

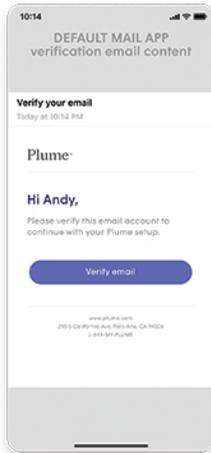


# Creating Your Account & Installation of Pods (without Ethernet)

## 1. Contact FOCUS Broadband Support

You must contact FOCUS Broadband Technical Support at 833-663-1241 prior to beginning installation. The representative will prepare your equipment and assist with the start-up process.

**Call 833-663-1241**

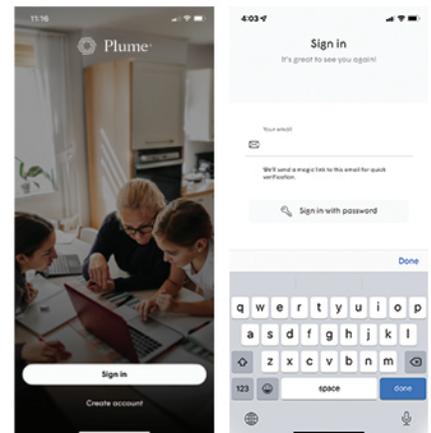


## 2. Set up Plume Home App password

When requesting to sign up for Plume, you should have provided the FOCUS Broadband Customer Service Representative with an email address and received an email with a link to set up a password. If you have not set up a password yet, do so now.

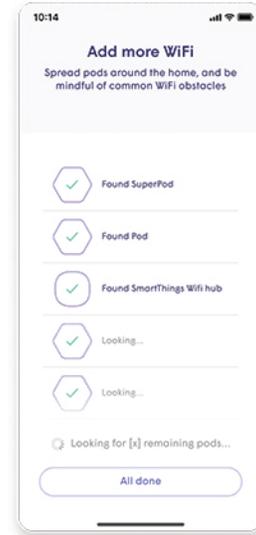
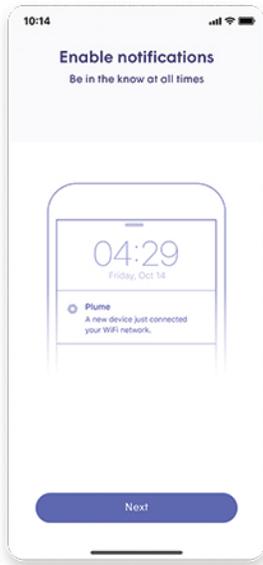
## 3. Download Plume Home App & sign in

Next, you will need to download the Plume Home app from either the Apple Store or the Google Play Store. After launching the app, choose "Sign In" and then "Sign in with password". Enter the information from Step 1. A resend can be generated if needed.



## 4. Place pods around your home

Spread your additional pods around the home and be mindful of common Wi-Fi obstacles, such as concrete, mirrors, and household appliances.

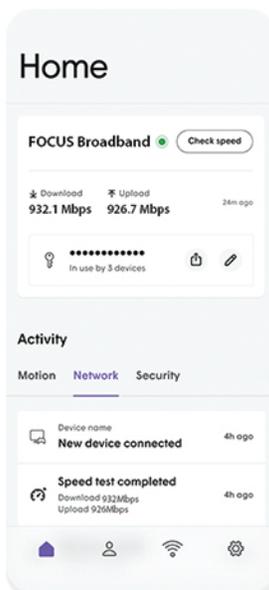
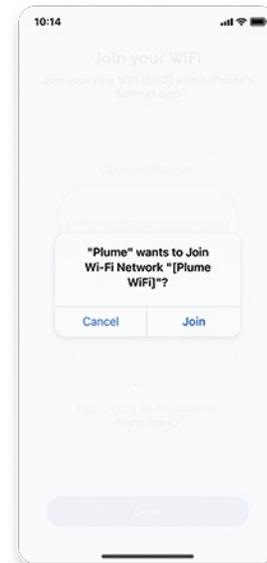


## 5. Enable Notifications

Be sure to enable notifications. This will help you be aware of your home network activity.

## 6. Join New Wi-Fi Network

The Plume app will prompt you to join the new Wi-Fi network. This will also disconnect you from your old network.



## 7. Installation Complete

After you've allowed Plume to join your network, you'll be taken to the home screen. Over the next 24 hours, your new Plume Wi-Fi network will optimize to create the best performance for your connected devices.



833-663-1241