CUSTOMER AND INSTALLER GUIDE

# App Setup: Helix Control

Install, sign in, pair with the short code, notifications

## What the app does

The Helix Control app (called Helix Home on some screens) shows your Helix dashboard on your phone or iPad. At home it finds the hub on your Wi-Fi. Away from home it connects through Helix's relay. Your hub is never exposed to the internet. Composer, the installer's programming tool, is never reachable through the app or the relay.

Garage doors, locks and heat used remotely still require a Face ID confirm on the phone.

## Before you start

- The hub is wired, powered and running (Quick Start).
- Your phone is on the same home Wi-Fi as the hub.
- You have your Helix account details from your installer.
- **Beta – confirm with Helix support** Ask Helix support for the current install link. How the app is distributed (TestFlight or the App Store) is not final.

## 1. Install and sign in

1. Install Helix Control (Helix Home) from the link Helix gives you.
2. Sign in with the account that will own this house.
3. At home, the app should find the hub on your Wi-Fi. Open the home dashboard and confirm your rooms load from this hub, not from a demo project.

## 2. Turn on remote access (installer, in Composer)

1. In Composer, open **Remote access**.
2. Turn on **Allow the Helix Home app to reach this hub away from home**.
3. Confirm the panel shows the relay and that the agent is installed. If it says the remote agent is not installed, stop and contact Helix. Do not change anything on your router.
4. Wait for the status to show connected, or stay on the panel while you pair.

## 3. Pair the phone with the short code

The hub shows two codes for one pairing, and they expire together after 15 minutes:

- A QR code, for scanning in the app.
- A typed short code, six characters shown like `ABC-123`.

Either code works once. Using one cancels the other. Five wrong guesses delete the pairing. Never share a live code in a group chat or a photo.

1. In the app, start pairing and either scan the QR code, or tap **Enter code instead** and type the short code. Spaces and dashes are fine.
2. Give the hub a plain name such as `Home`.
3. The app should show the hub as paired. The installer can confirm in the Remote access panel that the hub is owned.
4. Test away from home: turn Wi-Fi off on the phone, open the app, and confirm the dashboard loads.

If the code expired, turn Remote access off and on, or reopen the panel, and pair again with a fresh code.

## 4. Notifications

In the app or the kiosk menu open **Notifications** (the kiosk asks for the PIN) and allow iOS notifications when prompted. **Beta – confirm with Helix support** Push notifications may not be enabled in the build you installed. Ask Helix support before relying on alerts.

## 5. Wall iPad

A wall iPad can run the Helix Control app or a Safari home-screen web app. See the iPad tablet guide. **Beta – confirm with Helix support** Helix has not picked one path for a dedicated wall iPad.

## If something is wrong

See Troubleshooting & Reset. The most common causes are an expired code, remote access turned off, or a phone on a guest Wi-Fi that cannot see the hub.