

Read me first

Business Wireless Internet quick install guide

Wi-Fi and
email set-up
instructions
included



Actiontec Wireless Gateway



TELUS Internet account information

Record your personal account information in the space provided below and save this pamphlet for quick future reference. This information is required for setting up your Internet service or if you need to call for technical support or general inquiries.

Service telephone number: _____

Username: _____

User password: _____

Network key: _____

Network name: _____

Default gateway: _____

If you have forgotten or misplaced any of the above information, please call 310-3100 to reach a live agent.

Thank you for choosing TELUS.

Welcome

Thank you for choosing TELUS. This guide will help you set-up your wireless gateway and quickly connect to the Internet.

For more information, please visit telus.com/business

For tech support call 310-3100 and choose the repair option to reach a live agent.

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What's in the box

- Quick install guide
- Wireless gateway
- Power adaptor
- Telephone jack splitter
- Ethernet cable
- Telephone cable
- Microfilters

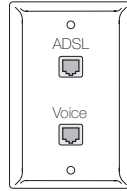
What you need

- **Computer:**
Windows PC (XP or newer) or
Mac (OS X 10.x or higher)
- **Web browser:**
Internet Explorer, Chrome,
Firefox, Safari

Wireless gateway set-up

Step 1

If you have a designated **ADSL jack/potsplitter** reserved specifically for internet service, plug the **telephone cable** directly into the **ADSL jack** and proceed to Step 4. If not, please proceed to Step 2.



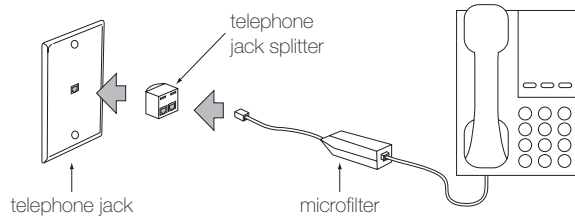
Step 2

Locate the telephone jack closest to your computer.

Option 1

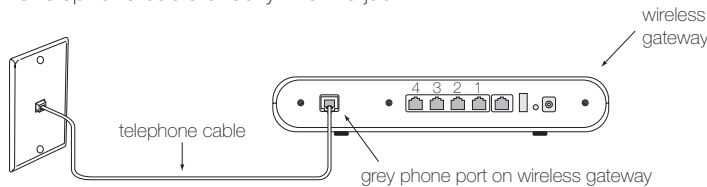
If the jack will be used for a telephone or other device such as a fax or answering machine as well, insert a **microfilter** into one of two ports of the **telephone jack splitter** and connect your telephone to that **microfilter**.

Microfilters eliminate interference during telephone calls.



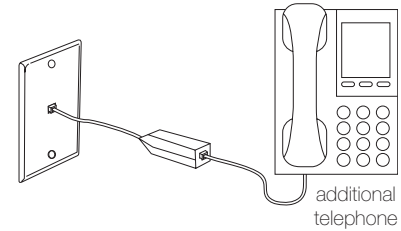
Option 2

If you do not want to connect another telephony device into this telephone jack, plug the telephone cable directly into the jack.



Step 3

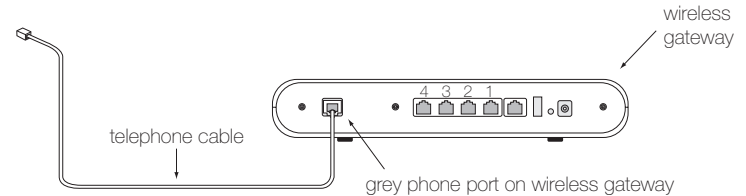
Connect the remaining **microfilters** to all other telephone jacks in your office that are connected to the same phone line for a telephone, fax machine or any other equipment. **Microfilters eliminate interference during telephone calls.**



Step 4

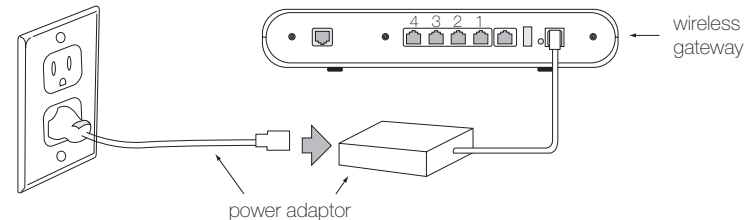
Plug the other end of the **telephone cable** into the **grey phone port** at the back of the **wireless gateway**.

Important: Do not connect a microfilter between the wireless gateway and telephone jack. This will block the ADSL signal.



Step 5

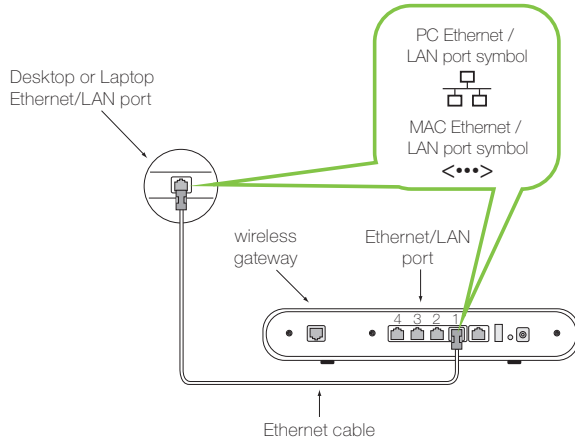
Connect the **power adaptor** to the **wireless gateway** and plug it into the closest power outlet.



Step 6

Plug one end of the **Ethernet cable** into the LAN port on your desktop or laptop computer. Plug the other end of the **Ethernet cable** into one of the 4 LAN ports on the back of the wireless gateway.

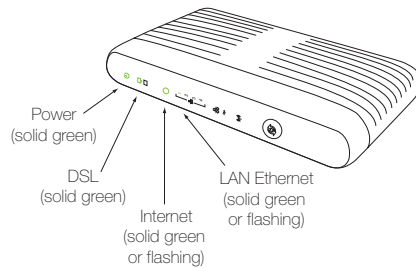
Important: Your laptop or desktop computer must be wired to the wireless gateway to complete the first time set-up of your TELUS Internet service.



Step 7

Wait for 4 green lights (Power, DSL, Internet and LAN Ethernet) to appear on your wireless gateway. This may take a few minutes.

Important: If the four lights do not turn green please refer to the troubleshooting section of this guide on page 9.



Step 8

As a new TELUS customer, you must now accept the TELUS Internet Solutions Service Agreement (TISSA) in order to use your service. As you open a Web Browser, you should be automatically re-directed to the TELUS device and IP registration page.

Important: If you are not automatically re-directed, please enter this address into your web browser's address line: telus.com/registerdevice and hit enter.

Step 9

Enter your **username** and **password** and click **LOG IN**. This information should have been given to you when you signed up for your TELUS Internet Service.

Important: If you do not know your username or password, please contact TELUS Customer Service at **310-3100**.

Step 10

Take a moment to read through the TELUS Internet Solutions Service Agreement (TISSA) and click on **ACCEPT** once you are done.

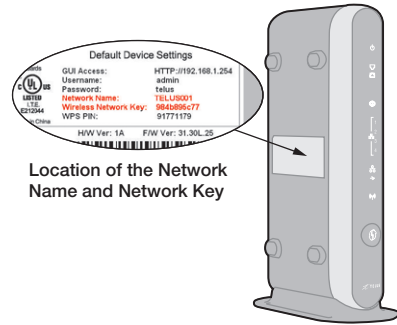
Congratulations, you have completed your TELUS Business Internet Set-up.

To connect additional devices to the Internet, review **Step 6** for wired devices or go to **page 7** for steps on how to access your Wi-Fi network.

Wireless (Wi-Fi) set-up

Follow these simple steps to set-up a wireless (Wi-Fi) connection to your wireless gateway.

Your pre-configured **Network Name** and **Network Key** can be found on the bottom of your wireless gateway.



Step 1

Ensure your Wi-Fi is enabled on your computer or device. If you are having trouble enabling Wi-Fi, please refer to your device's user guide.

Step 2

Launch the Wi-Fi icon on your device and select **Available Networks** or **Scan for Networks Available** to display all available networks within your range.

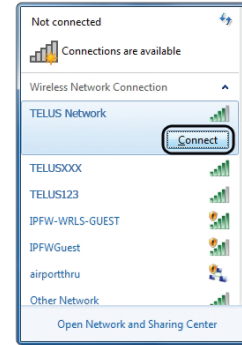
Your Wi-Fi icon may look like one of the following:



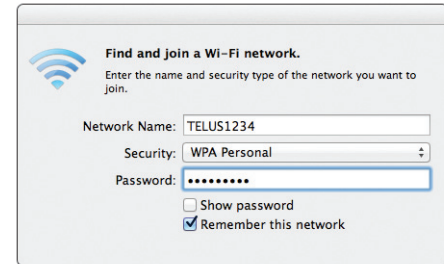
Step 3

Select your **Network Name** from the list and enter your **Network Key** (found on the bottom of your wireless gateway). Press **Ok** or **Connect** to complete the set-up.

Windows



Mac



Congratulations, you have completed the wireless set-up and should now be connected to your Wi-Fi network.

To learn how to connect a mobile device such as a tablet or smartphone to your wireless gateway, check out our **Internet** tutorial videos at telus.com/welcome

Troubleshooting

ISSUE	POSSIBLE RESOLUTION
Power light is not green	Check your power adaptor to ensure it is connected to a live outlet – check that the outlet works or try a different power outlet for the wireless gateway
Power light flashing red	Your wireless gateway is receiving an update. While the red light is flashing, do not unplug the wireless gateway. This activity will complete in approximately 10 minutes
DSL light is not green	<ul style="list-style-type: none"> ■ Ensure your Internet service activation date has passed (you have reached the end of the business day) ■ Verify the telephone cable is properly connected to the wireless gateway (grey phone port) and the telephone jack ■ Ensure that you do not have a microfilter connected to the telephone cable that connects your wireless gateway to the telephone jack ■ Test the telephone line is active by plugging in a phone and listening for a dial tone ■ If these steps did not solve the issue, unplug the power adaptor from the wireless gateway for 30 seconds then plug it back in

ISSUE	POSSIBLE RESOLUTION
DSL light is not green (continued)	<ul style="list-style-type: none"> ■ Ensure that all other equipment (fax, phone, etc.) sharing the same phone line has a microfilter connected
LAN Ethernet light is not green	<ul style="list-style-type: none"> ■ Verify that the Ethernet cable is properly connected from the Ethernet/LAN port on your wireless gateway to the Ethernet/LAN port on your computer ■ Within the Internet network settings on your computer, ensure that the Ethernet connection is set to enable. For instructions on how to do this, refer to the instruction manual for your computer's operating system
Internet light is not green	<ul style="list-style-type: none"> ■ Unplug the power adaptor and wait for 30 seconds before reconnecting. This will reboot your wireless gateway ■ A blinking or solid Internet green light means the Internet is working

ISSUE	POSSIBLE RESOLUTION
Wireless does not work	<ul style="list-style-type: none"> ■ Reboot your wireless gateway ■ Refer to the Wireless (Wi-Fi) set-up steps found on page 7 to connect to your wireless gateway ■ Confirm that the Wireless light is solid or blinking green. If not, plug your computer into the wireless gateway using an Ethernet cable. Visit telus.com/welcome to find instructions on setting up your wireless
Internet connection issues – Mac user	<p>You may need to confirm your network settings by following these simple instructions:</p> <ul style="list-style-type: none"> ■ Click the Apple menu ■ Choose System Preferences ■ Click the Network icon ■ From the show dropdown menu, select Built-in-Ethernet ■ Choose the TCP/IP tab ■ Set the configure menu to Using DHCP ■ Leave the remaining fields blank ■ Click Apply now and close window

Frequently asked questions

I received a new wireless gateway. What do I do next?

- Unplug your old modem or wireless gateway and follow the set-up instructions beginning on page 3
- Your wireless settings have changed, refer to Wireless (Wi-Fi) set-up on page 7 for steps on connecting to your wireless network

How do I connect additional computers to my network?

- Connect an additional computer to your wireless gateway with an Ethernet cable to one of the free LAN ports on the back of the wireless gateway
- If you would like to watch a set-up video on these instructions, check out our Internet tutorial videos at telus.com/welcome
- Launch the Internet browser on your additional computer
Enter internet.telus.com/setup
- Follow the screens to complete the set-up process

How do I connect another computer wirelessly to my wireless gateway?

- Refer to Wireless (Wi-Fi) set-up on page 7 for the steps on connecting to your wireless network
- If you would like to watch a set-up video on these instructions, check out our Internet tutorial videos at telus.com/welcome

How do I connect my tablet or smartphone to my wireless network?

- Follow the steps found at telus.com/welcome

How do I get additional microfilters?

- Call 310-3100

Where do I go for further help with the Internet, email or security?

- Launch your web browser and go to telus.com/welcome for all your TELUS Internet needs

Notes

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