

TELUS

PureFibre Internet

Installation Guide



the future is friendly

Before you get started

Important: These instructions will guide you to setup your new TELUS PureFibre Internet. If you are replacing existing equipment as part of a repair, locate your existing modem and take a picture of the back of the device, noting which cables are connected to LAN and COAX ports, so you can reconnect those later. Then, unplug the existing device and follow the instructions in this booklet to install your new TELUS Wi-Fi Hub.

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What you'll find in your kit:



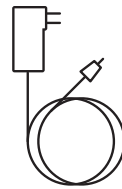
Installation Guide



TELUS Wi-Fi Hub



Ethernet Cable



Power Adaptor Cable

Additional support:

If you try the following instructions and need help with any part of your install, call TELUS Technical Support:

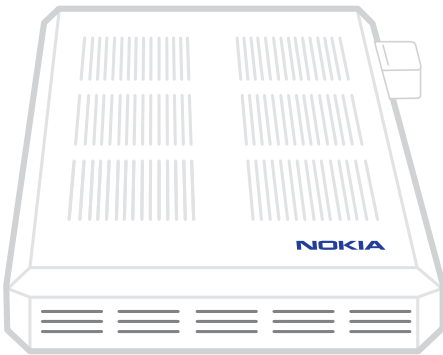
In Quebec, call **310-1212**

In BC and Alberta, call **1-888-811-2323**

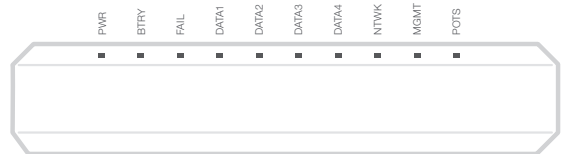
Step 1: Locate and identify the Fibre Terminal

- 1 Locate the Fibre Terminal in your home. The Fibre Terminal is generally located in one of the following places:
 - Where fibre comes into the home, often in a communications panel, basement, or garage
 - With other network connections (electricity, phone, cable, etc.), near an electrical or phone jack
 - A central location in your home, often near where a TV or home phone might be connected

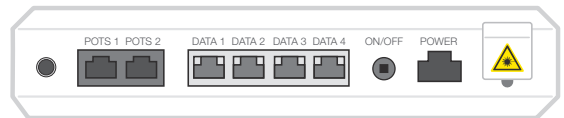
Nokia Fibre Terminal



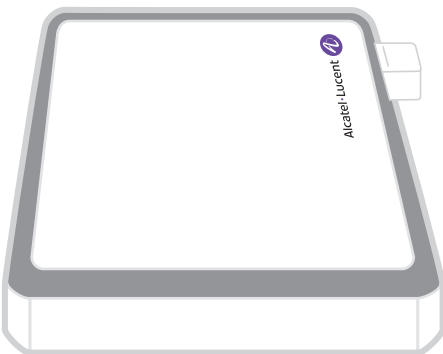
Front view



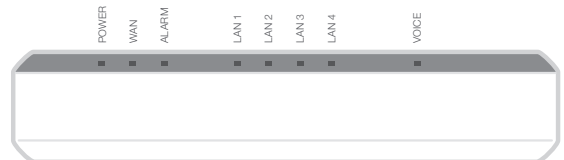
Back view



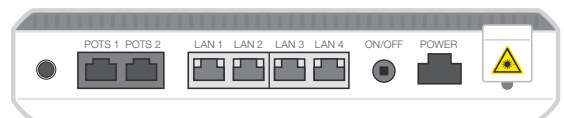
Alcatel Fibre Terminal



Front view



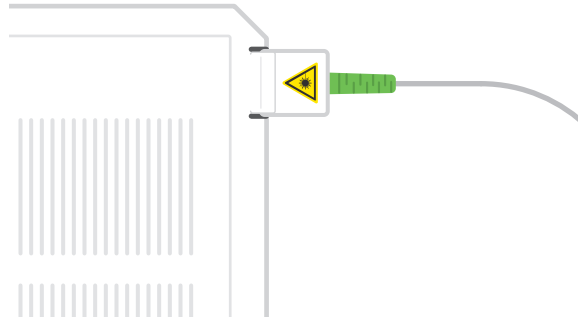
Back view



Step 2: Connect the Fibre Terminal to the Wi-Fi Hub

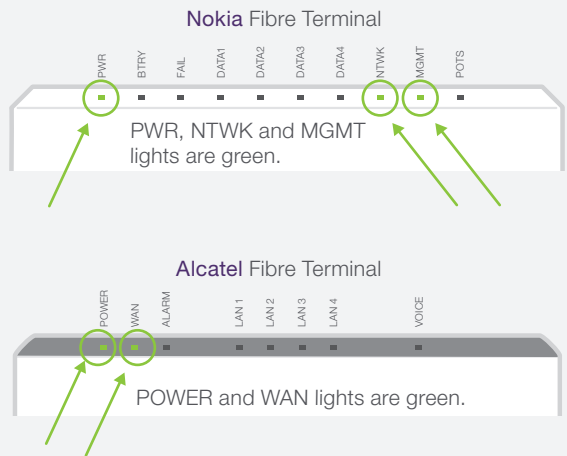
2a

Make sure the Fibre Terminal is powered on and connected to fibre. There should be a fibre line coming in. If there is no fibre line coming in, please call TELUS for help.



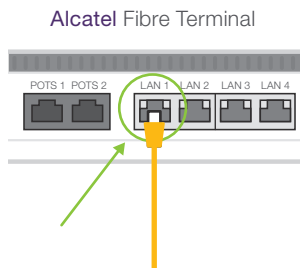
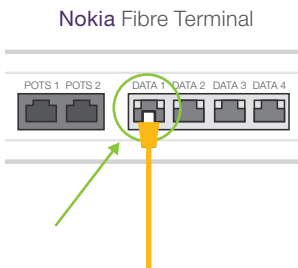
2b

Check the front of the Fibre Terminal that the correct lights are on. If no lights are on, make sure the device is plugged into a power outlet. If the lights indicated below are not green, please call TELUS for help.

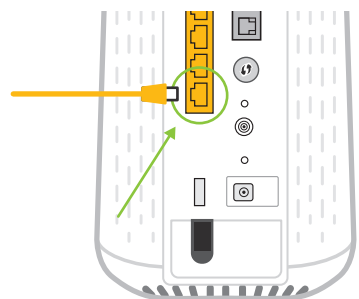


2c

Use the **Ethernet cable** included in your kit to connect the yellow **LAN/WAN (4) Port** on the TELUS Wi-Fi Hub to **Data 1** or **LAN 1** on the Fibre Terminal.

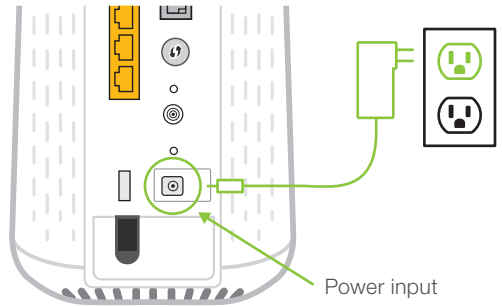


Back of TELUS Wi-Fi Hub

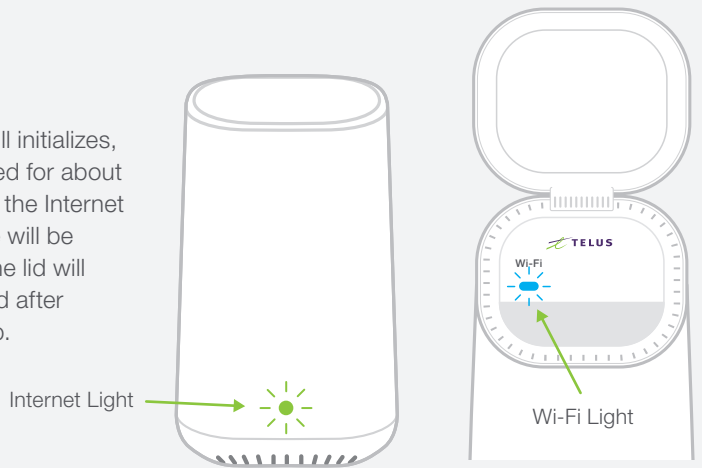


Back of TELUS Wi-Fi Hub

- 2d Connect the Power Adaptor Cable to the TELUS Wi-Fi Hub and plug it into a wall outlet.

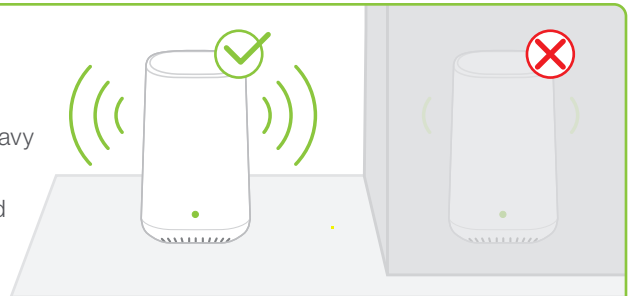


- 2e While the TELUS Wi-Fi hub will initialize, the lights will flash, and turn red for about 30 seconds. When complete, the Internet light on the front of the device will be green, and the Wi-Fi light in the lid will be blue. If either light stays red after 5 minutes, call TELUS for help.



TELUS Wi-Fi Hub Placement

- Place the TELUS Wi-Fi Hub in the open
- Ensure it is not behind thick walls or heavy objects that may block the Wi-Fi signal
- Ensure the back of the device has good ventilation so it does not overheat



Reconnecting Cables

If you were replacing an existing modem, now reconnect any cables that were connected to the LAN or COAX ports on the old device to the same ports on the new TELUS Wi-Fi Hub.

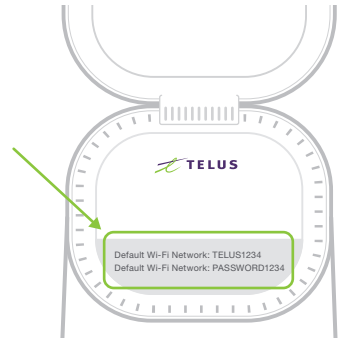
Step 3: Connect and **setup** your Wi-Fi network

If you have the **TELUS My Wi-Fi App**, or can download it with mobile data, open the app, follow the onscreen instructions to setup the TELUS Wi-Fi Hub, and skip the rest of Step 3.

Connect a mobile device (any Android or iOS phone or tablet) to Wi-Fi using the **Wi-Fi Network** and **Wi-Fi Password** under the lid on the top of the TELUS Wi-Fi Hub.

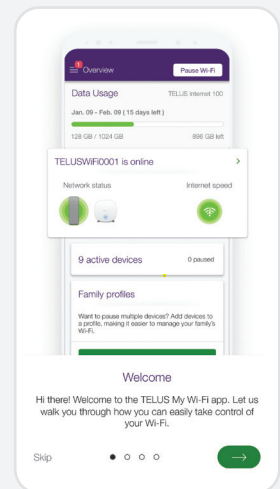
3a

- i On your mobile device, find the **Settings** menu
- ii Select **Wi-Fi** settings and ensure that Wi-Fi is toggled **On**
- iii Choose the **Wi-Fi Network Name** found on the top of your TELUS Wi-Fi Hub (usually **TELUS####**)
- iv When asked, enter the **Wi-Fi Password** from the top of your TELUS Wi-Fi Hub



Download the **TELUS My Wi-Fi** application on your mobile device.

3b



Open the **TELUS My Wi-Fi** app to setup your TELUS Wi-Fi Hub:

3c

- i In the app, tap the **Wi-Fi** icon on the bottom
- ii Tap the **pencil** icon to change the **Wi-Fi network name** and **Wi-Fi network password** for each of your Wi-Fi networks. They can all be the same if you wish. Choose Network name(s) and Password(s) you will remember, as you will use it to connect all of your devices.



Step 4: Connect other devices

4a

Once your **TELUS My Wi-Fi App** is set up, you can also use the app to set up your TELUS Boost Wi-Fi.



4b

Connect devices such as computers, smartphones and tablets to Wi-Fi using the **new** network name and password created in the **TELUS My Wi-Fi App**.

If you are also installing Optik TV, you can also do that now, starting with the PVR.







Congratulations, your new Wi-Fi network is ready to be used!








If you replaced an existing modem:

4c

- If you set your new Wi-Fi Network Name and Password to the same as your previous Wi-Fi, all your devices automatically reconnect.
- If you have Optik TV, check each TV to see if you have a live stream. For each TV that is not working, unplug the power cable to the Optik TV Digital Box, wait 5 seconds, plug power back in, then follow the on-screen instructions to reconnect.
- Return any old hardware or TELUS equipment you do not need by taking it to a Canada Post Office. In Quebec, use the provided bag. In BC and Alberta, use any box (such as the one the TELUS Wi-Fi Hub came in), and tell the post office to send it to TELUS. No shipping information or postage is required.

Appendix: Status light guide

Internet Light		
Behaviour	Colour	Status
No Fibre Connection / error (LED can't be set to be off)		Solid
Factory reset		Flash
Have WAN connection and have Internet connection		Solid
Device is booting up		Flash
Firmware updating		Flash
No Power or LED brightness is set to be off		Off

Wi-Fi Light		
Behaviour	Colour	Status
Both 2.4Ghz and 5GHz radios are on		Solid
Either 2.4Ghz radio or 5GHz radio(s) are on		Solid
Pause Wi-Fi		Solid
No Power or LED brightness is set to be off		Off
Wi-Fi has been off or hardware issue		Solid
WPS pairing – Data client		Flash
WPS pairing – IPTV client		Flash