# JT TOTAL Wi-Fi

## Installation guide

Total Wi-Fi
Powered By
Plume

JT

We are confident that JT Total Wi-Fi will dramatically improve Wi-Fi coverage around your home as well as offering you greater security and control over your internet connection.

Here are some tips to help you get your service up and running as quickly as possible.

# 1. Install the Plume Wi-Fi App

- To set up and manage your new JT Total Wi-Fi service, **download the Plume Wi-Fi App** onto your smart device. Search for 'Plume Wi-FI' from Plume Design Inc in your application store.

- **Sign in** to the App (click on **"Log In"** or **"Sign In"** and NOT **"Set Up Plume"**). Your Plume Account will be set up (pre-provisioned) using the e-mail you supplied in the application process.

- Plume will have emailed you directly, requesting that you reset your password. Please click on the link and enter a new personal account password.

- If you have lost this request or the link has expired, use the "Forgot Password" option under the Log In / Sign-In menu to resend it.

- The App will guide you through the installation of the service in your home.

## Top Tip:

The App uses Bluetooth to help setup and configure your SuperPods so make sure the smart device you're using has it is switched on during this process.  The App will prompt you to do so if it detects no Bluetooth access.

# 2. Connect one Pod to your JT Router

- Find the JT Router in your home (Tilgin in Jersey or TP Link in Guernsey).

- Take one Pod from the Starter Pack and, with the cable provided, connect it to one of the LAN sockets on the back of your Router (often coloured yellow). You can use either socket on the Pod.

- Plug in the Pod to a nearby electrical socket and let it start. This is now your Gateway Pod. Stay by the Pod and after a few minutes it will be recognised by the App and installed.

## Top Tip:

If you have cables in your home connected to the Router (e.g. for your TV), you could connect it to the far end (by the TV) if that is a better position for the Pod to broadcast Wi-Fi to your home (Please be mindful of pod placement and ensure it's not behind your TV).
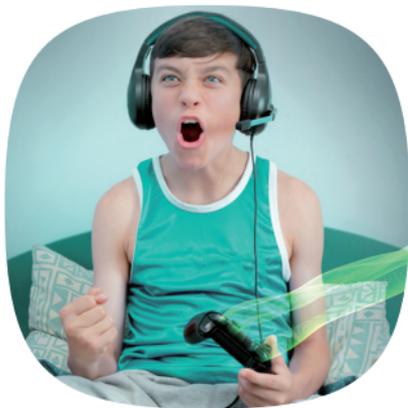
# 3. Choose your Wi-Fi Name and Password

- The App will ask you to enter a Wi-Fi Name (SSID) – this is the name your devices will see when you want to connect them to Wi-Fi - and a password of at least six letters/numbers (you must set a password).

- If you have several devices already on your Wi-Fi network, you could use your previous Network Name (SSID) and password. This will allow all your existing devices to easily switch to the JT Total Wi-Fi network without having to update the credentials on every single device.

- Alternatively, setting up a completely new Wi-Fi network name and/or password would help ensure that your new Wi-Fi network starts off as secure as possible.

- You can change your Wi-Fi Name/password at any time easily using the Plume Wi-Fi App.

- It's important to turn off the 'old' Wi-Fi network to enable your new Plume pods to distribute your new Wi-Fi service without interference. If you are using the Tilgin, you can turn if off by touching the Wi-Fi button on the Router (depending on which model you have, it will be on either the left or the right of the Router).  With Netgear or TP Link, the toggle switch is often on the back of the Router.

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# 4. Connect other Pod(s)

- Plug in the second Pod (and any more Pods you have) in suitable positions. **Placement is important** – so see over the page for some initial tips as to where to put your Pods.

- Accept requests from the App (e.g. to send you Notifications). The App will then ask if you want to join the new network. Say Yes.

- You can name your Pods (e.g. Kitchen, Lounge, Bedroom 1) – which makes it easier to manage them in the future. The App guides you through this process.

You have now completed the installation of your JT Total Wi-Fi service. We recommend you leave the pods for 24-48 hours to get to know your home and uses. During this time, they will "optimise" to make sure you have the best coverage.

You can always move any of the Pods (as long as at least one is connected by cable to the Router) afterwards to adjust your coverage. If you need another Pod, please contact us (additional monthly fee payable).

If you are not happy with your JT Total Wi-Fi service, you can return it without any further charge during the first 3 months after you signed up for it. Otherwise, there is a 24-month minimum contract period for this service.

# Tips and Tricks for Pod Placement

The Pods communicate with each other using wireless signals so bear this in mind when you set them up in your home. The service will optimise coverage as best it can, but it may advise you to move pods if there are connection issues. Sometimes the smallest movement can improve the way signals work.

1. Place them away from damp locations (e.g. bathroom, outside).

2. Try to avoid placing them on external walls and instead place them towards the centre of your property where possible for maximum coverage or your home and not your neighbour's.

3. Don't put them behind dense furniture or electrical equipment, such as TVs or other household appliances as this will dramatically restrict your Wi-Fi coverage.

4. If you have thick walls (especially granite) or a lot of reinforced concrete in your home, try to have the signal go straight through them rather than at an angle. You may need an additional Pod to "bounce" a signal around obstacles.

5. Place away from mirrors, energy efficient windows or metallic blinds as these can affect Wi-Fi quality as well create unexpected reflections.

6. The typical range of the SuperPod is 10-15m with obstructions (double that without). If have any Ethernet cabling around your home, plug in as many of them as you can via cable to your JT Router or by "daisy chaining" the Pods to each other.

7. If you have your TV or Sky box connected by cable to your router, it is a good idea to loop this through the Pod. Each Pod has two sockets which can connect to the router, another pod (in a "daisy chain") or to a device like your TV. Even though JT Total Wi-Fi will improve Wi-Fi coverage for your TV, it's always best to connect devices with cables if you can as it reduces congestion on the Wi-Fi channels.

8. If you have Sonos audio system, this often uses its own network to communicate between the speakers. If you have the Sonos hub (Booster), only connect this to the JT Total Wi-Fi network and let it connect the other speakers itself.

For more information, please go online to **www.jtglobal.com/TotalWi-Fi** where you will find a lot more information about how to get the best from your JT Total Wi-Fi service.

**If you need further help with your installation, please contact JT through one of the following:**

Our dedicated FAQ pages on **www.jtglobal.com/TotalWi-Fi/faq**
Call us on **882882** 8am to 9pm, 7 days a week to report a fault
Email us **jttotalwi-fi@jtglobal.com**
Livechat with using the chat box on our Help pages: **www.jtglobal.com/help**
Private message us on JTHelp (Facebook) or JTGlobalHelp (Twitter)