TELUS®

Smart Hub for business
Quick Start Guide

Version 1.0

For more in-depth instructions or troubleshooting, please consult our full installation instructions

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A — Smart Hub Installation

20 minutes
installation time

Before you start

What's in the **Smart Hub** box?

| Smart Hub | Cradle | Ethernet cable (10 metres) | Allen key | Power supply |

Not required for your installation

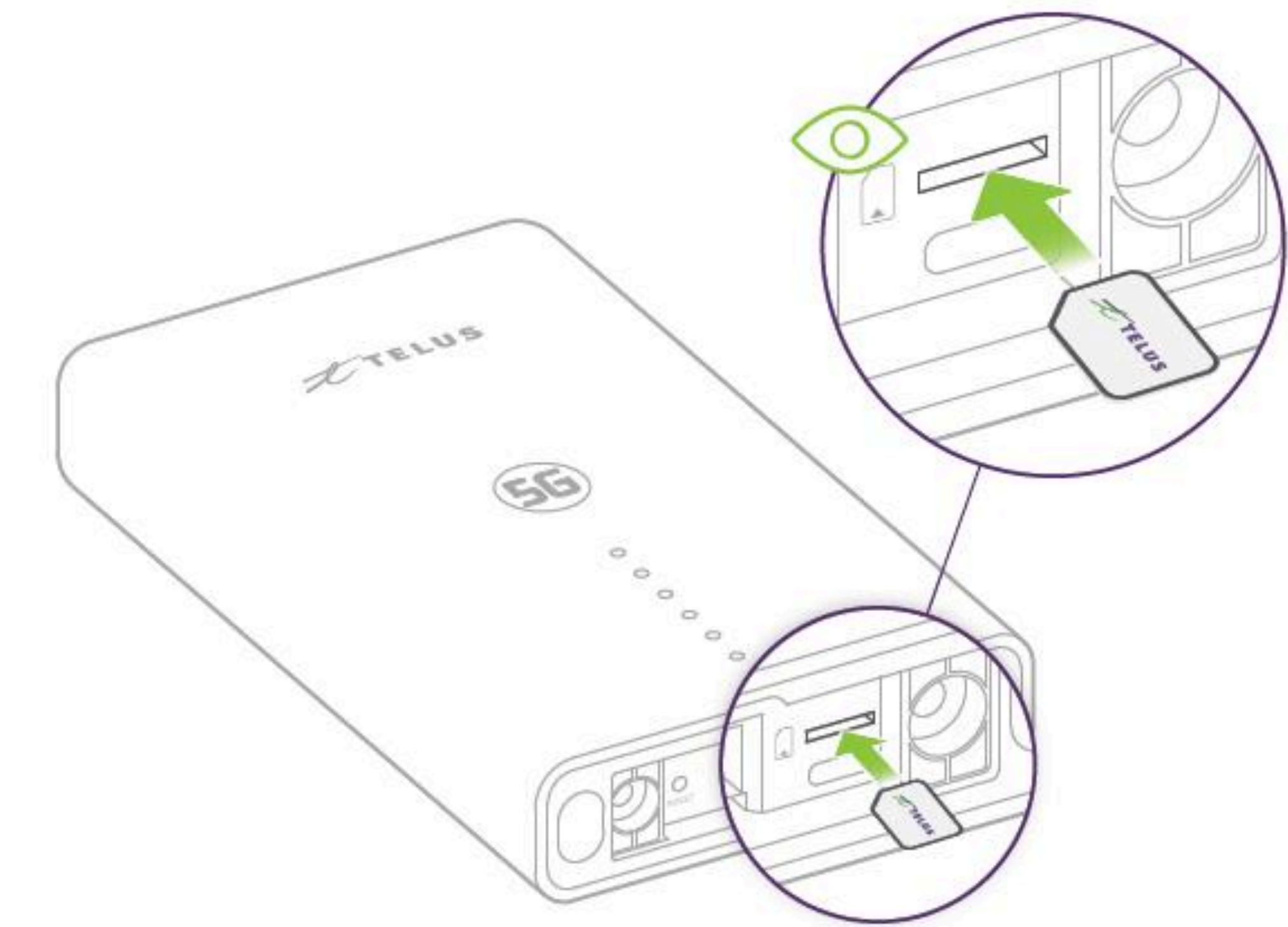| Mounting bracket | Backplate | Ethernet cable (20 metres) | Metal clamp | Assembly screws |

What's in the **Wi-Fi Hub** box?

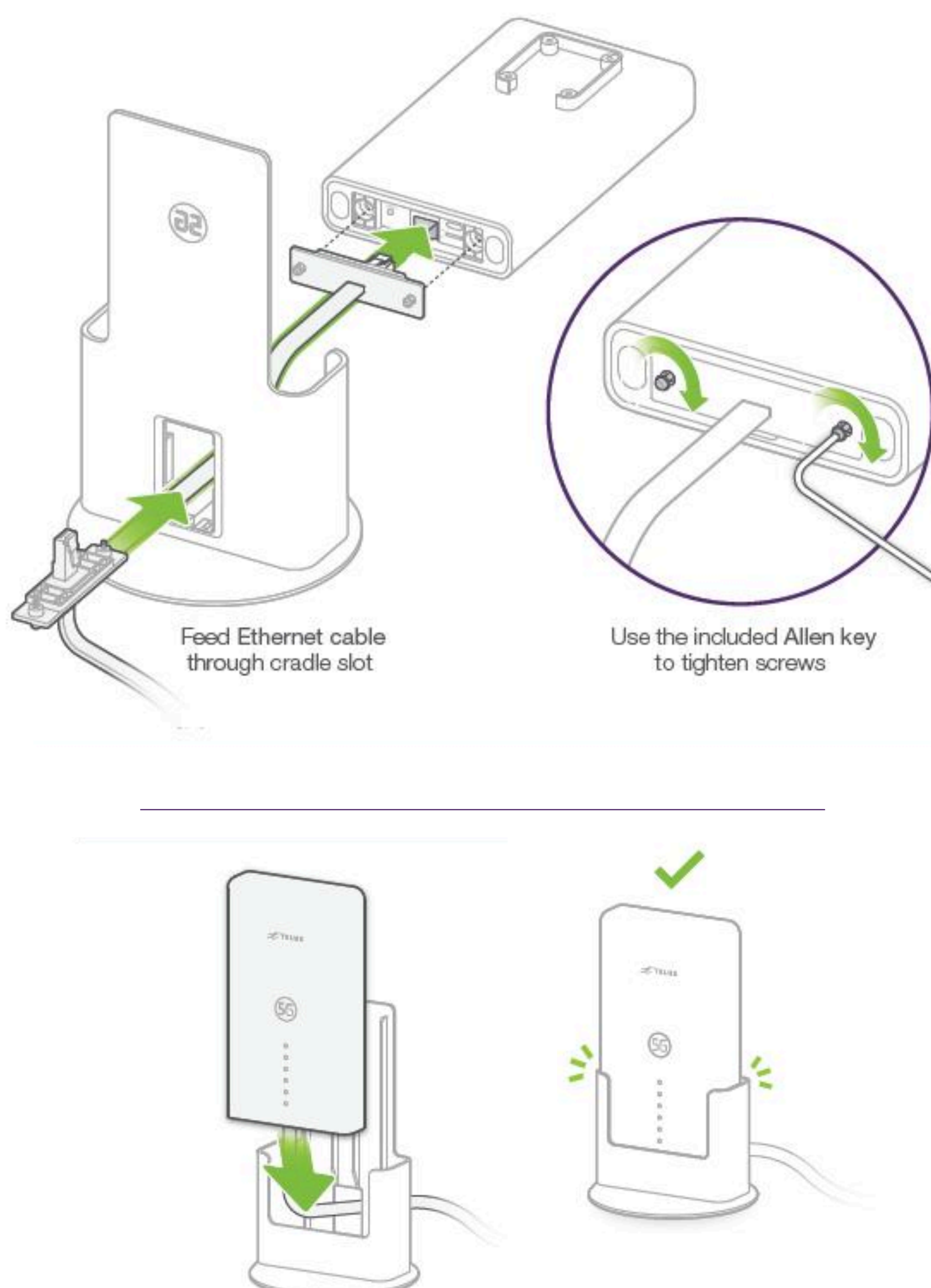| TELUS Wi-Fi Hub | Ethernet cable | Power supply |

You'll need:

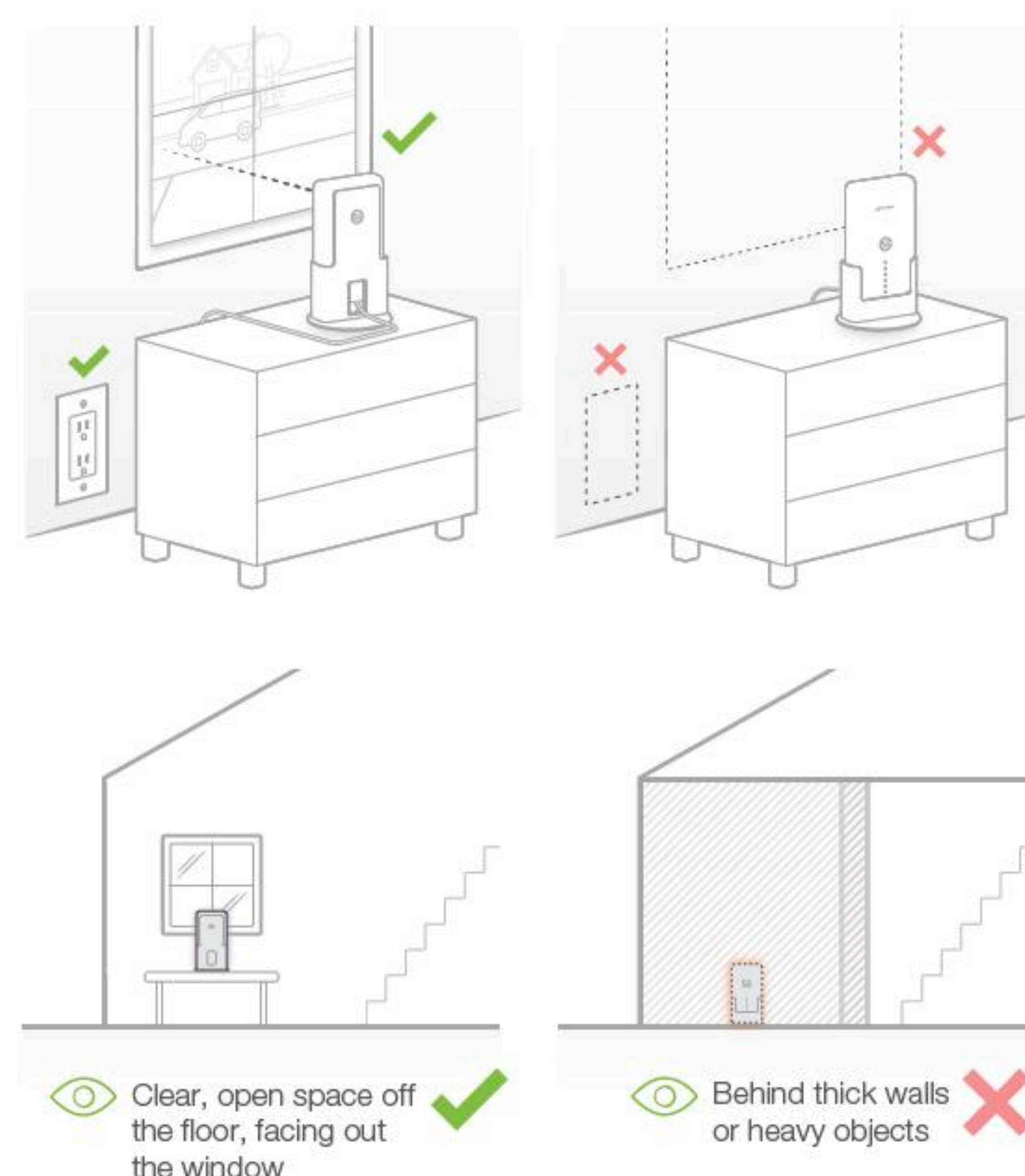| Nano SIM card | Smartphone or Tablet |

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1 — Insert nano SIM card

⚠️ **IMPORTANT**
Device must be powered off before installing or removing the nano SIM card.

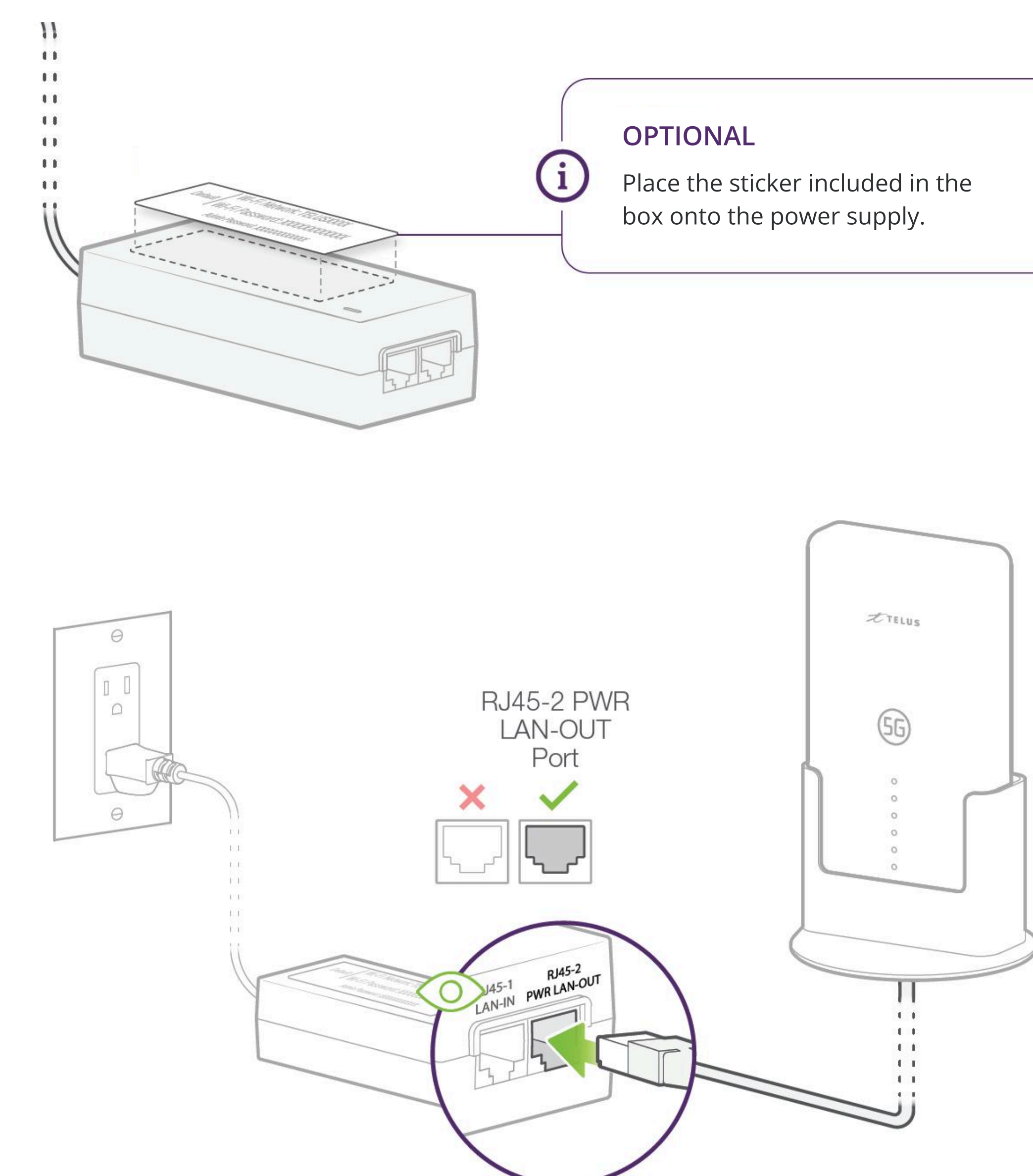## 2 — Connect Ethernet cable and place Smart Hub in Cradle

Feed Ethernet cable through cradle slot

Use the included Allen key to tighten screws

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3 — Select a Location for Smart Hub

👁 Clear, open space off the floor, facing out the window ✔

👁 Behind thick walls or heavy objects ✘

💡 **TIP**
For optimal experience, place your device by a window, facing out the window.

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4 — Connect to Power

ⓘ **OPTIONAL**
Place the sticker included in the box onto the power supply.

RJ45-2 PWR LAN-OUT Port

✘ ✔

RJ45-2 PWR LAN-OUT

RJ45-1 LAN-IN

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5 — Allow Smart Hub to boot up

SIGNAL
- Off
- Solid ✔

👁 2 or 3 solid LED lights indicate a good signal.

Up to 10 minutes

NETWORK
- 5G Solid ✔
- **OR**
- Off
- 3G/4G Flashing ✔

LAN
- Off ✔
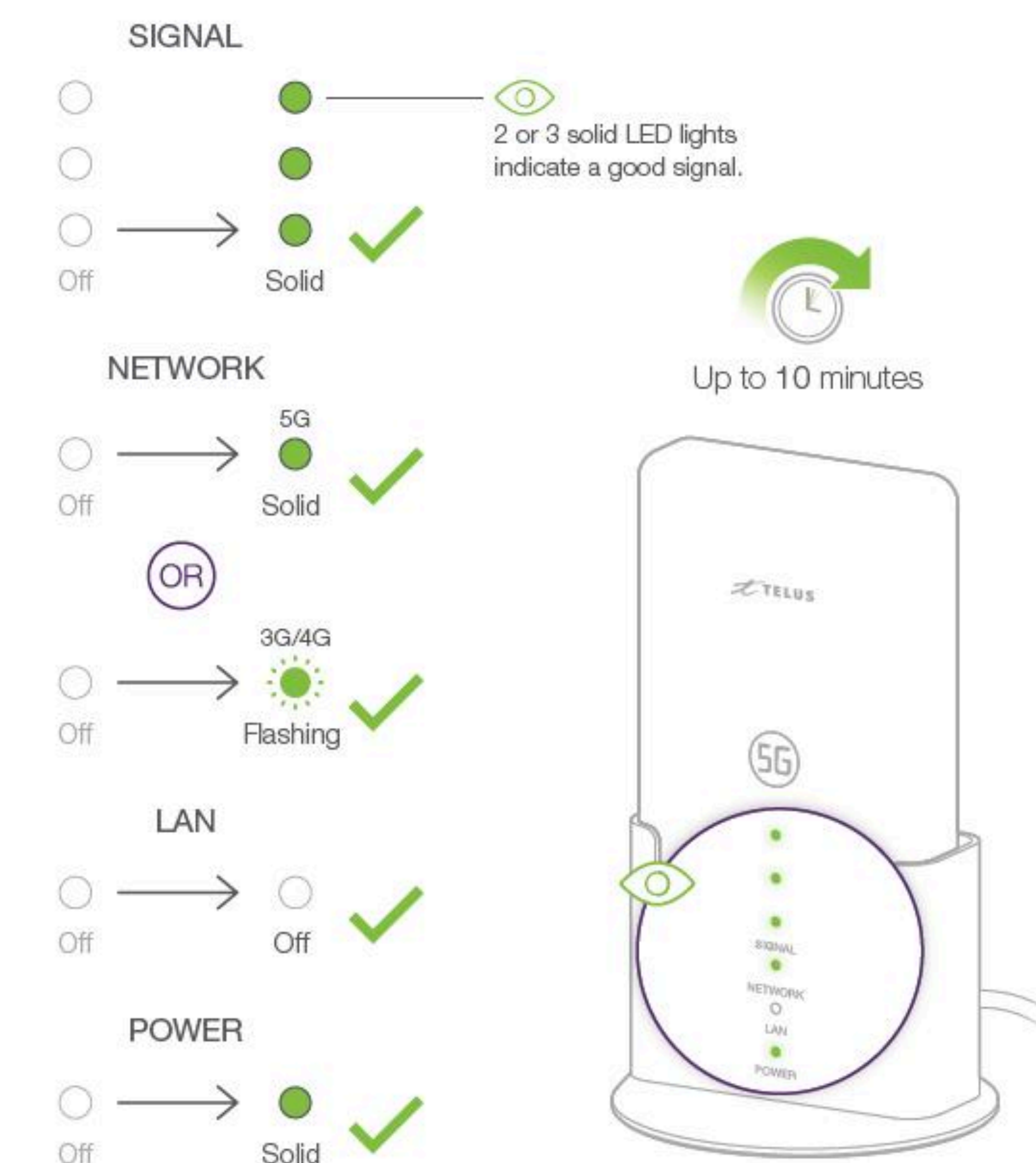
POWER
- Off
- Solid ✔

ⓘ **NOTE**
After connecting power to the Smart Hub, if the Signal LEDs being to flash in sequence, the device is performing a software update. This update can take about 10-12 mins. Wait until the power and signal lights stay on steadily before continuing with the installation.
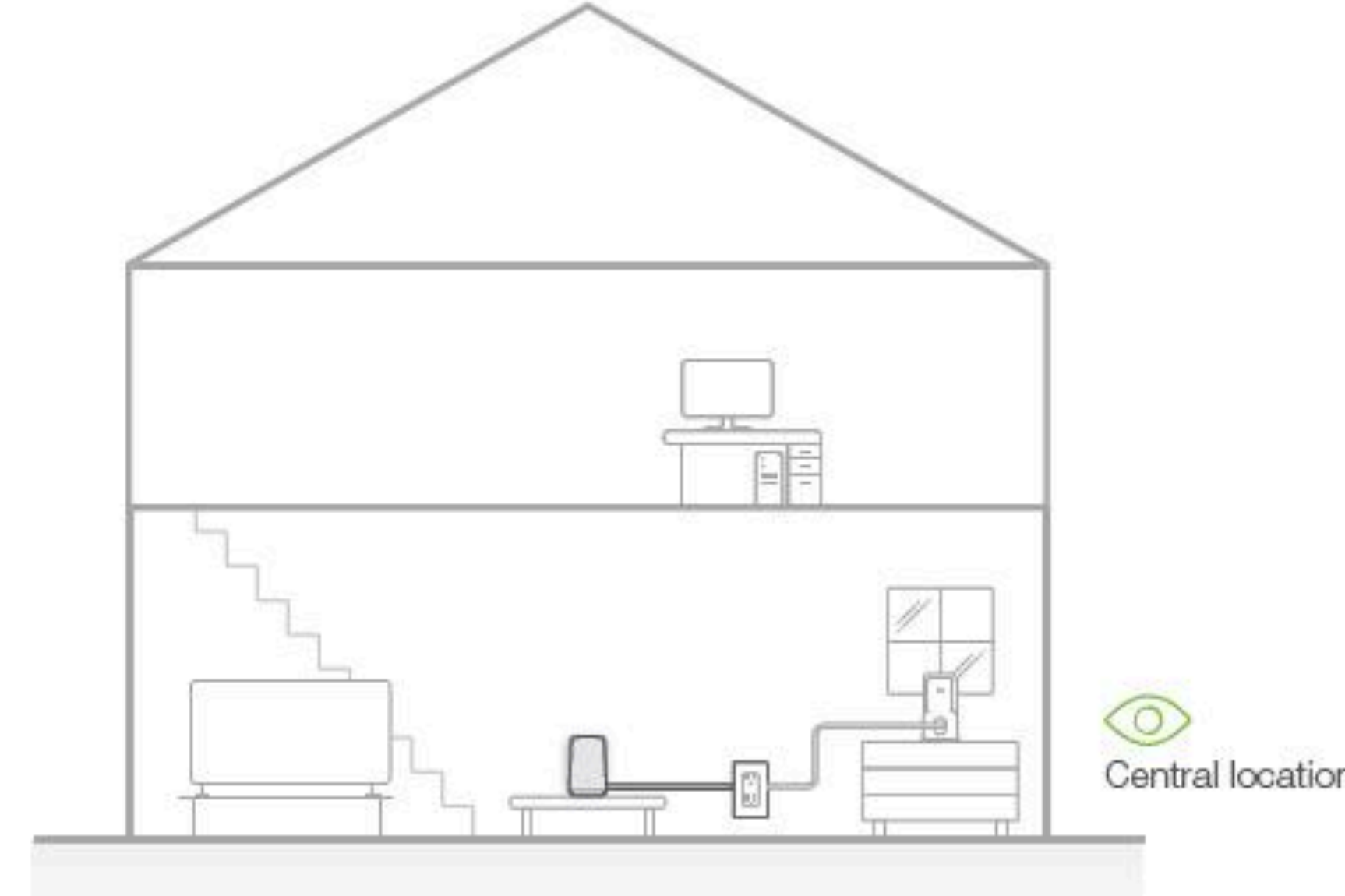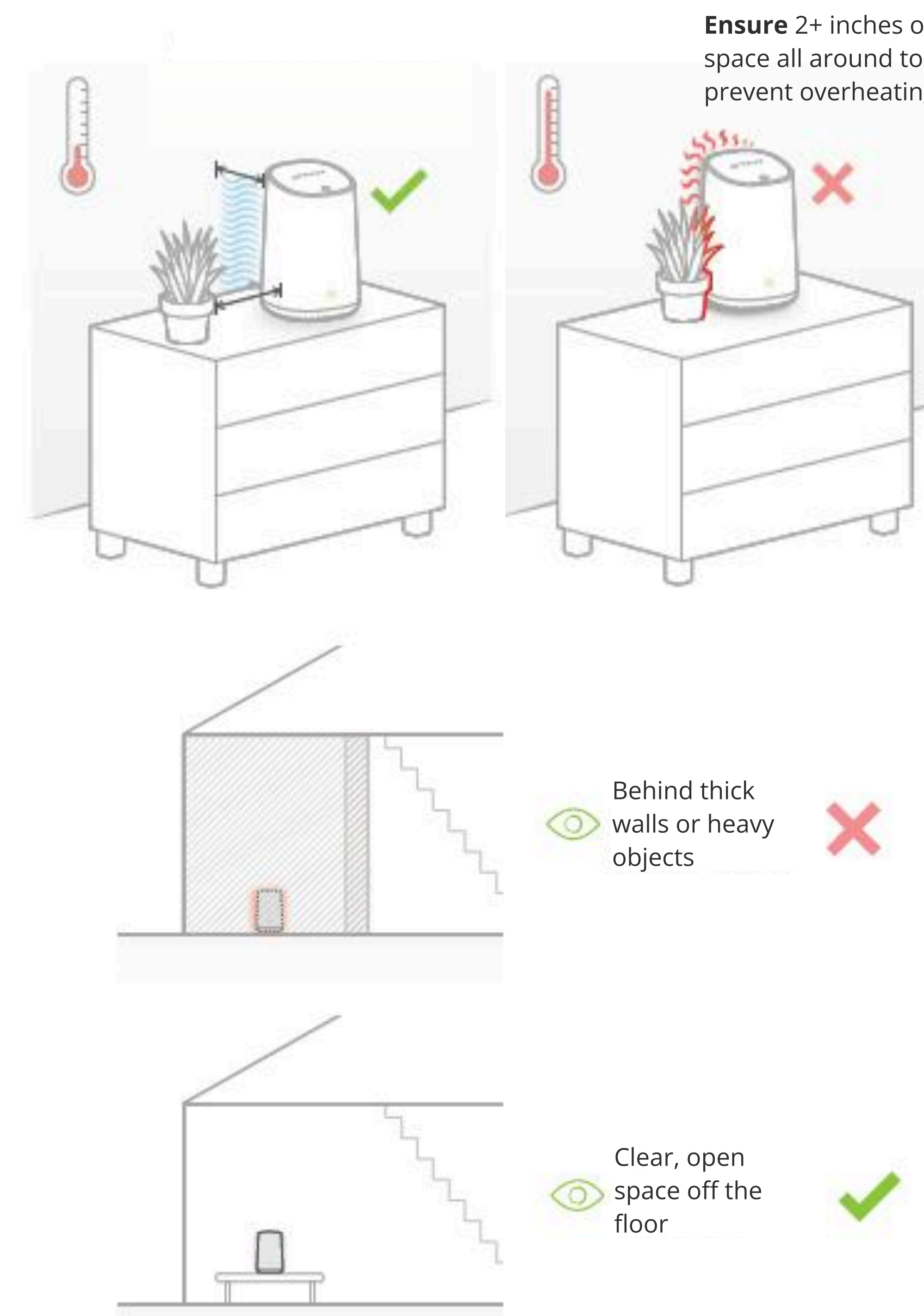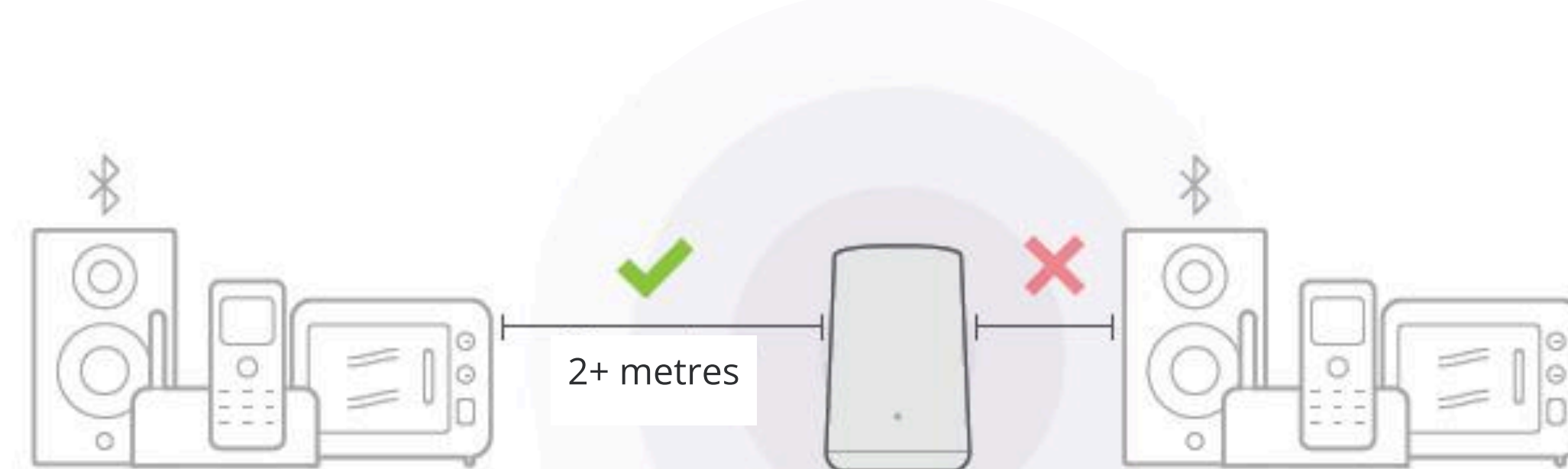
TELUS Wi-Fi Hub Installation

15 minutes
installation time

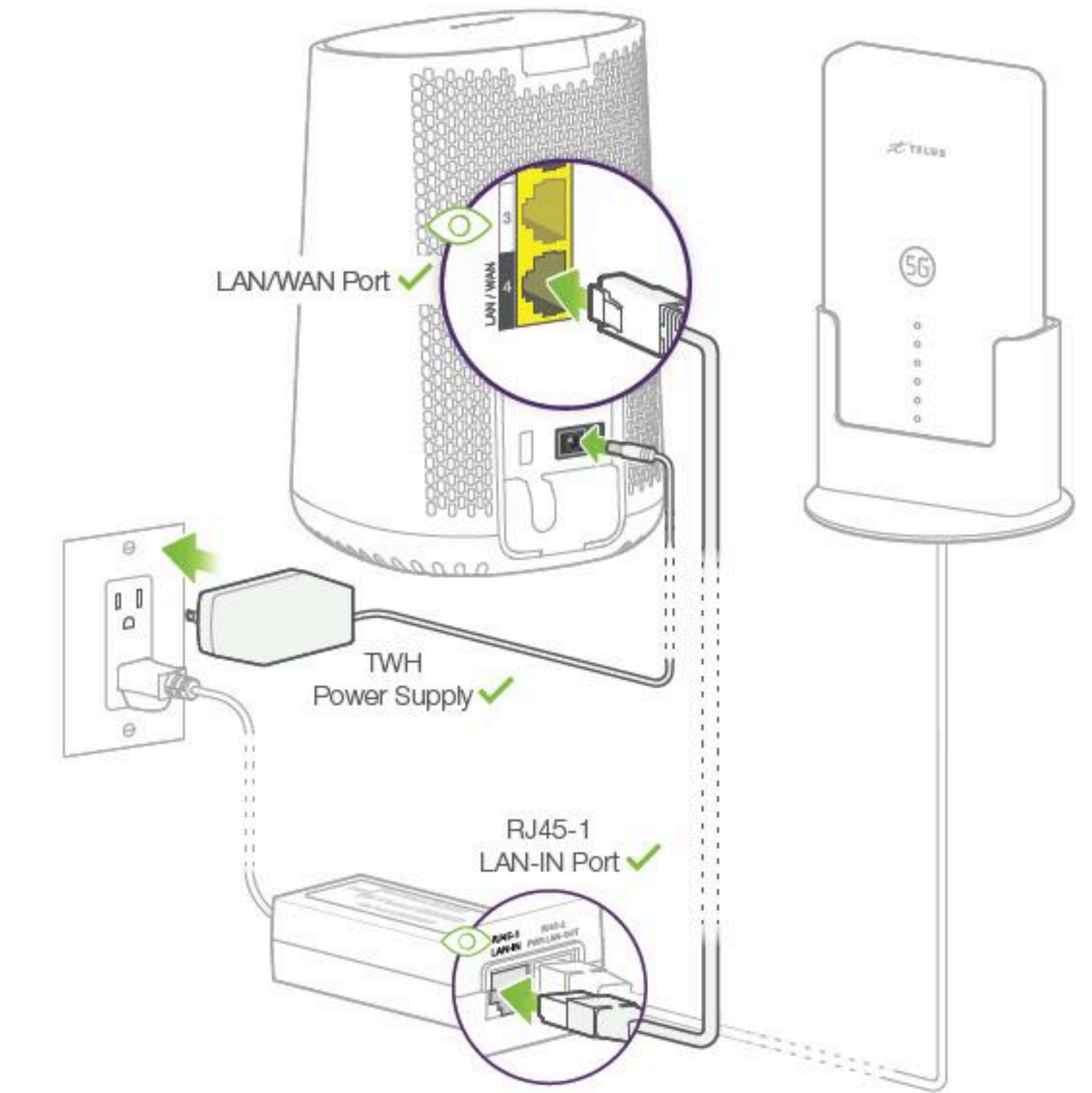### 6 Select a Location for TELUS Wi-Fi Hub

TIP
Try to position the TELUS Wi-Fi Hub as close as possible to the central Wi-Fi usage area of your business.

Central location

TIP
Avoid placing the TELUS Wi-Fi Hub closer than 2 metres to devices such as microwaves, cordless phones or Bluetooth wireless devices.
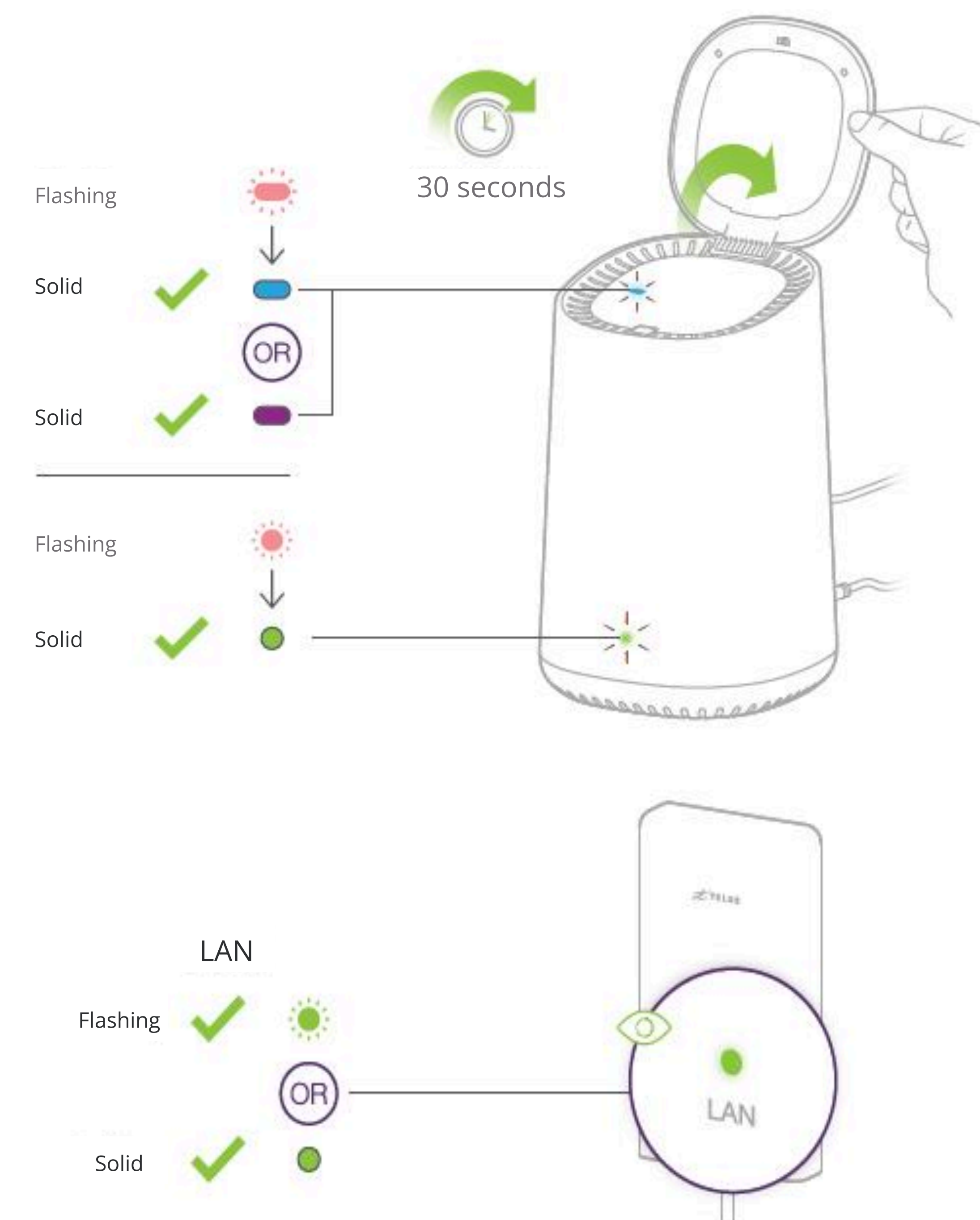
2+ metres

Ensure 2+ inches of space all around to prevent overheating.

Behind thick walls or heavy objects ✗

Clear, open space off the floor ✓

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7 Connect TELUS Wi-Fi Hub

LAN/WAN Port

TWH Power Supply ✓

RJ45-1 LAN-IN Port ✓

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8 Booting up TELUS Wi-Fi Hub

30 seconds

Flashing
↓
Solid ✓

OR

Solid ✓

Flashing
↓
Solid ✓

LAN

Flashing ✓

OR

Solid ✓

Note
Refer to the lid on your TELUS Wi-Fi Hub for more information on LED states and troubleshooting.

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9 Booting up TELUS Wi-Fi Hub

Blue or Purple: Wi-Fi working
Amber: Paused (parental control)
Red: Not working
No Light: No power or light turned

Wi-Fi Network: **TELUSXXXX**
Wi-Fi Password: XXXXXXXXX
Admin Password: XXXXXXXXXXX

Settings

Settings   Wi-Fi
Wi-Fi
CHOOSE A NETWORK...
TELUSXXXX

Ask to Join Networks

9:41
Enter the password for "TELUSXXXX"
Cancel   Enter Password   Join
Password   XXXXXXXXXXXX

NOTE
Once you are connected to the TELUS Wi-Fi Hub, test your internet connection by searching for a website from your Internet browser.

You're all done!

Additional Support

For additional installation and setup support please visit:

telus.com/StartSmartHub

Scan here

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