Plume Self-Installation Guide

Download the App/ Account Setup

- From the App Store on Apple devices or the Play Store for Google and Android devices, download the free HomePass by Plume app.
- Choose *Setup HomePass* and the app will prompt you to accept the Terms and Conditions.
- Choose *Accept* in the top right corner of your screen to continue.

HomePass by Plume®

Plume Design, Inc.

In-app purchases

Uninstall Open

What's new •
Last updated Nov 10, 2022

Bugfixes to improve performance and stability

Developer contact

About this app

Smart home services.

Productivity Tools

3.9 ★
2K reviews ⓘ

100K+
Downloads

Everyone ⓘ

Plume

HomePass®

Set up HomePass

Sign In

✕ Accept

Plume Membership and Cloud Services Agreement

Pour le Français, Cliquez ici :
https://static.plume.com/terms/plume/terms-fr.html

Für Deutsch, klicken Sie hier :
https://static.plume.com/terms/plume/terms-de.html

Para português, clique aqui :
https://static.plume.com/terms/plume/terms-pt.html

Last Updated: May 13th, 2020

This Plume Membership and Cloud Services Agreement is between you and Plume and governs your use of Plume's Adaptive WiFi™ services, Homepass® services, AI Security services, Plume's related mobile applications, (the "**Plume Cloud Services**") and the Plume membership subscriptions ("**Plume Membership**") necessary to enable and use those services. This Plume Membership and Cloud Services Agreement is a legally binding contract between you and Plume

Account Setup

- Next, you'll be directed to enter your first and last name and choose **Next**.

- After you enter your name, you'll enter your email address and choose **Next**.

Hello there!

It's a joy to have you with us.
What name do you go by?

Your name

Next

Back

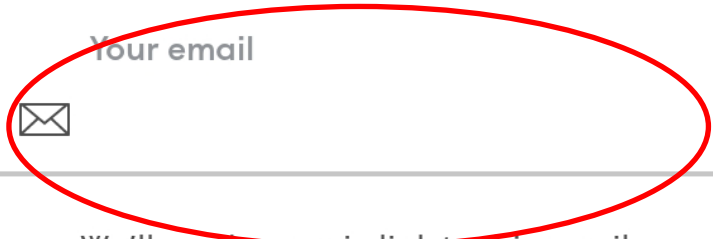## Great. Let's set up your HomePass account.

Say, how do we reach you?

Your email

We'll send a magic link to this email for quick verification.
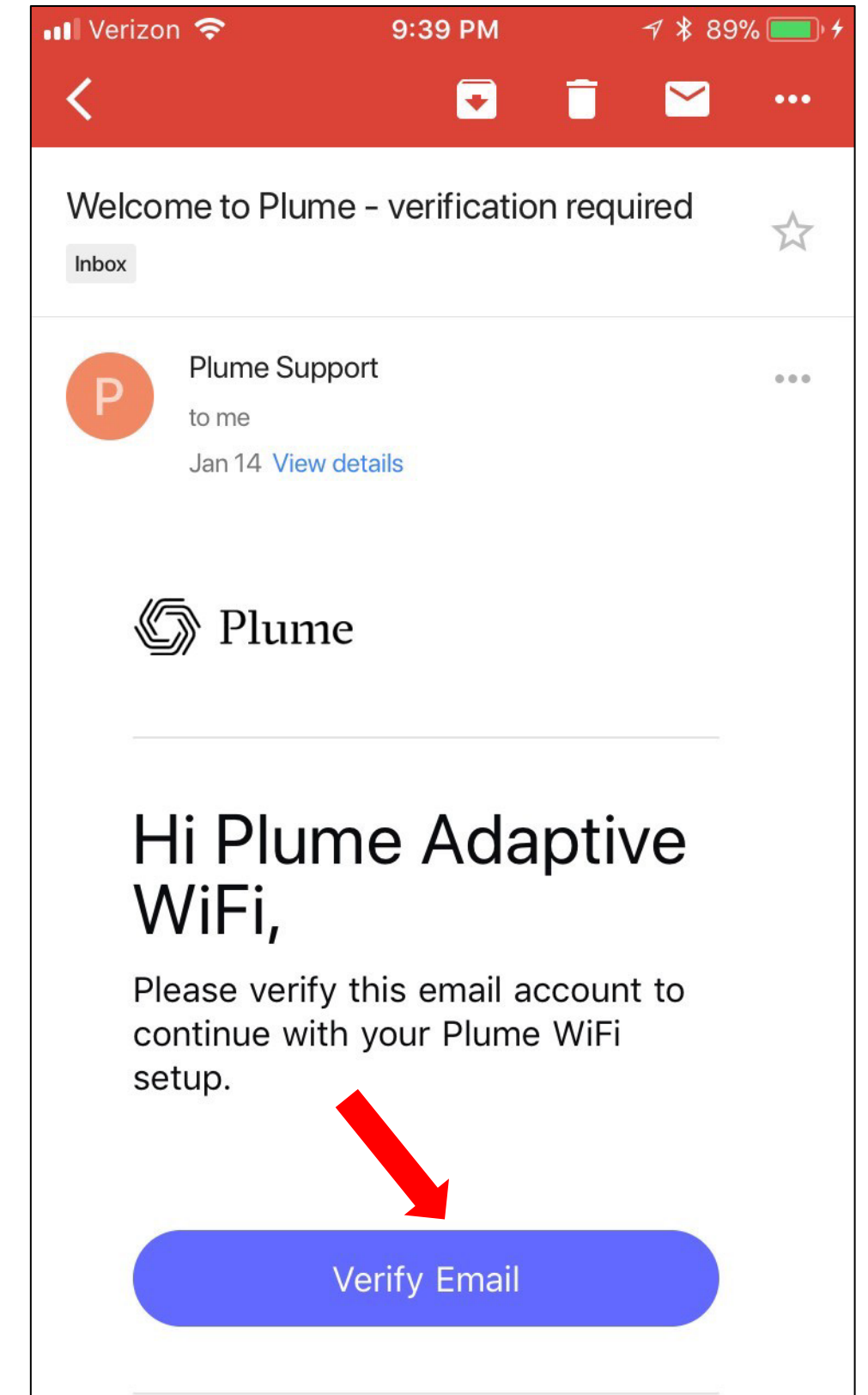
🔑 Use password for setup
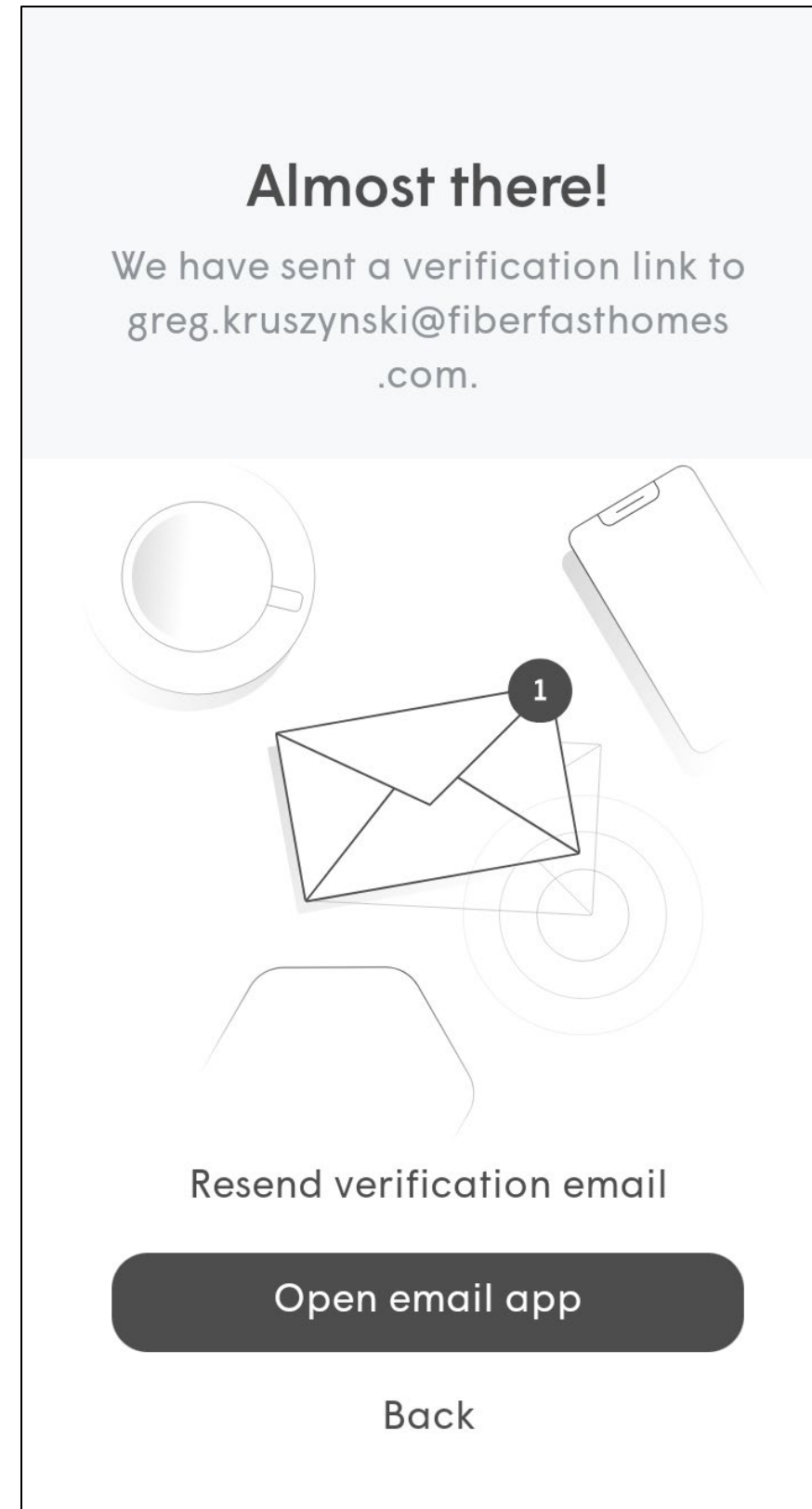
Next

Back

Account Setup

- Check your email and click on the **Verify Email** link to continue the setup process.

Almost there!

We have sent a verification link to greg.kruszynski@fiberfasthomes.com.

Resend verification email

Open email app

Back

Welcome to Plume - verification required

Inbox

Plume Support
to me
Jan 14 View details

Plume

Hi Plume Adaptive WiFi,

Please verify this email account to continue with your Plume WiFi setup.

Verify Email

Connect to Power

- 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.
- Then choose **Next** in the app.
- 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.

Great, now let's set up your network

Finish up these few steps to bring your new WiFi to life.

1. **Connect pod to modem**
   Use ethernet cable ⓘ

2. **Plug pod into power**
   Stay close until it boots up ⓘ

3. **Restart your modem**
   Remove all devices/cabl... ⓘ

Other setup options...

Next

Sign out

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   Remove all devices/cabl... ⓘ

Waiting for signal
Stay close to the pod while we find it …

Set Up Your New Wi-Fi

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

- To simplify setup, you can use your pre-existing SSID and password. This will allow all devices to easily switch to the new Wi-Fi network once the old one has been turned off, without needing to update credentials.

- Alternatively, this could be an opportunity to set up a completely new Wi-Fi network SSID and/or password. This would help ensure that the new Wi-Fi network starts off as secure as possible. Then choose **Next**.

- After a small loading screen, you should see the Found SuperPod message. From here, choose **All Done**.

Name your network

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

Choose WiFi name

🔑 Choose WiFi password

Next

Add remaining pods

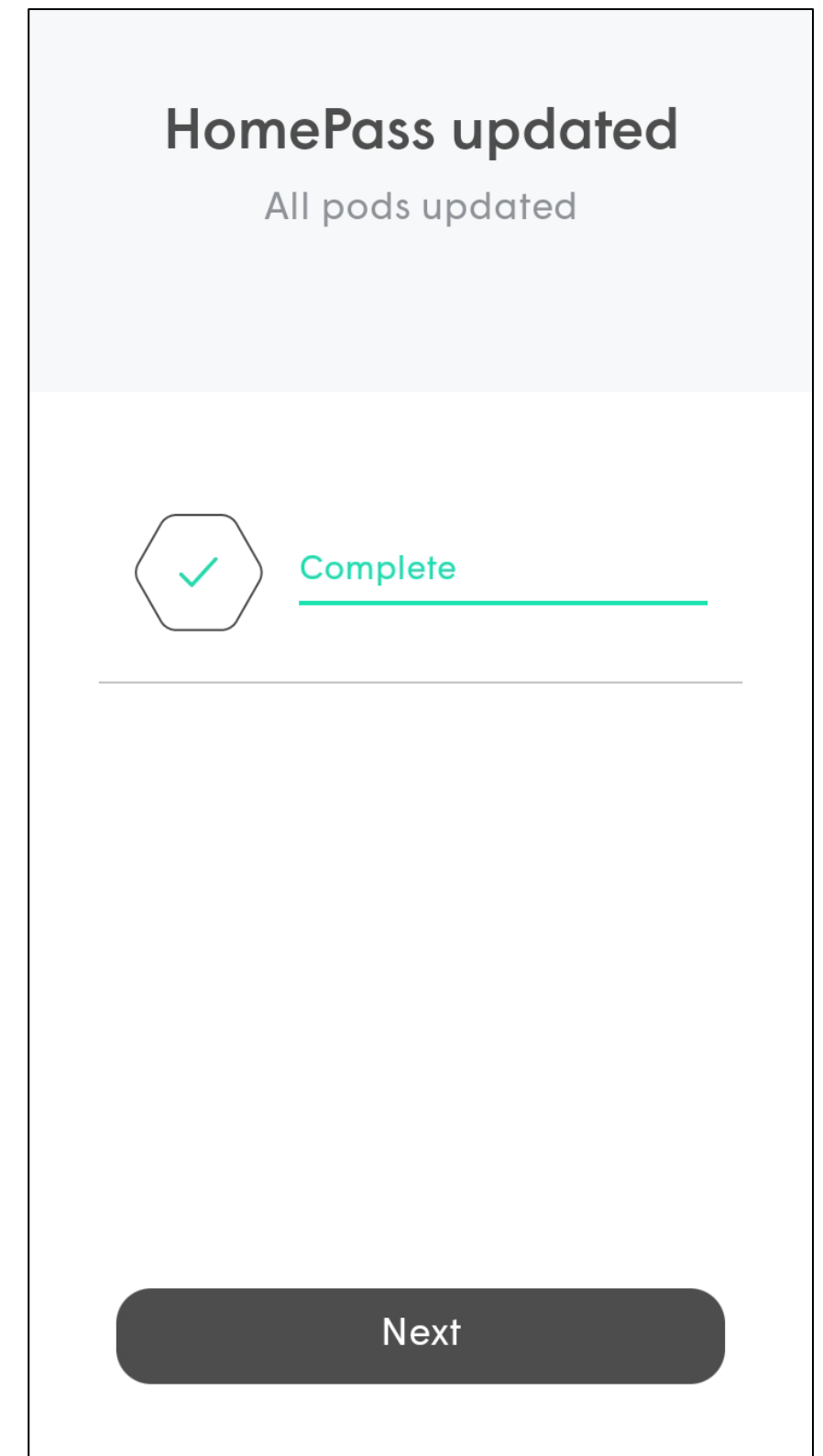Spread pods around the home, and be mindful of common WiFi obstacles.
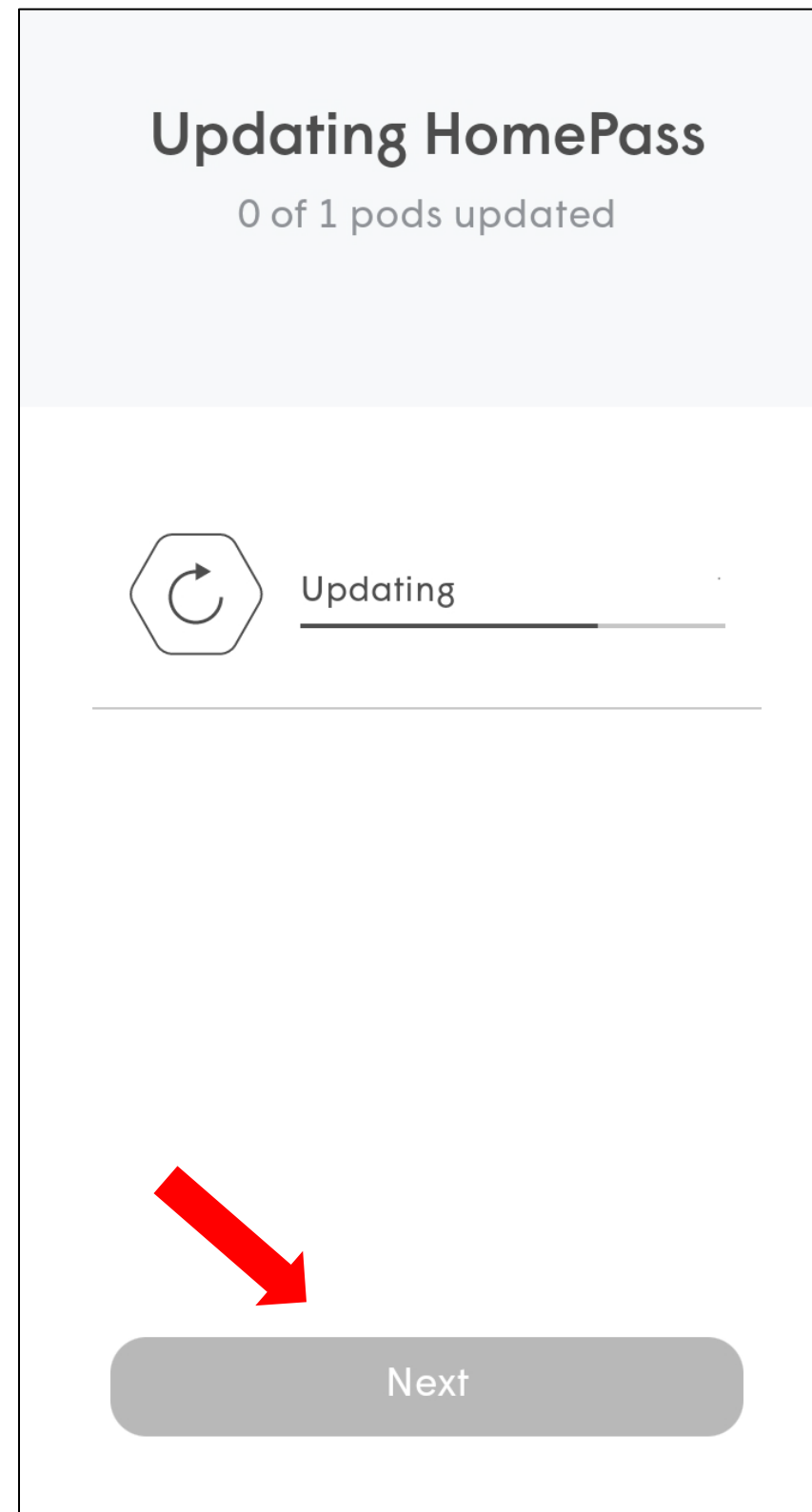
✓ Found SuperPod

All pods found
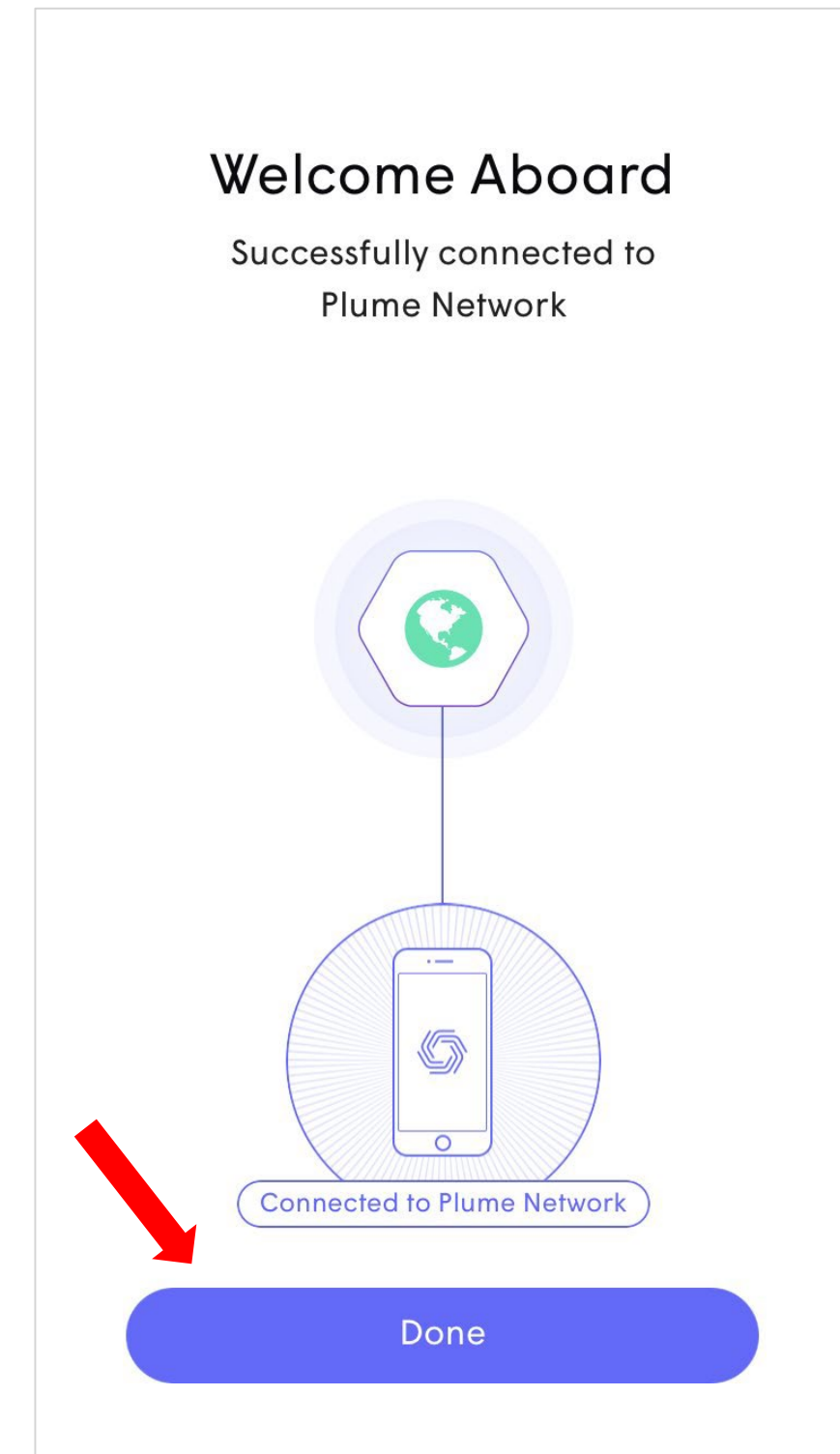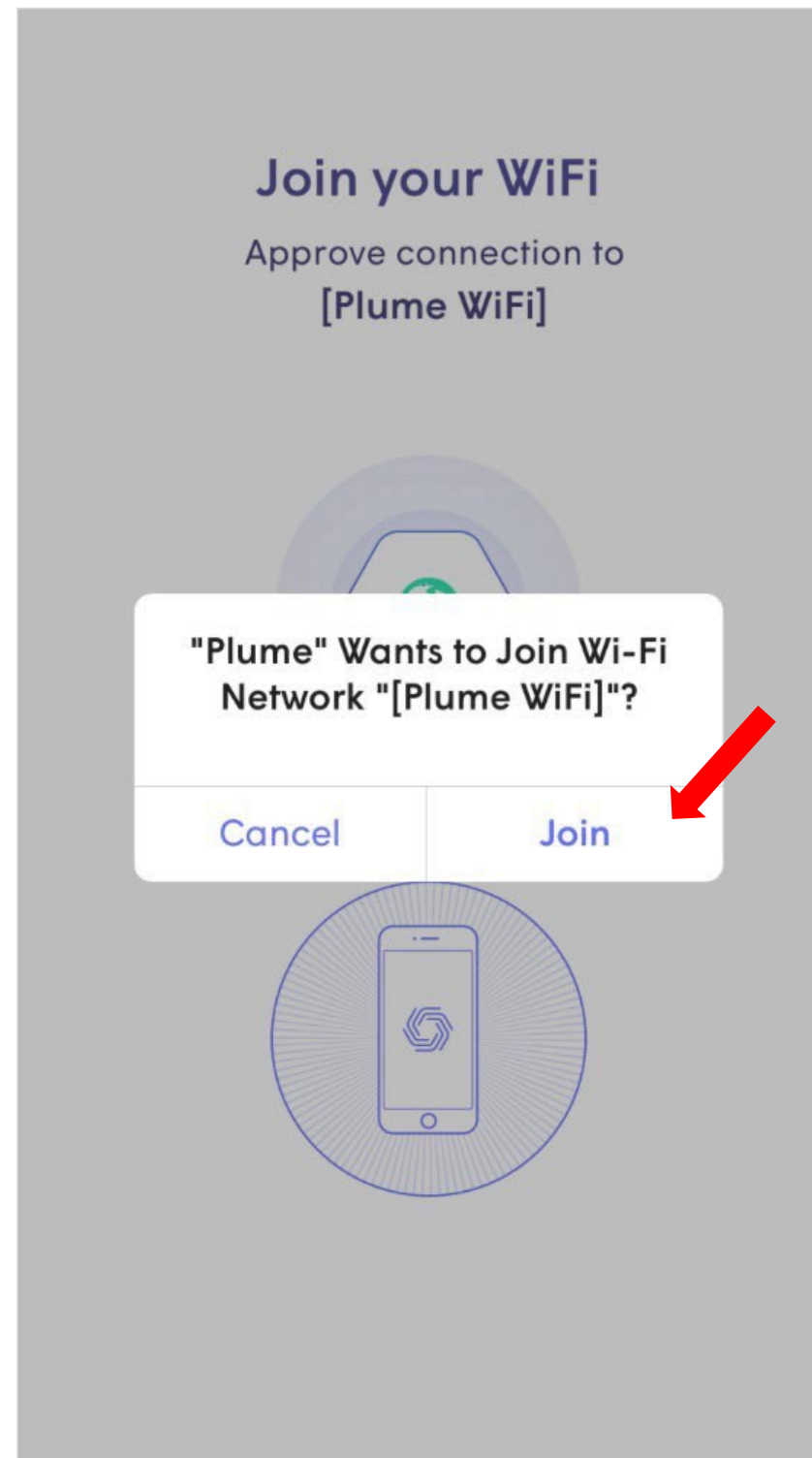
Other setup options...

All done

HomePass Updates

- The pod will now update with the latest software from Plume.
- Once complete, choose **Next** at the bottom of your screen.

Updating HomePass

0 of 1 pods updated

Updating

Next

HomePass updated

All pods updated

Complete

Next

Join Your Wi-Fi

- The HomePass by Plume app will prompt you to join the new Wi-Fi network.

- Tapping on **Join** will cause your phone to attempt to connect to the new network.

- If you are unable to join the new network, you may have to manually go into your phone's Wi-Fi settings to join.

- Then choose **Done**.

Join your WiFi
Approve connection to
[Plume WiFi]

"Plume" Wants to Join Wi-Fi Network "[Plume WiFi]"?

Cancel   Join

Welcome Aboard
Successfully connected to Plume Network

Connected to Plume Network

Done

Setup Complete!

- You are now at the home screen of the app. This is the screen you will see whenever you open the app while signed into your current account.
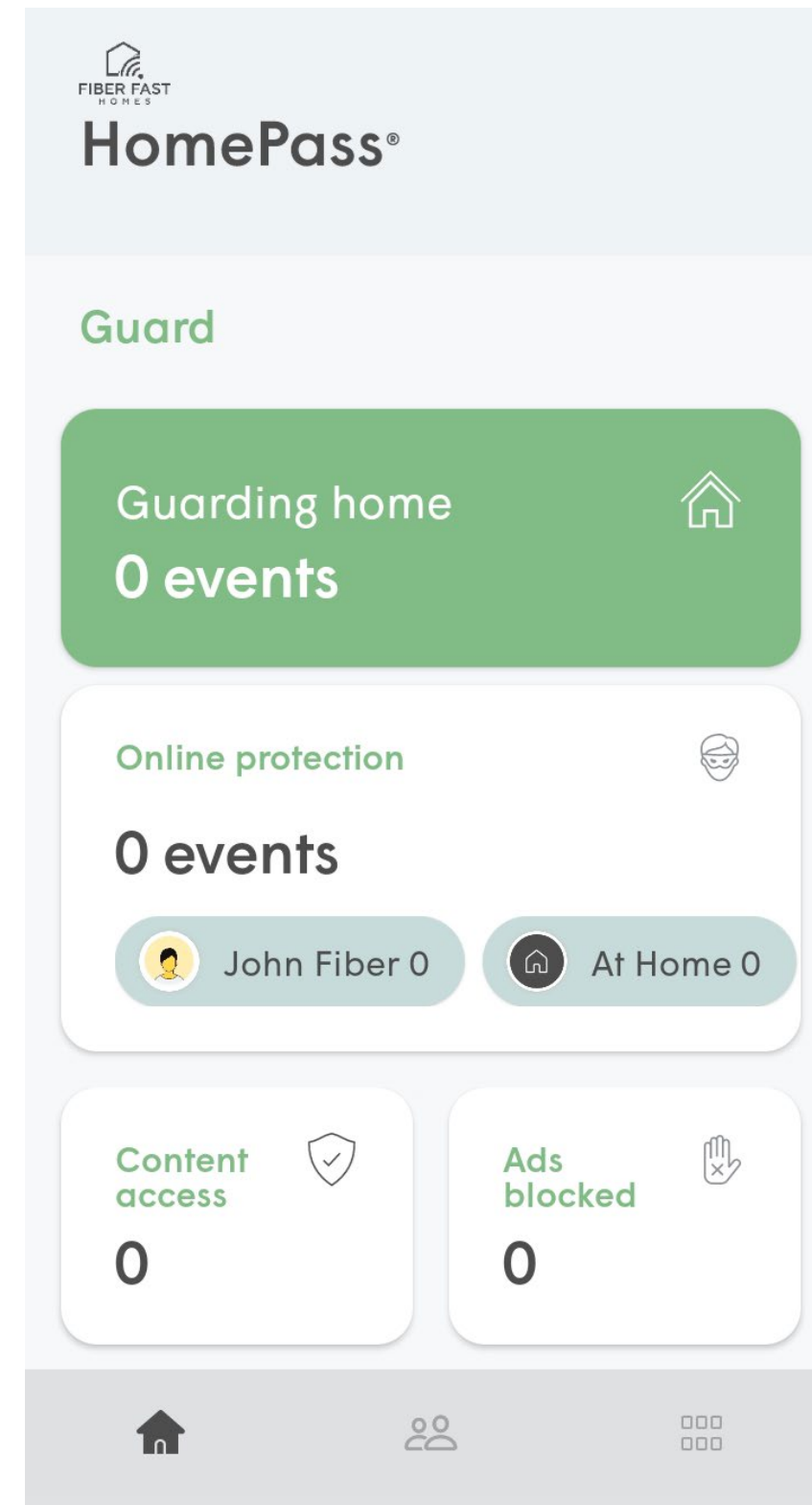
Viewing Your Wi-Fi Name and Password

- If you would like to review your password Tap the ⊞ button on the bottom right of your screen.

- From the next screen, choose **Adapt**.

- From this screen, you'll be able to view and change your password.

- You also have the option to create a guest network.
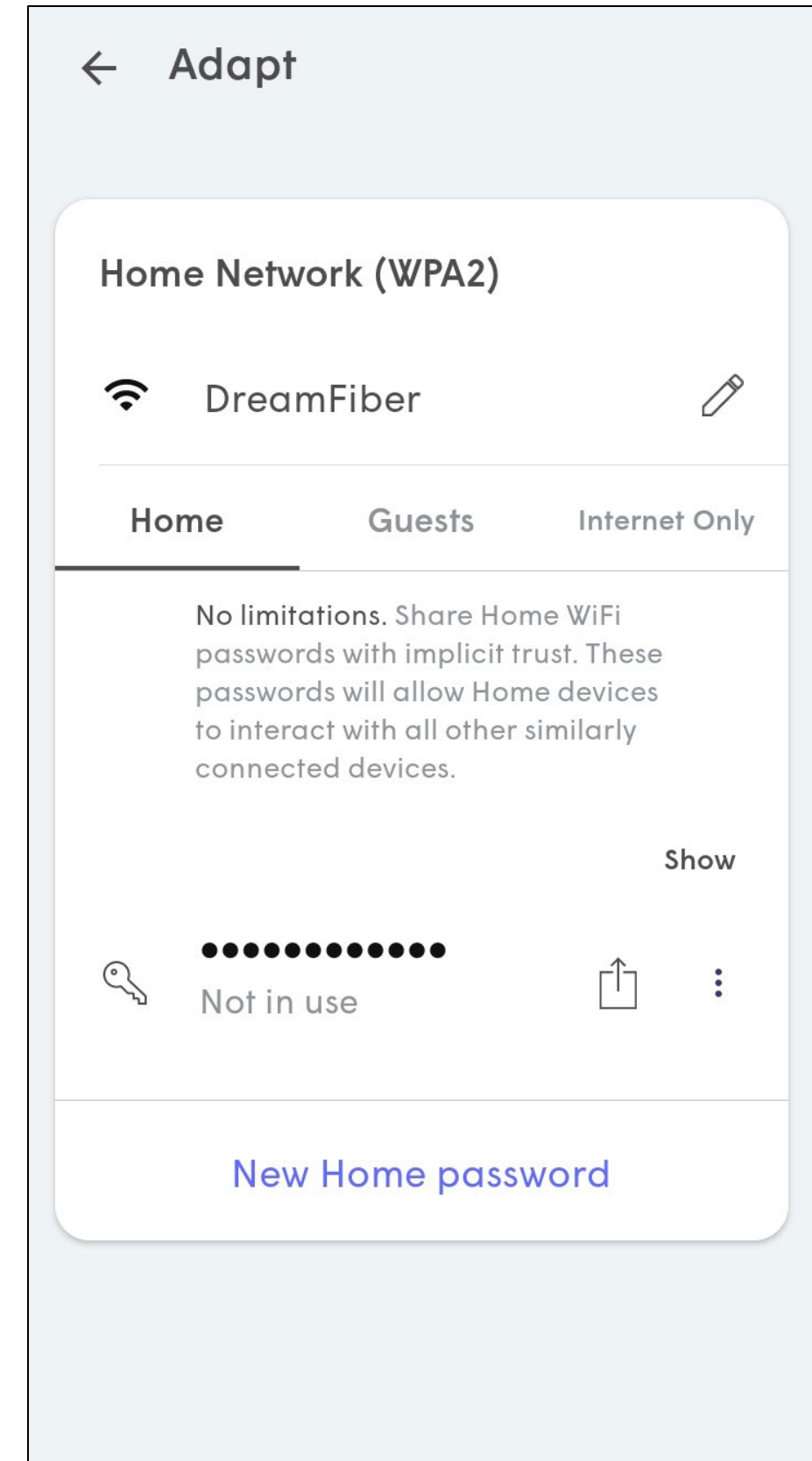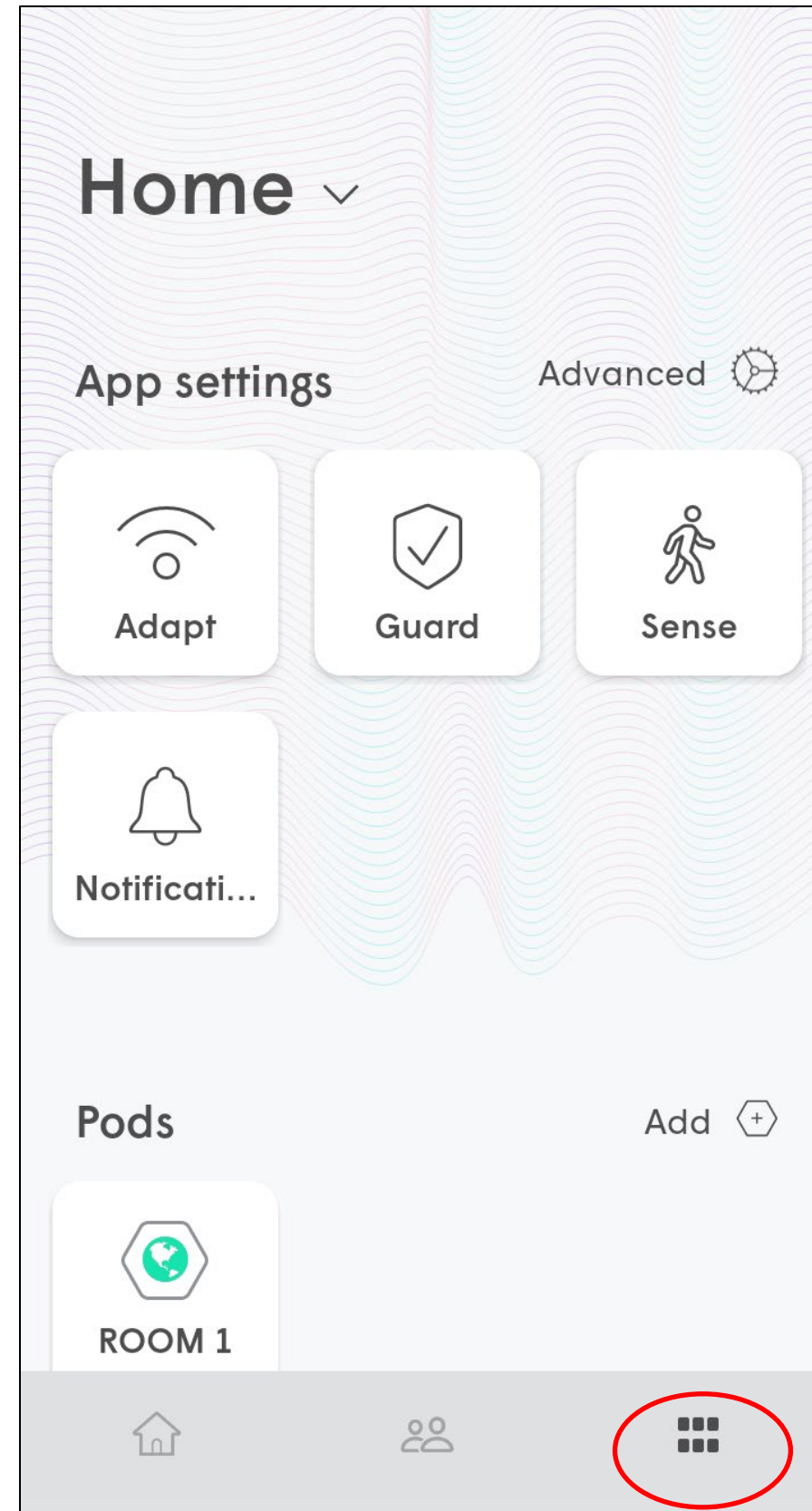
First Optimization

- As the cloud receives more information about the environment from the pods, optimizations will continually be fine-tuned to improve performance.
- Additional optimizations will be triggered every night around 2:00AM and then as needed based on environmental factors.

Hi Plume Adaptive WiFi!

Welcome to Plume Adaptive WiFi.

As Plume learns more about your household's needs, it will self-optimize and continue to get better each day.

HAPPENING NOW, 15-30 MINS

Plume takes initial measurements of your home environment to kick-off a pre-optimization through the cloud. After this you'll have great coverage and good WiFi capacity around the home.

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WITHIN NEXT 24 HRS

Plume will perform a substantial first optimization. Speeds and bandwidth capacity throughout your home will improve as Plume learns more of the connected devices' needs.

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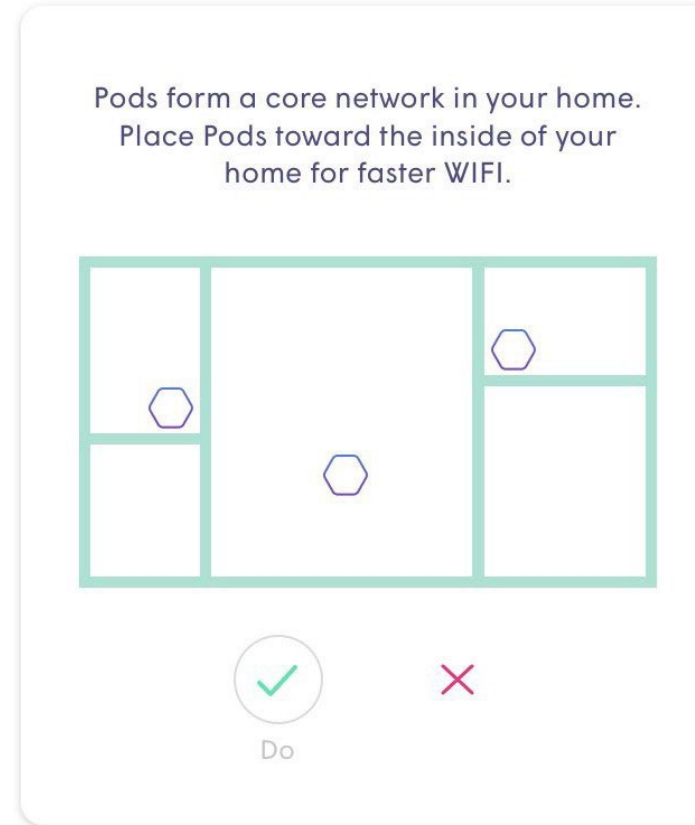
OVER NEXT FEW WEEKS

Plume will continue with advanced optimizations, allocating capacity to those rooms and devices that need it the most. For example, rooms where you enjoy video streaming TVs.

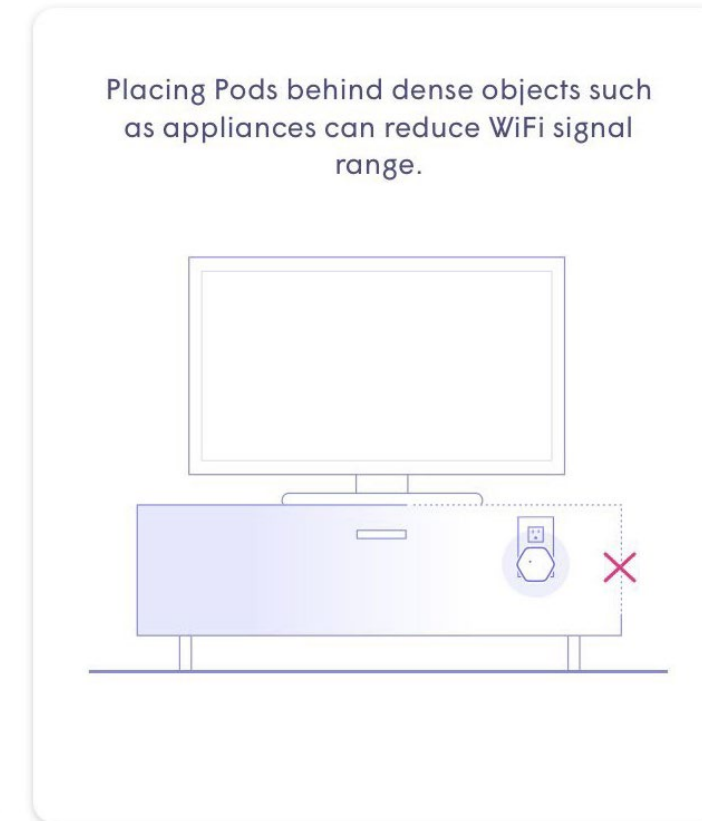DreamFiber Homes — Powered By Fiber Fast Homes | Plume

Pod Placement Tips

- This slide has a series of tips on how best to position your pods.
- Tips include how to avoid blocking the signal with furniture and other objects as well how to avoid blocking the second outlet.

Tip 1 : Build a Fast Core

Pods form a core network in your home. Place Pods toward the inside of your home for faster WIFI.

Do

Tip 2 : Avoid Obstructions

Placing Pods behind dense objects such as appliances can reduce WiFi signal range.

Tip 3 : Avoid Metals

Be especially mindful of metal objects such as waste bins or appliances. They interfere with the WiFi signal in dramatic ways.

Tip 4 : Keep Your Plugs Free

We recommend using the bottom outlet to make other device plugs easier to access.

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