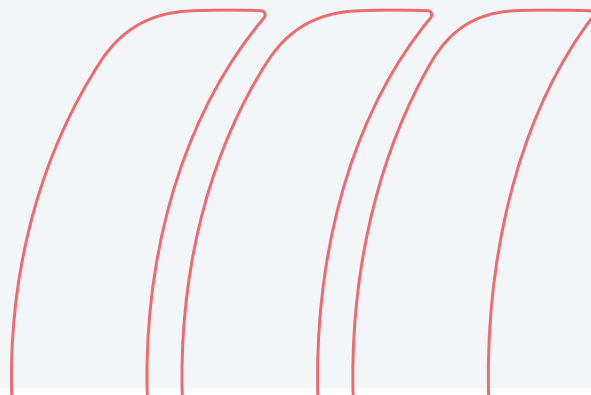




How to set up
your **Cogeco Wi-Fi**
after your service
is activated

This guide is here to assist you in setting up your new Cogeco equipment.

If you received a confirmation by email or SMS that your Cogeco Internet service has been activated, or if a technician has successfully installed your coaxial cable, you can now connect your Cogeco Internet using the Plume Home app.



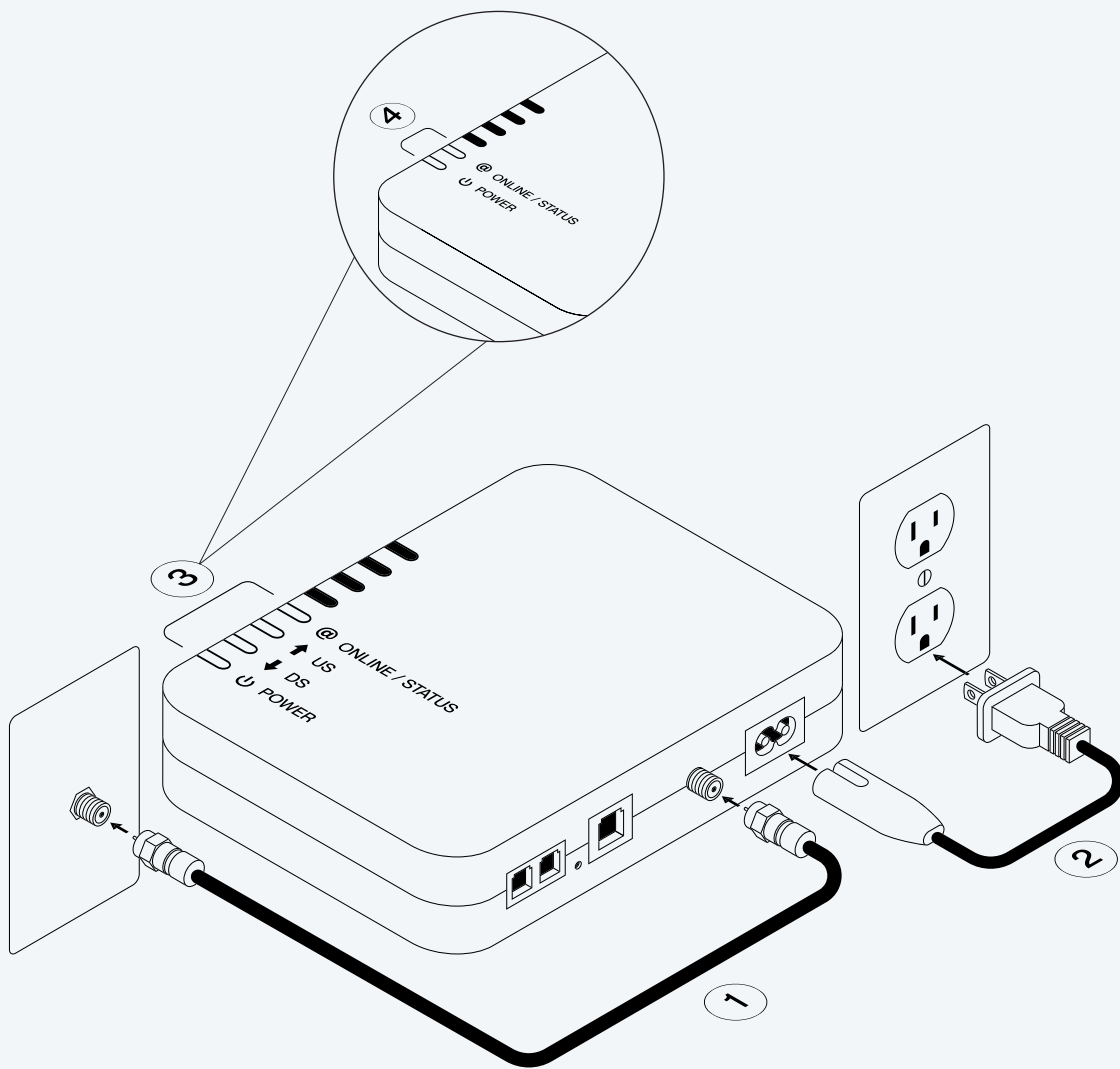
1

Connect your modem

Your modem may differ from the one in the picture, but it will function the same way.

1. **Tightly screw the coaxial cable** coming from the wall into your modem.
2. **Plug your modem** into an electrical outlet.
3. **If it has four lights**, wait for the POWER, DS (↓), US (↑), and ONLINE/STATUS (@) to light up. If the DS light is flashing after 10 minutes, try connecting your modem to a different coaxial outlet.
4. **If it has two lights**, wait for them to run through their sequence until POWER is solid green, and STATUS is solid blue. If the STATUS light is flashing green after 10 minutes, try connecting your modem to a different coaxial outlet.

Note: If possible, avoid the use of power strips and coaxial splitters as these can cause loss of signal to the devices.

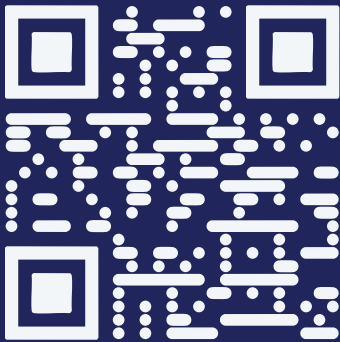


2

Download the Plume Home app

Download the free Plume Home app onto your mobile device by scanning the QR code below.

Note: Your Wi-Fi must be set up using the app, it cannot be set up through the website.



3

Begin setup in the app

1. **Open the Plume Home app** and tap 'Sign In'.
2. **Enter the same email address** used to sign up for Cogeco Internet.
3. **Check your email** for the confirmation link from Plume Support.

Check your junk/spam folder if it doesn't show up in your inbox. If you still have not received an email, please contact our Customer Service team (**see Step 8**).

4. **Tap the Sign In link** and follow the on-screen instructions.



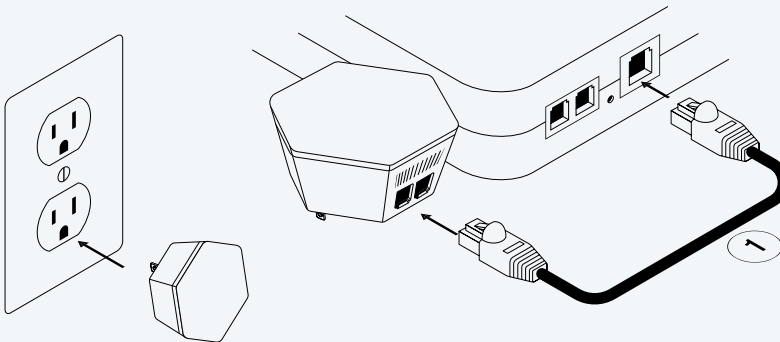
4

Connect your Wi-Fi SuperPod

The app will prompt you when it's time to connect your Wi-Fi SuperPod. When you reach this step, proceed with the following:

1. **Plug** one end of the Ethernet cable into your modem and the other end into the left Ethernet port on the back of your Wi-Fi SuperPod.
2. **Plug** your Wi-Fi SuperPod into a power outlet. The LED light on your Wi-Fi SuperPod should be blue/green as it boots up and connects. Once connected and operating normally after Step 5, the LED will turn off.

IMPORTANT: If your modem has more than one LAN port (Ethernet jack), only use one port. Using more than one port can lead to disconnections. If you wish to hardwire a device, connect to the other available LAN port on the Wi-Fi SuperPod instead.



5

Set up your Cogeco Wi-Fi network

Continue following the on-screen instructions in the **Plume Home** app to create your Wi-Fi name (SSID) and password.

Avoid using the same SSID and password as your last internet provider to prevent your devices from getting confused when trying to connect to the network. Create a brand **new** SSID and password instead.

Note: When the SuperPods are first connected, it's normal for the signal to be 'Poor'. As the app optimizes your mesh network over the next 24 hours, the signal will improve.



6

If you have additional Wi-Fi SuperPods

Connect your additional Wi-Fi SuperPods to a power outlet between a Wi-Fi dead spot (an area of the home where devices get little to no Wi-Fi signal) and your wired SuperPod.

1. **Turn on Bluetooth** on your mobile device.
2. **Open** the Plume Home app.
3. **Select 'Network'** from the navigation menu.
4. **Swipe** to the 'Extenders' section and tap the + next to any discovered extenders.
5. **Tap 'Done'.**

Do:

- ✓ Place it out in the open towards the centre of the house.
- ✓ SuperPods should be placed 30-40 feet apart if there are walls in between the SuperPods or 60-80 feet apart if placed in large open spaces.

Do not:

- ✗ Place directly in a dead spot—instead, place it in a hallway outside of the dead spot area.
- ✗ Place near other large electronics. Metal, mirrored, or glass objects can interfere with Wi-Fi signals.

7

Connect your devices

To connect a device, find your new Wi-Fi network name on the list of available Wi-Fi networks on your device then enter your network password. You may need to toggle Wi-Fi on and off or restart the device for it to find the new network.



8

We're here to help

Have questions or need additional assistance getting connected? Visit our FAQ page to troubleshoot.

Scan this **QR code** to view our **FAQ page**.



Not finding the answers you need in the FAQs?

Our customer service team is always available through text, email, or chat to help.

Contact us via SMS at 343-326-4326, email us at service@express.cogeco.ca, or ping us by visiting <https://www.support.express.cogeco.ca>.

