



 **TELUS**  
the future is friendly®

# Here's what you'll find inside:

## High Speed Internet

- ① Connect your devices to Wi-Fi
- ② Get the best from your Wi-Fi
- ③ Choose your dual band Wi-Fi network
- ④ Manage your dual band Wi-Fi networks
- ⑤ Create a telus.net email address
- ⑥ Protect your device with Norton Security Online

## Optik TV











- ⑦ Get to know your Optik TV remote
- ⑧ Record TV programs
- ⑨ Watch On Demand movies & shows /  
Use apps on your Optik TV
- ⑩ Watch and record TV on the go
- ⑪ Set up Closed Captioning and Descriptive Video
- ⑫ Program your remote to your TV
- ⑬ Set up a Purchase PIN
- ⑭ Set up parental controls

## TV Troubleshooting

- ⑮ My TV is not displaying Optik TV
- ⑯ My remote is not controlling my Optik TV
- ⑰ My HD TV picture quality is poor

# 1 Connect your devices to Wi-Fi

You can easily connect your smartphone, tablet, laptop or computer to your home Wi-Fi network using the steps below:

	Apple iOS	Android	Windows 8 / 10	Mac OS X
<b>Step 1</b> Go to <b>Settings</b>		 icons may vary	 Settings	N/A
<b>Step 2</b> Select <b>Wi-Fi</b>			 Available	
<b>Step 3</b> Turn on <b>Wi-Fi</b>		 ON	ON 	Wi-Fi: ON


**Step 4** Select your Wi-Fi network name once it appears. You can find your Wi-Fi network name and password on the magnet that your installer provided or on the side of your modem.

**Step 5** Type your password and then select **Connect** or **Join**. Your device will be connected to Wi-Fi.

Wi-Fi details slip your mind?

Wi-Fi Network Name:  
\_\_\_\_\_  
Wi-Fi Network Password:  
\_\_\_\_\_

Still need help?  
Visit [telus.com/support](http://telus.com/support)

 TELUS

## Get the fastest possible connection

Connect your computer or laptop using an Ethernet cable to your TELUS Wi-Fi Modem. For Wi-Fi devices, it's always best to get close to your modem.



## Avoid congestion

Adding additional devices to your Wi-Fi network may reduce the speed for all devices on that network.

## Minimize interference

Try to keep the following items no closer than 2-3 metres from your modem:

- Cordless telephone base station
- Baby monitors
- Microwaves
- Bluetooth devices
- Wireless speaker systems

## Adjust antenna position

If your Wi-Fi modem has external antennas, your TELUS installer has positioned your modem to optimize the Wi-Fi performance in your home. If the antenna position has accidentally changed, you can re-adjust to get the best Wi-Fi performance.

Wi-Fi modem  
with two antennas



OR



Wi-Fi modem  
with no antenna



## Understand your device's Wi-Fi capability

Your device cannot exceed the speed of your Internet plan when accessing the Internet. Some older devices may not be capable of attaining the speed of your Internet plan. Older and slower devices may even cause your entire network to slow down.

### 3 Choose your dual band Wi-Fi network

If you have the **TELUS Advanced Wi-Fi Modem** or the **Wi-Fi Plus Extender**, two TELUS Wi-Fi networks will be visible in your home, either ending in 2.4G or 5G. For example, network name TELUS1234 would show as TELUS1234-2.4G or TELUS1234-5G.



Advanced Wi-Fi Modem







Wi-Fi Plus Extender

### What's the difference between 2.4G and 5G?

Select the network that best meets your needs and/or is compatible with your devices. Each network has its advantages and disadvantages.

#### 2.4G

#### 5G

Coverage	Covers a larger area and has farther range than 5G.	Covers a smaller area in your home and has less range than 2.4G.		
Interference	More susceptible to interference from microwaves, cordless phones, baby monitors, and neighbours' Wi-Fi.	Less susceptible to interference than 2.4G. Ideal for apartments with interference from neighbours' Wi-Fi.		
Speed	5G offers faster speeds if your device is located in an optimal range that factors in the interference and coverage conditions described above.			
Ideal type of usage	 email	 messaging	 HD video streaming	 video games

## Which network should I connect to?

- If you are connected to the Advanced Wi-Fi Modem or Extender from a close distance, 5G is a better choice.
- At farther distances, connect to the 2.4G network.
- If you are having issues with one network, try connecting to the other one. You can switch between the two networks at any time.

## Do all devices have to use the same network?

Some devices can be connected to the 2.4G network while other devices can be connected to the 5G network at the same time without one interfering with the other. For example, you can connect your phone to the 2.4G network while your computer stays connected to 5G.

## What if I don't see the 5G network on my device?

Some devices, especially older ones, are not compatible with 5G. Therefore, your device will not show you the 5G network and will only be able to connect to the 2.4G network.

## What is the Wi-Fi password for each network?

The default password is the same for both the 2.4G and 5G networks, and can be found on the side of your modem or written on the Wi-Fi fridge magnet. If you want to customize your Wi-Fi password, you will need to change the password for each network separately. For more information on customizing your Wi-Fi, visit [telus.com/support](https://telus.com/support).

As a TELUS customer, you can create your own free personalized **@telus.net** email account. **telus.net** emails are hosted in our own data centres in Canada, giving you a higher level of privacy and data security.

1. Visit **telus.com/myaccount**.
2. Log in to **My Account** or register if you do not have an account.
2. Select **My Profile**.
3. From the **Home Services Profile** section, select **Manage your Home Services on the classic site**.
4. From the **Products & services** section select **TELUS High Speed**.
5. Select **View details/modify**.
6. From the **Email boxes** section, select **Add new mailbox**.
7. Complete all required fields and select **Next**.
8. Select **Order Now**.

Once you've created your **telus.net** email account, you can access your email by visiting **webmail.telus.net**

\*If you are a TELUS PureFibre™ customer this may not apply to you as this feature may not be available in all services and packages. Please contact [telus.com/support](https://telus.com/support) for more information.

## 6 Protect your device with Norton Security Online

Protect your devices from online threats with Norton Security Online. The Basic plan is free with your Internet service. You will need your My Account credentials to log in. Visit [telus.com/myaccount](https://telus.com/myaccount) to register for an account.

### Subscribe to a plan



1. Visit **telus.com/security**
2. Choose from the plan best suited to you.
3. Select **Log in to order**.
4. Log in to **My Account** or register if you do not have an account.
5. Review your order, then select **Place Order Now** to confirm.

### Download the app to your devices

6. From the device you want to protect, visit **telus.com/security**
7. Choose the Norton Security Online plan you selected in the steps above.
8. Select **Log in to order**.
9. Log in to **My Account** or register if you do not have an account.
10. Select **Download apps now**. Wait for your download links to load.
11. Download your Norton Security apps, by selecting the appropriate **Download** button.
12. Repeat steps 6 to 11 for the other devices you want to protect.

If you misplaced your Norton confirmation email, you can log in and resend it to any email address from the bottom of the downloads page.



## Turn on your TV and digital box

Press **optik** to turn your digital box on/off.

Press **tv** to turn your TV on/off.

## Pausing and playing live TV

1. Press **pause/play** to pause live TV for up to 90 minutes.
2. Press **pause/play** again to resume live TV.

## Search for shows and movies

Press **search** to search the channel listings by TV show, movie title, actor or channel name.

Press **back/exit** to go back one screen. Press and hold **back/exit** for 2 seconds to go back to live TV.

## Browse the Channel Guide

Press **guide** to find out which shows are on now and which shows are coming up later.

## Watch your recordings

Press **pvr** to watch your recorded programs, view future programs which are scheduled to record, to change recording settings and to check how much PVR storage space is available.



## 8 Record TV programs

Your Optik Personal Video Recorder (PVR) allows you to record your favourite programs, pause and replay TV, and to start watching a recording in one room, pause it, and resume in another.

### Record single episodes and TV series

1. While watching live TV, from the Channel Guide or search results, highlight the program to record.
2. Press **rec** once to record a single episode; **twice** to record the series; **three times** to cancel a recording.

### Extend your recording time

Your Optik PVR allows you to extend your recording time for programs that may start later or go over the allotted program time:

1. Press **pvr** on your remote.
2. On your TV, navigate to **Scheduled** to view your scheduled recordings.
3. Select the program you want to extend and press **OK**.
4. Navigate to **Record Settings** and press **OK**.
5. Choose whether to apply settings to a single episode or to the entire series.
6. Select the **Stop Recording** field.
7. Select between **5 minutes** to **3 hours** past the scheduled end time.
8. Select **Save changes** to save your new settings.



## 9 Watch On Demand movies & shows

With Optik On Demand you can:

- Instantly browse the library of movies and TV shows via the On Demand button on your Optik remote.
- Catch up on the latest episodes of select TV shows for free.
- Binge watch shows from the premium channels you subscribe to.
- Buy some of the biggest blockbusters before they're available to rent.

### Explore Optik On Demand carefree

For paid content, Optik TV clearly displays the price and requires you to select **Order \$** before you get charged.

### Use apps on your Optik TV

You can access great apps like Netflix, TED Talks, The Weather Network and more, directly through your Optik TV.



Press **apps** to launch apps.



## 10 Watch and record TV on the go

Use the Optik TV® app to watch live and On Demand shows and movies.

Using your smartphone or tablet, you can:

- Set recordings while you are out.
- Watch channels included in your subscription.
- Choose from thousands of On Demand titles.
- Order a movie on your TV and pick up where you left off on your tablet.



### Step 1: Create an Optik TV account

Log in to the app on your mobile device with an Optik TV account. To get started:

1. Turn on your TV and press **menu** on your remote.
2. On the TV, select **Settings** from the menu.
3. Select **TV Apps**.
4. Select **Optik TV account**.
5. Select **Create account**.
6. Enter your email address and select **Create account**.  
You will receive a confirmation email.



### Step 2: Download the Optik TV app

Search for Optik TV in the app store on your Apple or Android device. Launch the app and enter the code from your confirmation email.



For additional details and support, visit [telus.com/optikapp](https://telus.com/optikapp).

# 11 Set up Closed Captioning and Descriptive Video

## Turn On Closed Captioning

1. Press **options** on your remote. \_\_\_\_\_
2. On the TV, select **Closed Captioning** and press **OK** on your remote.
3. On the TV, select **On** and press **OK**.

## Turn on Descriptive Video

1. Press **menu** on your remote. \_\_\_\_\_
2. On the TV, select **Settings** (scroll down four spaces) and press **OK** on your remote.
3. Select **Audio** (scroll down 2 spaces) and press **OK**.
4. Press **OK** to select **Audio Language**.
5. Press **OK** to select **Descriptive Video**.
6. Select **Save** (scroll up 1 space) and press **OK** on your remote.
7. Press **back / exit** on your remote to return to TV. \_\_\_\_\_

Follow these steps if you want to temporarily turn descriptive video off.

1. Press **options** on your remote. \_\_\_\_\_
2. On your TV, select **Audio Languages** (scroll down 2 spaces) and press **OK**.
3. Select **English** and press **OK**.



## 12 Programming your remote for your TV

Refer to this card if you need to program your remote for a new TV.

1. Ensure there are no objects between the remote and the digital box and that both the digital box and TV are on.
2. Find your TV brand code in the table below.

TV Brand Codes

LG	0015	Samsung	0018	Sony	0017
Panasonic	0013	Sanyo	0012	Toshiba	0016
Philips	0019	Sharp	0014	Vizio	0010

3. Press and hold the **options** button for 3 seconds.

**Note:** The green LED light next to **optik** will flash twice. The TV brand code needs to be entered within 3 seconds after holding down **options**.

4. Use the number pad to enter the 4-digit code of your TV brand.

**Note:** The red LED light next to **tv** will flash twice when a TV brand code is entered.

5. Press **tv**. If your TV turns off, you have entered the correct code. If your TV does not respond, try again from Step 2.

6. Press **OK**.

**Note:** The red TV LED will flash twice to confirm the code is now saved.

7. Press **tv** to switch your TV back on.

Don't see your TV brand?  
For the full list of TV codes,  
visit [telus.com/optikremote](http://telus.com/optikremote)



## 13 Set up a Purchase PIN

You can prevent unauthorized rentals of On Demand or Pay Per View programs by creating a Purchase PIN. This PIN is independent of your Parental Control PIN. Purchase PINs are specific to each Digital Box.

1. Press **menu** on your remote.
2. On the TV, select **Settings** from the menu and then select **Parental Controls**.
3. Select **Purchase PIN** and press **OK**.
4. Create a 4-digit PIN using the number pad on your remote control.
5. Confirm the 4-digit PIN by re-entering the PIN.
5. Press **OK** to select **Rental locking**.
6. Navigate to **Save** and press **OK**.  
It should now ask you for your PIN prior to making a purchase.



## 14 Set up parental controls

You can control what your family watches by setting parental controls to block specific content.

Parental control settings are specific to each digital box, allowing you to block different types of content on each TV in your home. Follow these steps to set up parental controls:

1. Press **menu** on your remote.
2. On the TV, select **Settings** from the menu and then select **Parental Controls**.
3. If this is your first time setting up parental controls, you will be asked to create a 4-digit parental control PIN. If you have already created a PIN, you will be asked to enter it.
4. Use the arrows to highlight **Change** next to the blocking option (channels, movie ratings, TV ratings, adult), you want to select and press **OK**.

**Note:** To block adult movies or TV programs, you must enable **Adult locking**.

5. Use the arrows to make your selection and press **OK**.
6. Navigate to **Save** and press **OK**.  
The guide should now only show the program content that you did not lock.





## 15 My TV is not displaying Optik TV

Try the following steps to successfully display Optik TV:

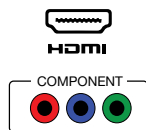
- Make sure that your digital box is plugged in and switched on. Check that the power light on the front of the box is green.
- If the digital box's power light is not green, press **OK**. Your digital box may have entered Energy Star mode, which occurs after several hours of inactivity in order to save you money on your energy bill.



Still seeing **No Signal / Input**, a blue screen, or static?

Try the following steps, and wait 10–15 seconds between each step to confirm if the issue has been resolved.

- Try changing the channel. If other channels are appearing properly, it may be a temporary problem with that channel.
- Ensure that the TV is set to the appropriate input (usually **HDMI 1** or **Component**) based on the cable connecting your digital box to your TV.
- Confirm that both ends of the cable connecting your digital box to your TV are firmly plugged in.
- If that doesn't work, try moving the cable to another port (e.g., **HDMI 2** from **HDMI 1**) and change the input on the TV to the appropriate input.



Your remote control may be unresponsive because its signal is weak or it cannot reach your TV and/or digital box.

Try the following steps:

1. Clear any objects in front of the TV and digital box and press **guide** on your remote. The guide should appear after a short delay.
2. Replace the batteries in your remote and press **guide** on your remote. The guide should appear after a short delay.



If the above steps were unsuccessful, visit [telus.com/support](https://telus.com/support) for more troubleshooting tips.

Your remote may be programmed to turn on both your TV and digital box with a one button press. If they are out of sync, you may not see any picture.

If the digital box is on and the TV is **off**:

- Press **tv** on the remote to turn the TV **on**.
- You should see your TV's power light turn **on**.



OR

If the digital box is off and the TV is **on**:

- Press **OK** on the remote to turn the digital box **on**.
- You should see a green power light on the front of the digital box turn **on** and should now see a picture on the screen.




## 17 My HD TV picture quality is poor

Are you experiencing poor Optik TV picture quality?


- Change to channel 100 to check the picture quality. If you're having problems with only one channel, it may be the channel provider and/or that specific program.
- Check the back of your digital box and TV to ensure that all of the cables are firmly connected.

Does the TV picture quality on an HD channel look squished, stretched, or have black bars on the top and bottom or sides?

### Change the zoom setting:

1. Press **options** on your remote. 
2. Select **TV Zoom**.
3. Use the up/down arrows to select **Normal**, **Stretch**, **Zoom 1**, **Zoom 2**, or **Zoom 3** based on your preferred level of zoom.

### Change the screen aspect ratio:




























1. Press **menu** on your remote. 
2. Select **Settings** from the menu, then select **Television**.
3. Select **Screen aspect ratio**.
4. Use the up/down arrows to select **720p**, **1080i**, **1080p** or **2160p 60Hz 4K** (if supported by your digital box). The TV will prompt you to confirm that the settings work.
5. Be sure to save your new or updated settings.

**Still having other picture quality problems?**

Visit [telus.com/support](https://telus.com/support) for more help.

# Find your favourite channels

Optik TV channels are grouped by themed categories so you can easily find your favourite kids, sports, news or lifestyle channels. Type in a channel number below and start channel surfing. For example, all Kids & family channels can be found between channel numbers 600 to 699.

Channels starting at	Category	Channels including
100	Major networks	  
200	Timeshift	Watch your favourite shows earlier or later on channels in other timezones
300	Entertainment	  
400	Movies & series	  
500	Comedy & Music	  
600	Kids & family	  
700	Learning	  
800	News	  
900	Sports & PPV	  
1000	Premium sports	  
2000	French	  
2300	Multicultural	  
For a complete channel guide, visit <a href="https://telus.com/optikchannelguide">telus.com/optikchannelguide</a>		

Visit [telus.com/serviceterms](https://telus.com/serviceterms) for terms and conditions.

# Learn more about your TELUS services:

## Get help online

Find the answers to your problems at **telus.com/support**

## Manage your account

Check your bill, change your channel packages or update your address at your convenience 24/7 by registering your account at **telus.com/myaccount**

## Understand your bill

Your regular monthly charges are billed one month in advance. Depending on your activation date, your first bill may be higher as it will also include any partial charges up to the month's billing date. Learn more at **telus.com/billing**

## Book a learning session

Book your free in-store session to learn more about your Optik TV and internet. Visit **telus.com/learn** to book today.

## Visit the TELUS Neighbourhood

Ask questions and find answers all in one place at **telus.com/neighbourhood**

## Tweet @TELUSsupport

You can also tweet your questions to us **@TELUSsupport**

We are dedicated to continuous improvement.  
You can download the latest version of this Welcome Kit  
at **telus.com/welcomekit**

# Our customer service is what sets us apart.

Welcome to TELUS. Following today's installation, you may receive a survey call from TELUS to rate your service and to provide feedback on your technician.

Here is a sample of what you will see on the survey:

- How would you rate the overall performance of the technician who did your install or repair?
- Did you receive a call from the technician prior to their arrival at your home?
- Did the technician introduce themselves and provide you with a business card when they arrived?
- Did the technician tell you when they completed the job?
- Did the technician provide information on TELUS products and services, including additional channels, how to use your services, etc.?
- If you have any Wi-Fi devices, did the technician explain how Wi-Fi works and show you the Wi-Fi performance around your home?
- Would you recommend TELUS to a friend or colleague?

If you have any questions or experience any issues over the next 7 days, please call your technician.

## Thank you for choosing TELUS.

Our gift to you. Enjoy a  
**FREE** movie rental on us!



Get a free movie rental in your first 30 days\*:

Here's how to get started:

- Step 1** Press **on demand** on your Optik remote. \_\_\_\_\_
- Step 2** Select from our library featuring the latest movies.
- Step 3** Select **Order \$** and enjoy the show. A credit will be automatically applied to your next bill.



Learn more at [telus.com/ondemand](http://telus.com/ondemand)

\*Up to a maximum of \$8 on a single purchase. Credit must be used within 30 days of installation. Unused credits will expire.

# Refer a friend to TELUS and watch the dollars stack up!\*

Earn up to \$150 in Virtual MasterCard® Rewards (\$50 per TELUS Home Service installed). Each friend who signs up will also receive a \$50 bill credit per service installed.



It's easier than ever to share the TELUS love.  
Just follow the instructions below to get started:

**Step 1** Visit [telus.com/welcomereferral](https://telus.com/welcomereferral)

**Step 2** Log in to **My Account** or register if you do not have an account.

**Step 3** Refer friends by email, text, or social media.

Once your friends' services are installed, you'll receive an email with your rewards.

The Virtual MasterCard® Reward is issued by Citibank, Canada pursuant to a license from MasterCard International and managed by Citi® Prepaid Services. The Virtual MasterCard Reward can be used everywhere MasterCard debit cards are accepted online, by phone or mail within Canada. \*To be eligible, you must accept the terms and conditions of the Program, which can be found at <https://homereferrals.telus.com/common/terms.pg>. TELUS reserves the right to end the Program or change any of the terms at any time, without notice and without obligation to award any referral credits. Conditions apply. TELUS, the TELUS logo and telus.com are trademarks of TELUS Corporation, used under licence. © 2016 TELUS.