Wightman | **eero** an amazon company

Log In

eero
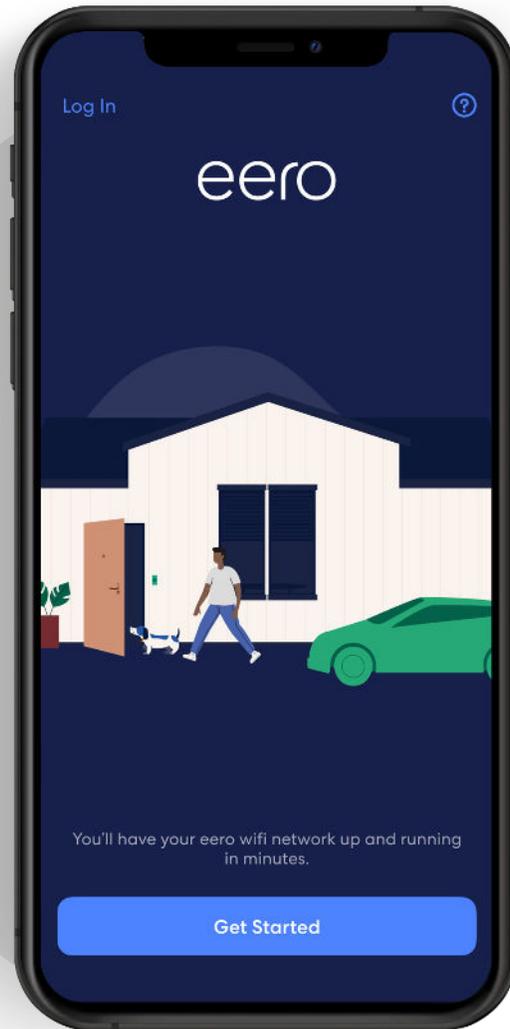
You'll have your eero wifi network up and running in minutes.

Get Started

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.
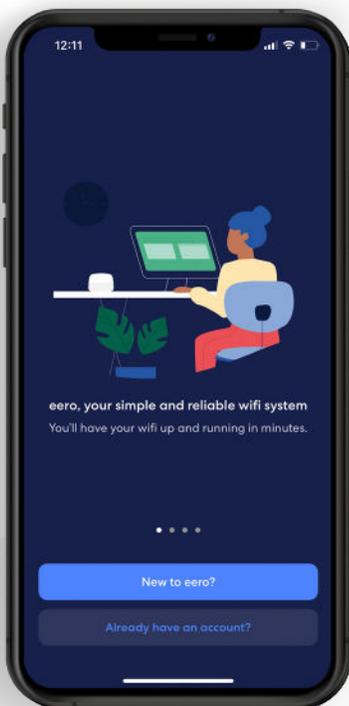
Contents

Create an account

Upon first opening the eero mobile app, you will be prompted to create an account through a guided setup process.
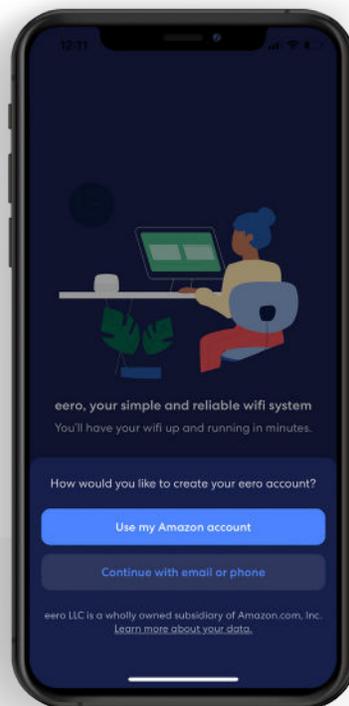
Make sure you have the following to get started:

- Mobile device with a data connection. (*If you don't have access to a data connection, see our workaround instructions* here*.)*
- eero mobile app.

- At least one eero gateway (*the eero Beacon can only be added to an existing network*).
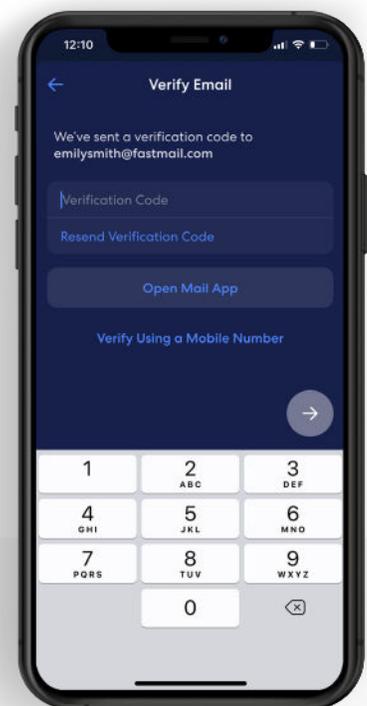- Internet service provided into your home.
- Cable or DSL modem.

1.

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

2.

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

3.

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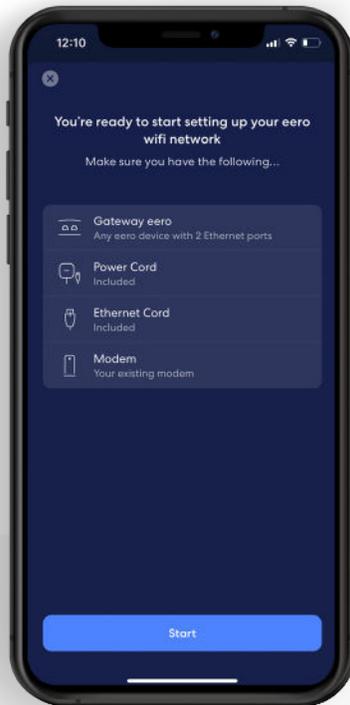
Network setup

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.
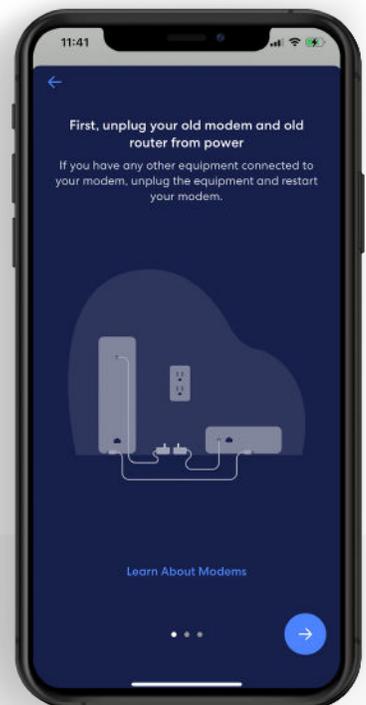
1.

Tap *Start Setup.*

2.

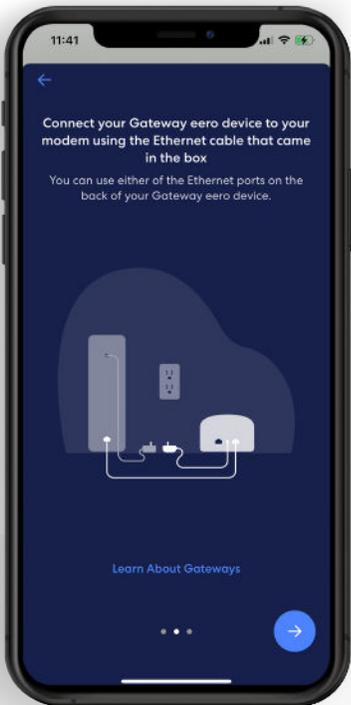Confirm you have the listed items and tap *Start.*

3.

Disconnect your old modem and router from power, then tap the *Blue arrow.*
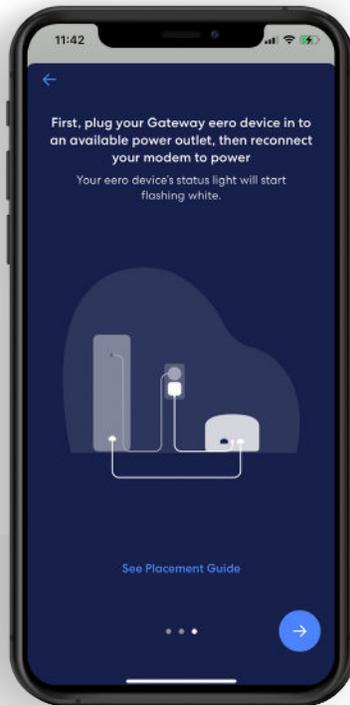
Network setup *(continued)*

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.
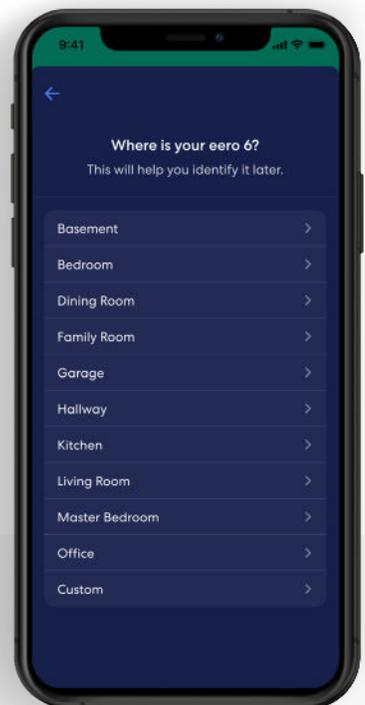
4.

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.*
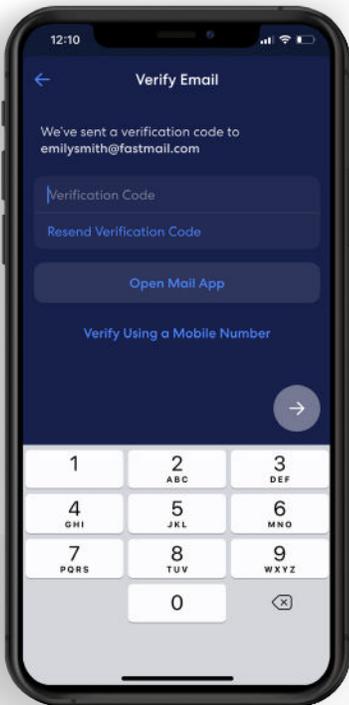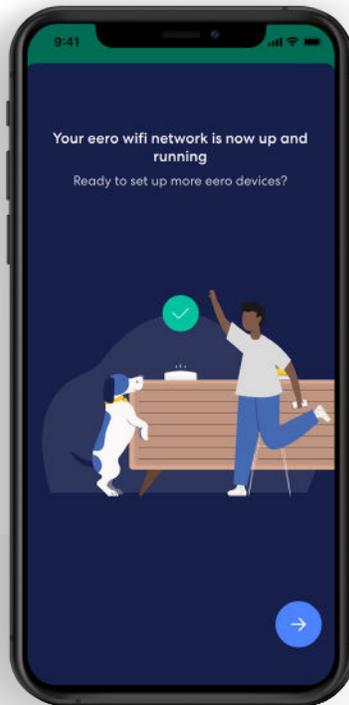
6.

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.
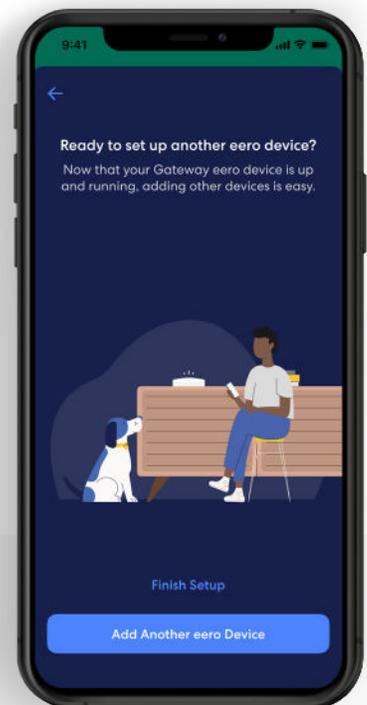
7.

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

8.

Once your receive the confirmation of a successful set up, tap the *Blue arrow.*
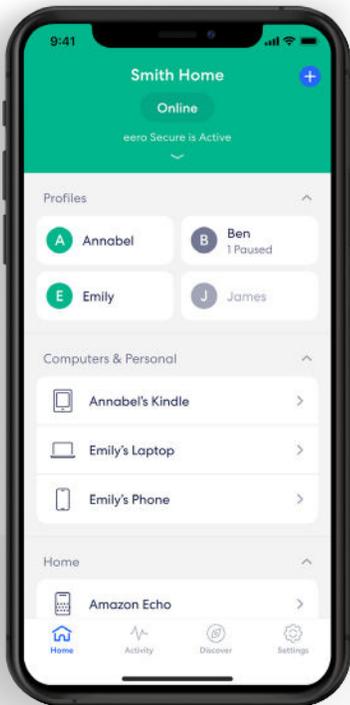
9.

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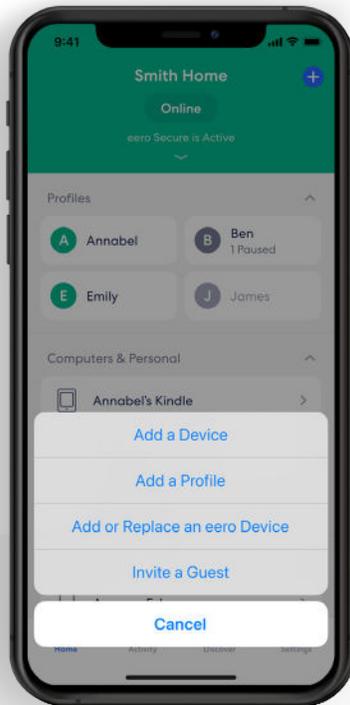
Add a device

You can add additional eero 6 series devices and eero Beacons to extend your network. eero 6 series devices can join your network wirelessly or using an Ethernet connection.
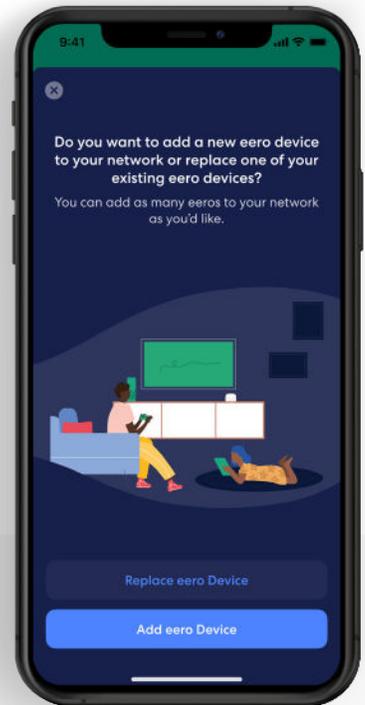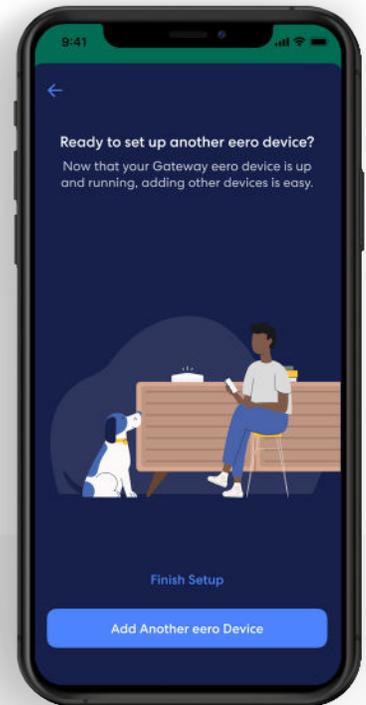
1.

From the *Home* tab, tap on the ⊕ in the top right.

2.

Tap *Add or Replace an eero Device.*

3.

Tap *Add eero Device.*

Add a device *(continued)*

You can add additional eero 6 series devices and eero Beacons to extend your network. eero 6 series devices can join your network wirelessly or using an Ethernet connection.

4.

Plug in your new eero device and tap *Next*.

5.

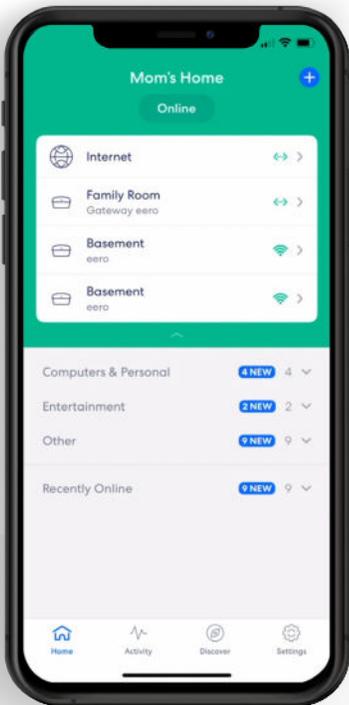Once your new eero device is recognized, choose a location for your device.

6.

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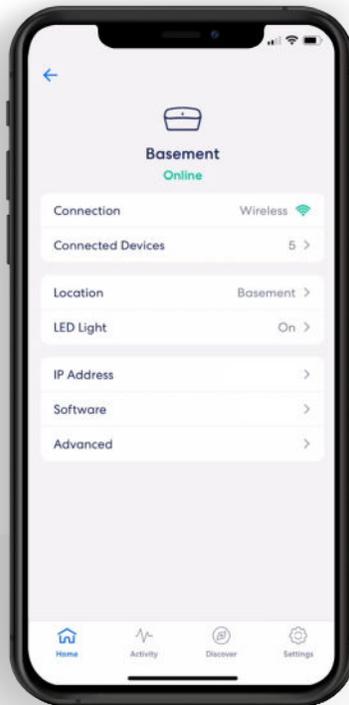
Remove a device

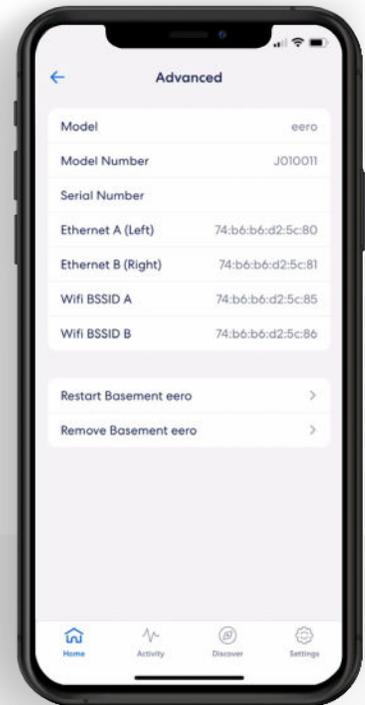eero devices can be removed from the network in a few simple steps.

1.

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

2.

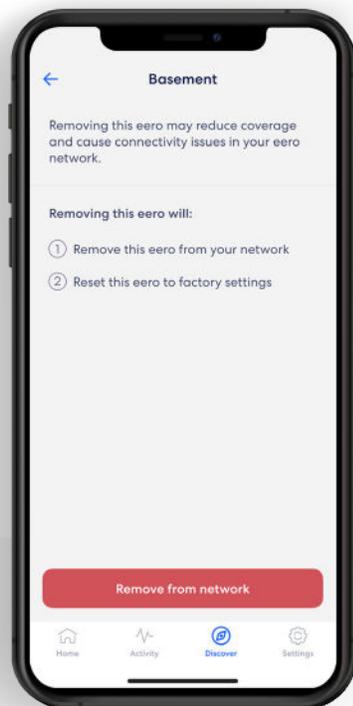Select *Advanced.*

3.

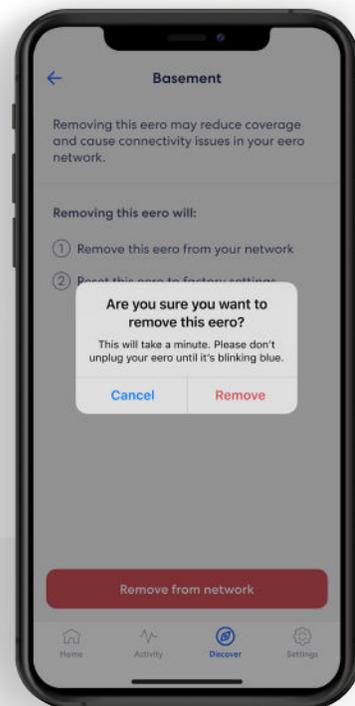Tap *Remove* to remove your eero device.

Remove a device *(continued)*

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

4.

Tap *Remove from network* at the bottom of the screen.

5.

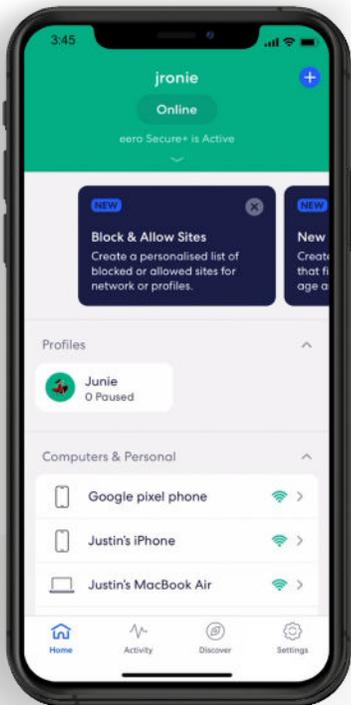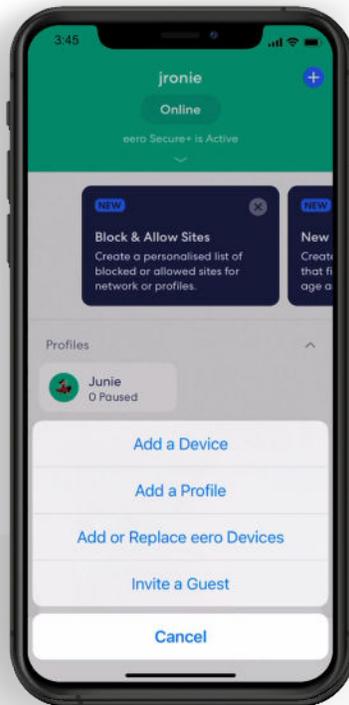Confirm removal by tapping *Remove*.

Profiles

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

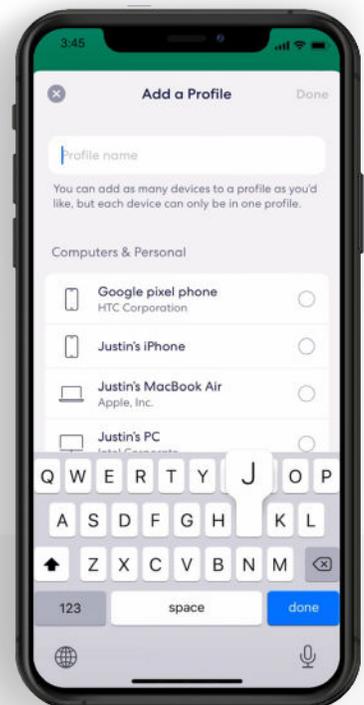Create a profile from
the **Home** tab in the eero mobile app.

1.

Tap on the ⊕ in the top right.

2.

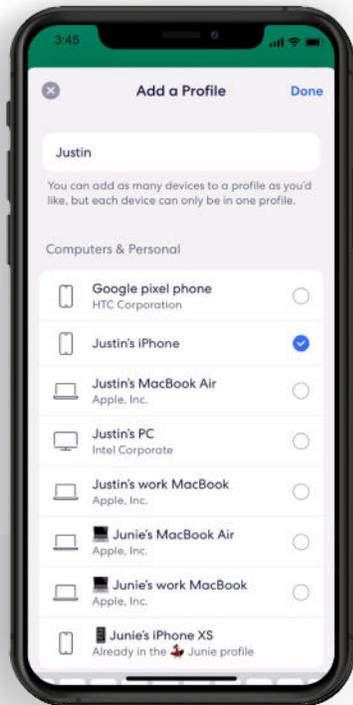Select *Add a Profile* from the pop-up menu.

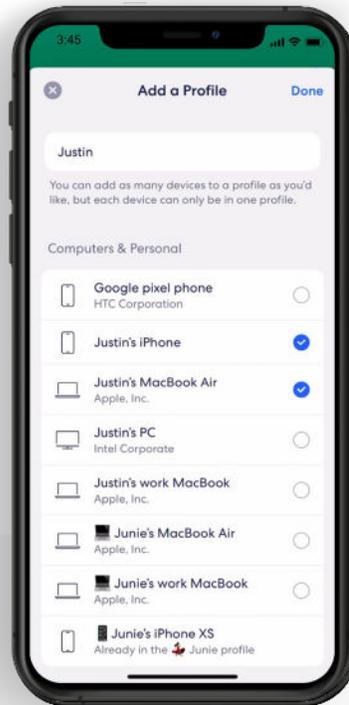**3.**

Add a profile name.

Profiles *(continued)*

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

4.

Select which devices to
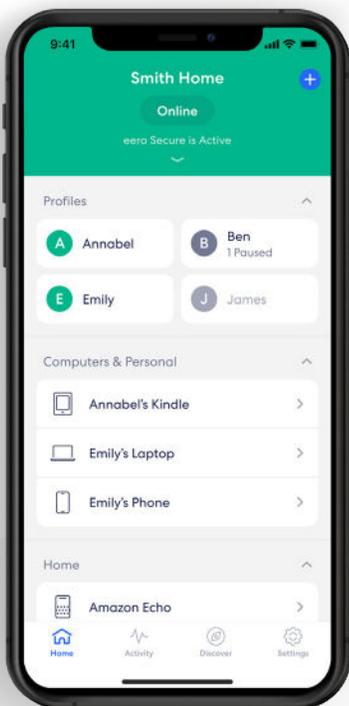add to the profile.

5.
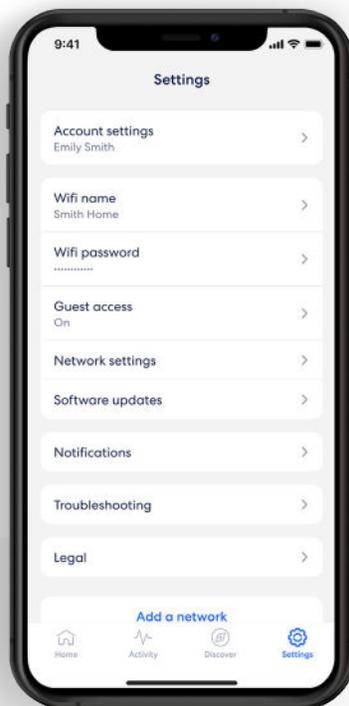
Tap *Done*.

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.
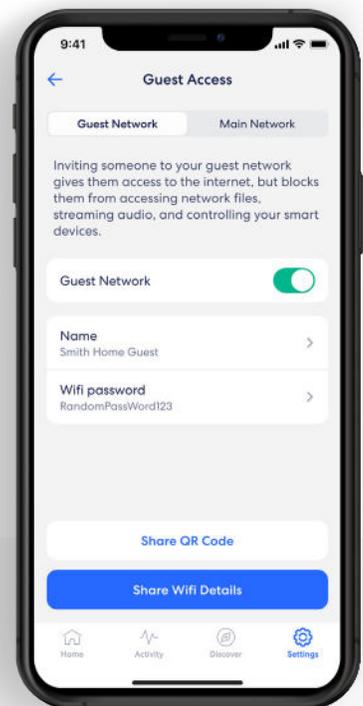
1.

Tap on *Settings* tab.

2.

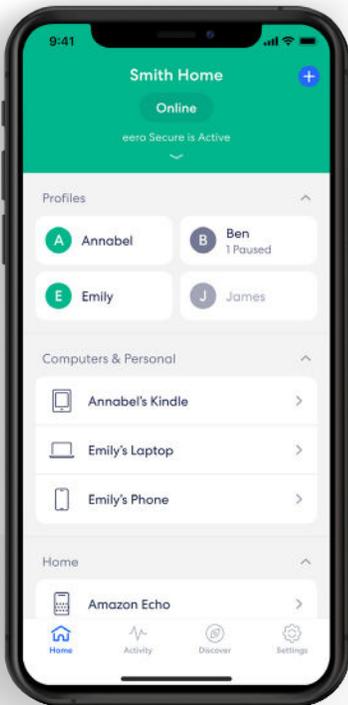From the menu, select *Guest Access*.

3.

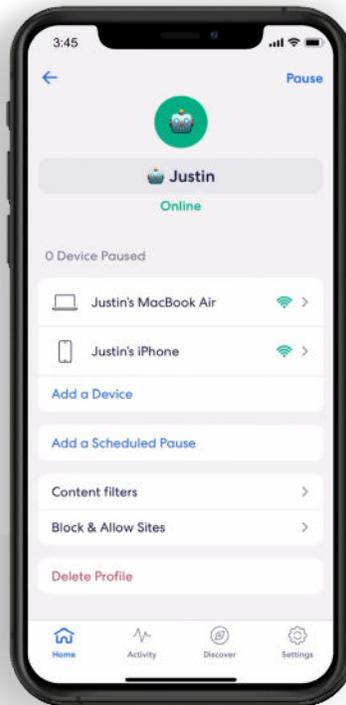To enable your guest network, toggle *Guest Access* to *On*.

Pausing wifi devices

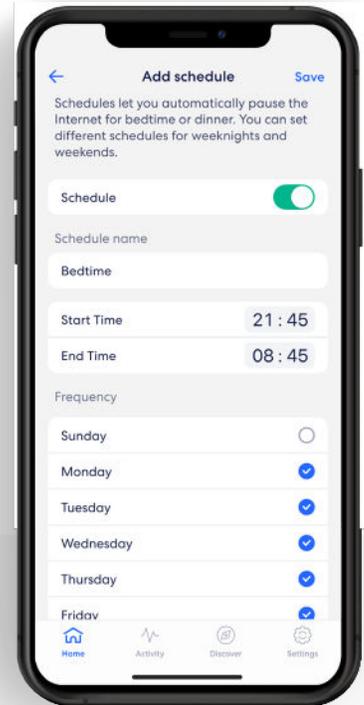Pause your wifi network by setting schedules for specific profiles or devices.

1.

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

2.
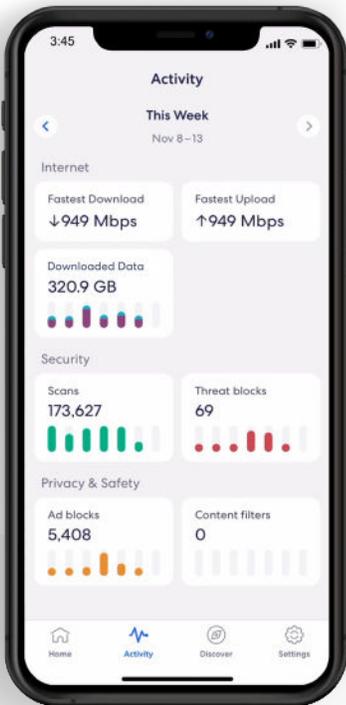
Select *Add a Scheduled Pause.*

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.
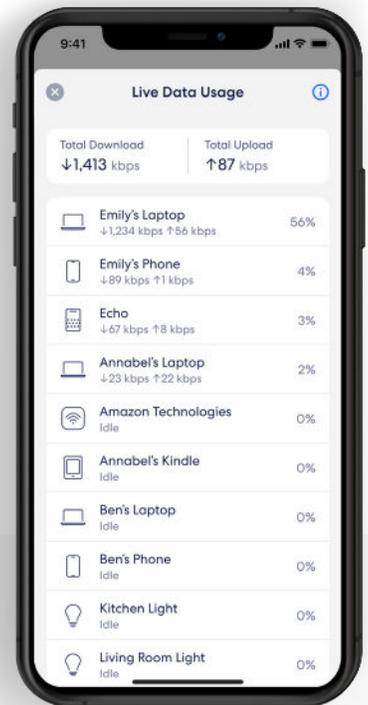
1.

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

2.

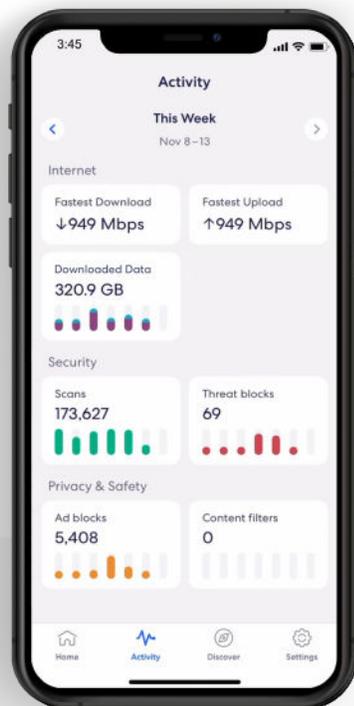Tap *Show Live Usage* to view current wifi data usage.

3.

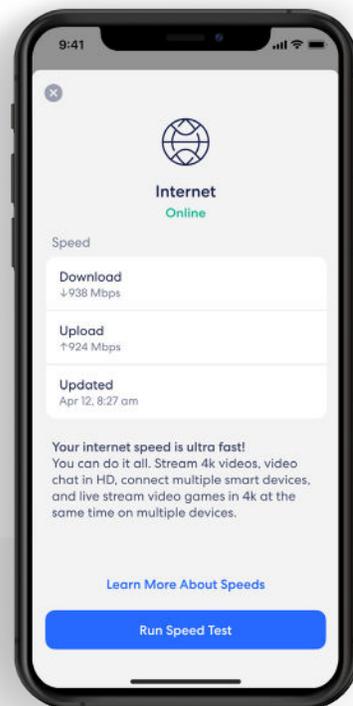Tap the ⊗ in the upper left corner to go back.

Speed test

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

1.

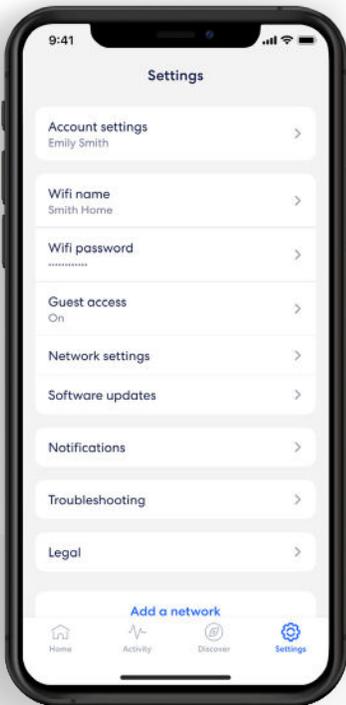From the *Activity* tab, tap a tile on the *Internet* section.

2.

Tap *Run Speed Test*.

Update password

Easily change your wifi network password as needed.

1.

From the *Settings* tab, select *Wifi password*.

2.

Tap *Edit password* to change your password.

3.

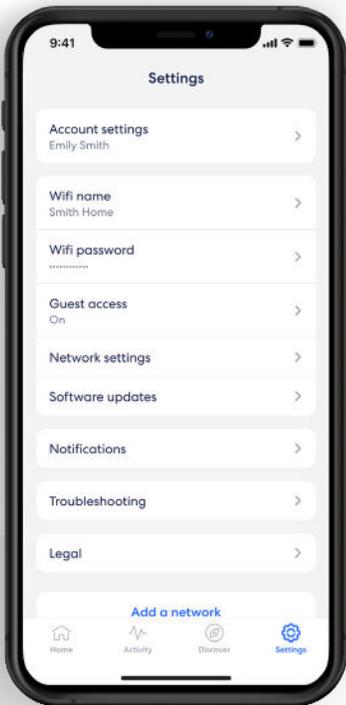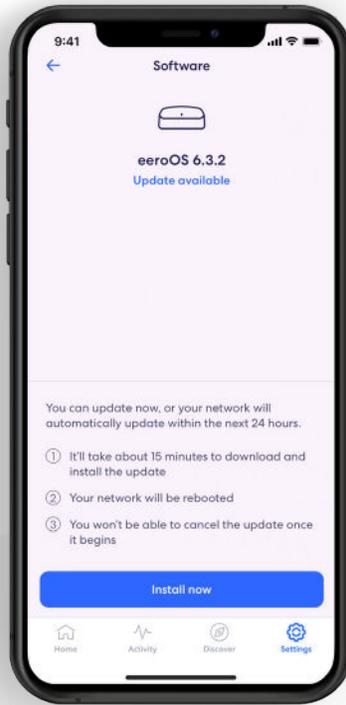Enter in your new password, and tap *Save*.

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.
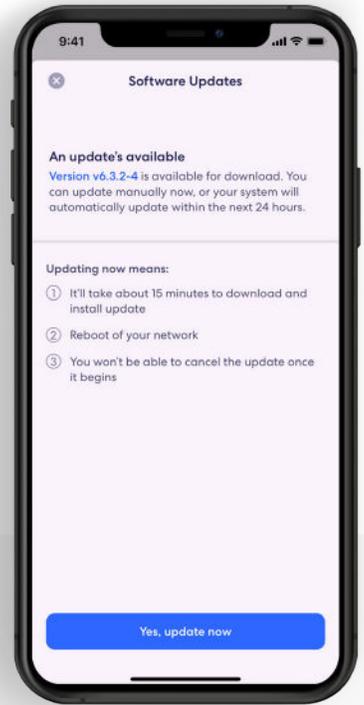

1.

From the *Settings* tab, select *Software updates*.
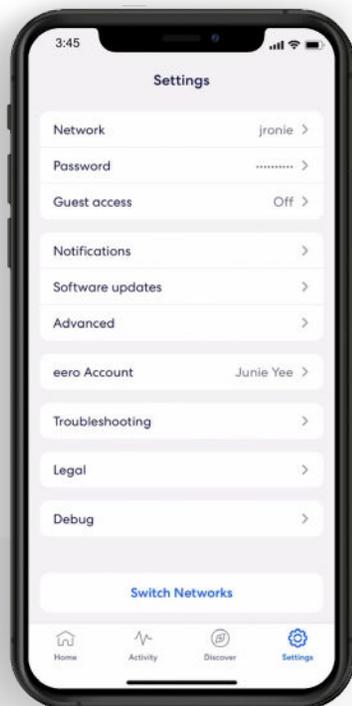
2.

Tap *Install Now.*

3.

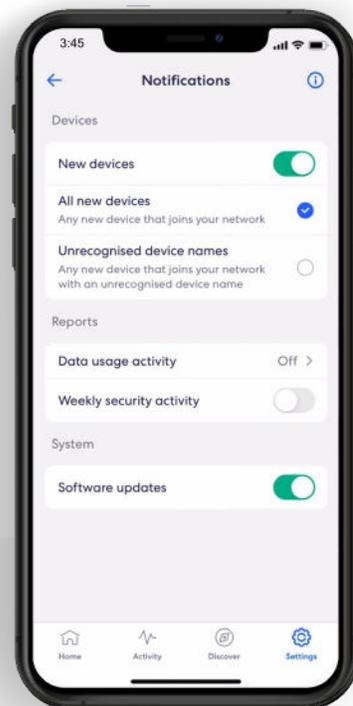Tap *Yes, update now* to update your system.

Notifications

Manage which notifications you receive in the eero mobile app.

1.

From the *Settings* tab,
select *Notifications*.

2.

Customize notifications
to your liking.

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For troubleshooting and further support
visit wightman.ca/support