

Important Notice

Configuration of a Nowa 360 on a Helix 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 Helix router from the company Videotron.

This document will explain the important points about 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 2.4GHz and 5GHz frequencies of the router.

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 2. The customer will be able to choose for himself which Wi-Fi network is the most suitable depending on the distance between the router and his smart device.

2.4GHz

- + Stability and long range
- Limited download speed

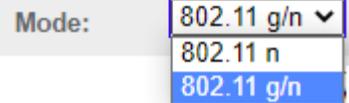
5GHz

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

Communications protocols

The Nowa 360 system can communicate over Wi-Fi over 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 must 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 the engineers at Videotron, we identified a problem in the Helix router. The problem is that:

If the name of the SSID (name of the Wi-Fi network) has more than 12 characters (for example: VIDEOTRON1234 has 14 characters), it will prevent the Nowa 360 system from connecting to the Helix router.

In this situation, you need to change the SSID name to a word with 12 characters or less such as "VIDEOTRON12". The Nowa 360 system will then be able to connect to it.

Technical support

If you have any questions regarding this notice, please feel free to contact our technical support for assistance.

Website: www.nowasupport.com

Email: support@nowa360.com

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