CUSTOMER GUIDE

# Hub Setup and Getting Online

Your hub ships ready to plug in. Scan the card, enter your dealer code, and we program it for you.

Your Helix hub ships ready to plug in. You do not need to install software. The hub uses a wired Ethernet connection, not Wi-Fi.

### A few simple rules

Leave the hub plugged in while it starts. Do not open ports on your router. If you lose the PIN, call or text Helix Integration at 636-459-7151. We can reset it for you.

## What to do

1. **Place the hub** next to your internet router, with a little space around it so it can stay cool. Do not stack it on other hot equipment.
2. **Connect Ethernet** from the hub to a LAN port on your router (or the same switch the router uses). The hub uses a wired connection, not Wi-Fi.
3. **Plug in the included power adapter** (or PoE+ if your installer set it up).
4. **Wait about 10 minutes** while the hub starts. Leave it plugged in.
5. **Scan the QR code** on the card in the box. The hub's setup page opens. Enter your Helix dealer code.
6. Helix Integration gets an email to Accept. Once we accept, we set up and program the hub for you, including remotely.

## The Helix Home app

When you are ready, download **Helix Home** for iPhone from the App Store. At home it finds the hub on your Wi-Fi. The Android phone app is coming soon.

## What you do not need to do

- Do not open ports on your router.
- Do not install extra remote-access software unless we have asked you to.
- Do not share PINs, passwords, or your dealer code in a group chat or a public post.

## Lost the PIN?

Call or text Helix Integration at 636-459-7151. We can reset it for you.

## After we accept

We program the house remotely, with your OK. Garage doors, locks, and heat are never operated remotely without a confirm step, and only if you are present and have said so.

## If something is wrong

- **No light at all:** confirm the included power adapter is plugged in and the outlet has power. Try a different outlet. If your installer set up PoE+, check that the network cable is seated.
- **The setup page does not open:** wait a little longer, stay on your home Wi-Fi, and scan the card again. Confirm the Ethernet cable is in a LAN port, not the internet (WAN) port.
- **You cannot reach us:** call or text Helix at 636-459-7151. Keep the hub plugged in.

Pricing for the hub and remote setup is on the Plug It In card and at helixintegrate.com/pricing.

Helix Integration · Wentzville, Missouri · helixintegrate.com · 636-459-7151