CUSTOMER AND INSTALLER GUIDE

Quick Start: Unbox to Working

Place, wire, power, pair the app and test

This is the short path from the box to a working Helix system. Each step points to the full guide. Most hubs ship already set up; if yours did, you will mostly be placing it, wiring it and pairing the app.

Beta – steps may change Parts of this path are still being verified on production hardware. Steps may change. Items marked **Beta – confirm with Helix support** are not confirmed yet; ask Helix before relying on them.

What is in the box

1. Helix Controller Hub, with the serial label on the underside.
2. The power supply supplied with the hub. Use only that supply.
3. The Helix system image, already loaded by Helix (on some jobs, a Helix setup stick labeled `HELIX`).
4. A Cat6 Ethernet patch cable.
5. A quick-start card with the serial number.

Write the serial number on your job sheet. Do not write passwords or PINs on the hub, the stick or the card.

Steps

1. **Place the hub** next to the router or PoE switch with about 2 inches (5 cm) of clearance. Do not stack it on hot equipment.
2. **Wire it with Ethernet** to the router or switch. The hub is not set up on Wi-Fi.
3. **Plug in power.** Connect Ethernet first, then the supplied power supply.
4. **Wait for the hub to start.** If your hub has a status light it flickers while starting, then settles to a slow double blink. Do not unplug it while it starts. **Beta – steps may change** The status light may differ on the current hub.
5. **Find the hub** from a laptop or phone on the same network: open `http://helix-ch01.local:8080` (the family dashboard). If `.local` names do not work, use the hub's address from the router's device list.
6. **Reserve the hub's address** in the router (DHCP reservation) so it never changes.
7. **Get the PIN.** The installer sets the PIN. Change it in the kiosk settings and keep it private.
8. **Install the Helix Control app** and pair it with the hub using the short code. See the App Setup guide. **Coming soon** App install and sign-in away from home are not live yet.
9. **Set up a wall tablet** (optional). See the Android or iPad tablet guide.
10. **Add rooms and devices.** The installer does this in Composer (the programming tool, port 8090, installer only). See the Installer Resources page.
11. **Test** with the installer: lights, climate, scenes, cameras, and the tablet.
12. **Know where help is.** See Troubleshooting & Reset, and Warranty & Support.

Safety

- Never forward ports 8080 or 8090 on your router.
- Do not run garage, lock or heater commands unless an adult is home and ready.
- The Helix alarm is not a monitored alarm. **Beta – steps may change**

Done when

- The dashboard loads (and the status light, if fitted, is a slow heartbeat).
- The app shows your house, not a demo. **Coming soon**
- The wall tablet (if any) opens on the right room and stays on.
- The UPS holds the hub, router, PoE switch and access points.