



VIDEOTRON Helix Fi WiFi Bluetooth Gateway Installation Guide

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VIDEOTRON Helix Fi WiFi Bluetooth Gateway



15-30 minutes

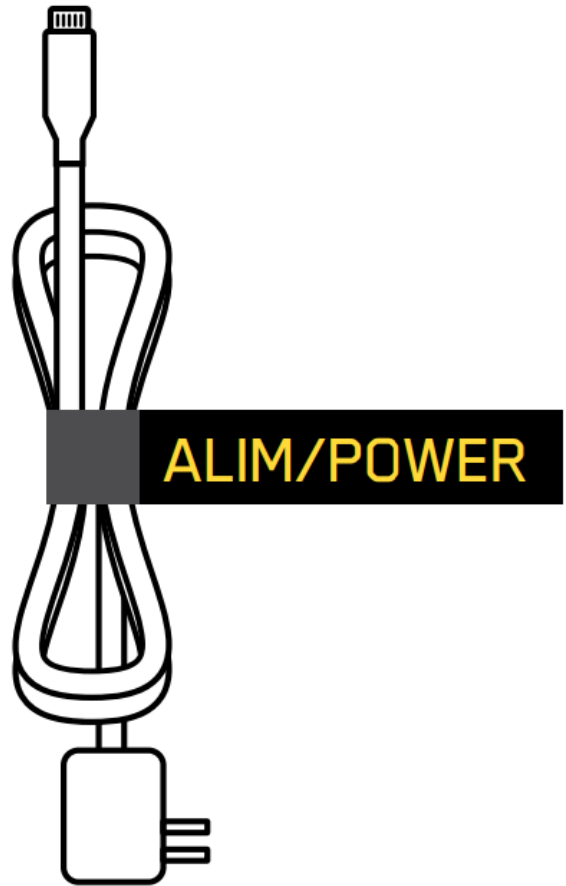
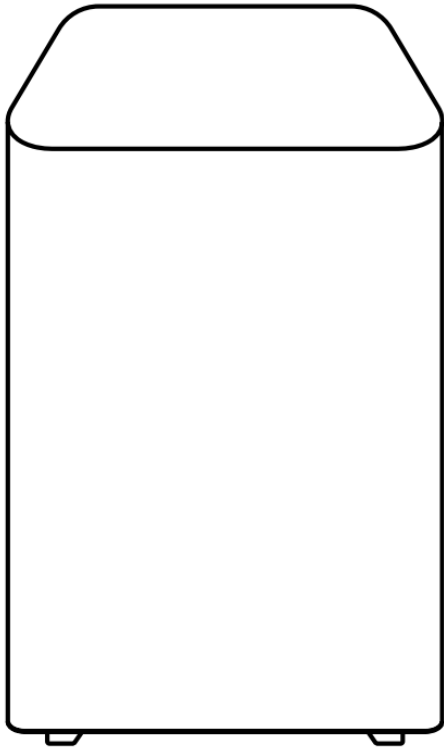
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Material included in the box

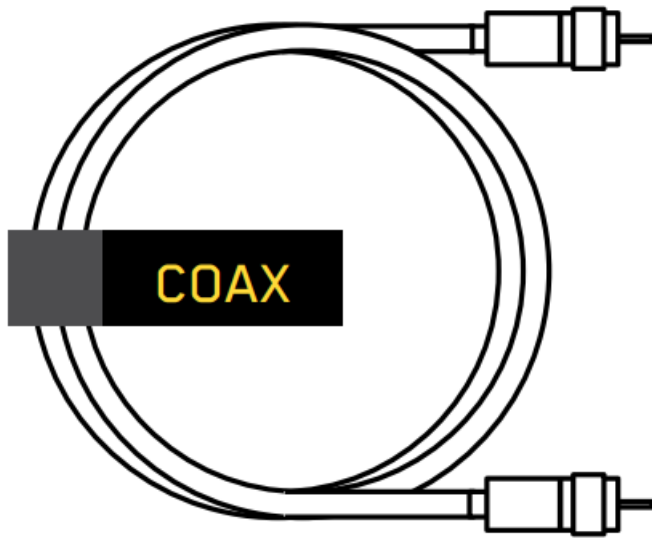
For Internet and Wi-Fi

Helix Fi gateway	Power pack
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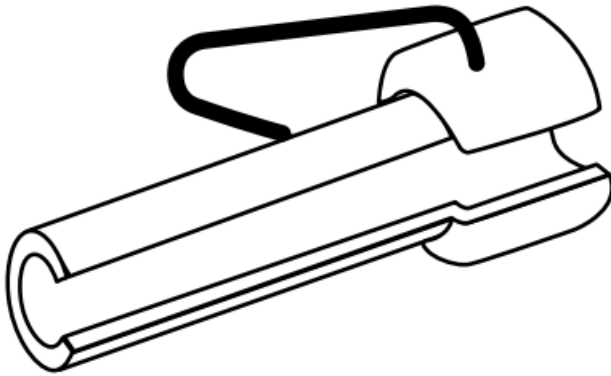


Optional material for Home Phone

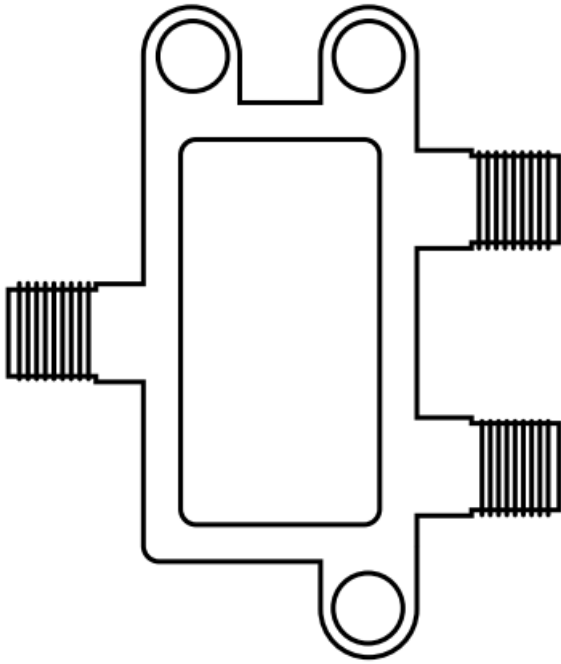
- Coaxial cable



- Security socket remover

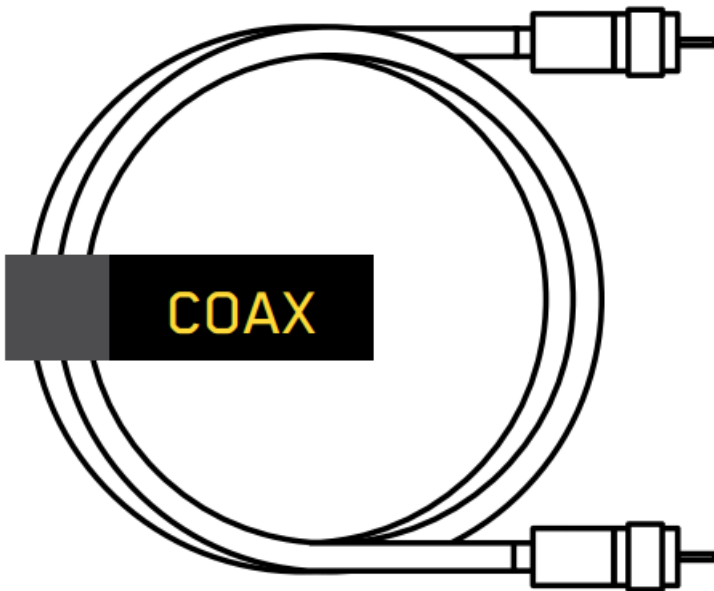


- Splitter

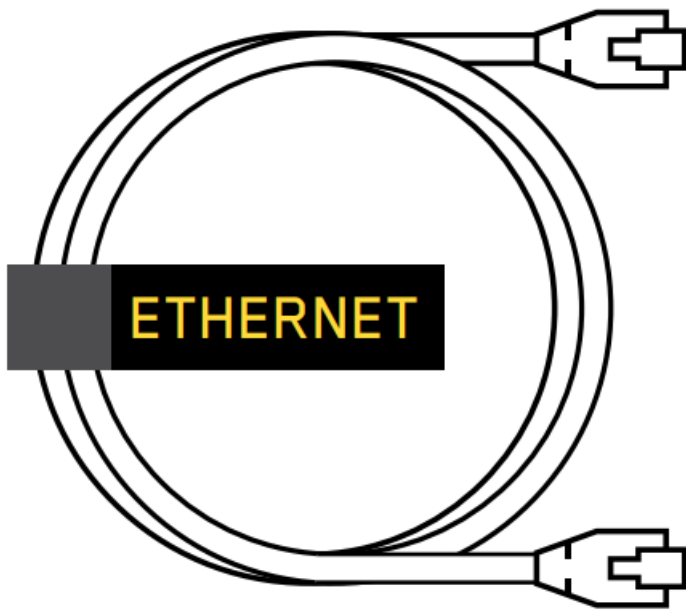


Optional material

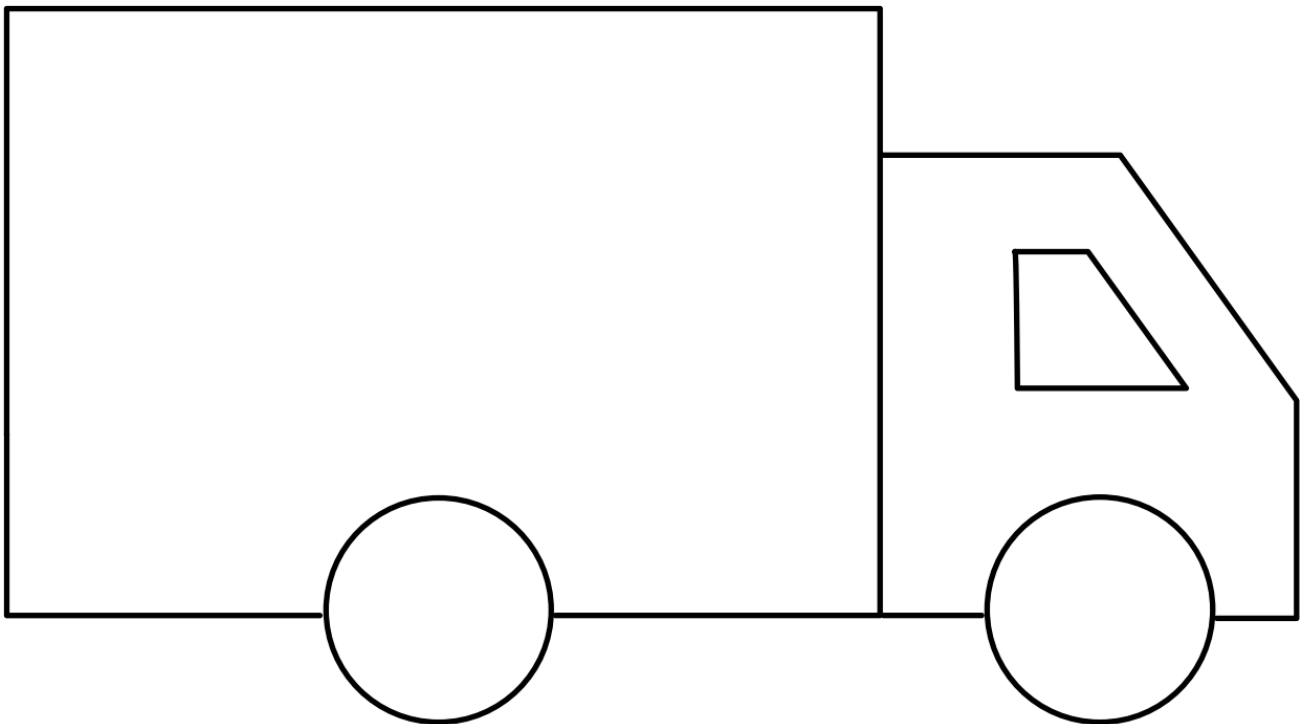
- Coaxial cable



- Ethernet cable



Was your equipment mailed to you?



No

Skip to the next step

Yes

Your equipment must be activated in
My Helix Account before proceeding to the next step



Installing the Helix Fi gateway

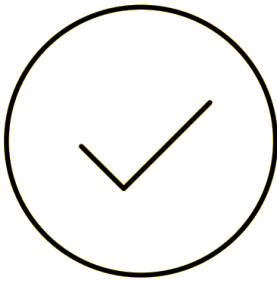
1. **Download the Helix Fi app** in the App Store or on Google Play.



2. **Unplug** your old equipment.

If you are subscribed to Videotron's Home Phone service, refer to the chapter at the end of this guide before proceeding with the installation.

3. Open the Helix Fi app.
4. Log on using your My Helix Account username and password.
5. Select "Activate your gateway" on the screen that appears once you have logged on.
6. Click on "Start" and follow the instructions outlined in the Helix Fi app.



Your Helix Fi gateway is now working!



Tip. The Helix Fi app allows you to manage your network in complete simplicity:

- Manage your connected devices
- Create profiles
- Place devices on Pause mode
- Set Parental Control

Helix TV terminal

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

Need more information on self-installation?



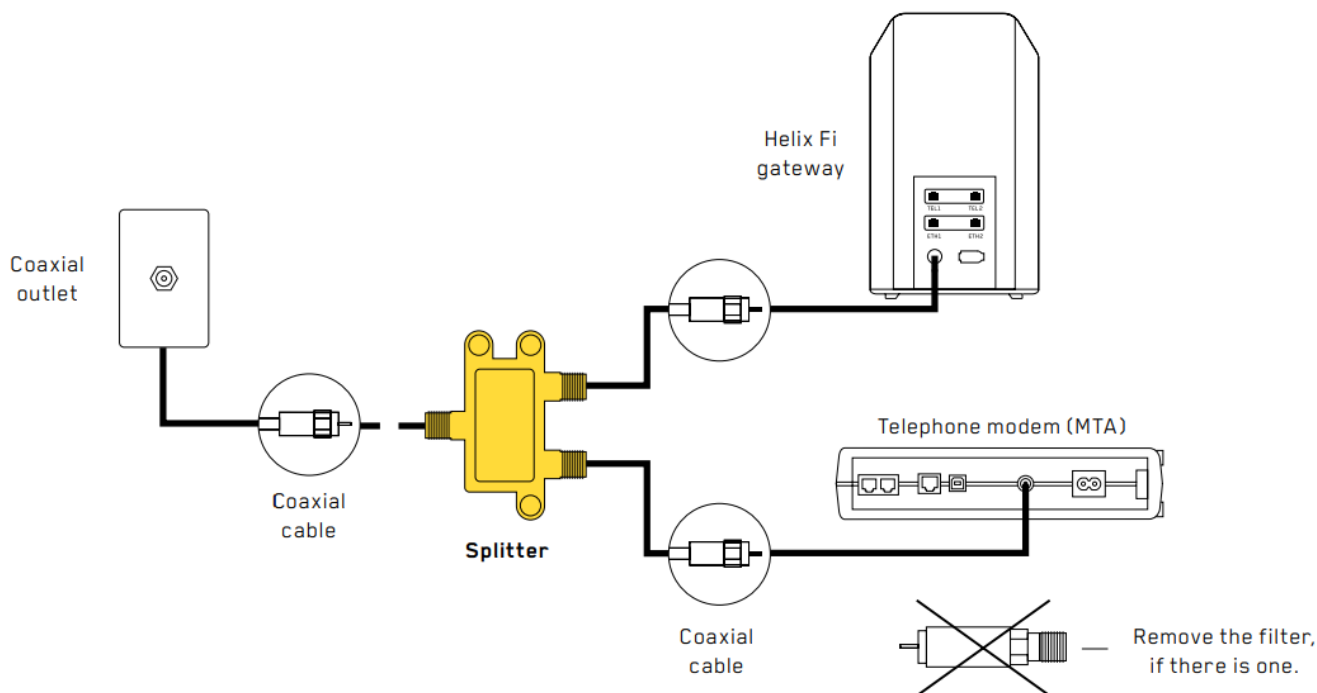
Videotron's Home Phone service

- Are you subscribed to Videotron's Home Phone service?
- Is there an alarm control panel linked to your Home Phone line?

Leave the telephone modem and telephone plugged in.

- Do you have one or two coaxial outlets?

If you only have one coaxial outlet, you must use a splitter in order to maintain your Videotron Home Phone service.



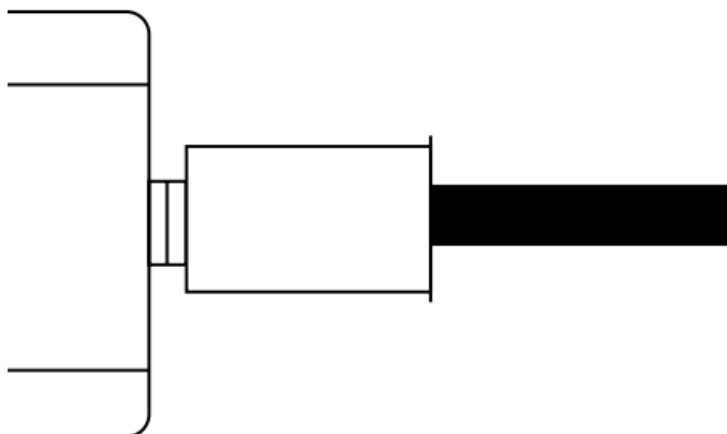
Tips:

- Reboot your telephone modem (MTA) after the installation.
- If you can't disconnect your equipment because of a security socket, use the security socket remover.
- If there is no security socket, unscrew the cable by hand or use the security socket remover (counter-clockwise).

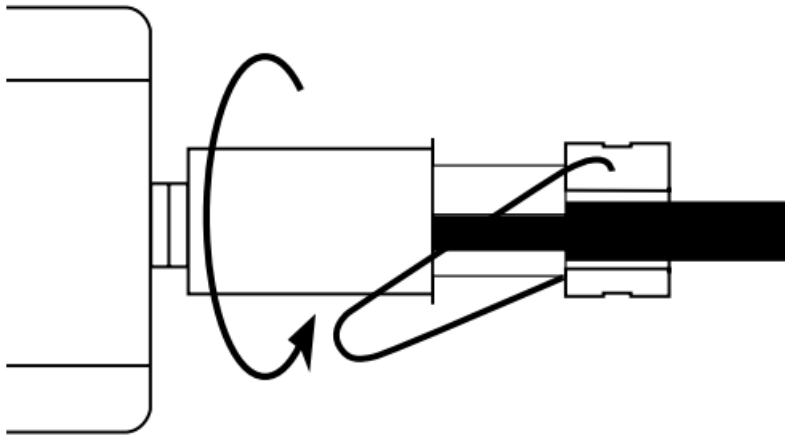
Security socket removal tool

If there is a security socket (sleeve) preventing you from unscrewing the coaxial cable or removing your equipment, use the socket remover.

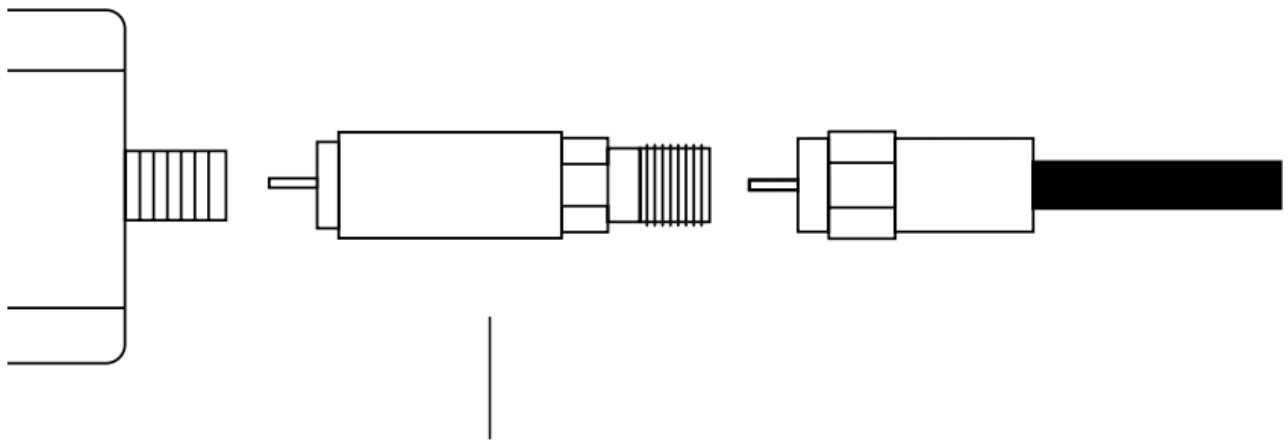
- **a.** Locate the devices that have a security socket.



- **b.** Insert the socket remover as far as possible into the security socket. Turn counter-clockwise.



- **c.** Remove the security socket and coaxial cable from the device. If there is a filter in the socket, remove it using the socket remover.



Optional filter



Tips:

- Security socket and filter: they can be put in the recycling bin.
- Security socket remover: bring it back to store when you bring your old devices in and it will get recycled.

Eco-friendly tips

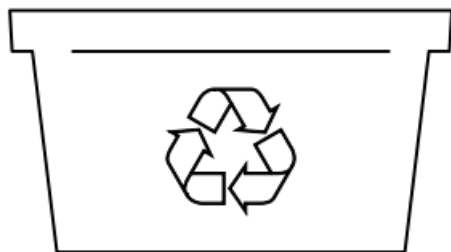
- **Don't throw out the velcro straps!**

Use them to tie your cables and make it easier to identify them during a service call.



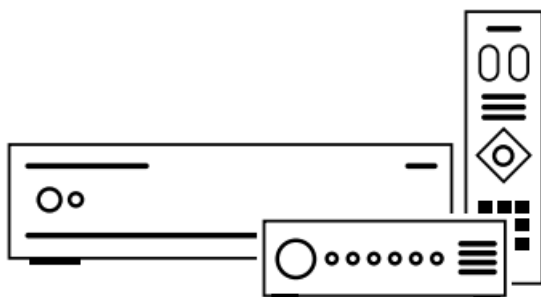
- **Your box can be recycled!**

It is made in Québec using locally recycled fibres.



- **Recycle your old devices.**

Make sure to bring your old equipment back to one of our stores so that we can give it a second life!



Socio-environmental commitment

Videotron has implemented the We Recycle program to enable customers to make a practical contribution to environmental protection by giving their obsolete equipment the second chance it deserves.

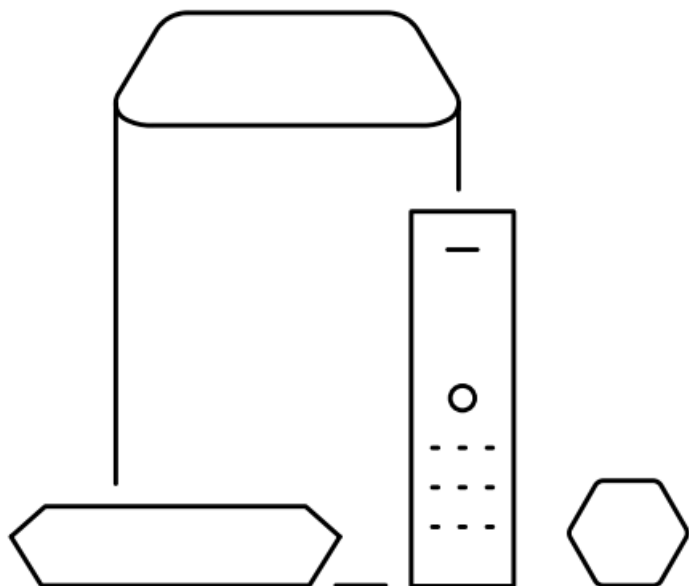


ON RECYCLE

UNE FIN HEUREUSE POUR
VOS APPAREILS ÉLECTRONIQUES

go.videotron.com/werecycle

Your Helix equipment complies with the Canadian Energy Efficiency Voluntary Agreement program (CEEVA), which Videotron has been involved with 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 positive social and environmental impacts.

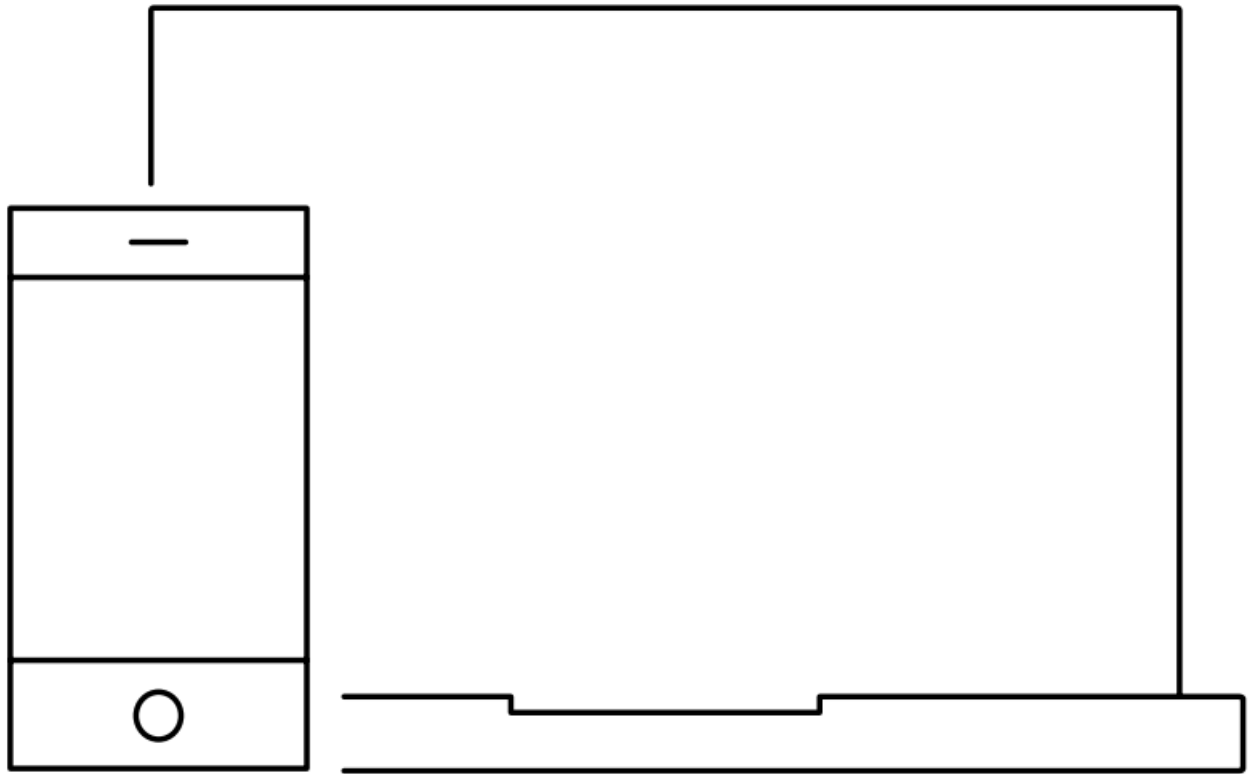
corpo.videotron.com/en/commitment

Precautions

Please take the time to read through the following precautions: go.videotron.com/precautions

Need help?

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





IMPORTANT NOTICE ABOUT THE LEGAL WARRANTY. The Consumer Protection Act offers 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.













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

HELI~~X~~

Documents / Resources

	<p>VIDEOTRON Helix Fi WiFi Bluetooth Gateway [pdf] Installation Guide</p> <p>Helix Fi WiFi Bluetooth Gateway, Helix, Fi WiFi Bluetooth Gateway, WiFi Bluetooth Gateway, Bluetooth Gateway, Gateway</p>
	<p>VIDEOTRON Helix Fi WiFi Bluetooth Gateway [pdf] Instruction Manual</p> <p>Helix Fi WiFi Bluetooth Gateway, Fi WiFi Bluetooth Gateway, WiFi Bluetooth Gateway, Bluetooth Gateway, Gateway</p>

References

-  [Videotron commitment: we support our community | Videotron](#)
-  [Engagement : nous soutenons notre communauté | Vidéotron](#)
-  [Online Support: Find answers to your questions | Videotron](#)
-  [Helix Fi gateway self-installation | Videotron](#)
-  [Auto-installation de la borne Helix Fi | Videotron](#)
-  [WSC UI](#)
-  [WSC UI](#)
-  [Recyclage de vos appareils électroniques | Soutien | Vidéotron](#)
-  [Normes de sécurité des équipements Helix | Soutien | Vidéotron](#)
-  [Soutien en ligne : Trouvez réponses à vos questions | Vidéotron](#)
-  [Recycling your electronic devices | Support | Videotron](#)
-  [Office de la protection du consommateur](#)