eero



How-to guide

Getting started with your eero mobile app.

Ready right out of the box.

The eero mobile app can help you set up your wifi in minutes. Simply download the eero mobile app, plug your eero device into your modem, and the eero mobile app will guide you through the setup.

Whether you're new to the eero mobile app or just need a refresher, this document will help guide you through basic features to set up and manage your eero network.



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Create an account

Upon first opening the eero mobile app, you will be prompted to create an eero account through a guided setup process.

Make sure you have the following to get started:

- Mobile device with a data connection. (If you don't have access to a data connection, see our workaround instructions here.)
- At least one eero gateway (the eero Beacon and eero 6 extender can only be added to an existing network).
- Internet service provided into your home.
- · Cable or DSL modem.



• eero mobile app.

1.

Open the eero mobile app and tap the *New to eero*? button.



2.

Log in with your existing Amazon account or create a new eero account with your email or phone.



3.

If creating a new account, enter in the verification code sent via SMS or email.





Network setup

Your gateway is the primary eero device connected to your modem and is needed to establish your network. The eero mobile app will guide you through setting up your eero gateway in the following steps.



1. Tap Start Setup.



ſ	12:10	
(8	
	You're	e ready to start setting up your eero wifi network
	'	Make sure you have the following
	(a)	Gateway eero Any eero device with 2 Ethernet ports
	₽¢	Power Cord Included
	Ģ	Ethernet Cord Included
	<u>[]</u>	Modem Your existing modem
		Start
	-	

2. Confirm you have the listed items and tap *Start*.



<image>

3.

Disconnect your old modem and router from power, then tap the *Blue arrow*.





Network setup (continued)

Your gateway is the primary eero device connected to your modem and is needed to establish your network. The eero mobile app will guide you through setting up your eero gateway in the following steps.



4.

Connect your eero gateway to your router using the provided Ethernet cable and tap the *Blue arrow*.



5.

Plug your eero gateway into power, then plug your modem into power, and tap the *Blue arrow*.



6.

Once your eero gateway is recognized, choose a location for your device.





Network setup (continued)

Your gateway is the primary eero device connected to your modem and is needed to establish your network. The eero mobile app will guide you through setting up your eero gateway in the following steps.



7.

Create a name and password for your wifi network, then tap *Blue arrow*.





8.

Once your receive the confirmation of a successful setup, tap the *Blue arrow*.



9.

If you are done setting up your network, tap Finish Setup, or select Add Another eero Device to add additional devices.



Add an eero device

You can add additional eero devices to extend your network. eero devices can connect to your gateway wirelessly or using an Ethernet cable.



1.

From the Home tab, tap on the \oplus in the top right.



2. Tap Add or Replace an eero Device.





3. Tap Add eero Device.



Add an eero device (continued)

You can add additional eero devices to extend your network. eero devices can connect to your gateway wirelessly or using an Ethernet cable.

	0 al 🗢 =)
	8
I	Plug in your eero device
	Remember to keep it out in the open and away from large electronics or appliances, as metal objects can block wifi signals.
	ľ
	See Placement Guide
	Next

4.

Plug in your new eero device to an outlet and tap Next.



Where is your eer This will help you identify	
Basement	
Bedroom	
Dining Room	
Family Room	
Garage	
Hallway	
Kitchen	
Living Room	
Master Bedroom	
Office	
Custom	

5.

Once your new eero device is recognized, choose a location for your device.





6.

The device is now added. Tap Finish Setup, or select Add Another eero Device to add additional devices.



Remove an eero device

eero devices can be removed from the network in a few simple steps.



From the *Home* tab, tap the device you wish to remove.





2. Select Advanced.



. 11 S Advanced Model eero Model Number J010011 Serial Number Ethernet A (Left) 74:b6:b6:d2:5c:80 Ethernet B (Right) 74:b6:b6:d2:5c:81 Wifi BSSID A 74:b6:b6:d2:5c:85 Wifi BSSID B 74.b6.b6.d2.5c.86 Restart Basement eero Remove Basement eero ഹ

Tap *Remove* to remove your eero device.

3.





Remove an eero device (continued)

eero devices can be removed from the network in a few simple steps.





Profiles

Create profiles so that you can set custom schedules, control internet access, and apply content filters by profile.

Create a profile from the **Home** tab in the eero mobile app.



Tap on the
 top right.





2. Select Add a Profile from the pop-up menu.





3. Add a profile name.





Profiles (continued)

Create profiles so that you can set custom schedules, control internet access, and apply content filters by profile.





Guest network

eero allows you to use a guest network to share your home wifi with others.

Note: You can disable the guest network at any time by following the steps below and toggling *Enable* to *Off.* Any devices connected to the guest network will lose connectivity.



1. Tap on Settings tab.



9:41	.ul 🗢 🖿
Settings	
Account settings Emily Smith	>
Wifi name Smith Home	>
Wifi password	>
Guest access On	>
Network settings	>
Software updates	>
Notifications	>
Troubleshooting	>
Legal	>
Add a network	
Home Activity Discov	er Settings

From the menu, select Guest Access.

2.



9:41 Guest Access Main Network **Guest Network** Inviting someone to your guest network gives them access to the internet, but blocks them from accessing network files, streaming audio, and controlling your smart devices. Guest Network \bigcirc Name Smith Home Guest Wifi password PassWord123 Share QR Code Ø 0

3. To enable your guest network, toggle *Guest Access to On*.





Pausing wifi devices

Pause your wifi network by setting schedules for specific profiles or devices.

9:41	Smith H Onli eero Secure	ne		I ≑ ■ +
Profile	s			^
A	Annabel	B	Ben 1 Paused	
8	Emily	J	James	
Comp	uters & Personal			^
Ģ	Annabel's Kindl	е		>
	Emily's Laptop			>
	Emily's Phone			>
Home				^
	Amazon Echo			>
Home		Disco		() Settings
	_	-	-	

1.

From the Home tab, tap the profile or device for which you want to set a schedule.



2. Select Add a Scheduled Pause.

L



3.

Update the schedule name, start time, end time, and frequency for the scheduled pause, then tap Save.



Data Usage

View data usage on your wifi network, including by device or profile.



1.

From the Activity tab, tap Downloaded Data to view the overall wifi data usage.



2.

Tap Show Live Usage to view current wifi data usage.



Live Data Usage **(**) Total Download Total Upload **↓1,413** kbps **↑87** kbps **Emily's Laptop** ↓1,234 kbps ↑56 kbp 56% Emily's Phone 4% **Echo** ↓67 kbps ↑8 kbps 3% Annabel's Laptop ↓23 kbps ↑22 kbps 2% Amazon Technologies 0% Annabel's Kindle , 0% Ben's Laptop 0% Ben's Phone 0% Kitchen Light Q 0% Living Room Light \cap 0%

3. Tap the **S** in the upper left corner to go back.





Speed test

The speed test analyzes the upload and download speeds at your gateway eero.





2. Tap Run Speed Test.





Update password

Easily change your wifi network password as needed.





Software update

Help ensure your wifi network is always up to date.

Note: If there is a software upgrade available for your network, follow these instructions to start the upgrade process.





Manage which notifications you receive in the eero mobile app.





Customize notifications to your liking.



Learn more about eero Built-in performance and compatibility at eero.com/eero-built-in.

eero Built-in

eero built-in

With eero Built-in and select Echo devices, you can add up to 1,000 sq. ft. of coverage to a compatible eero network.

eero Built-in is automatically enabled for new customers who opt into Amazon account linking during eero account creation. If you haven't linked yet, you can link and activate eero Built-in using the steps below.



1.

From the Discover tab, select Amazon Connected Home.



Ø	•
Sigr	Forgot password?
Emai	I (phone for mobile accounts)
Amaz	on password
s	Show password
	Sign-In
	ing in you are agreeing to our Conditions of d Sale and our Privacy Notice.
	© 1998-2020, Amazon.com, Inc. or its affiliates

2.

Tap Connect to Amazon and login using your Amazon account. Compatible Echo devices currently on your network, as well as any added later, will automatically extend your wifi.



3.

To manage eero Builtin devices, go to the *Connected Home* menu and toggle select devices on or off.



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