Stratus-phere
Smart WiFi

USER GUIDE AND FAQ

For other helpful tips and guides, please visit our website at StratusIQ.com/how-to-use-your-service

StratusIQ
Fiber Internet

Stratus-phere_Guide_Version_051525

WHAT IS STRATUS-PHERE SMART WIFI?

A mesh network system that utilizes pods as WiFi access points to extend the range of your current WiFi throughout your home while also allowing you access to manage your network through the Plume Home app.

Complete home WiFi coverage as you move from room to room.
Fastest speeds around for the best interaction with the cloud.
Guest networks To keep your network private.
User-friendly app to manage your network.
Secure Network with StratusIQ's Fiber-to-the-Home.

HOW DOES IT WORK?

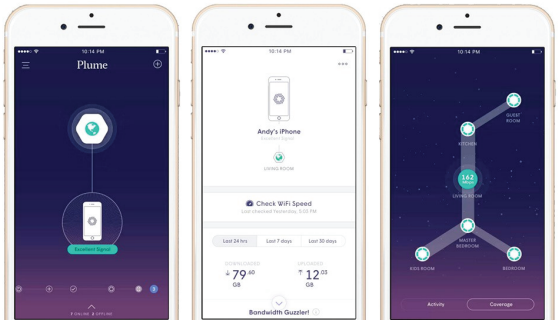
You'll need to have an active high-speed Internet connection with StratusIQ, the Plume Home app and the Stratus-phere pods to begin. The HomePass by Plume®app will guide you through the easy setup process. Connect one pod to your existing router or modem. Then, simply plug the remaining pods into existing power outlets throughout your home. Use the Plume Home app to pair your devices and begin management of your network.

WHAT IS THE RANGE OF A POD?

It's difficult to provide exact numbers because of all the variables and configurations inside a home. You can place pods in every other room in your home. It has a range of 30-40 feet through walls. Our system measures the performance between each pod and creates the best pod-to-pod connections for you after optimization completes

HOW DO I SET UP THE STRATUS-PHERE SYSTEM?

You need to have an active high speed Internet connection, the Plume Home app and Stratus-phere pods to begin setup.
The Plume Home app will guide you through the easy setup process. Connect a pod to your modem or router by Ethernet cable. Add the rest of the pods to complete the setup. Please note that you need to leave the gateway pod connected to the modem via Ethernet to maintain your Plume network. Select the configuration that closely matches your current setup.



DOES IT REPLACE MY ROUTER?

The Stratus-phere system can replace your current router, but is flexible enough to also work with your existing router setup. You need to connect one of the pods by Ethernet to your ISP modem or router to make it work. If you keep your router, make sure to turn off your old Wi-Fi. If your ISP modem has Wi-Fi, don't forget to turn that off as well.

WHAT MAKES A POD DIFFERENT FROM MY TRADITIONAL ROUTER OR EXTENDER?

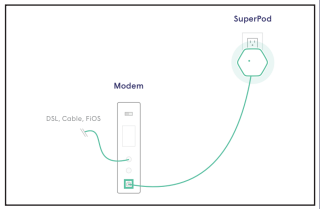
Single router Wi-Fi systems can give you the speed you need as long as you're close enough to the router. Wi-Fi extenders or repeaters can improve coverage, but are often complicated, unreliable, and degrade performance. Stratus-phere is a cloud coordinated Wi-Fi system that replaces your current router and gives you stable and consistent Wi-Fi coverage and speed in every room within your home using blazing fast tri-band pods coupled with auto-channel hop technology.

HOW DO I REPLACE MY ROUTER WITH STRATUS-PHERE?

1. Download the Plume Home app and sign up to start the setup.

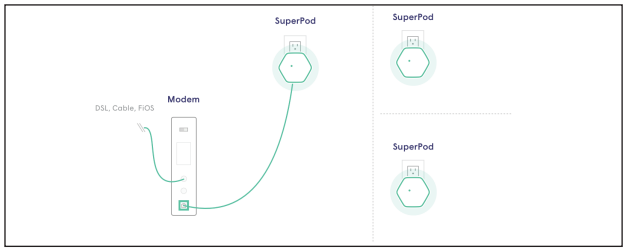
2. Disconnect your router from the modem if you wish to set up Stratus-phere as your new router and connect one of your pods to a LAN port on your modem via the included network cable.

3. Restart your modem.

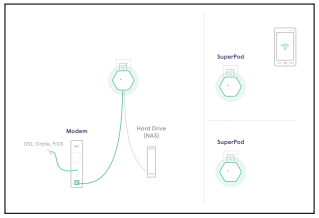


4. Set up new Wi-Fi name and password on the app.

5. Plug additional pods in different rooms. Please follow Pod Connection Guidelines in order to avoid common mistakes.



6. Connect your devices (including your phone) to your new Wi-Fi wirelessly. You can also connect devices to pods via network cable or switch.

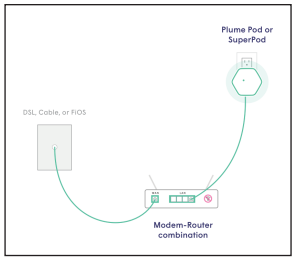


HOW DO I SET UP WITH A SINGLE MODEM-ROUTER COMBO BOX?

1. Download the Plume Home app and sign up to start the setup.

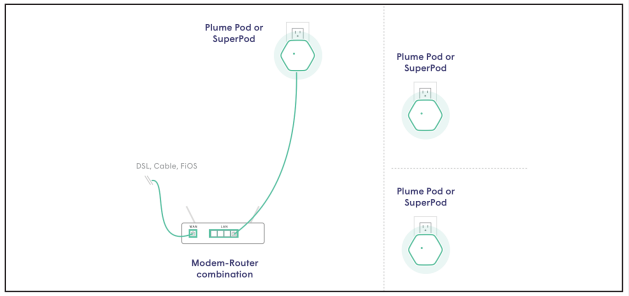
2. Restart your modem-router combo box.

3. Connect one of your pods to a LAN port on your modem-router combo box via the included Ethernet cable. Then plug the same pod into power outlet. You can leave your devices connected to modem-router combo box.

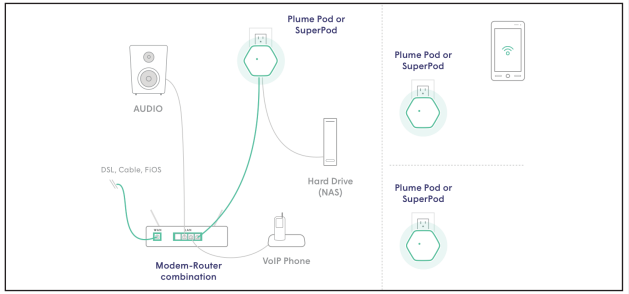


4. Set up new Wi-Fi name and password on the app.

5. Plug additional pods in different rooms. You can also connect these pods via network cable in order to get stronger Wi-Fi network.



6. Connect your devices (including your phone) to your new Wi-Fi wirelessly. Alternatively, you can also connect devices to pods or modem-router combo via network cable or switch.



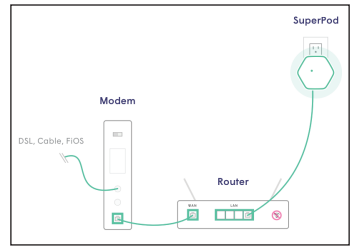
7. Turn off your Wi-Fi of your modem-router box.

HOW DO I ADD STRATUS-PHERE WITH A ROUTER CONNECTED TO MY MODEM?

1. Download the Plume Home app and sign up to start the setup.

2. Restart your modem.

3. Connect one of your Stratus-phere pods to a LAN port on your router via Ethernet cable to keep using your existing router. You can leave your devices connected to the router if you wish to.



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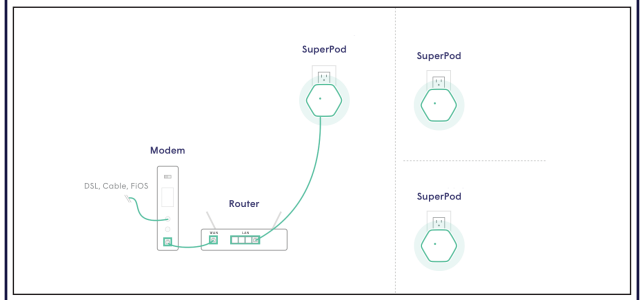
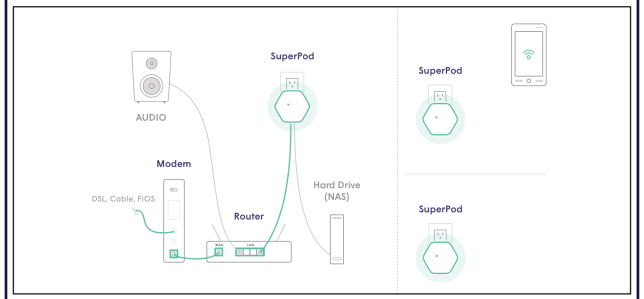
5. Plug additional pods in different rooms. You can also connect these pods via network cable in order to get stronger Wi-Fi network. Please follow Pod Connection Guidelines in order to avoid common mistakes.



6. Connect your devices (including your phone) to your new Wi-Fi wirelessly. You can also connect devices to pods, modem or router via network cable or switch.



7. Turn off your router Wi-Fi.