

HELIX Fi Gateway



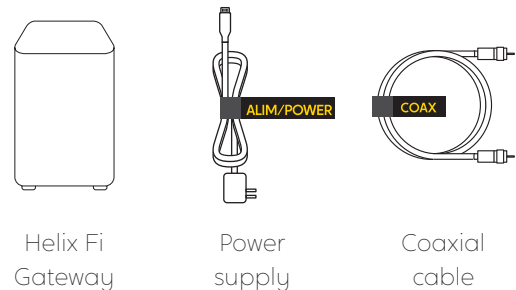
10-15 minutes

Installation guide

Version française au verso

## Hardware included in the box

### Hardware for Internet and Wi-Fi

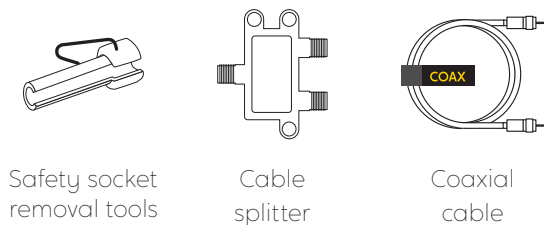


Helix Fi Gateway

Power supply

Coaxial cable

### Optional hardware for home phone

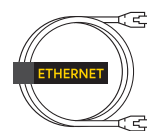


Safety socket removal tools

Cable splitter

Coaxial cable

### Optional hardware



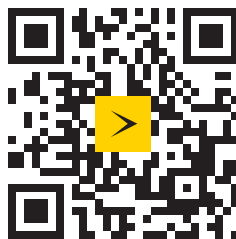
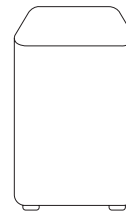
Ethernet cable

## Before you begin

### Activate the Helix Fi Gateway

Did you receive your Gateway in the mail? You need to activate it in My Account.

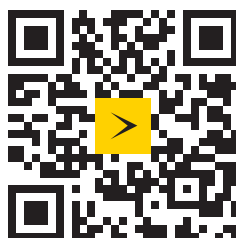
[go.videotron.com/signin](http://go.videotron.com/signin)



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](http://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.

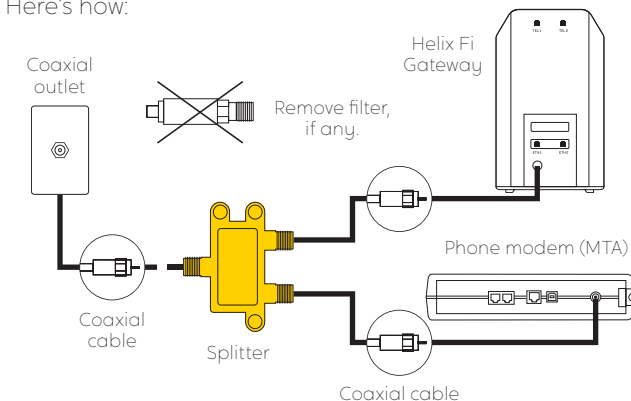
#### Do you have two coaxial outlets in your house?

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:



### 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.

## 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



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

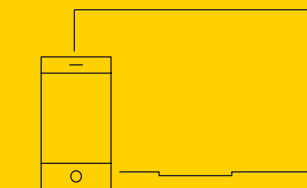
- ✓ Log in with your Helix username and password (My Account).
- ✓ In the **Account** section, tap **Add Helix Fi Gateway**.
- ✓ Tap **Start** and follow the instructions.



Your Helix Fi Gateway is now functional!

### Precautions for use

Carefully read the precautions for use at [go.videotron.com/safety-standards](http://go.videotron.com/safety-standards)



Find all our installation tips at [go.videotron.com/internet-support](http://go.videotron.com/internet-support)



**IMPORTANT NOTICE ON 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](http://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.