

## Installation Instructions

### WHAT'S INCLUDED

- A. Cable modem
- B. Cable modem power supply
- C. Pod(s)
- D. Pod power supply
- E. Coax cable
- F. Ethernet cable

Have questions or need support?

Please call  
1-877-486-4666



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SelfInstall

### INSTALLATION STEPS

- 1 Connect coax cable to the back of the modem.
- 2 Connect the other end of the coax cable to the cable outlet.
- 3 Plug in the cable modem power supply to the back of the cable modem.
- 4 Plug the power supply into the electrical outlet.
- 5 You will need to wait for the modem to connect. This usually takes 3 to 5 minutes. The first 4 lights will be solid once the modem is connected. If the (↑) and (↓) lights are flashing blue, the modem is taking an update. This can take up to 20 minutes.  
*\*The first 4 lights must be solid before continuing.*
- 6 Connect the ethernet cable to port 1 on the back of the cable modem.
- 7 Connect the other end of the ethernet cable to the **right port** on the back of the pod.
- 8 Connect the pod power supply to the power port on the pod\*.
- 9 Plug the power supply into the electrical outlet\*.
- 10 Press the power button on the pod to turn it on\*.  
Lights will flash off and on.  
Once the lights are off, the pod is online.  
*This usually takes 3 to 5 minutes.*
- 11 Download the Homepass® by Plume app.
- 12 Sign in to Homepass with your email that was provided at the time of ordering. (DO NOT create a "New Account.")
- 13 If you have a second pod, please follow steps 8 through 10 and install the pod in a different room.  
*\*Equipment type may vary. Some pods plug directly into electrical outlet or lack power buttons.*

### POD PLACEMENT TIPS

Every house is different so the placement of your pod(s) is important.

- Be sure to place the pods on inside walls to get the best experience.
- For best coverage, pods should be a maximum of 30 feet apart.
- Avoid placing pods behind obstructions like furniture and appliances.
- Place pods in an outlet that is not controlled by a switch.
- Turn off additional Wi-Fi networks to avoid interference.

