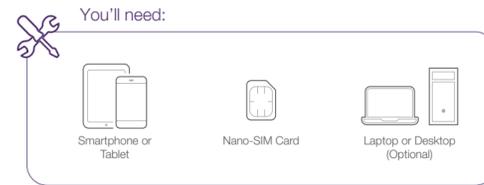
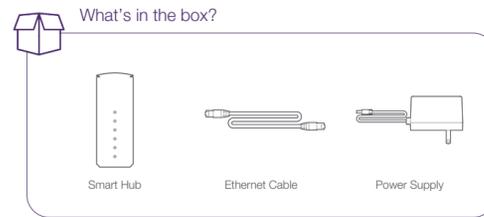
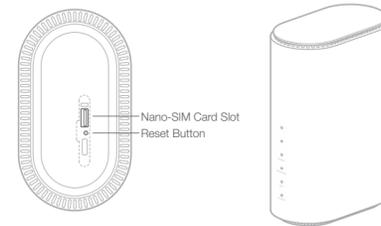
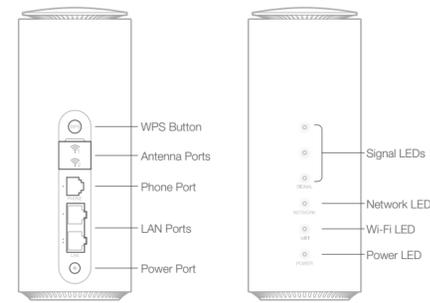


## Before You Start

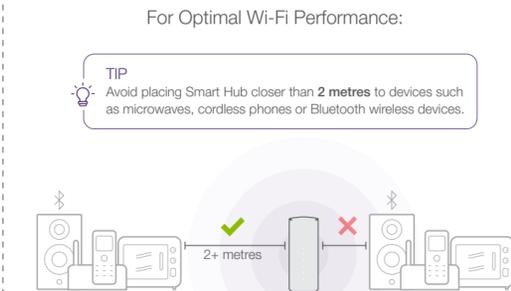
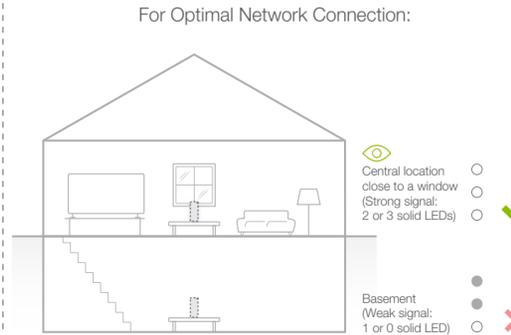


## Overview

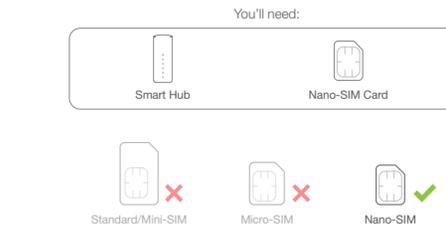


**IMPORTANT**  
The phone port is not supported. The port cannot be used to make voice calls including 911 calls.

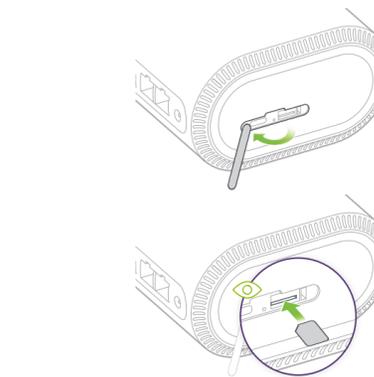
## 1 Select a Location



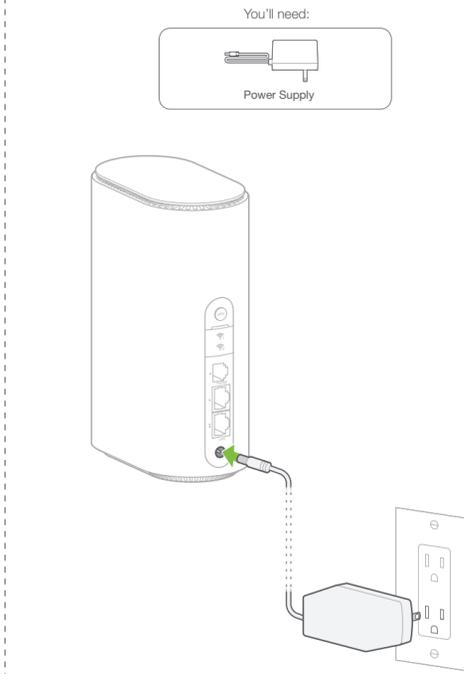
## 2 Insert Nano-SIM Card



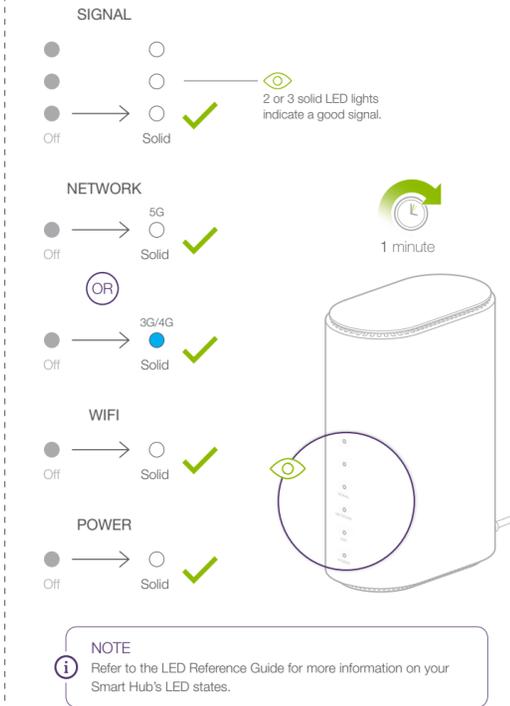
**IMPORTANT**  
Device must be powered off before installing or removing the nano-SIM card. SIM card must be activated on a compatible rate plan.



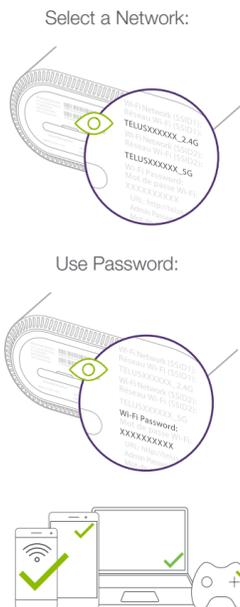
## 3 Connect Power



## 4 Booting Up

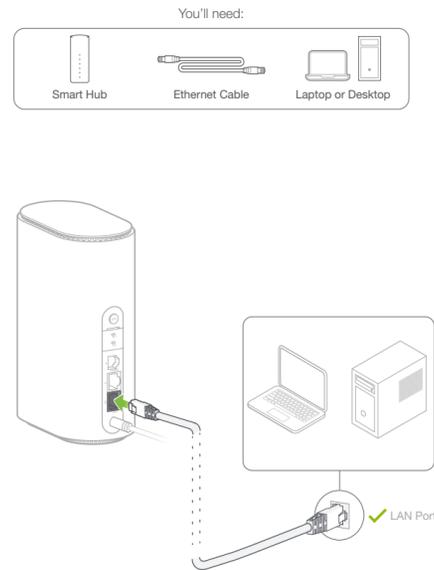


## 5 Connect Your Devices



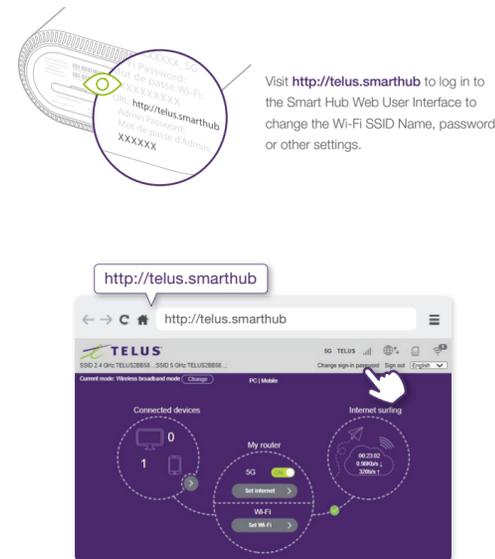
**NOTE**  
Once you are connected to the Smart Hub, test your Internet connection by searching for a website from your Internet browser.

## Alternative: Wired Connection



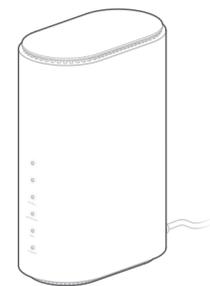
**NOTE**  
Once you are connected to the Smart Hub, test your Internet connection by searching for a website from your Internet browser.

## 6 Configure Your Smart Hub



**TIP**  
Manage data usage, parental controls and access advanced settings with the Smart Hub User Interface.

## Nice Work, You're All Done!



### Additional Support

Contact TELUS at 1-866-558-2273 or dial 611 from a TELUS phone to speak to a TELUS representative.

For additional installation instructions and troubleshooting, please visit [telus.com/SmartHub](http://telus.com/SmartHub) or scan the QR code below.



## Manage Your Account

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



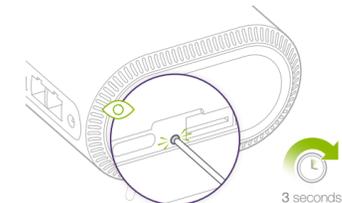
Download the My TELUS app or visit [telus.com/MyTelus](http://telus.com/MyTelus), then log in with your My TELUS credentials.

## LED Reference Guide

LED State	Meaning
SIGNAL: Off (0 LEDs)	There is no signal or nano-SIM card inserted
SIGNAL: Solid (1 LED)	The signal strength is shown by 3 LEDs. The stronger the signal the more LEDs are illuminated
NETWORK: Solid (1 LED)	The device is powered but not registered to the mobile network
NETWORK: Solid (2 LEDs)	The device is registered or connected to the 3G/4G mobile network
NETWORK: Solid (3 LEDs)	The device is registered or connected to the 5G mobile network
WIFI: Off (0 LEDs)	WLAN (Wi-Fi) is off
WIFI: Solid (1 LED)	WLAN (Wi-Fi) is working normally
POWER: Off (0 LEDs)	The device is not connected to a power source
POWER: Solid (1 LED)	The device is powered on

## Troubleshooting (Factory Reset)

**NOTE**  
If you have issues connecting the device to the TELUS network, power cycle the Smart Hub (unplug the power cable from the Smart Hub and plug it back in to restore power). If issues persist, reset the device to factory defaults.



- Can't access the Internet?**
- Please wait 1–2 minutes for the Smart Hub once connected to an electrical outlet.
  - Check your network indicators.
  - Please check your Wi-Fi configuration settings.
- Slow download/upload speeds?**
- The speed is dependent on signal strength.
  - Move your Smart Hub to a location in your home that has 2 or more signal LEDs.
- Can't access the Smart Hub Web Interface?**
- Enter the correct URL. Refer to the label on the base of the Smart Hub to get the default URL information.
  - Only use one network adapter in your PC.
  - Do not use any proxy server.
- Can't connect your devices?**
- Make sure the Wi-Fi function is active.
  - Refresh network list and select the correct SSID or Wi-Fi network name.
  - Type the correct network Wi-Fi password when you connect to the device.