TELUS

Smart Hub
Outdoor Unit
(Wi-Fi Setup)

Self-Installation Guide

MC7010CA

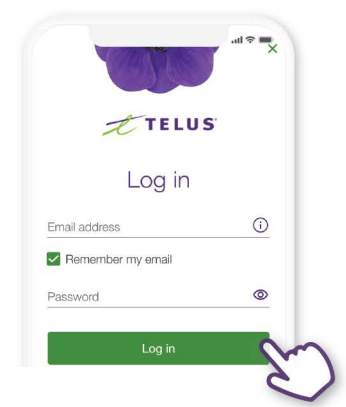### Get the TELUS Connect (My Wi-Fi) app

Follow step-by-step instructions within the app or follow this paper guide.

Google Play | App Store

Log in
Email address
☑ Remember my email
Password
Log in

Download the TELUS Connect app, then log in with your My TELUS credentials.

Overview

This guide has three sections. Begin with section A and complete each section fully before moving to the next :
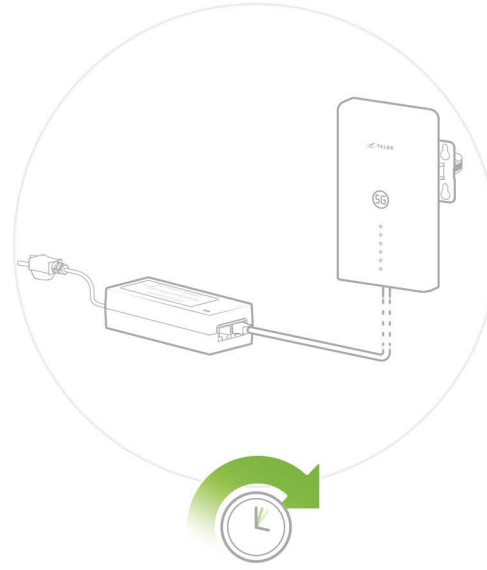
A Smart Hub assembly

B Mounting Smart Hub with arm

C TELUS Wi-Fi Hub installation

Smart Hub | Power supply | TELUS Wi-Fi Hub
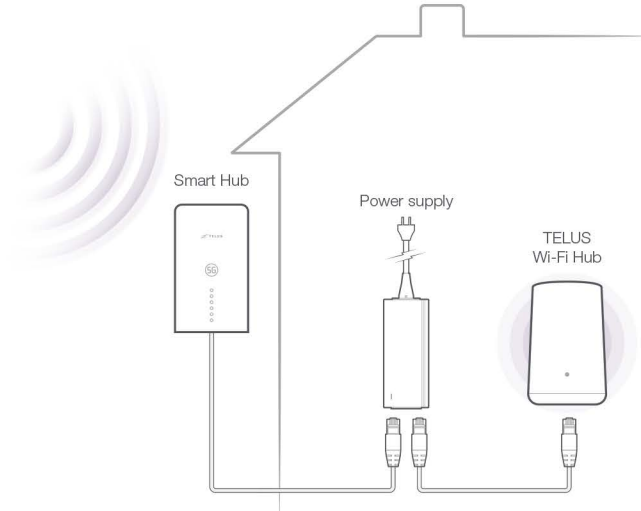
NOTE
If you need help at any point of the installation, refer to the Additional Support near the end of this guide.

A

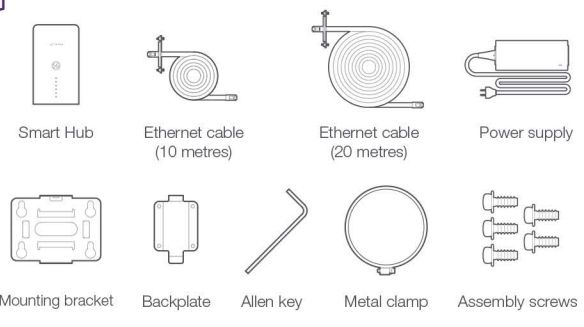## Smart Hub assembly

20 minutes assembly time
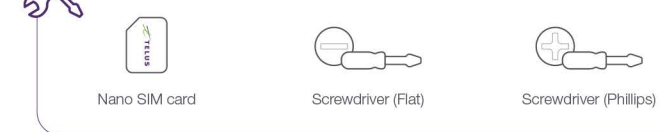

Before you start | assemble Smart Hub

See how its done:
To watch an overview installation video, visit telus.com/SmartHubSetup or scan the QR code.
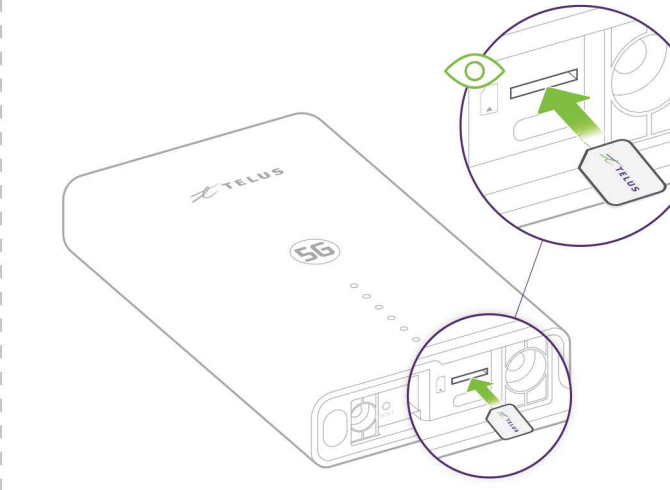
What's in the Smart Hub box?
Smart Hub | Ethernet cable (10 metres) | Ethernet cable (20 metres) | Power supply
Mounting bracket | Backplate | Allen key | Metal clamp | Assembly screws

You'll need:
Nano SIM card | Screwdriver (Flat) | Screwdriver (Phillips)

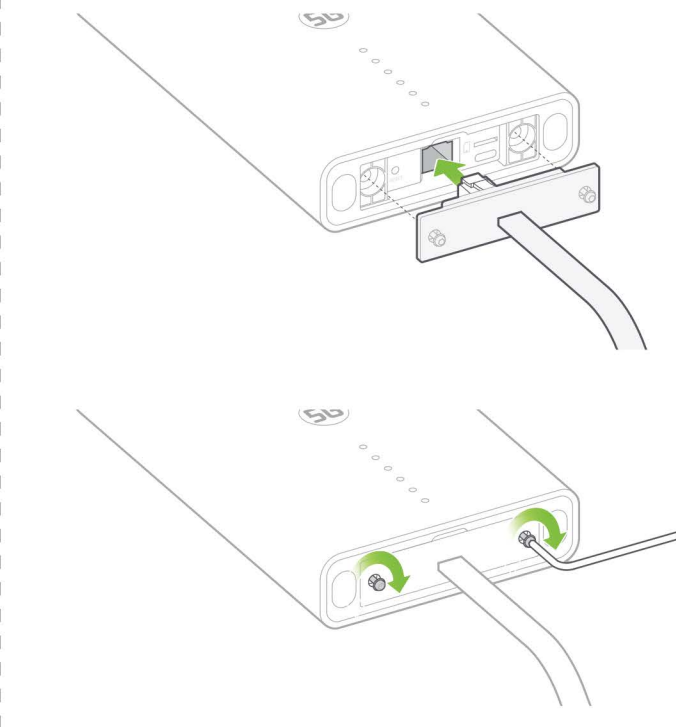### 1 Insert nano SIM card

You'll need:
Smart Hub | Nano SIM card

⚠ **IMPORTANT**
Device must be powered off before installing or removing the nano SIM card. SIM card must be activated on a compatible rate plan.
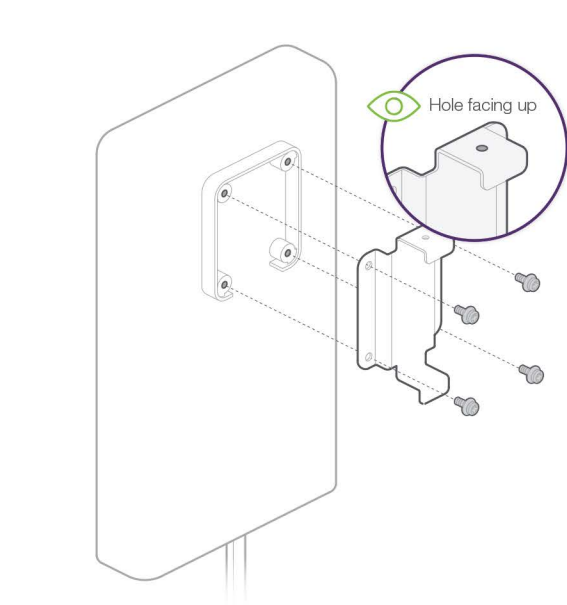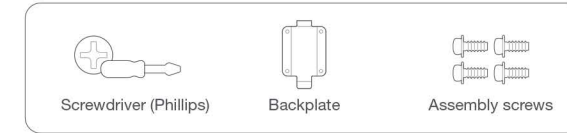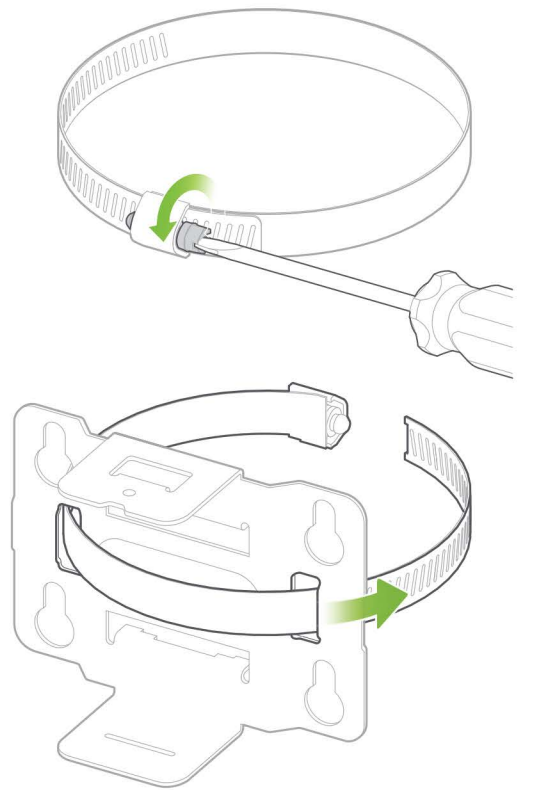
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2 Connect Ethernet cable

You'll need:
Ethernet cable (10 metres) | Allen key

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3 Attach backplate to Smart Hub

You'll need:
Screwdriver (Phillips) | Backplate | Assembly screws

Hole facing up

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4 Attach clamp to bracket

You'll need:
Screwdriver (Flat) | Metal clamp | Mounting bracket

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5 Attach bracket to backplate

You'll need:
Screwdriver (Phillips) | Smart Hub | Assembly screw
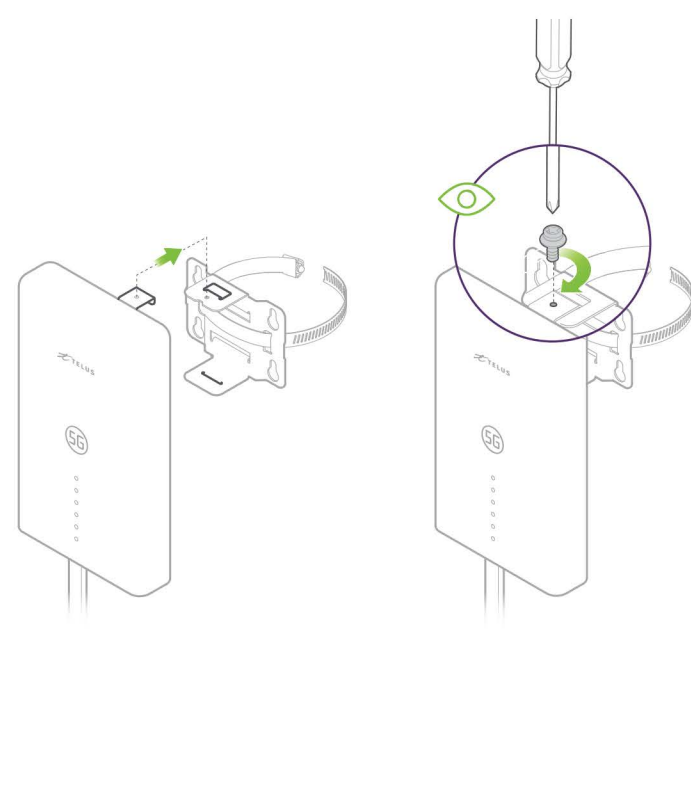
Before you start | determine mounting location

See how its done:
To watch an overview installation video, visit telus.com/SmartHubSetup or scan the QR code.

What's been completed?
Smart Hub mounting assembly

You'll need:
Smartphone or tablet | Ladder

Recommended equipment

Recommended safety equipment:
Safety helmet and goggles | Anti-slip footwear | Helper

Optional tools :
Duct tape | Measuring tape | Level
Stud finder | Tool belt | 19mm (3/4 inch) drill bit | Silicone sealant

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6 Determine cell tower direction

Determine cell tower direction
Align the cell tower with the top of the arrow. This will determine the direction to point the Smart Hub Outdoor Unit

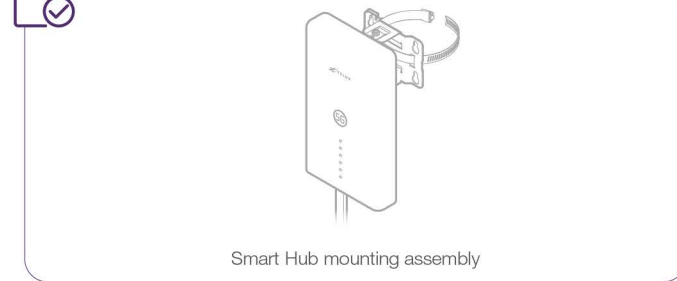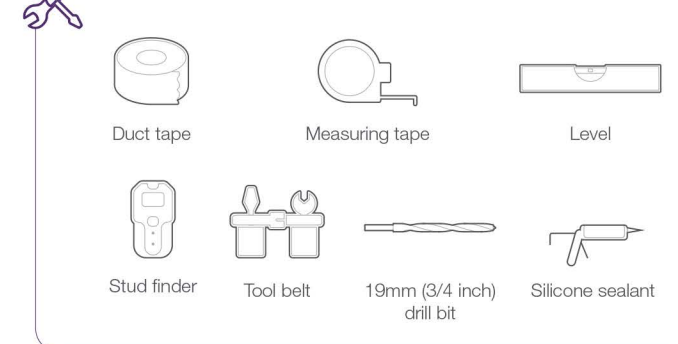Use the compass feature on the TELUS Connect app, to find the direction of your nearest cell tower.

✗ **Can't find the direction?**
If you are unable to determine direction of install, please contact TELUS by visiting telus.com/SelfInstall.

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7 Determine a mounting location

✓ Front of unit facing cell tower
✗ Side of house NOT facing cell tower
✓ Side of house facing cell tower

2.5 – 4.5 m (8 – 15 ft)

⚠ **IMPORTANT**
Do not yet install the Smart Hub.

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8 Avoid obstructions

If you have obstructions in this location, try a new location facing the same direction

30 cm (1 ft) obstruction free
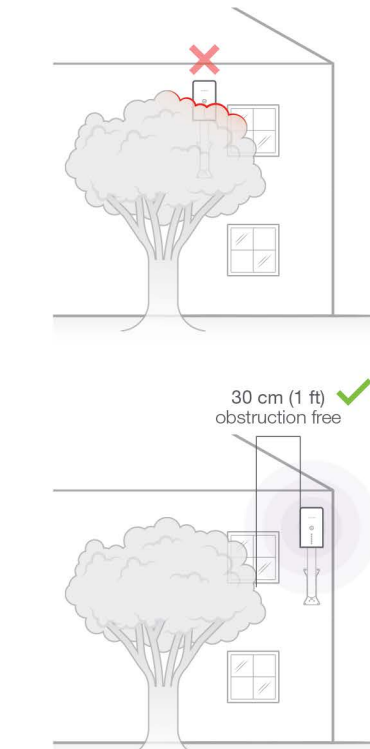
⚠ **IMPORTANT**
Install the mounting point as high as possible. However, to avoid lightning risks, do not put the mounting pole as the highest point on the house (not on the roof).

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9 Plan cable route
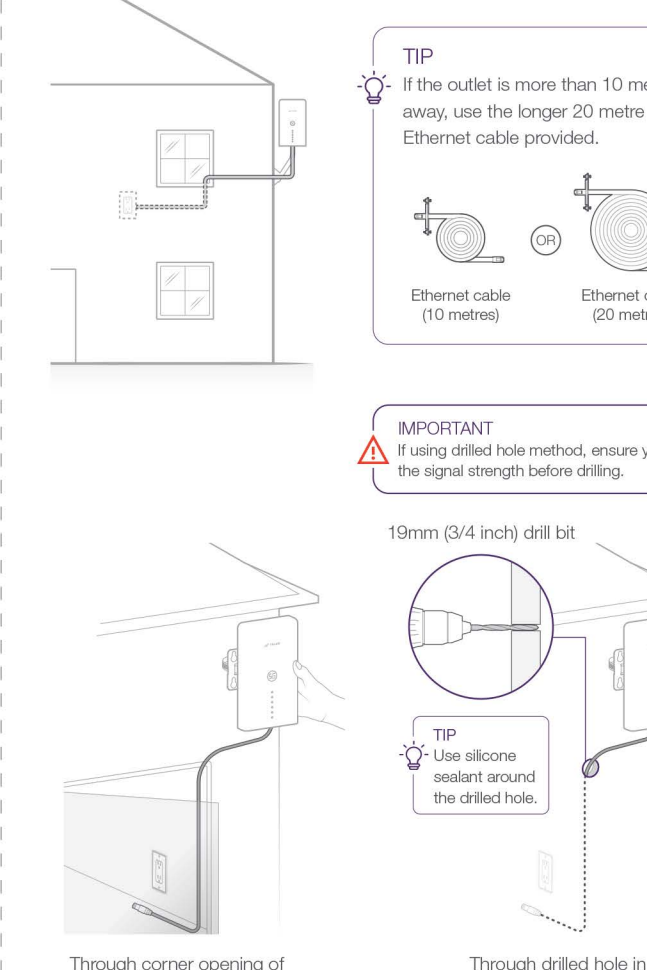
💡 **TIP**
If the outlet is more than 10 metres away, use the longer 20 metre Ethernet cable provided.

Ethernet cable (10 metres) | Ethernet cable (20 metres)

⚠ **IMPORTANT**
If using drilled hole method, ensure you test the signal strength before drilling.

19mm (3/4 inch) drill bit

💡 **TIP**
Use silicone sealant around the drilled hole.

Through corner opening of door, garage or window | Through drilled hole in wall

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10 Connect to power

You'll need:
Power supply

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

RJ45-2 PWR LAN-OUT Port

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11 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
3G/4G Flashing

LAN
Off

POWER
Off → Solid
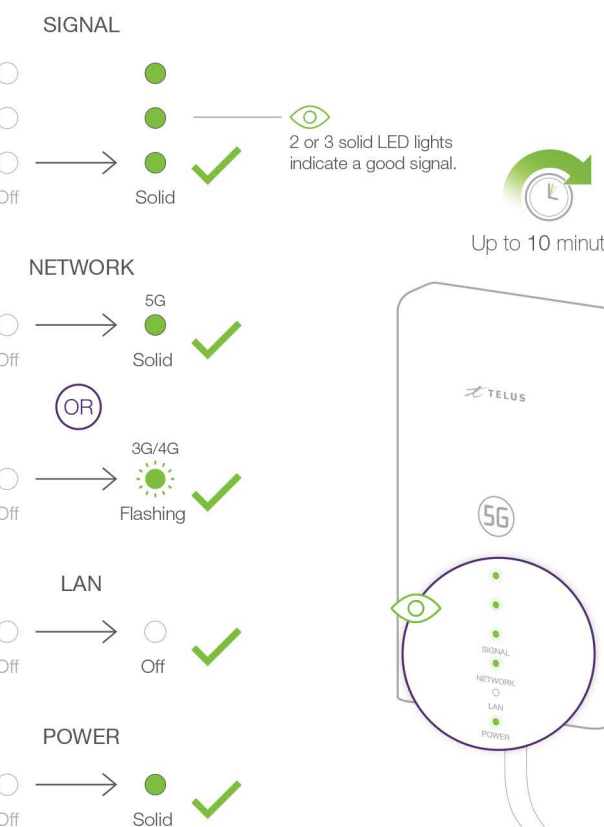
ⓘ **NOTE**
The LEDs on the Smart Hub only illuminate for up to 15 mins after boot up before automatically turning off.

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12 Test Smart Hub

You'll need:
Ladder | Helper | Safety gear
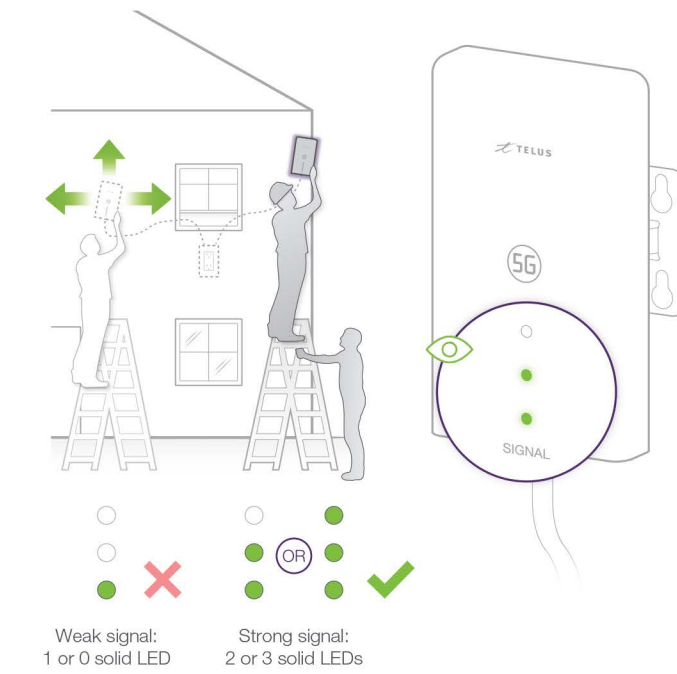
SIGNAL

Weak signal: 1 or 0 solid LED | OR | Strong signal: 2 or 3 solid LEDs

⚠ **IMPORTANT**
Determine the best placement for your Smart Hub by ensuring at least 2 or 3 LEDs of signal strength.

B

Mounting arm installation
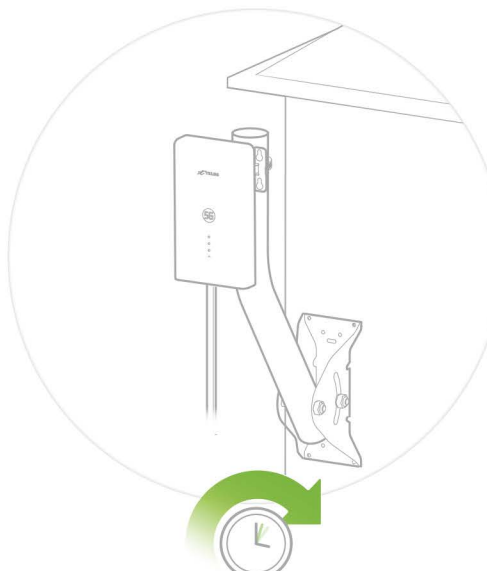
30 minutes installation time

Before you start | install mounting arm

See how its done:
To watch an overview installation video, visit telus.com/SmartHubSetup or scan the QR code.
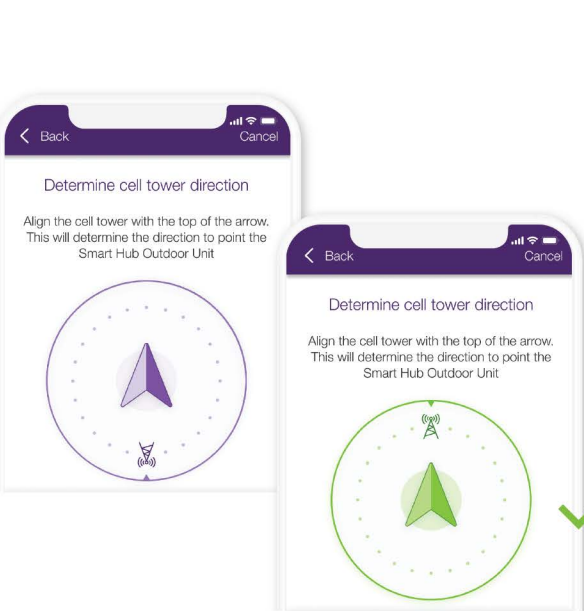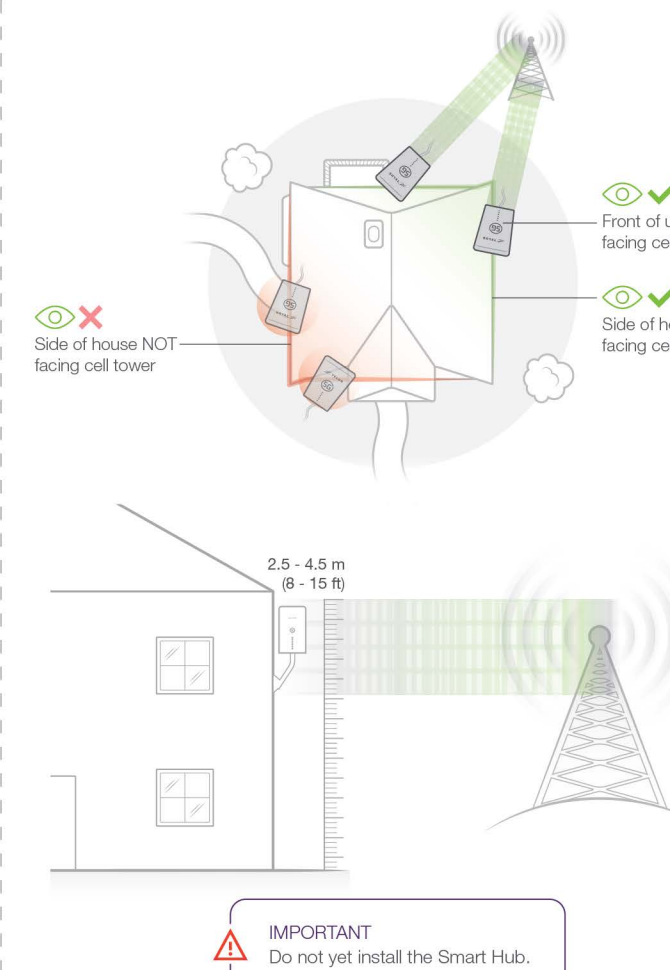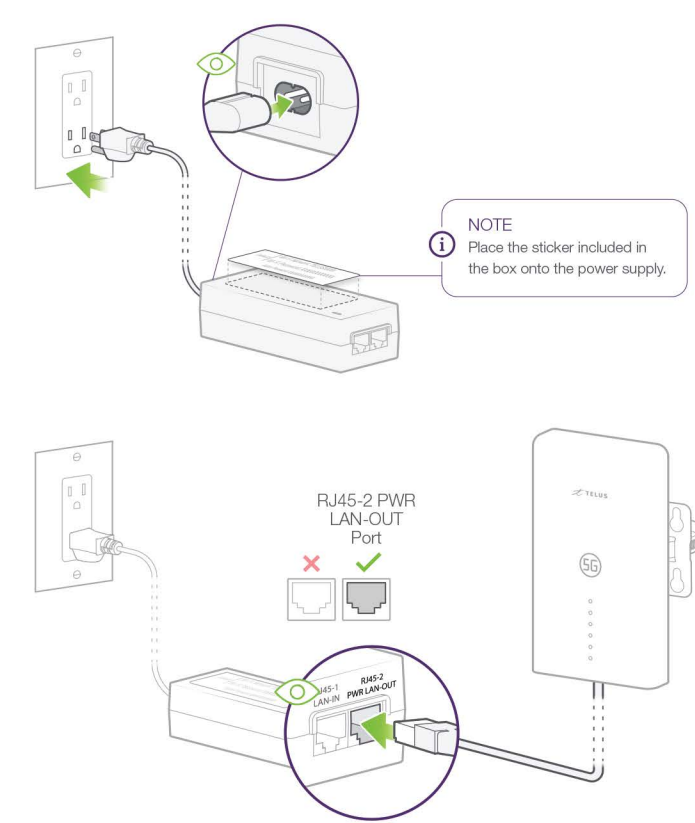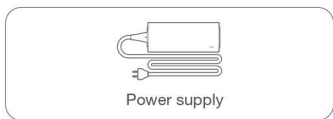
What's been completed?
Smart Hub assembly | Location determined

What's in the box?
Mounting arm | Wall anchors | Wall screws

You'll need:
Pencil | Screwdriver (Flat) | Screwdriver (Phillips)
Optional
Impact Drill | 8mm (5/16 inch) drill bit | Adjustable wrench

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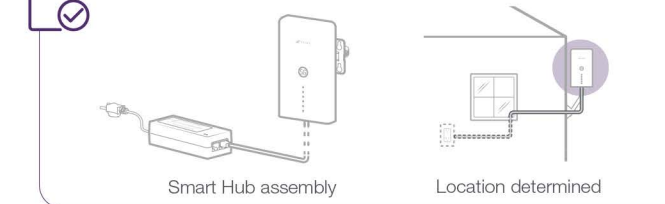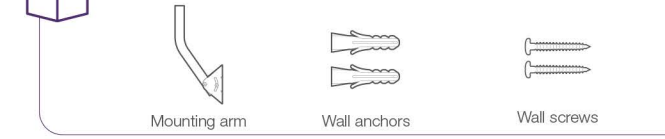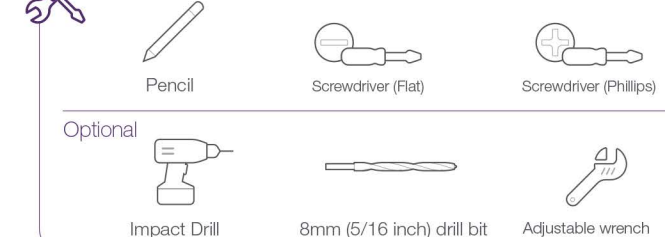
13 Mounting arm checklist

✓ Clear path
✗ Tall trees
✗ Side of house NOT facing cell tower
✗ Roof installation

2.5m - 4.5m (8-15 ft)

+ 30 cm (1 feet) clearance

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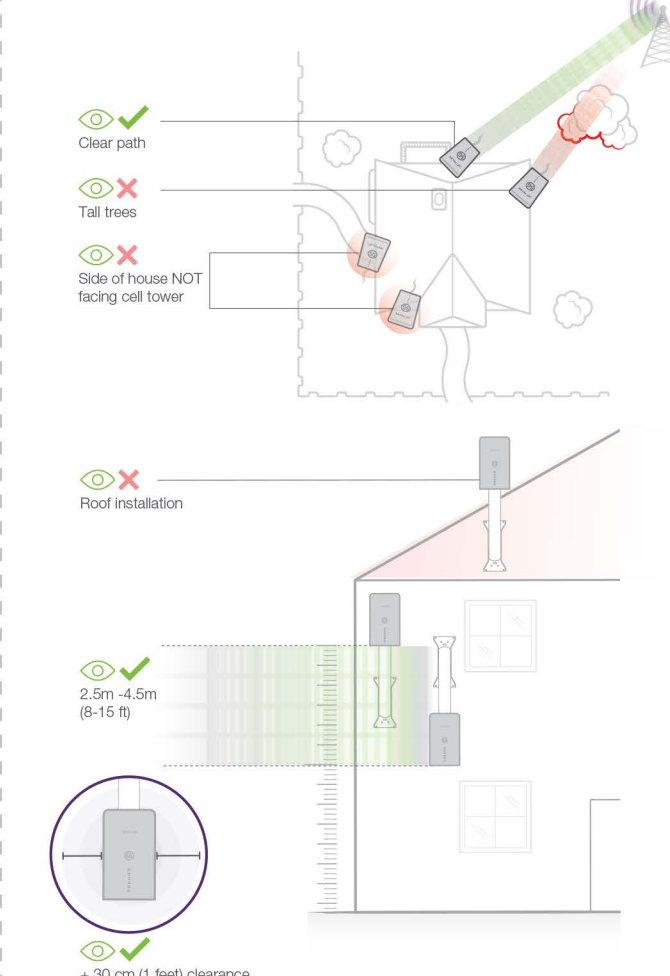
14 Mark screw holes
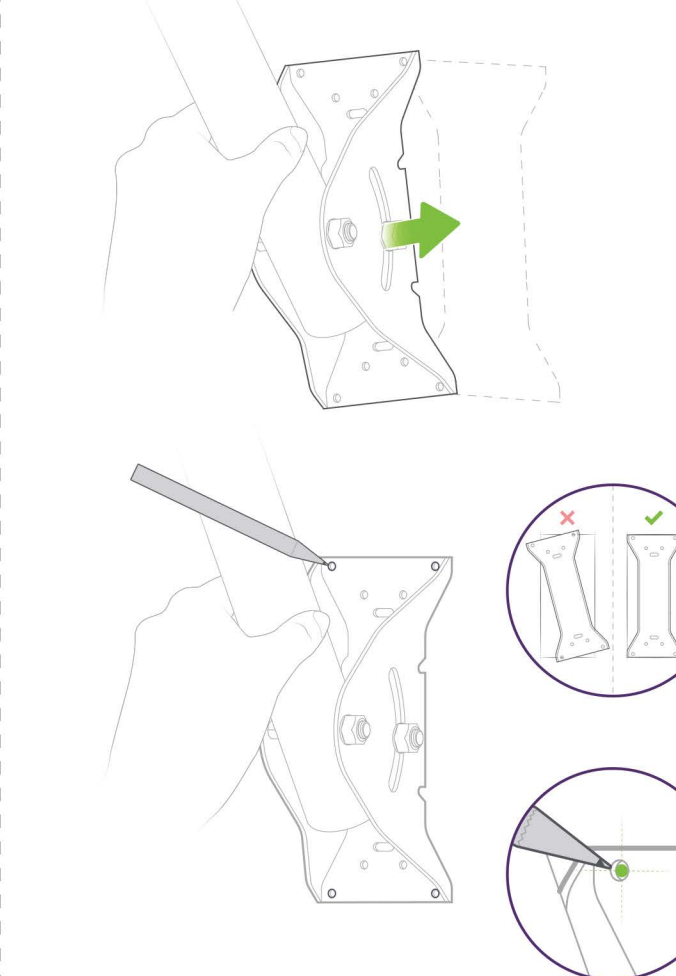
Turn over to continue mounting arm installation

Wood   Vinyl   Aluminum

Go to step 17

Stucco   Brick   Stone

Go to step 16

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16 Masonry installation

You'll need:

Wall anchors   8mm (5/16 inch) drill bit   Drill   Hammer (optional)

x4

x4

TIP
If needed, adjust the angle of the mounting arm to improve Smart Hub signal strength.

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17 Attach mounting arm

You'll need:

Smart Hub assembly   Screwdriver (Flat)

TIP
If needed, adjust the angle of the mounting arm to improve Smart Hub signal strength.

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18 Attach Smart Hub to mounting arm

You'll need:

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19 Check Smart Hub signal strength

Strong signal:
2 or 3 solid LEDs

Weak signal?
Fine tune the position of your Smart Hub by moving the mounting arm up/down and or rotate the Smart Hub along the mounting arm. If the issue persists, visit telus.com/SelfInstall for additional support.

C

TELUS Wi-Fi Hub installation

15 minutes
installation time

Before you start

What has been completed?

Smart Hub assembly with strong signal

What's in the box?

TELUS Wi-Fi Hub   Ethernet cable   Power supply

You'll need:

Smartphone or tablet

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20 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.

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

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21 Connect TELUS Wi-Fi Hub

Ensure 2+ inches of space all around to prevent overheating

Behind thick walls or heavy objects

Clear, open space off floor

Indoors   Outdoors

LAN/WAN Port

TWH Power Supply

RJ45-1 LAN-IN Port

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22 Booting up TELUS Wi-Fi Hub

30 seconds

Flashing
Solid
Solid
Flashing
Solid

LAN
Flashing   OR
Solid   LAN

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

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23 Connect to your new TELUS Wi-Fi

Settings   Wi-Fi

Wi-Fi

CHOOSE A NETWORK

TELUSXXXX

Ask to Join Networks

Blue or Purple: Wi-Fi working
Amber: Paused (scanning or update)
Red: Not working
No Light: No power or light turned off

Wi-Fi Network: TELUSXXXX
Wi-Fi Password: XXXXXXXXXX

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

Connect to your new TELUS Wi-Fi

Enter Password   Join

Cancel   Enter Password   Join

Password   XXXXXXXXXXX

Blue or Purple: Wi-Fi working
Amber: Paused (scanning or update)
Red: Not working
No Light: No power or light turned off

Wi-Fi Password: XXXXXXXXX

Settings   Wi-Fi

Wi-Fi

✓ TELUSXXXX

CHOOSE A NETWORK

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24 Test your Wi-Fi speed

Out with the old, in with the new
Don't forget to connect all your devices to your new Wi-Fi network.

MyNewHubWiFi

Speed test

GO

10 / 22

Plan
Modem

Run a speed test

Test your Wi-Fi speed

Details

5 Mbps   1 Mbps

Run speed test

Download speeds of more than 5 Mbps and upload speeds of more than 1 Mbps indicate a good Internet connectivity has been established.

Weak signal?
If you are not satisfied with your Wi-Fi speed visit telus.com/SmartHubSupport for additional troubleshooting instructions.

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25 Configure your network

TIP
With the 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.

Welcome
Set up your network without logging in

Set up your Wi-Fi Booster   Set up your TELUS

Learn more about your TELUS services

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.

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26 Optional: secure cable route

Staples

Cable tracks

Cable fasteners

NOTE
Staples, cable tracks or cable fasteners are NOT supplied in kit.

Nice work, you're all done!

TIP
With your My TELUS account, track your usage and pay bills.

Additional support

For installation and setup support please visit:
telus.com/SmartHubSetup

For general support please visit:
telus.com/SmartHubSupport

Manage your account

Google Play   App Store

OR

telus.com/MyTelus

Log in

Download the My TELUS app or visit telus.com/MyTelus, then log in with your My TELUS credentials.

Smart Hub 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: • 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

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Smart Hub troubleshooting

Indoors   Outdoors

TELUS Wi-Fi Hub   Smart Hub

Smart Hub Power Supply

Can't access the Internet?
• 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 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 My Wi-Fi App to check the Wi-Fi settings.
• Still have Internet access problems, visit telus.com/SelfInstall.

TELUS Wi-Fi Hub LED reference guide

Internet Light

Off	○	Your Wi-Fi Hub is off or light is turned off
Solid	●	Your Wi-Fi Hub cannot connect to Internet
Flashing	●	Your Wi-Fi Hub is resetting
Flashing	●	Your Wi-Fi Hub is updating
Solid	●	Your Wi-Fi Hub is online
Flashing	●	Your Wi-Fi Hub is starting up

TELUS Wi-Fi Hub LED reference guide

Wi-Fi Light

Off	○	Your Wi-Fi Hub is off or light is turned off
Solid	●	Your Wi-Fi Hub's Wi-Fi is off or there is a hardware issue
Solid	●	One of your Wi-Fi Hub's Wi-Fi bands are off
Solid	●	Your Wi-Fi Hub is pairing
Solid	●	Your Wi-Fi Hub's Wi-Fi is paused
Solid	●	Your Wi-Fi Hub is online
Flashing	●	Your Wi-Fi Hub is pairing

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.

Factory Reset   10 seconds

Flashing
Solid   OR
Solid

Flashing
Solid