

Senet FAQ

Connecting to the Helium Network through Senet Extended Coverage Services

Helium joins a growing number of network operators, Radio Access Network (RAN) Partners and network infrastructure providers partnering with Senet to deliver LoRaWAN connectivity when and where it is needed, and at the optimal cost.

The following Frequently Asked Questions (FAQ) address how Senet customers can connect IoT devices to Helium Network hotspots as part of Senet's Extended Coverage Services:

Q. As a Senet customer, how do my devices connect to Helium hotspots?

A. Devices may only join the Senet network through Helium gateways if the device is provisioned with a globally-unique, Senet-specific JoinEUI.

Q. How do I acquire a Senet-specific JoinEUI and provision my end devices?

A. If you do not already have one issued by Senet, contact Senet sales or support for a Senet for details on how to acquire a unique JoinEUI.

Q. How do I provision my end devices to work with Helium hotspots?

A. Using the device onboarding options found here: <https://docs.senetco.io/ap/#devices>. You will need login to your Senet Application Provider account to Register and Activate your end devices directly with Senet.

After the devices are Activated, initiate a device join procedure:

- With the Helium network and subsequently connect using either the Senet network or Helium network
- With the Senet public network and subsequently connect using either the Senet network or Helium network

Q. Is there an additional cost for me to connect my devices to the Helium network?

A. There is no added cost to your contract with Senet to use the Helium network.

Q. Who should I contact if I have additional questions about connecting to Senet's Extended Coverage Service through Helium hotspots?

A. You can contact Senet Sales at +1 877-807-5755 or info@senetco.com; or Senet Support at +1-844-736-3848 or <https://www.senetco.com/support/>