

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, Power Supply

You'll need:
Smartphone or Tablet

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.

NOTE
Place the sticker included in the box onto the PoE Adapter.

2 Connect Smart Hub

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

3 Booting Up Smart Hub

SIGNAL
Off → Solid ✓ 2 or 3 solid LED lights indicate a good signal. 1 minute

NETWORK
Off → Solid ✓ 5G
OR
Off → Flashing ✓ 3G/4G

LAN
Off → 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.

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.

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

5 Connect TELUS Wi-Fi Hub

6 Booting Up TELUS Wi-Fi Hub

Flashing 30 seconds

Solid ✓

Solid ✓

Flashing 30 seconds

Solid ✓

LAN

Flashing ✓

Solid ✓

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

7 Connect Your Devices

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

8 Configure Your Network

TIP
With the TELUS My Wi-Fi 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.

Download the TELUS My Wi-Fi app and select 'Set up Wi-Fi Hub'. Follow the on-screen instructions to configure your network.

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.

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

Smart Hub: Troubleshooting

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.