

# TELUS SmartHome Quick Start Guide



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## 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.

## 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 above devices. You may check your first Welcome Letter email you received after you made your purchase or login to "**My Account**" from [SmartHome.telus.com](http://SmartHome.telus.com) for your complete list of devices in your package.

### 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.

### 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.

### 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).

### 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.

### 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.

### 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.

### 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.

### Smart LED Light Bulb

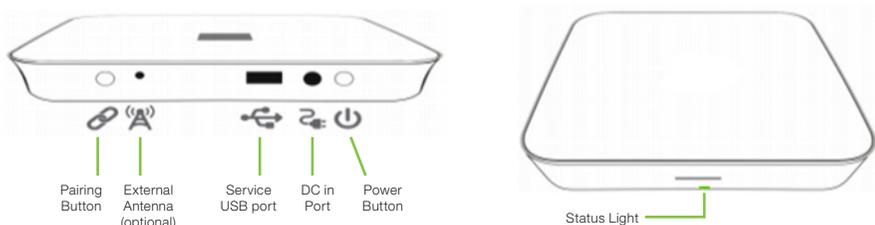
The Smart LED Light Bulb gives you remote control for on-off function and brightness of your lighting without rewiring. The soft-white light is energy-efficient in that it uses only 9 watts of energy for the same illumination as a 60-watt incandescent bulb.



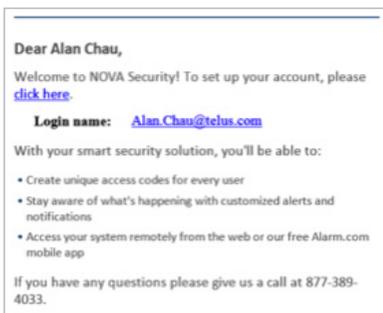
# Get started with your TELUS SmartHome System

## Step 1: Set up your online account

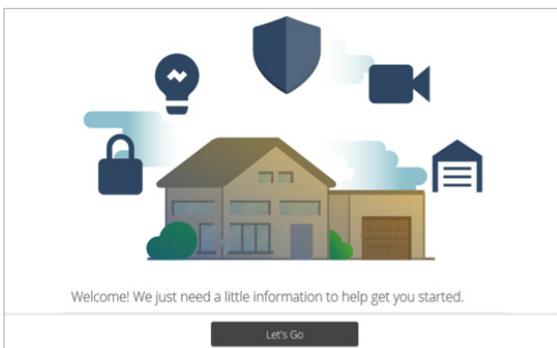
- 1a. Power up the Hub by plugging the AC adapter into a 120VAC outlet, and connecting the other end of the AC adapter into the Hub's DC in port. The Hub's Status Light will change colours during the first few seconds while it connects to your online customer account. It may take up to 5 minutes for the Hub to complete this process. Once the Status Light stays solid white or continues to flash white, you can continue to the next step.



- 1b. From the Welcome email you received, click on the link "**click here**" to begin the login process.



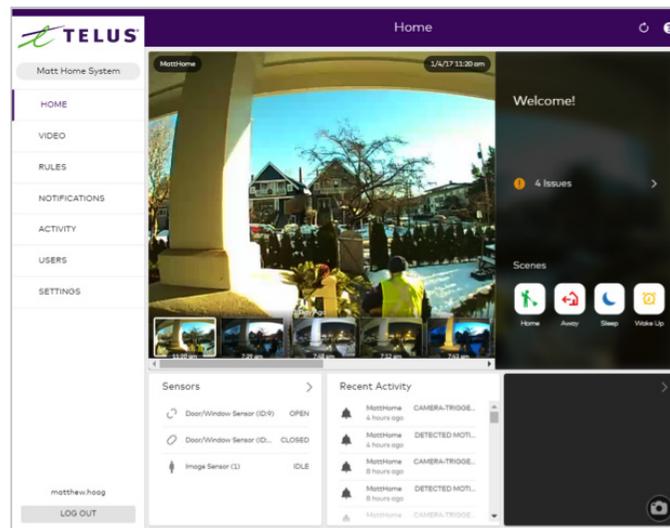
- 1c. On the Welcome page, click "**Let's Go**".



- 1d. Read the Subscription Agreement, and click "**I Agree**".
- 1e. Create a new password. Then click "**Next**".



- 1f. Follow the rest of the guided steps to finish your setup.
- 1g. Congratulations! Your online account setup is done. Click "**Finish**". You will be directed to the Homepage.



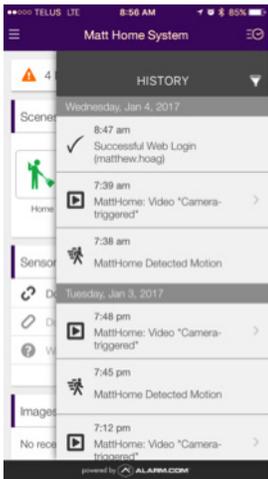
## Step 2: Set up your mobile app

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.

- 2a. Download the **TELUS SmartHome** mobile app from Apple App Store (iOS) or Google Play (Android).



- 2b. Open the app. Use the same login name and password as your online account. Now you can view and control your system from your mobile device.



## Step 3: Set up your TELUS SmartHome devices

### Your devices have been pre-paired to the hub

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](http://telus.com/support/topic/internet#/smarthome) for steps in resolving a device pairing issue.

**Note:** The steps to pair new devices purchased after your initial SmartHome system installation are also found on the site [telus.com/support/topic/internet#/smarthome](http://telus.com/support/topic/internet#/smarthome).

### 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 30m / 100ft 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.

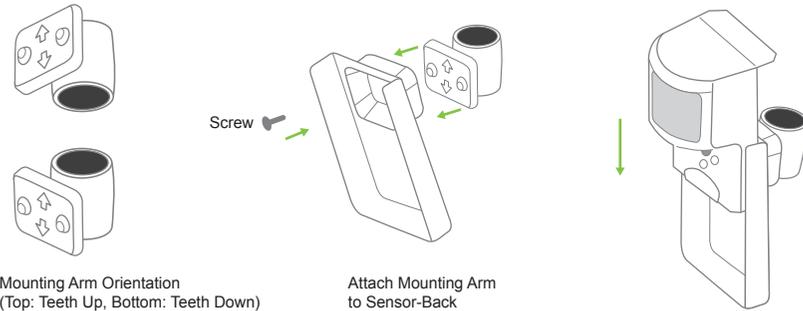


Flat Wall Mount

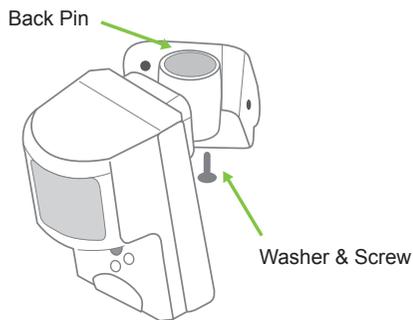


Corner Wall Mount

- 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°).



- 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.
- 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.
- 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.



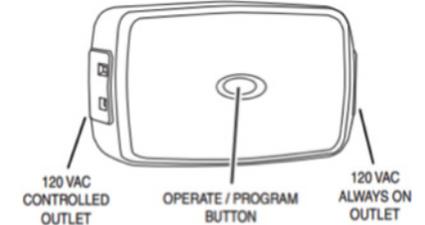
## Smart Plug (Dimmer Module or Appliance Module)

**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 left-hand 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.

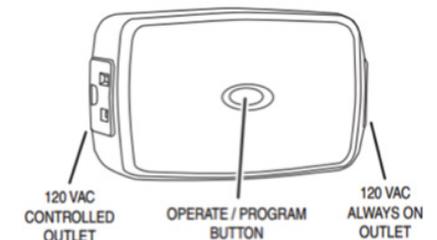


**Warning:** Do not plug a non-resistive load, such as florescent lighting or a device with a motor to the Dimmer Module. This may result in damaging the Dimmer Module and will void the warranty.

- 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
- 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.



- 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
- To remove the Appliance Module, simply unplug the load from the module, and unplug the module from the wall outlet.

## Door/Window Sensor

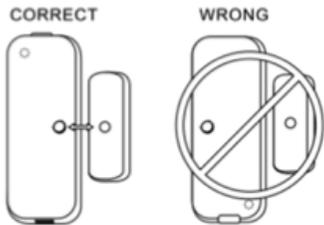
**Note:** the Door/Window Sensor has already been paired with your Hub at the warehouse, so it is ready to communicate with your Hub.

For best results:

- Install the Door/Window Sensor indoor and away from sources of moisture.
  - Place the Door/Window Sensor within 30m 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.

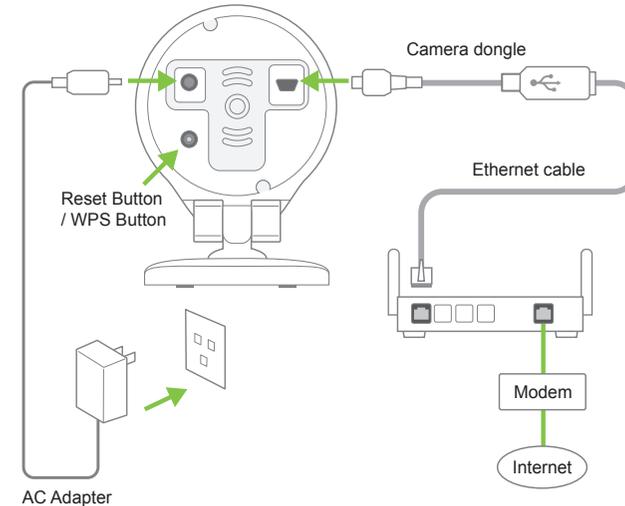


3. Confirm that the dimples on the front of each sensor are facing each other.
4. To remove the Door/Window sensor, remove the Mount Plates to access the screws, or remove the double-sided tape.

## 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 cord (camera dongle) into the back of the camera.
2. Connect the camera to your internet router with an ethernet cord.
3. Plug in the camera's AC adapter and plug it into a non-switched outlet.



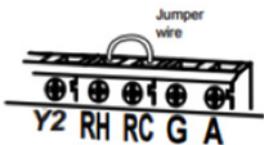
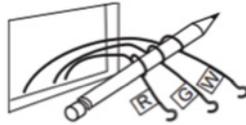
4. Wait for the camera LED to turn solid green.
5. Login to your online account. Click **"Video"** on the right. Then click on the link **"Your service plan includes Video Monitoring. Click here to add a camera to this account."**
6. Select the camera from the list, or enter the camera's MAC address (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.

## Smart Radio Thermostat

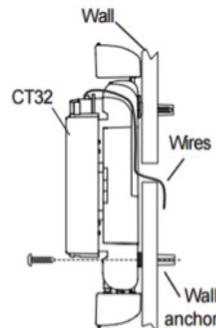
**Note:** the Smart Radio Thermostat has already been paired with your Hub at the warehouse, so it is ready to communicate with your Hub.

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.
1. 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.
  4. 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.



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.



## 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.

1. 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. 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](https://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.

## 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](https://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](https://alarm.com/doorbellinfo), "**Hardware Installation Step-by-Step.**"
3. 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**
4. 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](https://alarm.com/doorbellinfo), "**Syncing Instructions.**"

## 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.

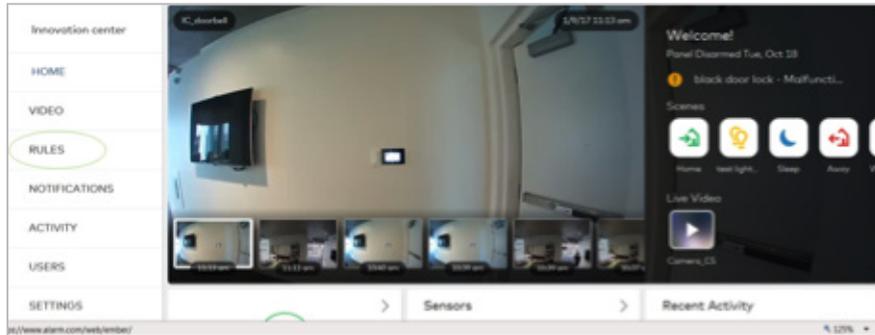
1. To install the Smart LED Light Bulb, turn the power to the light bulb socket off.
2. Screw the Smart LED Light Bulb into the lamp socket.
3. You can now turn ON or OFF the Smart LED Light Bulb remotely by your mobile app, or by using the wall switch that controls the power to the socket:
  - To manually 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.



## Set some rules for 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.

1. Login to your online account, and click "**Rules**" on the left-hand side menu.



2. 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.**
3. Within each of the options, make your selections for action type, devices involved, and time frames for activating the rules.
4. 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 circle). 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 circle). There you can change your email address, login name, and other details.

### Alarm and events

#### How can I access and control my system via my mobile device?

For information on accessing your system via one of the mobile apps (for iPhone, Android, and BlackBerry) or via the mobile website, go to **Other Apps >> Mobile Access**.

### 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](https://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.

## 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.

## Image Sensor

### 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.

### 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).





# TELUS SmartHome

[SmartHome.telus.com](http://SmartHome.telus.com)



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