



Easy Install. Reliable Connection.

WiFi Extender Installation Guide

Thank you for choosing Breezeline!

We're excited to deliver our unlimited high-speed Internet and WiFi services directly to you. In this guide, you'll find comprehensive instructions regarding how to install your WiFi extenders!

Do you prefer online instructions and resources?

If you have a good cellular connection, you can alternatively scan this QR code with your smartphone or WiFi enabled tablet. Click **"WiFi & Internet"**. Scroll down to the **"WiFi Extender"** section and follow the instructions (either Installation Tutorial or PDF Guide).



WiFi Extender models

Note:

Any WiFi extenders purchased in a retail store, online, or from another Internet provider will not work with Breezeline's WiFi+ service.

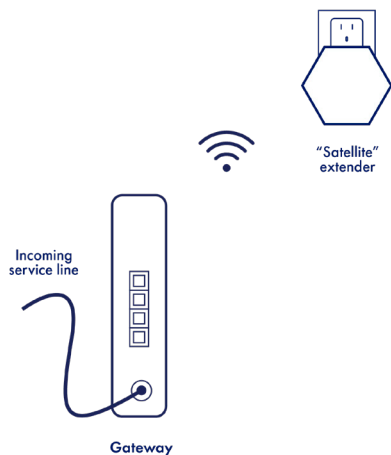


Model: Adtran 841
(tabletop)

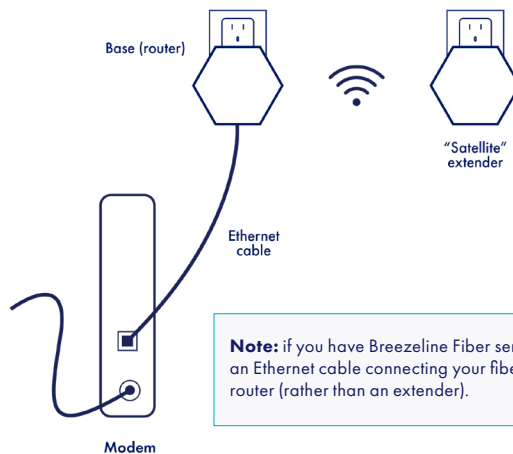


Model: Plume AC3000 SuperPod
(wall power outlet)

Network Types



All-in-one Setup
(Wireless Configuration)



Note: if you have Breezeline Fiber service, there will be an Ethernet cable connecting your fiber modem to a WiFi router (rather than an extender).

Wired Router Setup
(Wired Configuration)

STEP 1

1. Scan QR code to install the Breezeline WiFi+ app to your smartphone or tablet.
2. Launch the app and click **Sign In**.
3. Enter the email address associated with your Breezeline account and tap **Next**.
4. If the screen says the email is invalid, carefully repeat the previous step. If the error persists, **contact Breezeline support** at 888.536.9600.
5. A verification email will now be sent to this address. The verification process will be easier if you can access your email from your smartphone.
6. Tap on **Open email app** (In the Breezeline WiFi+ app) or open the email app on your device.
7. Open the email from Plume Support and tap on **Confirm my email**. This will now complete your sign in to the app.



Note: The agent will tell you if you have a WiFi+ account, as well as the correct email address to use.

- If you have an account, **repeat the sign in process above, then move to Step 2, on the next page**
- If you do NOT have an account, **follow the steps below to create an account, then move to Step 2, on the next page**

Create a WiFi+ account

1. Close and re-launch the Breezeline WiFi+ app. Tap on **Create an account**.
2. Read the Terms of Service and tap **I accept**. Read the Privacy Policy and tap **I acknowledge**. Tap **Next** to proceed.
3. Enter your name and choose **Done**, then tap **Next**.
4. Enter a valid email address (it is best to use the same email address you registered with Breezeline), then tap the **Next** button.
Note: An email will now be sent to this address. The verification process will be easier if you can access your email from your smartphone.
5. Choose **Open email app** (in the app) or open the email app on your device.
6. Open the email from Plume Support.
7. Scroll down and choose **Confirm my email**.
8. You will now be signed into the app.

STEP 2

Determine which of the following applies:

I want to add a new extender to an existing setup (All-in-one or Wired Router Setup as shown above)

➔ Proceed to **ADDING AN EXTENDER TO AN EXISTING SETUP**

I want to replace an existing extender ➔ Proceed to **REPLACING AN EXTENDER**

I want to install my WiFi by creating a "Wired Router Setup" ➔ Proceed to **CREATING A WIRED ROUTER SETUP**

ADDING AN EXTENDER TO AN EXISTING SETUP

1. In the app, tap the **Network** page at the bottom and select "**Topology**" to see your home network map.
If you do not see your gateway appearing in your network, contact **Breezeline support** at 888.536.9600. Tell the agent that you can sign in, but there is no gateway displayed.
2. Determine where you would like to place extenders.
 - Identify optimal extender locations to maximize WiFi coverage.
 - Avoid placing extenders near or behind large furniture, mirrors, glass, or metal.
3. If using an AC3000 (SuperPod) extender, plug it directly into a (120V) wall outlet, or if using an Adtran 841 tabletop extender, plug its power cord into a (120V) wall outlet. Do not place it on the floor.
4. In the app, tap on the **Network** page at the bottom, and scroll down to the "**Extenders**" section. Verify that your new extender is appearing here.



REPLACING AN EXTENDER

Determine which of the following applies:

I want to replace the wired extender in a Wired Router Setup → Proceed to **OPTION 1** or

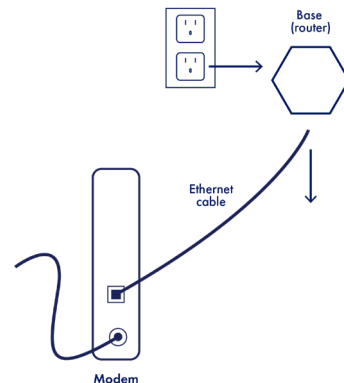
I want to replace a "satellite" extender in an All-In-One Setup or Wired Router Setup → Proceed to **OPTION 2**

OPTION 1

1. Unplug the Ethernet cable from your base extender (router), and remove the power cord or remove it from the wall outlet.
2. Follow the directions below for returning the existing equipment.
3. Refer to **CREATING A WIRED ROUTER SETUP** for details on how to install your new "base router" extender.

OPTION 2

1. Unplug the extender(s) you wish to replace.
2. Follow the directions below for returning the existing equipment.
3. Refer to **ADDING AN EXTENDER TO AN EXISTING SETUP** for details on how to install your new extender(s).



Disposition of Breezeline equipment

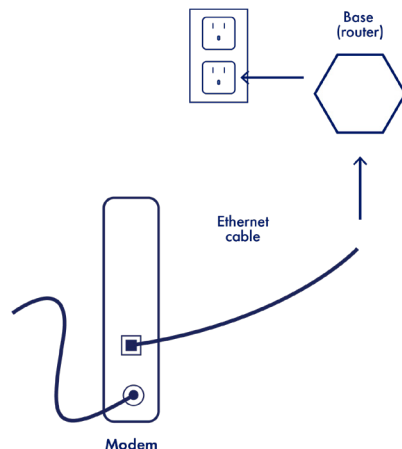
NOT ALL BREEZELINE EQUIPMENT NEEDS TO BE RETURNED!

Visit breezeline.com/returns or scan this QR code with your smartphone and click **"Equipment Return"**. Depending on the make/model of the equipment, it may not need to be shipped back to Breezeline.



CREATING A WIRED ROUTER SETUP

1. Take a picture of the label located on the WiFi extender that you intend to use as your WiFi “base” router. Take note of the 10-digit serial number on the AC3000 (SuperPod) or 12-digit MAC address on the Adtran-841 (tabletop). You may need this information later.
2. Identify an optimal location for your base extender (router) to maximize WiFi coverage, noting the following:
 - It must be located in close proximity to the modem, gateway, router that it will be connected to by Ethernet cable.
 - Avoid placing it near or behind large furniture, mirrors, glass, or metal.
 - Do not place it on the floor.
3. Connect one end of an Ethernet cable (included in your kit) to a LAN port on your modem or gateway. Then, connect the other end of the cable to an available port on the extender.
 - If you’re using an Adtran 841 tabletop extender as your “base” router and have fiber Internet service, check to see if your modem has a 2.5GbE LAN port. If it does, connect both ends of the Ethernet cable to the respective 2.5GbE ports.
 - If using an AC3000 (SuperPod) extender, plug it directly into a 120V electrical wall outlet. If using an Adtran 841 extender, plug its power cord into a 120V electrical wall outlet. Do not place the Adtran 841 extender on the floor, or plug the AC3000 (Superpod) into a power strip located on the floor.
4. Sign into the app, tap on the **"Network"** page at the bottom, followed by **"Topology"**. Verify that you see your gateway showing up as part of your network.



If you would like to add extenders to your network, go to

ADDING AN EXTENDER TO AN EXISTING SETUP.

Additional information & resources

Customer Service: **888.536.9600**

Visit My Services to learn more about:

Installation & FAQ support
support.breezeline.com



Paying your bill online
Troubleshooting your network
View your channel lineup
Managing your account through the “My Account” portal
And much more!



WiFi+

