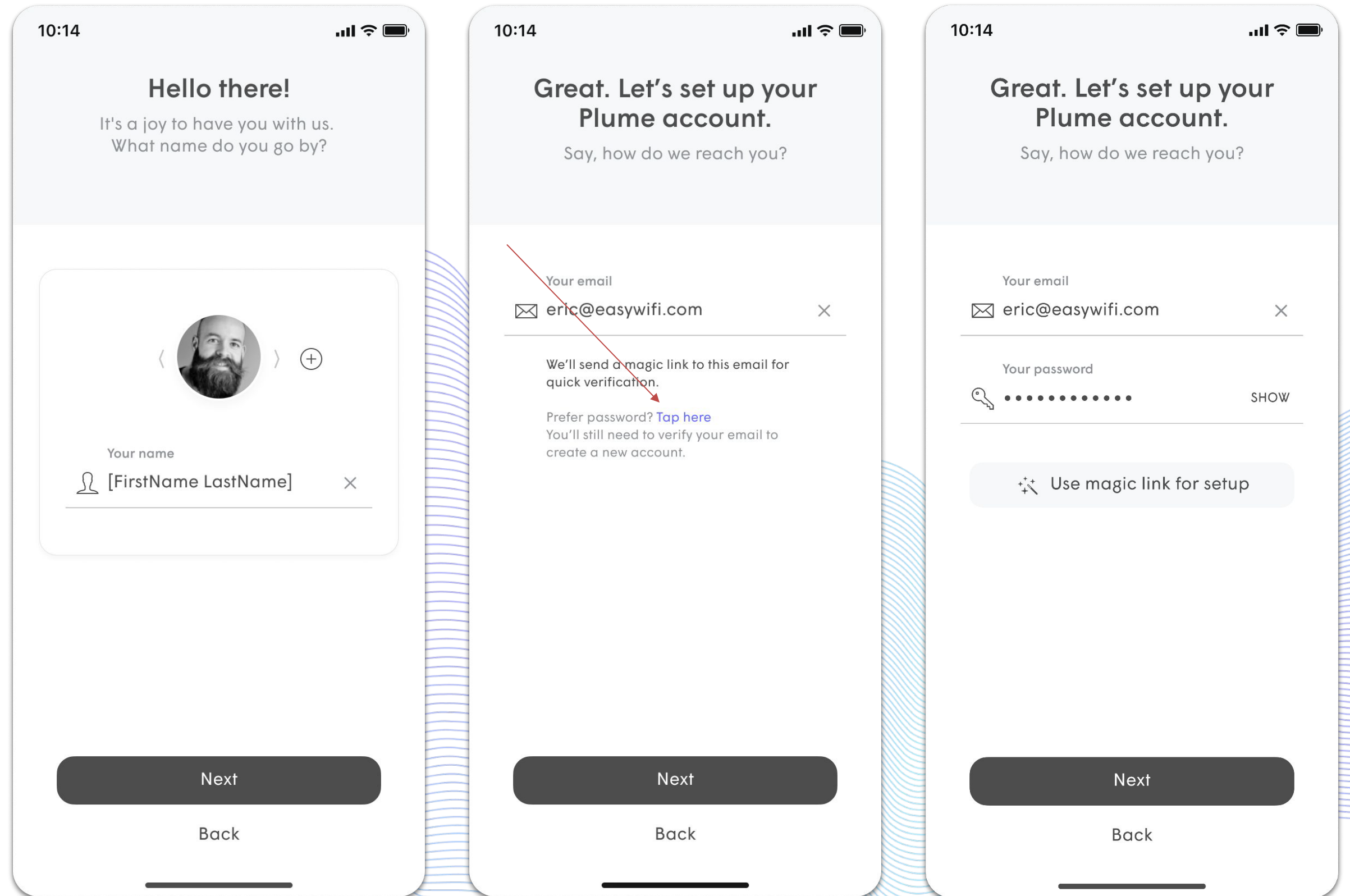


Account Setup

Creating Account

There are two options to log in, by default Magic link is selected. The Magic link method will send you an email each time you attempt to log in to verify your account using the link provided in the email.

If you would prefer to enter a password at time of login select Prefer password? Tap here option, you will then be prompted to set your password for the app.



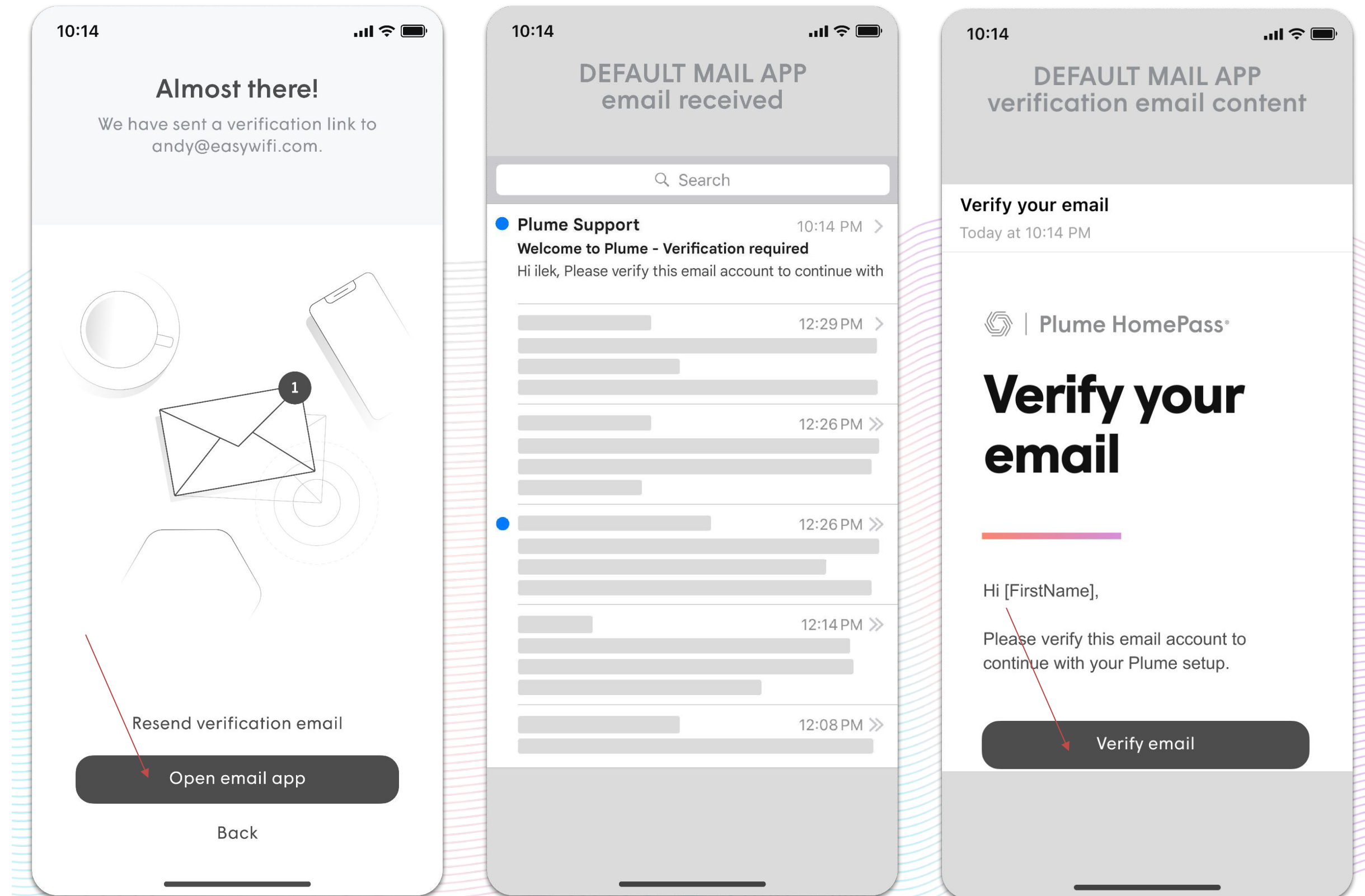
Account Setup

Verify Email

An email will be sent to the email address entered in the previous step.

You will be given an option to open the default email platform installed on your mobile device, by tapping on the **Open email app** button. If you can't find the email, choose **Resend verification email**.

Once you have found the email, click on the **Verify email** button in the email body.



Setup Overview

Now that you have created an account, you will activate your device. Please make sure your pod is plugged in before proceeding.

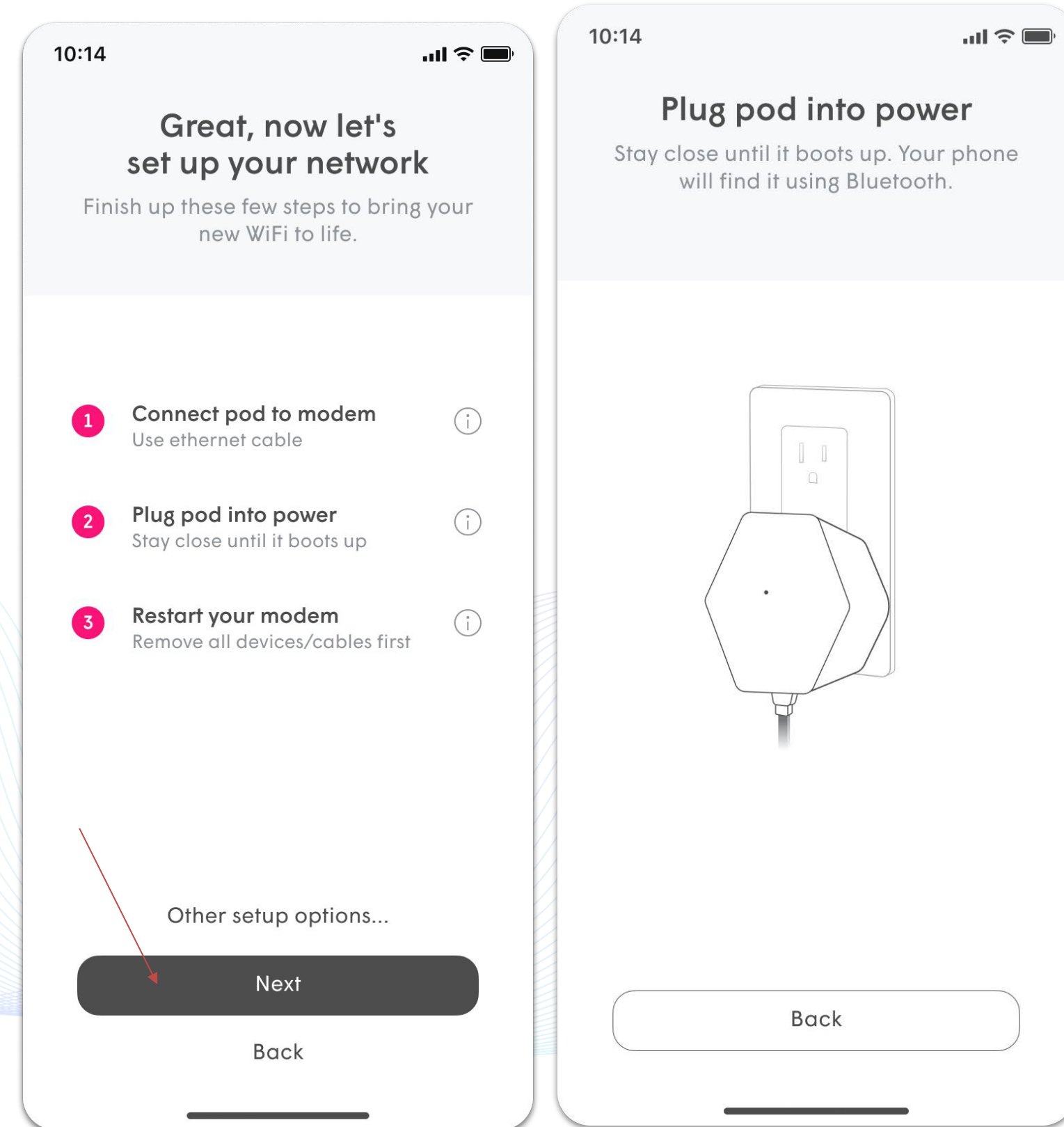
Choose **Next**- You will now connect with your device through Bluetooth.

Your provided Plume should be plugged and will become Gateway node.

If you choose to purchase additional Plumets to extend range, the Gateway node should always be the highest performance node.

The Gateway pod should now be plugged into the power outlet.

- The LED will turn solid for a moment and will begin to slowly pulse.
- Stay close to the pod so the app can find it via Bluetooth.
- The LED will continue to slowly pulse until the pod connects to the cloud.



Set Up Your New Wi-Fi

Once connected, the app will prompt you to input your new Wi-Fi name (SSID) and Password.

Choose a name and password for your new Wi-Fi. This is what you will use to join the internet on all your devices. Creating a new name and password will help ensure your network starts off as secure as possible.

10:14

Set up Home WiFi

Let's choose a WiFi name and password for your home network. Don't worry, it's easy to change later.

Choose Home WiFi name

📶 Sg Pepper

Choose WiFi password

🔑 SHOW

Next



Adding More Pods

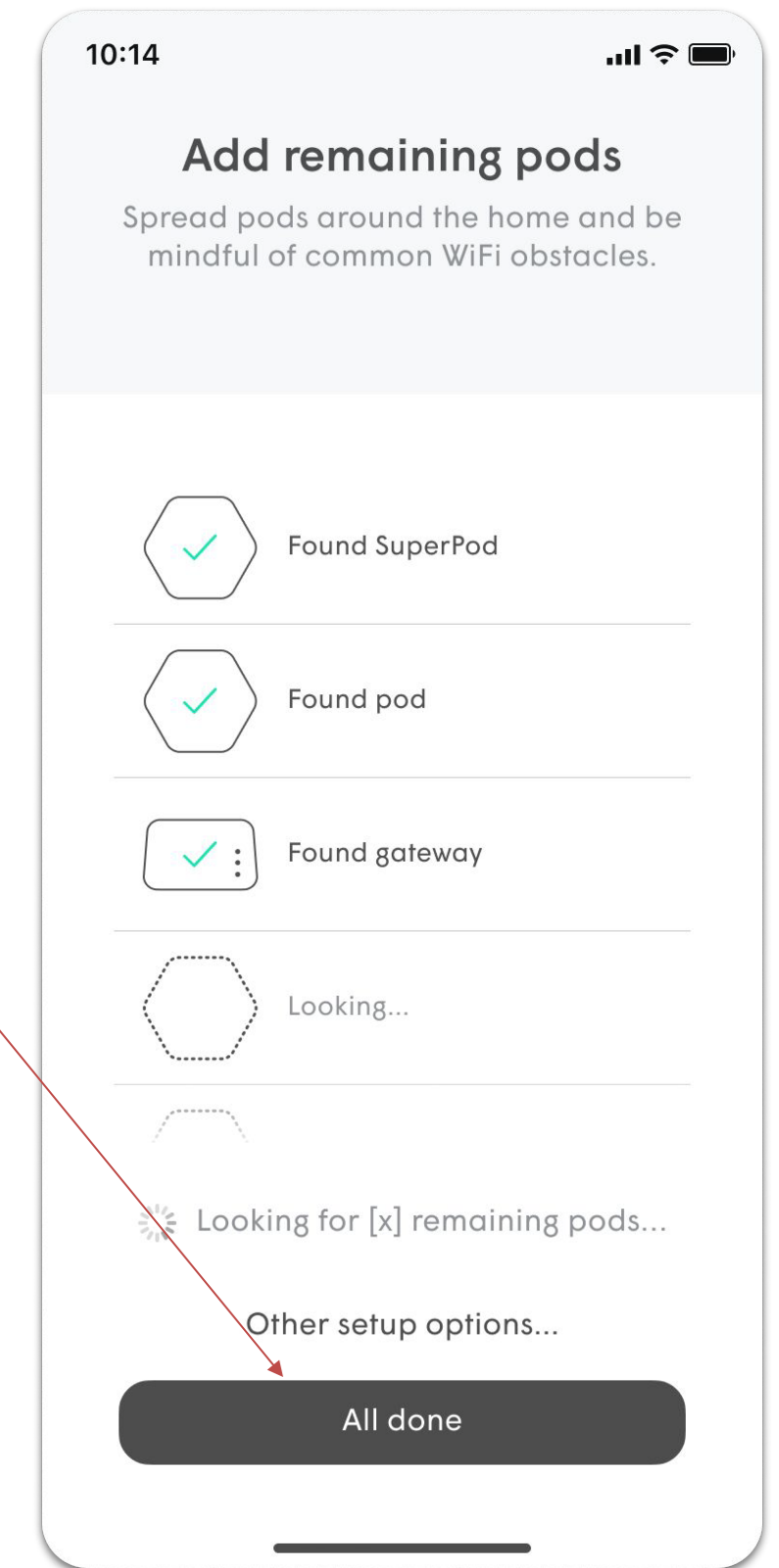
If you requested additional pods for your home, please plug them all in.

From here the app will try to find the additional pods via Bluetooth.

- Once found, they are added to the list. Once they find their connection to the rest of the network and cloud, the green check mark will appear.

Once all Pods are connected, tap **All done**.

If you do not have additional pods, select **All done**.

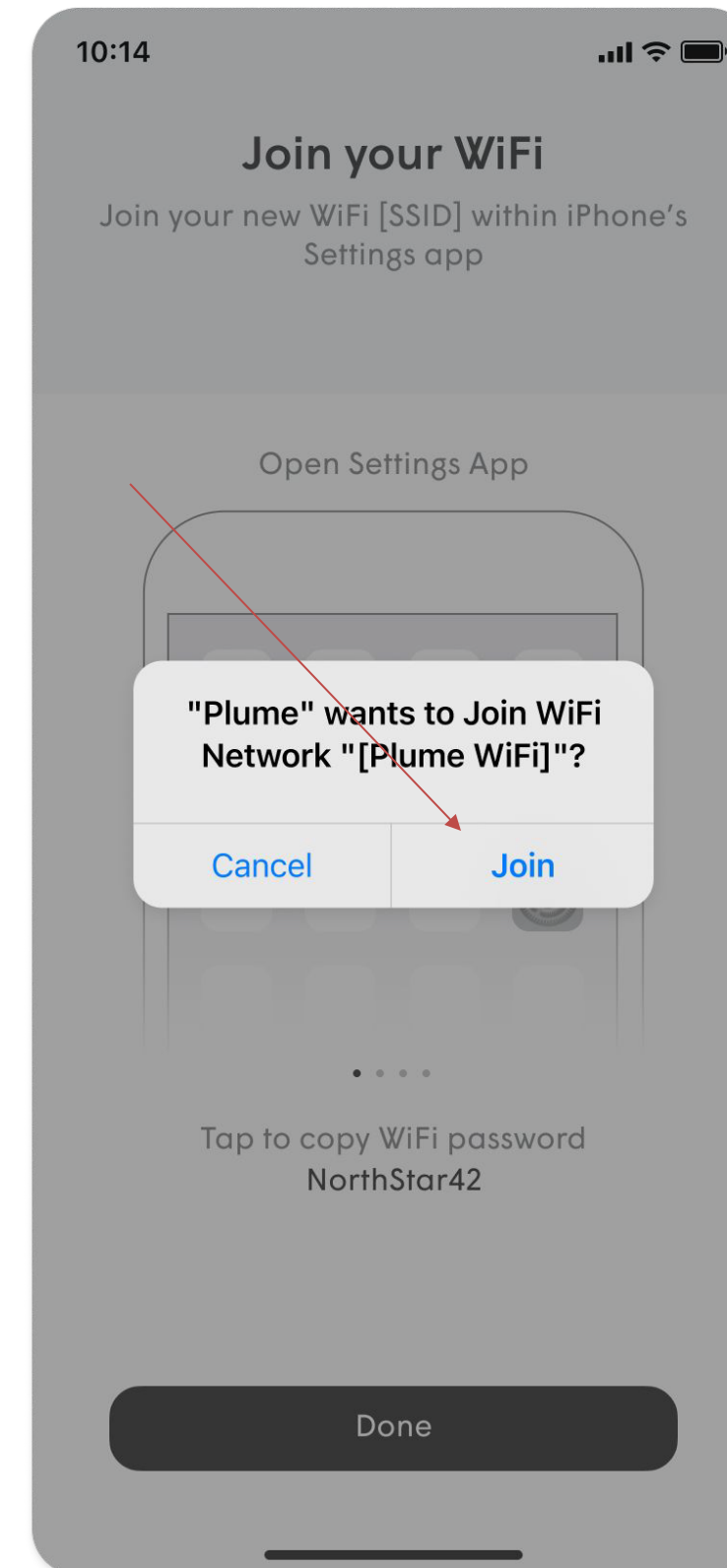


Join your Wi-Fi

The app will then prompt you to join the new Wi-Fi network.

Tapping on **Join** will take you out of the app and into your phone's Wi-Fi settings so you can join your new network.

Once back in the HomePass app, a Welcome Aboard message indicates that the device is now connected and the new Wi-Fi network is operational.



Router Only Mode- For Calix Users Only

Follow the steps below if you were provided an ONT that looks like this either in black or white.



From the app home screen once setup is complete:

- Select the icon with the 3 horizontal lines in the bottom right corner of the screen.
- Select **Adapt** from the next screen.
- Select **Advanced Settings** from the next screen.
- Select **Networking Mode** from the next screen.
- Finally, ensure that **Router Only** mode is selected from this screen.

The image displays a sequence of four screenshots from the HomePass app, illustrating the steps to configure Router Only mode. Red arrows indicate the navigation path:

- HomePass Home Screen:** Shows the 'Guard' section with '0 events' and a bottom navigation bar. A red arrow points to the menu icon (three horizontal lines) in the bottom right corner.
- Menu & Settings:** Shows the 'Adapt' icon in the 'App settings' section. A red arrow points to this icon.
- Adapt Screen:** Shows the 'Advanced Settings' option at the top. A red arrow points to this option.
- Advanced Settings Screen:** Shows the 'Networking mode' option, which is currently set to 'Router Only'. A red arrow points to this option.
- Networking Mode Screen:** Shows the 'Router Only' option selected with a checkmark. A red arrow points to this option.