NetComm®

NetComm Smart Hub 4G Quick Start Guide

# Setting up your Smart Hub

Getting started

Important Notice about your SIM Card: Your SIM card is designed to only work with your Smart Hub and is locked to this one device. If you insert your SIM into another device you will not be able to access the internet.

If your SIM card was not activated & inserted into your Smart Hub at your point of purchase, please call TELUS Customer Care at **1-866-558-2273** to activate it now. To insert it into your Smart Hub see step 2 below.

1. Attach the supplied **antenna** in a clockwise direction, to the port marked **4G Antenna**.
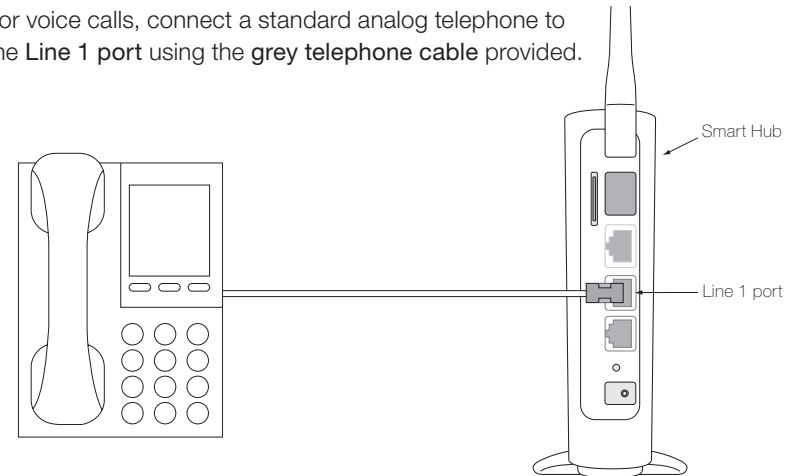
Smart Hub

antenna

4G Antenna port
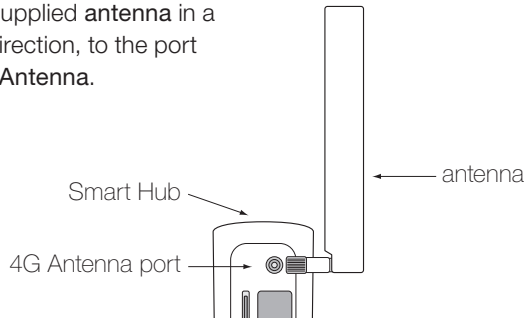
2. If your activated **SIM card** was not inserted into your Smart Hub by your point of purchase insert it now into the **SIM card port** (until you hear a click).

Smart Hub

SIM card

SIM card port
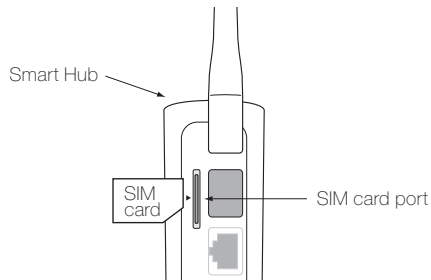
3. Connect the **power adapter** to the **power port**, and plug into the **wall socket**. The **power LED** on the side of the Smart Hub will stop flashing once the Smart Hub is ready, approximately 60 seconds. The Smart Hub will be connected to the Internet when the **4G LED** light on the side of the unit is blue.

Smart Hub

power port

power adaptor
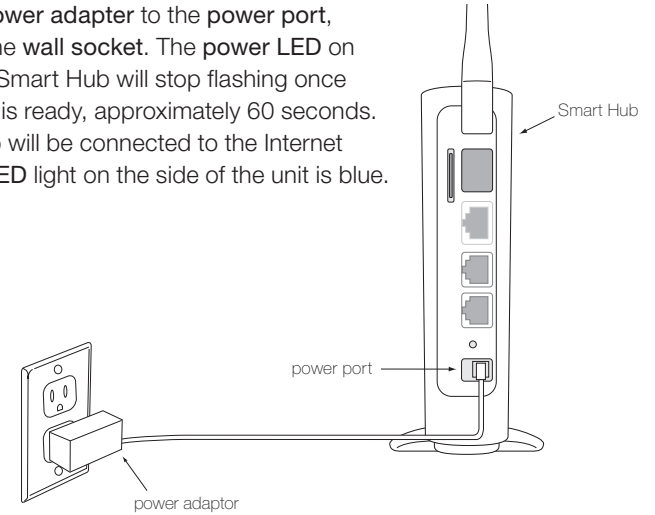
4. For voice calls, connect a standard analog telephone to the **Line 1 port** using the **grey telephone cable** provided.
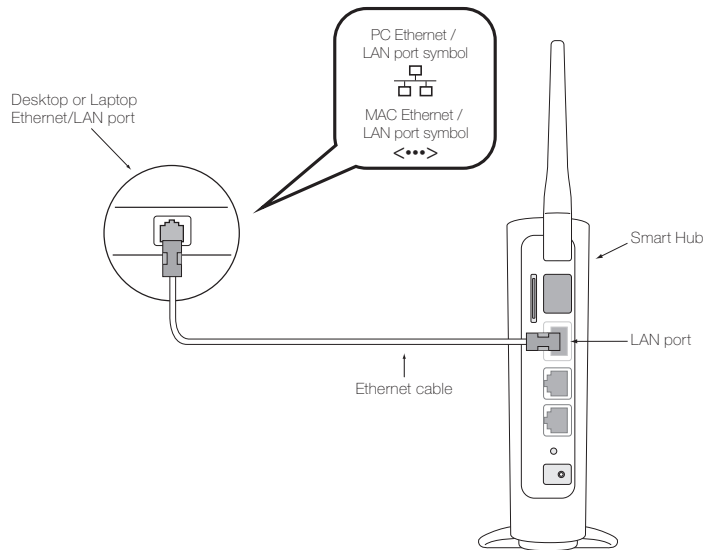
Smart Hub

Line 1 port

Please note: Fax machines are not supported by the Smart Hub.

Wired Internet Connection

Connecting your device (laptop, computer, other) to the Internet with an Ethernet cable.

1. Connect the **yellow Ethernet cable** provided to the **LAN port** and connect the other end to your computer.
2. Wait approximately 30 seconds for the connection to establish. The **LED** light will be blue on the side of the Smart Hub (it could be solid or flashing).

PC Ethernet /
LAN port symbol

MAC Ethernet /
LAN port symbol
<•••>

Desktop or Laptop
Ethernet/LAN port

Smart Hub

LAN port

Ethernet cable

For additional support with setting up or troubleshooting your Smart Hub please call TELUS Customer Care at **1-866-558-2273** or visit **telusmobility.com/support**.

Wireless (Wi-Fi) Internet Connection

Connecting your device (laptop, computer, other) to the Internet.

Follow these simple steps to set-up a wireless (Wi-Fi) connection to your Smart Hub:

Important note: Please refer to the **Wireless Security Card** that is included in the box for connecting Wi-Fi devices. It contains the **Wireless Network Name (SSID)** and your **Wireless Security Key (Password)**. This information is also located on the bottom of the **Smart Hub** unit.

NetCommWireless
Wireless security card
Carte de sécurité sans fil

Wireless Network Name (SSID):
Nom du réseau sans fil (SSID):

Wireless Security Key (WPA-PSK):
Clé de sécurité sans fil (WPA-PSK):

1. Ensure Wi-Fi is enabled on your device (computer/laptop/smartphone/tablet).
2. From your device (laptop, computer, other), select the Wi-Fi icon on your device and select Available Networks or Scan for Networks Available to display all available networks within your range.

   Your Wi-Fi icon may look like one of the following:

3. Connect to the network name that matches the **Wireless Network Name (SSID)** found on the **Wireless Security Card**, for example "TELUS_Smart_Hub_70"

4. When prompted for your wireless security settings, enter the **Wireless Security Key (Password)** listed on your **Wireless Security Card**, please note it is case sensitive.

Windows

Mac

5. Wait approximately 30 seconds for the connection to establish.

6. You may connect up to 15 Wi-Fi enabled devices. Repeat steps 1 through 5.

Using your Smart Hub Phone

The Smart Hub offers the ability to make calls via your 4G service. Please familiarize yourself with the Smart Hub calling features below which are slightly different from your landline or mobile phone.

Setting up voicemail

1. Dial your 10 digit phone number from the phone connected to your Smart Hub (not mobile phone or landline), to set-up voicemail.

2. When prompted, set-up your password (between 4 and 15 digits).

3. Once you have set-up your password you will be asked to record your name and personal greeting.

4. Once you are prompted that voicemail set-up is complete you may hang up or press ✳ to end the call.

Accessing voicemail

To access your voicemail, dial your 10-digit mobile number.
When prompted, enter your voicemail password.

Using call-waiting

1. When you're on the phone and receive another phone call, you will hear a single, soft beep. If you do not take the incoming call, you will hear another soft beep 10 seconds later.

2. To answer call waiting, press the flash/recall button. You will be connected to the waiting call.

3. To end the call waiting call and return to the original call press the flash/recall button or the hook on the phone.

For advanced calling features, please consult the user manual on the included CD.

Changing your Smart Hub settings

Through the Smart Hub's web user interface, an online tool, you can configure and change your Smart Hub's settings.

To access the web user interface:

1. Open your Web browser and type 192.168.20.1 into the address bar and press ENTER.

2. Enter your default username and password
   username: admin
   password: admin

3. The first time you access this tool, you will be prompted to complete a setup wizard.

4. Consult the user manual included on the CD in your box for specific information on how to configure and or change your settings such as:
   - Your web user interface user name and password
   - Your wireless settings (Wireless Network Name (SSID), Wireless Security Key (Password)
   - Port forwarding & other advanced settings.