



 **TELUS**
the future is friendly®

Here's what you'll find inside:

High Speed Internet

- ① Understanding your Wi-Fi
- ② Get the best from your Wi-Fi
- ③ Connect your devices to Wi-Fi
- ④ Manage your Internet data usage
- ⑤ Get more from your Internet plan

Optik TV

- ⑥ Get to know your Optik TV remote
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- ⑪ Program your remote to your TV
- ⑫ Set up a Purchase PIN
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TV Troubleshooting

- ⑭ My TV is not displaying Optik TV
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- ⑯ My HD TV picture quality is poor

Welcome to TELUS

We're excited to have you on board. Now that you have your services installed, you can easily manage your TELUS services online when it's convenient for you.

- Visit **telus.com/my-account** to login or register.
- You will need your account number for registration.

You can find your account number on your first bill when it is sent or visit **telus.com/contact** to call or chat online with us.

Thank you for choosing TELUS.



Billing & payments

- View your bill details
- Pay your bill easily
- Switch to paperless e.Bill
- Set up or update pre-authorized payments



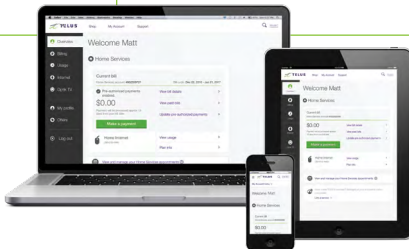
Internet

- Keep track of your usage
- View historical usage
- Upgrade to Unlimited Internet Usage
- Access your telus.net email accounts



TV

- See which channels you currently subscribe to
- Change your channels
- Upgrade your TV package



Our customer service is what sets us apart.

Following today's installation, you may receive a survey call from TELUS to rate your service and to provide feedback on your technician.

Here is a sample of what you will see on the survey:

- How would you rate the overall performance of the technician who did your install or repair?
- Did you receive a call from the technician prior to their arrival at your home?
- Did the technician introduce themselves and provide you with a business card when they arrived?
- Did the technician tell you when they completed the job?
- Did the technician provide information on TELUS products and services, including additional channels, how to use your services, etc.?
- If you have any Wi-Fi devices, did the technician explain how Wi-Fi works and show you the Wi-Fi performance around your home?
- Would you recommend TELUS to a friend or colleague?

If you have any questions or experience any issues over the next 30 days, please call your technician.

Notes

Our gift to you. Enjoy a **FREE** movie rental on us!



Get a free movie rental in your first 30 days*:

As an Optik TV customer, here's how to redeem.

- Step 1** Press **on demand** on your Optik remote.
- Step 2** Select a movie from our vast library featuring the latest movies.
- Step 3** Select **Order \$** and enjoy the show. A credit will be automatically applied to your next bill.



Learn more at telus.com/ondemand

*Up to a maximum of \$8 on a single purchase. Credit must be used within 30 days of installation. Unused credits will expire.

Refer a friend to TELUS and watch the dollars stack up!*

Earn up to \$150 in Virtual MasterCard® Rewards (\$50 per TELUS Home Service installed). Each friend who signs up will also receive a \$50 bill credit per service installed.



It's easier than ever to share the TELUS love. Just follow the instructions below to get started.

Step 1 Visit telus.com/welcomereferral

Step 2 Log in to **My Account** at telus.com/my-account or register if you do not have an account.

Step 3 Refer friends by email, text, or social media.

Once your friends' services are installed, you'll receive an email with your rewards.

The Virtual MasterCard® Reward is issued by Citibank, Canada pursuant to a license from MasterCard International and managed by Citi® Prepaid Services. The Virtual MasterCard Reward can be used everywhere MasterCard debit cards are accepted online, by phone or mail within Canada. *To be eligible, you must accept the terms and conditions of the Program, which can be found at <https://homereferrals.telus.com/common/terms.pg>. TELUS reserves the right to end the Program or change any of the terms at any time, without notice and without obligation to award any referral credits. Conditions apply. TELUS, the TELUS logo and telus.com are trademarks of TELUS Corporation, used under licence. © 2017 TELUS.

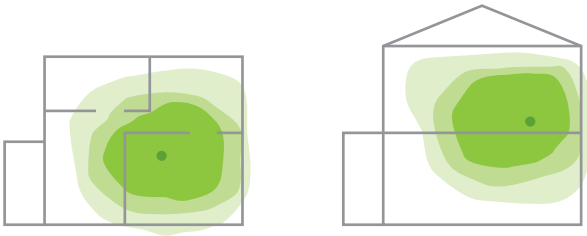
1 Understanding your Wi-Fi

Coverage

Wi-Fi signals have a difficult time getting past different construction materials and barriers inside your home, such as concrete, in-wall piping, heated flooring, appliances, and mirrors.

Avoid relocating your modem as your technician has placed the modem in a location to provide the best coverage possible.

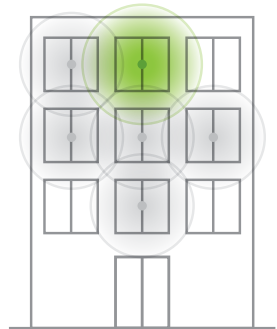
If you need additional coverage, visit [telus.com/wifiplus](https://www.telus.com/wifiplus)



■ TELUS modem Wi-Fi coverage (green)

Congestion

More and more people are using Wi-Fi to connect to the Internet at home. This means that your neighbours' Wi-Fi signals may interfere with your connection. Your modem will automatically adjust to optimize your connection. To further minimize this impact, you can get a better Wi-Fi signal when you are closer to your modem.



Capability of your personal devices

Some devices (such as older tablets and smart phones) may not be capable of attaining the full speed of your Internet plan. Older and slower devices may even cause your entire Wi-Fi network to slow down.

2

Get the best from your Wi-Fi

Get the fastest possible connection

Connect your personal devices by Ethernet cable to your TELUS Wi-Fi modem. For Wi-Fi devices, it's always best to get close to your modem.



Minimize shared bandwidth

Internet works similar to water pipes in your home. Water is shared from the same pipe when running the dishwasher, taking a shower and doing laundry. Similarly, when browsing, streaming video, playing games and uploading files all at once, your Internet speed may slow down if there is not enough bandwidth. If you experience this, consider upgrading to a faster speed plan.

Minimize interference

Some items may cause interference with your Wi-Fi signal if they are within close proximity of your modem. Try to relocate the following away from your modem:

- Baby monitors
- Wireless security cameras
- Cordless telephone base stations
- Microwaves
- Wireless speaker systems

Adjust antenna position

If your modem has external antennas, your technician has positioned your modem to optimize the Wi-Fi performance. If the antenna position has changed, re-adjust to get the best Wi-Fi performance.

Wi-Fi modem
with two antennas



OR













Wi-Fi modem
with no antenna



For more tips visit telus.com/internethelp

3 Connect your devices to Wi-Fi

You can easily connect your smartphone, tablet, laptop and computer to your home Wi-Fi network using the steps below:

	Apple iOS	Android	Windows 8 / 10	Mac OS X
Step 1 Go to Settings		 icons may vary	 Settings	N/A
Step 2 Select Wi-Fi			 Available	
Step 3 Turn on Wi-Fi		 ON	ON 	Wi-Fi: ON

Step 4 Select your Wi-Fi network name once it appears. Your Wi-Fi network name and password can be found on your magnet or on the side of your modem.



Step 5 Type your password and then select **Connect** or **Join**. Your device will be connected to Wi-Fi.

Wi-Fi details slip your mind?

Wi-Fi Network Name: _____

Wi-Fi Network Password: _____

Still need help?
Visit telus.com/support

4

Manage your Internet data usage

Everything you do on the Internet consumes data. To avoid overage charges, be aware of the following approximate high consumption activities:

Watching Netflix in 4K / UHD	7 GB / hour
Watching Netflix in HD / SD	3 GB / hour, 1 GB / hour
Downloading movies	700 MB / movie
Video conferencing	200 MB / hour
Streaming audio	Up to 100 MB / hour
Online gaming	Up to 75 MB / hour

Watching Optik TV on your TV does not count as data. However, applications that run on Optik TV such as Netflix will contribute to your data usage.

Data overage rates

If you exceed your monthly usage allowance, we will automatically provide you with additional data buckets of 50GB as needed.

- \$5 for the first 50 GB
- \$10 for subsequent blocks of 50 GB, to a maximum of \$45 per month
- For \$15 a month, you can get unlimited data usage

Track, manage, and upgrade your data

1. Log in to **My Account** at telus.com/my-account
2. On the Overview page, find your Internet service under **Home Services**
3. Select **View usage** (Your data usage is refreshed in near real time.)

Learn more about managing your Internet data usage
telus.com/internetusage

5

Get more from your Internet plan

You have access to these great complimentary services with your Internet plan.

Connect to public Wi-Fi hotspots

You can connect to Wi-Fi outside of your home on the Free & Friendly TELUS public Wi-Fi network.

Just look for the #TELUS network on your wireless device. For participating locations or more info, check out telus.com/wifihotspots



Free & Friendly
Wi-Fi
Connect now to #TELUS

Protect your devices with Norton Security Online

As a valued High Speed Internet TELUS customer, you are eligible for free Norton Security Online protection.

Activate your free Norton protection for up to 2 devices, or upgrade to the Premium package for \$5/month, which protects up to 10 devices at telus.com/norton



Norton
by Symantec

Set up and use your personalized TELUS email addresses*

Receive up to 10 complimentary telus.net personalized email addresses. In addition, each TELUS email address allows you to have a calendar, tasks, and personal address book.

telus.net emails are hosted in our own data centres in Canada, giving you a higher level of privacy and data security.

To set up your inbox or for more info, visit telus.com/email



*If you are a TELUS PureFibre™ customer this may not apply to you as this feature may not be available in all services and packages.

6

Get to know your Optik TV remote

Turn on your TV and digital box

Press **optik** to turn your digital box on/off.

Press **tv** to turn your TV on/off.

Pausing and playing live TV

1. Press **pause/play** to pause live TV for up to 90 minutes.
2. Press **pause/play** again to resume live TV.

Search for shows and movies

Press **search** to search the channel listings by TV show, movie title, actor or channel name.

Press **back/exit** to go back one screen. Press and hold **back/exit** for 2 seconds to exit to live TV.

Browse the Channel Guide

Press **guide** to find out which shows are on now and which shows are coming up later.

Watch your recordings

Press **pvr** to watch your recorded programs, view future programs which are scheduled to record, to change recording settings and to check how much PVR storage space is available.



7 Record TV programs

Your Optik Personal Video Recorder (PVR) allows you to record your favourite programs, pause and replay TV, and to start watching a recording in one room, pause it, and resume in another.

Record single episodes and TV series

1. While watching live TV, from the Channel Guide or search results, highlight the program to record.
2. Press **rec** once to record a single episode; **twice** to record the series; **three times** to cancel a recording.

Extend your recording time

Sports events and live special programs may go over the allotted program time or cause shows to start later. Use these instructions to adjust the recording time:

1. Press **pvr** on your remote.
2. On your TV, navigate to **Scheduled** to view your scheduled recordings.
3. Select the program you want to extend and press **OK**.
4. Navigate to **Record Settings** and press **OK**.
5. Choose whether to apply settings to a single episode or to the entire series.
6. Select the **Stop Recording** field.
7. Select between **5 minutes** to **3 hours** past the scheduled end time.
8. Select **Save changes** to save your new settings.



8 Use Optik features to enhance your TV experience

Watch On Demand movies & shows

- Instantly browse the library of TV shows and movies via the On Demand button.
- Catch up on the latest episodes of select TV shows for **free**.
- Binge watch shows from premium channels you subscribe to.
- Buy some of the biggest blockbusters before they're available to rent.

Explore Optik On Demand carefree

For paid content, Optik TV clearly displays the price and requires you to select **Order \$** before you get charged.

Use apps on your Optik TV



Access great apps directly on your Optik TV.



Press **apps** to launch.

Tuned in late? Use Restart

Restart is available on over 60 channels.

1. Select a show that has  in the guide.
2. Press **OK** to select 

Find out more at telus.com/restart



9 Watch and record TV on the go

Use the Optik TV® app to watch live and On Demand shows and movies.



Using your smartphone or tablet, you can:

- Set recordings while you are out.
- Watch channels included in your subscription.
- Choose from thousands of On Demand titles.
- Order a movie on your TV and pick up where you left off on your tablet.

Step 1: Create an Optik TV account

Log in to the app on your mobile device with an Optik TV account. To get started:

1. Turn on your TV and press **menu** on your remote.
2. On the TV, select **Settings** from the menu.
3. Select **TV Apps**.
4. Select **Optik TV account**.
5. Select **Create account**.
6. Enter your email address and select **Create account**.
You will receive a confirmation email.



Step 2: Download the Optik TV app

Search for Optik TV in the app store on your Apple or Android device. Launch the app and enter the code from your confirmation email.



For additional details and support, visit telus.com/optikapp

10

Set up Closed Captioning and Descriptive Video

Turn On Closed Captioning

1. Press **options** on your remote.
2. On the TV, select **Closed Captioning** and press **OK** on your remote.
3. On the TV, select **On** and press **OK**.

Turn on Descriptive Video

1. Press **menu** on your remote.
2. On the TV, select **Settings** (scroll down four spaces) and press **OK** on your remote.
3. Select **Audio** (scroll down 2 spaces) and press **OK**.
4. Press **OK** to select **Audio Language**.
5. Press **OK** to select **Descriptive Video**.
6. Select **Save** (scroll up 1 space) and press **OK** on your remote.
7. Press **back / exit** on your remote to return to TV.

Follow these steps if you want to temporarily turn descriptive video off.

1. Press **options** on your remote.
2. On your TV, select **Audio Languages** (scroll down 2 spaces) and press **OK**.
3. Select **English** and press **OK**.



11 Programming your remote for your TV

Refer to this card if you need to program your remote for a new TV.

1. Ensure there are no objects between the remote and the digital box and that both the digital box and TV are on.
2. Find your TV brand code in the table below.

TV Brand Codes

LG	0015	Samsung	0018	Sony	0017
Panasonic	0013	Sanyo	0012	Toshiba	0016
Philips	0019	Sharp	0014	Vizio	0010

3. Press and hold the **options** button for 3 seconds.

Note: The green LED light next to **optik** will flash twice. The TV brand code needs to be entered within 3 seconds after holding down **options**.

4. Use the number pad to enter the 4-digit code of your TV brand.

Note: The red LED light next to **tv** will flash twice when a TV brand code is entered.

5. Press **tv**. If your TV turns off, you have entered the correct code. If your TV does not respond, try again from Step 2.

6. Press **OK**.

Note: The red TV LED will flash twice to confirm the code is now saved.

7. Press **tv** to switch your TV back on.

Don't see your TV brand?

For the full list of TV codes, visit telus.com/optikremote



12 Set up a Purchase PIN

You can prevent unauthorized rentals of On Demand or Pay Per View programs by creating a Purchase PIN. This PIN is independent of your Parental Control PIN. Purchase PINs are specific to each Digital Box.

1. Press **menu** on your remote.
2. On the TV, select **Settings** from the menu and then select **Parental Controls**.
3. Select **Purchase PIN** and press **OK**.
4. Create a 4-digit PIN using the number pad on your remote control.
5. Confirm the 4-digit PIN by re-entering the PIN.
6. Press **OK** to select **Rental locking**.
7. Navigate to **Save** and press **OK**. It should now ask you for your PIN prior to making a purchase.



13 Set up parental controls

You can control what your family watches by setting parental controls to block specific content.

Parental control settings are specific to each digital box, allowing you to block different types of content on each TV in your home. Follow these steps to set up parental controls:

1. Press **menu** on your remote.
2. On the TV, select **Settings** from the menu and then select **Parental Controls**.
3. If this is your first time setting up parental controls, you will be asked to create a 4-digit parental control PIN. If you have already created a PIN, you will be asked to enter it.
4. Use the arrows to highlight **Change** next to the blocking option (channels, movie ratings, TV ratings, adult), you want to select and press **OK**.

Note: To block adult movies or TV programs, you must enable **Adult locking**.

5. Use the arrows to make your selection and press **OK**.
6. Navigate to **Save** and press **OK**.
The guide should now only show the program content that you did not lock.



14 My TV is not displaying Optik TV

Try the following steps to successfully display Optik TV:

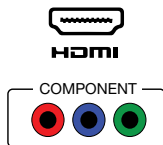
- Make sure that your digital box is plugged in and switched on. Check that the power light on the front of the box is green.
- If the digital box's power light is not green, press **OK** on your remote to reactivate the device. Your digital box may have entered standby mode due to inactivity in order to save you money on your energy bill.



Still seeing **No Signal / Input**, a blue screen, or static?

Try the following steps, and wait 10–15 seconds between each step to confirm if the issue has been resolved.

- Try changing the channel. If other channels are appearing properly, it may be a temporary problem with that channel.
- Ensure that the TV is set to the appropriate input (usually **HDMI 1** or **Component**) based on the cable connecting your digital box to your TV.
- Confirm that both ends of the cable connecting your digital box to your TV are firmly plugged in.
- If that doesn't work, try moving the cable to another port (e.g., **HDMI 2** from **HDMI 1**) and change the input on the TV to the corresponding input.



Do you have a wireless digital box?

If there is a signal strength indicator on the front of your digital box, it is running wirelessly.



For optimal performance, ensure there are at least 3 signal bars. If you choose to move your wireless digital box, try to pick a location where the signal strength indicator has the most bars by minimizing the distance and any barriers between your digital box and modem.

For more video troubleshooting, please visit [telus.com/tvhelp](https://www.telus.com/tvhelp)

My remote is not controlling my Optik TV

Your remote control may be unresponsive because its signal is weak or it cannot reach your TV and/or digital box.

Try the following steps:

1. Clear any objects in front of the TV and digital box and press **guide** on your remote. The guide should appear after a short delay.
2. Replace the batteries in your remote and press **guide** on your remote. The guide should appear after a short delay.



If the above steps were unsuccessful, visit [telus.com/support](https://www.telus.com/support) for more troubleshooting tips.

Your remote may be programmed to turn on both your TV and digital box with a one button press. If they are out of sync, you may not see any picture.

If the digital box is on and the TV is **off**:

- Press **tv** on the remote to turn the TV **on**.
- You should see your TV's power light turn **on**.



OR

If the digital box is off and the TV is **on**:

- Press **OK** on the remote to turn the digital box **on**.
- You should see a green power light on the front of the digital box turn **on** and should now see a picture on the screen.




16 My HD TV picture quality is poor

Are you experiencing poor Optik TV picture quality?

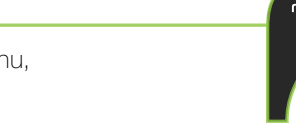
- Change to channel 100 to check the picture quality. If you're having problems with only one channel, it may be the channel provider and/or that specific program.
- Check the back of your digital box and TV to ensure that all of the cables are firmly connected.

Does the TV picture quality on an HD channel look squished, stretched, or have black bars on the top and bottom or sides?

Change the zoom setting:

1. Press **options** on your remote. 
2. Select **TV Zoom**.
3. Use the up/down arrows to select **Normal**, **Stretch**, **Zoom 1**, **Zoom 2**, or **Zoom 3** based on your preferred level of zoom.

Change the screen aspect ratio:

1. Press **menu** on your remote. 
2. Select **Settings** from the menu, then select **Television**.
3. Select **Screen aspect ratio**.
4. Use the up/down arrows to select **720p**, **1080i**, **1080p** or **2160p 60Hz 4K** (if supported by your digital box). The TV will prompt you to confirm that the settings work.
5. Be sure to save your new or updated settings.

Still having other picture quality problems?

Visit telus.com/support for more help.

Find your favourite channels

Optik TV channels are grouped by themes so you can easily find your favourite channels. Type in a channel number below and start channel surfing. For example, all Entertainment channels can be found between channel numbers 300 to 399.

Channels starting at	Category	Channels including
4 & 5	Free Preview	Showcases new and exciting channels each month
100	Major networks	  
200	Timeshift	Watch your favourite shows earlier or later on channels in other timezones
300	Entertainment	  
400	Movies & series	  
500	Comedy & Music	  
600	Kids & family	  
700	Learning	  
800	News	  
900	Sports & PPV	  
1000	Premium sports	  
2000	French	  
2300	Multicultural	  

For a complete channel guide, visit telus.com/optikchannelguide
 Don't see the channel you want? You can add it directly from your TV.
 To learn more, visit telus.com/managemychannels

Learn more about your TELUS services:

Get help online

Find the answers to your problems at telus.com/support

Understand your bill

Your regular monthly charges are billed one month in advance. Depending on your activation date, your first bill may be higher as it will also include any partial charges up to the month's billing date. Learn more at telus.com/billing

Book a learning session

Book your free in-store session to learn more about your Optik TV and internet. Visit telus.com/learn to book today.

Visit the TELUS Neighbourhood

Ask questions and find answers all in one place at telus.com/neighbourhood

Tweet @TELUSsupport

You can also tweet your questions to us [@TELUSsupport](https://twitter.com/TELUSsupport)

We are dedicated to continuous improvement.
You can download the latest version of this Welcome Kit
at telus.com/welcomekit