NetComm & GigaComm Plume Wi-Fi Setup Guide

Welcome to the Gigabit Community! We've sent you a few pieces to connect you to our ultra-fast network. The NetComm router will give you a direct connection to the Internet and the GigaComm Plum Wi-Fi SuperPods will provide consistent connection across your home or office.

Simply follow the below instructions to setup your new internet connection.

In the NetComm CPE box:
1 x NetComm Router
2 x 4G/LTE antennas
1 x RJ45 Ethernet cable
1 x RJ11 Telephone cable
1 x Power supply (12V/2A)

In the Plume Boxes:
2 x Plume Pods + Any additionally purchased pods

If any of these items are missing or damaged, please contact GigaComm Support immediately at
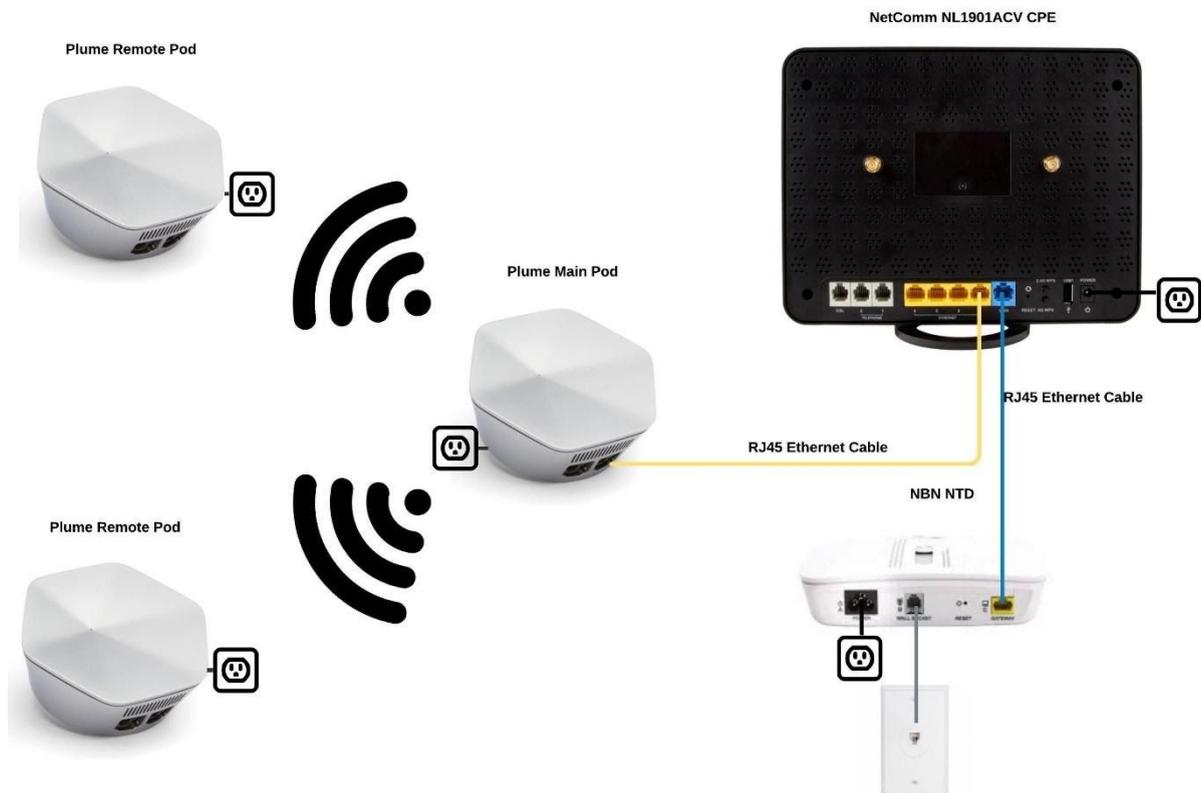*support@gigacomm.net.au*

*Figure 1. Connection setup for your new CPE and Wi-Fi access points.*

NetComm Router Setup

1. Unbox the NetComm CPE and install the two antennas onto the contact points on the back of the router. Plug the power cable into an available power socket.

2. Using the provided RJ45 Ethernet Cable, connect the blue WAN port on the NetComm router to the Internet Port on your NBN NTD. *See Figure 1 on page 1 for details.*

3. It can take a few minutes for your connection to stabilise. You should see the Power, Internet and LTE lights turn green on the NetComm router. This means you are now connected to the Internet. *Refer to Figure 2 on page 9 to see the meaning of LED indicators.*
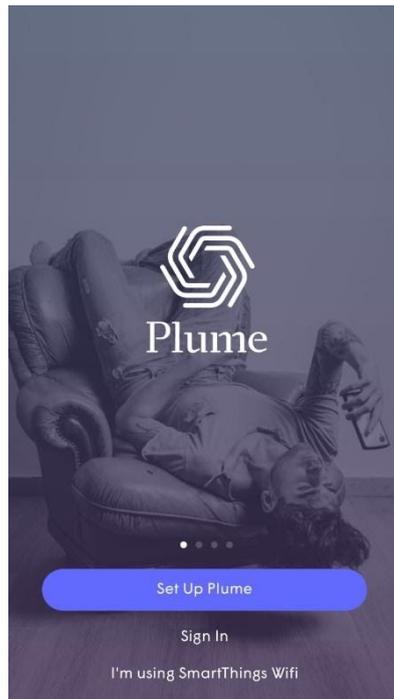
Plume Setup

We now need to set up the Plume Wi-Fi access points to distribute the Wi-Fi signal across your store. Read the Plume Placement Guide before proceeding with Plume setup.

1. Download the **Plume WiFi** app from Google Play or the App Store.
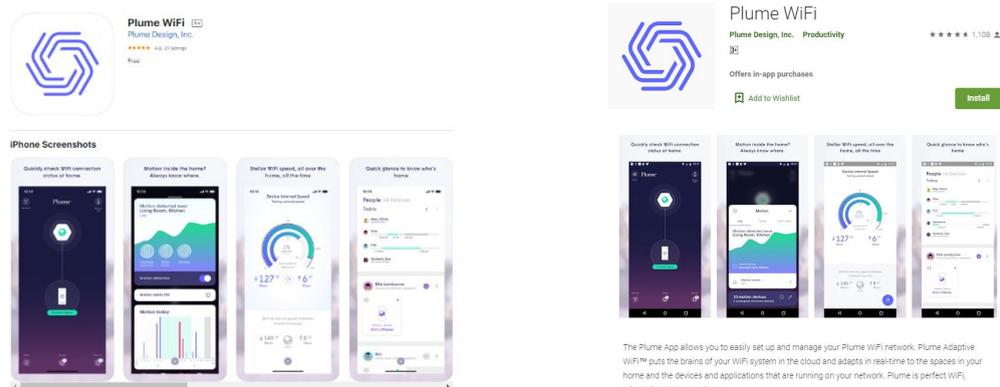

2. Launch the Plume app and choose the **Setup Plume** option.

3. The app will prompt you to enter your name and email. This will be for your new Plume account used to manage the Plume pods. In the name field enter the Name & Location of your site e.g. Lowes Werribee. Choose your Plume account password, which must be at least 8 characters long.
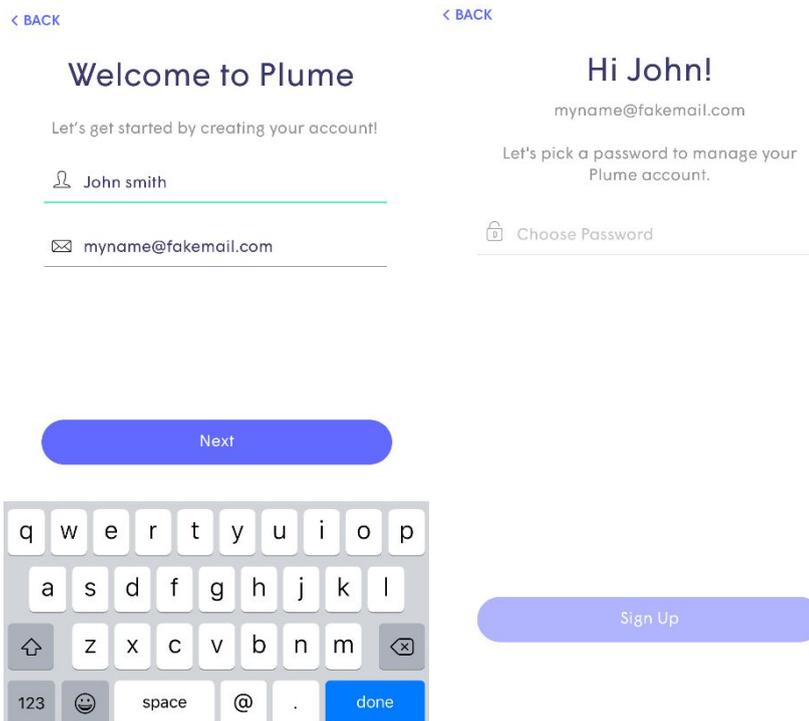
4. A verification email will be sent to you. Click on the **Verify Email** link within that email to continue the setup process.
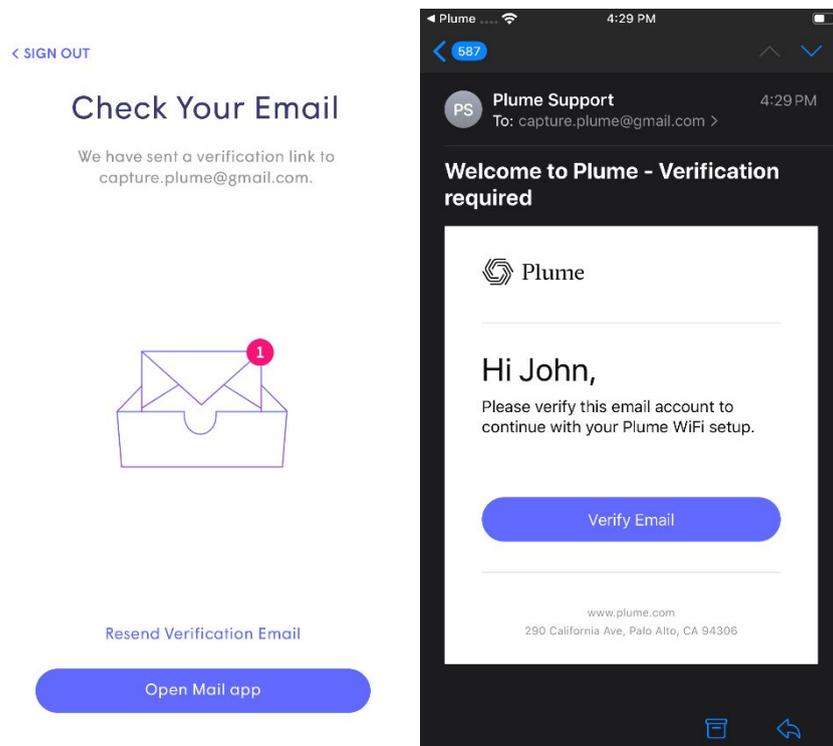
5. You'll be presented with the overall steps to get your first pod connected. This will become the main pod of your Plume network. The info buttons will bring up additional details for each step.
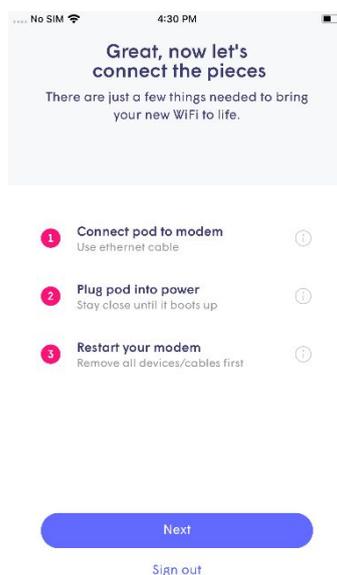
5.1   The first step is to connect a pod by Ethernet to your modem. Connect either of the ports on the Plume pod to the **Yellow ETHERNET 1** port on your NetComm CPE. *– Refer to Figure 1 on page 1 and the Plume Placement guide*
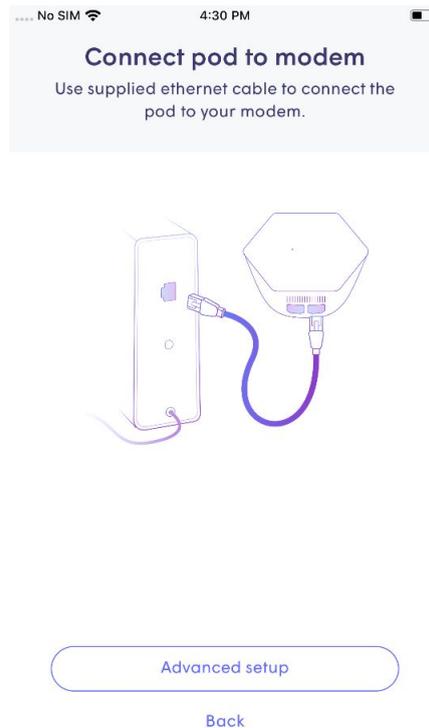
5.2 Plug the pod into power. You should see the green LED on the face of the pod turn on.

Plug pod into power
Stay close until it boots up. Your phone will find it using Bluetooth.
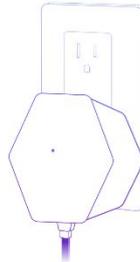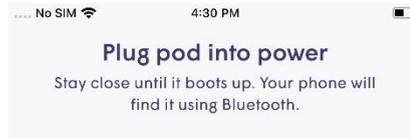
Advanced setup

Back

5.3 Restart your NetComm CPE by taking the round power cable out, wait 2 seconds then put it back in. This ensures the Plume Pod is detected. Once the NetComm has turned back on and the **Ethernet 1** light is on, tap on **Next** to move on to setting up your SSID.
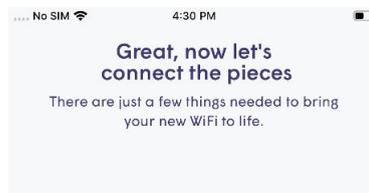

Great, now let's connect the pieces
There are just a few things needed to bring your new WiFi to life.

1. **Connect pod to modem**
Use ethernet cable

2. **Plug pod into power**
Stay close until it boots up

3. **Restart your modem**
Remove all devices/cables first

Next

Sign out

6. The LED will continue to slowly pulse until the pod connects to the Plume cloud. Once connected, the LED will turn off and the app will prompt you to input your new Wi-Fi name (SSID) and Password. In the Choose Wi-Fi name field enter your preferred Wi-Fi name.

Choose a secure password for the Wi-Fi and record it in a safe place. Ensure the password includes Uppercase & Lowercase letters, numbers, and symbols for the best security. This is the password to connect to the new Wi-Fi network.
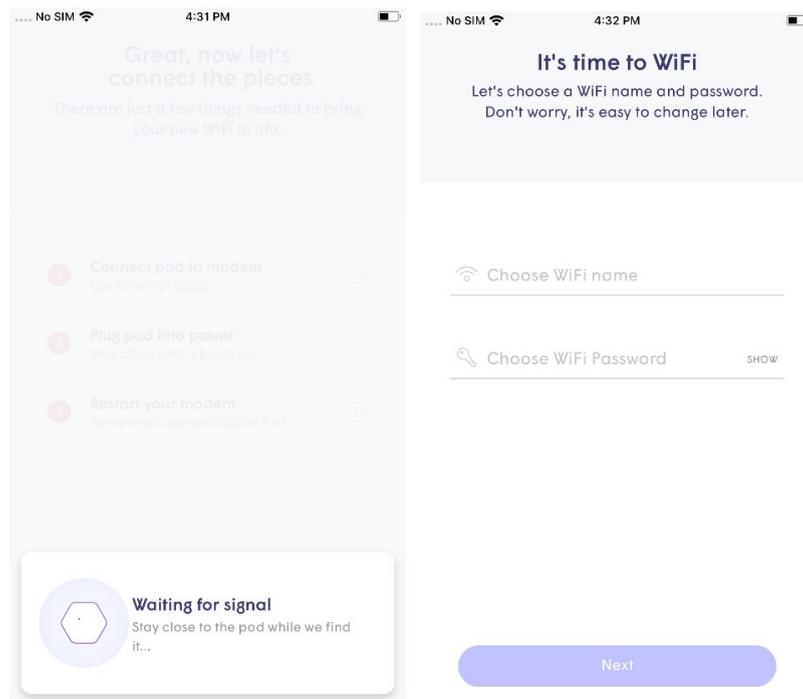
7. If you have more than one Plume pod, start plugging them in now. Stay close to each pod until it is found. As each one connects to the network and cloud, a green check mark will appear, and the LED will turn off. Tap on **Completed** once all pods have been added.
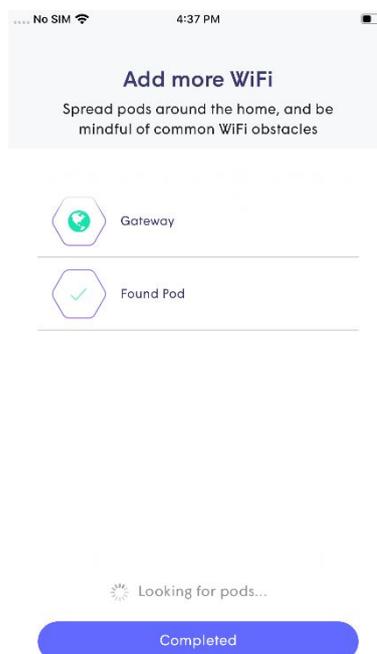
8. The Plume app will prompt you to join the new Wi-Fi network with your mobile.

- Tapping on **Join** will take you out of the Plume app and into the **Wi-Fi settings** so you can join.
- Once back in the Plume app, a **Welcome Aboard** message indicates that the device is now connected, and the new Wi-Fi network is operational.

Join your WiFi

Approve connection to
[Plume WiFi]

"Plume" Wants to Join Wi-Fi
Network "[Plume WiFi]"?

Cancel   Join

WelCome Aboard

Successfully connected to
Plume Network

Connected to Plume Network

Done
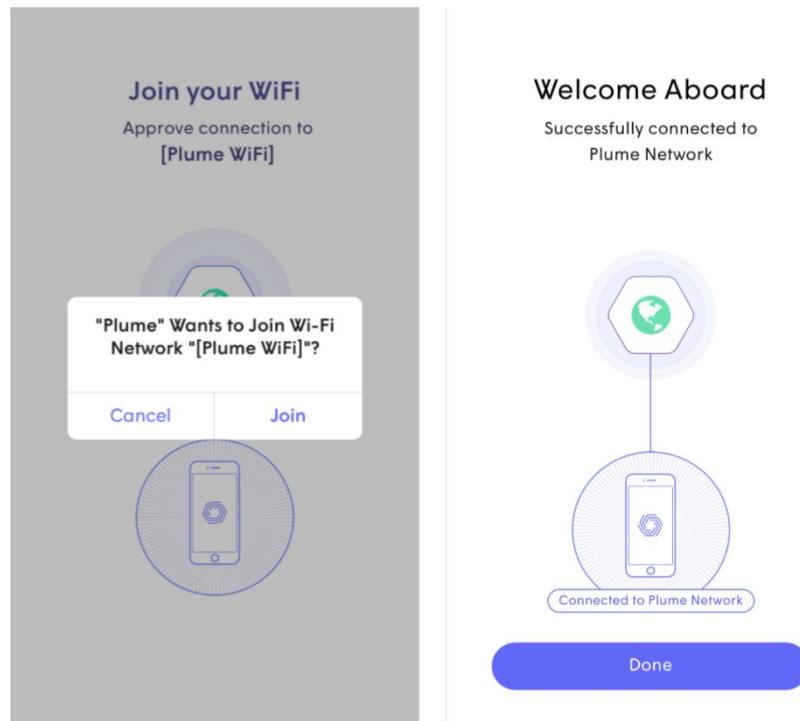
9. After you have joined the network, you'll be taken to the home screen. Click on the Network button in the top left corner so you can see your connected Plume Pods. If you have connected to more than one pod it will initially show up in red then once it connects back to the main pod you will see it turn white and a line will connect it back to the main pod. This can take about 5 minutes so allow it some time to setup.
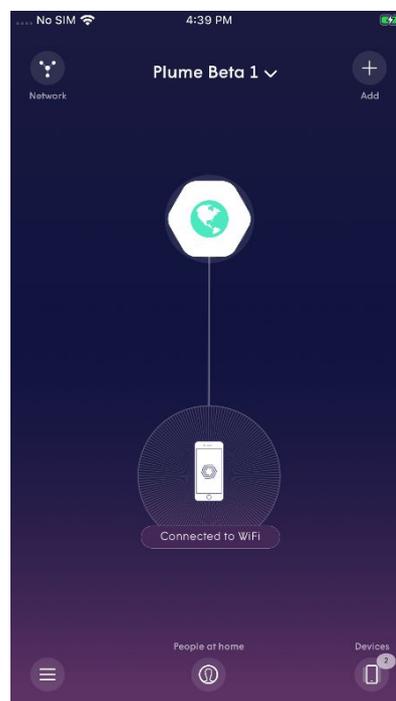
10. Once you've installed the remote pods and they have connected back to the main pod, connect to the new Wi-Fi network from your phone or computer and confirm you can access the internet by visiting www.gigacomm.net.au

Now that your internet is setup, we can look at connecting your phone system. Refer to the **IP Telephony Installation Guide** for more details. Also consider that any devices that were on the old Wi-Fi network now need to be connected to the new Wi-Fi network.

If you are having problems setting up your phone contact Gigacomm Support on **1300 004 442** or email us at **support@gigacomm.net.au**

![GigaComm logo]

LED INDICATOR	ICON	COLOUR / ACTIVITY	DEFINITION
Power	⏻	Red	After the NL1901ACV is powered on while it is initialising (normally 1-2 minutes).
		Green	The NL1901ACV is powered on and operating normally.
		Off	The power is off.
DSL	DSL	Off	No DSL signal detected.
		Green Blinking	Synching.
		Green	DSL synchronized.
Internet	WWW	Green	The NL1901ACV is connected to an internet service.
		Green Blinking	Data is being transmitted to or from the internet.
		Red	User ID/Password is configured wrong for DSL interface.
		Off	The NL1901ACV is not connected to the internet.
WAN	WAN	Green	A device is connected to the Ethernet WAN port.
		Green Blinking	Data is being transmitted to or from the WAN.
		Off	No device is connected to the Ethernet WAN port.
Ethernet	1 2 3 4	Green	A device is connected to the Ethernet LAN port.
		Green Blinking	Data is being transmitted to or from the Ethernet LAN port.
		Off	No device is connected to the Ethernet LAN port.
WiFi	2.4	Green	2.4G WiFi service is enabled.
		Green Blinking	Data is being transmitted to or from the Wireless interface.
		Off	WiFi is disabled.
	5	Green	5G WiFi service is enabled.
		Green Blinking	Data is being transmitted to or from the Wireless interface.
		Off	WiFi is disabled.
WPS	((⊙))	Green	WPS client is paired.
		Green Blinking	WPS pairing is triggered.
		Off	WPS is disabled.
USB	1 2	Green	A USB device is connected.
		Green Blinking	Data is being transmitted through the USB interface.
		Off	No USB device is connected to the USB interface.
Telephone		Green	A VoIP account is registered.

LED INDICATOR	ICON	COLOUR / ACTIVITY	DEFINITION
	1 2	Green Blinking	Incoming call or the handset is in use.
		Off	No handset registered
LTE	Lte)))	Off	No LTE connection.
		Green	LTE connection established.
LTE signal		Off	No LTE signal detected.
		1 Green	The LTE signal is weak.
		2 Green	The LTE signal is medium.
		3 Green	The LTE signal is strong.

Figure 2. NetComm CPE LED indicator table

LED	Definition
Solid Blue	The Pod is booting up, no action required
Green Pulse	The Pod is trying to connect with the cloud this is normal before adding the pod to your account, the slow pulse will continue until the pod is added to the account and establishes a connection to the cloud.
White Pulse	Searching for cloud connection
OFF	Normal Operation
Red or White Rapid Blinking	Contact Gigacomm Support

Figure 3. Plume LED indicator table