

SmartHome+ Hub User Manual - DRAFT

August 20, 2024

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Installation

- How do I install my own equipment?
 - The TELUS SmartHome+ Hub is designed for straight forward self-installation. Download the TELUS SmartHome+ app and select SmartHome+ Hub installation to get started. The app will guide you through checking any prerequisite and every step of the installation process.
- What Wi-Fi coverage do I need?
 - The TELUS SmartHome+ Hub requires a minimum Wi-Fi coverage in the install location of 1 Mbps download/upload. You can easily test this by running a speed test on your phone while connected to your home Wi-Fi network (no cellular) and standing in the proposed install location. The TELUS SmartHome+ app will guide you through this process as part of the device setup procedure.

Product Features

- Supports Z-Wave, Zigbee (2024) and Matter (2025) devices
- Enables Zero-Touch setup for your other SmartHome+ devices
- Control and monitor all TELUS and 3rd party smart home devices from a single app
- Manage multiple devices, accounts, and locations from a single app
- Rules and routines continue to run when internet connection is lost

Product Information

		TELUS Communications Inc. 7th Floor, 510 West Georgia Street Vancouver, BC V6B 0M3 Canada
	Manufacturer	
	Brand name	TELUS
	Product name	TELUS SmartHome+ Hub
	Model name	HUF
	Dimensions	25mm Height x 123mm Width x 123mm Depth
	Primary Housing Materials	Plastic
	Description	TELUS SmartHome+ Hub is a Smart Home bridge device that is installed in the customer home. It allows you to connect and control Z-Wave, Zigbee & Matter sensors/devices. Designed by TELUS for CSP customers with deep branding and functionality customisation options.
	Power Adaptor	100-240V 50/60Hz AC input, 5VDC 2A output Integral 1m USB-C cord (white)
	SmartHome+ Hub Power Input	5V DC 1.0A
Label	Product Label	TELUS Logo with registered trademark symbol (R) and (MD) Model Le Modèle: HUF Made in Vietnam Fabriqué en Viêt Nam cUL Mark with ID IC ID FCC ID 9x9mm 2D data matrix
	Operational	Indoor use only
Environment	Temperature	0°C to 40°C
	Humidity	10% - 95% non-condensing
	Lifetime	MTBF 25°C >5 years
	Altitude	0-2,000m
Accessories	In the Box	SmartHome+ Hub, Power Supply, Certification insert, Self-tapping screws, Wall anchors, Paper Wall-Mount Stencil
	Packaging	Full colour double-sided printed gift box, UV Ink, FCS certified paperboard. Full compliance with TELUS

Outdoor use is not permitted. Frequency band: 5470 - 5725 MHz: Installations and use in road vehicles, trains and aircraft and use for unmanned aircraft systems (UAS) are not permitted. Restriction or Requirements in [XX->country code] [XX->country code][XX->country code] This product incorporates a radio transmitting and receiving device. For smart home HUB devices in normal use, a separation distance of 20 cm ensures that radio frequency exposure levels comply with EU and UK requirements.

Declaration of Conformity:
Hereby, TELUS Communications Inc. declares that the radio equipment is in compliance with following Directive:
RED 2014/53/EU; Low Voltage Directive 2014/35/EU; EMC Directive 2014/30/EU; Ecodesign Directive 2009/125/EC; RoHS Directive 2011/65/EU. The full text of the EU and UK declaration of conformity is available at the following internet address: [URL]



PN: XXXXXXXXXXXX



FCC ID: XXXXXXXXXXXXX
Federal Communications Commission
(FCC) Statement:

This device complies with Part 15 of the FCC Rules.



Operation is subject to the following two conditions:

- 1) this device may not cause harmful interference and
- 2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

You are cautioned that changes or modifications not expressly approved by the part responsible for compliance could void the user's authority to operate the equipment.

FCC RF Radiation Exposure Statement: This Transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.

Canada notices:

Industry Canada Statement: This device complies with Industry Canada's licence-exempt RSSs.

Operation is subject to the following two conditions:

- (1) this device may not cause interference, and
- (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Avis d'industrie Canada: Le present appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- (1) l'appareil ne doit pas produire de brouillage, et, and
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Industry Canada Class B Emission Compliance Statement: This Class B digital apparatus complies with Canadian ICES-003.

Avis de conformité à la réglementation d'Industrie Canada: Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Industry Canada Radiation Exposure Statement: This Transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. This equipment complies with IC radiation exposure limits established for an uncontrolled environment. This equipment must be installed and operated with a minimum distance of 20 cm between the radiation source and your body.

Déclaration d'exposition aux radiations: Cet émetteur ne doit pas être Co-placé ou ne fonctionnant en même temps qu'aucune autre antenne ou émetteur. Cet équipement est

conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

Operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems. For the frequency 5600-5650 MHz, no operation is permitted.

La bande 5150-5250 MHz est réservée uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux. Pour la fréquence 5600-5650 MHz, aucune opération est autorisée.

Product Name: TELUS SmartHome+ Hub

Model Number: HUF

Hardware Version: X

TELUS SKU Number: XXXXXX

Importer: (For UK, EU only, this must be the local importer in the EU and UK)

TELUS Europe&UK Inc. TBC

CAN ICES-003(B)/NMB-003(B)

IC: XXXXXX-YYYYYYYYYYY

UL factory ID: 2325426

Manufacturer: TELUS Communications Inc. PO Box 7575, Vancouver, BC, V6B 8N9, Canada

European Union & UK Statement:

This Smart Home HUB for consumer home applications contains radio equipment operating in frequency bands 2.4 & 5GHz with a maximum power of 10mW. For usage instructions see the companion smart phone application. Frequency band: 5150 - 5250 MHz: Indoor use: installations and use inside buildings, road vehicles, trains and aircraft. Limited outdoor use: If used outdoors, equipment shall not be attached to a fixed installation or to the external body of road vehicles, a fixed infrastructure or a fixed outdoor antenna. Use by unmanned aircraft systems (UAS) is limited to within the 5170 - 5250 MHz band. Frequency band: 5250 - 5350 MHz: Indoor use: Inside buildings only. Installations and use in road vehicles, trains and aircraft are not permitted.