SELF-INSTALLATION INSTRUCTIONS
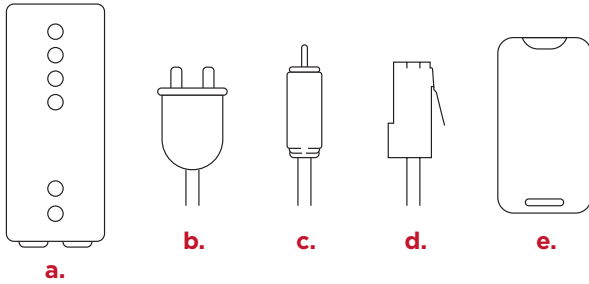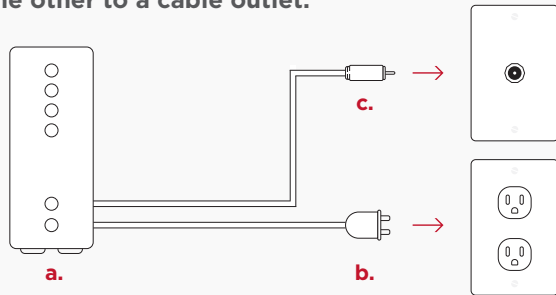
Before you begin, make sure you have the following:

a. WiFi modem

b. Power cord

c. Coaxial cable cord

d. Ethernet cable (optional for connecting devices)

e. WiFi enabled device (phone/tablet)

f. MyGCI credentials

a.   b.   c.   d.   e.

1 Connect one end of **c** to **a**, and the other to a cable outlet.

a.   c.   b.

2 Connect **b** to **a**, then plug into an electrical outlet.

3 Give us a quick call or chat to activate your service.
New customers who received their modem in-store can skip this step.

4 Download and install the **AK-Fi Home** app on your mobile device.

5 Use your MyGCI credentials to log in.

You made it! Over the next 24-hours, your WiFi network will assess your connections and make adjustments to maximize your in-home WiFi coverage and internet performance, and will continue to automatically optimize over time.

OPTIMIZE YOUR WIFI PERFORMANCE

Here are a few tips to get the best WiFi signal:

- **Place modem in a central location** close to where you connect to WiFi the most

- **Keep WiFi modem visible** and avoid placing inside or behind cabinets or furniture

- **Maintain space around modem** from appliances, electronics and metal, concrete, or glass

- **Position modem upright** and elevated on a shelf or table

NEED FURTHER ASSISTANCE?

If parts of your home seem to be lacking in performance or WiFi coverage, please let us know! We have new and advanced troubleshooting capabilities that can diagnose your issue. In some cases, we may determine a WiFi signal extender is needed and offer that to you to supplement your home WiFi coverage and improve speeds. Please give us a call at **800.800.4800** if AK-Fi Home is not meeting your performance expectations.

VISIT GCI.COM/AKFISUPPORT
FOR A VIDEO TUTORIAL & MORE HELPFUL RESOURCES
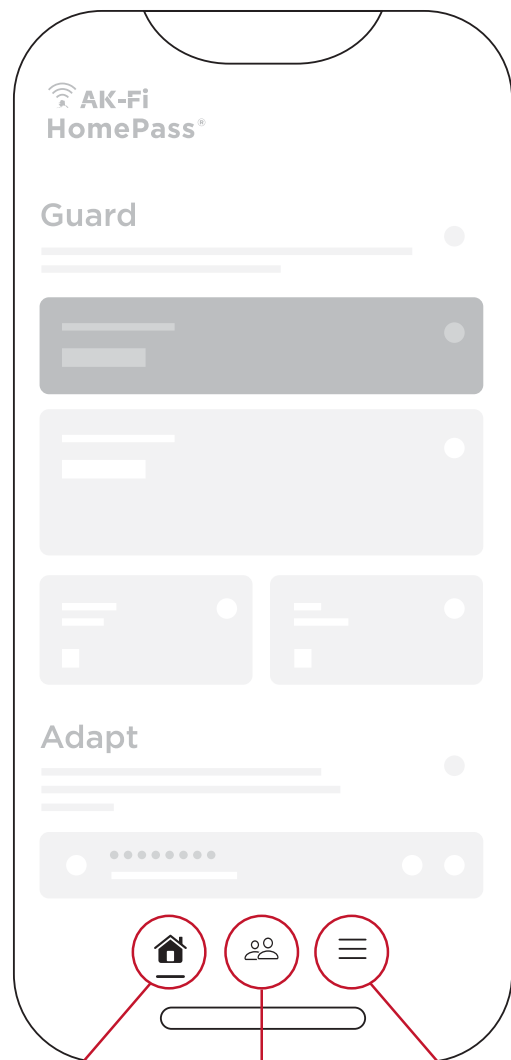OR
CALL 800.800.4800

GCI

AK-Fi Home
Powered by Plume®

Quick Setup Guide
for Sagemcom and Hitron WiFi Modems

NAVIGATING THE AK-FI HOME APP

HOME SCREEN

AK-Fi HomePass®

Guard

Adapt

HOME
Network overview and Guard, Adapt, and Control access

PEOPLE
Parental controls and user management

MORE
Access to App Settings, Pods, and Support

Control
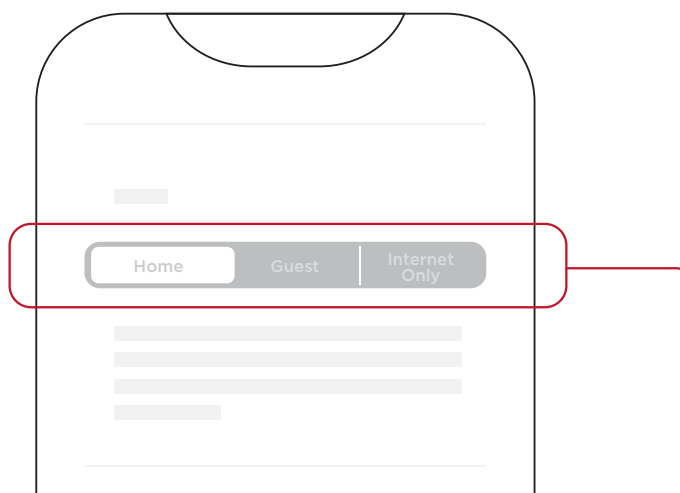Freeze or pause internet access for a specific person or device

Guard
Monitor network activity and security

Adapt
Assess network quality; view or change network name; create, change, and share passwords

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ADAPT TAB

Home | Guest | Internet Only

ACCESS ZONES

Instead of creating separate network names, set user access levels by zone: Home (people you trust), Guest (temporary visitors), or Internet Only (acquaintances).

QUICK-START ACTIONS

VIEW/CHANGE YOUR WIFI NETWORK NAME (SSID)

1. From the Home screen, tap ☰ .
2. Tap "Adapt".
3. Tap ✎ .
4. Enter your new WiFi name, then tap Done.

CHANGE OR CREATE A NEW WIFI PASSWORD

1. From the Home screen, tap ☰ .
2. Tap "Adapt". Select the level of network access you want to grant: Home, Guest, or Internet Only. The following instructions are for the Home zone.
3. Tap New Home Password.
4. Enter new password and tap "Add" to save.

FOR COMPLETE APP INSTRUCTIONS AND FEATURES, VISIT GCI.COM/AKFISUPPORT