

Smart Hub

Quick Start Guide

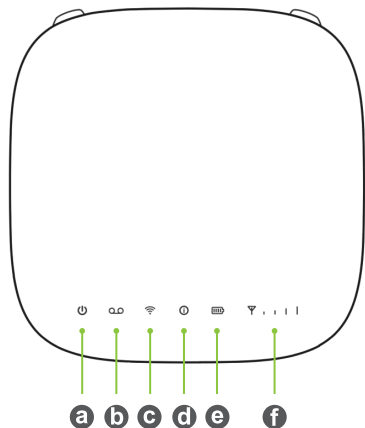


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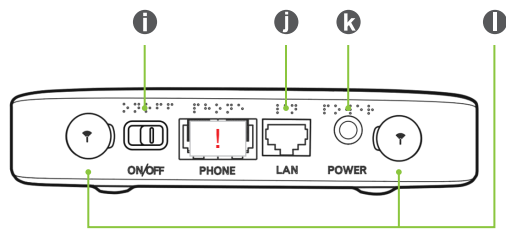
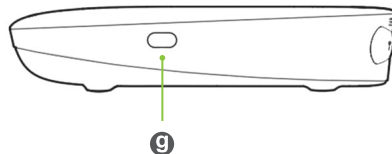
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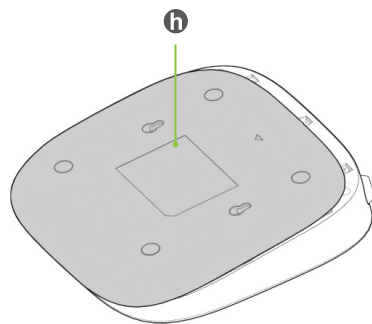
Top view



Side view














Rear view



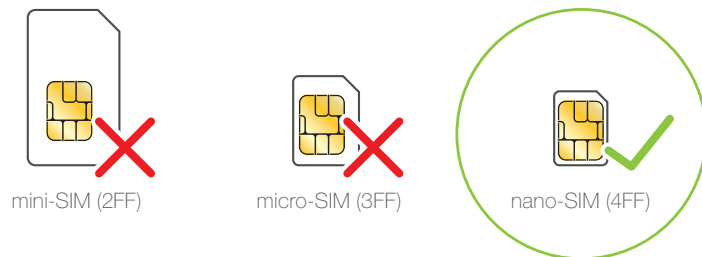
Underside view



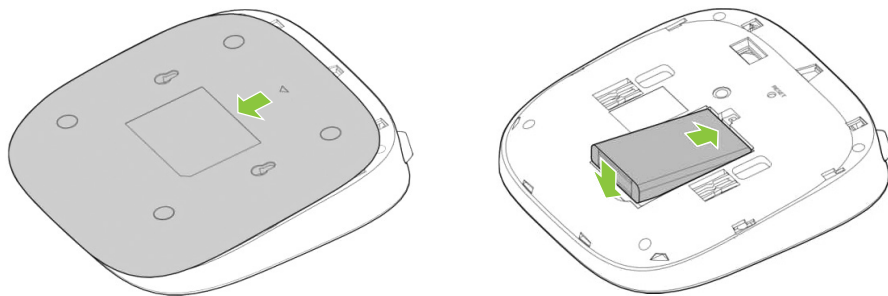
Voice calls, including calls to 911 are not supported, if purchased with an in-home internet only plan.

Indicator		State	Description
Power Indicator 	a	Green steady	AC power present
		Green Blinking	On battery power
		Off	No power
Voicemail 	b	Green blinking	New voicemail waiting
		Off	No new voicemail
Wi-Fi 	c	Green steady	Wi-Fi on, no data transfer
		Green blinking	Wi-Fi on, active data connection
		Off	Wi-Fi off
Information 	d	Green blinking	Check the MF279T Web UI — New messages
		Off	No unread messages
Battery 	e	Green steady	More than 50% discharging (charger not present)
		Yellow steady	20%-50% discharging (charger not present)
		Red blinking	Less than 20% charging (charger present)
		Off	Battery not present
Signal Strength 	f	Green steady	Network signal (1,2,3,4 bars)
		Yellow steady	No Service (Antenna Red or No Bar)
		Yellow blinking	SIM error (Antenna Red or No Bar, blinking period : 2 seconds)
WPS 	g	Power on	Wi-Fi Protected Setup. To connect to router hold the WPS button on the router for one second to set up a 2.4/5 GHz WPS connection
Battery Cover	h	Cover	Slide battery cover to uncover the battery
Power ON/OFF 	i	Slide Button	Slide button to turn device ON/OFF
LAN Ports 	j	1 LAN Port	Connect computer to LAN port using LAN/Ethernet Cable
Power 	k	Power Input	Connect Power cable to input and plug adapter into power outlet. Use only supplied AC adapter
External Antenna 	l	Antenna Socket	Connectors for External Antennas

Step 1: Make sure to use the **correct SIM card**.

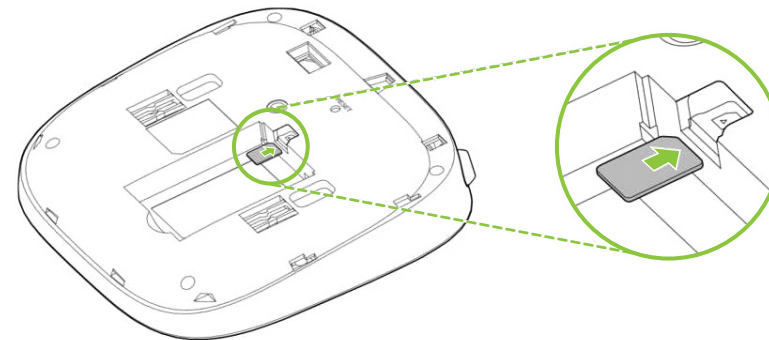


Step 2: Slide **battery cover** and remove **battery** as shown below.



Warning! Device must be powered off before installing or replacing the nano-SIM card.

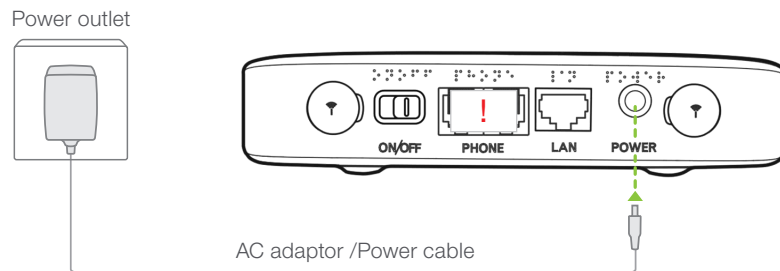
Step 3: Insert nano-SIM card with **gold contacts facing up**. SIM should **click** into place.



Note:

- To remove the nano-SIM card, gently press the nano-SIM card in until it clicks. The card will automatically pop out.
- Do not insert or remove a nano-SIM card when the router is running, as this may affect performance or damage the micro-SIM card.

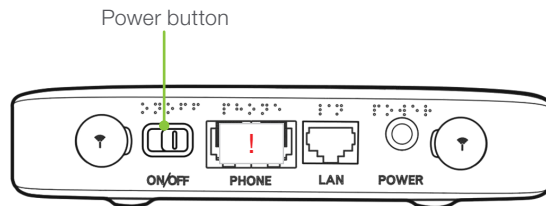
Step 1: Connect AC adaptor/power cable from Smart Hub to wall power outlet.



Step 2: Once the power cable is connected.

Power On/Off: To power on or off the Smart Hub, slide the **button** to desired position.

The **Power Indicator** will turn green, refer page 3 for details.



Note: The following indicators will turn on when the Smart Hub has successfully connected to a network.



Green: More signal bars indicate a stronger signal.

No signal bars: Indicate a low level signal. Try moving the Smart Hub to another location in your home until you are able to see signal bars.



Steady Green: Indicates the WiFi is on.

Blinking Green: Indicates WiFi is on with active data transfer.

Indicator is Off: No WiFi access to Smart Hub.

Tips for best placement in the home

For best connection from the Smart Hub to the wireless network:

- **Place your Smart Hub in a central location close to a window** where there is also a power source. Concrete walls, metal doors can reduce cellular signal from the tower. Placement in basements should be avoided.
- **Signal strength:** If you do not have full network signal bars, try setting up the Smart Hub in another location of your home.

For best Wi-Fi connection:

- **Minimize interference** by trying to keep the following items no closer than 2-3 metres from your modem: Cordless telephone base stations, microwaves, baby monitors, Bluetooth devices, wireless speaker systems.
- **Avoid congestion** since adding additional devices to your Wi-Fi network may reduce the speed for all devices on that network.
- **Get close** to your Smart Hub.

You have two options to connect to Smart Hub:

Option 1. Connect wirelessly through Wi-Fi

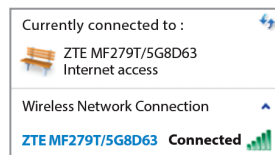
Step 1: Find the Wi-Fi icon on your device. On a computer this may be in the top or bottom right-hand corner of your screen. On a mobile device, this is usually under Settings. Your Wi-Fi icon may look like one of the following:



Step 2: From your device, select the **Wireless network name (SSID)** printed on the sticker at the rear of the Smart Hub (to view sticker slide open the battery cover).



Step 3: Type in the password **Wi-Fi Key (Wireless Security Key)** then Connect. A "✓" or "Connected" will indicate you are successful.



Step 4: Test your Internet connection by searching a website from your Internet browser.

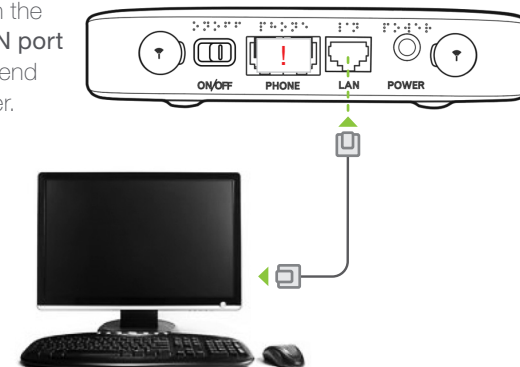
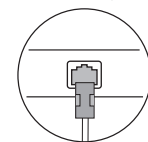
If no data connection or **Power, Wi-Fi or Network indicator light** is red, go to Troubleshooting section.

Option 2. Connect directly using a cable

An optional way to connect your desktop or laptop computer is directly to the Smart Hub.

Step 1: Using the **LAN cable** provided in the box, connect one end to the **LAN port** on the Smart Hub and the other end to the LAN port on your computer.

Desktop or Laptop
Ethernet port

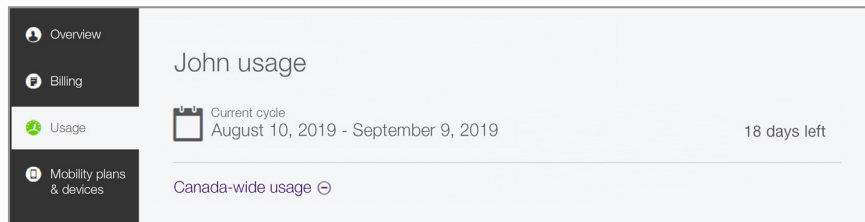


Step 2: Test your Internet connection by searching a website from your Internet browser.

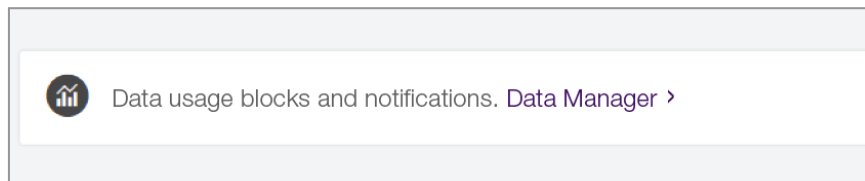
Data notifications help track your wireless Internet usage so you can adjust your data plan or usage if necessary. We'll let you know when you've used 75%, 90% and 100% of the data included in your plan.

To set up email notifications for your Smart Hub, log in to **My TELUS Account** at telus.com/mytelus

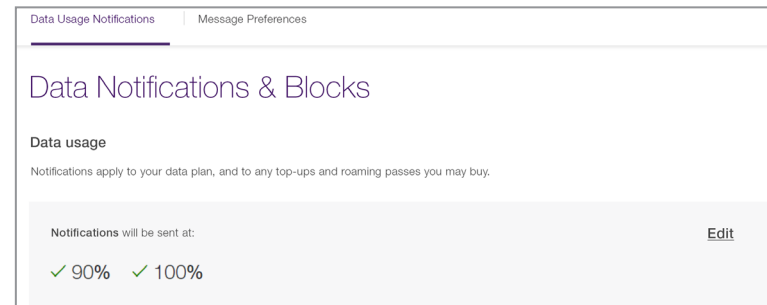
Step 1: Select **Usage**.



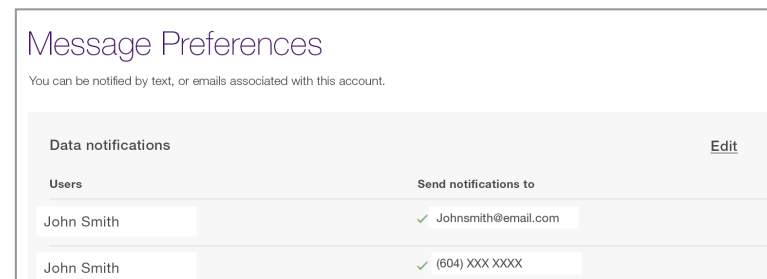
Step 2: Select **Data Manager**.



Step 3: Choose **Data Notifications & Block** choose our data notification at 50%,75%, 90% and/or 100% of usage.



Step4: Choose **Message Preferences**, select email notifications as preference.



Users	Send notifications to
John Smith	✓ Johnsmith@email.com
John Smith	✓ (604) XXX XXXX

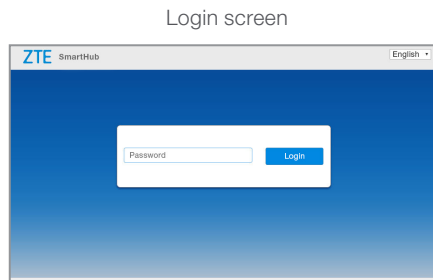
For more information on how to setup your data notifications, please visit telus.com/en/support/article/mobility-data-usage-notifications

Accessing the Smarthub Web User Interface (UI):

It is not necessary to change any of the default Smart Hub configurations in order to set-up, access and use your Smart Hub. However, it is highly recommended that you change your password to secure your internet connection.

If you choose, you can log in to the **Web User Interface** as indicated below.

- Launch an internet browser and enter **http://telus.ztesmarthub**
- The login page will appear as follows.
- The default password is **"admin"**.
- Click **Login** to proceed.



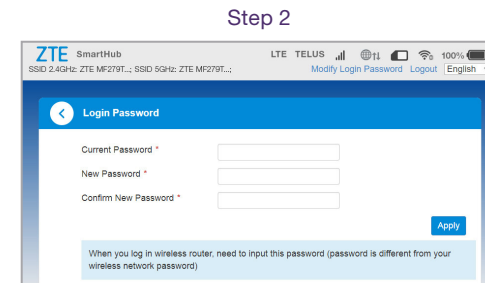
The Web User Interface can be accessed to perform some common functions such as:

Change the default administrator password from **"admin"** to one of your choice.

- **Step 1:** After entering the password, the landing page will appear on the browser, click on **"Modify Login Password"**, as shown in **Step 1**.

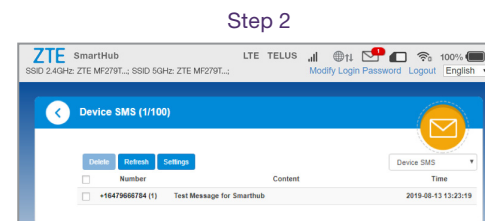
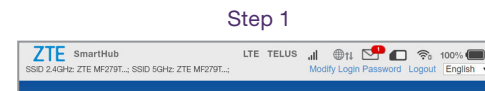


- **Step 2:** The screen will appear on the browser to enter the **"Current Password"** (default password is **"admin"**), enter the default password and then enter the **New Password** and **Confirm New Password**, then click on **Apply**.
- On successful change of password a **"Success"** screen.



Check for SMS messages sent to your Smarthub device

- **Step 1:** Check the image of the envelope on the landing screen. If there is a numeric indicator on the envelope, it indicates that a message has been delivered to your Smarthub device.
- **Step 2:** Click on the envelope image and the Device SMS will appear on the screen as shown in **Step 2**.
- To view the full message you can click on the content of the message.



If you cannot get an Internet connection: (Important)

1. This is a **residential product**, ensure your home is in an eligible area which has wireless network coverage. To check whether your address qualifies for this service go to telus.com/smarthub
2. The **SIM card must be activated** on a rate plan and inserted into the SIM slot on the Smart Hub.
3. **Power the Smart Hub off and on** by sliding power button to desired state ON or OFF.
4. **Reset Smart Hub to factory setting** (The "Reset" button is located under the Smart Hub, slide cover to view reset button, press button for few seconds to reset).
5. Check the **Data Manager** in **My TELUS** at telus.com/mytelus to ensure you have data allowance remaining.
6. If unsuccessful, contact TELUS Mobility at **1-866-558-2273** or dial **611** from a TELUS phone to speak to a TELUS representative.

Have questions? We have got answers.

Get online help

Learn more about Smart Hub at telus.com/smarthub

Find the answers to your problems at telus.com/support

Visit the TELUS Neighbourhood

Ask questions and get answers all in one place at telus.com/neighbourhood

Live chat

Instant message with TELUS support representatives online at telus.com/chat

We are dedicated to continuous improvement. You can refer to the enclosed manufacturer's start guide for further troubleshooting Or visit telus.com/smarthub for assistance.

Voice services

This Smart Hub does not support voice services, if purchased with an in-home internet only plan.