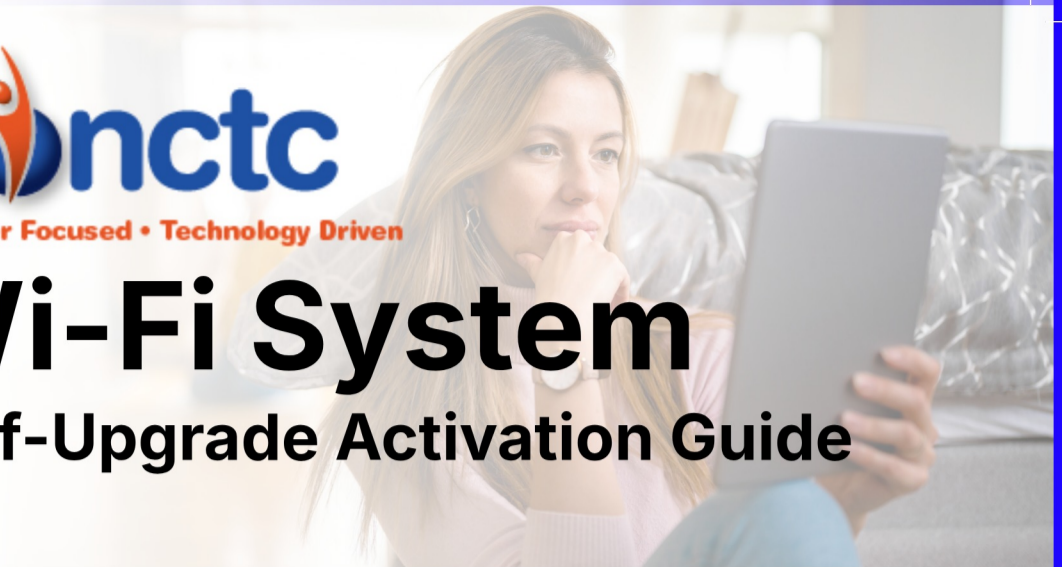
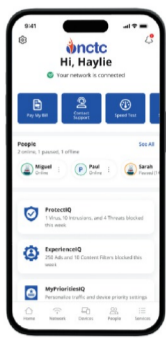




Member Focused • Technology Driven

Wi-Fi System Self-Upgrade Activation Guide



Congratulations!

The Ultimate Wi-Fi Experience is here!

This installation document will guide you through the setup of your new Wi-Fi System.

For This Process You Will Need:

Wi-Fi System

- Ethernet
- Wan Port
- Power

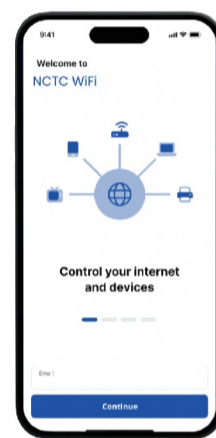
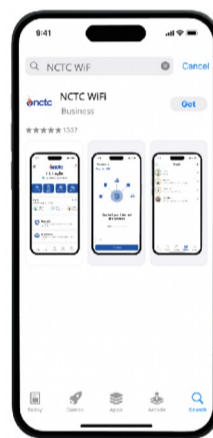


Power Cord and Ethernet Cable(s)



Check that your mobile phone or another Wi-Fi device is successfully connected before proceeding to download the NCTC WiFi app.

Download the NCTC WiFi app from the Apple or Google Play store.



Getting Started

Please locate your current SSID and Password and you'll be prompted for this information during Step 03.

If you cannot locate this information, please connect to your home Wi-Fi and follow the instructions to locate. Save as a screen shot or capture on this form.

SSID: [Your SSID]

PASSWORD: [Your Password]

Find your SSID and Password

iPhone

Open the Settings app, tap Wi-Fi. If you're already connected to a network, its name will appear at the top of the screen. Tap info button next to the network name, then tap the Password field. Use your passcode, Face ID or Touch ID to unlock and reveal the password.

Android

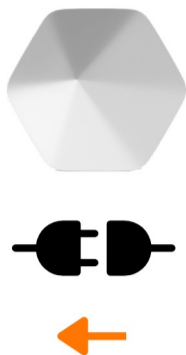
Go to Settings, then Connections, then Wi-Fi. Tap the gears icon on the home network to see settings. Then click the eye icon to view the password.

Need Assistance?

We're here to help! Contact Tech Support at (270) 622-2056

Step 1 - Locate Your Current Wi-Fi System

Unplug your current Wi-Fi System from the wall outlet. Do not unplug any other cables at this time.



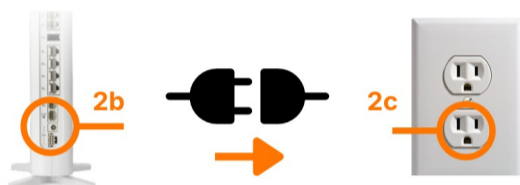
*Should your Wi-Fi set up include an indoor ONT, please ensure your new Wi-Fi System is separated by 2-3 feet to prevent interference with the indoor ONT.

Step 2 - Unpack Your New Wi-Fi System

2a: Position the new Wi-Fi System in the location of your current one.

2b: Locate the new power adapter in the box, and insert the cord into your new Wi-Fi System.

2c: Wait until prompted to plug in the new system.

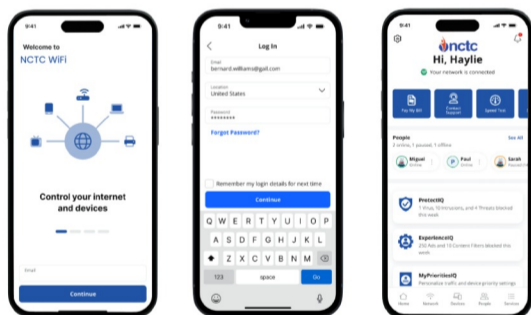


Note:

There is no power button, once plugged in, please wait 30 seconds for the LED to start flashing.

Step 3 - Set Up NCTC WiFi app

Once you download the app, follow the prompts to create an account and login.

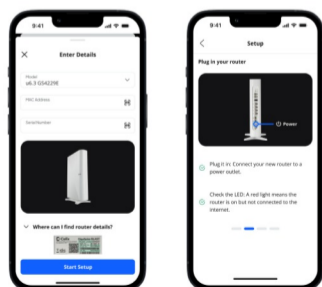


Step 4 - Set Up Your New Router

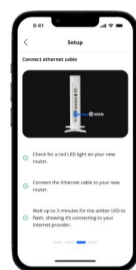
4a: Follow steps to set up new router and to access Wi-Fi controls and protection.

4b: Plug in your router

4c: Check the LED



4d: Locate the WAN port on your existing system. Disconnect that cable and move to the same ports on your new Wi-Fi system.



Tip:

If you need help identifying the WAN port, please follow these instructions.

- Open the Plume HomePass app.
- Go to Settings > Adapt > Pods.
 - Select the pod in question.
 - The app will show which port is connected to the modem/router (WAN) and which is serving devices (LAN).

Step 5 - Confirm Connection

Now that your new router is set up, you can set up your Wi-Fi network.

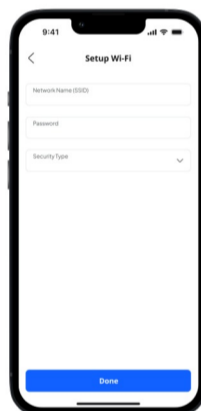


If the color does not change from a solid yellow or is red, verify that the WAN cable is connected to the correct port.



Step 6 - Wi-Fi Set Up

Now that your new router is set up, enter your SSID and Password to set up your Wi-Fi network.



Important:

Should you have to cancel out of the process, you will be prompted by the NCTC WiFi app to "Please On-Board your router." Please repeat the set-up steps.

Congratulations!

You are now ready to use your new Wi-Fi System.

You can now enjoy faster Wi-Fi in more places and on more devices. Plus, with the NCTC WiFi app you can tailor your Wi-Fi experience from the palm of your hand.

Visit nctc.com to customize your internet experience!

Need Assistance?

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