



Wireless Home Internet
& Wi-Fi Setup

Outdoor Self-Installation Guide

MC7530CA



LEGAL DISCLAIMER

On equipment receipt, you must always verify that the equipment is complete and not damaged. You must install your equipment as soon as possible following the best practices provided here or at telus.com/WirelessHomeSetup. It is your responsibility to read the installation guide(s) and follow the instructions provided. Should you need help, please see telus.com/WirelessHomeSupport.

You must immediately inform TELUS of any malfunctioning of the services or of the self-installed equipment, software and/or applications. You assume all responsibility and risks associated with installing, configuring, using and uninstalling the equipment, software and/or applications, including the risk of any damage, loss, injury or harm that may result. You are responsible for any damage of equipment, including but not limited to damage occurring during a self-install, and you shall be responsible for the replacement cost of said equipment.

New customer? Get the TELUS Connect app



Log in with your My TELUS credentials and begin self-install.

Existing customer? Use the TELUS Connect app

Select your newest TELUS account before setting up your device.



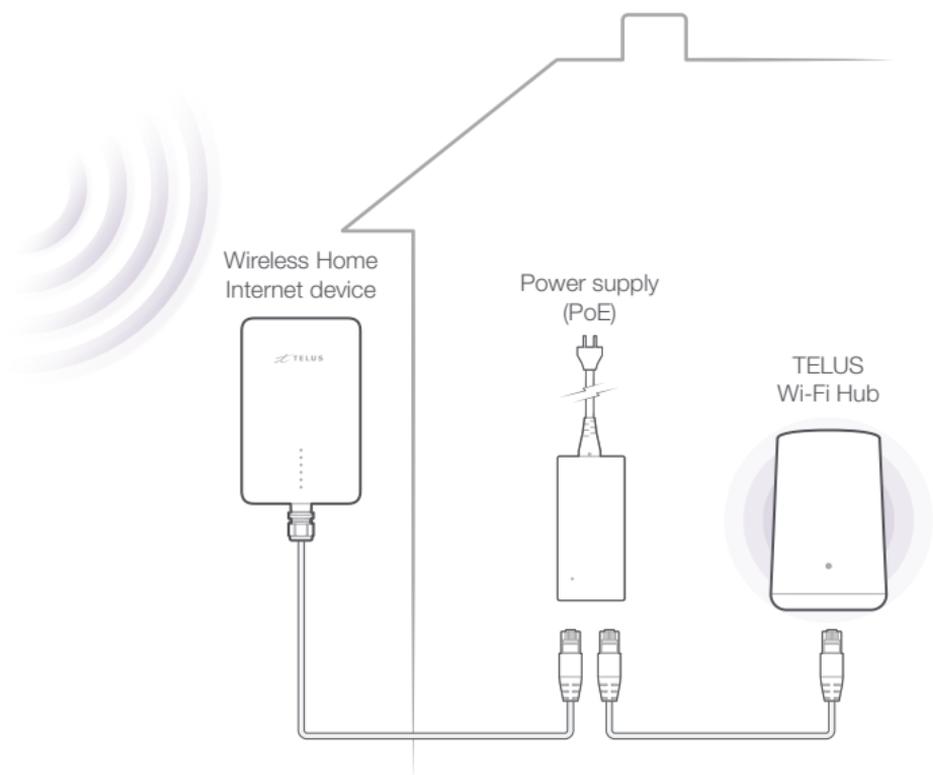
IMPORTANT

Once you begin the in-app self-install, continue to follow the on-screen instructions and disregard this guide.

Overview

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

- A** Wireless Home Internet device assembly
- B** Wireless Home Internet device mounting
- C** TELUS Wi-Fi Hub installation



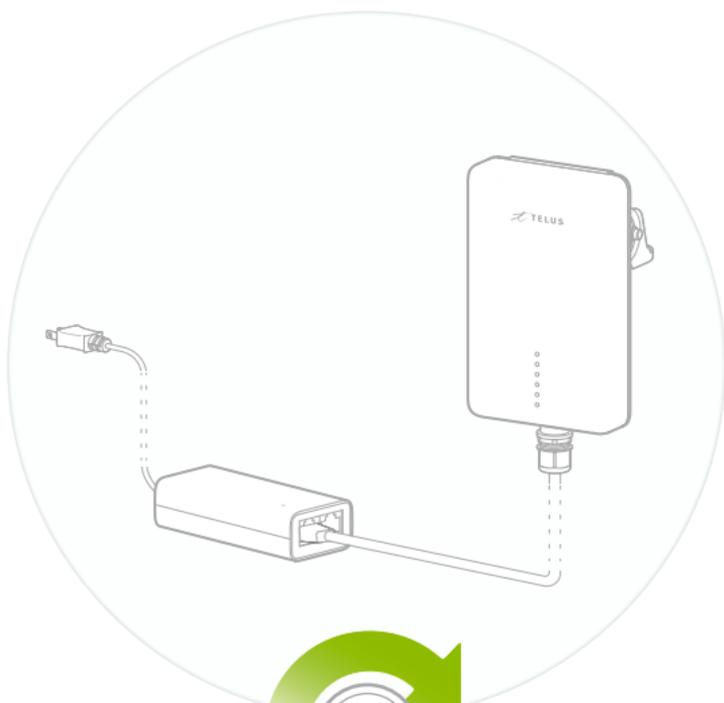
NOTE



If you need help at any point of the installation, refer to the Additional Support near the end of this guide.



Wireless Home Internet device assembly



20 minutes
assembly time

Before you start

assemble Wireless Home Internet device

See how its done:



To watch an overview installation video, visit telus.com/WirelessHomeSetup or scan the QR code.



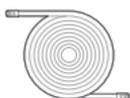
What's in the Wireless Home Internet device box?



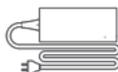
Wireless Home Internet device



Cover plate



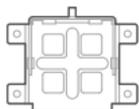
Ethernet cable (20 metres)



Power supply (PoE)



Connection kits



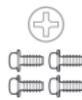
Mounting bracket



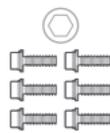
Backplate holder



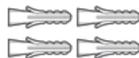
Backplate



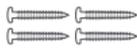
Assembly screws (M5)



Assembly screws (M6)



Wall anchors



Wall screws



Password sticker



Anti-Theft wrench



Hex wrench

Not required for your installation



Cradle



Metal clamps



Circle stickers



You'll need:



Nano SIM card

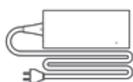


Screwdriver (Phillips)

1

Place password sticker onto PoE

You'll need:



Power supply (PoE)

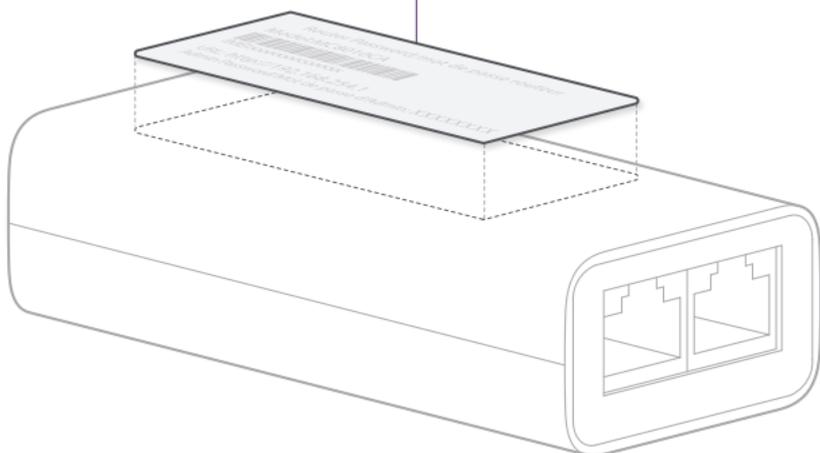


Password sticker



NOTE

Place the password sticker included in the box onto the power supply (PoE).



2

Insert nano SIM card

You'll need:



IMPORTANT

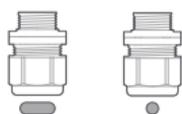
Device must be powered off before installing or removing the nano SIM card. SIM card must be activated on a compatible rate plan.



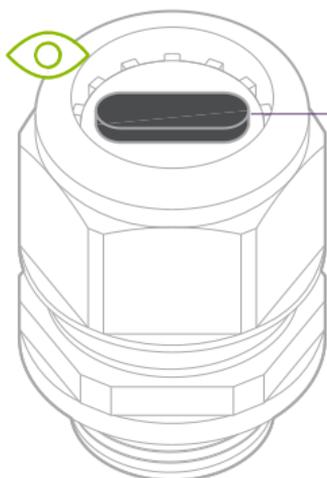
3

Select Connection Kit

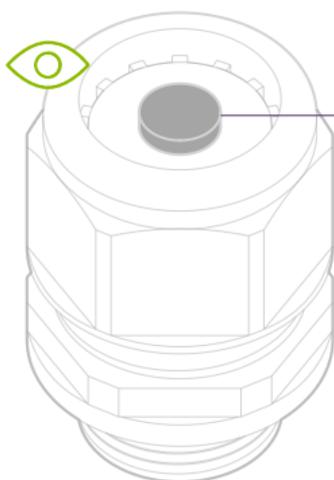
You'll need:



Connection kits



✓ Use the connection kit with the pill shaped plug. This is suitable for a flat Ethernet cable.



✗ Do not use the connection kit with the round shaped plug. This is suitable for a round Ethernet cable.

4a

Take apart Connection Kit

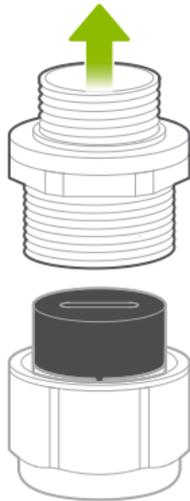
You'll need:



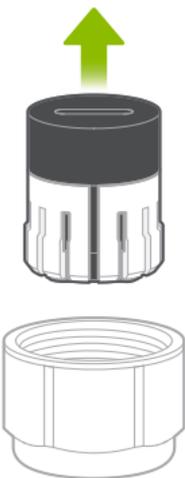
Connection kit (flat cable)



1



2



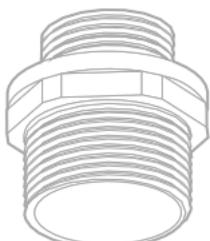
3



4

4b

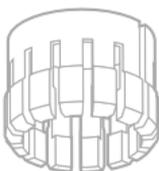
Take apart Connection Kit



Shell



Rubber seal (for flat cable)



Sealing clamp

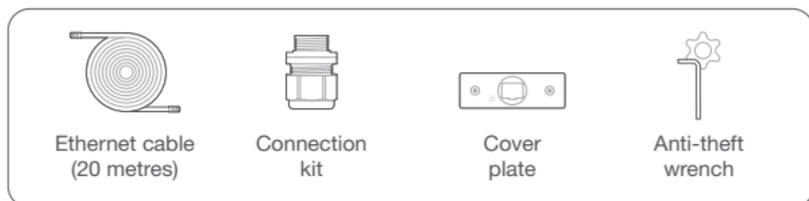


Nut

5a

Connect Ethernet cable and connection kit

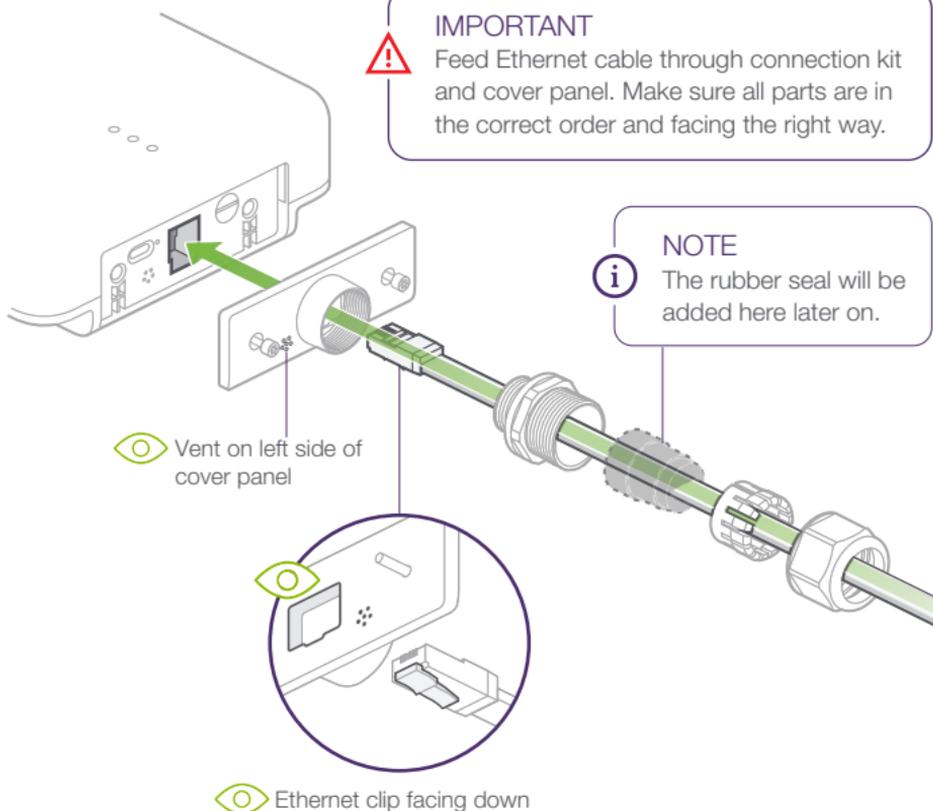
You'll need:

**IMPORTANT**

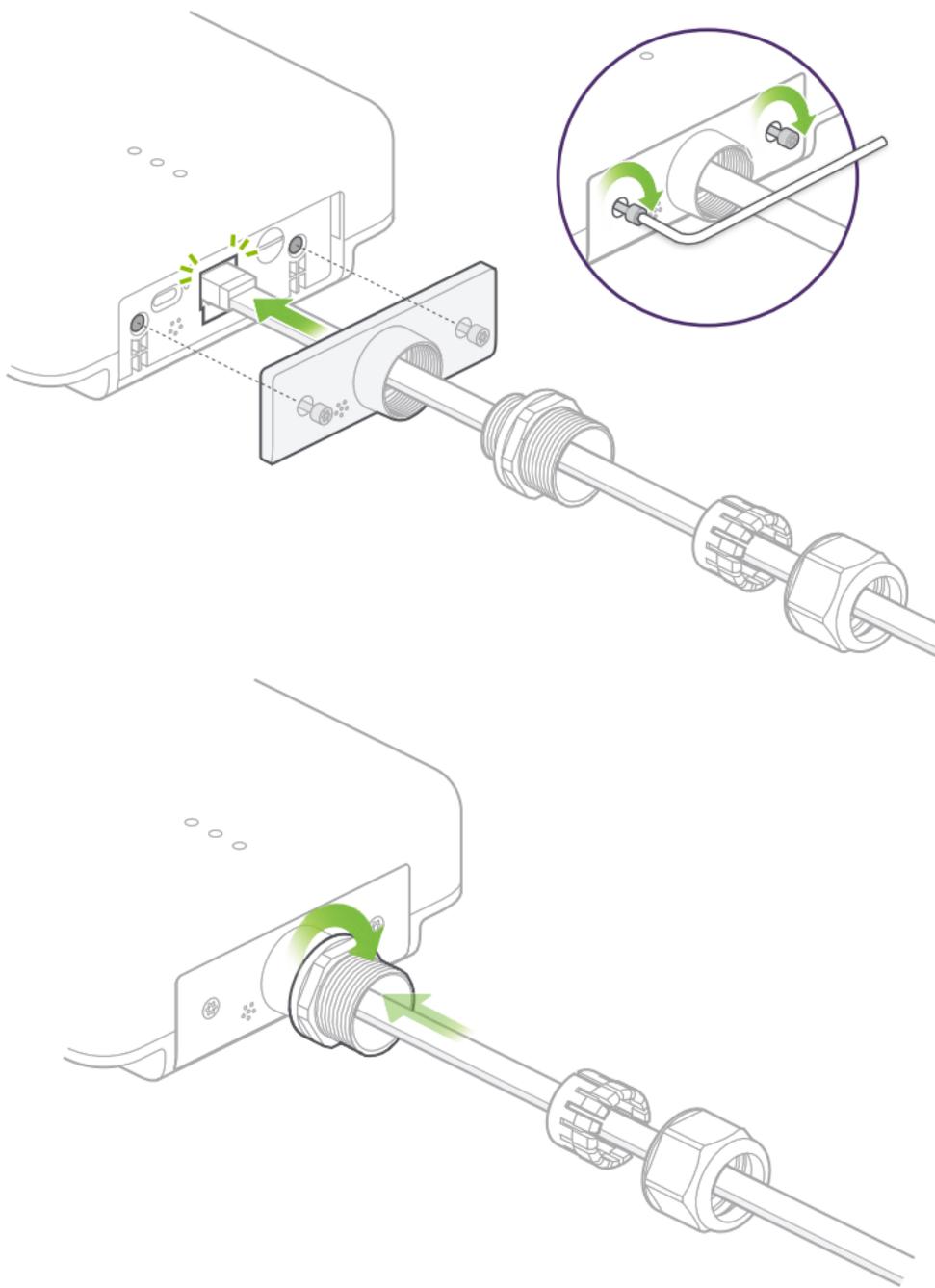
Feed Ethernet cable through connection kit and cover panel. Make sure all parts are in the correct order and facing the right way.

NOTE

The rubber seal will be added here later on.

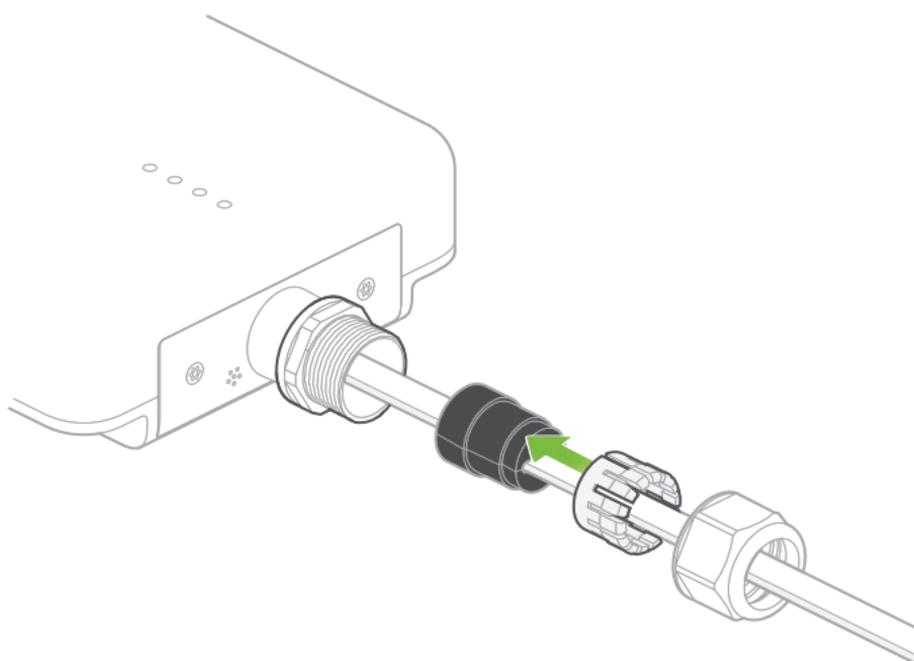
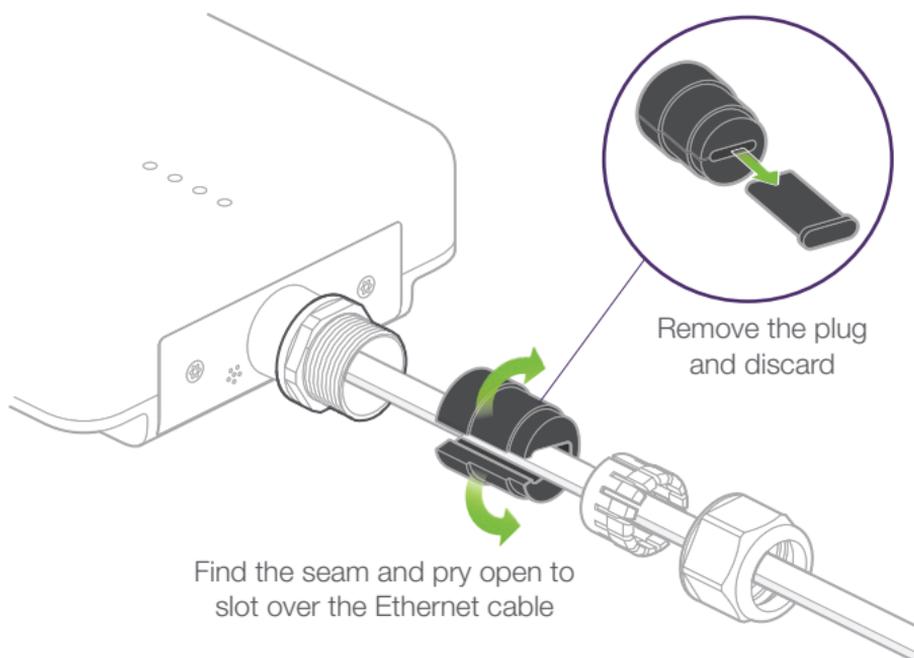


5b Connect Ethernet cable and connection kit

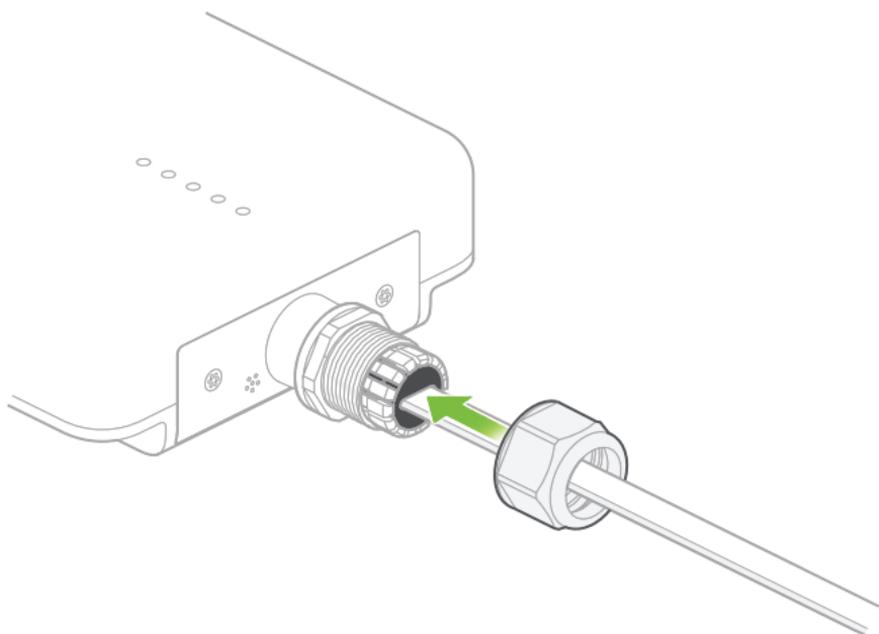
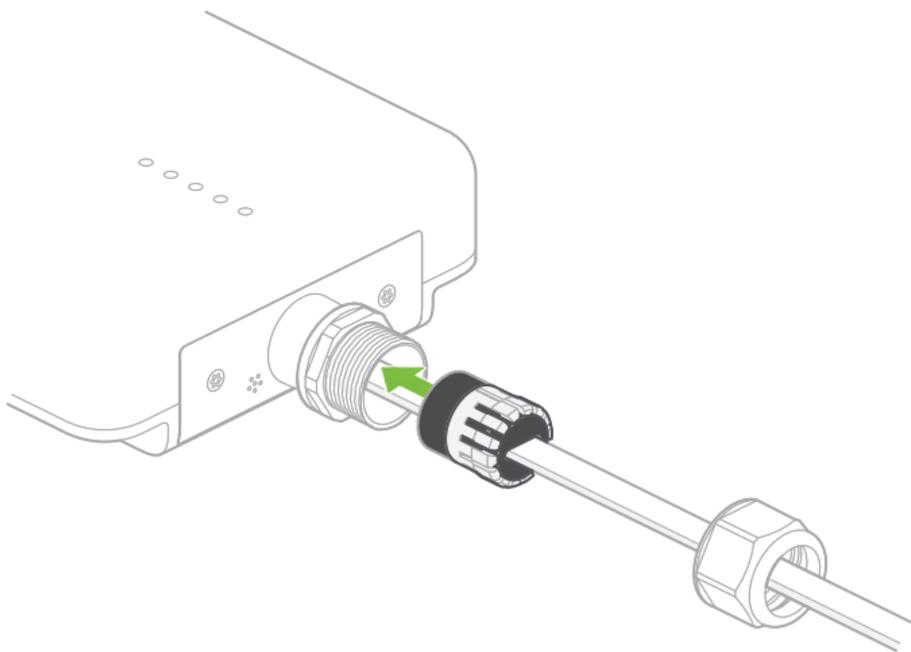


5c

Connect Ethernet cable and connection kit

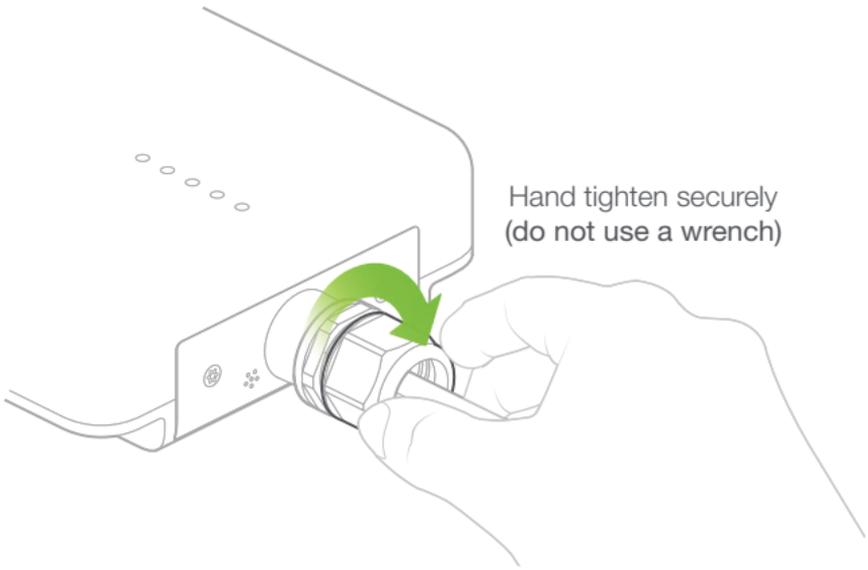


5d Connect Ethernet cable and connection kit



5e

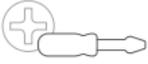
Connect Ethernet cable and connection kit



6

Attach backplate to Wireless Home Internet device

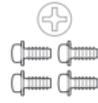
You'll need:



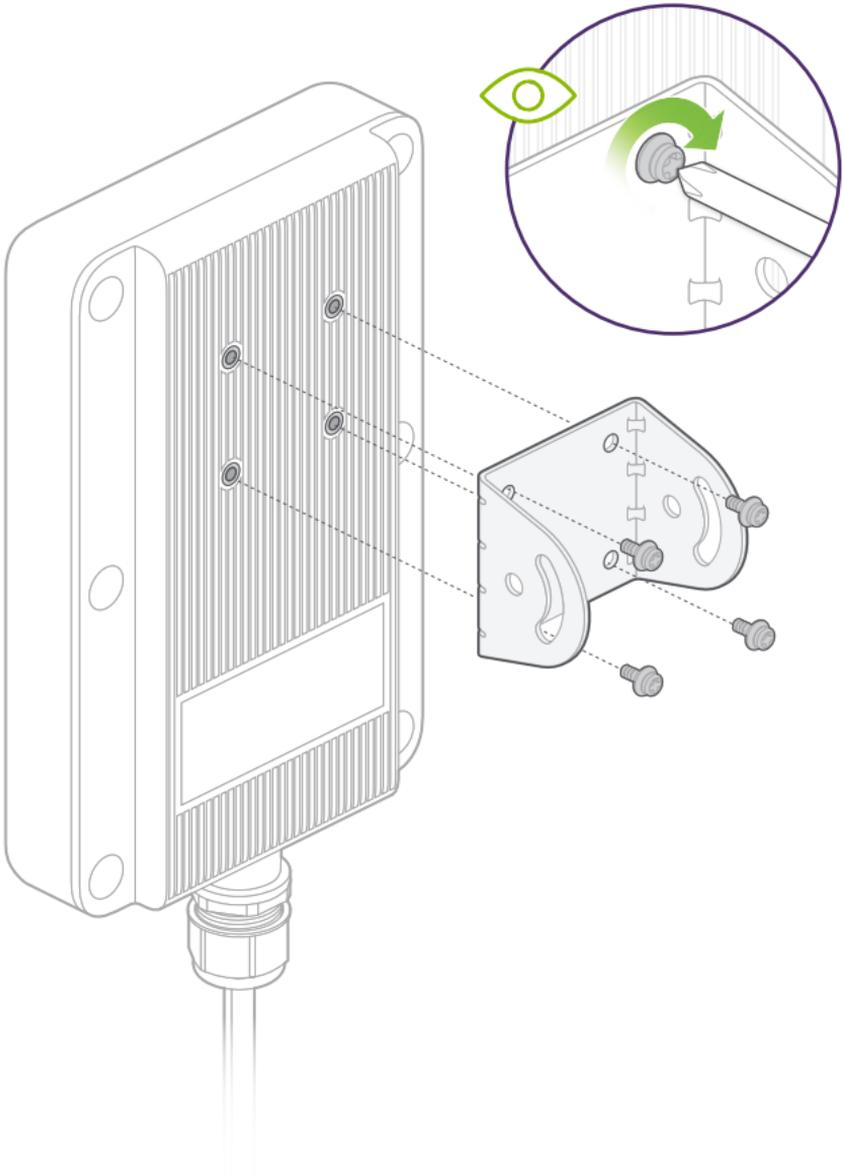
Screwdriver (Phillips)



Backplate



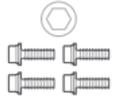
Assembly screws (M5)

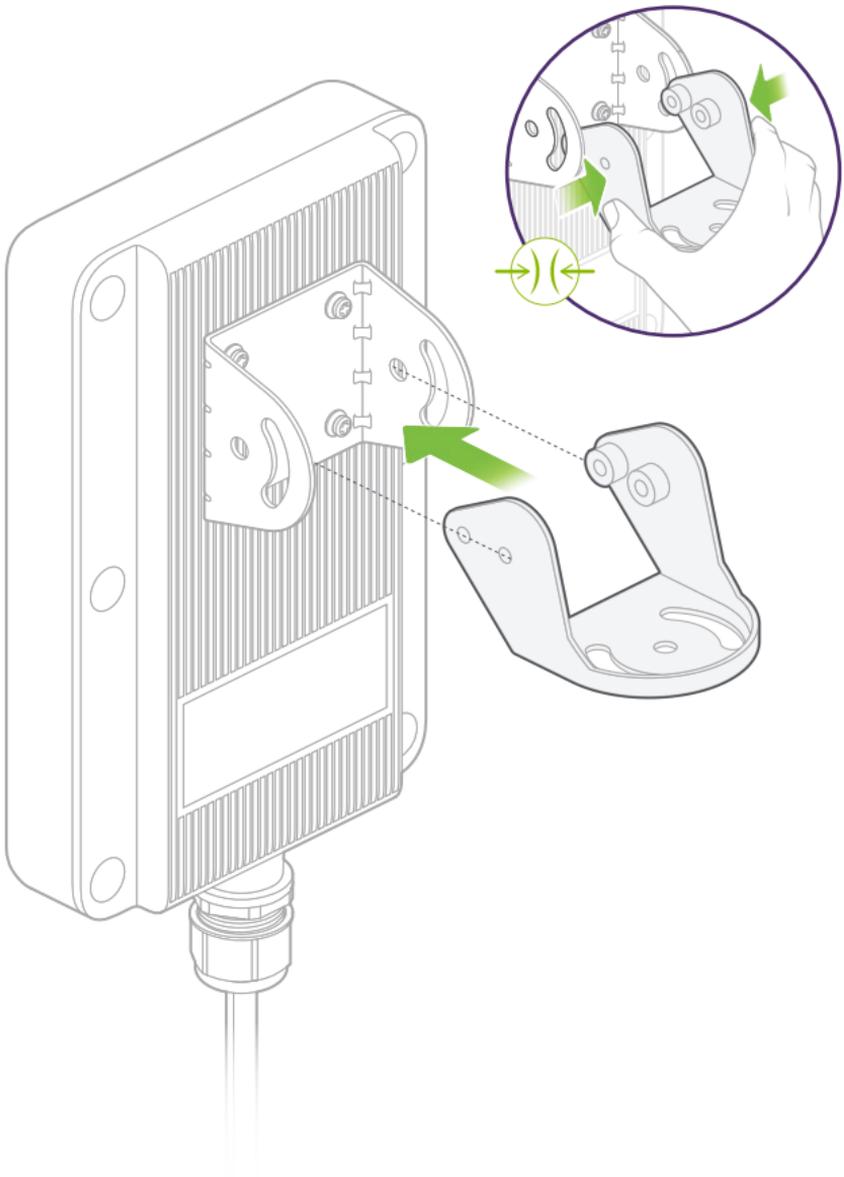


7a

Attach backplate holder

You'll need:

		
Hex wrench	Backplate holder	Assembly screws (M6)



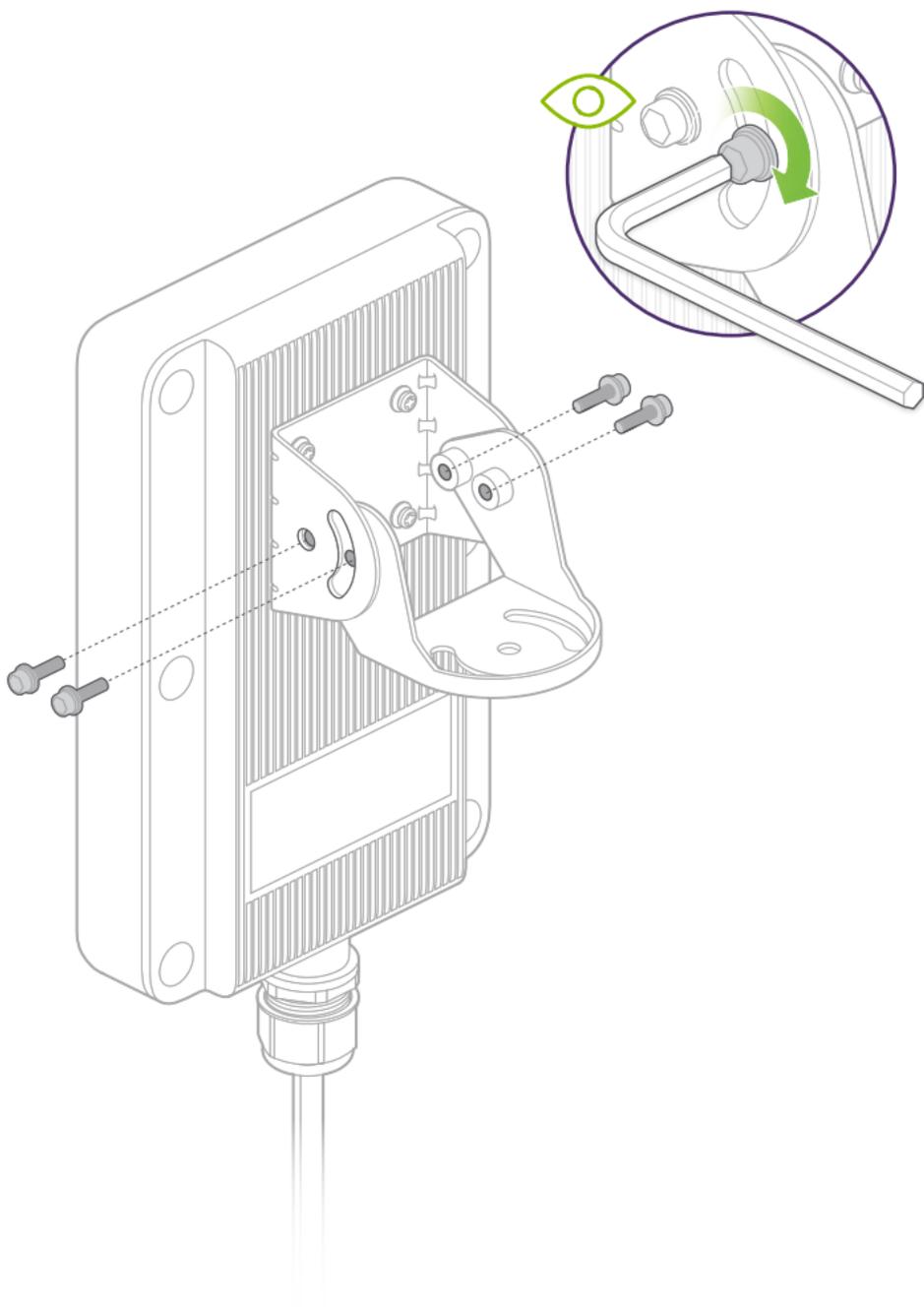
7b

Attach backplate holder

TIP



Lightly tighten screws for now. The Wireless Home Internet device's position may need to be adjusted later on.



Before you start

determine mounting location

See how its done:



To watch an overview installation video, visit telus.com/WirelessHomeSetup or scan the QR code.



What's been completed?



Wireless Home Internet device mounting

You'll need:



Smartphone or tablet



Ladder

Recommended equipment



Recommended safety equipment:



Safety helmet
and goggles



Anti-slip
footwear



Helper



Recommended tools (optional) :



Duct tape



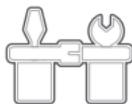
Measuring tape



Level



Stud finder



Tool belt



19mm (3/4 inch)
drill bit



Silicone sealant

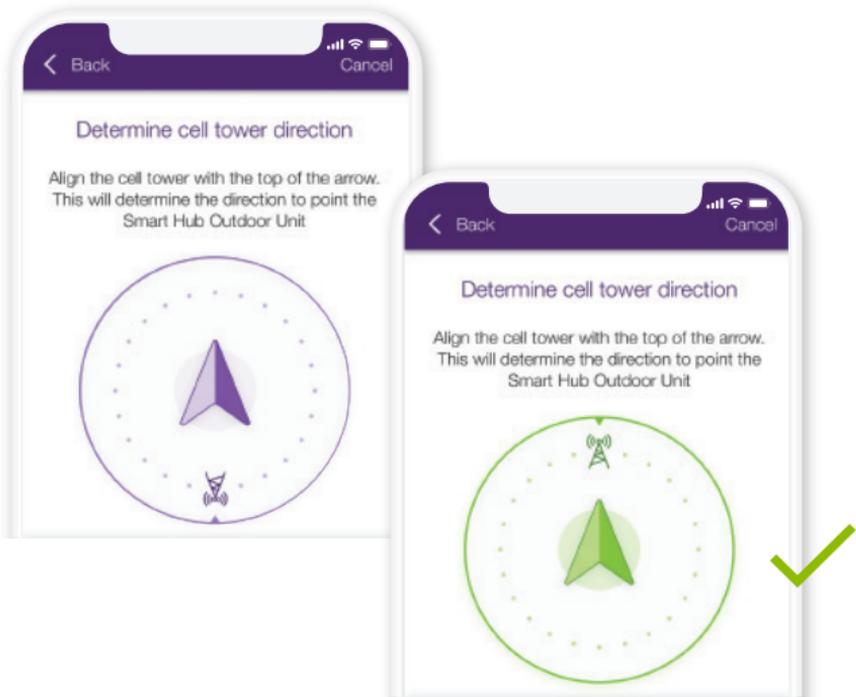


NOTE

Use either a **masonry** or **wood** drill bit depending on your home siding material.

8

Determine cell tower direction



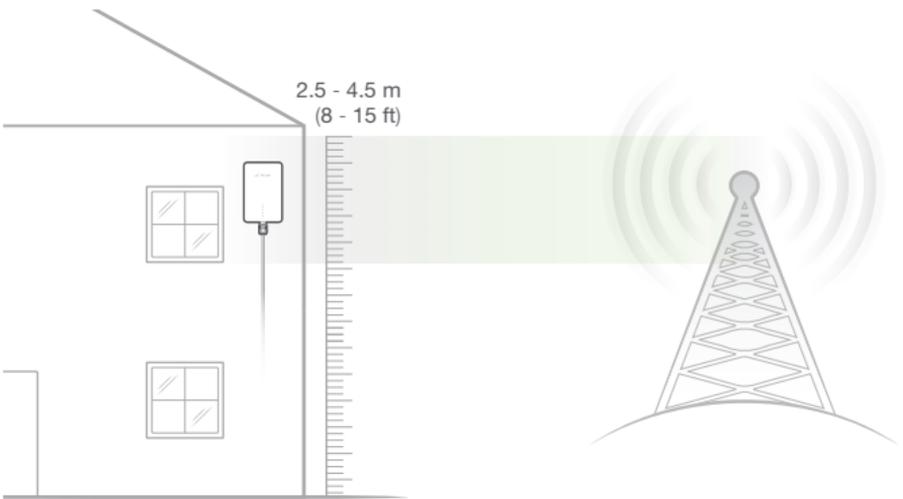
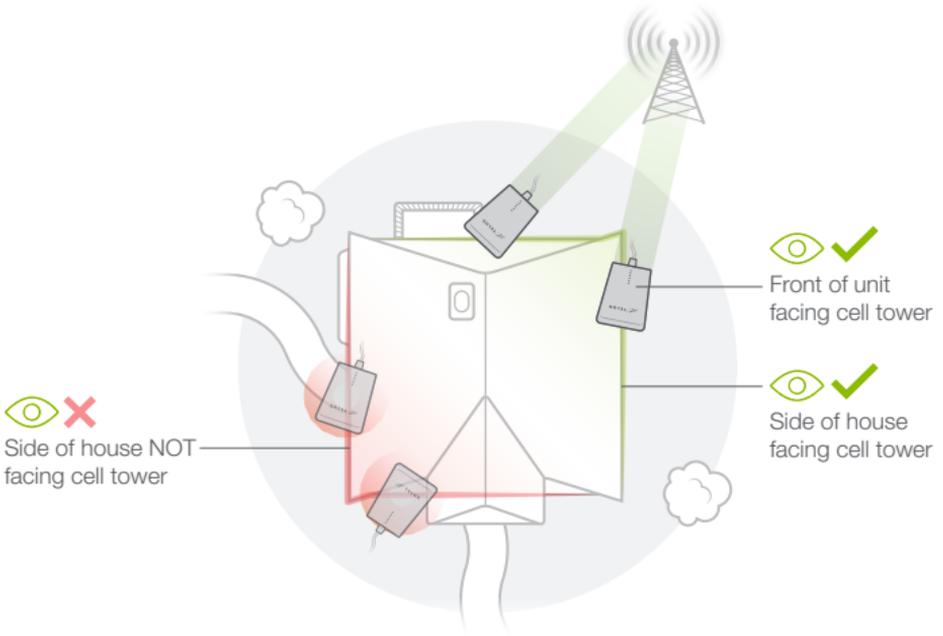
Use the compass feature on the TELUS Connect app, to find the direction of your nearest cell tower.

Can't find the direction?

If you are unable to determine direction of install, visit telus.com/WirelessHomeSetup for additional support.

9

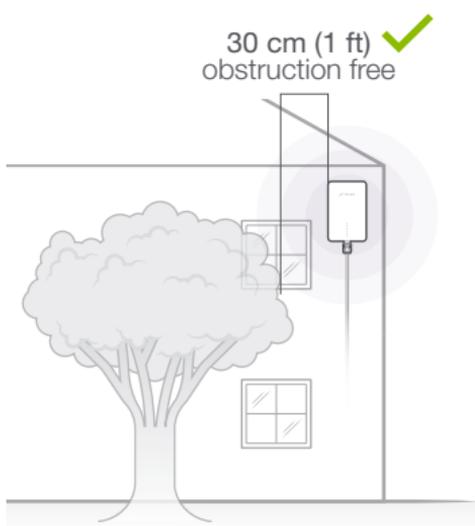
Determine a mounting location

**IMPORTANT**

Do not yet install the device.

Avoid obstructions

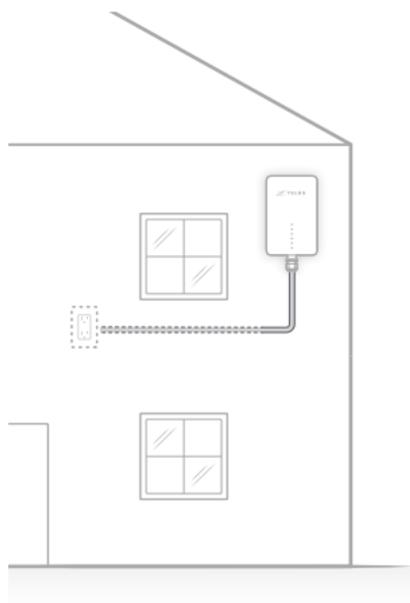
If you have obstructions in this location, try a new location facing the same direction.



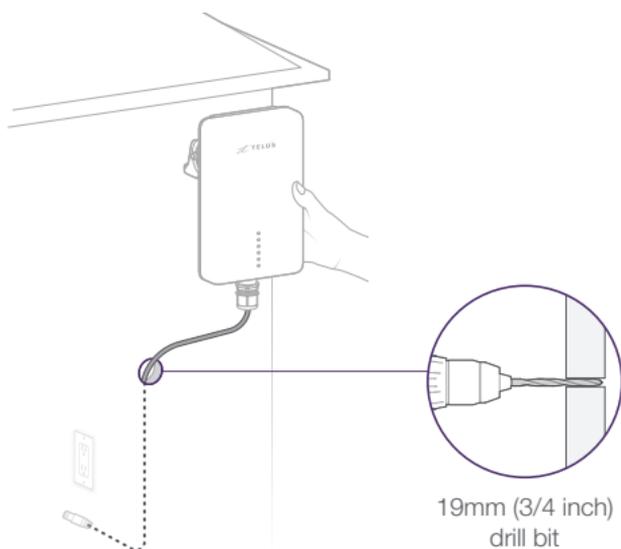
IMPORTANT

Install the device as high as possible. However, to avoid lightning risks, do not put the device as the highest point on the house (not on the roof).

Plan cable route



Use an existing opening or drill a hole if necessary.



19mm (3/4 inch)
drill bit

**TIP**

Use silicone sealant around the drilled hole.

Use either a **masonry** or **wood** drill bit depending on your home siding material.

IMPORTANT

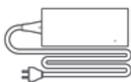
If using drilled hole method:

- check between the walls for wires and pipes before drilling
- test the signal strength using the TELUS Connect app before drilling

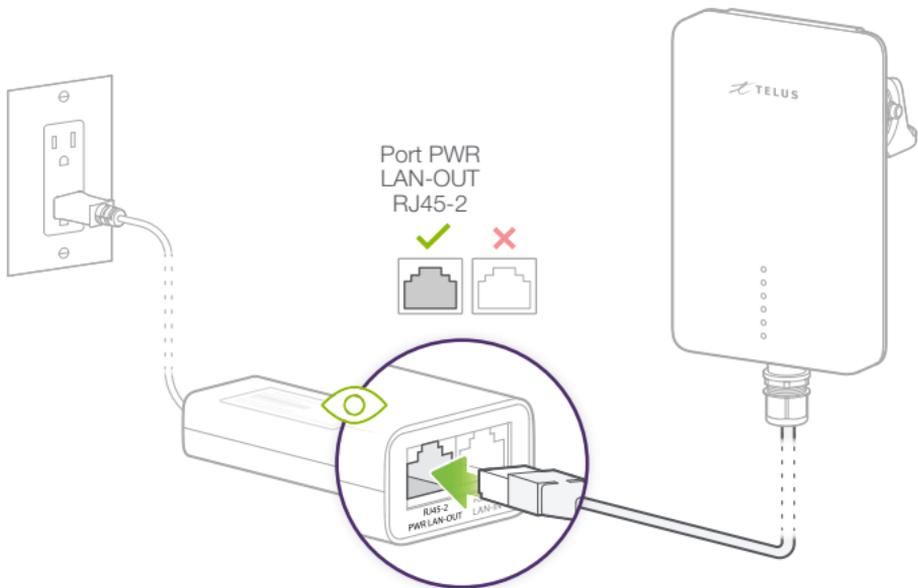
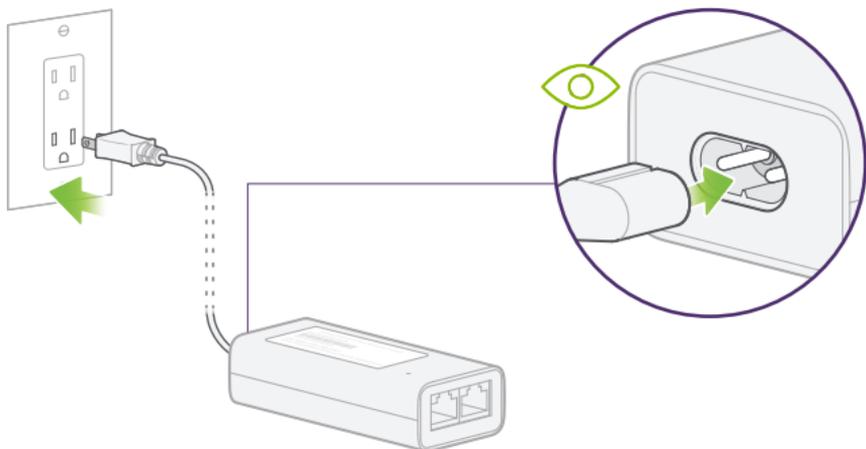
12

Connect to power

You'll need:

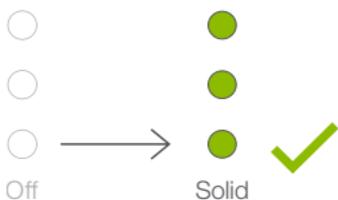


Power supply (PoE)



Allow Wireless Home Internet device to boot up

SIGNAL



Up to 10 minutes

NETWORK



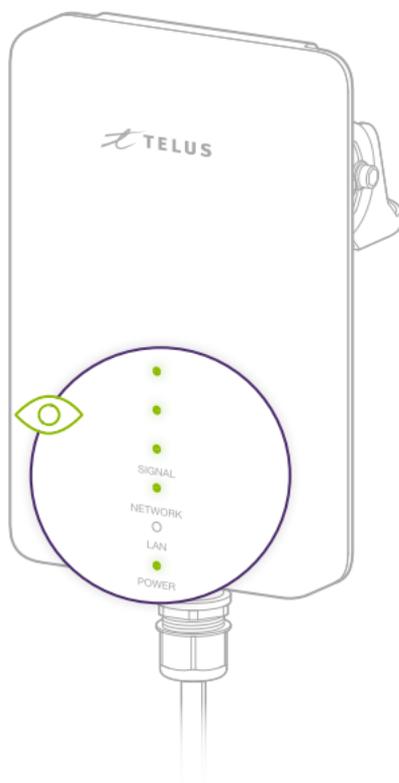
OR



LAN



POWER



NOTE



The LEDs on the Wireless Home Internet device only illuminate for up to 15 mins after boot up before automatically turning off.

14

Test Wireless Home Internet device

You'll need:



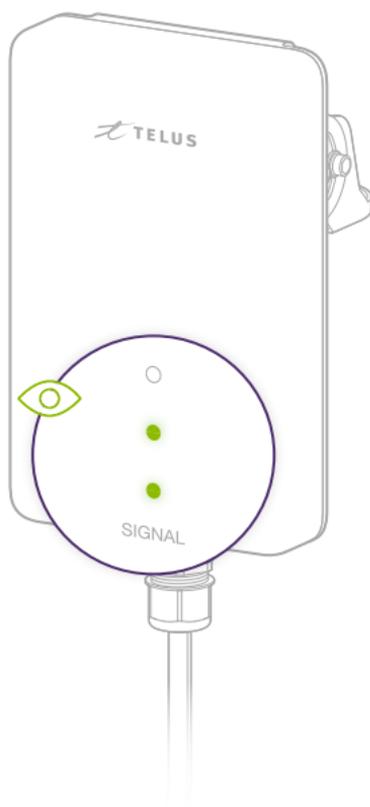
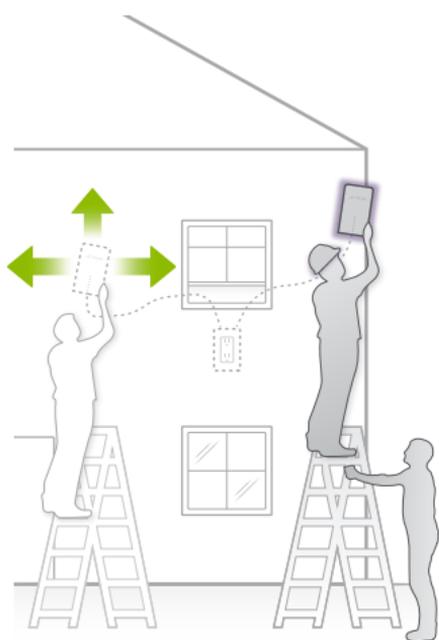
Ladder



Helper



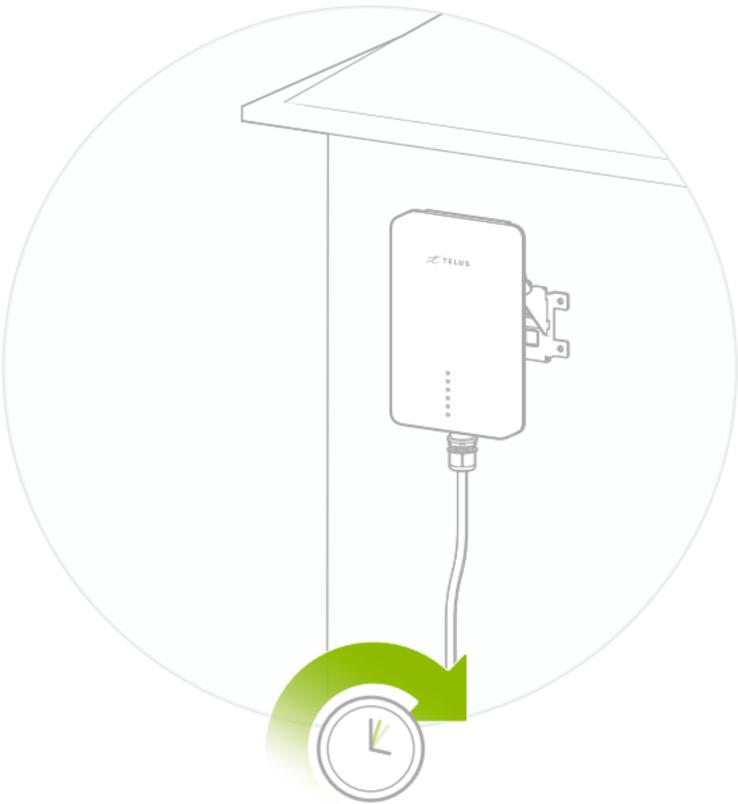
Safety gear

**IMPORTANT**

Once you determine the location that you will mount, check LEDs and run the compass feature again, to ensure that it is the right spot.

B

Wall mount installation



30 minutes
installation time

Before you start wall mount installation

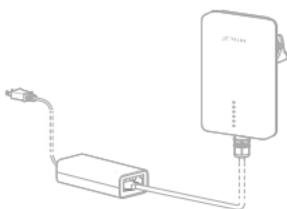
See how its done:



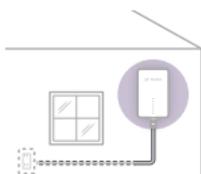
To watch an overview installation video, visit telus.com/WirelessHomeSetup or scan the QR code.



What's been completed?



Wireless Home Internet device assembly



Location determined



You'll need:

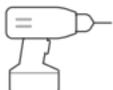


Pencil



Screwdriver (Phillips)

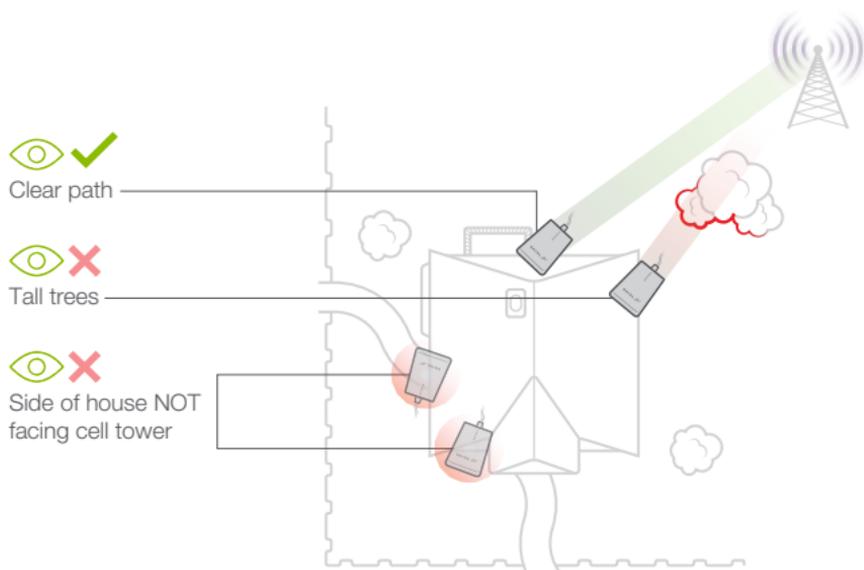
Optional



Impact Drill



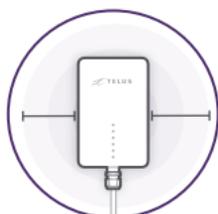
8mm (5/16 inch) masonry drill bit



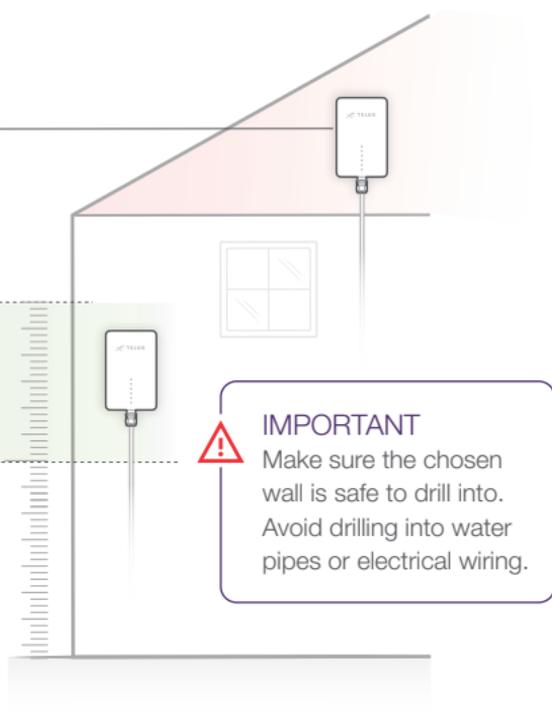
Roof installation



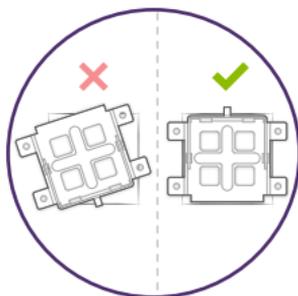
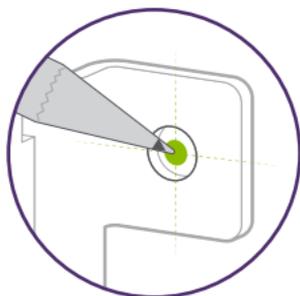
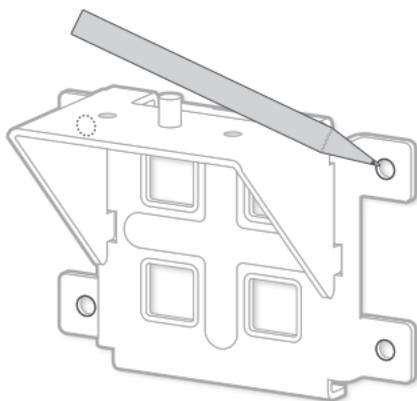
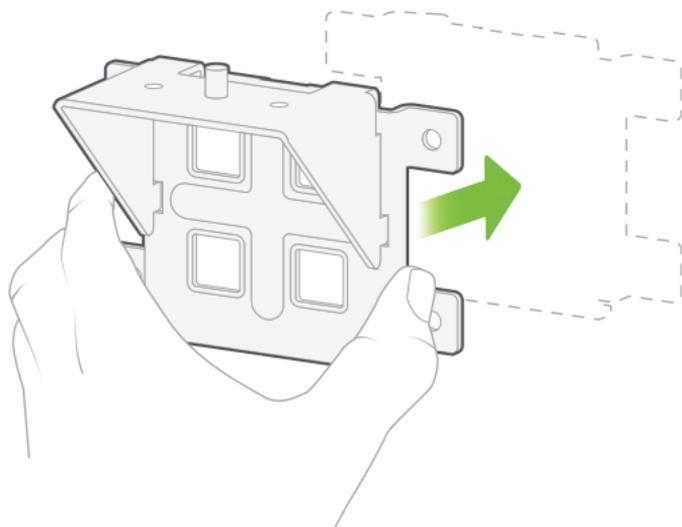
2.5m - 4.5m
(8 - 15 ft)



+30 cm (1 feet) clearance

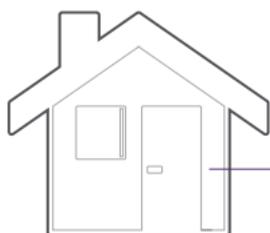


Mark screw holes



17

Determine your siding



Wood



Vinyl



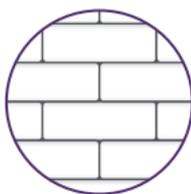
Aluminum

Go to step

19



Stucco



Brick



Stone

Go to step

18

Masonry installation

You'll need:



Wall anchors

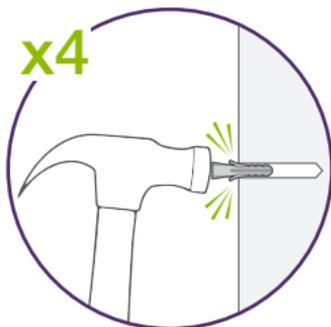
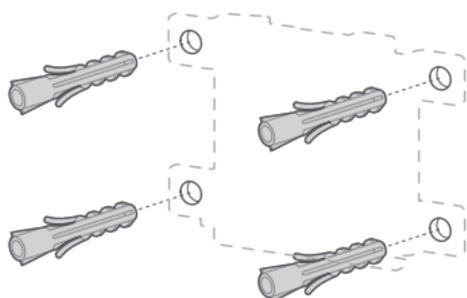
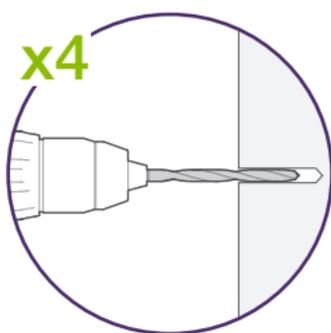
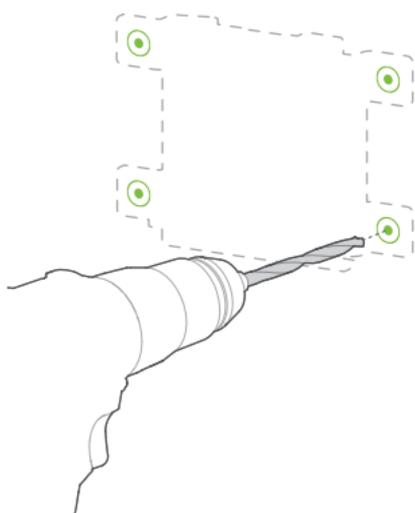
8mm (5/16 inch)
masonry drill bit

Drill

Hammer
(optional)

NOTE

Drilling and wall anchors may not be required for some wall surfaces.

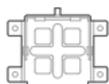


Attach mounting bracket

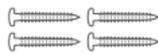
You'll need:



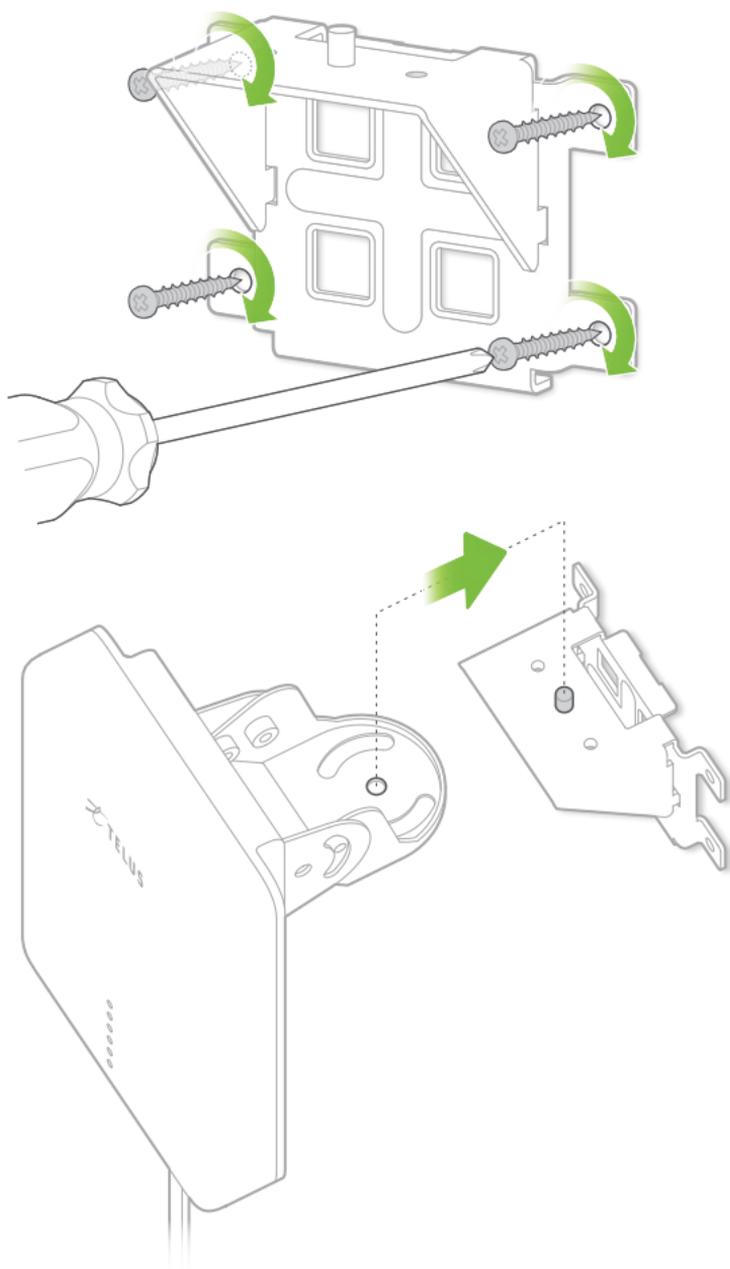
Screwdriver (Phillips)



Mounting bracket



Wall screws



Attach Wireless Home Internet device to wall mount bracket

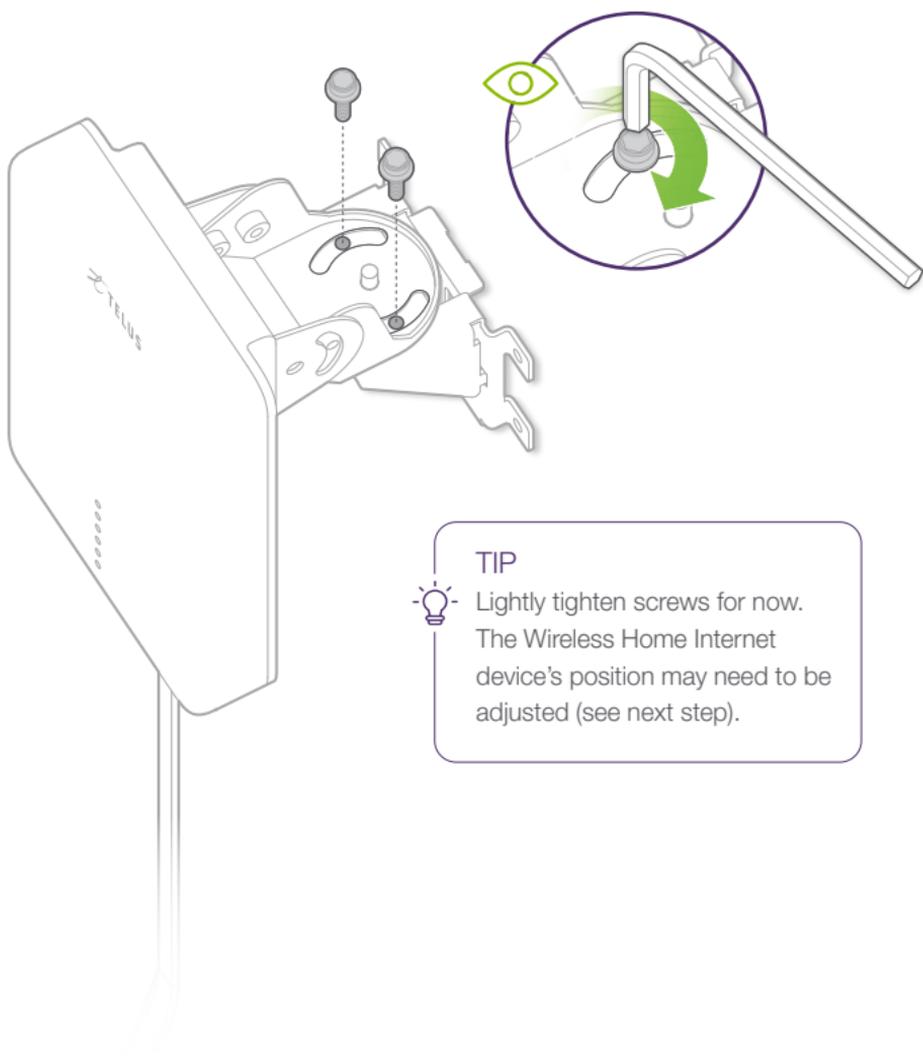
You'll need:



Hex wrench



Assembly screws (M6)

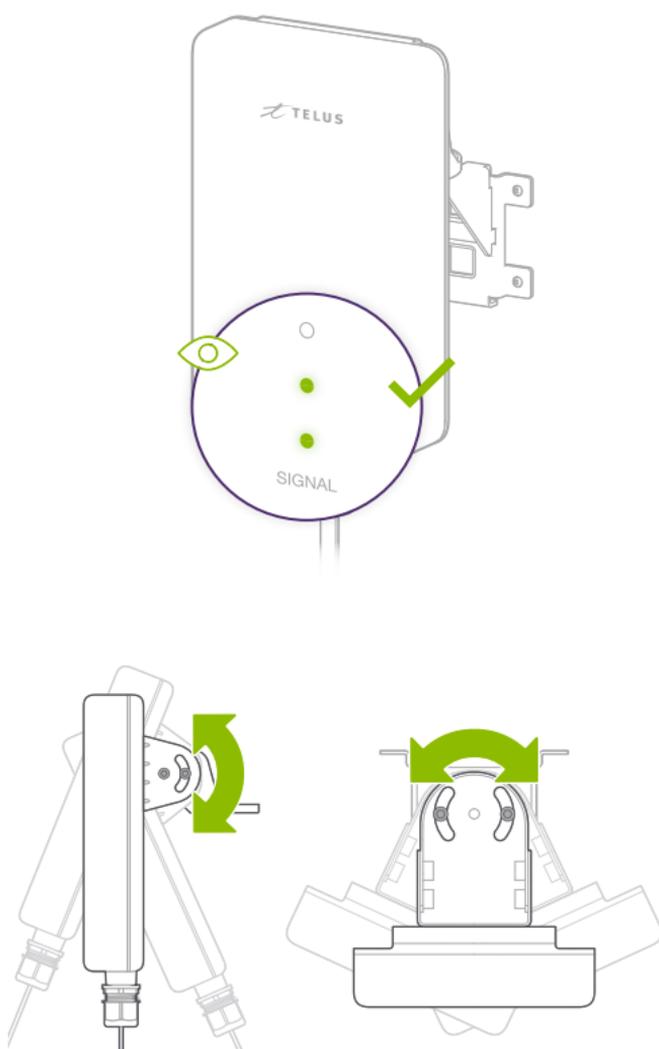


TIP



Lightly tighten screws for now. The Wireless Home Internet device's position may need to be adjusted (see next step).

Check for service



If required, fine tune the position of your Wireless Home Internet device by rotating it up/down or left/right. Once a signal is confirmed, **fully tighten** all M6 screws with the hex wrench.

No service?

- ✗ If the issue persists, visit telus.com/WirelessHomeSetup for additional support.



TELUS Wi-Fi Hub installation



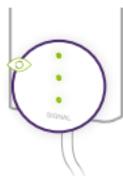
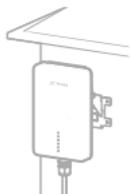
15 minutes
installation time

Before you start

TELUS Wi-Fi Hub installation



What's been completed?



Wireless Home Internet device assembly with signal



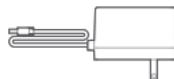
What's in the box?



TELUS Wi-Fi Hub



Ethernet cable



Power supply



You'll need:



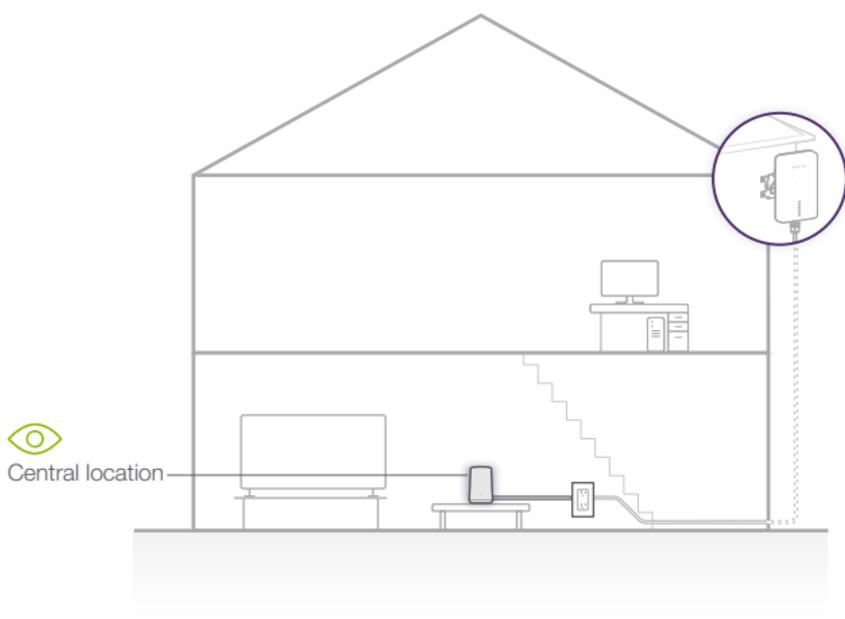
Smartphone or tablet

TELUS Wi-Fi Hub placement

TIP



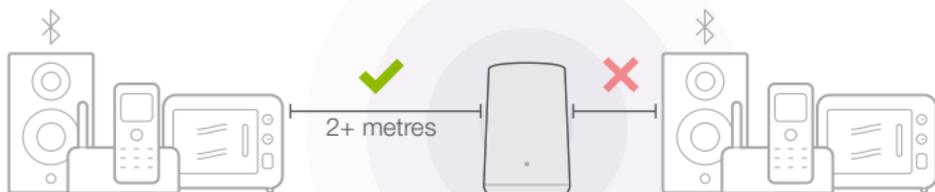
Within reach of the Ethernet Cable, try to position the TELUS Wi-Fi Hub as close as possible to the central Wi-Fi usage area of your home. Use an extension cable if necessary.



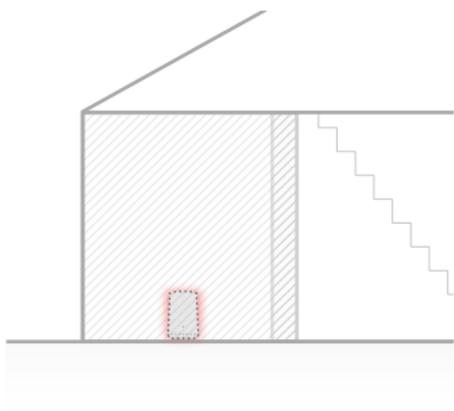
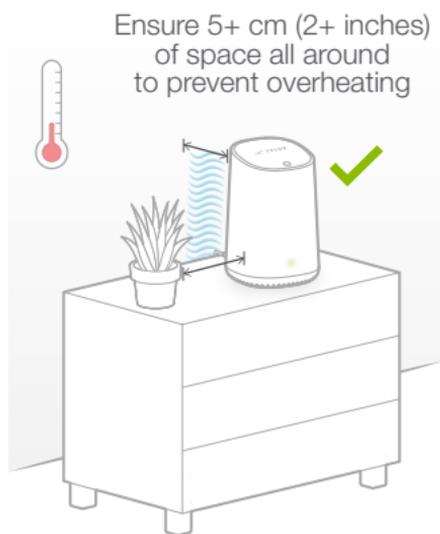
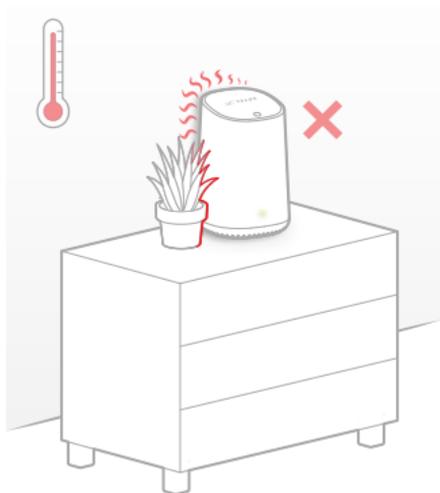
TIP



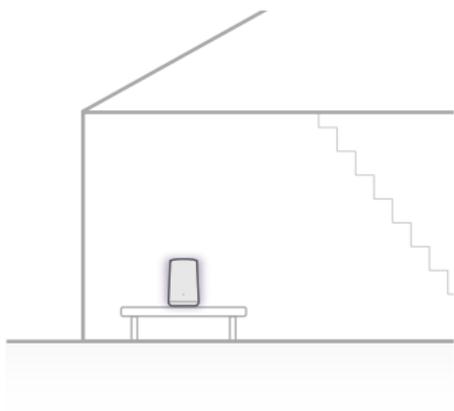
Avoid placing the TELUS Wi-Fi Hub closer than **2 metres** to devices such as microwaves, cordless phones or Bluetooth wireless devices.



TELUS Wi-Fi Hub placement

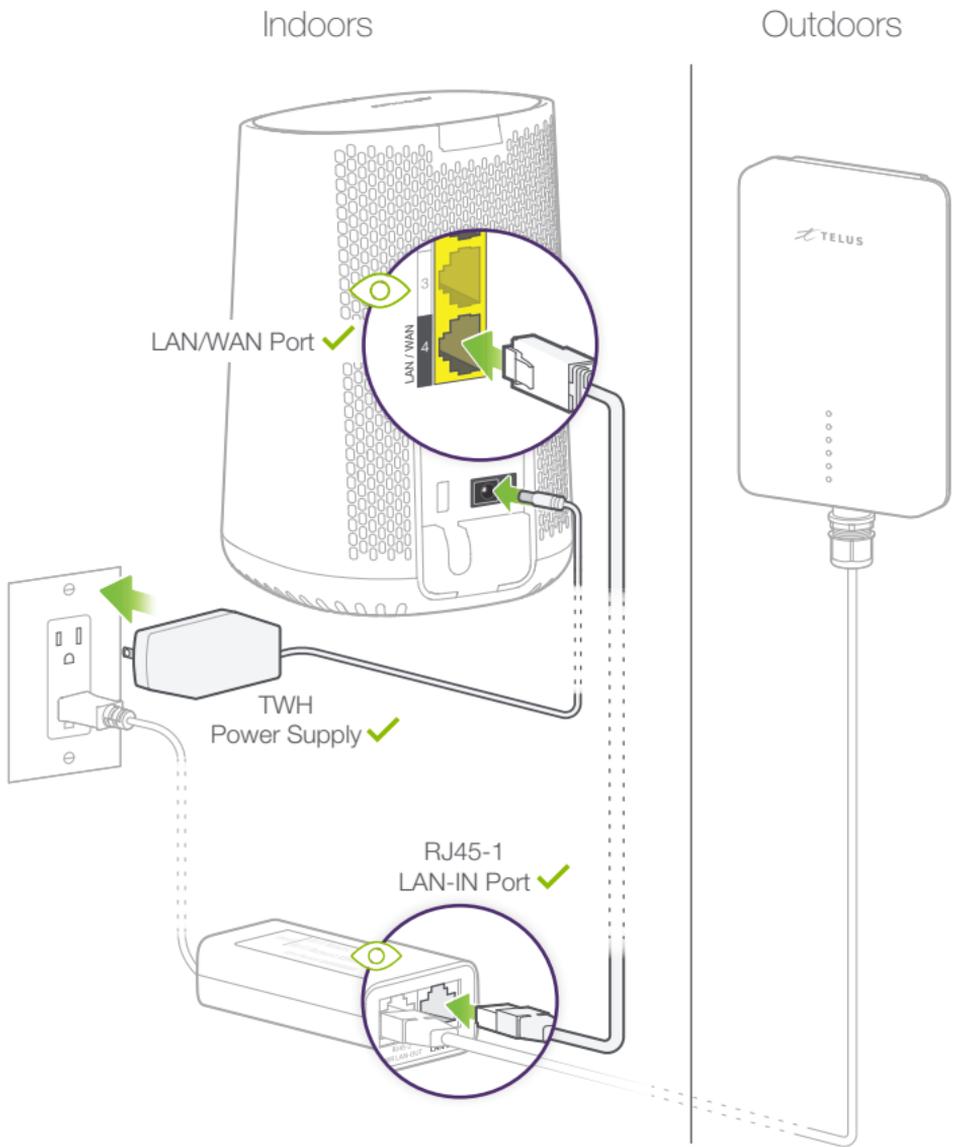


Behind thick walls or heavy objects 



Clear, open space off the floor 

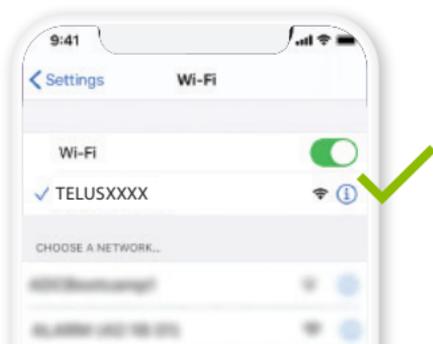
Connect TELUS Wi-Fi Hub



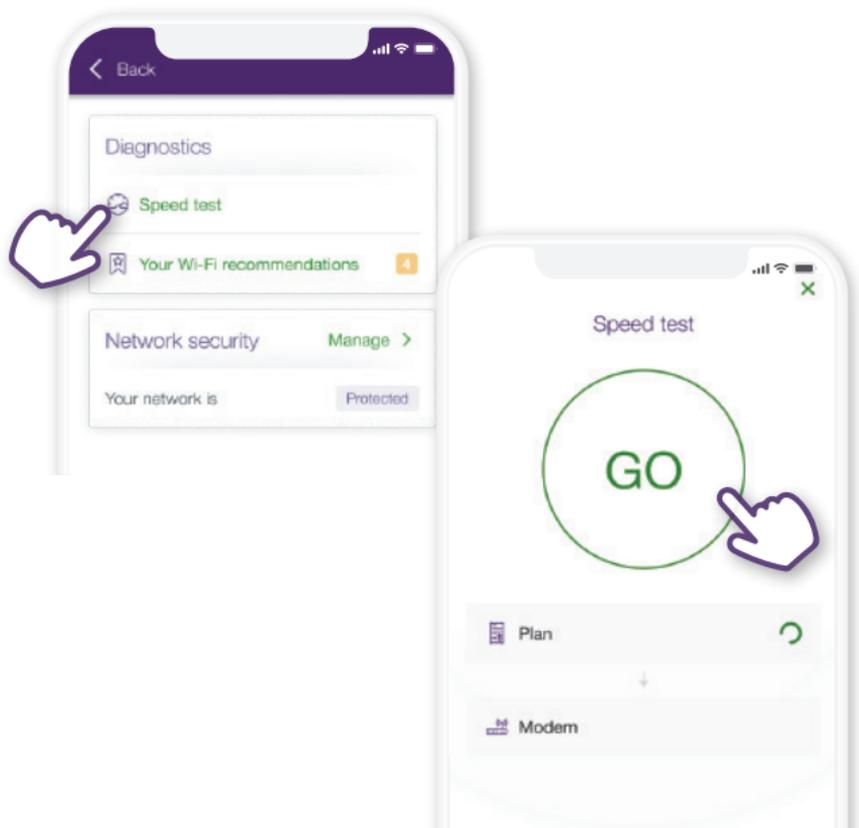
**NOTE**

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



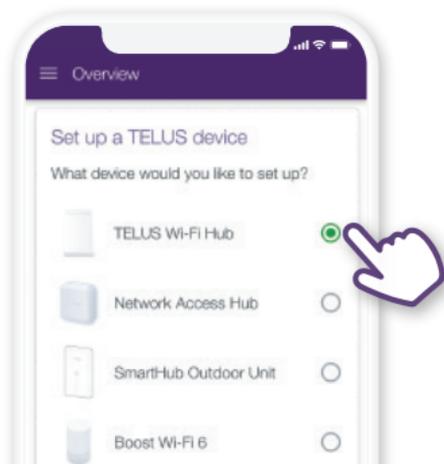
**NOTE**

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



**TIP**

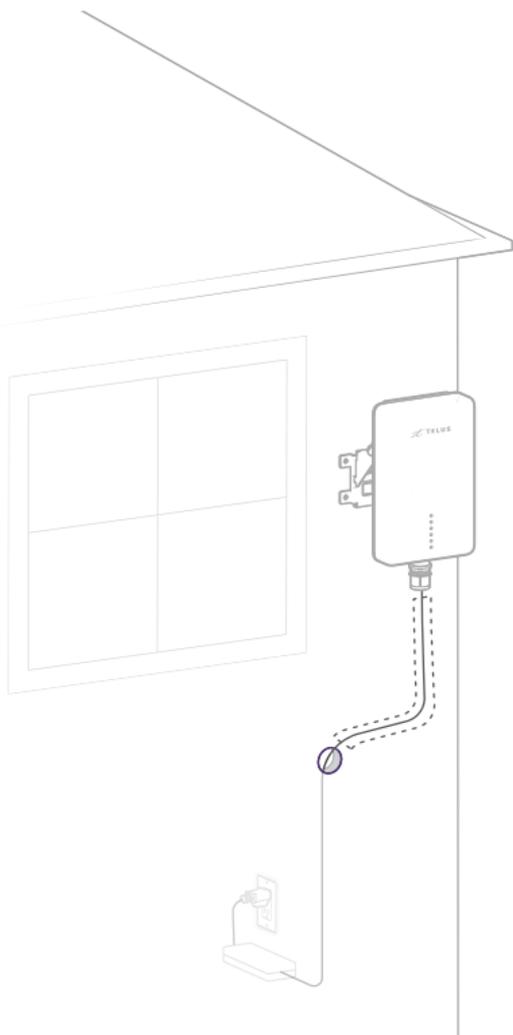
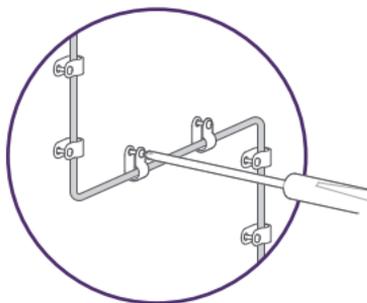
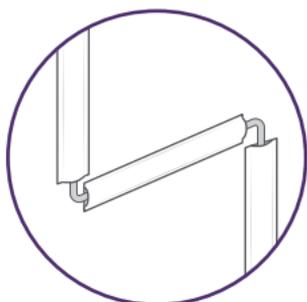
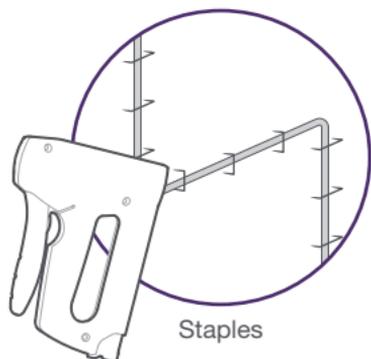
With the TELUS Connect app, if you set your new Wi-Fi Network Name and Password to the same as your previous Wi-Fi, all your devices automatically reconnect.



Select 'Set up Wi-Fi Hub'. Follow the on-screen instructions to configure your network and access admin controls.

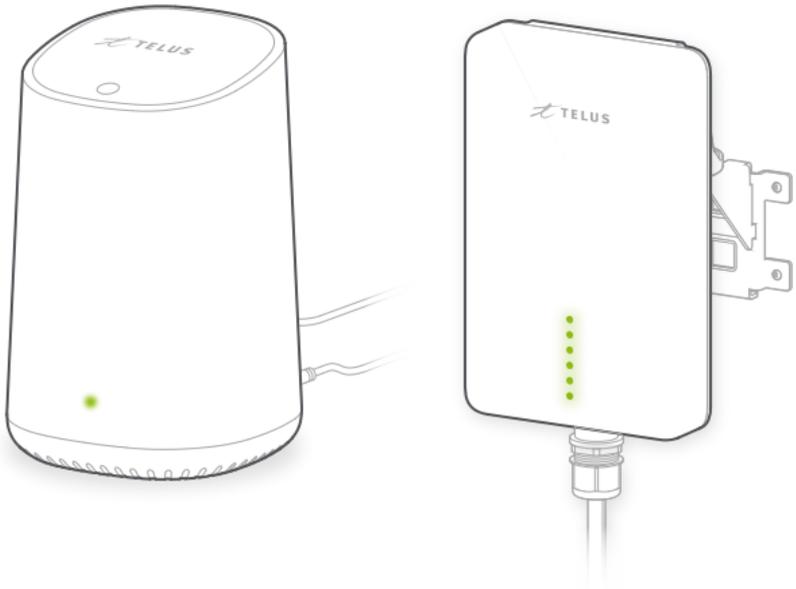


Don't forget to connect all your devices to your new Wi-Fi network.

**NOTE**

Staples, cable tracks or cable fasteners are NOT supplied in kit. Additionally, don't forget to weatherproof the drilled hole.

Nice work, you're all done!



Additional support

For installation and setup support please visit:

telus.com/WirelessHomeSetup



For general support please visit:

telus.com/WirelessHomeSupport



NOTE



Device is to be operated at a minimum of 30 cm from the user according to ISED Standard RSS-102.

Wireless Home Internet device 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: <ul style="list-style-type: none">• 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 |

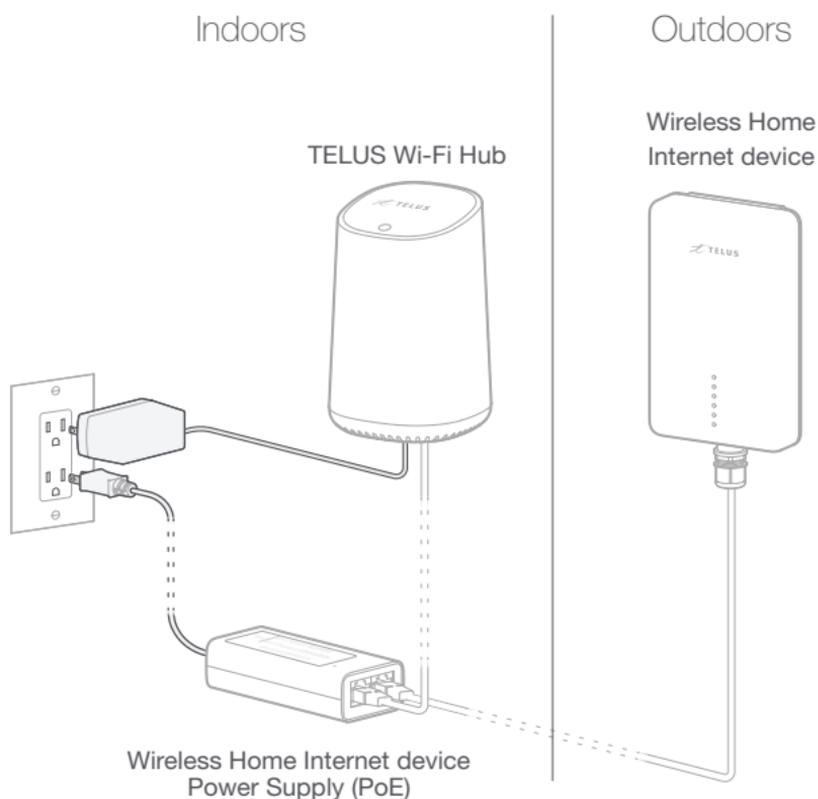
LAN

- | | | |
|----------|--|-------------------------------|
| 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 |

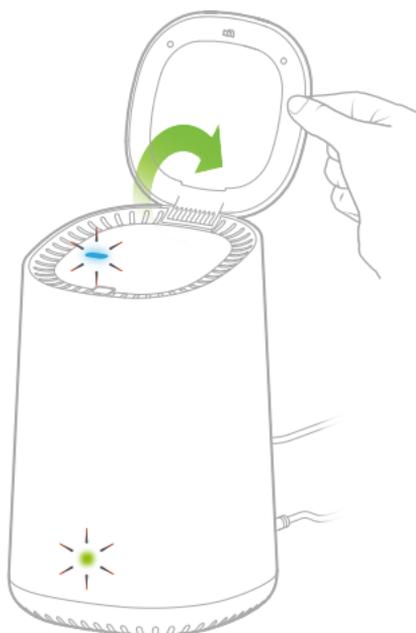
Wireless Home Internet troubleshooting



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 Wireless Home Internet device (unplug the power supply and plug it back in to restore power).
- Having 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).
- Not able to connect to your Wi-Fi network, check the LED status on the TELUS Wi-Fi Hub and use the TELUS Connect app to check the Wi-Fi settings.
- Still have Internet access problems, visit telus.com/WirelessHomeSetup.

TELUS Wi-Fi Hub LED reference guide

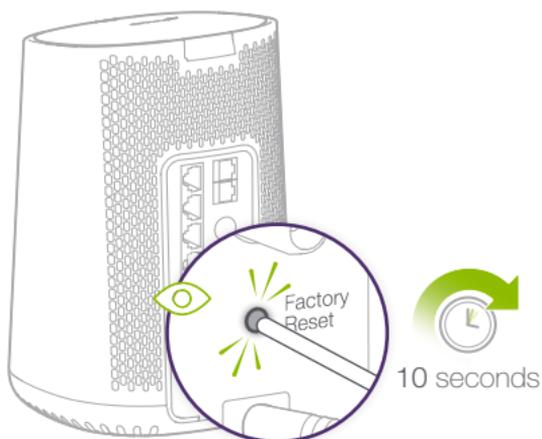


LED reference guide



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.





IC NOTICE

This radio transmitter (identify the device by certification number, or model number if Category II) has been approved by Industry Canada to operate with the antenna types listed below with the maximum permissible gain and required antenna impedance for each antenna type indicated. Antenna types not included in this list, having a gain greater than the maximum gain indicated for that type, are strictly prohibited for use with this device.

Immediately following the above notice, the manufacturer shall provide a list of all antenna types approved for use with the transmitter, indicating the maximum permission antenna gain (in dBi) and required impedance for each.

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

- (1) this device may not cause interference, and
- (2) this device must accept any interference, including interference that may cause undesired operation of the device.

This Class B digital apparatus complies with Canadian ICES-003.

IC: 5200E-MC7530CA

IC RADIATION EXPOSURE STATEMENT

This device complies with IC radiation exposure limits set forth for an uncontrolled environment. In order to avoid the possibility of exceeding the IC radio frequency exposure limits, human proximity to the antenna shall not be less than 30cm (12 inches) during normal operation.