

July 7, 2022

360 WiFi Setup Manual

360 WiFi Setup

The 360 WiFi setup replaces a traditional router to provide WiFi access. The basic steps are the same, no matter what kind of modem you have.

1

**Scan the QR Code
using your phone**

to download the **Quantum Fiber 360 WiFi app**.



Download the 360 WiFi app

Once you have the app installed, sign in. Your username is the email address you used when you signed up for service, and you will use the same password you created for your Quantum Fiber online account.

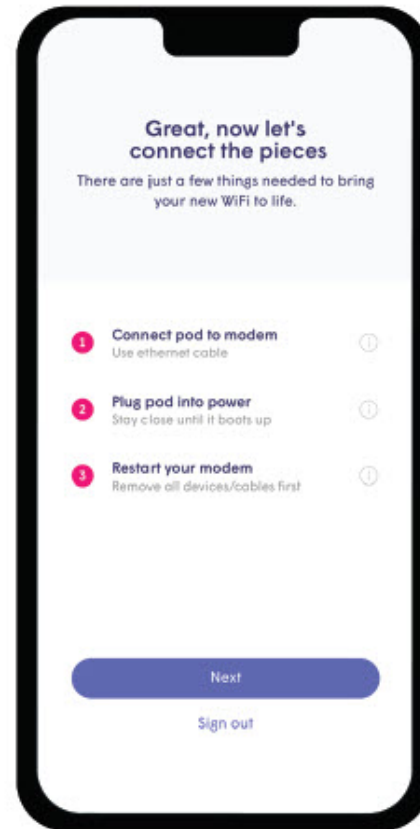
Important note: You must use the **Quantum Fiber 360 WiFi app**. This is separate from the Quantum Fiber account management app, but you will use the same sign-in information.

2

**Open the Quantum
Fiber 360 WiFi app
to begin onscreen instructions.**



Set up time: 10-15 min



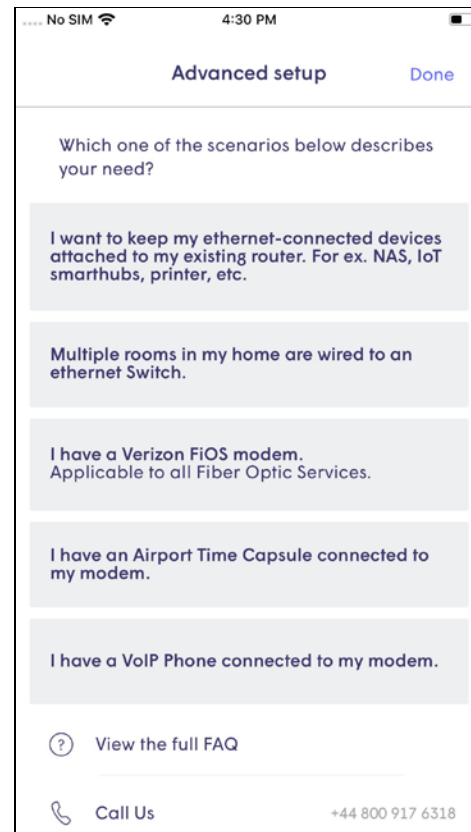
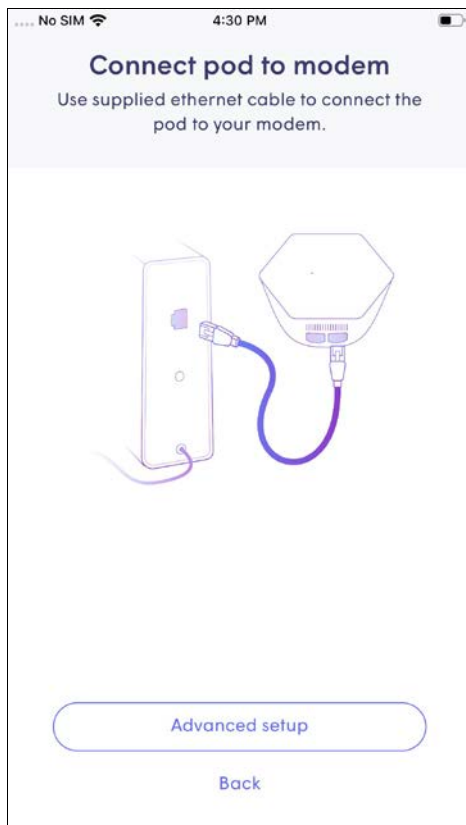
The app will guide you every step of the way. For a preview of the steps, see below.

Connect the first pod

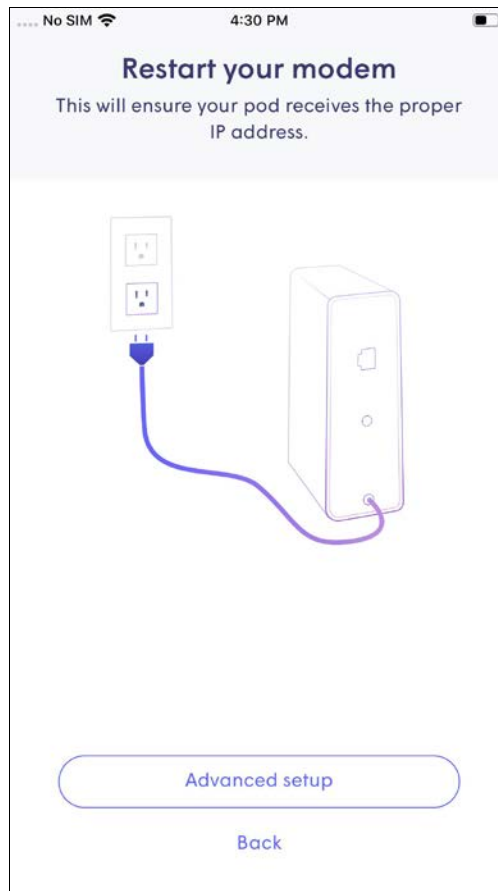
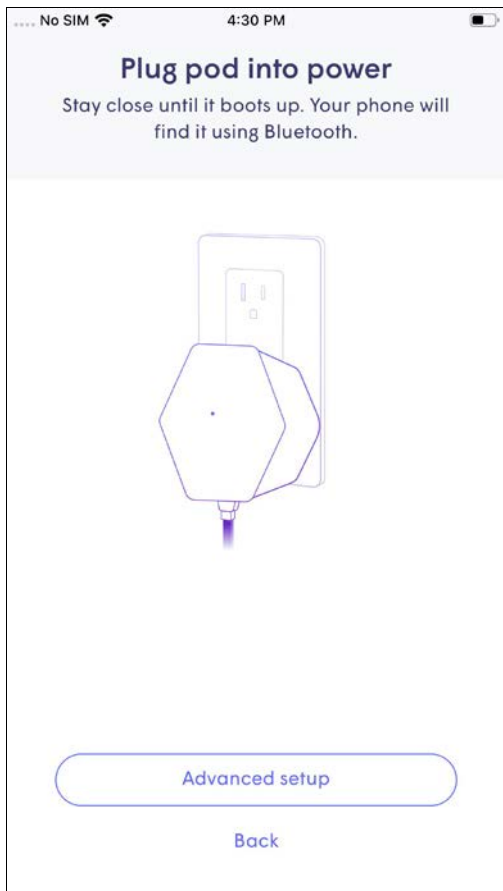
- Plug the primary pod into the modem using the ethernet cable included.

Note: Tap on 'Advanced Setup' to see setup instructions if one of the listed scenarios applies to you, such as:

- You have a VoIP/digital phone connected to your modem
- You have multiple rooms wired to an ethernet switch
- You have IoT or other smart devices connected to your modem

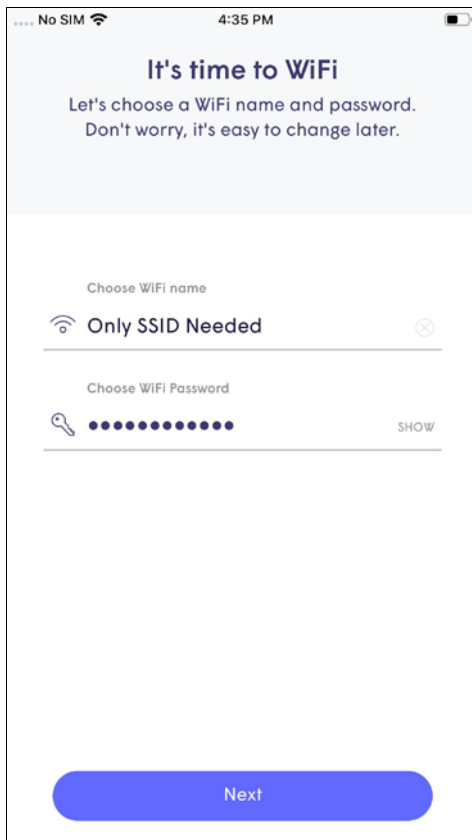


- Now plug the primary pod into the power outlet. Scan the QR code using the app, or make sure your phone's Bluetooth is turned on and stay close to the pod while the Bluetooth locates it.
- The status light on the pod will pulse slowly until the pod connects to the modem and the app.
- Next, unplug any other devices connected directly to your modem, then restart the modem by unplugging it from power for 30 seconds and plugging it back in.
- The primary pod will now appear as the 'Gateway' on your app.



Set up your WiFi network

- The app will prompt you to enter a WiFi network name (SSID) and password. For stronger security, create a custom network name and/or password. You will need to reconnect each of your connected devices to the network using these new credentials once setup is complete.
- Alternatively, to simplify setup and skip reconnecting devices, you can use the existing SSID and password printed on your modem label.



It's time to WiFi

Let's choose a WiFi name and password.
Don't worry, it's easy to change later.

Choose WiFi name

Only SSID Needed

Choose WiFi Password

SHOW

Next

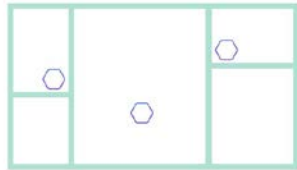
- Once the primary pod is connected, the status light should turn off. At the bottom of the app screen, you'll see a display of your network configuration progress.
- The primary pod will now start searching for additional pods.

Connect the rest of the pods

- The app will show you a series of tips on the best placement for your remaining pods. Plug in each additional pod, following the tips to be sure you avoid blocking the signal with heavy furniture, keep second outlets free, and more.

Tip 1 : Build a Fast Core

Pods form a core network in your home.
Place Pods toward the inside of your home for faster WiFi.



Setting up WiFi

About 1 minute remaining...

[NEXT >](#)

Tip 2 : Avoid Obstructions

Placing Pods behind dense objects such as appliances can reduce WiFi signal range.



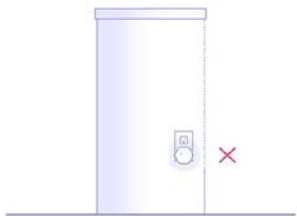
WiFi is now set up

Time to spread remaining Pods.
Tap NEXT when ready.

[NEXT >](#)

Tip 3 : Avoid Metals

Be especially mindful of metal objects such as waste bins or appliances. They interfere with the WiFi signal in dramatic ways.



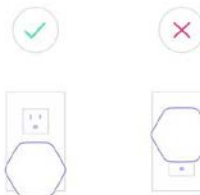
WiFi is now set up

Time to spread remaining Pods.
Tap NEXT when ready.

[NEXT >](#)

Tip 4 : Keep Your Plugs Free

We recommend using the bottom outlet to make other device plugs easier to access.

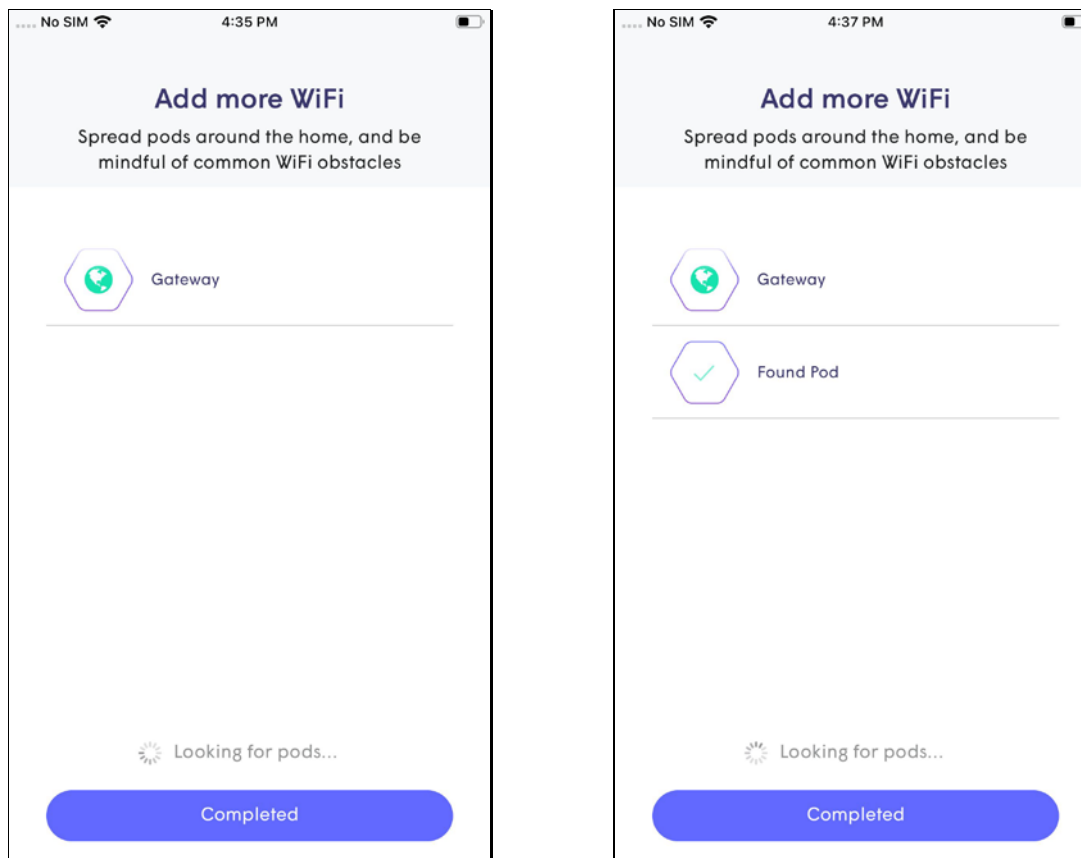


WiFi is now set up

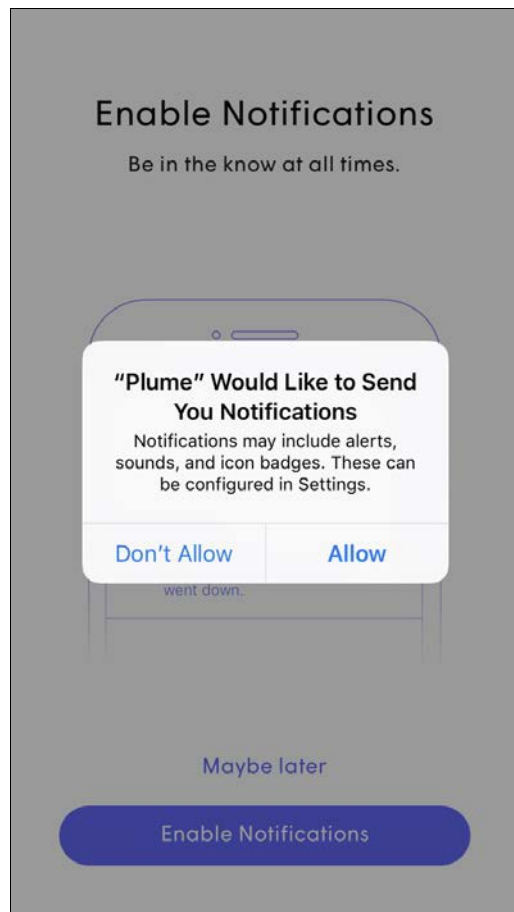
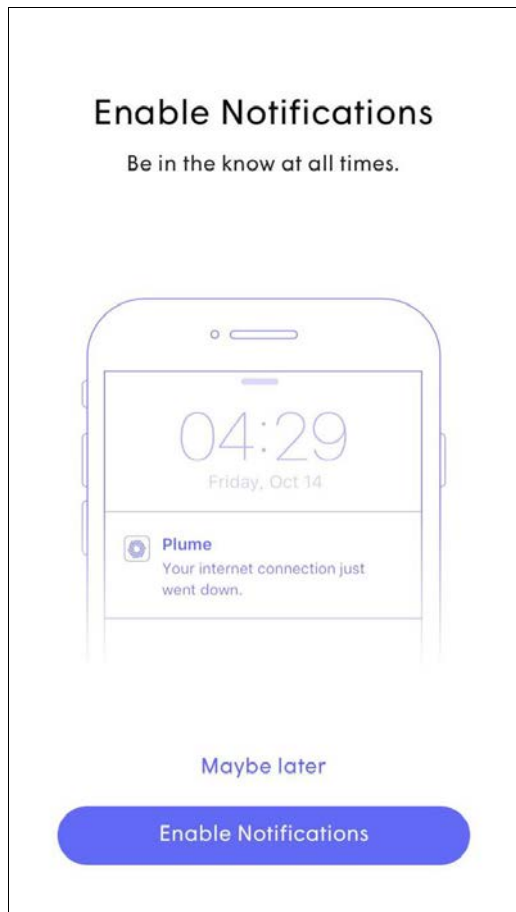
Time to spread remaining Pods.
Tap NEXT when ready.

- As each pod connects to the network, a green check mark will appear in the app, and the status light on that pod will turn off.
- When you've finished connecting all your pods, tap 'Done adding pods.'

Note: If you are adding extra pods that weren't part of your initial pack, the app will find them using Bluetooth if they are in range.

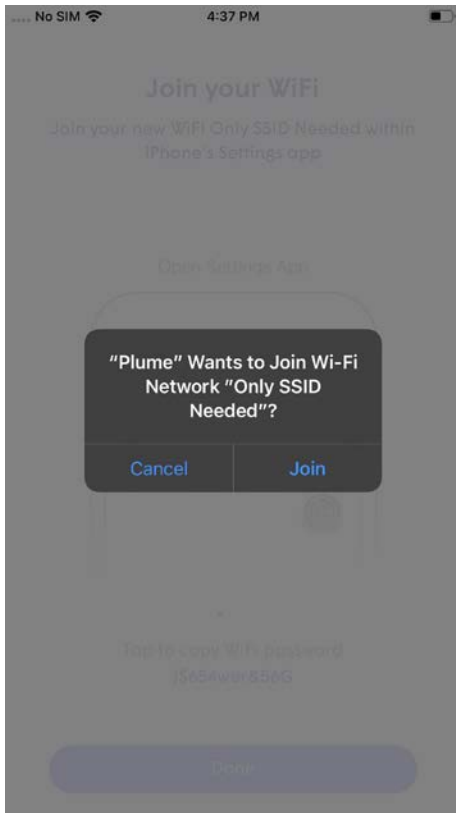


- After connecting your pods, you'll be prompted to turn on app notifications. This will allow you to receive AI Security alerts and push notifications about home network activities. You can enable notifications now, or choose skip for now, with the option to update notifications at any time in your app settings.



Connect devices to your network

- The app will now prompt you to join the new WiFi network. When you tap 'Join,' you'll be taken to the WiFi settings on your device to complete the connection.

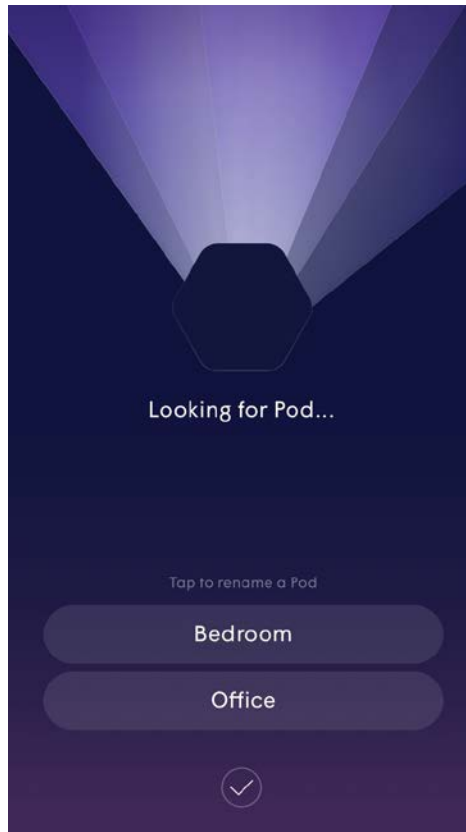
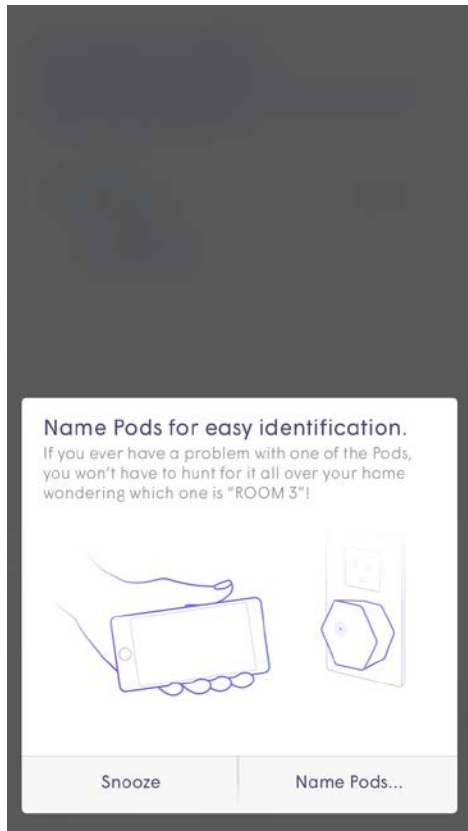


- Once back in the app, a Welcome Aboard message will indicate that your device is connected, and the new WiFi network is working.

Name your pods

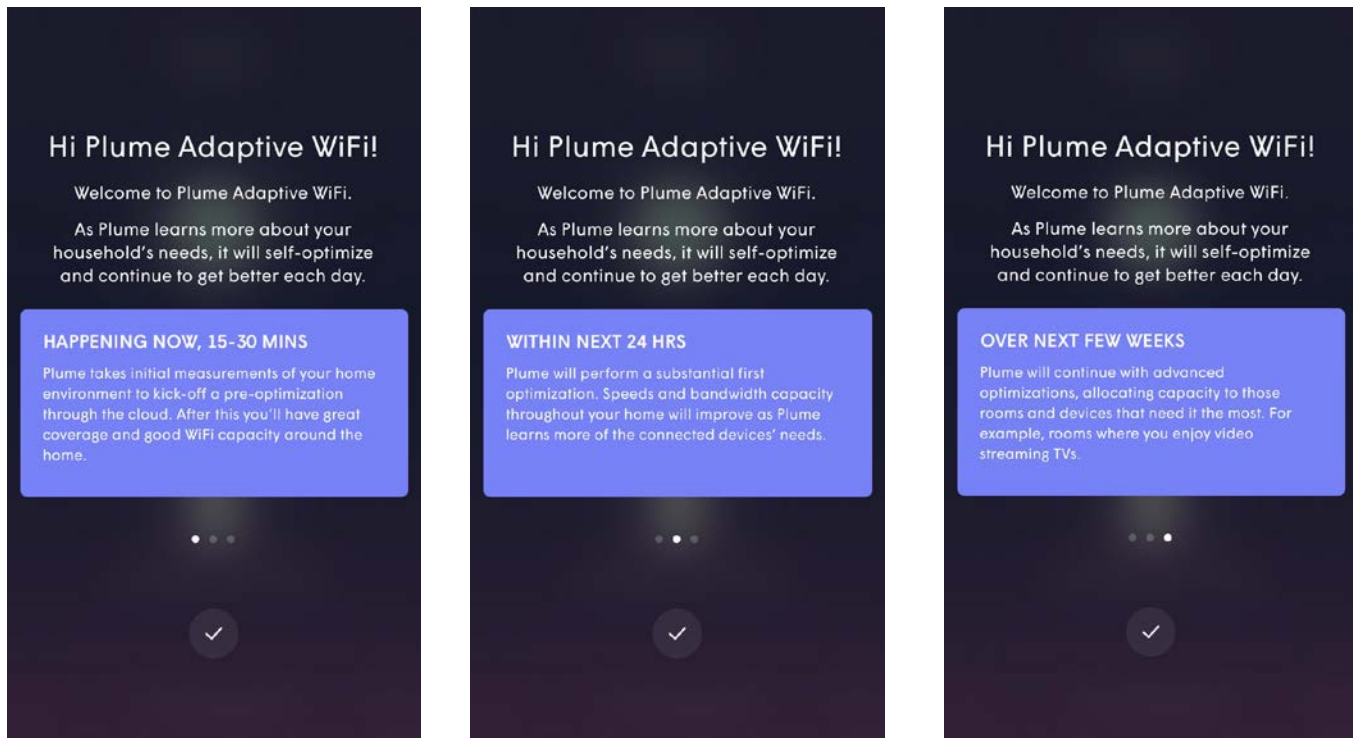
Naming your pods makes it easier to identify and manage them later. But this step is optional. You can tap 'Snooze' to skip it for now.

- To name the pods, bring your device close to each pod to be named. Your phone will use Bluetooth to identify the closest pod. Choose from the list of default names or enter a custom name for each pod.



Sit back as your pods optimize

- The last step in setup is to run the initial optimization. The app will describe what to expect from upcoming optimizations over the next few weeks.
- As your pods send more information to the cloud, they will be continually fine-tuned to improve performance.
- Ongoing optimization will start at about 2 AM each night or as needed based on environmental factors.



And that's it—you're ready to enjoy your 360 WiFi! The system will continue to adapt and improve intelligently as it learns your preferences and needs.

NOTE: The 360 WiFi built-in security features will not work if you plug your connected devices directly into your modem.

Need more help? Our troubleshooting team is standing by. Find contact options in the Support tab of the [app](#), or by [signing in to your account](#).

Compliance

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.

-Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

-Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

IMPORTANT NOTE:

Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Country Code selection feature to be disabled for products marketed to the US/CANADA

Operation of this device is restricted to indoor use only.

Safety

This device is indoor used, Input rating: 100-120VAC, 50/60Hz, 0.8A, Operating Temperature is 0°C to 40°C.

The socket outlet shall be installed near the equipment and shall be easily accessible. Please protect the product from being walked on or pinched.

Do not open the equipment to reduce the risk of electrical shock. For safety reasons it is only allowed to be opened by qualified service personnel.

Please disconnect equipment from power supply before cleaning