TELUS

Smart Hub
Outdoor Unit
(Wi-Fi Setup)

Installation Guide

MC889CA

Before You Start

Technician Install
A TELUS technician will complete the installation/mounting of your Smart Hub Outdoor Unit and will assist in setting up the TELUS Wi-Fi Hub.

What's installed?
Smart Hub · Ethernet Cable · Power Over Ethernet (PoE) Adapter

What's in the box?
TELUS Wi-Fi Hub · Ethernet Cable (supplied by technician) · Power Supply

You'll need:
Smartphone or Tablet

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1 — Connect Power Over Ethernet (PoE) Adapter Indoors

NOTE
Plug in the PoE Adapter to an indoor outlet that is closest to your mounted Smart Hub.

Indoor

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2 — Connect Smart Hub

RJ45-2 PWR LAN-OUT Port

NOTE
The green LED on the PoE will illuminate, indicating that the Smart Hub is now connected.

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3 — Booting Up Smart Hub

SIG (Signal)
Off — Solid
2 or 3 solid LED lights indicate a good signal.

NET (Network)
Off — 5G Solid
OR
Off — 3G/4G Flashing

LAN
Off — Off

PWR (Power)
Off — Solid

1 minute

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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4 — Select a Location for TELUS Wi-Fi Hub

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.

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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5 — Connect TELUS Wi-Fi Hub

LAN/WAN Port
TWH Power Supply
RJ45-1 LAN-IN Port

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6 — 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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7 — Connect Your Devices

Wi-Fi Network: TELUSXXXX
Wi-Fi 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.

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8 — Configure Your Network

Visit **telus.com/ConnectApp** or scan the QR code to get the **TELUS Connect** app.

GET IT ON Google Play · Download on the App Store

Use the TELUS Connect app to:
- View interactive step-by-step instructions for setup.
- Personalize your Wi-Fi network name and password to easily connect devices.
- Track device usage, schedule Wi-Fi access and much more.
- Learn about your services and quickly access tailored support.

Nice Work, You're All Done!

Additional Support

Contact TELUS at 1-888-811-2323 or dial 611 from a TELUS phone to speak to a TELUS representative.

For additional installation instructions and troubleshooting, please visit **telus.com/SmartHub** or scan the QR code below.

Manage Your Account

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

GET IT ON Google Play · Download on the 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

SIG (Signal)

State		Description
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

NET (Network)

State		Description
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

State		Description
Off	○	The LAN port is not connected
Flashing	●	Data is being transferred
Solid	●	The LAN port is connected

PWR (Power)

State		Description
Off	○	Power is off
Solid	●	Power is on and external power supply is working normally

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Smart Hub: Troubleshooting

Indoors — TELUS Wi-Fi Hub
Outdoors — Smart Hub
PoE Adapter

Can't access the Internet?
- Make sure the Ethernet cables are connected as shown in Step 2 and Step 5 of the installation guide.
- If you have issues connecting the device to the TELUS network, power cycle the Smart Hub (unplug the PoE power cable and plug it back in to restore power).
- If you have 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).
- If you are 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.
- If you continue to have Internet access problems, contact TELUS.