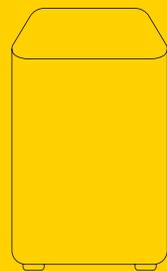# VIDEOTRON

Welcome to the world of Helix

HELIX Fi Gateway

Helix Internet user guide

Version française au verso

With Helix, you can manage your Wi-Fi like a pro thanks to the simple, user-friendly options in the Helix Fi app.

With the Helix Fi app, you can:

1. Display and change the network's password as needed.
2. Create user profiles and assign them devices so as to have a good handle on your household's digital life.
3. Manage a person's or device's access to the Wi-Fi network, and define access limits.
4. Configure Parental Control to limit access to certain content.
5. Manually pause or reactivate a person's access to the network.
6. Enable Advanced Security to protect your network and your devices.

Find all the information pertaining to managing the Wi-Fi network at **go.videotron.com/my-network**

Was your Gateway installed by a technician? Make sure to download the Helix Fi app today!

Available on the **App Store**

GET IT ON **Google Play**

Answers to your questions

1. **Using your Internet service**
   Have questions about using your Internet service and how it works?
   Go to **videotron.com/en/support/internet**

Learn how to:
- Configure your Wi-Fi network
- Connect your devices to your Wi-Fi network
- Configure a Wi-Fi access point
- Choose a strong password

2. **Account and billing**
   Have questions concerning My Account or your invoice? Go to
   videotron.com/en/support/account-billing

Learn how to:
- View your invoice
- Understand your invoice
- Pay your invoice
- See your agreement
- Understand your agreement

Gateway issues?

- First try restarting the Gateway. At the top of the Helix Fi app, press on **Restart Gateway**.

- Check the light on the top of the Gateway to know the status of the device.

What the LED status light on the Helix Fi Gateway means

Steady orange ●
Firmware booting. Please wait.

Blinking orange ● ● ●
Downstream synchronization. If the blinking lasts more than one minute, make sure the coaxial cable is securely screwed into the port on the back of your Gateway and into the wall outlet.

Blinking green ● ● ●
Upstream synchronization. If the blinking lasts more than 30 seconds, make sure the coaxial cable is securely screwed into the port on the back of your Gateway and into the wall outlet.

Blinking blue ● ● ●
WPS mode activated.

Steady white ○
The Gateway is online and operational.

Steady red ●
No Internet connection.

Blinking orange and green ● ● ● ●
Firmware downloading.

Blinking red and yellow ● ● ● ●
Booting process failure.

Double blinking red followed by a steady white light (upon pushing the WPS button) ● ● ● ○
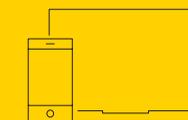The Gateway is not ready.

Blinking white ○ ● ○
Initial Gateway configuration required.

Rapidly blinking white ○ ● ○
Fatal irreparable error.

For more details on the measures to take based on the LED status light's meaning, go to
go.videotron.com/gateway-led

Discover My Account!

It is a secure place where you can manage your Helix services.

From My Account, you can:

- Consult your invoices
- Register for pre-authorized payments
- Make payments
- Change your Internet access speed
- Order Wi-Fi pods
- And much more!

Go to **go.videotron.com/signin**