TELUS SmartHome Quick Start Guide





the future is friendly.

Congratulations and welcome

Welcome to TELUS SmartHome. Thank you for trusting TELUS to keep your home operating efficiently and securely. This Quick Start Guide will provide you with steps and key points to get your SmartHome system up and running. You may use the instructions that came with each device for more details regarding the specific devices.

Note: If you have purchased new add-on devices after your initial SmartHome system installation, the steps to pair the add-on devices are found on the site telus.com/support/topic/internet#/smarthome. Once they are paired, please follow steps 4 to 10 in this section to complete the installation.

What devices are covered in this Quick-Start Guide

- Hub
- Motion/Image Sensor
- Smart Plug (Dimmer Module and Appliance Module)
- Door/Window Sensor
- HD Indoor Camera
- Smart Radio Thermostat
- Nest Learning Thermostat
- Wi-Fi Outdoor Doorbell Camera
- Smart LED Light Bulb

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Get to know your TELUS SmartHome devices:

Note: depending on the selections you made in your purchase, your package may not have all of the devices. You may check your first Welcome Letter email you received after you made your purchase or login to "**My Account**" from **telus.com/SmartHome** for your complete list of devices in your package.



Z-Wave

Wi-Fi

Hub

The Hub is the TELUS SmartHome command centre. It communicates with your devices and allows you to create rules, get customized alerts and remotely control your devices.

Door/Window Sensor

With the Door/Window Sensor, you can remotely check to see if your door or window is open or closed. By knowing this, you can program your other devices to adjust to the condition, such as reducing the thermostat to a more energy-conscious setting.

HD Indoor Camera

The High-Definition 720P Indoor Camera captures videos that are available to view through your computer or mobile app. The camera has been designed to capture images at a distance of over 6m / 20ft away in the dark.

Motion/Image Sensor

The Motion/Image Sensor captures images when motion is sensed, even at night. It is simple to install – no wires to run for setup, and you can view uploaded images on the website or through the mobile app.

Nest Learning Thermostat

The Nest Learning Thermostat is a sleek-looking premium thermostat. Its capability gives you a higher degree of precision in controlling the temperature of your home. It learns what you like and keeps you comfortable automatically.

Repeater

The Repeater extends the range of the Z-Wave network in your home. It allows you to place a Z-Wave device farther from your SmartHome hub.

Smart LED Light Bulb

The Smart LED Light Bulb gives you remote control for on-off function and brightness of your lighting without rewiring. The soft-white light is energy-efficient in that it uses only 9 watts of energy for the same illumination as a 60-watt incandescent bulb.

Smart Plug (Dimmer Module or Appliance Module)

The Dimmer Module Smart Plug allows you to wirelessly turn on or off, and dim or brighten your desk or floor lamps. The Appliance Module Smart Plug gives you the ability to wirelessly turn on or off your plugged-in appliances (those within 600W).

Smart Radio Thermostat

Packed with functionality, the Smart Radio Thermostat has 7-day temperature setting programmability, a filter change indicator for your HVAC system, and a system lock to prevent unintentional changes. It has a responsive touchscreen and is easy to read with a backlit display.

Wi-Fi Outdoor Doorbell Camera

The Wi-Fi Outdoor Doorbell Camera gives you an integrated experience. With an HD camera, Passive Infrared (PIR) motion sensor, digital microphone and speaker, you can see who is at the door, talk to the visitors using two-way audio, and record doorbell trigger clips.



Get started with your TELUS SmartHome System

Note: You may skip this section of installing your TELUS SmartHome System if you have selected a professional installation for your devices.

Note: If you have purchased new add-on devices after your initial SmartHome system installation, the steps to pair the add-on devices are found on the site telus.com/support/topic/internet#/smarthome. Once they are paired, please follow steps 4 to 10 in this section to complete the installation.

Step 1: Unpack Devices and Check Devices

Many of your devices have been pre-paired to your hub at our warehouse prior to shipment to simplify setup. If your order included an HD Indoor Camera or Wi-Fi Outdoor Doorbell Camera, note that these cameras cannot be pre-paired to your account and require Wi-Fi setup at your home. The steps in this section include set up for all devices other than HD Indoor Camera or Wi-Fi Outdoor Doorbell Camera. Instructions for these cameras are described in step 4, **"Set up your TELUS SmartHome devices"**.

- 1a. Find a clear space to unpack your order. A kitchen table or counter that is close to a number of AC outlets is ideal as a "set up area"
- 1b. Open device boxes except Wi-Fi Doorbell Camera & HD Indoor Camera.
- **1c.** Become familiar with your devices using the diagrams in the earlier section.
- 1d. When unpacking your Hub, be aware that the Hub may be active and operating on 24 hrs of internal battery power. The hub may have a flashing white LED light on the front even when it is not connected to AC power. This is a normal occurrence and you can proceed with these instructions whether or not the LED is flashing.



1e. Connect the black AC adapter (found in the small box under the hub), to a powered AC socket and connect the cylindrical connector DC in port at the back of the hub. If there is no indication of a power-on, the power button at the back of the hub can be pressed once.





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- 1f. Once powered, you will see the indicator LED on the hub flash a series of different colours:
 - After 2 minutes, you will be able to move to the next step.
 - The LED indicator light will be solid or flashing white.
 - If the LED Light is flashing quickly, the hub has insufficient wireless signal strength and should be moved closer to a window or exterior wall to receive a stronger signal from the local cellular tower.
- 1g. If your order includes Dimmer Plug and/or Appliance Plug, connect them to AC powered sockets. These plugs include an "always on" socket and a Z-Wave controlled socket marked with the "Z-wave" icon. A Z-Wave socket is one that is controllable by the SmartHome system. For more information on the Z-wave technology, refer to Z-wave related articles found on the online support site telus.com/support/topic/internet#/smarthome. Check that the plugs are receiving power from your AC sockets by connecting a device to the "always on" sockets that are not marked with the z-wave icon.
- **1h.** If your order includes a Repeater, connect it to an AC powered socket. This device is used solely to extend your Z-wave network for contacting peripheral devices.
- If your order includes one or more Smart Light bulbs, connect all light bulbs to powered-on light sockets that are close to the "set up area". The light bulbs will light up when connected and receiving power.
- 1j. Check that batteries are installed in the following devices:
 - Thermostat (display will be active).
 - Image sensor (if batteries are active & motion is detected, a red light will blink. But only
 once every 5 mins to conserve battery power). Check to see if any plastic tabs are
 preventing battery-to-contact connection. If present, remove any plastic tabs.
- 1k. Check the batteries in the window/door sensor by pressing the release button and removing the battery cover. Check to see if any plastic tabs are preventing battery-to-contact connection. If present, remove any plastic tabs.



 Wake up the window/door sensor using the following actions. Press and hold the "Action Button" labeled "Z-wave" for 3-seconds and then release. The LED light indicator will light up after the action button is held for 3-seconds. The Window/door sensor will indicate that is awake with a rapid flashing of the LED light indicator for 10-minutes.

Step 2: Set up your online account

- 2a. Locate the "Welcome" email you received from TELUS in your inbox for the email address you provided at time of sign-up. To search for the email, look for the sender SmartHome.info@external.telus.com.
- 2b. From the Welcome email you received, click on the link "click here" to begin the login process.



2c. On the Welcome page, click "Let's Go".



2d. Read the Subscription Agreement, and click "I Agree".

2e. Create a new password. Then click "Next".

New Password	
Verify Password	*

- 2f. Follow the rest of the guided steps to finish your setup.
- 2g. Congratulations! Your online account setup is done. Click "Finish".
- **2h.** During the password setup process, your account was authenticated for this session and you will be automatically directed to the TELUS SmartHome interface homepage similar to the webpage shown below.



Note: On first view of the interface a number of warnings will be shown. This is normal and should be expected at this stage. At the top right, you will see an [] Issues warning message. A number of entries in the Recent Activity will include devices listed as "Malfunction". This is normal and will be corrected once the following steps are completed and commands are communicated between the webpage and the hub.

Step 3: Set up your mobile app

The TELUS SmartHome mobile app allows you to stay connected to your home 24/7, no matter where you are. The app lets you send remote commands and manage basic day-to-day functions across your system.

Note: The TELUS SmartHome mobile app is needed to install the Wi-Fi Outdoor Doorbell Camera.

3a. Search for the TELUS SmartHome mobile app from Apple App Store (iOS) or Google Play (Android) & download. You'll know you have the correct app as it will be free of cost and show the following icon:



3b. Open the app. Use the same login name and password as your web account. Now you can view and control your system from your mobile device. See the images below for views of the Apple app.



Step 4: Set up your TELUS SmartHome devices

The previous steps have confirmed communications between devices & sensors, hubs and the web interface. The next step is to install the devices within your home. Choose the placement of your devices carefully. All devices are wireless for convenient installation, but like all wireless devices, the devices and sensors in this system have a limit to their range.

The maximum range without any obstruction or electronic interference is 10 metres.

Each obstruction that the signal must pass through, (a wall or a floor) will decrease the range by 1-3 metres depending on the material in the obstruction. Similar to how Wi-Fi range is affected, it has been found that some electronic devices in the home will also affect the range of devices.



If there are issues, please visit TELUS Support site at https://telus.com/support/topic/ internet#/smarthome for steps in resolving device range issues.

Ideal sequence to install your devices

To ensure the best coverage across your home, install the devices that can repeat connectivity signals, first. Here's a suggested sequence to install your devices:

Hub, Repeaters, Smart Plugs, Smart LED Lightbulb, Smart Radio Thermostat, HD Indoor Camera, Wi-Fi Outdoor Doorbell Camera, Nest Learning Thermostat, Motion/Image Sensor, Door/Window Sensor.

Hub

Find a good central location for your Hub:

- Close to a window for best connectivity
- Central to all the SmartHome devices
- Away from concrete walls

Repeater

Note: The Repeater has already been paired with your Hub at the warehouse, so it is ready to communicate with your Hub.

1. Plug the Repeater into a 120VAC wall outlet at a location that is between the Hub and other TELUS SmartHome devices that are further away from the Hub.

Smart Plug (Dimmer Module or Appliance Module)

Note: The Smart Plug (Dimmer Module and Appliance Module) has already been paired with your Hub at the warehouse, so it is ready to communicate with your Hub.

The Dimmer Module and the Appliance Module look very much the same, except the lefthand side outlet of the Dimmer Module is two-pronged, while the left-hand side outlet of the Appliance Module is three-pronged.

Dimmer Module:

 Plug the Dimmer Module into the 120VAC wall outlet, and then plug the lamp into the left-hand side outlet of the (two-pronged) Dimmer module. Make sure the lamp to be controlled is no more than 300W. The grounded outlet on the right side of the module (three-pronged) is always powered and can be used for any other appliance.



Warning: Do not plug a non-resistive load, such as florescent lighting or a device with a motor to the Dimmer Module. This may result in damaging the Dimmer Module and will void the warranty.

- 2. You can now turn ON, OFF, DIM, or BRIGHTEN the lamp remotely by your mobile app, or directly on the module by:
 - Tapping the button to toggle the lamp ON or OFF
 - Pressing and holding the button to DIM or BRIGHTEN the load
- **3.** To remove the Dimmer Module, simply turn off the power to the lamp, unplug the lamp from the module, and unplug the module from the wall outlet.

Appliance Module:

 Plug the Appliance Module into the 120VAC wall outlet, and then plug the load into the left-hand side outlet of the (three-pronged) Appliance Module. Make sure the load to be controlled totals no more than 15A (1800W). The grounded outlet on the right side of the module (three-pronged) is always powered and can be used for any other appliance.



- 2. You can now turn ON or OFF the load remotely by your mobile app, or directly on the module by:
 - Tapping the button to toggle the lamp ON or OFF
- 3. To remove the Appliance Module, simply unplug the load from the module, and unplug the module from the wall outlet.

Smart LED Light Bulb

Note: the Smart LED Light Bulb has already been paired with your Hub at the warehouse, so it is ready to communicate with your Hub.

- 1. To install the Smart LED Light Bulb, turn the power to the light bulb socket off.
- 2. Screw the Smart LED Light Bulb into the lamp socket.



- **3.** You can now turn ON or OFF the Smart LED Light Bulb remotely by your mobile app, or by using the wall switch that controls the power to the socket:
 - To manually turn the Smart LED Light Bulb OFF, flip the wall switch OFF then ON. Make sure the switch is ON when finished.
 - To manually turn the Smart LED Light Bulb OFF, flip the wall switch OFF then ON two times within two seconds. Make sure the switch is ON when finished.
- 4. To remove the Smart LED Light Bulb, turn off the power to the light bulb socket, and unscrew the Smart LED Light Bulb.

Smart Radio Thermostat

Note: the Smart Radio Thermostat has already been paired with your Hub at the warehouse, so it is ready to communicate with your Hub.

For best results:

- Always replace the batteries as soon as the "Low Batt" flashes, or at least once a year. Failure to replace batteries can result in overheating or excessive cooling of your house.
- Do not use rechargeable batteries.
- Before you remove your existing thermostat, switch OFF electricity to the HEATING and COOLING system by disconnecting the power supply. This can be done at the circuit breaker. WARNING: if you do not feel comfortable working with electrical circuits, please ask a certified electrician to do the installation.
- 2. Remove the existing thermostat's cover. Most are snap-on types or have locking screws.
- 3. Attach labels (enclosed) to each wire for identification.
- Once all wires are labeled, remove the wires from the existing unit. Make sure the wires do not fall back inside the wall. You can wind them around a pencil to keep them from falling.



- 5. Remove the existing thermostat from the wall.
- 6. Based on the wires you have, refer to page 5 of the **"Install Guide CT32"** enclosed in the Smart Radio Thermostat to wire up the new Smart Radio Thermostat.
- 7. Notes: If you have both RH and RC wires, then you need to remove the jumper wire between these two terminals on the Smart Radio Thermostat. The Smart Radio Thermostat runs on 1) four AA alkaline batteries, and/or 2) the C wire if available. If you do not have a C wire, you can run a new wire from the HVAC or use a standard 12-24V (AC or DC) wall transformer. The C wire is optional but preferred for Z-Wave radio installation. Without a C wire, the thermostat will operate on batteries only for about one year.



8. Mount the Smart Radio Thermostat to the wall by first holding it against the wall with the wires coming over the top of the terminal block. Attach the thermostat to the wall with the screws provided.

Wires

- 9. Make your HVAC selection. Set the HVAC Type switch, located under the top cover on the left, to the NORM position if you have normal natural gas, propane, oil, or electric heat. If you have a heat pump system, set the HVAC Type switch to HP.
- 10. Make your HEAT Type Selection. Set the HEAT Type switch to the GAS position if you have normal gas or oil heat, or if you have a heat pump with gas or oil auxiliary heat. Set the HEAT Type switch to ELEC position if you have normal electric heat or if you have a heat pump with electric auxiliary heat.
- **11.** Install four AA alkaline batteries. Press the RESET button (under top cover) to implement the HVAC switch selections.
- **12.** With all the wires connected, turn the AC power back on by turning the breaker switch back on. The Smart Radio Thermostat will power up in the OFF mode.
- **13.** After the Smart Radio Thermostat is powered up, configure it by following pages 10 and 11 of the **"Install Guide CT32"**.
- 14. Your Smart Radio Thermostat is now successfully installed. Please proceed to the "Operation Guide CT32" to begin initializing and using your Smart Radio Thermostat.

HD Indoor Camera

Note: The HD Indoor Camera uses your internet Wi-Fi connection and does not communicate via the Hub. Please confirm your internet Wi-Fi signal is on and have your Wi-Fi password ready for the installation process.

- 1. Connect the camera's mini-USB to Ethernet dongle into the back of the camera.
- 2. Connect the camera to your internet router or an active internet jack on your wall with an Ethernet cord. You should have received an Ethernet cord with your kit.
- 3. Plug in the camera's AC adapter and plug it into a non-switched outlet.



- 4. Wait for the camera LED to turn solid green.
- Login to your online account. Click "Video" on the right. Then click on the link "Your service plan includes Video Monitoring. Click here to add a camera to this account."
- Select the camera from the list, or enter the camera's MAC address (found on camera label at the bottom of the camera and camera box, next to the word, "MAC". An example of a MAC address is: "0003K147D29P") into the search field to begin the installation.
- 7. Mount the camera base bracket to the wall using the screws and anchors provided.
- 8. Slide the camera base into the camera base bracket to secure the camera in position.
- 9. Adjust the camera's horizontal angle by twisting the camera head left and right. Adjust the camera's vertical angle by pivoting the camera up and down.

Wi-Fi Outdoor Doorbell Camera

Note: The Wi-Fi Outdoor Doorbell Camera uses your internet Wi-Fi connection and does not communicate via the Hub. Please confirm your internet Wi-Fi signal is on and have your Wi-Fi password ready for the installation process.

- 1. Before you begin, go through the Pre-installation Checklist at: alarm.com/doorbellinfo. Confirm that you have the following:
 - **a.** Doorbell chime: you have either an existing mechanical or digital doorbell. Wireless chimes are not supported.
 - b. Wi-Fi speed: you have at least 1.5Mbps consistent upload speed at your front door.
- 2. Install the doorbell camera hardware, replacing the existing doorbell by following the steps at alarm.com/doorbellinfo, "Hardware Installation Step-by-Step."
- Download the TELUS SmartHome App Customer App from the App Store (iOS) or Google Play (Android) and log in using your Alarm.com login credentials.
 Note: Doorbells installed using the Skybell App will not work with Alarm.com
- Go to the Doorbell Camera section of the App and follow the guided setup to Add a New Device. More information can be found on alarm.com/doorbellinfo, "Syncing Instructions."

Nest Learning Thermostat

Note: The Nest Learning Thermostat uses your internet Wi-Fi connection and does not communicate via the Hub. Please confirm your internet Wi-Fi signal is on and have your Wi-Fi password ready for the installation process.

For a detailed installation guide, please follow the documentation included with your Nest Learning Thermostat, or visit https://nest.com/support/images/misc-nest-thermostat/nest-thermostat-gen3-install-guide-CA-CA-FR.pdf for the complete installation guide from Nest.

When connecting a Nest account to the TELUS SmartHome system, you will see the connection requested to be between Nest and Alarm.com (TELUS SmartHome's partner), not between Nest and TELUS.

- Before you remove your existing thermostat, switch OFF electricity to the HEATING and COOLING system by disconnecting the power supply. This can be done at the circuit breaker. WARNING: if you do not feel comfortable working with electrical circuits, please ask a certified electrician to do the installation.
- 2. Remove the existing thermostat's cover. Most are snap-on types or have locking screws.
- Check your system to see if it is labeled 120V or 240V, or has thick wires with wire nuts. WARNING: Do NOT connect Nest to high voltage wires. If you are not sure, please visit telus.com/support/topic/internet#/smarthome for more information on thermostat compatibility.
- 4. Attach labels (enclosed) to each wire for identification.
- 5. Once all wires are labeled, remove the wires from the existing unit. Make sure the wires do not fall back inside the wall. You can wind them around a pencil to keep them from falling.
- 6. Use the trim plate provided if you need to cover up holes.
- 7. Attach the Nest base and pull wires through the centre of the base. Attach the base with the screws provided.
- 8. Connect all wires. Push them down to make sure they are flush with the base.
- 9. Attach the Nest display unit until it clicks.
- 10. Switch the power back on.
- 11. The Nest Learning Thermostat will turn on and walk you through setup. During the setup, you can connect the Nest to Wi-Fi. Download the Nest app to create a Nest Account.

Motion/Image Sensor

Note: the Motion/Image Sensor has already been paired with your Hub at the warehouse, so it is ready to communicate with your Hub.

For best results:

- For maximum battery life (~20 to 30 months), use 2 AA 1.5V lithium batteries. Using alkaline batteries will result in a much shorter battery life (~1 month).
- Locate Motion/Image Sensor within 8 to 10 metres of the hub.
- Avoid facing the sensor toward or close to areas with metallic objects or electronics likely to produce interference, or toward surfaces that will create glare when infrared flash occurs.
- For optimal detection capabilities, mount the sensor where someone will most likely walk across the sensor coverage area instead of directly towards the sensor.
- Avoid mounting the sensor outdoors.
- Avoid mounting the sensor on a surface subject to vibration.
- Leave approximately 7.5cm / 3in above the sensor mounting position to allow you to replace batteries without having to unmount the bracket.
- 1. Determine where you want to mount the Motion/Image Sensor based on the suggestions from the "For best results" section below. Then choose your mounting bracket (either the Flat Wall Mount or the Corner Wall Mount) and anchor it to the wall using the large screws and anchors included.







Corner Wall Mount

Determine the vertical mounting angle you need. a) To get the full 10.5m x 12m / 35ft x 40ft coverage area, the sensor should be mounted at a 6° downward angle. This is achieved with a "teeth up" orientation of the mounting arm. b) For most smaller areas in residential installations, the arm can be mounted with a "teeth down" orientation for a deeper angle (18°).







Attach Mounting Arm to Sensor-Back



- **3.** Once you have selected your angle and secured the mounting arm accordingly, attach the back of the sensor to the mounting arm with the provided screw.
- 4. Next, adjust the horizontal angle of the Motion/Image Sensor by lifting the mounting arm at least 1/3 of the way off the bracket and rotate the arm.
- 5. Once both the vertical and horizontal angles are adjusted, secure the mounting arm location by sliding the back pin down and press tight. Use the washer and remaining small screw to secure the back pin.





Door/Window Sensor

Note: the Door/Window Sensor has already been paired with your Hub at the warehouse, so it is ready to communicate with your Hub.

For best results:

- Install the Door/Window Sensor indoor and away from sources of moisture.
- Place the Door/Window Sensor within 8–10 metres of another Z-Wave device that is either your Hub or is powered by AC outlet.
- The magnet and the main sensor must be less than 2cm apart.
- Neither the main sensor nor the magnet should be mounted on a metal frame.
- 1. There are two pieces to a Door/Window Sensor set: the Sensor unit (bigger piece) and the Magnet unit (smaller piece). Attach the Sensor unit Mount Plate and the Magnet unit Mount Plate to a door or window frame either by using the 20mm screws or the double-sided tape provided. The main sensor must be attached to the door or window, and the magnet must be attached to the frame.





2. Once the Mount Plates are each attached to a surface, complete the installation by attaching the corresponding sensors to the plates by snapping them on.



- 3. Confirm that the dimples on the front of each sensor are facing each other.
- 4. To remove the Door/Window sensor, remove the Mount Plates to access the screws, or remove the double-sided tape.

Step 5: Start communication between Hub, devices and webpage

For the best experience, please perform the following steps on your desktop browser.

Smart Plug (Dimmer or Appliance Module) & Smart Light Bulb

These devices are controlled as "lights" in the interface. Scroll down and click on the " > " icon to the right of the "Lights" title to bring up the following screen.



Click on all **"lightbulb**" icons to send a command. There are three possible commands to send to all the devices shown: **"on"**, **"100% brightness"**, and **"refresh mode"**. The icons will indicate that a command has been sent by animating the change in state. The indicator will show an **"on"** state, once a confirmation has been received, but this will take approximately 2 minutes. No need to wait before moving on to the next step.

✓ Forme	Lights	¢ 0
		MANAGE GROUPS
Other Lights		
¢	0	0
	(¥)	(Y)
Light, Dimmer (ID:3)	Light/Appliance (ID:4)	Light Dimmer (ID:6)
Loope	many than 5 days may	mune man 5 days opp

Door/Window Sensor

Confirm that the Door/Window sensor is sending signals to the hub by moving the small magnet close to the orientation dimple and watch for the LED indicator light to react. This will indicate that a signal was sent from the sensor to the hub. The door window sensor will show a change in state on the web activity list within the following time delays:

- Closed to open requires 2 minutes to update
- Open to closed requires 1 minute to update

Note: If a change in state is not seen, wake up the window/door sensor using the following actions: Press and hold the **"Action Button"** labeled 'Z-wave' for 3 seconds and then release. The LED light indicator will light up after the action button is held for 3 seconds. The Door/ Window sensor will indicate it's awake with a rapid flashing of the LED light indicator for 10 minutes.



Motion/Image Sensor

The Motion/Image Sensor captures images when motion is sensed. To send a command from the sensor to the Hub, simply hold your hand in front of the sensor for 5 seconds. If the sensor has not detected motion within 5 minutes, the LED light indicator on the front of the sensor will light up. To save battery power, the LED light indicator will not always turn on when motion is detected. After 5 minutes, the activity list on the website will update to activate from an idle state.

Smart Radio Thermostat

To confirm a connection between the Smart Radio Thermostat and Hub, complete the following steps: Click on **"carrot"** to the right of the thermostat to expand. Click on the **"fan"** icon at the top left of the thermostat and change the state of the thermostat. Check the thermostat to confirm that the thermostat has responded correctly.



Step 6: Call TELUS to re-mesh network

If you're still seeing devices not showing up on your TELUS SmartHome homepage, or error messages, such as malfunction messages (refer to page 8 for an illustration of where on the SmartHome homepage you could find these error messages), please call TELUS at **1-888-811-2323** for support.

Step 7: Set up automatic upload of Motion/Image Sensor pictures

By default, Motion/Image Sensors are in Test Mode. During Test Mode, automatic image uploads are disabled and thus will not automatically appear in the gallery. From the home screen, click on the ">" arrow at the top right of the image sensor tile, which sits on the bottom right of the home screen (see below for reference image of the image sensor tile). Select the **"enable automatic image upload"** button to enable this feature for all Image Sensors on the system. Any images captured will be automatically uploaded and deducted from the monthly quota. This settings update will take 2 minutes to be enabled.



Step 8: Customize Sensor Names

The sensors are shipped with default names and must have custom names added to help identify the sensors on the interfaces.

Click on " >" icon at the top right of the Sensors tile on the "Home" section of the web interface. Select "Sensors" from the menu to the left of the pop up window.

Devices					×
emPower Devices	The	ensor names below are used to	refer to the system's	sensors on the website	and in notifications. (Note
Sensors		nging the names below will not a			
Lost Device	Pan				
		Sensor Name	Status	Type	Activity Monitoring 0
	1	Door/Window Sensor	Ok (Idle)	Image Sensor	8
	2	Door/Window Sensor	Ok (Closed)	Z-Wave Contact Sensor	

- 8a. Click on the "Sensor Name" box and rename the sensor with "Image Sensor" type to "Motion/Image – ABCDE", where ABCDE represents where the sensor will be installed. As an example: "Motion/Image –Front Hall" would be an appropriate name.
- 8b. Move to the "Z-Wave Contact Sensor" type. Click on the "Sensor Name" box and rename the sensor to "ABCDE-Door" or "ABCDE-Window", where ABCDE represents where the sensor will be installed. As an example: "Front –Door" would be an appropriate name.
- 8c. Click on the blue "SAVE" button to save your customizations.

Step 9: Customize Device Names

The Devices are shipped with default names and must have custom names added to help identify the sensors on the interfaces.

From the same pop-up that was used for customizing Sensors, Select **"emPower Devices"** from the menu to the left of the pop up window.

Devices			>
emPower Devices	Automation Devices		
Sensors		le energy management and ho	me automation devices included in your
Lost Device	system. Device Name	Status	Туре
	Light Dimmer (ID:3)	Malfunction	Z-Wave Light
	Light/Appliance (ID:4)	Malfunction	Z-Wave Light
	Thermostat (ID:5)	ок	Z-Wave Thermostat
	Light Dimmer (ID:6)	Malfunction	Z-Wave Light
		SAVE	
			+ LiftMaster Installation

- 9a. Click on the "Device Name" box and rename the devices
- 9b. Note: Both the Smart LED Light Bulb and Dimmer Module Smart Plug will be listed with the same default names for "Device Name" and "Type" (i.e. "Device Name" for both devices is "Light Dimmer"; "Type" for both devices is "Z-Wave Light"). To better manage your devices, please change the default names to different names for each devices.

9c. Click on the blue "SAVE" button to save your customizations.

Step 10: Add Automation to your TELUS SmartHome System

With your TELUS SmartHome System, all your devices can communicate within an integrated platform. This allows you to program rules that integrate different devices available in your TELUS SmartHome System to automate activities.

Note: You can only create new rules from the TELUS SmartHome website, not from the mobile app.

10a. Login to your online account, and click **"Automation"** on the left-hand side menu.



- 10b. On the top right, click the "ADD NEW RULE" button. This will give you four (4) options: Event-triggered Rule, Image Sensor Rule, Light Schedule, and Thermostat Rule.
- **10c.** Within each of the options, make your selections for action type, devices involved, and time frames for activating the rules.

10d. Click the **"SAVE"** button after you finish.

FAQs and Troubleshooting:

Login and account info

How do I change my login or password?

Go to your profile button at the bottom left hand corner of the home screen (it is a circular button with your initials inside the cricle). Then, click **"Password"** from the menu on the left hand side of the new window. There, you can change your password as well as your security question. You cannot change your primary login name on the website. If you would like to change your primary login name, please contact your security provider or send a message through our **Contact Us** form with the new login name.

How do I add a new login to my account?

Click **"Users"** from the home page of your online account. Click the **"Add User"** button at the top left corner of the page. Enter the desired login name and email address for the new login. A notification will be sent to the e-mail address with a temporary password and instructions on how to log in. For security reasons, this email will not contain the user's login name, which you will need to provide to your security provider separately.

How do I change my email address?

Go to your profile button at the bottom left hand corner of the home screen (it is a circular button with your initials inside the cricle). There you can change your email address, login name, and other details.

Notifications

I entered my email address on the site, but I'm not receiving notifications. Why?

You must sign up email addresses and phone numbers for notification individually. Under the Notifications tab, click on any of the notification event pages to set up notifications for that event. You can add/edit/delete notification schedules and add/remove notification recipients for each notification.

Sensor status

Why is status not shown for one of my sensors?

Normal activity monitoring may not have been turned on for the sensor you are interested in. By default, your service plan has a limit of 10 sensors that will report normal sensor activity. To change which sensors are monitored, go to the security tab and click on **"sensors."** Check the box under **"Activity Monitoring"** next to the sensor(s) you would like to monitor.

Device pairing with the hub

I'm not seeing my devices listed on the home page of my online account or my mobile app. Why?

Your SmartHome devices have been pre-paired with the hub prior to shipment (except for the HD Indoor Camera and the Wi-Fi Outdoor Doorbell Camera, which require Wi-Fi setup at your home). By logging into your online account or mobile app, you'll be able to see the devices that are paired on the home page. If you do not see your devices there, then they may not have been paired properly. Please visit TELUS Support site at telus.com/support/topic/internet#/smarthome for steps in resolving a device pairing issue.

Video cameras

How many video clips can I upload per month?

You can upload 40 sets of photos per month (1 set = 2 pictures). You can see how many images you are able to upload per month, as well as how many images you have remaining this month, on the top of the **"Upload Images"** and **"Peek-In"** subtab. In the top right hand corner on these pages you will see an upload meter indicating how many uploads are included in your service plan. To increase your monthly upload limit, please contact your security provider.

Will any unused uploads be carried over to next month?

No, unused uploads will not carry over from month to month. On the first of each month, your upload limit will reset.

I'm not able to see any videos from my HD Indoor camera or my Wi-Fi Outdoor Doorbell camera. What should I do?

Try power cycling to reset any fault you might have.

The videos are slow and with lags. Why?

Verify your Internet speed. The cameras need 256 kb/s of upload speed.

Image Sensor

You can upload 40 sets of images per month (1 set = 2 pictures). You can see how many images you are able to upload per month, as well as how many images you have remaining this month, on the top of the **"Upload Images"** and **"Peek-In"** subtab. In the top right hand corner on these pages you will see an upload meter indicating how many uploads are included in your service plan. To increase your monthly upload limit, please contact your security provider.

I'm not able to see any images from the Motion/Image Sensor. What should I do?

Reset the Image Sensor by holding the reset button down until the LED turns solid red (~15 seconds). Then re-pair the image sensor using the hub instructions.

What is a Peek-In?

The Peek-In feature allows you to request on-demand images from your system regardless of whether the system is armed, in an alarm, etc. You can request a Peek-In Now to capture an image right away, regardless of motion activity. You can request a Peek-In Next Motion to capture images next time the sensor detects motion.

How is my privacy ensured?

The account owner can see all cameras associated with the account, and additional logins created for the account can be assigned permission to see the cameras as required. The cameras use advanced MD5-based **"digest authentication"** for user authentication. All images are encrypted in transit and at rest using the account owner's login key.



If you need additional support:

If you need help during installation, please visit **telus.com/support/topic/internet#/smarthome** for Frequently Asked Questions (FAQs) or troubleshooting information.

Please also visit **forum.telus.com** for useful information discussed and posted by other SmartHome users.

Notes

If you are able to store this pamphlet in a safe location you can add your account information in the space provided below.

For security and privacy reasons TELUS team members cannot set a password for a TELUS SmartHome User. TELUS staff is not permitted to write it down for you.

Login name: _____

Password: _____

For your convenience, please keep all your packaging boxes in case there is any necessary shipment of devices back to TELUS.

We are continually listening to our customers to make your experience better every day.

Thank you for choosing TELUS.

Money-back Guarantee: SmartHome includes a 30-day satisfaction guarantee. If you are dissatisfied with the product for any reason, a refund is available by calling 1-855-835-8788.





TELUS SmartHome

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