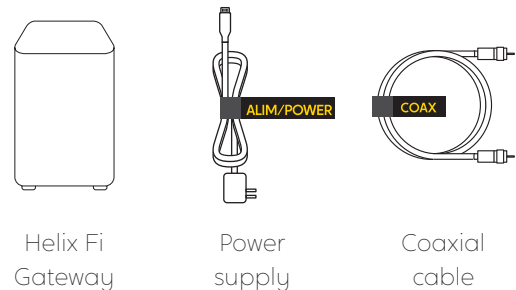# VIDEOTRON

HELIX Fi Gateway

⏱ 10-15 minutes

Installation guide

Version française au verso

Hardware included in the box

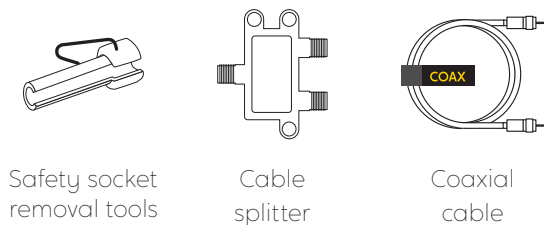### Hardware for Internet and Wi-Fi

Helix Fi Gateway	Power supply	Coaxial cable

ALIM/POWER   COAX

Optional hardware for home phone

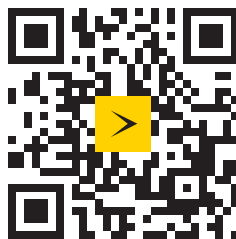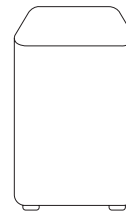| Safety socket removal tools	Cable splitter	Coaxial cable

COAX

Optional hardware
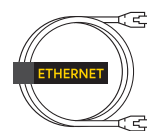
Ethernet cable

ETHERNET

Before you begin

Activate the Helix Fi Gateway

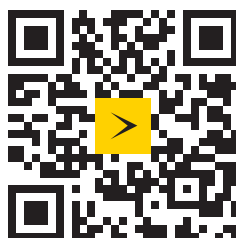Did you receive your Gateway in the mail? You need to activate it in My Account.
go.videotron.com/signin

Did you get your Gateway in-store? The representative has already activated the Gateway for you.

Watch the explanatory video

The video shows all the installation steps and guides you through the configuration of your Gateway. Watch it at your own pace!

go.videotron.com/gateway-installation

Installation steps

1. Unplug your old equipment

Unplug equipment that you will no longer use, such as your modem and router.

If you are subscribed to Videotron's Home Phone service, please read the following before proceeding with the installation.

Do you have two coaxial outlets in your house?
Leave the telephone modem and phone plugged in. You will be able to plug the Helix Fi Gateway into the other available coaxial socket.

Only have one coaxial outlet?
You must use the splitter to connect the telephone modem and the Helix Fi Gateway into the same outlet.

Here's how:

Coaxial outlet

Remove filter, if any.

Helix Fi Gateway

Coaxial cable

Splitter

Phone modem (MTA)

Coaxial cable
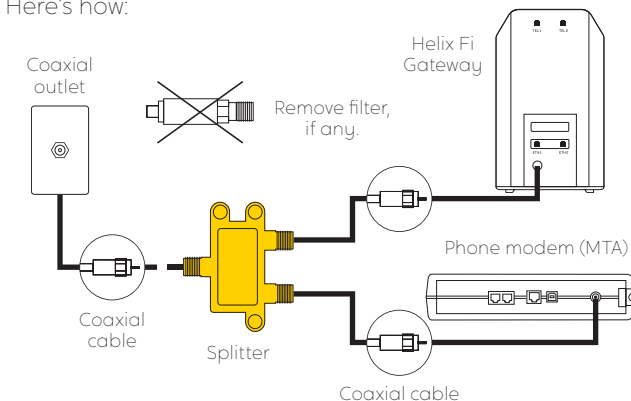
Tips
- Restart your telephone modem after installing the splitter.
- If a safety socket prevents you from unplugging your equipment, use the safety socket removal tool.

Safety socket removal tool
- Insert the tool as far as it will go and unscrew counterclockwise.

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2. Install and configure the Gateway using the Helix Fi app

You must have access to a mobile device that is associated with a plan that includes data.

Download the Helix Fi app

Available on the App Store

GET IT ON Google Play

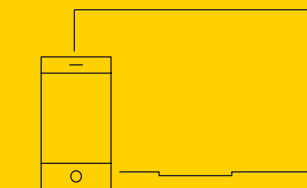Launch the Helix Fi app and follow the instructions displayed in the app.

✓ Log in with your Helix username and password (My Account).

✓ In the **Account** section, tap **Add Helix Fi Gateway.**

✓ Tap **Start** and follow the instructions.

✓

Your Helix Fi Gateway is now functional!

Precautions for use

Carefully read the precautions for use at go.videotron.com/safety-standards

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Find all our installation tips at
go.videotron.com/internet-support

IPTV-GDB-INSTALL-BORNE-5653A-006