

QUICK TROUBLESHOOTING FOR TELUS TV SYSTEM

**TURN POWER OFF BY PRESSING POWER BUTTON
START OVER FOLLOWING THESE STEPS:**

- 1. FACE THE CONTROL BOX NEAR TV (VERY IMPORTANT)**
- 2. CLICK "TELUS" BUTTON AT THE TOP LEFT OF REMOTE**
- 3. CLICK POWER BUTTON (ON REMOTE)**
- 4. IF SCREEN IS STILL GREEN, CLICK "GUIDE"**
- 5. CHANNELS SHOULD COME ON; SCROLL TO ANY CHANNEL**
- 6. USE TV AS PER NORMAL WITH REMOTE**

QUICK TROUBLESHOOTING FOR TELUS PHONE

- 1. PLUG PHONE INTO ELECTRIC OUTLET – DO NOT UNPLUG PHONES!!!!**
- 2. LEAVE PHONE CABLE IN PLACE, PLUGGED INTO THE MODEM**
- 3. LET PHONE INITIALIZE, THEN START USING NORMALLY**

OR

- 1. PRESS MENU**
- 2. PRESS 3, THEN 1, THEN 8**
- 3. IT WILL SAY "RESTART SYSTEM?" PRESS YES**

QUICK TROUBLESHOOTING FOR TELUS WIFI SYSTEM

- 1. YOUR WIRELESS I.D AND PASSWORD ARE LOCATED ON THE BACK OF YOUR DOOR, IN YOUR ROOM**
- 2. FOR EXAMPLE, IN ROOM DD-36, YOUR I.D SHOULD BE "WIRELESSDD136" AND YOUR PASSWORD WILL BE A NUMBER**
- 3. TO "LOG INTO" YOUR OWN WIFI, SCROLL THE LIST OF AVAILABLE WIFI THAT SHOW UP ON YOU DEVICE, CHOOSE/CLICK YOURS AND INSERT YOUR PASSWORD**
- 4. USE THE INTERNET AS USUAL**

FINALLY, IF ALL ELSE FAILS TELUS HELPLINE

1-855-850-6919