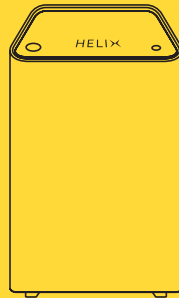




HELIX



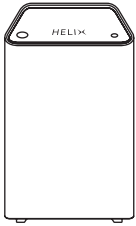
INSTALLATION GUIDE
FOR YOUR HELIX FI GATEWAY



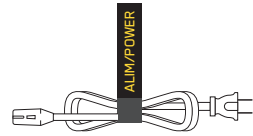
15-30 minutes

Material included in the box

Basic equipment

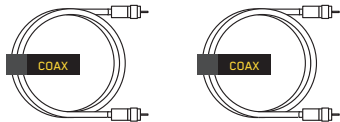


Helix Fi gateway
(Internet and Wi-Fi)

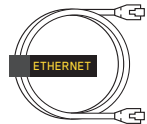


Power supply cable

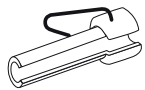
Optional accessories for some configurations only



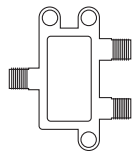
Coaxial cable
x 2



Ethernet cable



Security socket
removal tool



Splitter



Instructions sheets
x 2

Did you receive your equipment by mail?

Your equipment must be activated on **My Helix account** before installation.

Go to: myaccount.videotron.com

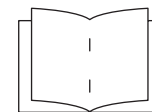
Installing your equipment.

Log in to **My Helix account** and follow the installation instructions.

Go to: myaccount.videotron.com



Tip: To have Internet access throughout the installation process, log in to **My Helix account** from your smartphone while in Mobile Data mode.



Another option: Install your gateway with the help of this guide. Follow the steps on the following pages.

1. Uninstall old equipment.

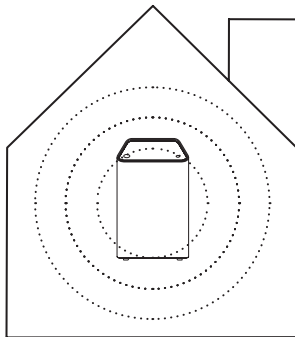
Before you start installing your Helix Fi gateway, uninstall and set aside your old service devices (if applicable):

- Internet modem
- Wi-Fi router
- illico TV terminal

2. Position your gateway.

Position the gateway near the most centrally located Videotron coaxial outlet.

To optimize the Wi-Fi signal, place your gateway on a piece of furniture.

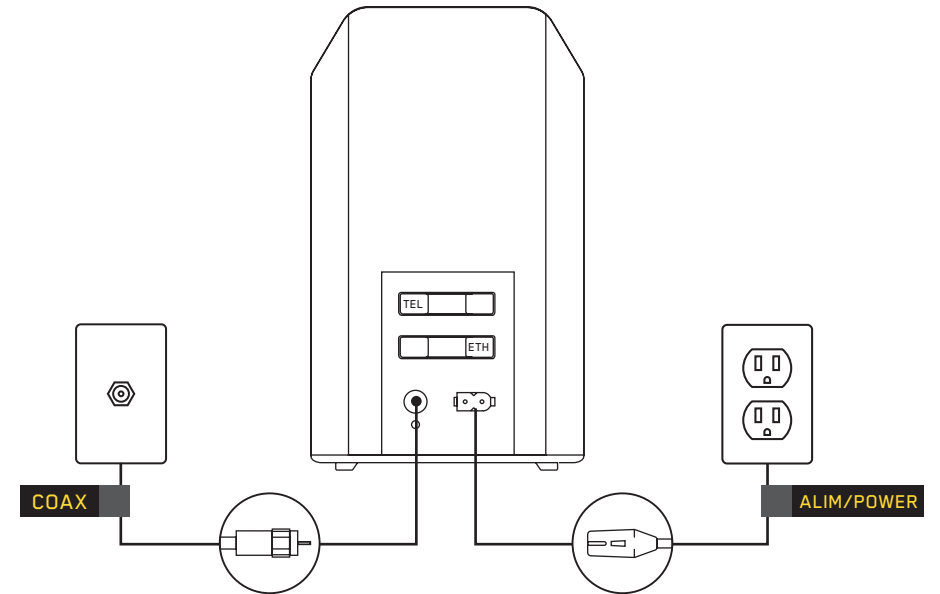


Place the gateway in a central, unobstructed area.

3. Connect your gateway.

Securely connect the provided **coaxial cable** to the gateway and to the wall outlet.

Plug the **power cord** into your gateway and into a power outlet not controlled by a dimmer or wall switch.



Want to use the Internet without using Wi-Fi?

Connect the **Ethernet cable** to the gateway and plug it into the Ethernet port of the device you want to connect (the lights next to the Ethernet port on the back of the gateway should turn on).

4. Wait...



5-20 minutes

Start-up can take up to 20 minutes **if a software update is required.**

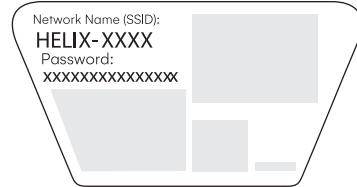
A light on top of the gateway will flash and go from orange to green. Keep the gateway plugged in.

Wait for the light to turn white before continuing the installation.

5. Connect to the gateway using Wi-Fi.

Go to Wi-Fi settings on your mobile or computer **to connect to the temporary Wi-Fi network.**

The **network name** and temporary **password** are found on the bottom of your gateway.



View of the bottom of the gateway

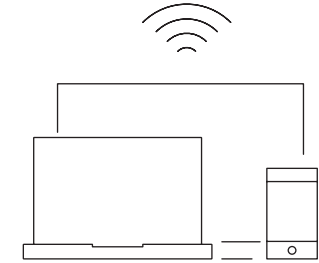
6. Activate and set up your Wi-Fi network.

Once logged in, open a web browser. Type 10.0.0.1 in the address bar if your web browser does not go there automatically.

To make sure you don't forget **your new network name and password**, write them down here.

My Wi-Fi network name:
My Wi-Fi password:

7. Connect your devices to the new Wi-Fi network.



To use Wi-Fi on all your devices, connect them to your **new Wi-Fi network** using your **new password.**

Go to your favourite website and test your new Wi-Fi connection.



Your gateway is now up and running!

Is the light staying orange or green?

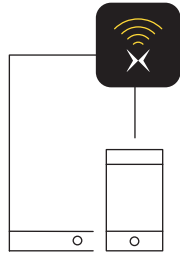
Check that your gateway is properly plugged into the coaxial wall outlet.

Call us if the problem persists (see our contact information at the end of the instructions).

Manage your Wi-Fi network.

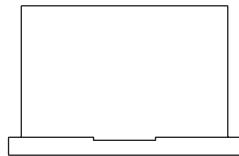
If you have not already done so, download the **Helix Fi** app to easily manage your network.

- Manage connected devices
- Create profiles
- Pause devices
- Set Parental Control

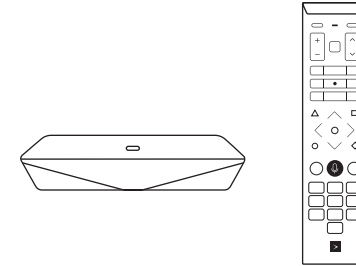


You can also manage your Wi-Fi network online at:

HelixFi.videotron.com



Install your Helix TV terminal.



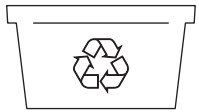
If you have a Helix TV terminal, you can now install it.

See the installation guide in the box.

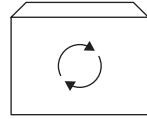
Four eco-friendly tips



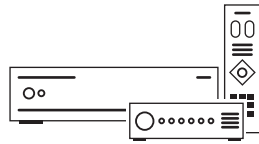
Don't throw out the Velcro!
Use it to tie your cables together and
make them easier to identify when
calling for service.



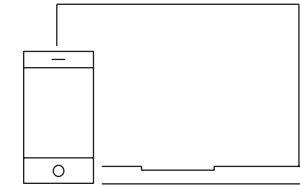
Is your box damaged?
Remove the foam from the
box bottom and put it in the recycling bin.



Re-use your boxes as storage,
gift wrap, etc.



Keep your old devices to eventually
bring them back to store in order
to give them a new life.



Need help?

Find all our installation tips at videotron.com/en/support/helix
or call us at 1-833-994-3549.



Videotron.com/werecycle

IMPORTANT NOTICE ABOUT THE LEGAL WARRANTY. The Consumer Protection Act provides for a warranty on all goods you buy or lease from a merchant. These goods must be: (1) fit for the purposes for which goods of that kind are ordinarily used (Section 37 of the Act); and (2) durable in normal use for a reasonable length of time, having regard to their price, the terms of the contract and the conditions of their use (Section 38 of the Act). For more information on the legal warranty, refer to the Office de la protection du consommateur's website, at www.opc.gouv.qc.ca/en.

STATEMENT FROM ISED This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's RSS(s). Operation is subject to the following two conditions: (1) This device may not cause interference; and (2) this device's user(s) must accept any interference, including interference that may cause undesired operation of the device.



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