

FiberNET Max Home WiFi Customer Guide

Powered by Plume®

This guide is intended for the use and application of Max Home wifi only!

Introduction

Q: What is Max Home?

A: Max Home is FiberNET's solution to providing a whole home mesh WiFi system that allows our customers more control over their internet service and WiFi experience.

Q: What additional hardware is needed?

A: FiberNET will provide you with 1 Max Home node that will replace your home wireless router. Additional nodes can be added to ensure wall to wall coverage wherever you need WiFi in your home.

Q: How do I access my network configuration?

A: Customers will use the Plume WiFi application from the Apple / Android store. Once logged into your account the application will give you an abundance of tools and information about your network.

Q: There are 2 Ethernet ports on my node, what are they used for?

A: One port will be used to receive the internet connection FiberNET runs into your home. The other port can be used to connect a device, a switch or even another node if you wish for it to have a hardwired connection. It does not matter which port our internet connects to on the node since the node will automatically determine our internet connection and the internal network connection.

Q: Do additional Max Home nodes have to be wired together in order to work?

A: No. Max Home is a true mesh system. A single node will be wired to our internet connection, any additional nodes can simply be plugged into an electrical outlet and if it is within WIFI range of the network being emitted the node(s) will mesh together to emit the same WIFI network throughout your home.

Q: Is there a limit on how many nodes I can have in my house?

A: Yes, but the limit is rather high. You can have up to 32 nodes in a home.

Q: What is the average WIFI range of a node?

A: Approximately 30 – 40 feet. Distances will vary depending on the environment.

Q: What are the tech specs of the node?

A: <https://www.plume.com/tech-specs>

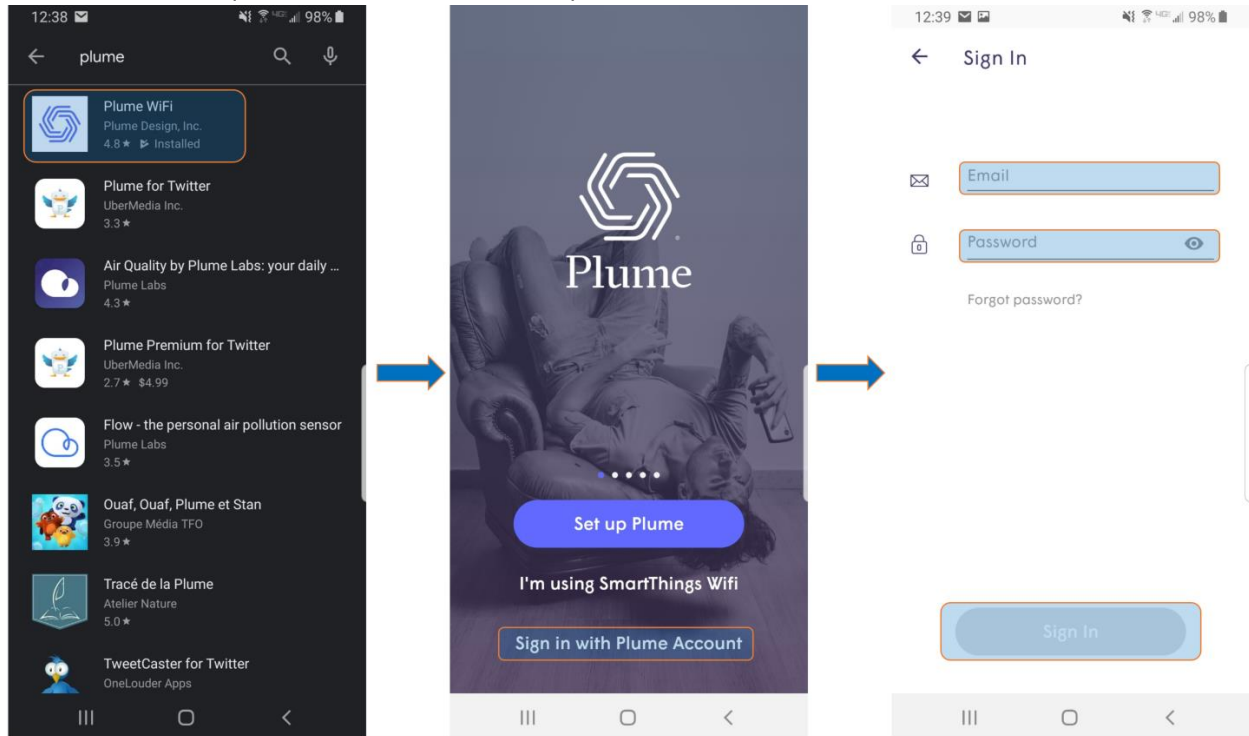
Q: What is the small light for on the front of the node?

A: A green flashing light indicates the node is either trying to connect, being named or optimizing. A red light would indicate a problem with the node, please contact support. If you do not see a light and do not see your WIFI network being broadcast to your devices check power to the node. If you do not see a light and your network is being broadcast this is normal.

Max Home Plume WiFi Mobile App






Downloading the App

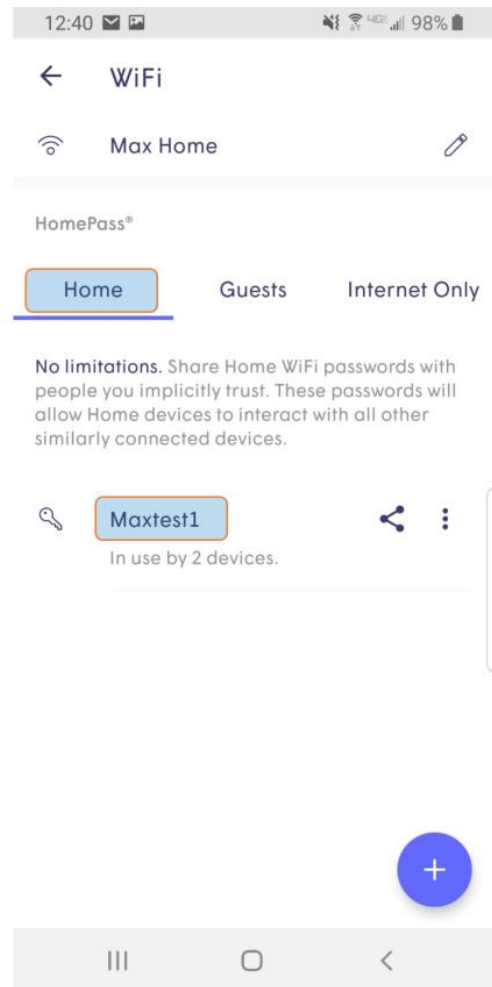
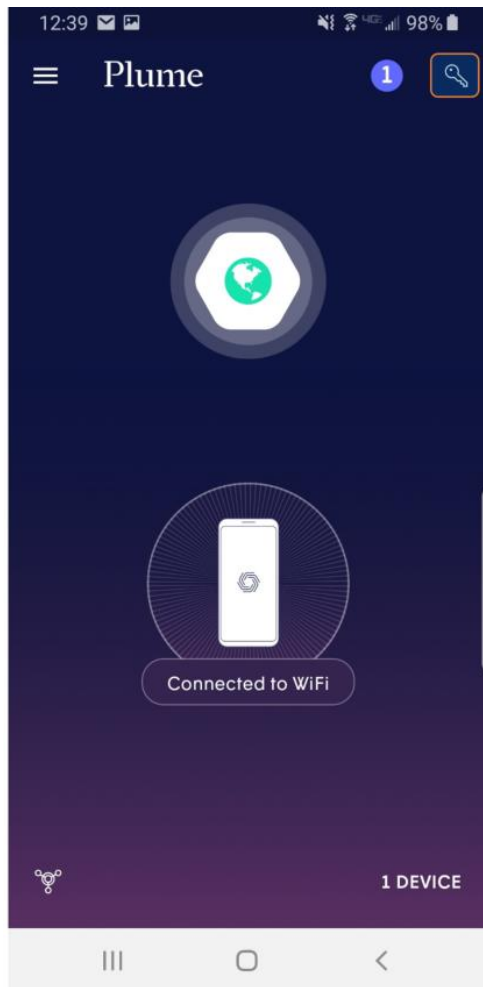
1. Open your Apple / Google Play Store and Search for Plume. Download the “Plume WiFi” app
2. Open the Plume App on your device and tap “Sign In with Plume Account”
3. Enter the E-mail Address and password for your login then tap “Sign In”.
 - a. NOTE: This login would have been created by one of our representatives when you requested the Max Home WiFi product.



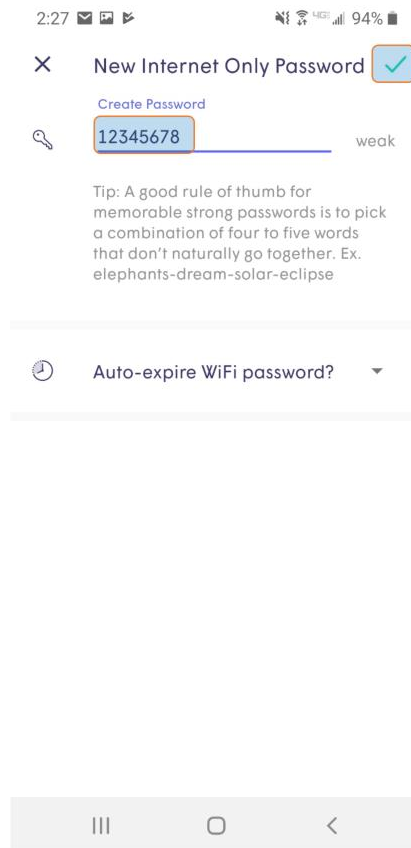
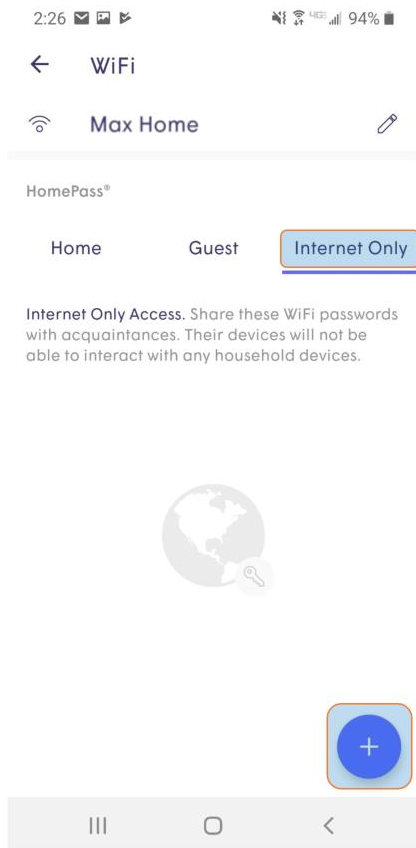
WiFi Password(s)

NOTE: With Max Home your node(s) will emit 1 SSID (Network Name) that devices will connect to. Your Max Home network has the capability to use different passwords which allows you to separate devices from being able to talk to one another or just having internet access only, this will be explained in more detail in this section.

1. Launch your Plume app and sign in if you have not already done so.
2. From the main screen you can tap the Key  in corner of the app. This will take you into your networks.
3. At the top to the right of the radio signal  is your SSID (Network Name). You can edit this by clicking the pencil .
 - a. NOTE: Editing your SSID network name will cause any device that was connected to this SSID to lose internet connectivity and will have to be reconnected to the new SSID you specified!
4. To the right of the key  is the current password to your WiFi network of that zone. If you wish change this password press the ellipses button  to the right of the password and choose edit. Put in the password you want and press the green checkmark.
 - a. NOTE: Editing your password will cause any device that was connected using this password to lose internet connectivity and will have to be reconnecting using the new password you specified!

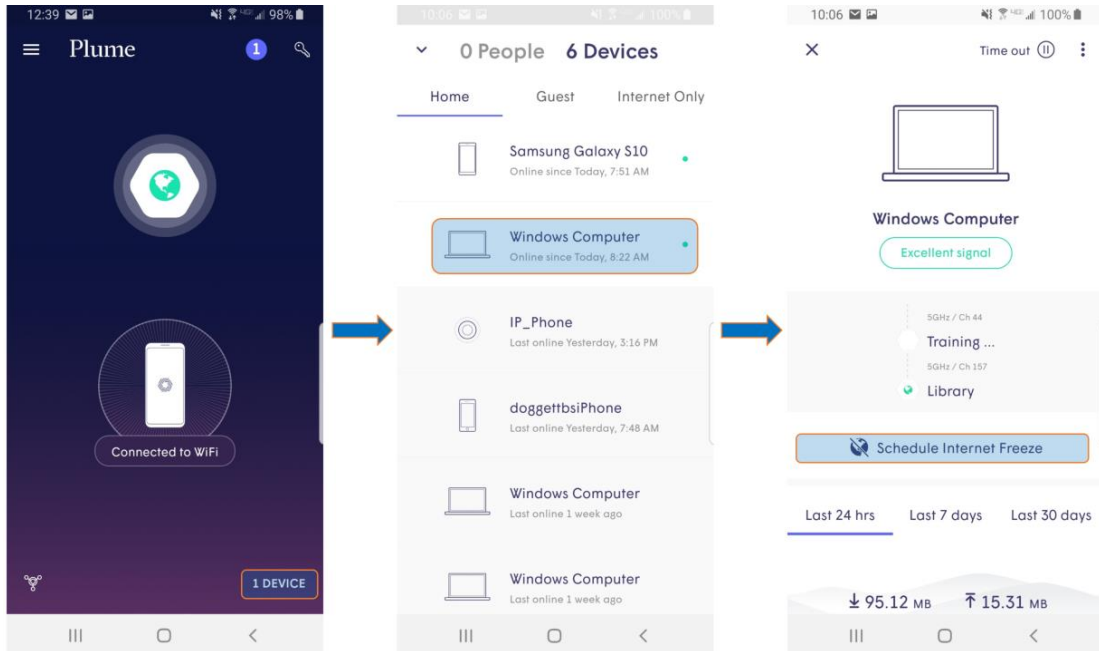


5. You can tap the tabs “Home”, “Guest”, or “Internet Only” and add network passwords to the desired zone by tapping the “+” bubble in that zone. Set a password for the zone with at least 8 characters then tap the green checkmark to apply the password. Devices requesting to connect to the SSID (Network Name) will be asked for a password the first time they connect. Depending on which password they use will determine what zone the device falls under.
 - a. NOTE: “Home” is intended for your devices in your home that connect to the network regularly. “Guests” is intended for users who may connect to your network but need restrictions on accessing network devices like a network printer. “Internet Only” is intended for users that only need access to the internet and would have no accessibility to any other devices on the network, it’s just for internet access only.

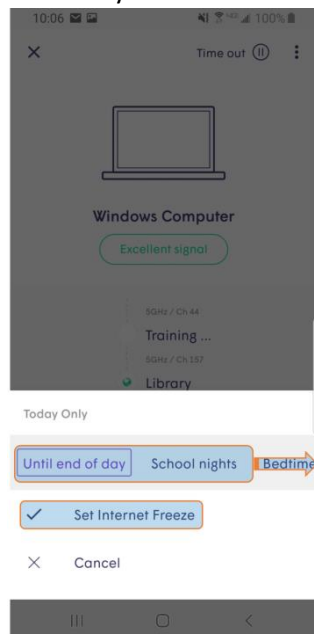


Internet Freeze

1. Launch your Plume app and login if you have not already done so.
2. Tap on “Devices” at the bottom of the screen.
3. Tap on the Device you want to set a freeze for.
4. Tap on “Schedule Internet Freeze”.
 - a. NOTE: Once the freeze is set this option when tapped will allow you to clear the internet freeze for the device.
 - b. TIP: from this screen you can tap the ellipses button in the top corner and edit the name of the device to make it easier to track whose device it is.

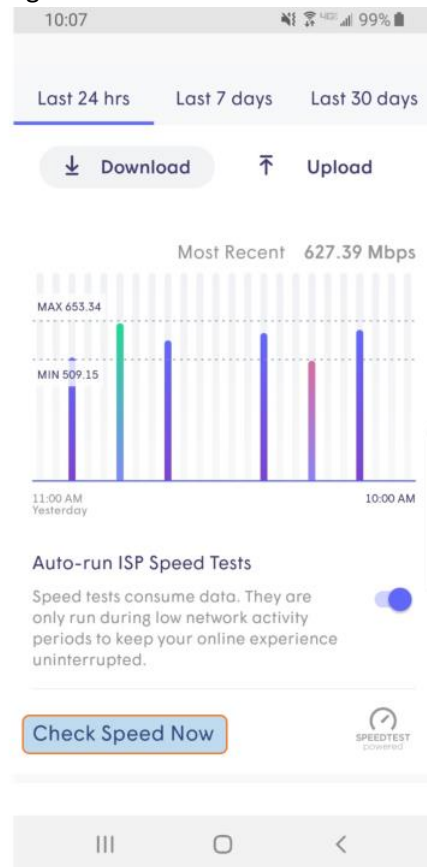
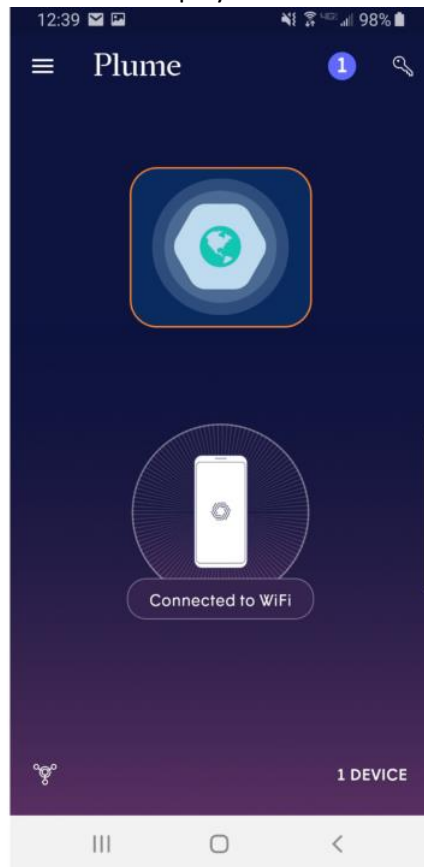


5. Select the type of freeze. Choose “Custom” to set a specific days and timeframes. Once you have set your criteria for the freeze tap “Set Internet Freeze”.



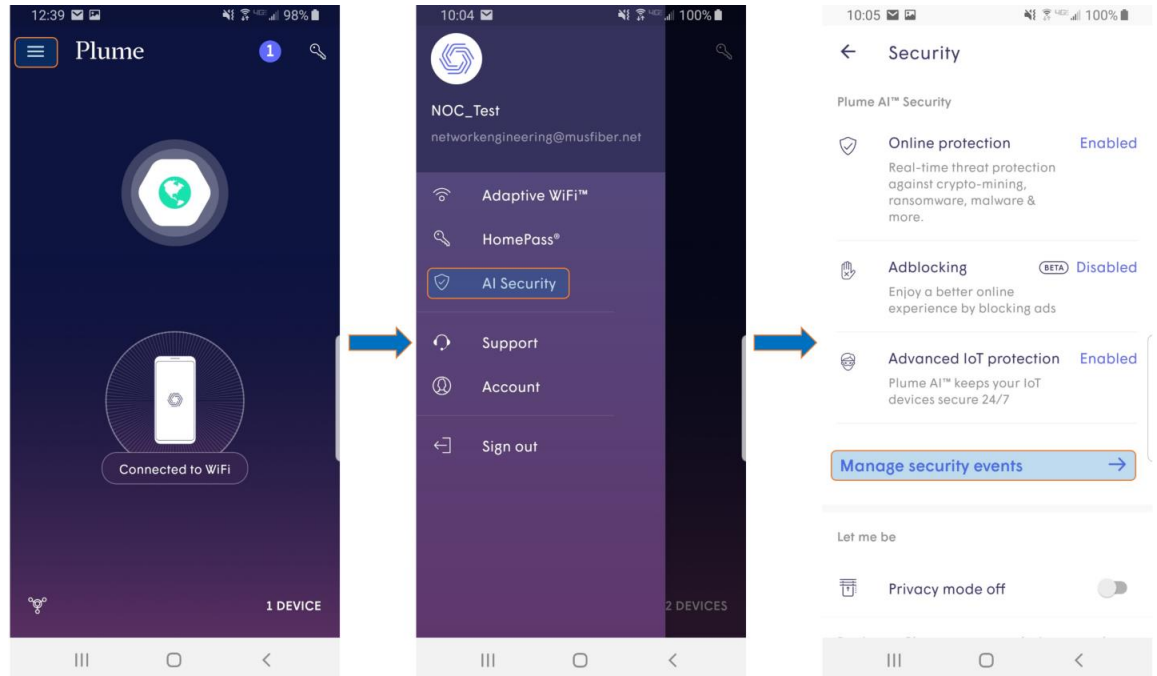
Speedtest

1. Launch your Plume app and login if you have not already done so.
2. Tap the World Icon. Scroll down and Tap “Check Speed Now”.
3. The results displayed are the internet speeds being delivered to the node from the ISP.



Whitelist / Blacklist Websites and IP's

1. Launch your Plume app and login if you have not already done so.
2. Tap the hamburger icon in the top corner.
3. Tap "AI Security".
4. Tap Manage security events.



5. You should now be in Security Events. Tap on "Approve" (whitelist) or "Block" (blacklist) then tap on the "+" icon.
6. Select an option for "website" or "IP address", then enter the website or IP address and click Approve / Block.

