

Welcome to



We know you're
ready to get your
welo **WiFi set up.**

You're just a few simple steps away.

You deserve game-changing internet— let's get you **connected.**

This guide will walk you through how to install your shiny new welo WiFi gateway.

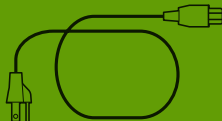
First time hearing about a “WiFi gateway”?

A WiFi gateway functions as both a modem and a router, all in one device.

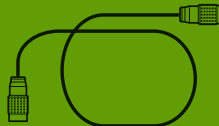
Before you start: Check the contents of your **installation kit**



Gateway



Power Cord



Coaxial Cable

Optional:



Extender with Power Cord

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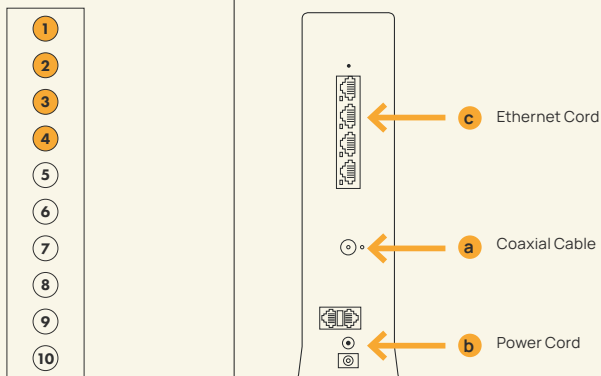
Install your new WiFi gateway

1. **Connect the coaxial cable.** Connect one end of the cable to a coaxial wall outlet. Choose an outlet located as centrally as possible within your home. Connect the other end to the round connector on the back of the gateway **a**.
2. **Plug in the power cord.** Plug one end into an electrical (120V) wall outlet, and the other end into the back of the WiFi gateway **b**.
3. **Sit back and relax.** Gateway synchronization will now begin and the lights on the gateway will flash while this is happening. This process may take up to 25 minutes and the gateway may shut off and restart a number of times during this process. When lights #1 to 4 become solid (not flashing) it means the process is complete and your gateway is ready for use.
4. **Plug any removed Ethernet cables back in.** If you previously removed any Ethernet cables connected to your personal wired devices (computer, gaming system, etc) you may now plug them back into any of the available Ethernet ports on the back of your WiFi gateway **c**.

Where should you place your new gateway?

- Central to the areas where you use the Internet most often.
- Close to devices you need to connect by Ethernet or phone cables, such as desktop computer, printer, gaming system, etc.
- Preferably 3 feet from the ground.
- In an open space, away from any obstacle that may block the WiFi signal, such as wireless electronics, or materials such as metal, concrete or mirrored surfaces.

Gateway Model
Sagemcom F@st3896

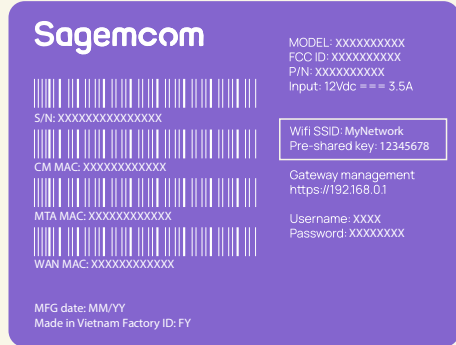


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Connect to your WiFi gateway

To connect your devices (ex. smartphones, wireless printers, etc) to your WiFi gateway, open WiFi settings on each device, select network name (making sure that it's yours), and enter the WiFi password.

You can find your WiFi network name (SSID) and password on the sticker located on the side of the gateway. You can use the credentials that came with your new WiFi gateway for now. We'll show you how to change and personalize your credentials in step 4.



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Download the Plume Home app

welo WiFi is a managed service developed by Plume that's exclusively free to welo Internet customers.

1. Scan QR code to download the Plume Home app to your smartphone or tablet.
2. Launch the Plume Home app and click Sign In.
3. Enter the email address associated with your welo account, then click Next.
4. Follow on-screen instructions to sign into your account. If the screen says the email is invalid, carefully repeat the previous step.
5. Navigate to the Network tab at the bottom of the screen. Tap Topology and verify that there is a Gateway device displayed. If there is, your network has been successfully set up.



App Store



Google Play

Take advantage of the app

Plume will auto-optimize your WiFi network to provide the strongest possible WiFi signal, protect your devices and data from malicious attacks, and so much more.

Traffic Boost

Manually prioritize bandwidth for things like video calls, streaming, or gaming for a better experience.

Detailed Usage Insights

View detailed, device-level metrics for data usage over 24 hours, 7 days, or 30 days.

Parental Control

More flexible scheduling to manage screen time by person, device, or even app category.

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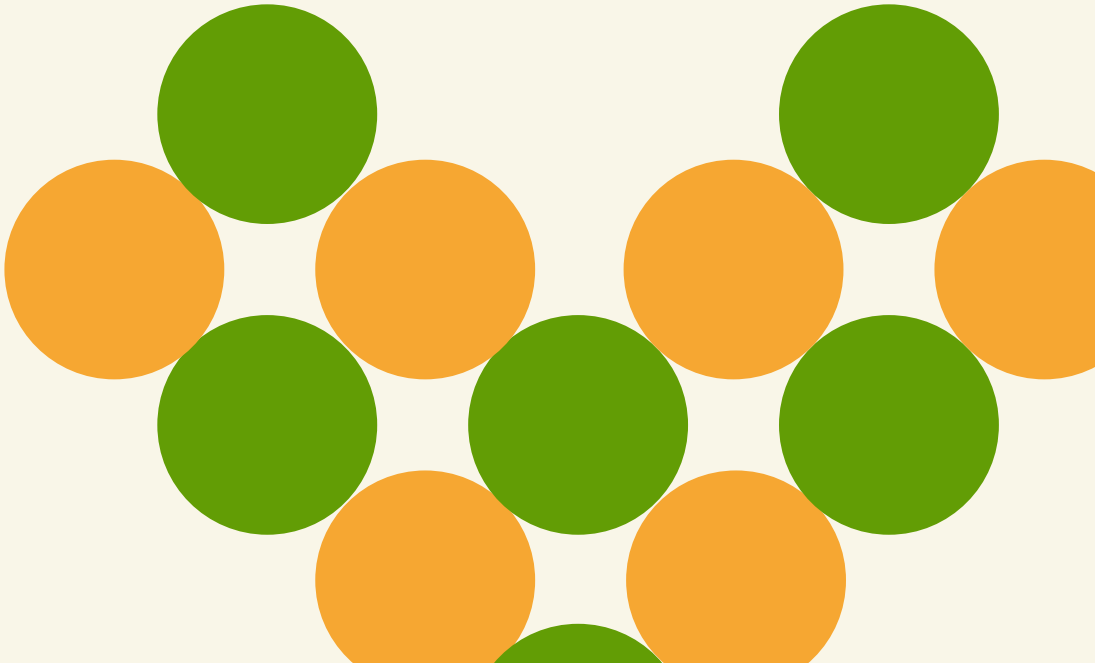
Change your WiFi network name & password

Change your network name

1. Open the Plume Home app.
2. Tap the Edit button in the purple section.
3. Tap the pencil icon next to the current network name.
4. Type in a new network name.
5. Tap **Save**.

Change your WiFi password

1. Open the Plume Home app.
2. Tap the Edit button in the purple section.
3. Tap the “...” next to the current hidden password and click Edit in the pop-up menu.
4. Type in a new password.
5. Tap **Save**.



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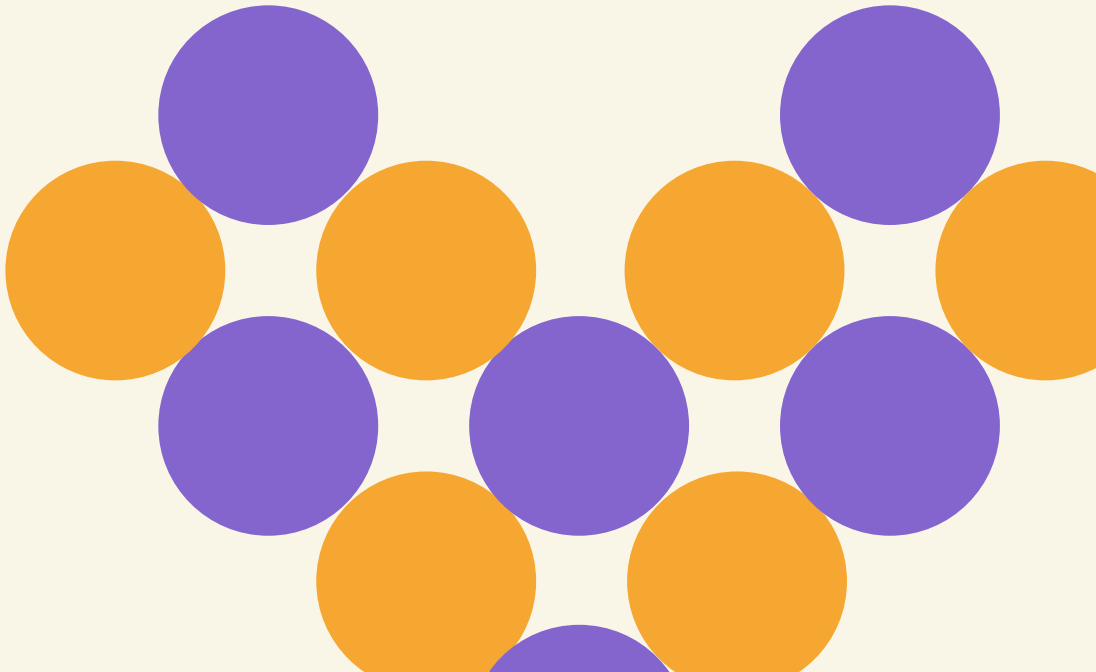
Install a WiFi Extender (if applicable)

If a new Adtran 841 (tabletop) WiFi extender was included in your self installation kit, now is the time to add it.

1. **Identify an optimal location for your WiFi extender to maximize coverage.**

Select a location in a different room, away from your gateway and not too close to large furniture, mirrors, glass, or metal. Extenders should not be located behind furniture (it could reduce your signal) and extenders should not be placed on the floor.

2. **Connect it to a (120V) electrical wall outlet.**
3. **Repeat the above process for additional WiFi extenders.**
4. **Open the Plume Home app**, verify that your new extender(s) is now displayed in the Topology section.



We're here to help.

On the off chance you run into any issues,
keep calm, let's get your internet on.

Scan this QR code for additional help.



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