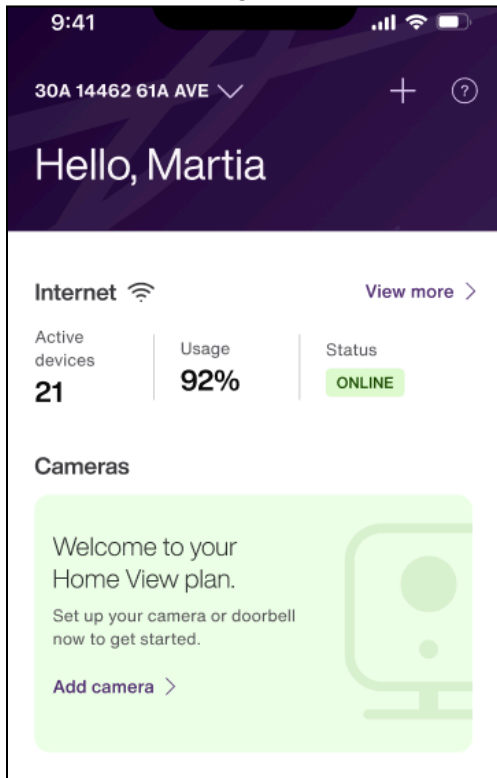


How to pair your TELUS Outdoor camera to the SmartHome+ app

Step 1.
Initiate device pairing process

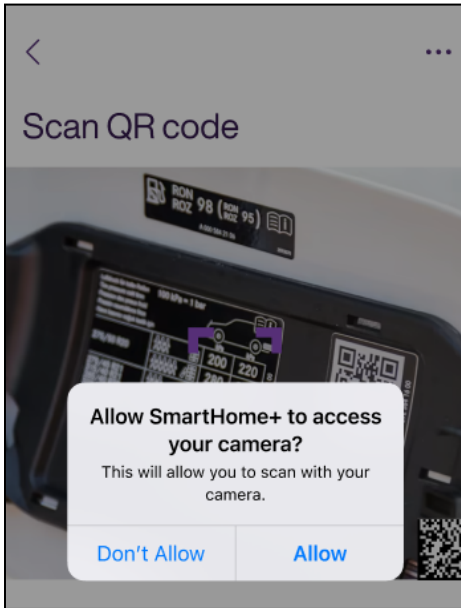
Once inside the SmartHome+ app, you will be met with a prompt to add your devices. Click the Add Camera button to begin the Camera pairing process.



Select the Add Camera button in the purple text to begin onboarding your TELUS camera device.

Step 2.
Scan device QR code

You will be prompted to scan the QR code on your device. Allow the SmartHome+ app to access your camera by following the on screen prompts, and then scan the QR code on the back of your device or on the packaging.



Scan QR code



You'll find the code on the side or back of the packaging, on the device itself, or on some components inside the box.

Ensure the QR code is in focus, well-lit and free of any obstructions for a smooth scan.

Scan the QR code on your device using your phone's camera.

Step 3. Begin Installation



Let's install your Outdoor Camera

The DIY installation guide will help you setup your Outdoor Camera step by step. Installation times vary based on the location where the camera will be installed. Standard installation takes 30 - 60 minutes.

[Begin installation](#)

[Device already installed](#)

Step 4. What's in the box

What's in the box

Before you begin, unbox your Outdoor Camera and identify all of the components.

- Outdoor camera device
 - With integrated stand
- Wall mount
- Mounting screw
- Wall anchors
- Self-tapping screw
- USB-PD AC/DC Adaptor
- USB-C cable 3m
- Adhesive gasket

Continue

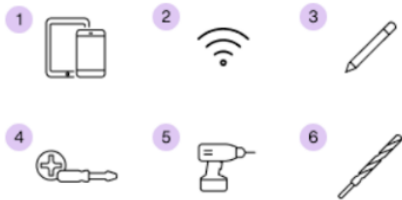
Step 5. What you'll need

What you will need

1. Smartphone or tablet
2. 2.5 Mbps upload Wi-Fi coverage in the install location
3. Pencil
4. Screwdriver
5. Drill
6. 6mm (1/4 inch) drill bit

Optional

- Ladder
- Caulking and Caulking Gun



Continue

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**Step 6.
Turn on the
camera**

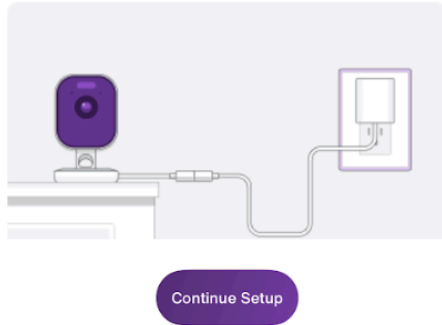
Turn on the camera

In the comfort of your home, before taking it outside, plug in the camera to begin the setup.

1. Connect the power cable to the camera and USB-C power supply
2. Plug the power supply into the power outlet and wait approximately 15 seconds for the LEDs to turn solid green

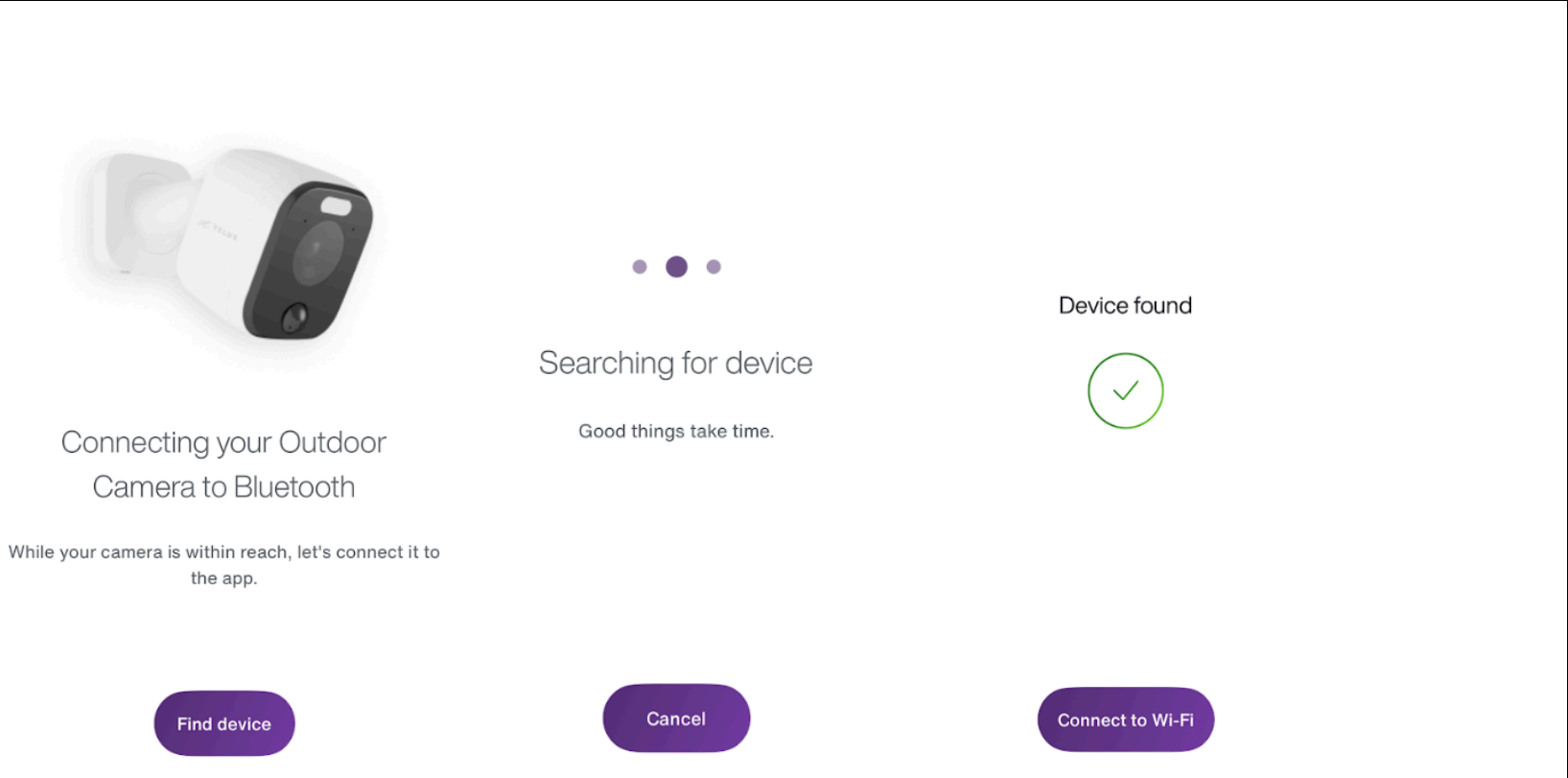
LEDs not solid green?

Disconnect and reconnect camera from power. As soon as the Red LED comes on, push and hold reset button located under the flap below the camera. Release the button only after LEDs flash purple.

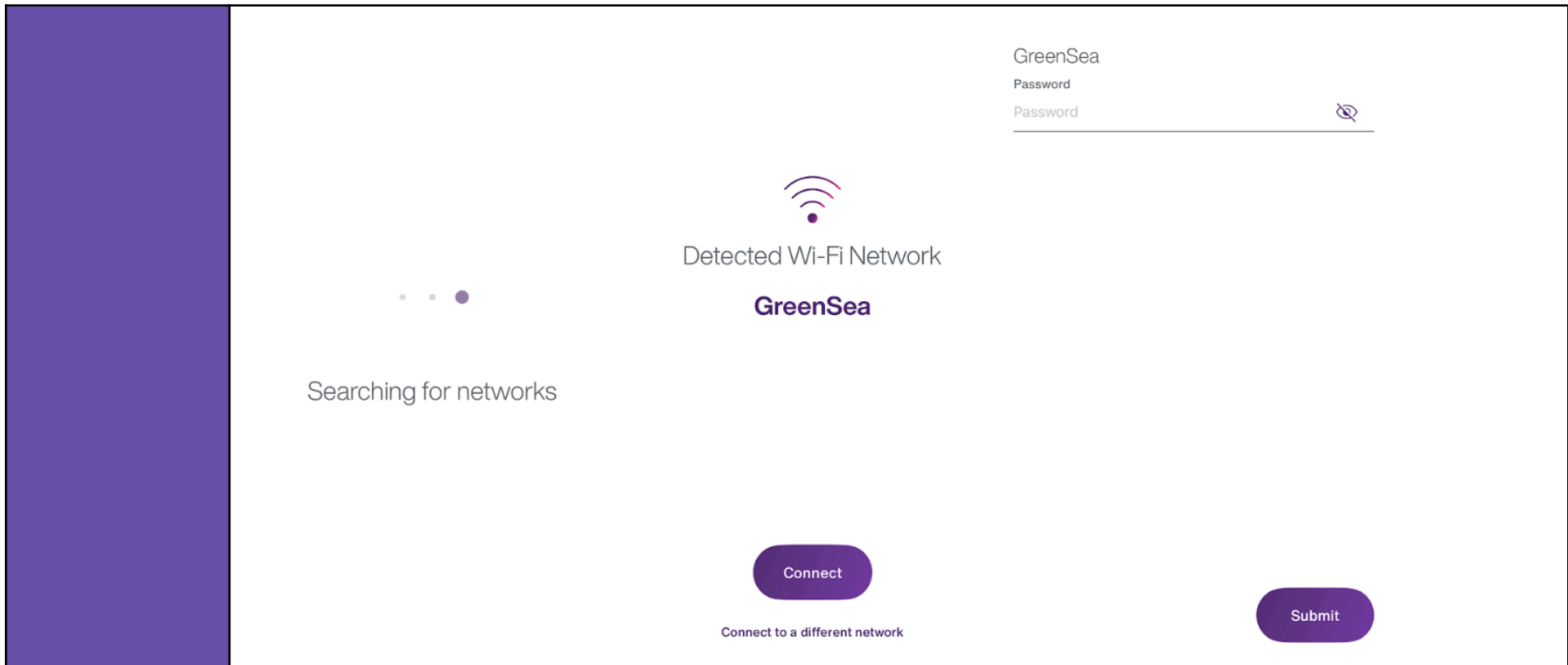


**Step 7.
Pairing to
Bluetooth**

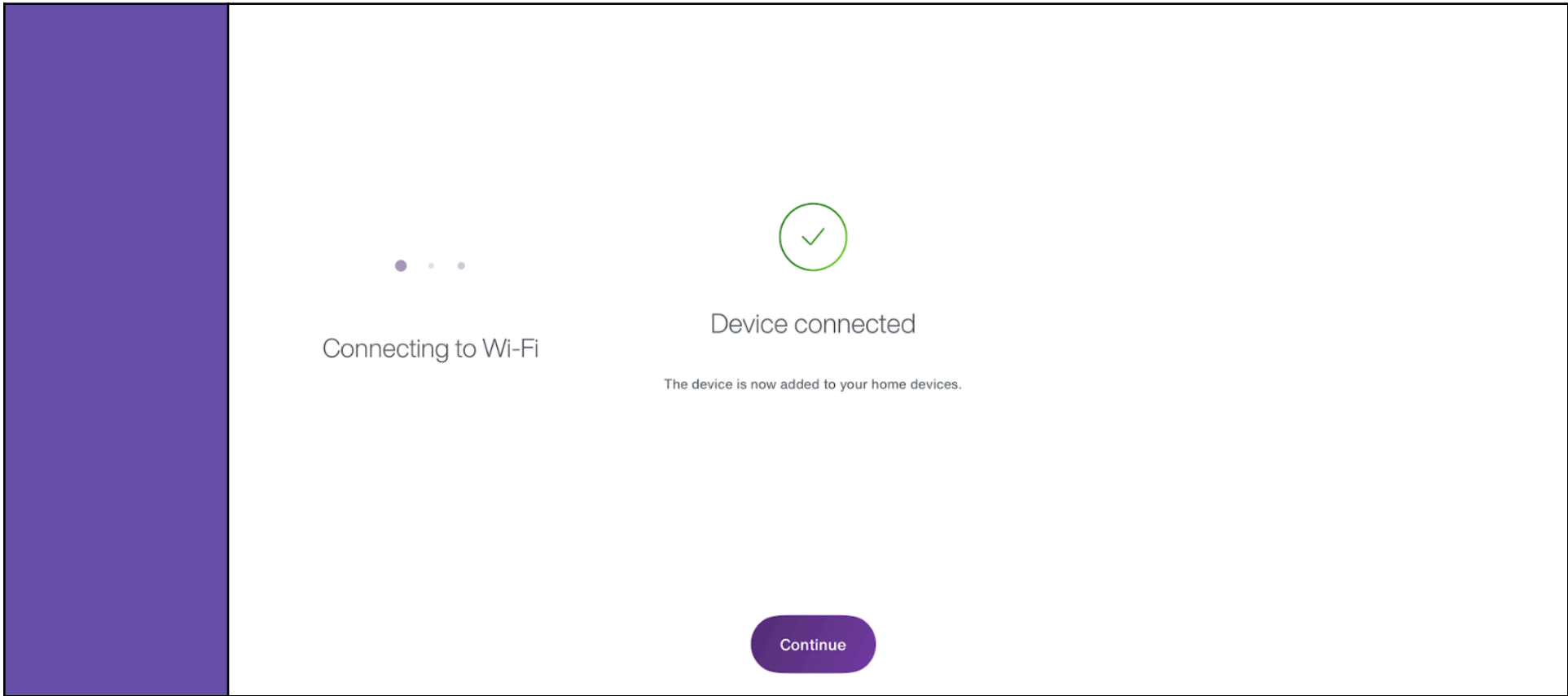
Once your camera has been installed, you will be prompted to pair your device via Bluetooth. Follow the on screen prompts to do this. Ensure your camera is on and ready to pair with Bluetooth. Successful Bluetooth pairing will then prompt you to connect your device via WiFi. Select the Connect to WiFi button to continue.

	
<p>Step 8. Connect to Wi-Fi</p>	<p>Once the device is paired to Bluetooth the next step is to pair your device via WiFi. The app will search for your local WiFi networks. Select your preferred network and input your network access credentials. Following successful authentication to your WiFi network, your device will now be paired. Select continue at the bottom of the Device Connected screen to continue.</p>

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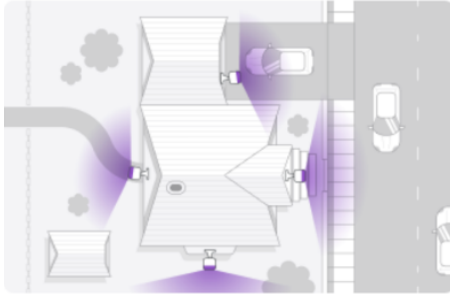
Step 9. Select a location

Select a location

The TELUS Outdoor Camera requires a minimum Wi-Fi signal of 2.5 Mbps **upload** speed to operate.

Use the link below or visit telus.com/SpeedTest in a browser to determine your Internet speed. Ensure the phone or device running the test is connected to your home's Wi-Fi network and is positioned where the camera will be installed.

If your bandwidth is too slow or Wi-Fi signal is missing at your desired camera location, contact your internet service provider. You may need to increase your upload speed or improve your home's Wi-Fi coverage.



TELUS Speed Test

Continue

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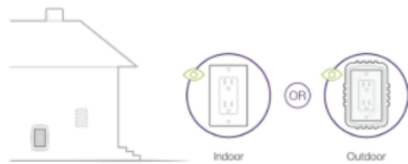
Step 10.
Find an outlet near location

Find an outlet near location

If using an outdoor outlet, you must have an enclosure.

Note: Do not use an outlet that is controlled by a switch or timer.

Tip: If you want to use custom wiring for powering your outdoor cameras you can order a USB-C breakout cable from [telus.com](https://www.telus.com)

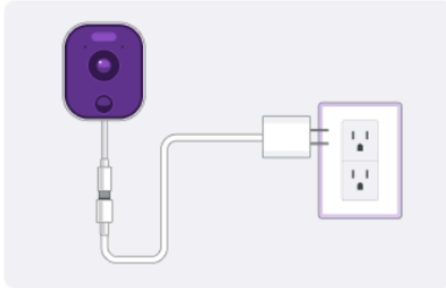


Continue

Step 11. Plug in the camera

Plug in camera

1. Connect the power cable to the camera and USB-C power supply
2. Plug the power supply into the power outlet and wait approximately 15 seconds for the LEDs to turn solid green.



Continue

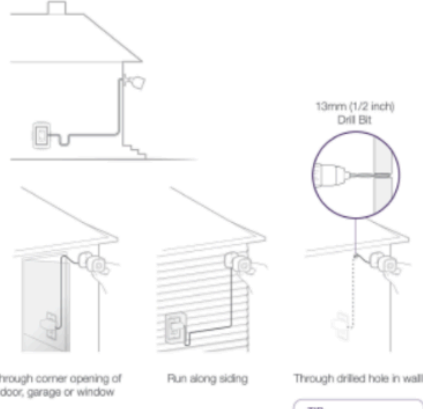
Step 12. Plan cable route

Plan cable route to outlet

Options to run your cable:

- a. Through the corner opening of a door, garage or window to an indoor power outlet
- b. Along siding to an outdoor power outlet with a weatherproof enclosure
- c. Through a drilled hole in the wall (use a 13mm (1/2 inch) drill bit) -Tip: Use caulk to seal around the drilled hole

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13mm (1/2 inch)
Drill Bit

Through corner opening of door, garage or window

Run along siding

Through drilled hole in wall

TIP
Use caulk to seal around the drilled hole.

Cable not long enough? Consider purchasing a DC Extension Cable.

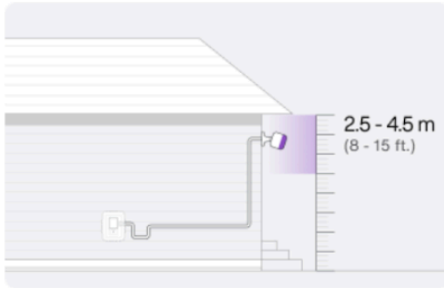


Continue

Step 13. Determine camera position

Determine camera position

1. Place the camera 2.5 to 4.5 metres (8 to 15 feet) above the ground
2. Tilt the camera downward 30 to 60 degrees, enough to see people's faces
3. Make sure the camera has a clear view and the horizon is level



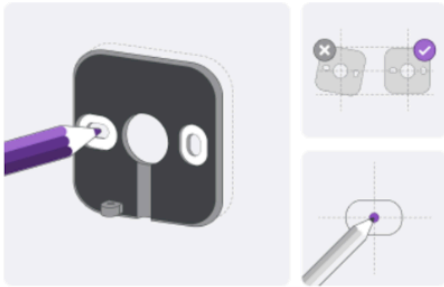
Continue

**Step 14.
Mark wall mount
location**

Mark wall mount location

You will need mounting bracket and pencil

Place the wall mount and use a pencil to mark the
screw location



Continue

**Step 15.
Identify mounting
surface**

Identify mounting surface

Determine which kind of material you are attaching the camera to.

Siding

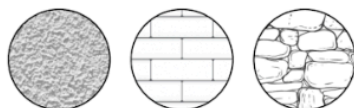


Wood

Vinyl

Aluminum

Masonry



Siding installation

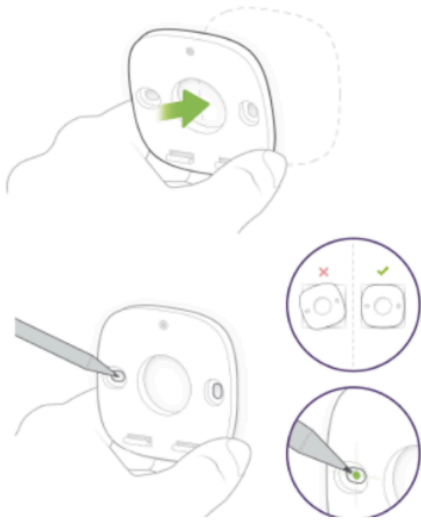
Masonry installation

Step 15.1 Siding Mount

Attach wall mount

You will need a screwdriver, the mounting bracket, and wall screws

Screw the wall mount into the siding or wall



Continue

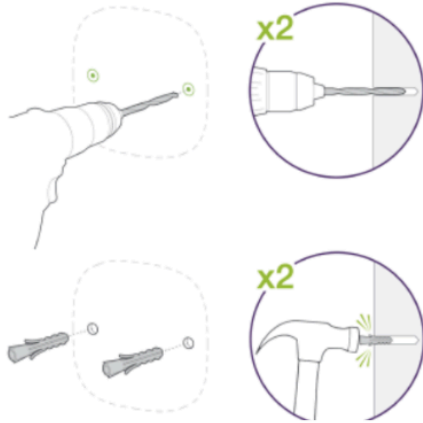
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Step 15.2 Masonry Mount

Masonry installation

You'll need wall anchors, masonry drill bit, drill, and hammer (Optional)

1. Using a 6mm (1/4 inch) masonry drill bit, drill pilot holes for the wall anchors.
2. Push or hammer the wall anchors into the pilot holes.

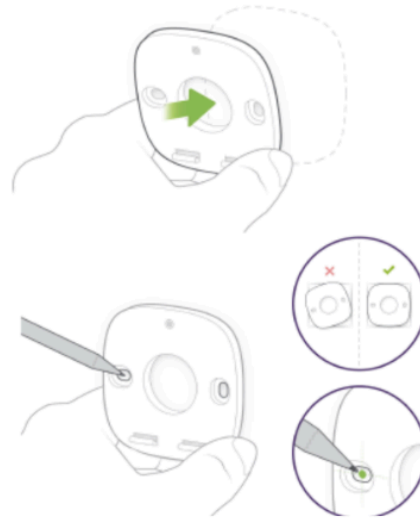


Continue

Attach wall mount

You will need a screwdriver, the mounting bracket, and wall screws

Screw the wall mount into the siding or wall



Continue

Step 16.
Attach Outdoor camera

Attach Outdoor camera

You will need a screwdriver and the outdoor camera.

Place the camera on the wall mount, ensuring the power cable is placed in the groove.

Insert the set screw and securely tighten it to fasten the bracket in place.



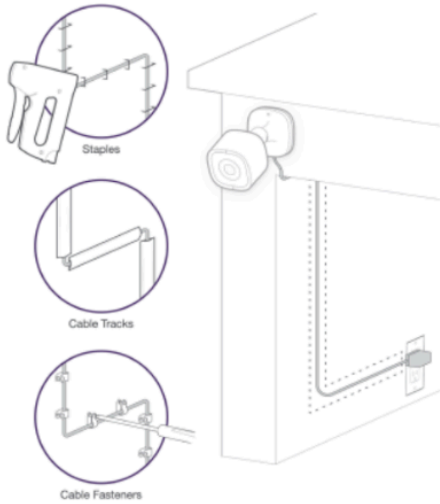
Continue

Step 17.
Secure cable route

Secure cable route

Use staples, cable tracks or cable fasteners to secure the power cable.

Note: These items are not supplied in the kit.




Continue

Step 18.
Configure your preferences


Once your device is connected to Bluetooth and WiFi, it will be added to your SmartHome+ app. This process may take a couple of seconds to be fully authenticated. Upon successful authentication, you will be prompted to configure your Event Settings preferences. Configure your preferences.

Your setup is complete

Nice work! You're all done.




Done



Adding your Outdoor Camera to SmartHome+

Your device is almost done with its final provisioning and security...

Continue



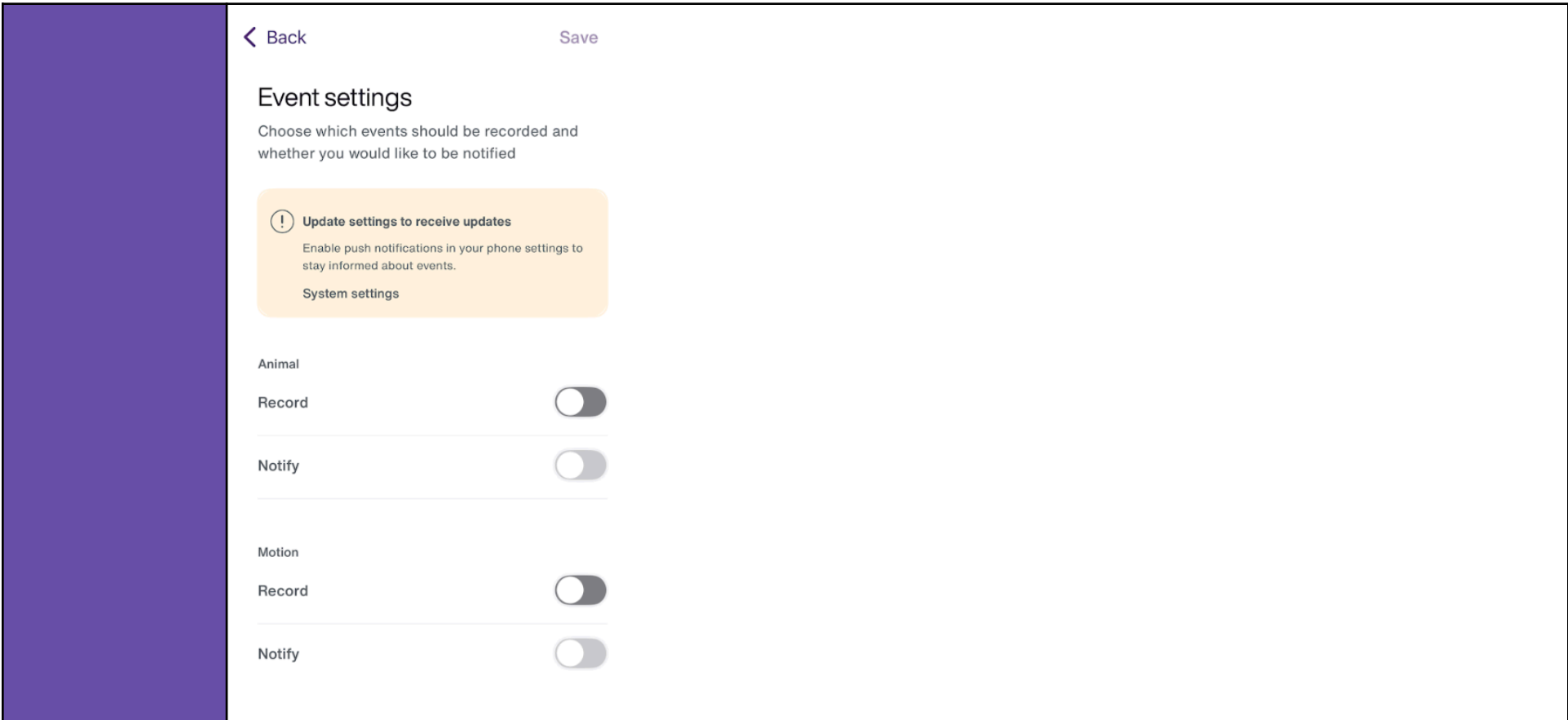
Customize your camera

Set up detection and notification preferences to ensure automatic detection and alerts for important home events.

Set up

Not now

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