



Wireless Home Internet
& Wi-Fi Setup

Indoor Self-Installation Guide

Multi-Dwellings ONLY
(Condominiums / Apartments)

MC7530CA



LEGAL DISCLAIMER

On equipment receipt, you must always verify that the equipment is complete and not damaged. You must install your equipment as soon as possible following the best practices provided here or at telus.com/WirelessHomeSupport. It is your responsibility to read the installation guide(s) and follow the instructions provided. Should you need help, please see telus.com/WirelessHomeSupport.

You must immediately inform TELUS of any malfunctioning of the services or of the self-installed equipment, software and/or applications. You assume all responsibility and risks associated with installing, configuring, using and uninstalling the equipment, software and/or applications, including the risk of any damage, loss, injury or harm that may result. You are responsible for any damage of equipment, including but not limited to damage occurring during a self-install, and you shall be responsible for the replacement cost of said equipment.

New customer? Get the TELUS Connect app



Log in with your My TELUS credentials and begin self-install.

Existing customer? Use the TELUS Connect app

Select your newest TELUS account before setting up your device.

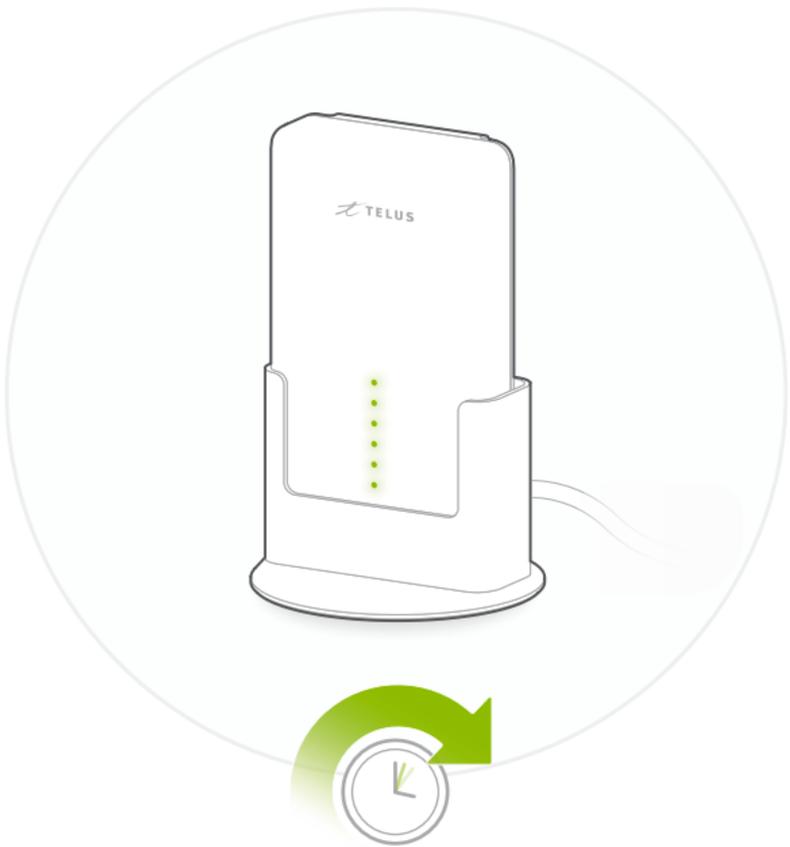


IMPORTANT

Once you begin the in-app self-install, continue to follow the on-screen instructions and disregard this guide.



Wireless Home Internet device Installation for Multi-Dwelling Units (Condominiums / Apartments)



20 minutes
installation time

Before you start

Wireless Home Internet device installation

See how its done:



To watch an overview installation video, visit telus.com/WirelessHomeSetup or scan the QR code.



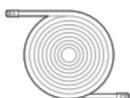
What's in the Wireless Home Internet device box?



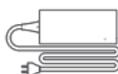
Wireless Home Internet device



Cover plate



Ethernet cable (20 metres)



Power supply (PoE)



Cradle



Anti-Theft wrench

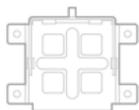


Password sticker



Circle stickers

Not required for your installation



Mounting bracket



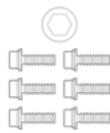
Backplate holder



Backplate



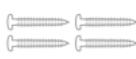
Assembly screws (M5)



Assembly screws (M6)



Wall anchors



Wall screws



Metal clamps



Hex wrench



Connection kits



You'll need:



Nano SIM card

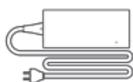


Smartphone or Tablet

1

Place password sticker onto PoE

You'll need:



Power supply (PoE)

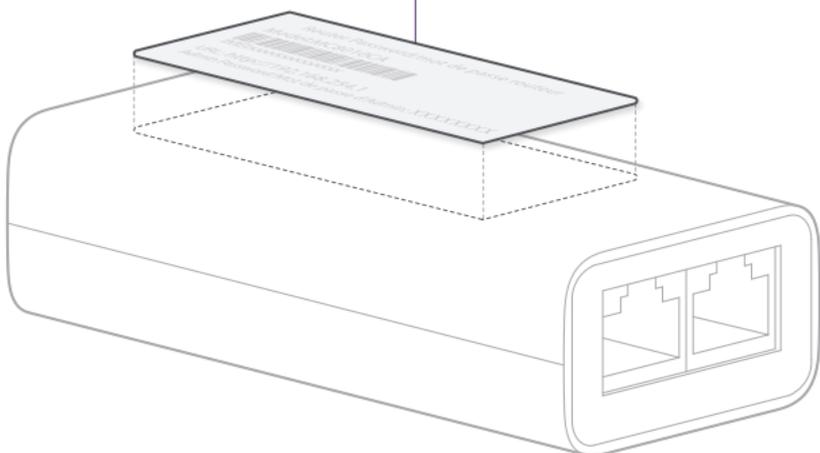


Password sticker

NOTE



Place the password sticker included in the box onto the power supply (PoE).



2

Insert nano SIM card

You'll need:



IMPORTANT

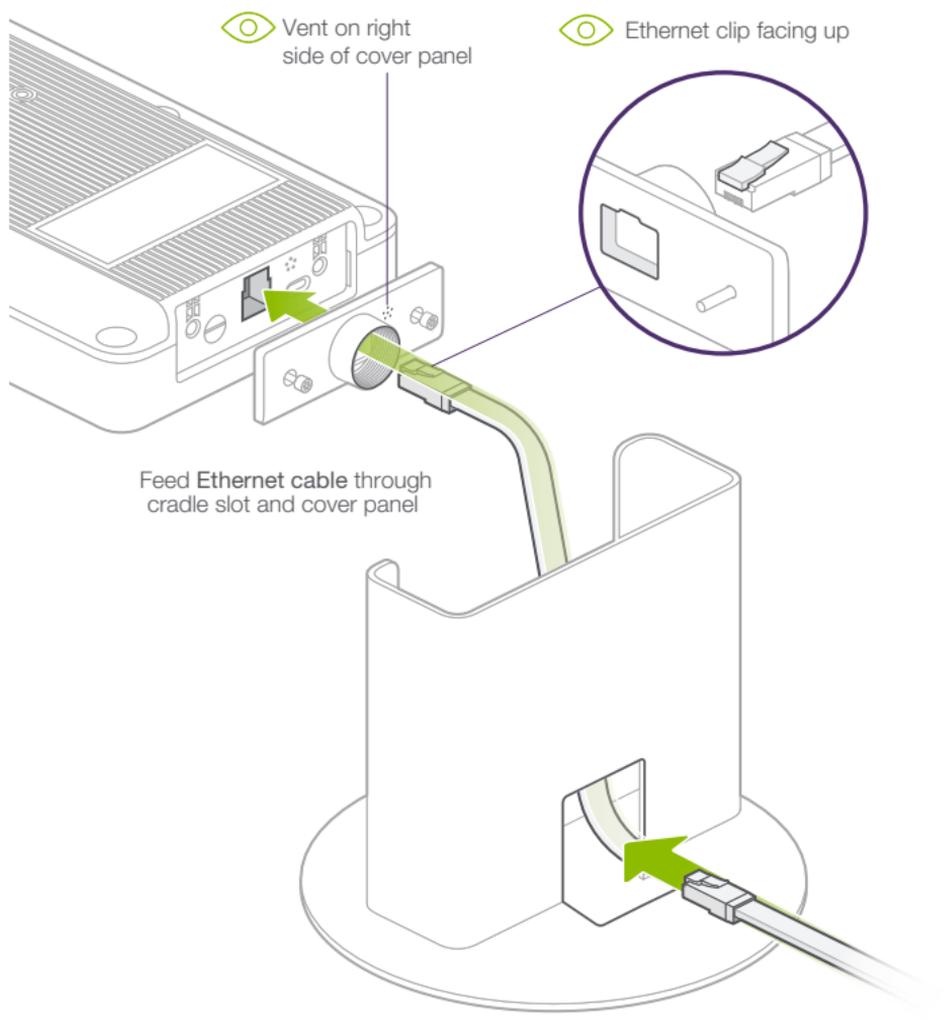
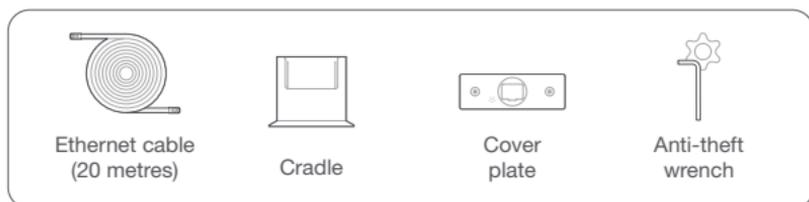
Device must be powered off before installing or removing the nano SIM card. SIM card must be activated on a compatible rate plan.



3a

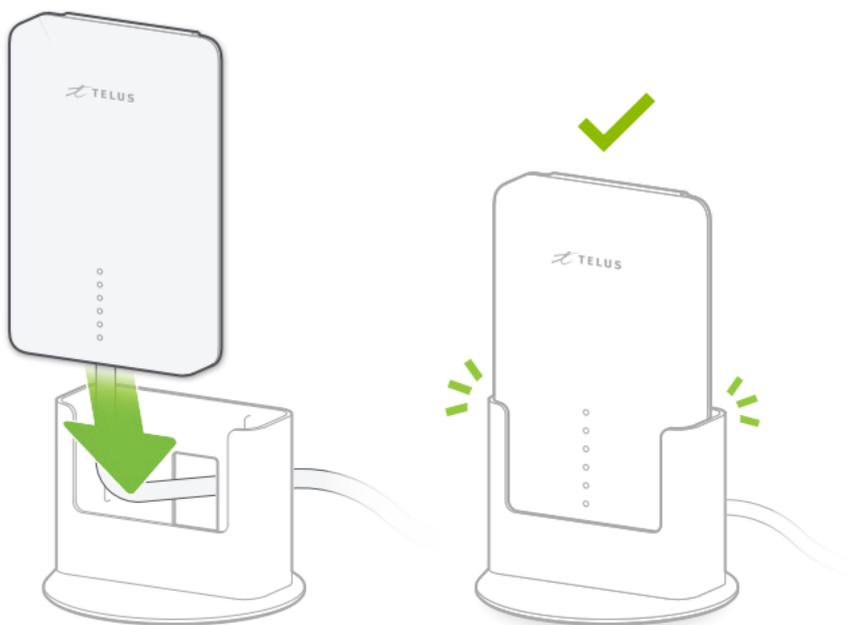
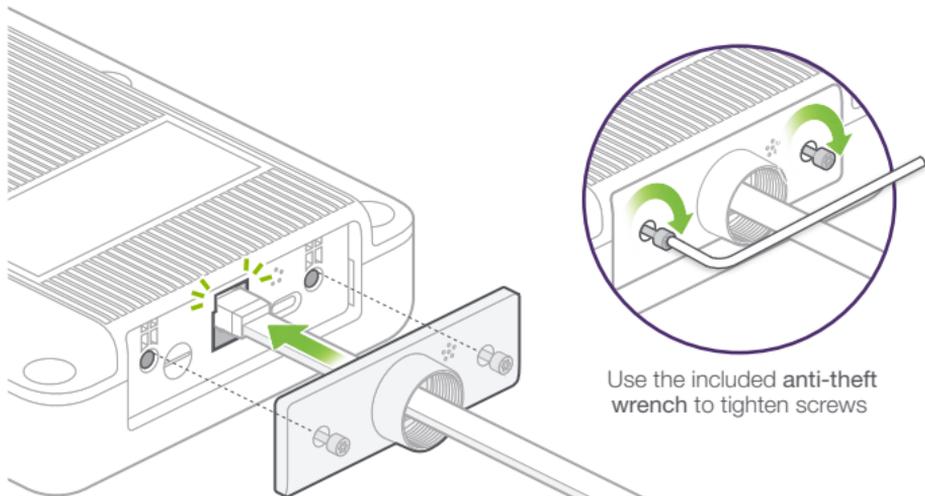
Connect Ethernet cable and place Wireless Home Internet device in Cradle

You'll need:



3b

Connect Ethernet cable and place
Wireless Home Internet device in Cradle



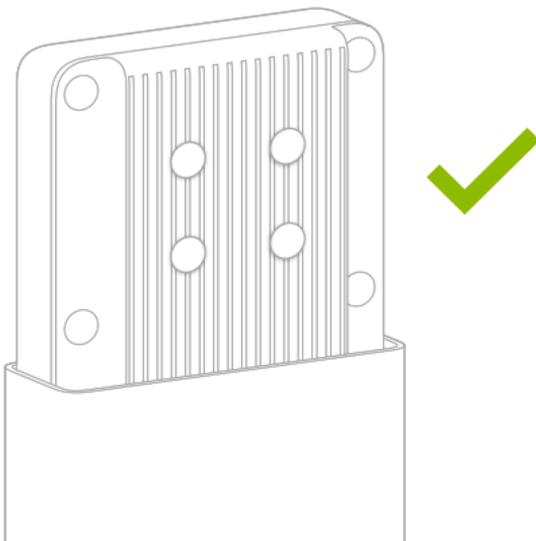
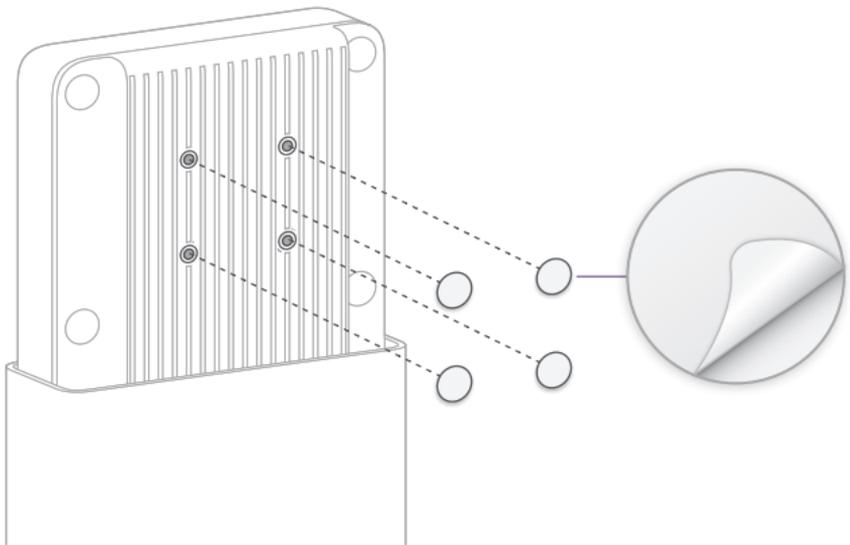
4

Cover mounting holes

You'll need:

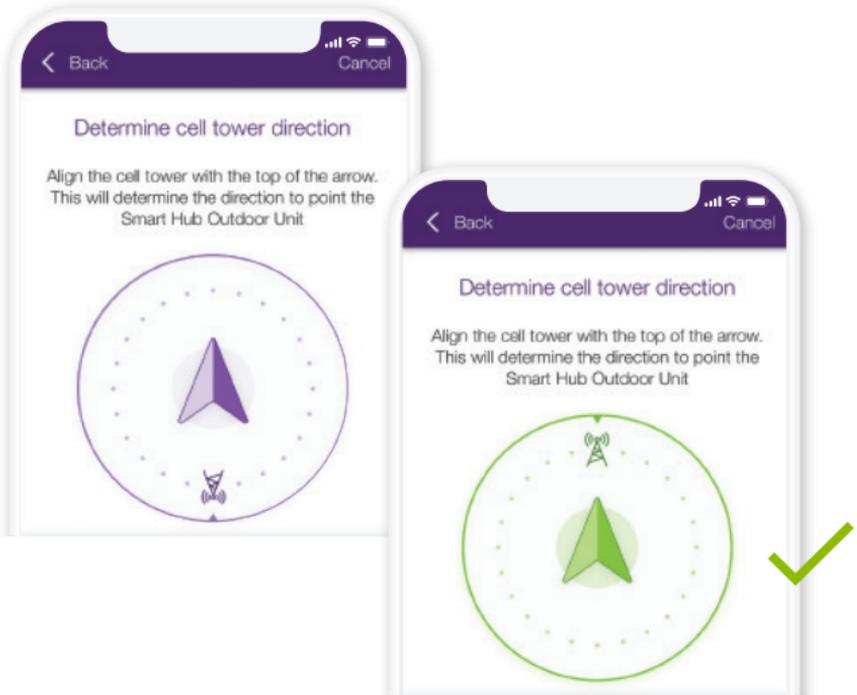


Circle stickers



5

Determine cell tower direction

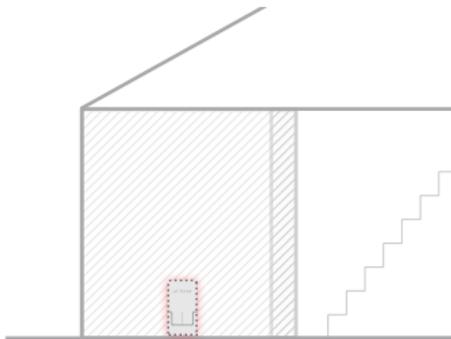
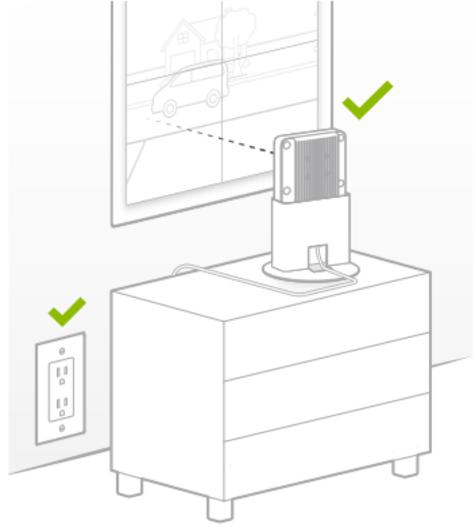
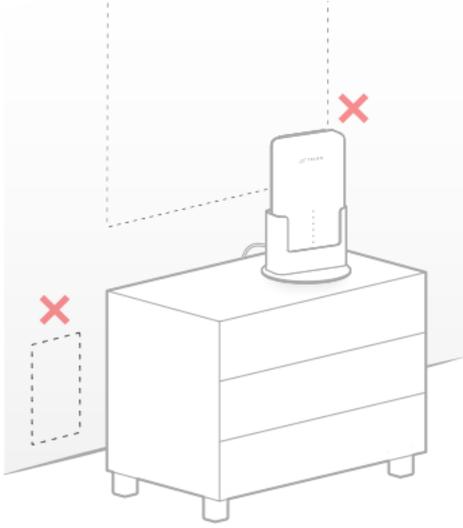


Use the compass feature on the TELUS Connect app, to find the direction of your nearest cell tower.

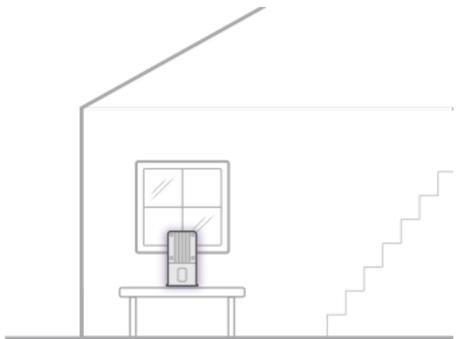
Can't find the direction?

✘ If you are unable to determine direction of install, visit telus.com/WirelessHomeSetup for additional support.

Select a location



👁️ Behind thick walls or heavy objects ❌



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

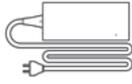
**TIP**

For optimal experience, place your device by a window closest to the cell tower direction, facing out the window.

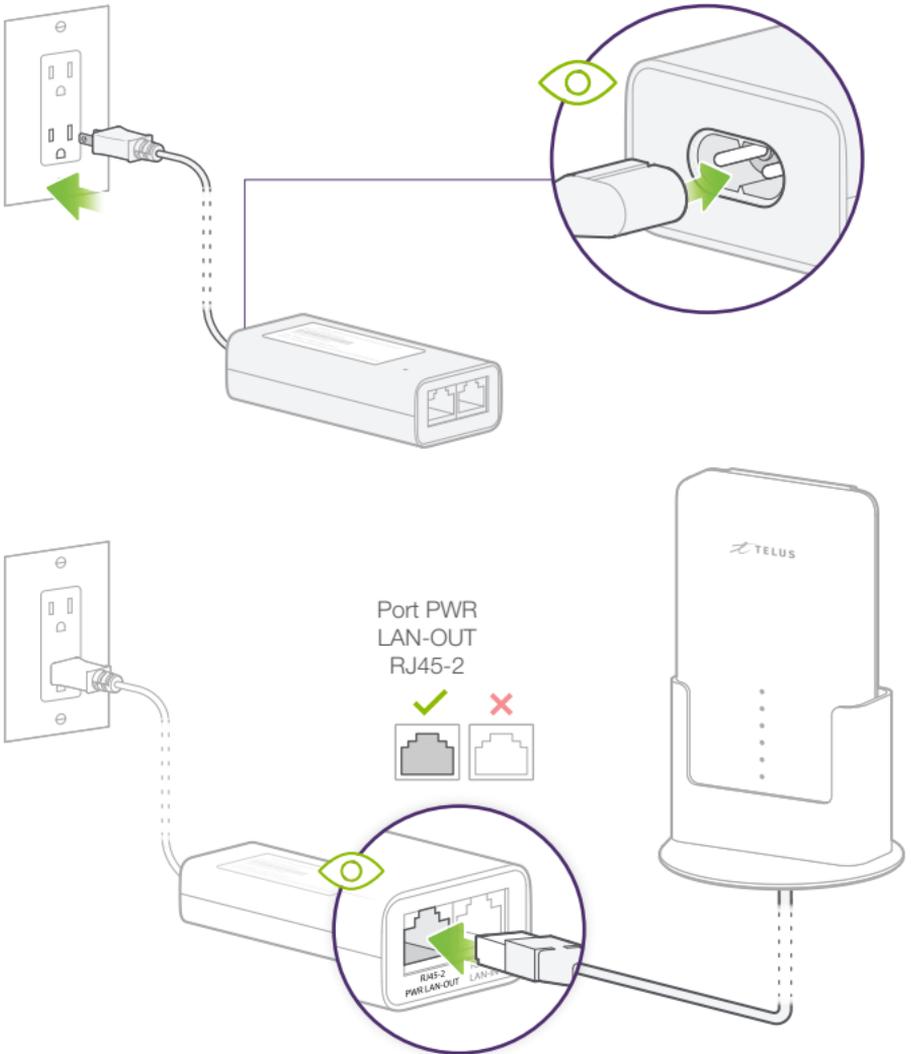
7

Connect to power

You'll need:



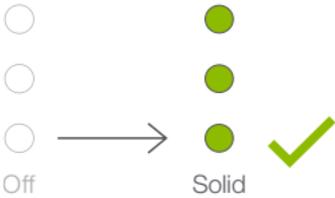
Power supply (PoE)



8

Allow Wireless Home Internet device to boot up

SIGNAL

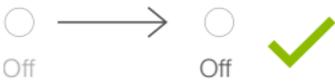


Up to 10 minutes

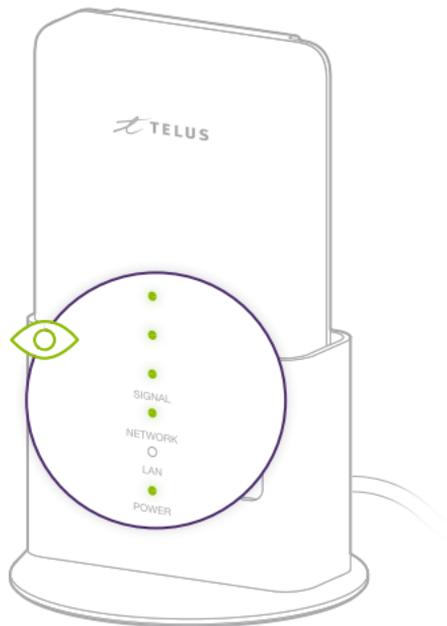
NETWORK



LAN



POWER

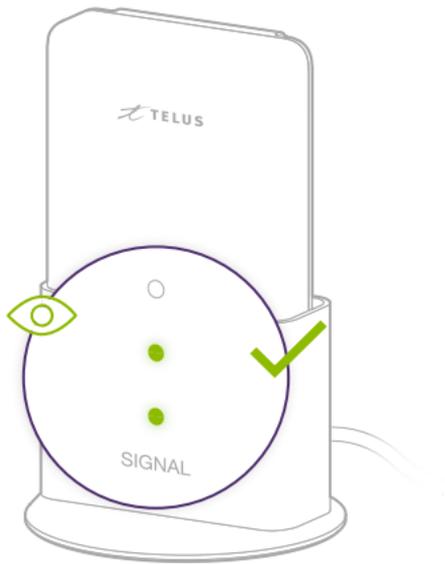


NOTE

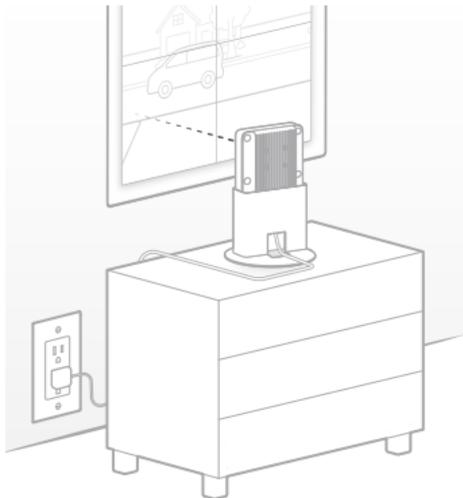


After connecting power to the Wireless Home Internet device, if the Signal LEDs begin to flash in sequence, the device is performing a software update. This update can take about 10~12 mins. Wait until the power and signal lights stay on steadily before continuing with the installation.

Check for service

**No service?**

- Ensure that your device is facing out the window.
- Ensure that you run the Compass app within the TELUS Connect app to make sure you are installing in a location with the best signal.





TELUS Wi-Fi Hub installation

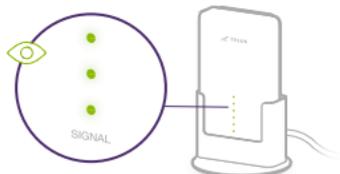


15 minutes
installation time

Before you start

TELUS Wi-Fi Hub installation

What's been completed?



Wireless Home Internet device installed with signal

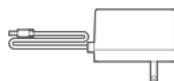
What's in the box?



TELUS Wi-Fi Hub



Ethernet cable



Power supply

You'll need:



Smartphone or tablet

TELUS Wi-Fi Hub placement

TIP



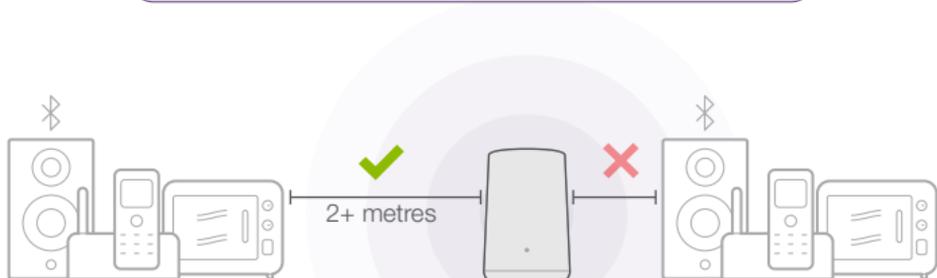
Within reach of the Ethernet Cable, try to position the TELUS Wi-Fi Hub as close as possible to the central Wi-Fi usage area of your home. Use an extension cable if necessary.



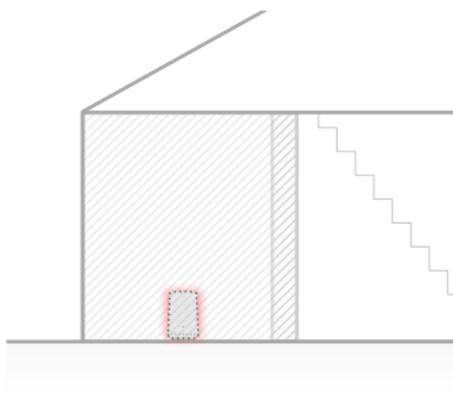
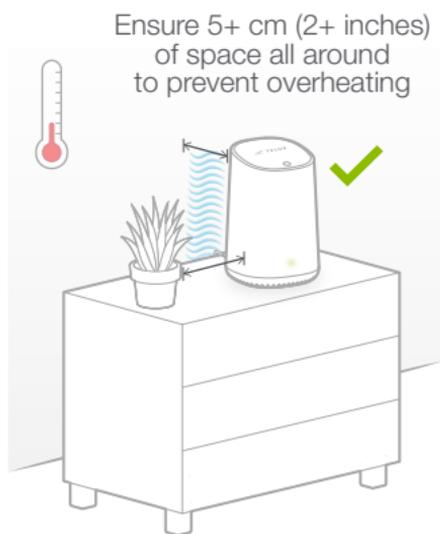
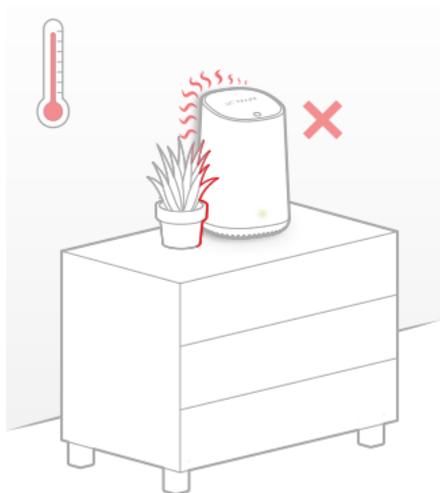
TIP



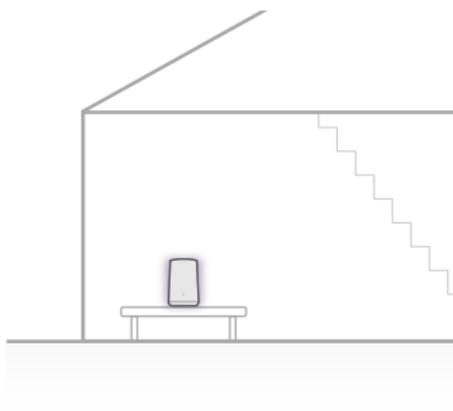
Avoid placing the TELUS Wi-Fi Hub closer than **2 metres** to devices such as microwaves, cordless phones or Bluetooth wireless devices.



TELUS Wi-Fi Hub placement

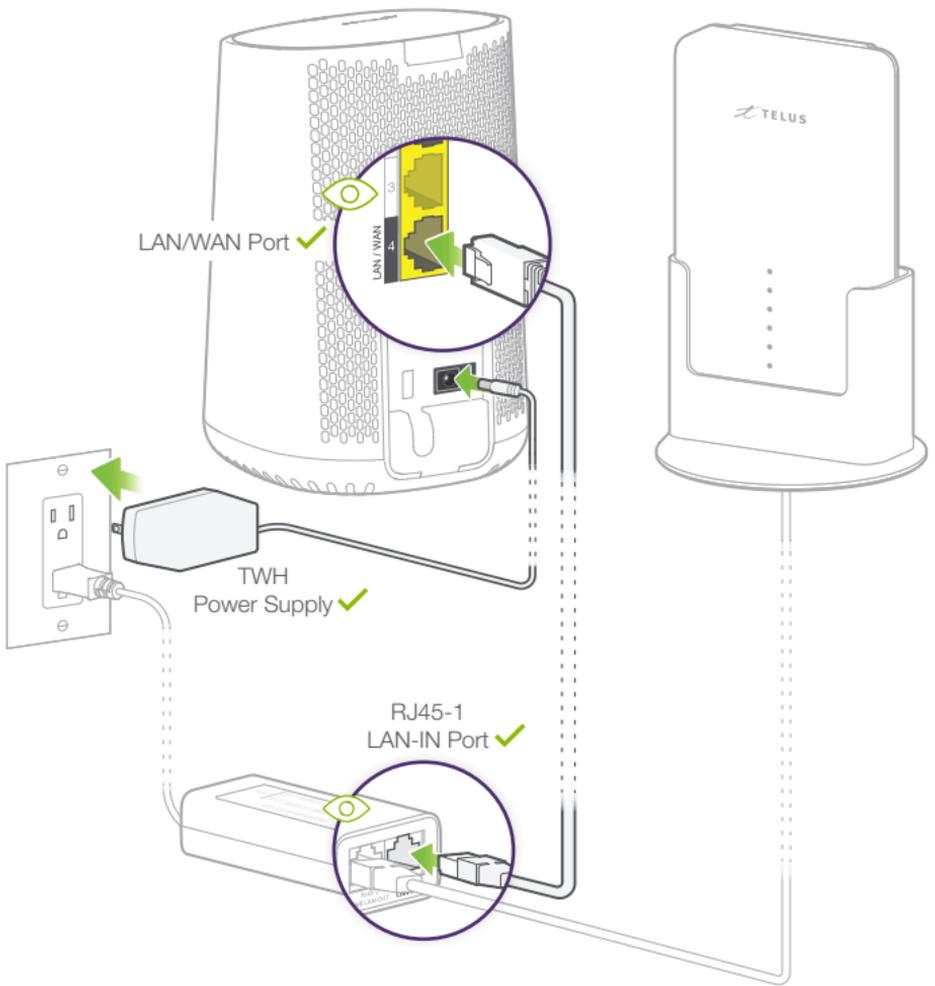


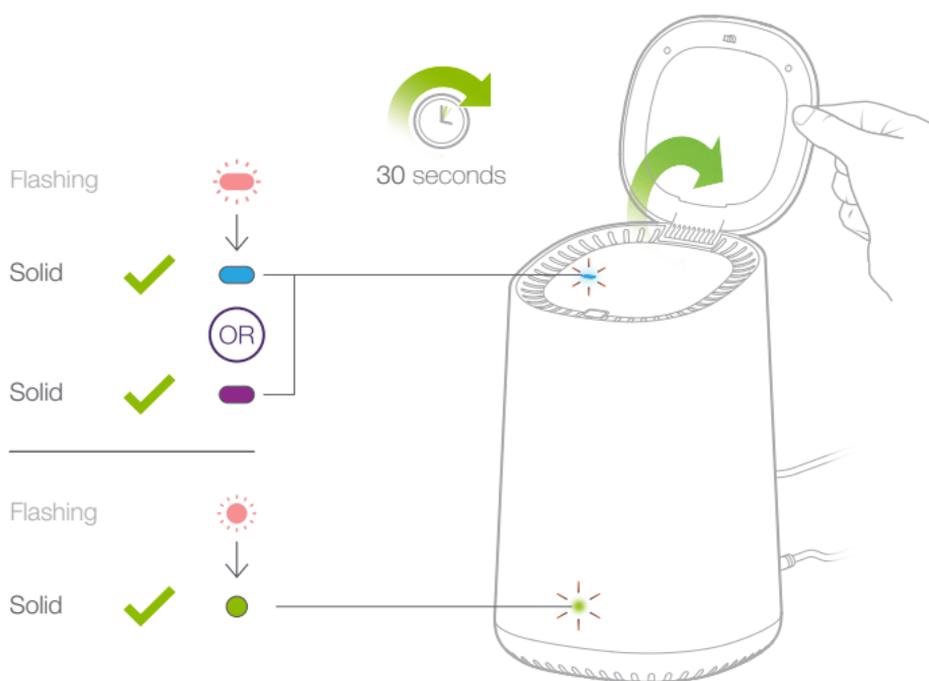
Behind thick walls or heavy objects 



Clear, open space off the floor 

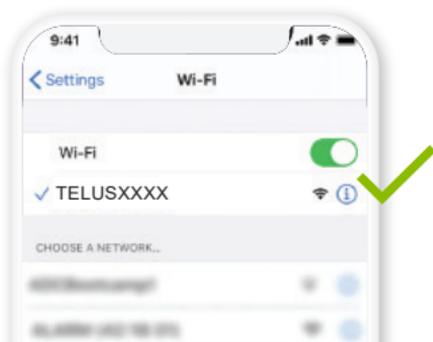
Connect TELUS Wi-Fi Hub



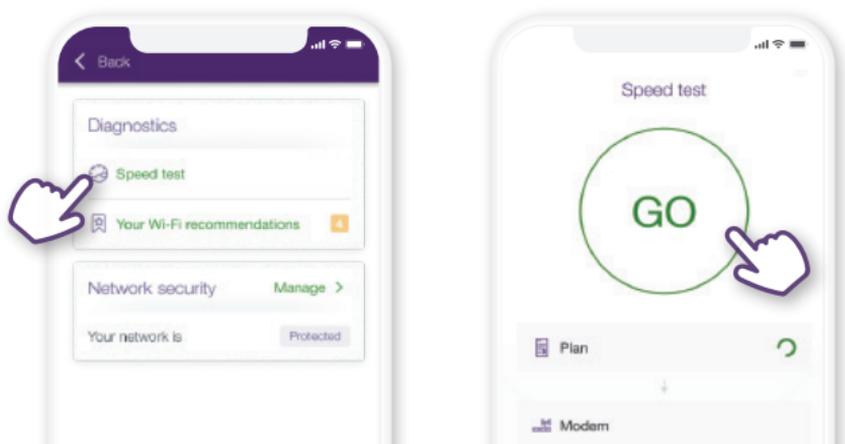
**NOTE**

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



**NOTE**

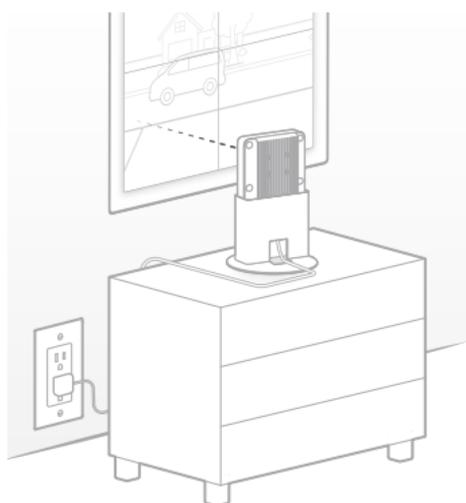
Once you are connected to the TELUS Wi-Fi Hub, test your Internet connection by searching for a website from your Internet browser.



Slow speeds?

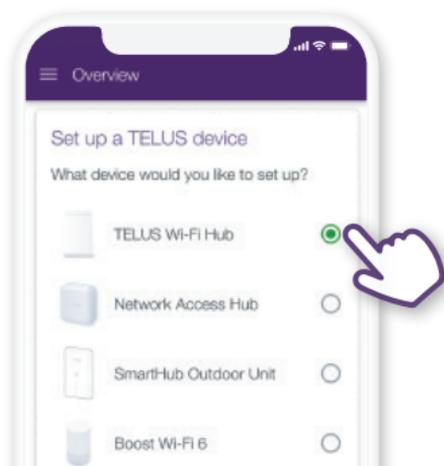


- Ensure that your device is facing out the window.
- Ensure that you run the Compass app within the TELUS Connect app to make sure you are installing in a location with the best signal.



**TIP**

With the TELUS TELUS Connect app, if you set your new Wi-Fi Network Name and Password to the same as your previous Wi-Fi, all your devices automatically reconnect.

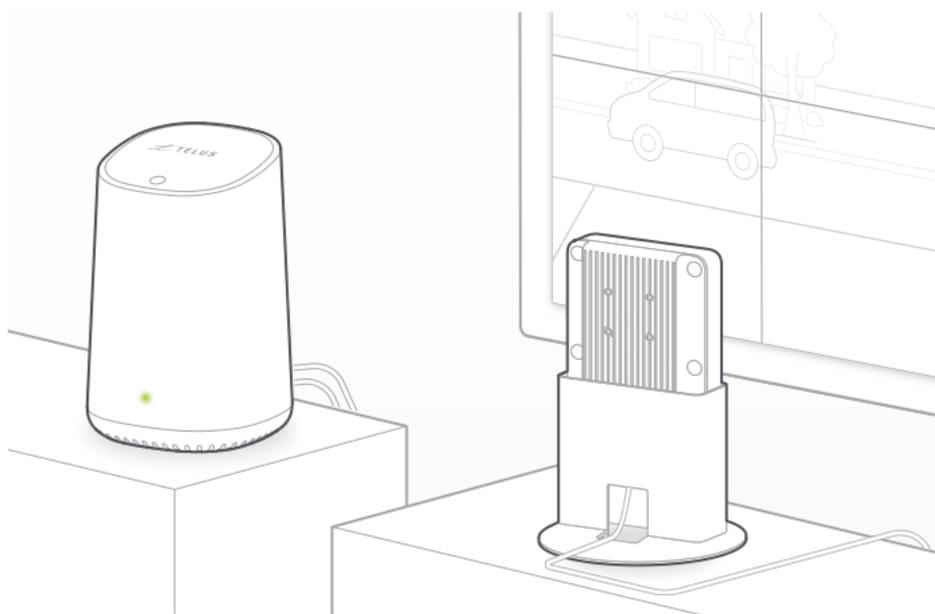


Select 'Set up Wi-Fi Hub'. Follow the on-screen instructions to configure your network and access admin controls.



Don't forget to connect all your devices to your new Wi-Fi network.

Nice work, you're all done!



Additional support

For installation and setup support please visit:

telus.com/WirelessHomeSetup



For general support please visit:

telus.com/WirelessHomeSupport



NOTE



Device is to be operated at a minimum of 30 cm from the user according to ISED Standard RSS-102.

Wireless Home Internet device LED reference guide



SIGNAL

- | | | |
|-------|--|---|
| Off | | There is no signal or nano SIM card inserted |
| Solid | | The signal strength is shown by 3 LEDs. The stronger the signal the more LEDs are illuminated |

NETWORK

- | | | |
|----------|--|---|
| Flashing | | The device is in error status: <ul style="list-style-type: none">• The device is not registered to the mobile network• There is no nano SIM card inserted• There is no network service available |
| Flashing | | The device is registered or connected to the 3G/4G mobile network |
| Solid | | The device is registered or connected to the 5G mobile network |

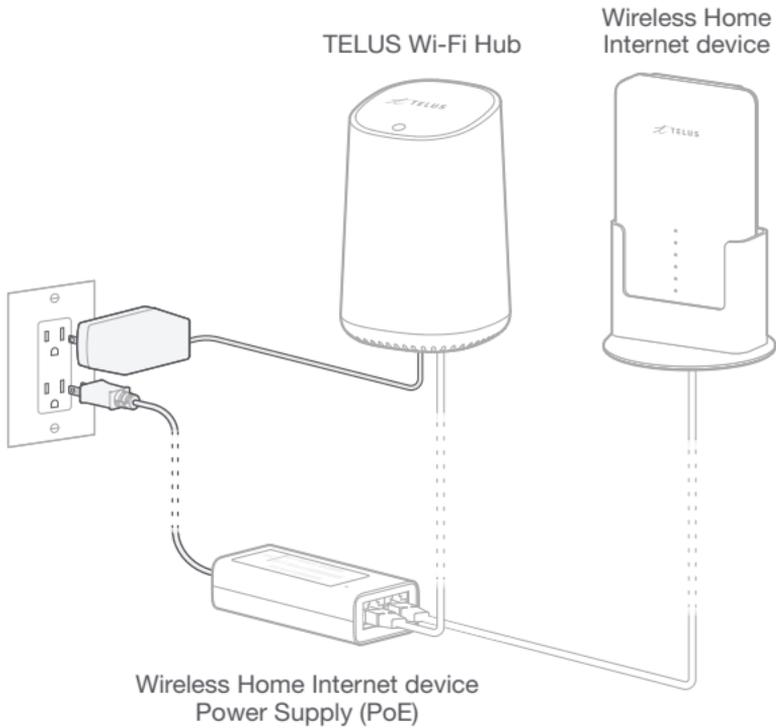
LAN

- | | | |
|----------|--|-------------------------------|
| Off | | The LAN port is not connected |
| Flashing | | Data is being transferred |
| Solid | | The LAN port is connected |

POWER

- | | | |
|-------|--|---|
| Off | | Power is off |
| Solid | | Power is on and external power supply is working normally |

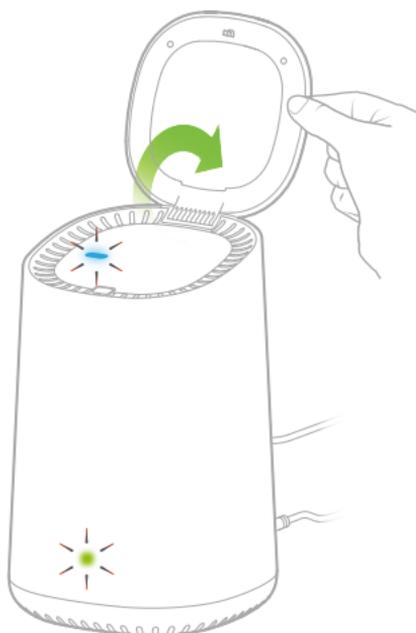
Wireless Home Internet troubleshooting



Can't access the Internet?

- Make sure the device is facing the window pointing outside.
- Make sure the Ethernet cables are connected as outlined in previous steps.
- Having issues connecting the device to the TELUS network, power cycle the Smart Hub (unplug the power supply and plug it back in to restore power).
- Having issues with your Wi-Fi connectivity, power cycle the TELUS Wi-Fi Hub (unplug the power cable and plug it back in to restore power).
- Not able to connect to your Wi-Fi network, check the LED status on the TELUS Wi-Fi Hub and use the TELUS Connect app to check the Wi-Fi settings.
- Still have Internet access problems, visit [telus.com/WirelessHomeSetup](https://www.telus.com/WirelessHomeSetup).

TELUS Wi-Fi Hub LED reference guide

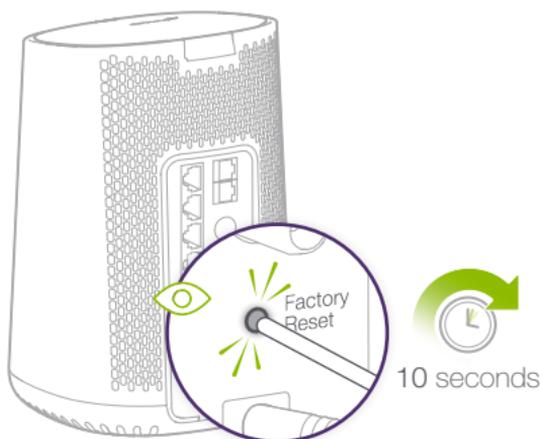


LED reference guide



TELUS Wi-Fi Hub troubleshooting

- Having issues connecting to the Internet or no lights are on, unplug the power cable from the back of the Wi-Fi Hub, wait 30 seconds and plug it back in.
- If issues persist or you have trouble with successfully entering the admin password, reset the Wi-Fi Hub to factory defaults and try again.





IC NOTICE

This radio transmitter (identify the device by certification number, or model number if Category II) has been approved by Industry Canada to operate with the antenna types listed below with the maximum permissible gain and required antenna impedance for each antenna type indicated. Antenna types not included in this list, having a gain greater than the maximum gain indicated for that type, are strictly prohibited for use with this device.

Immediately following the above notice, the manufacturer shall provide a list of all antenna types approved for use with the transmitter, indicating the maximum permission antenna gain (in dBi) and required impedance for each.

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

- (1) this device may not cause interference, and
- (2) this device must accept any interference, including interference that may cause undesired operation of the device.

This Class B digital apparatus complies with Canadian ICES-003.

IC: 5200E-MC7530CA

IC RADIATION EXPOSURE STATEMENT

This device complies with IC radiation exposure limits set forth for an uncontrolled environment. In order to avoid the possibility of exceeding the IC radio frequency exposure limits, human proximity to the antenna shall not be less than 30cm (12 inches) during normal operation.