

# User Manual

>> Draft for eero Model N010001 and Model Q010001 <<

## eero 6

### Getting started with eero

One of the biggest frustrations with a traditional router has to be the confusing and complex setup process, so at eero we've taken a different approach: make the entire setup experience as quick and easy as possible. So, whether you're an old hand at networking or are taking your first step into home WiFi, eero is for you.

Our app will walk you through the process and do most of the heavy lifting, but here's a quick overview of what to expect. If you're new to WiFi, or just need a refresher, we encourage you to read this article and refer back to it if you have any concerns during in-app setup.

#### **Before you begin:**

##### Setup components

- In the box:
  - Ethernet cable
  - eero(s)
  - Power cord(s)
- What you'll need:
  - eero iOS or Android app
  - At least one 1st or 2nd-generation eero (eero Beacons cannot be used to start a network)
  - Mobile device with a data connection (If you don't have access to a data connection, see our workaround instructions [here](#).)
  - Internet service
  - Cable or DSL modem (if required)\*

Don't know what a modem is? Unsure if you have one? Find out [here](#).

Here's how to get started getting your eero network online:

#### **STEP 1: Download the eero app for iOS or Android:**

Download the free eero app – you can find it on the Apple Store or Google Play. eero supports both iOS and Android (check [here](#) for details on the versions we support). You'll need the app to set up your eero network. You won't be able to set up your system on a web browser.

#### **STEP 2: Create an eero account**

You'll need to enter your phone number and email address. By default, we'll send a verification code to your email address, but you can opt to receive it via text message instead instead. Enter this code on the verification screen of the app to create your account.

### **STEP 3: Set up your eero**

The eero app will guide you through setting up your gateway eero. It's three easy steps:

1. Unplug your modem. If you have other wireless equipment connected to your modem, please unplug it as well.
  - o **Note:** if you have a modem-router combination device from your provider, you can plug the eero directly into one of the 4 Ethernet ports on the back without powering down.
2. Connect your eero to your modem using the Ethernet cable. You can use either of the Ethernet ports on the back of your eero.
3. Plug your eero in with the power adapter that came in the box, then plug your modem back into power. For placement tips, including DO's and DON'Ts, visit [here](#).

### **STEP 4: Create your eero network**

Now that you've got everything plugged in, it's time to create your eero network.

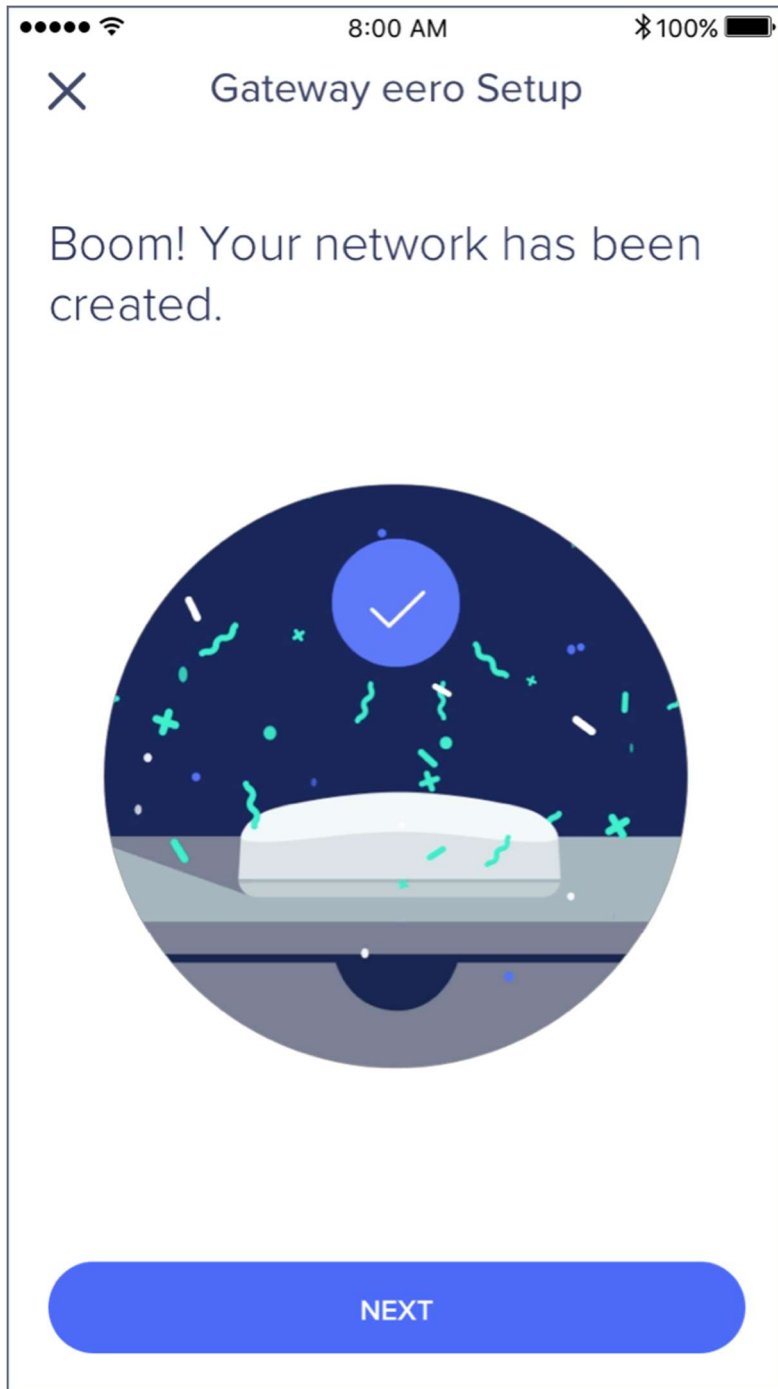
After tapping *Next*, the eero app will begin to look for your eero. You will notice that your gateway eero's LED will begin to flash blue and then turn solid once found. Once your eero has been detected, you will select a name for your eero (naming the eero after its location is a common choice).

- If prompted, you may need to enter your eero's serial number, which is located on a sticker attached to the bottom of your eero. Just look for a barcode with the letters SN on it – it's small, but it's there.

Once you've selected a name for your eero, you will choose your network name (SSID) and network password. This is how devices will join your network.

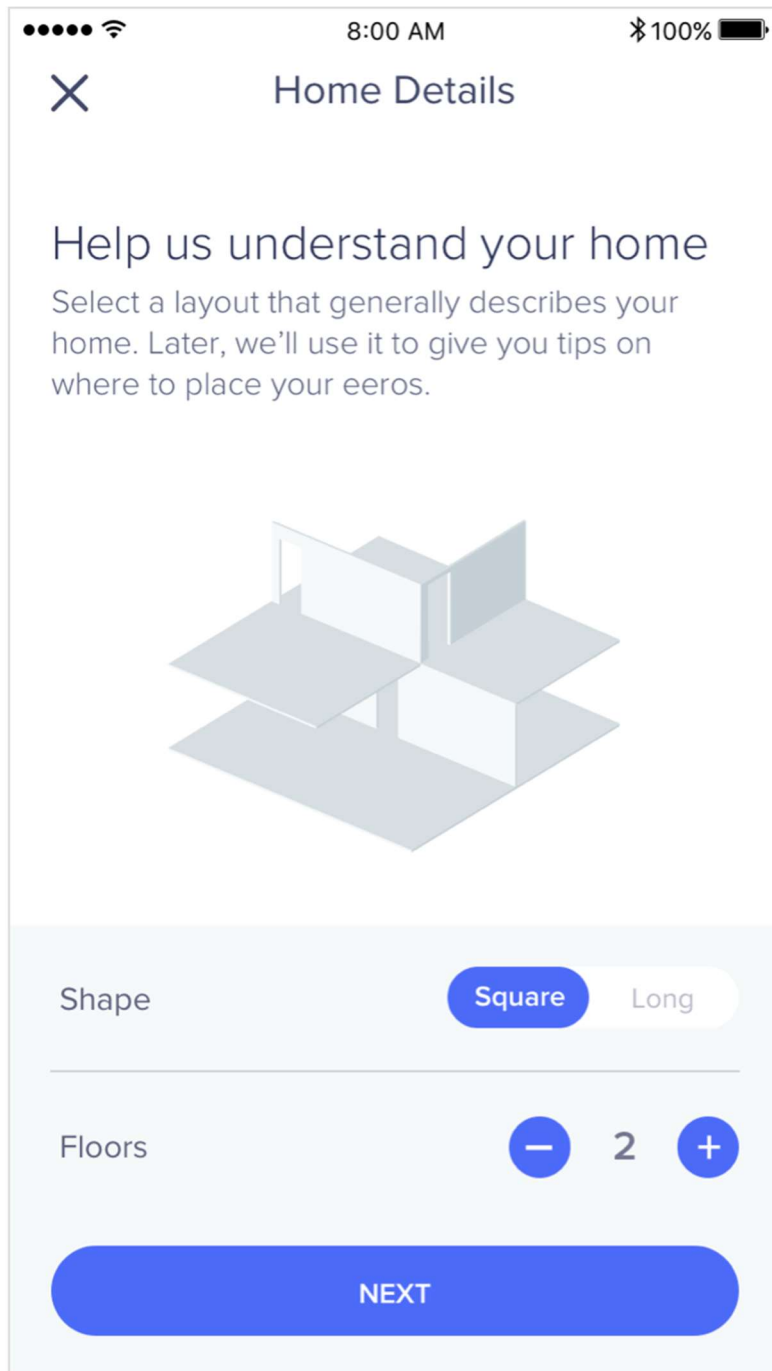
- If you're replacing an existing router, one easy option for choosing a network name (SSID) and password is to simply reuse your current SSID and password. This way, you won't have to reconnect devices that were previously on the network.
- Keep in mind that running two networks with the same SSID can be problematic. If you have a modem/router combo device, as mentioned above, we strongly encourage you to enable [bridge mode](#) on that device. Need help? Give us a call and we'll walk you through it.

Tap *Next* and your eero will complete setup!



### **STEP 5: Add eeros to your network**

Once you've set up your gateway eero, the eero app will walk you through steps to set up additional eeros or eero Beacons on your network. The first thing you'll be asked is for a general overview of your home layout. This will help the app properly judge the placement of your eeros.



eeros can be added wirelessly or by Ethernet backhaul, while eero Beacons can only be added wirelessly. If you need help with placement, we've got lots of tips [here](#). It's a great idea to familiarize yourself with these tips before getting started so that you can optimize placement throughout your home from the get-go.

### **Step 6: Connect devices to your eero network**

One final (and important) step is to remember to connect all of your devices to your new eero network. To do this, simply find your eero network on your device, enter the network password that you've created, and get connected. If you're using the same network name (SSID) and password as your previous router, your devices should automatically reconnect. However, you may need to toggle WiFi on these devices or power cycle for them to recognize the new eero network.

If you experience any trouble connecting specific devices to your new eero network, try disconnecting and reconnecting WiFi on the device. If that doesn't work, try rebooting the device and then reconnecting to the network once it powers back on.

If you have any questions, don't hesitate to reach out. We're here to help.

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For more info on the following topics, please go to our web site:

<https://support.eero.com/hc/en-us/sections/115000878663-Getting-started-with-eero>

- How do I set up eero?
- Can I use eero with my modem?
- How do I add devices to my network?
- What is required to setup eero?
- How many eero and eero Beacons can I add to my network?
- Where should I place my eeros?
- Where should I place my eero Beacon?
- How do I set up my eero if I want to keep my existing router?
- How do I bridge my modem/router combo device?
- eero device compatibility list

## **REGULATORY INFORMATION**

### **FCC Radio Frequency Interference Warnings & Instructions**

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.

No Unauthorized Modifications: Do not make any changes or modifications to this product without the prior express written approval of eero, Inc. Any changes or modifications made without express written approval could void the user's authority to operate this product.

Note: 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.

### **FCC Guidelines for Human Exposure**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 32 cm between the radiator and your body.

### **FCC Information to User**

This product does not contain any user serviceable components and is to be used with approved antennas only. Any product changes or modifications will invalidate all applicable regulatory certifications and approvals.

This device and its antenna(s) must not be co-located or operation in conjunction with any other antenna or transmitter.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

For product available in the USA market, only channel 1~11 can be operated. Selection of other channels is not possible.

### **Industry Canada**

“This Class B digital apparatus complies with Canadian ICES-0031”/ “Cet appareil numérique de la classe

B est conforme à la norme NMB-003 du Canada”

“This device complies with Industry Canada license-exempt RSS standard(s). 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”/ “Le présent 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 (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 RADIATION EXPOSURE STATEMENT**

IMPORTANT NOTE: “This equipment complies with IC radiation exposure limits”/ “Cet équipement est conforme aux limites d’exposition aux rayonnements IC établies”

This device complies with Industry Canada license-exempt RSS standard(s). 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.

Le présent appareil conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

The radio transmitter has been approved by Industry Canada to operate only with the antenna(s) supplied. Use of any other antenna(s) is strictly prohibited for use with this product.

L'émetteur radio a été approuvé par Industrie Canada pour fonctionner uniquement avec l'antenne(s) fournie. L'utilisation