CUSTOMER AND INSTALLER GUIDE

Plug It In: Customer Card

One page for a hub Helix will set up remotely

Coming soon Remote setup with the claim sticker is **Coming soon**. Until it is live, Helix sets up your hub by phone or text, or on site: call or text 636-459-7151.

Your Helix hub can be set up from anywhere. You do not need to open ports on your router or install extra software. Plug it in, wait for the light, and approve a Helix technician when asked. They will program the house from the Helix office, with your OK.

Pricing

Item	Price
Helix hub	$499 plus tax
Hub + Setup bundle (hub, plus the first 30 minutes of remote setup)	$599
Each additional 30 minutes of remote setup	$59

Beta – steps may change Remote setup is being rolled out. Helix will tell you the rate before any extra time starts, and you can end a session at any time.

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. **Plug the Ethernet cable** from the hub into a LAN port on the router (or the same switch the router uses). The hub itself is not set up on Wi-Fi.
3. **Plug in the power supply** that came in the box. Use only that supply.
4. **Wait about two minutes** for the hub to start (a steady “online” light, if your hub has one). Leave the hub on. Do not unplug it during setup.
5. Coming soon **Scan the QR code** on the claim sticker on the hub (or on the box), or type the claim ID printed next to it. Beta – steps may change Until the online claim page is live, text Helix at 636-459-7151 or email helixintegrate@gmail.com with the claim ID and serial, and say the hub is plugged in.
6. **Approve the session** when Helix Control asks, after Helix has told you the rate. Beta – steps may change You can end access at any time. Stay reachable by phone. A wall tablet or a device that needs your home Wi-Fi may still need you, or someone in the house, for a few minutes.

What you do not need to do

- Do not forward ports **8080** or **8090**, or any other port, on your router.
- Do not install a VPN, Tailscale, or remote-desktop software unless Helix has asked you to for a specific reason.
- Do not share PINs, passwords, or the claim sticker in a group chat or a public post.

After it is online

Beta – steps may change A Helix technician will claim the hub and wait for your approval, program rooms and devices in Composer over Helix’s relay (no port forwarding), walk you through tablets, cameras, and any brand that needs a step in the house, and turn technician access off when the job is done.

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 supply is the one from the box and the outlet has power. Try a different outlet.
- **Light never goes steady:** confirm the Ethernet cable is in a live LAN port, not a WAN/internet port, and that the rest of the house has internet. Wait another two minutes.
- **You cannot reach Helix:** call or text Helix at 636-459-7151. Keep the hub plugged in.