



## Important Notice

### Configuring a Nowa 360 on a Videotron Hélix router

It was brought to our attention that several installers were having difficulty configuring a Nowa 360 system on a Wi-Fi network of a Hélix router from the Videotron company.

This document will explain the important points regarding this configuration and how to achieve it.

### Separations of the two frequencies

As you already know, the Nowa 360 system is often not able to connect to a Wi-Fi network with the same SSID for the router's 2.4GHz and 5GHz frequencies.

You must give a unique name for the 2.4GHz frequency as well as a unique name for the 5GHz frequency.

This will have the effect of separating the customer's network into two. The customer will thus be able to choose for themselves which WiFi network is most suitable depending on the distance between the router and their smart device.

#### 2.4GHz

+ Stability and long range  
- Limited download speed

#### 5GHz

+ Ultra-fast download speed  
- less stable at long range

### Communications protocols

The Nowa 360 system can communicate via Wi-Fi on the 802.11B and 802.11G protocols on the 2.4GHz frequency. Some routers are configured by default to communicate over the 802.11 N protocol only.

You need to change the configuration in the router to allow devices communicating on older protocols to connect. The value in the parameter is often called " Legacy ".



### Wi-Fi network SSID

Following several steps with Videotron engineers, we identified a problem in the Hélix router. The problem is that :

- If the SSID name (Wi-Fi network name) has more than 12 characters (for example: VIDEOTRON1234 has 14 characters), this will prevent the Nowa 360 system from connecting to the Helix router.
- In this situation, you must change the name of the SSID to a word containing 12 characters or less such as "VIDEOTRON12". The Nowa 360 system will subsequently be able to connect to it.



## Technical support

If you have any questions regarding this notice, please do not hesitate to contact our technical support for assistance.

Website: [www.nowasupport.com](http://www.nowasupport.com)

Email: [support@nowa360.com](mailto:support@nowa360.com)

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