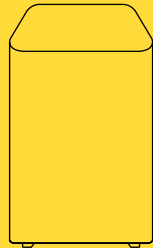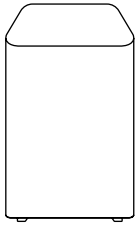# HELIX

INSTALLATION GUIDE
FOR YOUR HELIX FI GATEWAY
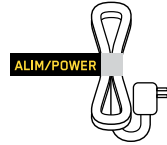
15-30 minutes

Material included in the box
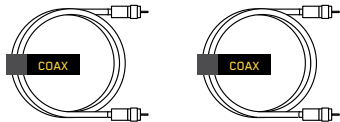
Basic equipment

Helix Fi gateway
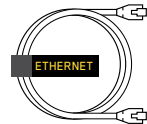(Internet andt Wi-Fi)

Power pack

Optional accessories
for some configurations only

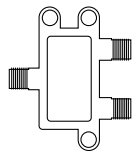COAX

COAX

ETHERNET

Coaxial cable
× 2

Ethernet cable
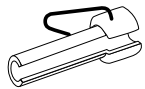
**Security socket
removal tool**

Splitter

Instructions sheets
× 2

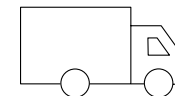# Install and start enjoying your Helix services.

My Account

Your toolbox for all your Helix services

- ✓ Self-installation procedure
- ✓ Discover your services
- ✓ View and pay your invoice
- ✓ Manage your services and profile

Go to: **go.videotron.com/myaccount**

Was your equipment mailed to you?

Your equipment needs to be activated on **My Account**
before you can begin installation.

Preparing for installation

Do you have old equipment already in place?
You will need to uninstall it first.

Before installing your Helix gateway, you must uninstall and set aside the devices used for your previous services (if applicable):

1. Internet modem
2. Wi-Fi router
3. TV terminal
4. Wi-Fi pods

Tip: Set your smartphone to data mode in order to access the Internet after unplugging your old modem.
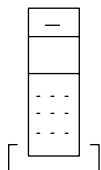
Are you subscribed to Videotron's Home Phone service?

Leave the cable phone modem plugged in.

Only one coaxial wire?

See the pamphlet: **Divider**

Starting installation

Easily install your Helix Fi gateway thanks to the Helix Fi app and its step-by-step interactive guide.

App Store

Google play

1. **Download the Helix Fi app** in the App Store or on Google Play.

2. **Open the Helix Fi app** on your mobile device.

3. **Log in** using your Helix username and password.

4. **Select Enable my gateway.** A screen will appear once you have logged in.

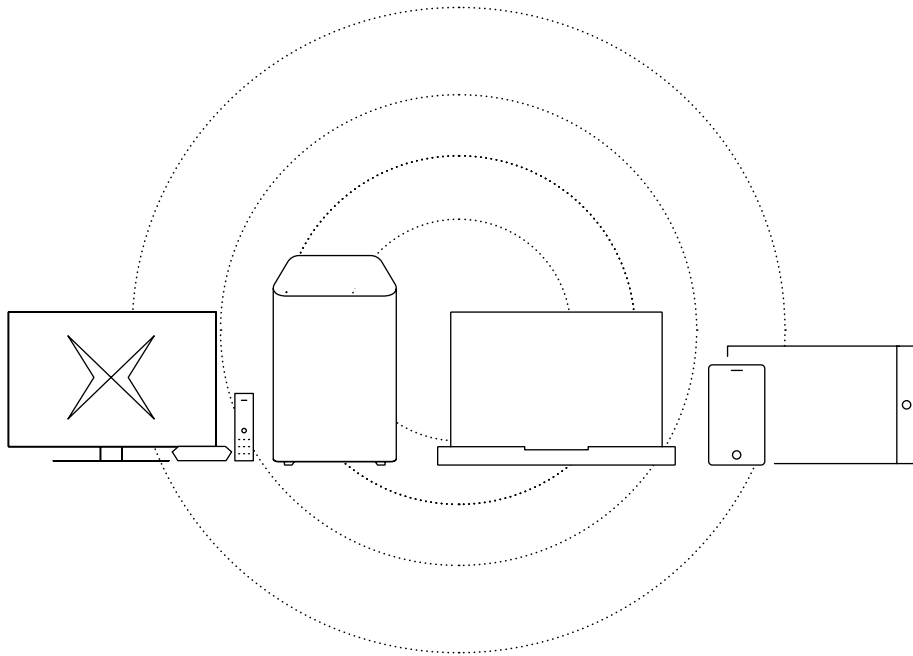5. **Click on Start** and follow the instructions listed in the Helix Fi app.

The Helix Fi app also lets you manage your Helix Internet services once installation is complete.

Need more information on self-installation?

go.videotron.com/install

INSTALLATION STEPS

**This is the process to follow
if you are not using the Helix Fi app.**

1. Position the gateway

Position the Helix Fi gateway in close proximity
to the coaxial plug located near the affected rooms
and the Wi-Fi devices you wish to connect.

Tips for optimizing your Wi-Fi signal:

Place your gateway in an elevated location, free of clutter
and far from devices and appliances that could block its signal.
(Ex: refrigerator, microwave, aquarium, water heater, metal shelving unit, etc.)

2. Connect the gateway
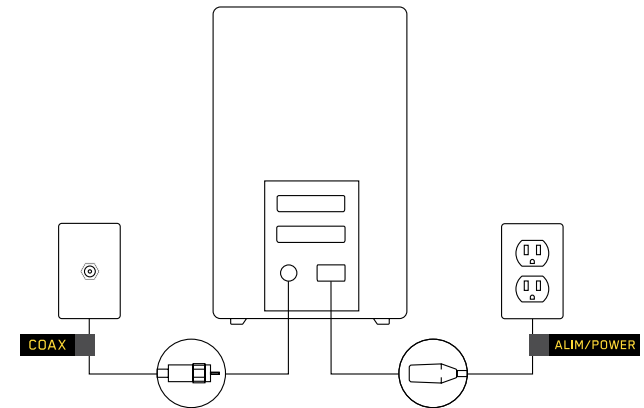
Firmly screw the coaxial cable provided into the gateway and wall outlet.

Connect the power pack to the gateway and a power outlet that
is not connected to a dimmer switch or three-way switch.

Want to access Internet without connecting to the Wi-Fi network?

Connect the Ethernet cable to the gateway and to the Ethernet port of the device
you wish to connect
(the indicator lights next to the Ethernet socket at the back of the gateway should light up).

4. Wait...
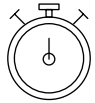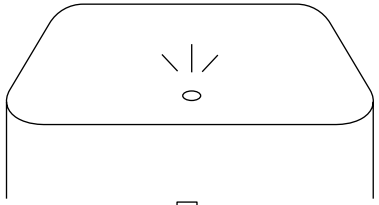
5-20 minutes

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 until the white indicator light on the top of the gateway flash or remain stable before continuing with 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.

Network Name (SSID):
HELIX-XXXX
Password:
XXXXXXXXXXXXX
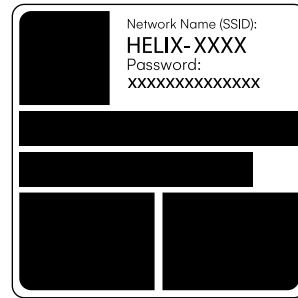
View of the bottom
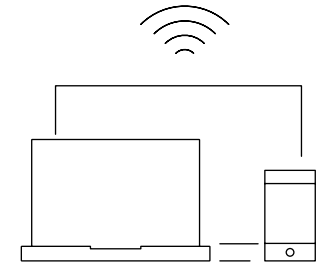of the gateway

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).
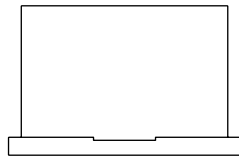
Manage your Wi–Fi network.

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

- Manage connected devices
- Create profiles
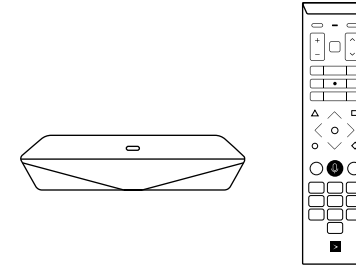- Pause devices
- Set Parental Control
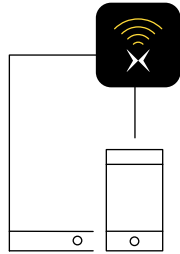
You can also manage your Wi-Fi network online at:

HelixFi.videotron.com

Install your Helix TV terminal.

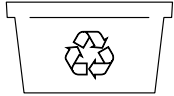If you have a Helix TV terminal, you can now install it.

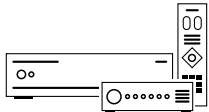See the installation guide in the box.

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.

Your box can be recycled!
It's manufactured in Québec using locally recycled fibres.

Recycle your old devices.
Keep your old devices in order to eventually return them to a Videotron store to be recycled.

Socio-environmental engagement

WE RECYCLE
A HAPPY ENDING FOR YOUR ELECTRONIC DEVICES

Videotron.com/werecycle

Videotron set up the We Recycle program to enable its customers to make a practical contribution to environmental protection by giving their obsolete equipment the second chance it deserves.
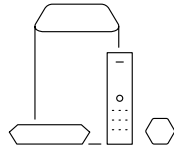
Your Helix equipment complies with the Canadian Energy Efficiency Voluntary Agreement, which Videotron has been participating in since 2016.

Videotron is involved in the community on an ongoing basis. We make a point of giving employees opportunities to do likewise in order to maximize the positive social and environmental impacts. **corpo.videotron.com/engagement**
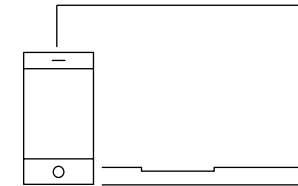
Need help?

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

IPTV-GDINSTALL-BORNEGEN-56334-2106