Plume

Download & Launching the App

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App Download & Launch

There are 2 versions available of the HomePass app:

- **HomePass by Plume®** which is used for North American (gamma) deployments.
- **HomePass® by Plume**, which is used for European (kappa) deployments.

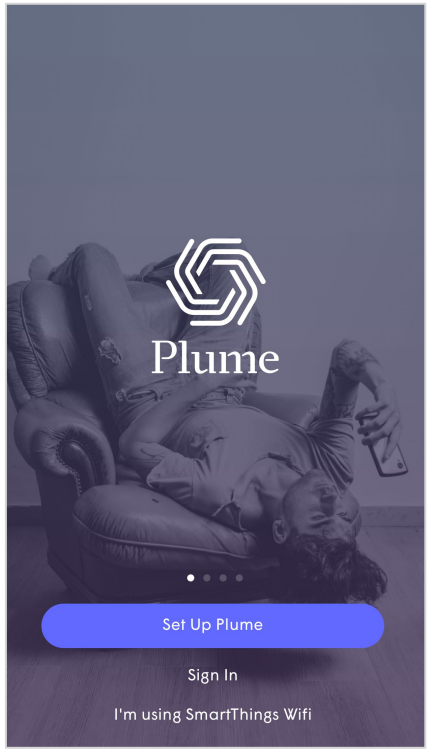
The app version determines which deployment is used, so it is important that users download the correct version.

Sign In/Set Up options:

- If the account is already created (Technician installation/Pre-provisioning), the user will choose the **Sign in** option.
- If the user is creating their account (Complete Self-Installation), they will use **Set Up Plume**.
- The **I'm using SmartThings Wifi** option will show if the user has the Samsung SmartThings app installed on their mobile. This option is meant only for users that are installing SmartThings Wifi, but is not used by users installing Plume pods.

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

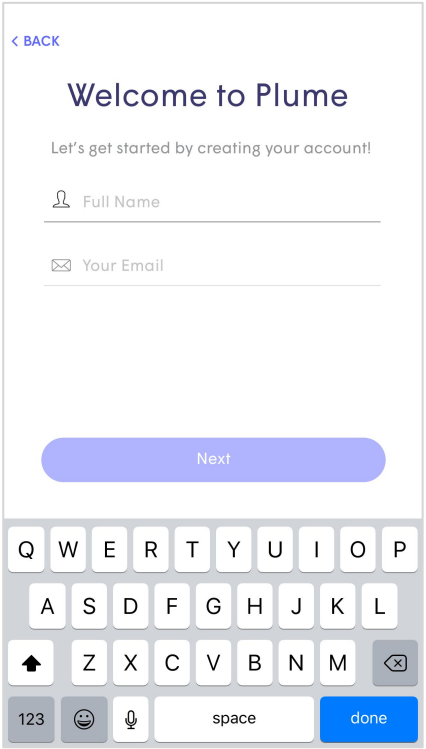
- iPhone 5s, iOS 11.0 or higher
- Android 4.4 or higher

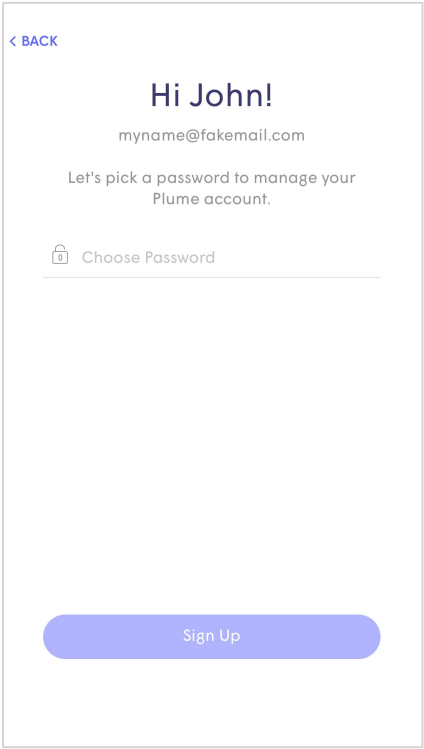


Initial Setup

Account Setup

- Choosing the Setup Plume option, the app prompts the customer to enter their name and email.
- Next setup step is for the customer to choose their Plume account password, which must be at least 8 characters long.

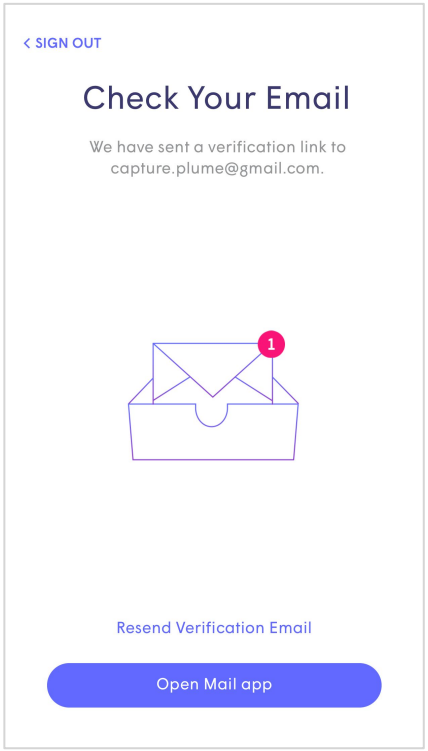


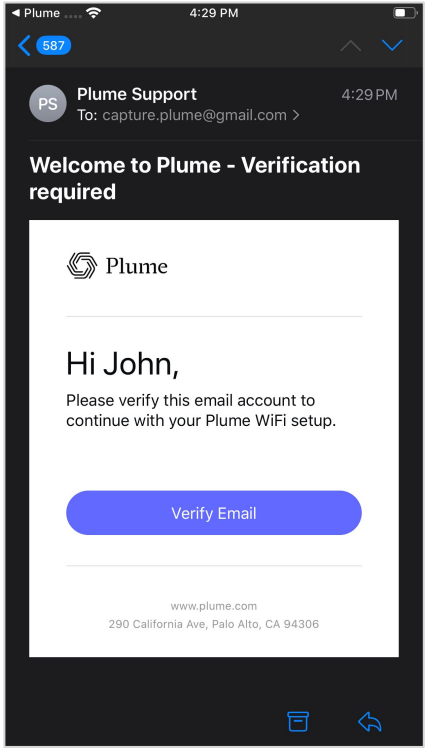


Initial Setup

Account Setup

- An email is sent and customer clicks on the **Verify Email** link to continue the setup process.





Initial Setup

Setup Overview

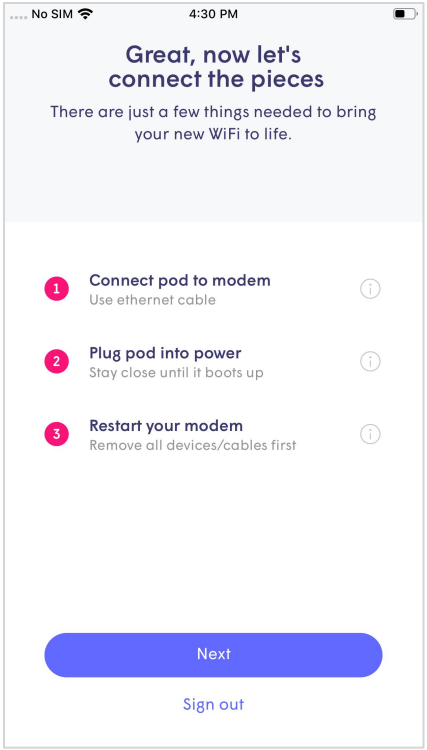
- User is provided with overall steps need to setup Plume. These steps assume the most common setup scenario of Plume: plugging Plume directly into a modem, replacing the pre-existing router.

- If the customer has another setup type, the basic steps adding Plume remain the same:
  1. Connect pod to modem (WAN Connection)
  2. Plug pod into power
  3. Restart modem (if needed)

- The only difference is the first pod's connection to the WAN can vary: modem only, router plugged into modem or ONT, Modem/Router Combo or just ONT.

- Tapping on the info option next to each step bring the user to the next step directly.

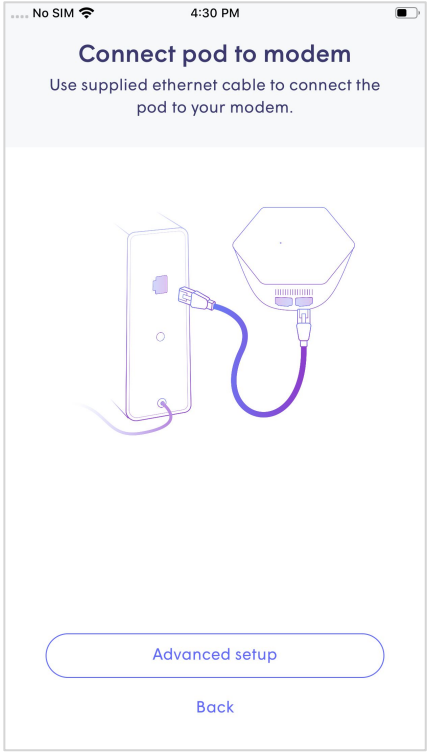
- Tapping on the **Next** button, goes through the steps in order.

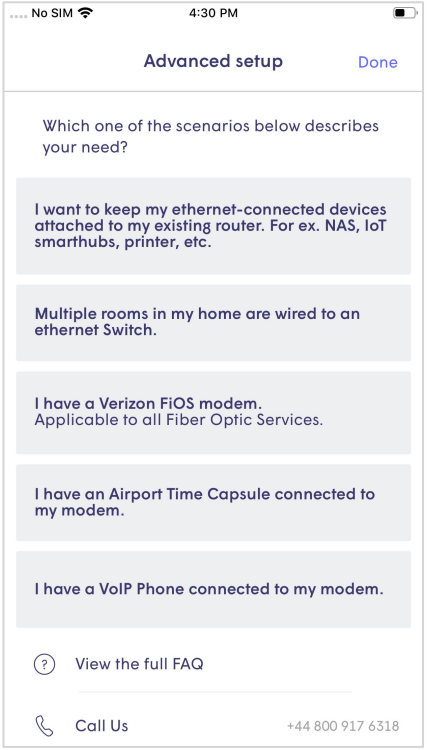


Initial Setup

Connect the 1st Pod

- A SuperPod should be plugged into the modem using the included Ethernet cable. This will be Gateway Pod and should always be a SuperPod if one is available.
- Tapping on **Advanced Setup** will provide customers with additional configuration instruction, articles based, on how their previous network was set up. (routers, modem/router combos, switches, ONT, etc.)

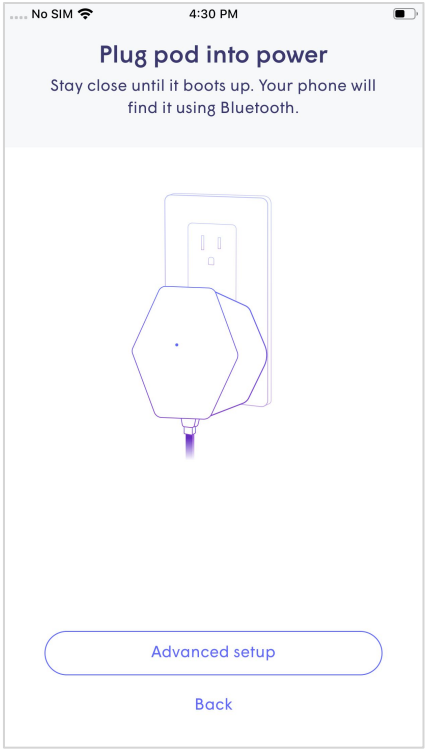




Initial Setup

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.
- If the modem was left unplugged from the previous step, it is at this point it should be plugged back into power.
- 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.

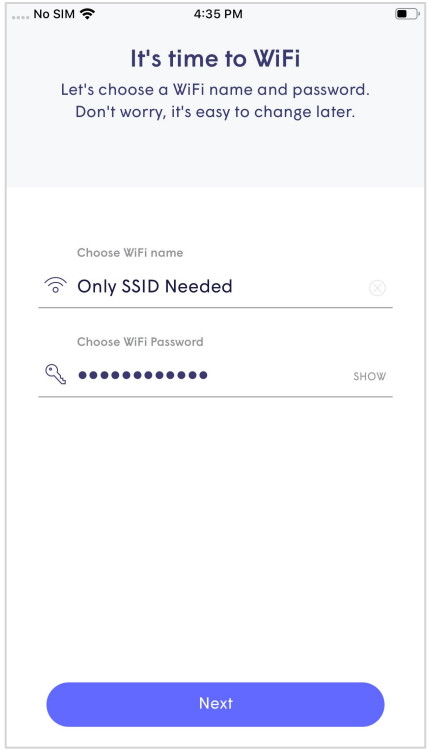


It is at this point that the GroupID is applied to the account. Prior to this, the account was created in the Plume Retail group and is invisible to your group. Once the GroupID from the pod is applied, the account is now visible in your Group.

Initial Setup

Set Up the New Wi-Fi

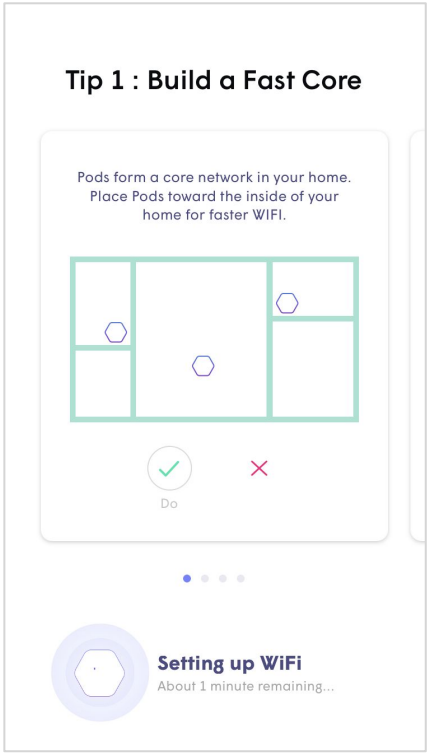
- Once connected, the app will prompt user to input their new Wi-Fi name (SSID) and Password.
- To simplify the setup, the user can use their pre-existing SSID and password. This will allow all devices to easily switch to the new Wi-Fi network once the old one has been turned off, without needing to update credentials on every single Wi-Fi client.
- Alternatively, this could be an opportunity to setup a completely new Wi-Fi network name and/or password. This would help ensure that the new Wi-Fi network starts off as secure as possible.

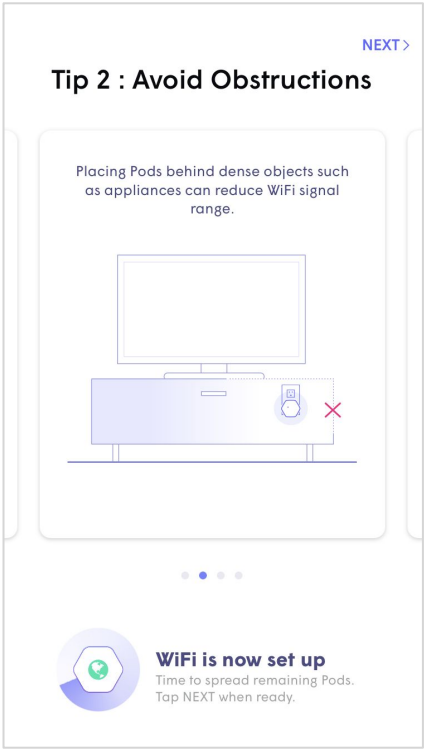


Initial Setup

Pod Placement Tips

- Once the Gateway pod connected to the cloud, the LED should now turn off.
- At the bottom of the screen, the progress on the new network configuration will be displayed.
- The app will show a series of tips on how best to position the remaining pods.

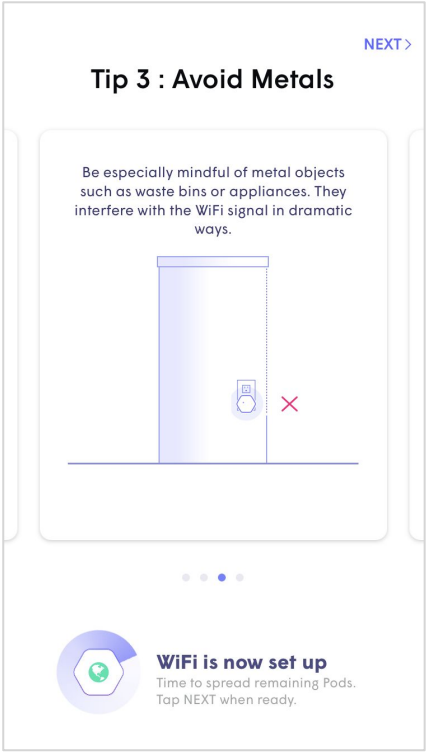


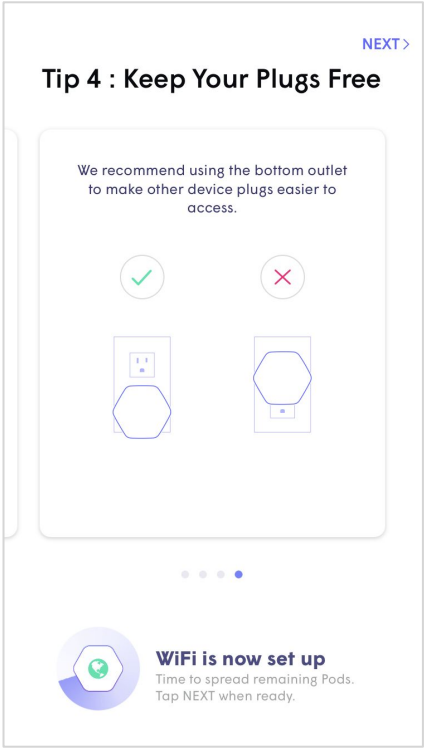


Initial Setup

Pod Placement Tips

- Tips include how to avoid blocking the signal with furniture and other objects as well how to avoid blocking the second outlet.

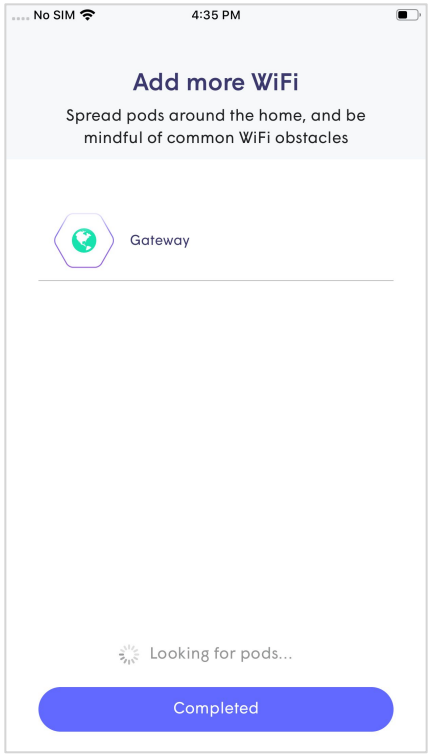


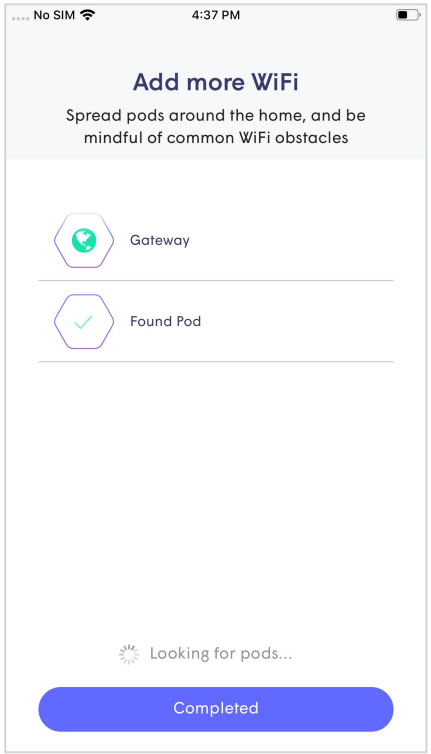


Initial Setup

Adding More Pods

- If the first pod is a part of a Starter Pack, it will start looking for the other associated pods now. A greyed out image of the Pods known to be part of the pack will appear.
- User should go around the house plugging in the rest of the pods.
- As each pod connects to the network and cloud, a green check mark will appear and the LED will turn off.
- If the pods are not part of a pack, the app will try to find them via Bluetooth. However, the pods will be found by the network as long as they are within range of a pod associated with the network.
- Once all Pods are connected, tap **Done adding Pods**.

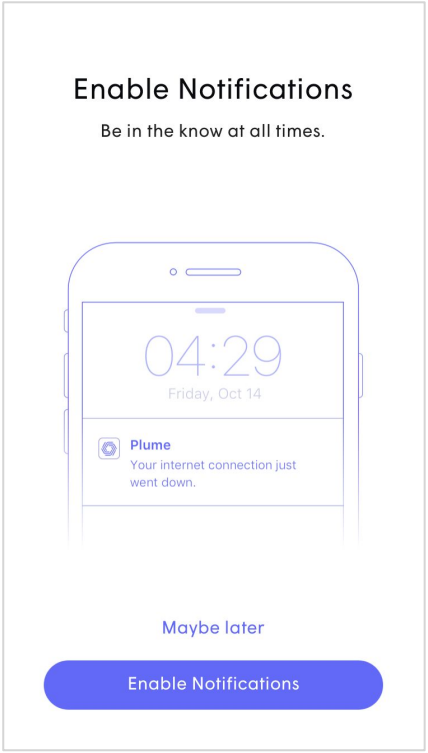


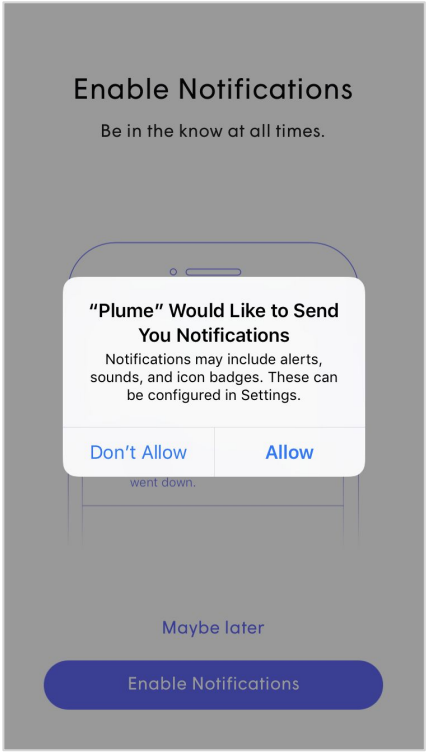


Initial Setup

Enable Notifications

- Choosing to **Enable Notifications**, will send a push alert to the customer's phone in case of events on home network or security alerts triggered by Guard.

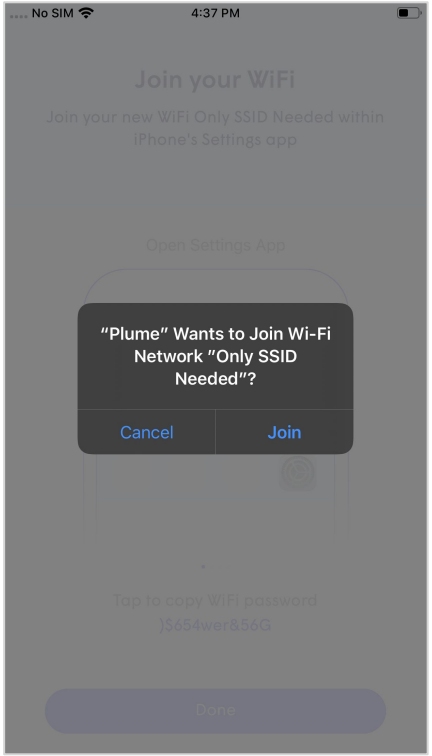


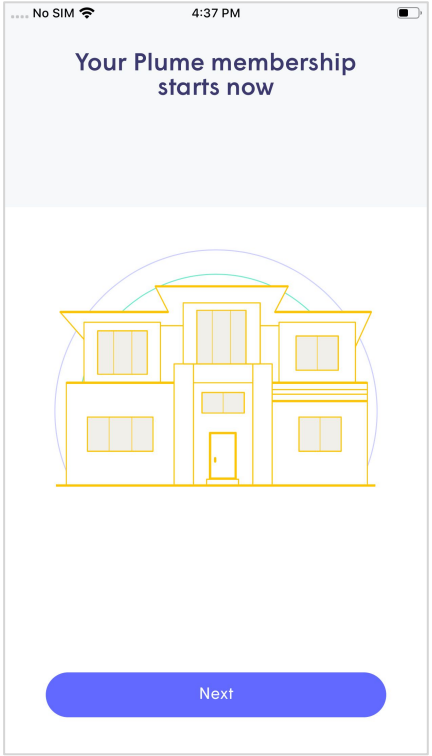


Initial Setup

Join your Wi-Fi

- The app will prompt the user to join the new Wi-Fi network.
- Tapping on **Join** will take the user out of the app and into the Wi-Fi - settings so they can join.
- 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.

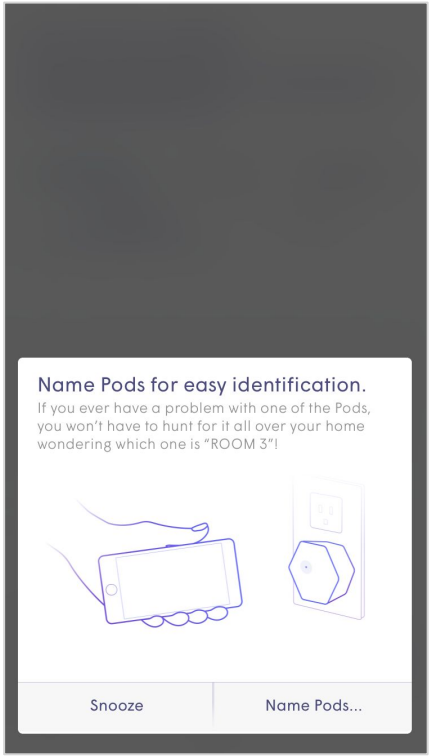


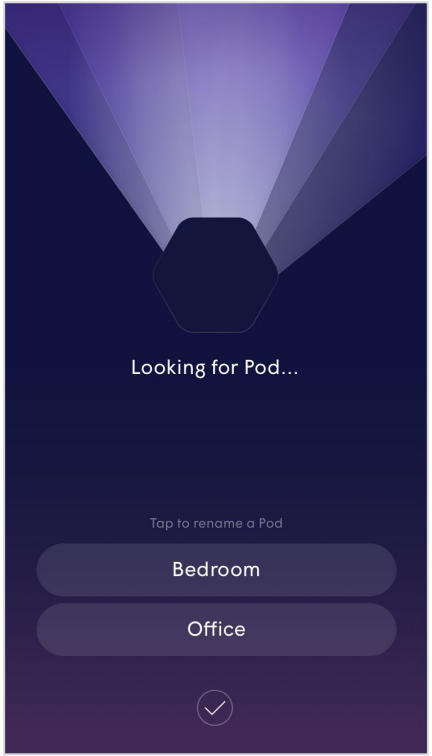


Initial Setup

Naming Pods

- While this is an optional step, and will not appear on single Gateway pod only setups.
- Tapping **Snooze**, will skip this step. Pods can be named for easier identification later.
- To name the pods, bring the device close to each pod that is to be named. Bluetooth is used to identify the closest pod.
- Choose from the list of default names or enter a custom name for each pod.

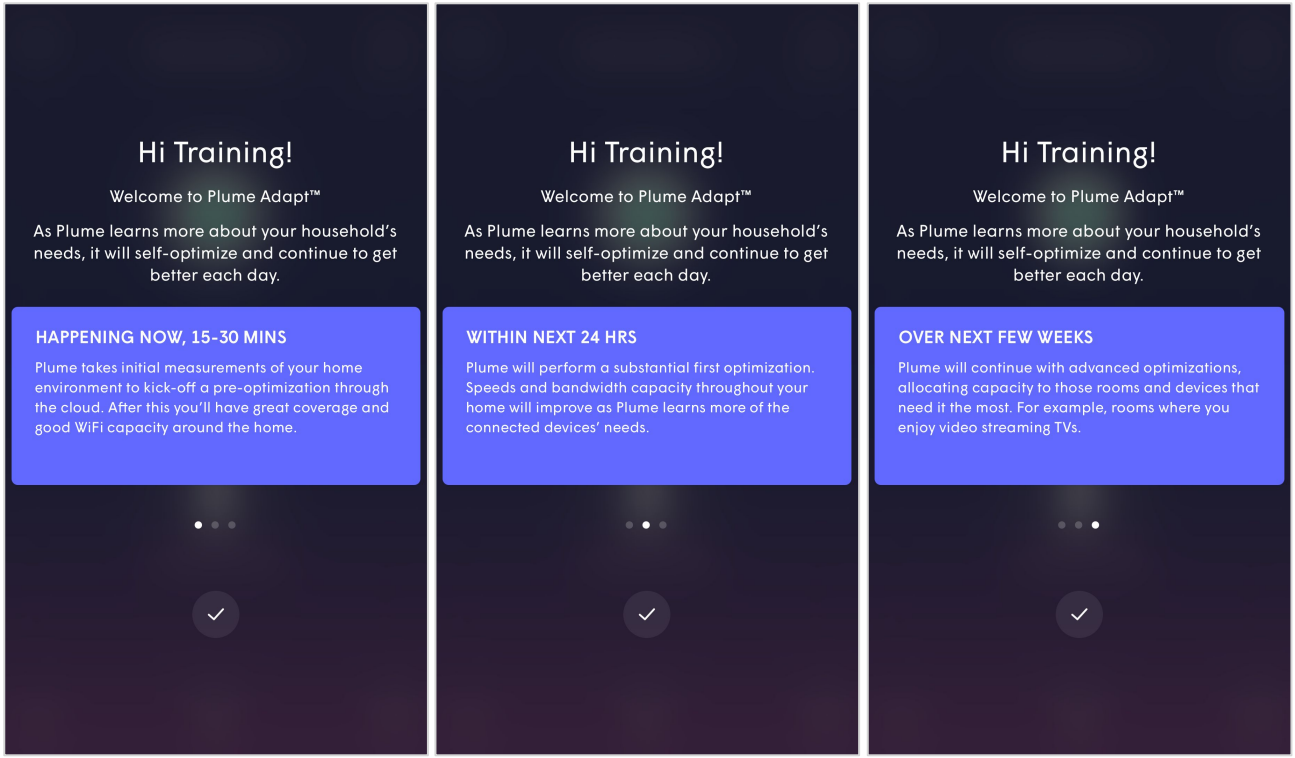




Initial Setup

First Optimization

- The first optimization is the last part of the initial setup.
- The app will describe what the customer can expect from these optimizations over the next few weeks.
- As the cloud receives more information about the environment from the pods, optimizations will continually be fine tuned and the performance will continue improve.
- Additional optimizations will be triggered every night around 2AM and then as needed based on environmental factors.



Migrating to New Wi-Fi

Disable old Wi-Fi Network

Why should the old Wi-Fi be disabled? - Having the old Wi-Fi still active in parallel will cause a few issues.

1. Devices that still remember the old network will switch between the two networks.
2. If the old Wi-Fi is in use, this will affect channel availability, causing degraded performance or possibly triggering unnecessary Fast interference optimizations on the Plume network.
3. Any devices not connected to Plume will not benefit from any of the Plume features, nor can they be managed in any way from the Plume app.
4. Having another Wi-Fi network broadcasting also leaves another connection available for hackers to exploit, particularly if the customer cannot easily monitor the network's activity.

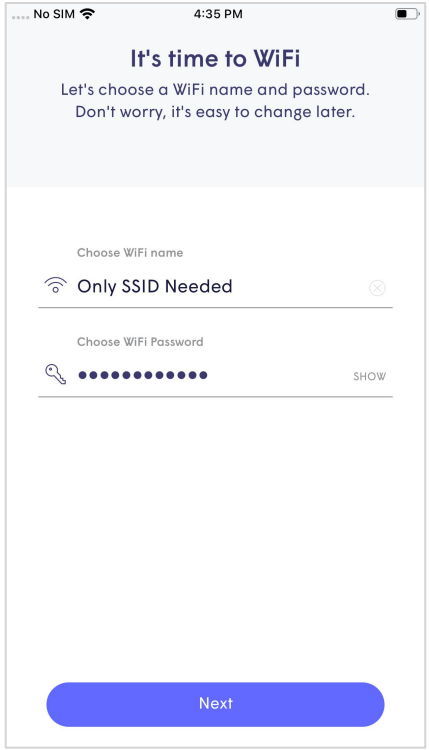
Can the old SSID just be hidden? - No. Hiding the SSID just prevents new devices from seeing the network. Any devices that already a have access will still use it. It is also not effective as a security measure since tools like Wi-Fi Analyzer can still see the network.

Migrating to New Wi-Fi

Disable old Wi-Fi Network

Using the old SSID & password - If the Plume network was set up using the same SSID and password as the old Wi-Fi, Wi-Fi clients will automatically connect to the Plume network as soon as the old Wi-Fi is no longer available. If Plume is completely replacing the old router, the same is also true.

1. Log into the old Wi-Fi network and disable the Wi-Fi.
2. Instructions for many routers can be found in the Turn Off Old Wi-Fi section on the Plume Help Center.
3. Devices using this SSID and password should automatically switched to the Plume network.
4. Devices that were connected to a separate guest SSID will lose their connection and will have to be provided new guest credentials after they are created in HomePass. This also applies if a different SSID was also used for each band.



Self-Install Specific Issues

Creating a New Account - Using the App (Self-Install)

Possible Issues During Onboarding

Cannot find account created through app - If no pods have been added successsfully to an account created through the app, groupSupport, groupSupportTechnician, and groupAdmin roles will not be able to see the account in Frontline Tier 1 until pods are added. Attempting to create the account again in Frontline Tier 1, using the same email will result in an “account already exists” error. Submit a ticket to Plume support to have the account moved from Plume Retail to the proper group.

Account created in wrong deployment - If the account cannot be found, check to see if the customer is using the correct app version (beta/gamma/kappa). Have the customer delete the pods from their current account and create a new account in Frontline Tier 1. Once the pods are added, ensure the customer has the proper app version and can log in and then open a ticket with Plume support to delete the account in the other deployment.

Cannot add pod because of partnerID mismatch - If a customer is attempting to add pods to an ISP account and they receive an error message telling them that the “partnerID does not match”. In the rare case a pod is received from the warehouse that does not have the proper partnerID assigned, open a ticket with Plume support to correct in the global inventory. This will also occur if a customer purchases Plume retail pods and attempts to add them to an ISP partner account.