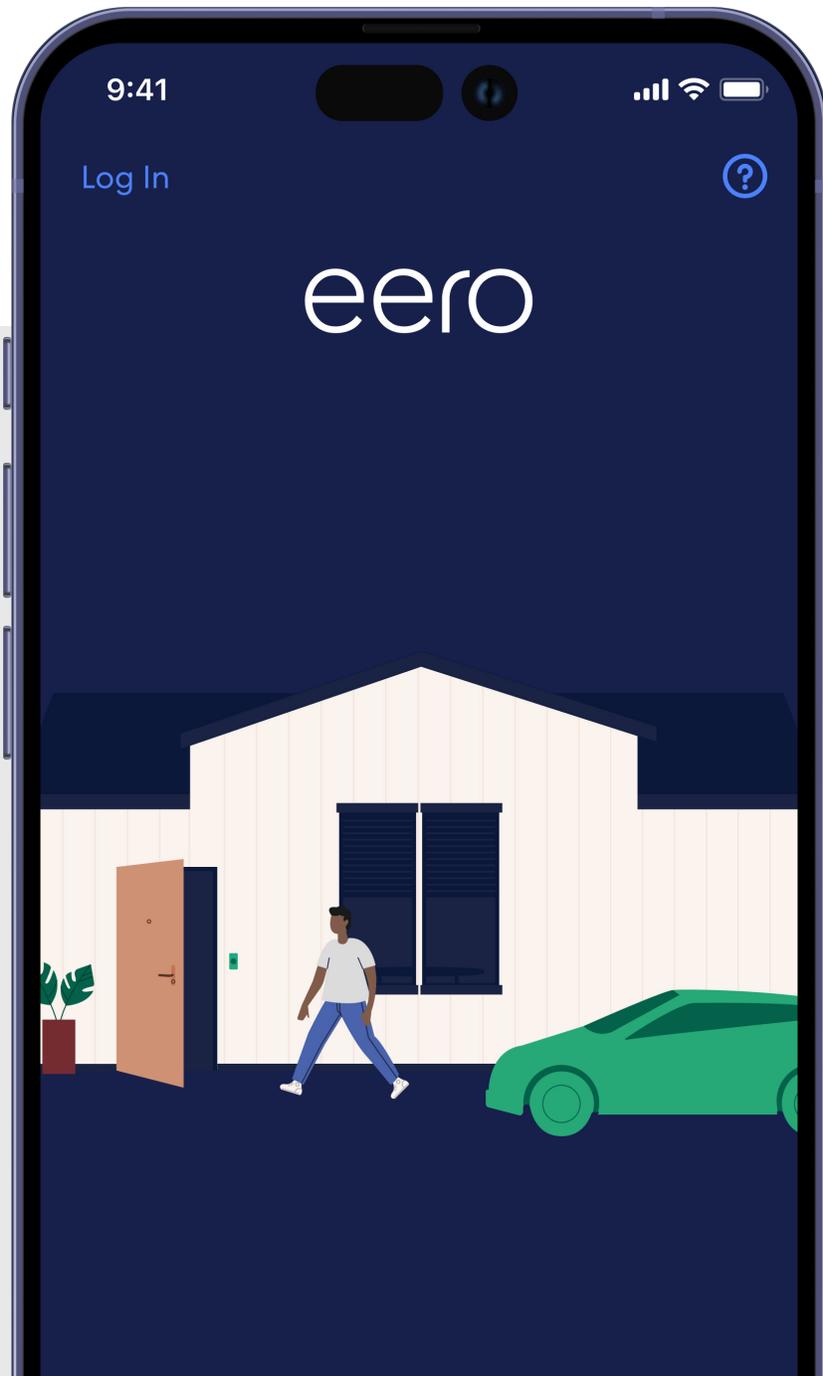


eero

How-to guide

Getting started with your
eero mobile app.

February 2025



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:

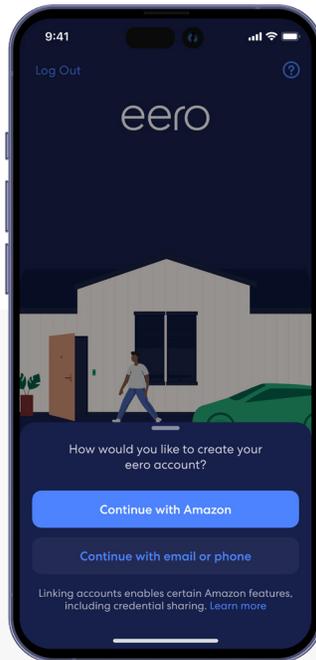
- Mobile device with a data and bluetooth connection (If you don't have access to a data connection, see our [workaround instructions here](#)).
- eero mobile app.
- At least one eero gateway (the eero Beacon, eero 6 Extender, eero Outdoor 7 can only be added to an existing network).
- Internet service provided into your home.
- Cable or DSL modem.

1



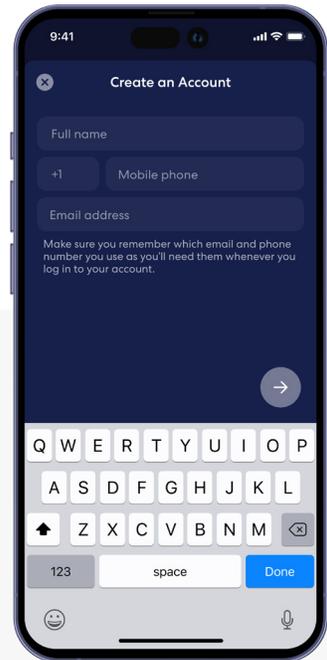
Open the eero mobile app and tap the **Get started** button.

2



You can log in with your existing Amazon account or create an eero account.

3



If creating a new account, enter in your information.



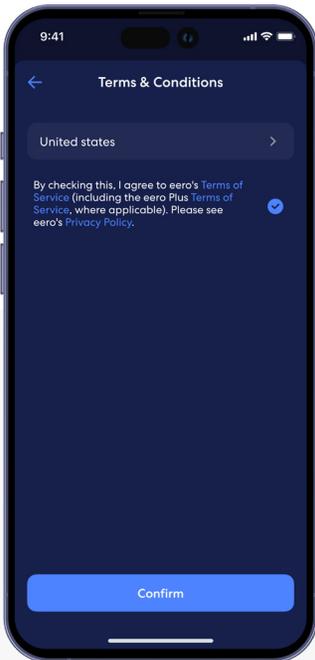
Create an account *(continued)*

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:

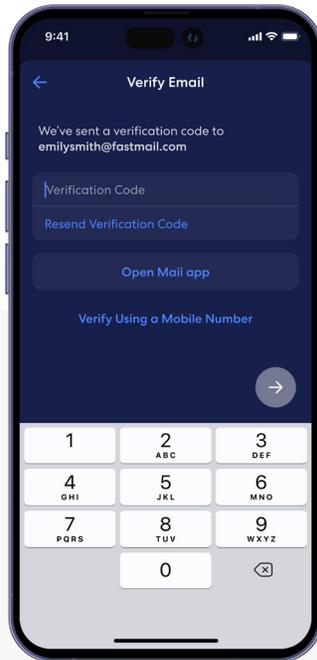
- Mobile device with a data and bluetooth connection (If you don't have access to a data connection, see our [workaround instructions here](#)).
- eero mobile app.
- At least one eero gateway (the eero Beacon, eero 6 extender, eero Outdoor 7 can only be added to an existing network).
- Internet service provided into your home.
- Cable or DSL modem.

4



Select your country from the dropdown list, review the Terms & Conditions, and confirm to proceed.

5



A verification code will be sent to your provided email. Enter the code to validate your account.

6



Your eero account should now be set up, and you can tap **Start setup** to begin.



Network setup

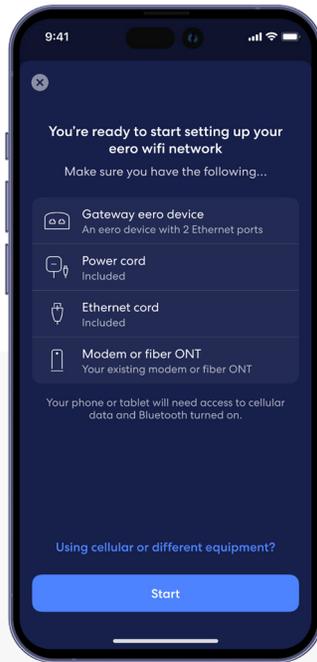
Your gateway is the primary eero device connected to your modem and is needed to establish your network. The eero mobile app will guide you through setting up your eero gateway in the following steps.

1



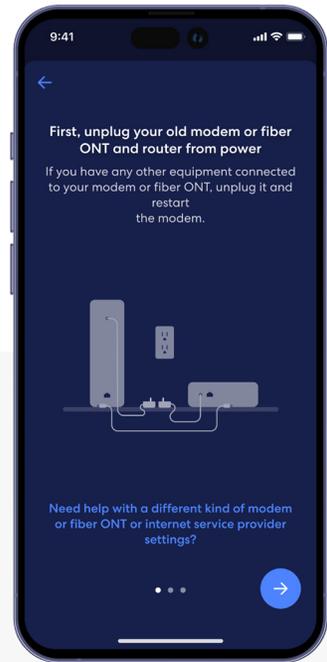
Tap **Start setup** to begin setting up your eero gateway.

2



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

3



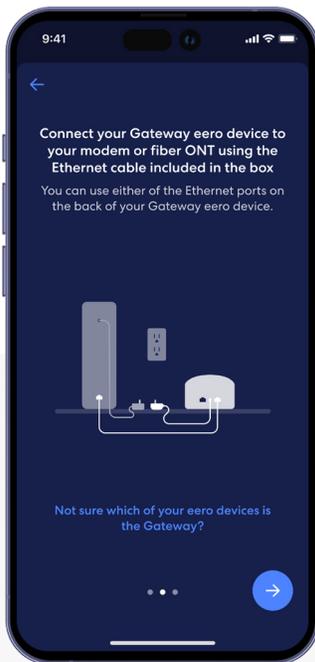
Disconnect your old modem and router from power, then tap the **blue arrow**.



Network setup *(continued)*

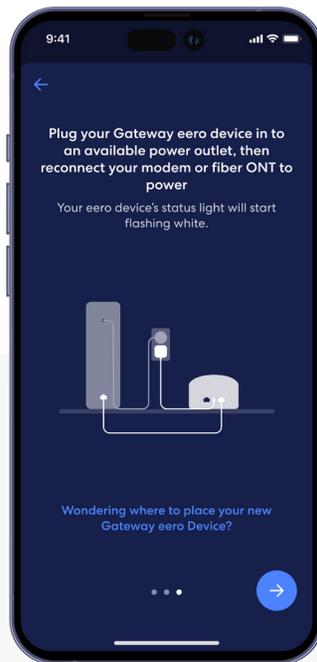
Your gateway is the primary eero device connected to your modem and is needed to establish your network. The eero mobile app will guide you through setting up your eero gateway in the following steps.

4



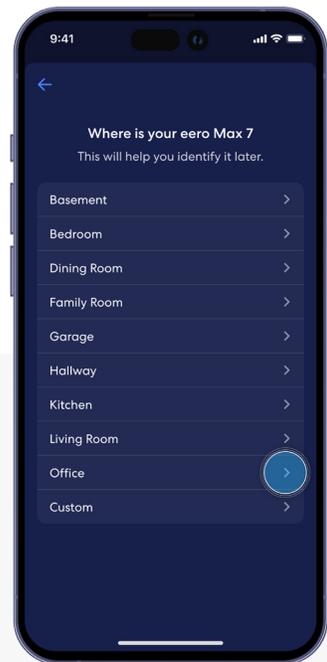
Connect your eero gateway to your router using the provided Ethernet cable and tap the **blue arrow**.

5



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

6



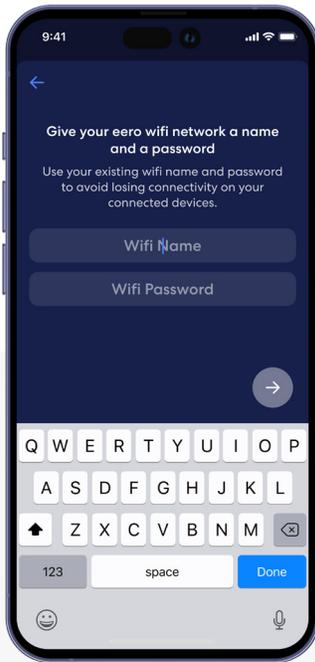
Once your eero gateway is recognized, choose a location for your device.



Network setup *(continued)*

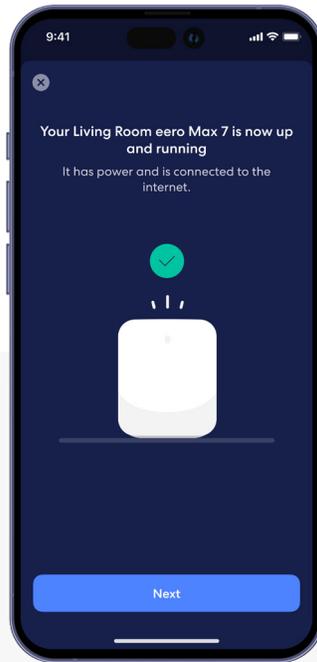
Your gateway is the primary eero device connected to your modem and is needed to establish your network. The eero mobile app will guide you through setting up your eero gateway in the following steps.

7



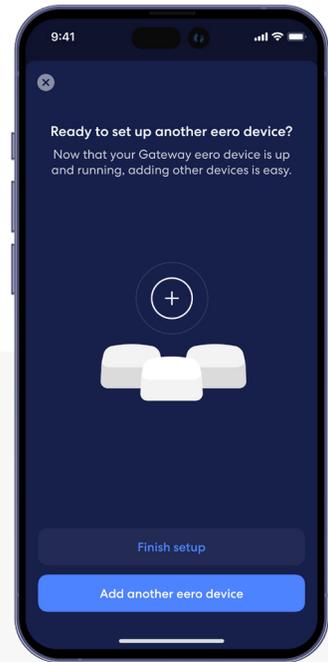
Create a name and password for your wifi network, then tap the **blue arrow**.

8



Once you receive the confirmation of a successful setup, tap the **Next** button.

9



If you are done setting up your network, tap **Finish setup**, or select **Add another eero device** to add additional devices.



Add an indoor eero extender

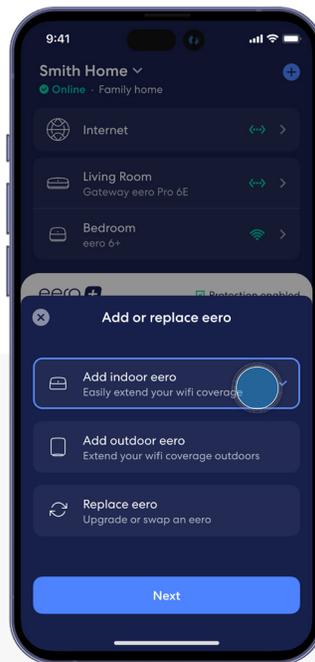
You can add additional eero devices to extend your network. eero devices can connect to your gateway wirelessly or using an Ethernet cable.

1



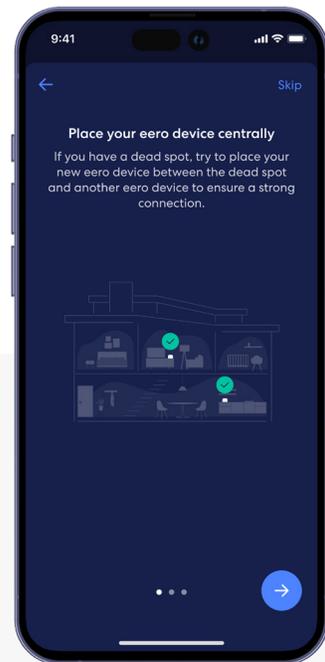
From the *Home* tab, tap on the **+** in the top right.

2



Tap **Add indoor eero**, then tap **Next**.

3

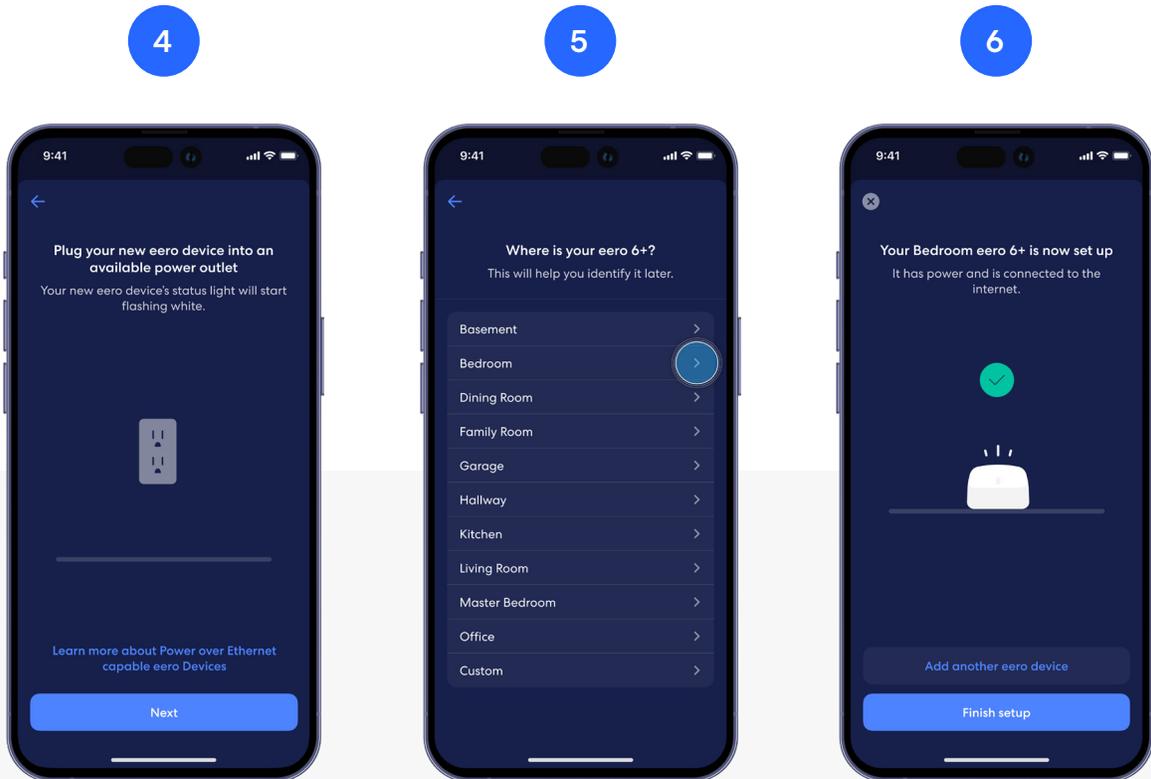


Read through the device placement instructions, and tap the **blue arrow** to proceed.



Add an indoor eero extender *(continued)*

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



Plug in your new eero device to a power outlet and tap **Next**.



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



The device is now added. Tap **Finish setup**, or select **Add another eero device** to add additional devices.



Add an outdoor eero extender

You can add additional eero devices to extend your network outside. Outdoor eero devices can connect to your gateway wirelessly or directly via PoE+.

Make sure you have the following to get started:

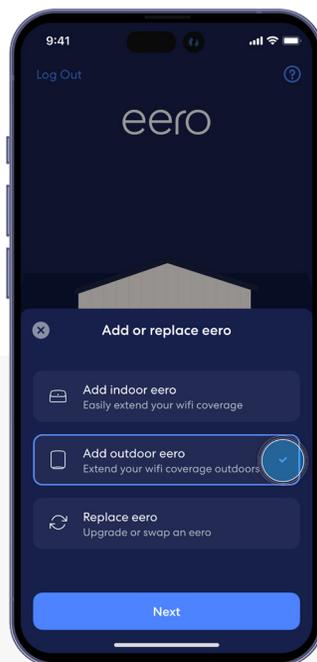
- All mounting hardware contents required to install the outdoor device to the necessary surface type (*detailed installation instruction for each surface type can be found [here](#)*).
- Make sure to test placement and coverage using the instructions below before mounting your eero.

1



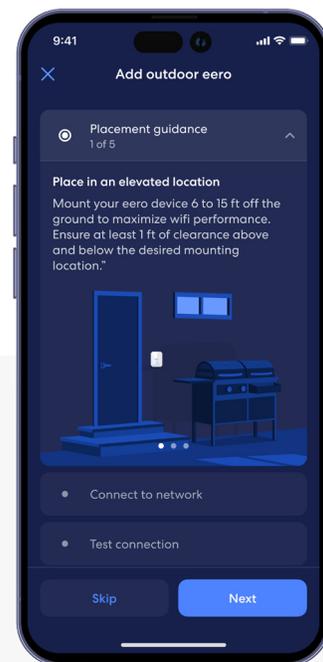
From the *Home* tab, tap on the **+** in the top right.

2



Tap **Add outdoor eero**, then tap **Next**.

3



Read through the device placement instructions, and tap **Next** to proceed.



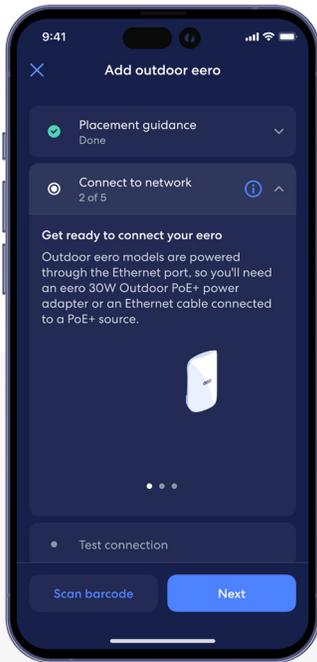
Add an outdoor eero extender *(continued)*

You can add additional eero devices to extend your network outside. Outdoor eero devices can connect to your gateway wirelessly or directly via PoE+.

Make sure you have the following to get started:

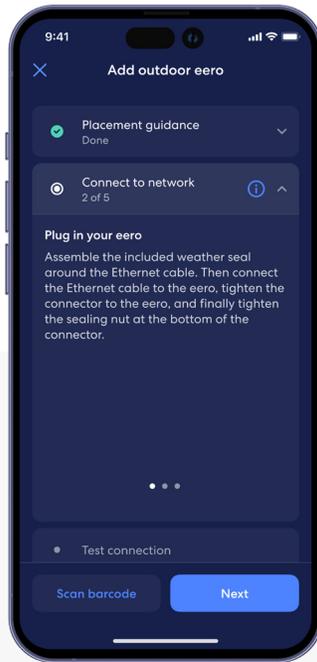
- All mounting hardware contents required to install the outdoor device to the necessary surface type *(detailed installation instruction for each surface type can be found [here](#)).*
- Make sure to test placement and coverage, using the instructions below, before mounting your eero.

4



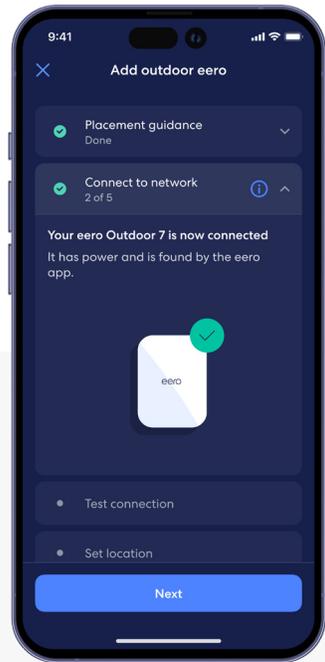
Follow the instructions to connect your outdoor eero device to its power source.

5



Follow the instructions to ensure the power connection is secure, then tap **Next**.

6



Your outdoor device should now be connected to your eero network. Then tap **Next** to proceed.



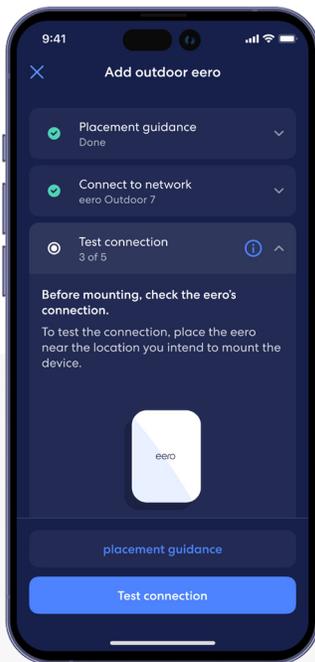
Add an outdoor eero extender *(continued)*

You can add additional eero devices to extend your network outside. Outdoor eero devices can connect to your gateway wirelessly or directly via PoE+.

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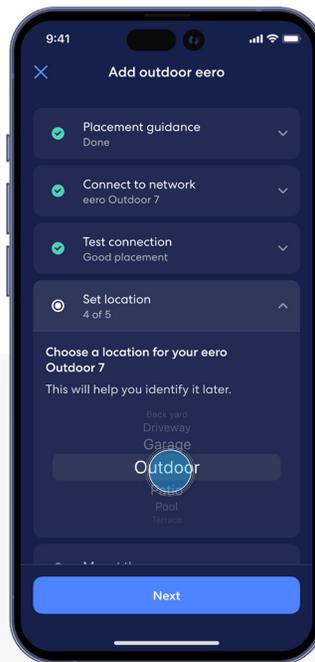
- All mounting hardware contents required to install the outdoor device to the necessary surface type (*detailed installation instruction for each surface type can be found [here](#)*).
- Make sure to test placement and coverage, using the instructions below, before mounting your eero.

7



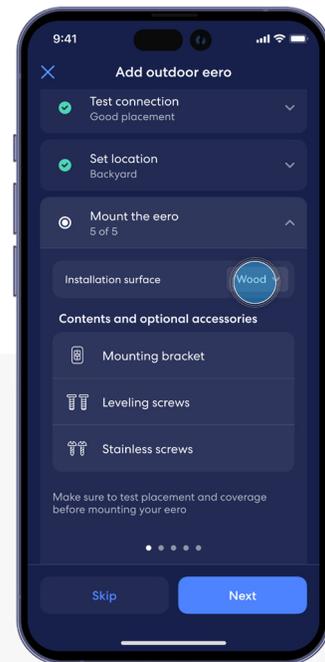
Once connected, you can test your new device to ensure it has the most optimal placement by tapping **Test connection**.

8



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

9



Select your *Installation surface* from the dropdown menu, and ensure you have all the necessary hardware to install the device.



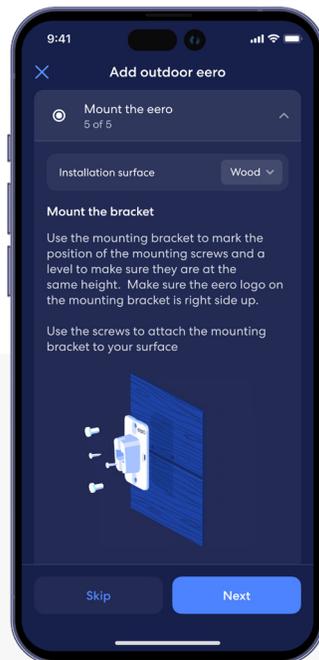
Add an outdoor eero extender *(continued)*

You can add additional eero devices to extend your network outside. Outdoor eero devices can connect to your gateway wirelessly or directly via PoE+.

Make sure you have the following to get started:

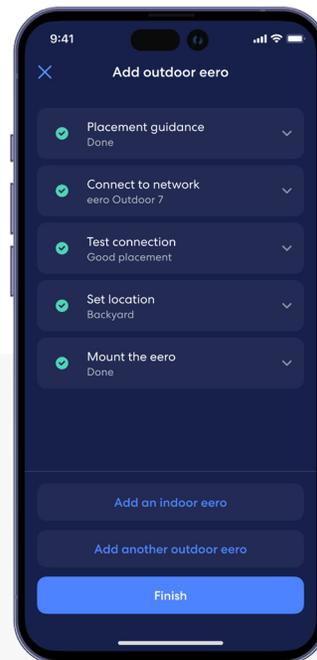
- All mounting hardware contents required to install the outdoor device to the necessary surface type *(detailed installation instruction for each surface type can be found [here](#)).*
- Make sure to test placement and coverage, using the instructions below, before mounting your eero.

10



Follow the instructions to mount your outdoor device based on your installation surface.

11



The device is now added. Tap **Finish**, **Add an indoor eero device**, or **Add another outdoor eero** to add additional devices.



Remove an eero device

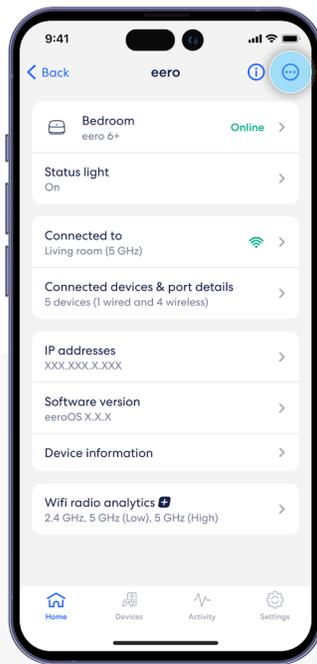
eero devices can be removed from the network in a few simple steps.

1



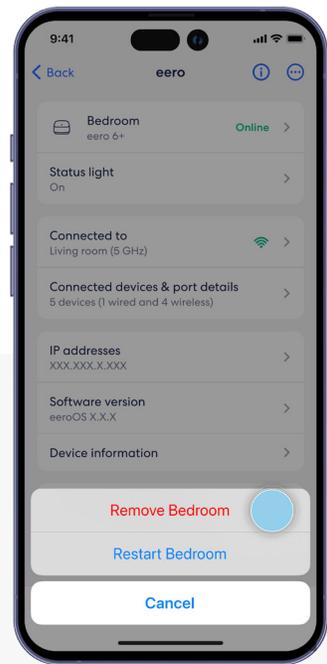
From the *Home* tab, tap the eero device you wish to remove.

2



Tap on the  symbol in the top right.

3



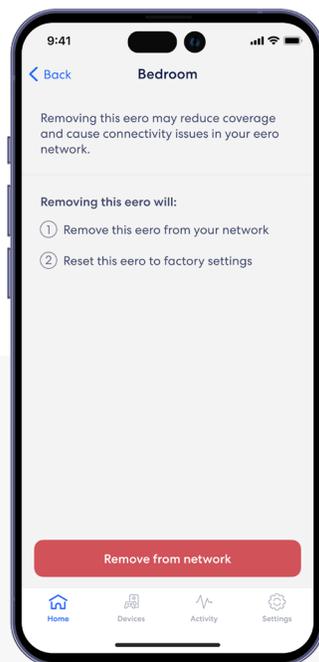
Select **Remove** followed by your device's name.



Remove an eero device *(continued)*

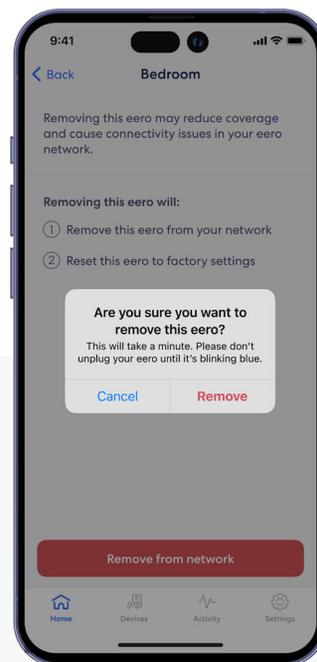
eero devices can be removed from the network in a few simple steps.

4



You will then be prompted to confirm that you want to remove the device. If so, tap **Remove from network**.

5



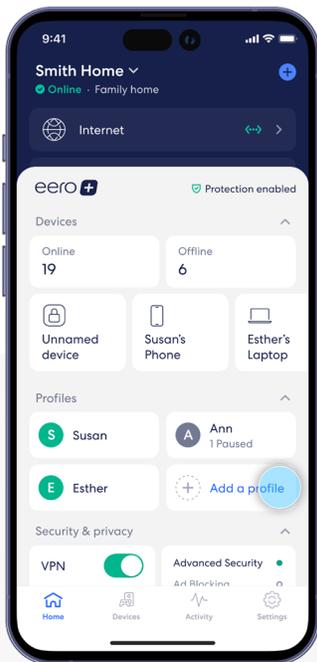
A final confirmation will appear asking to remove the eero device. To confirm, tap **Remove** to remove the eero device from your network.



Profiles

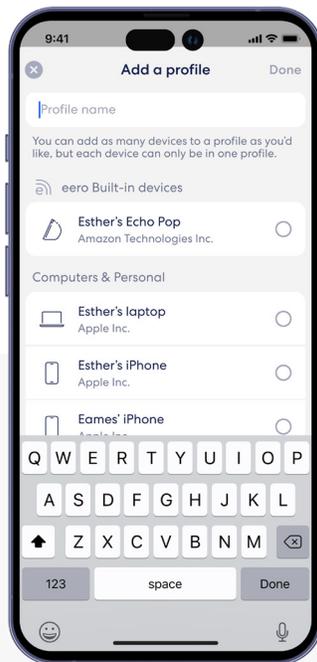
Create profiles so that you can set custom schedules, control internet access, and apply content filters by profile.

1



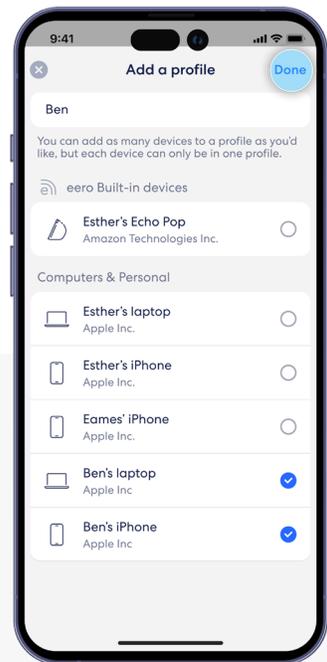
From the *Home* tab, tap on **Add a profile** in the *Profiles* section.

2



Enter the name of the person for whom you're creating a profile.

3



Add any devices that will be associated with the profile and then tap **Done** in the top right.



Guest network

With eero, you can create a guest wifi network so visitors can access your home internet without needing your main network's password.

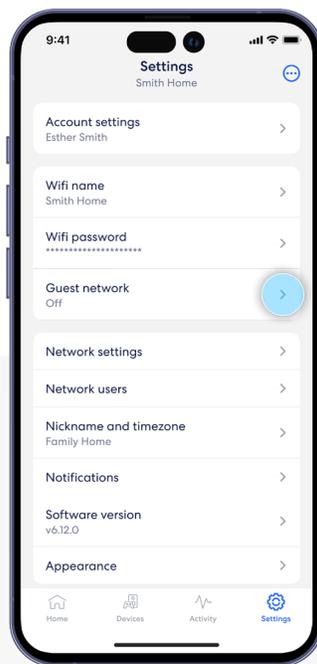
Note: You can disable the guest network at any time by following the steps below and toggling **Guest network** to **Off**. Any devices connected to the guest network will lose connectivity.

1



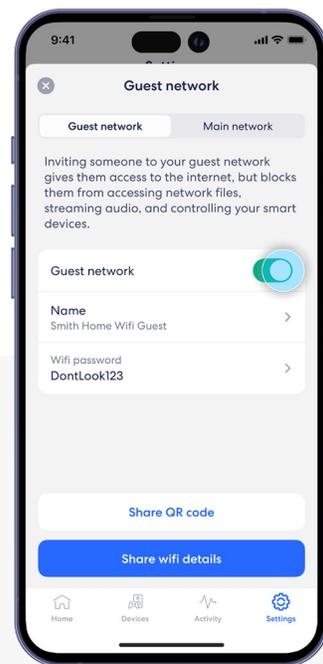
Tap on the **Settings** tab in the bottom right.

2



Tap on the **Guest network** option.

3



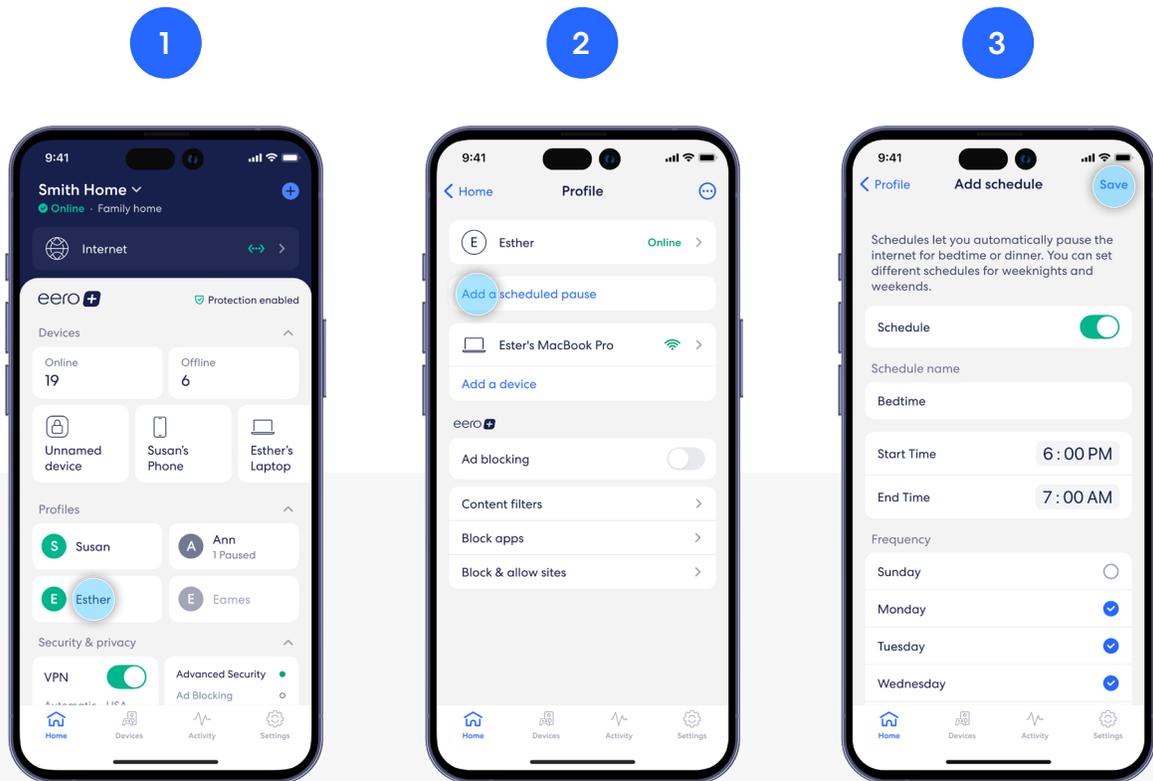
Toggle the **Guest network** option to enable the guest network. Edit the guest wifi name and password.



Pausing wifi devices

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

Note: You can also pause profiles and devices on demand from the *Profiles* and *Devices* screens.



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



Select **Add a scheduled pause**.



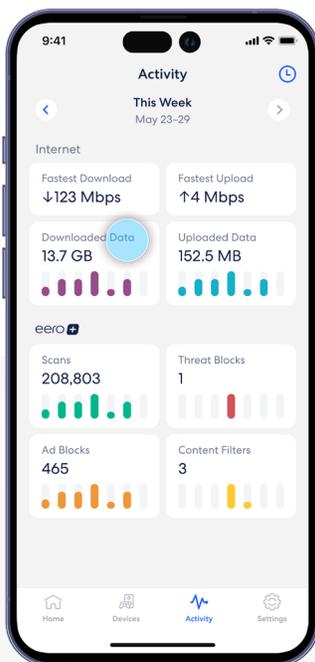
Update the schedule name, start time, end time, and frequency for the scheduled pause, then tap **Save**.



Data Usage

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

1



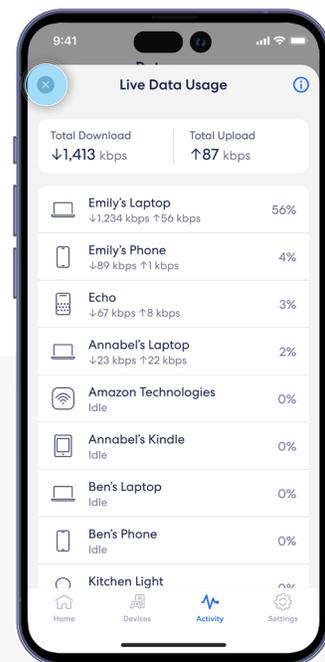
From the *Activity tab*, tap **Downloaded Data** to view the overall wifi data usage.

2



Tap **Show live usage** to view current wifi data usage.

3



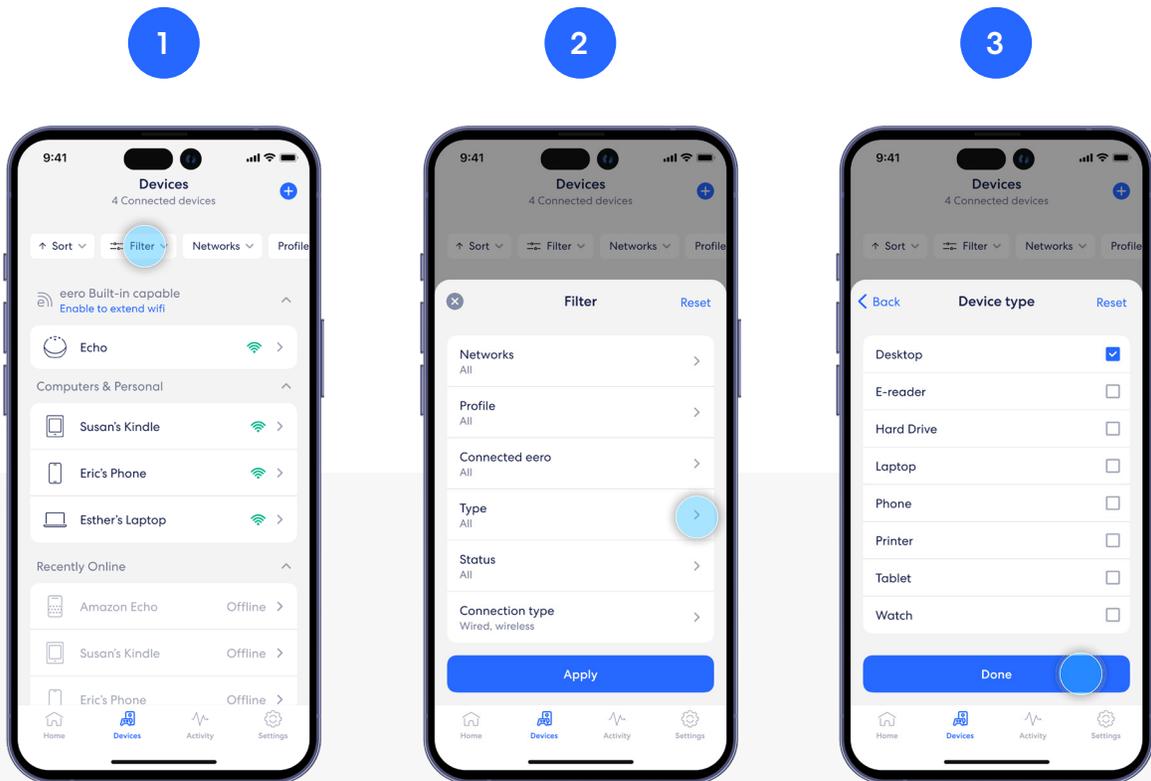
Tap the **X** in the upper left corner to go back.



View network devices by type

eero enables you to see all the devices within your networks and sort and filter them to find specific devices based on network, profile, connected eero, device type, status, and connection type.

Note: You can also sort your devices by name or by the date added to the network.



From the *Devices* tab, tap on the **Filter** button at the top.



Within the filter popup, select **Type** to filter by device type.



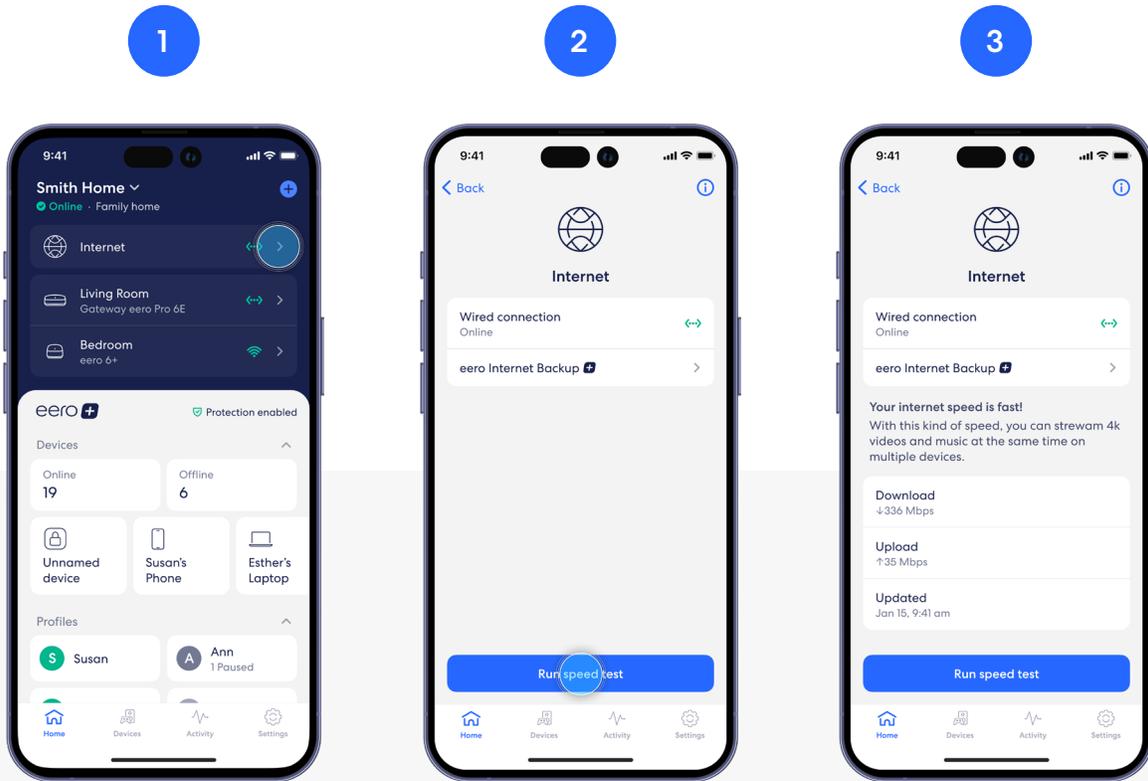
Select the various types of devices you wish to view, then tap **Done**. Your filtered results will be displayed.



Speed test

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

Note: You can also view the history of speed test results in the *Activity* tab.



From the *Home* tab, tap on **Internet** at the top.



Tap **Run speed test** at the bottom.

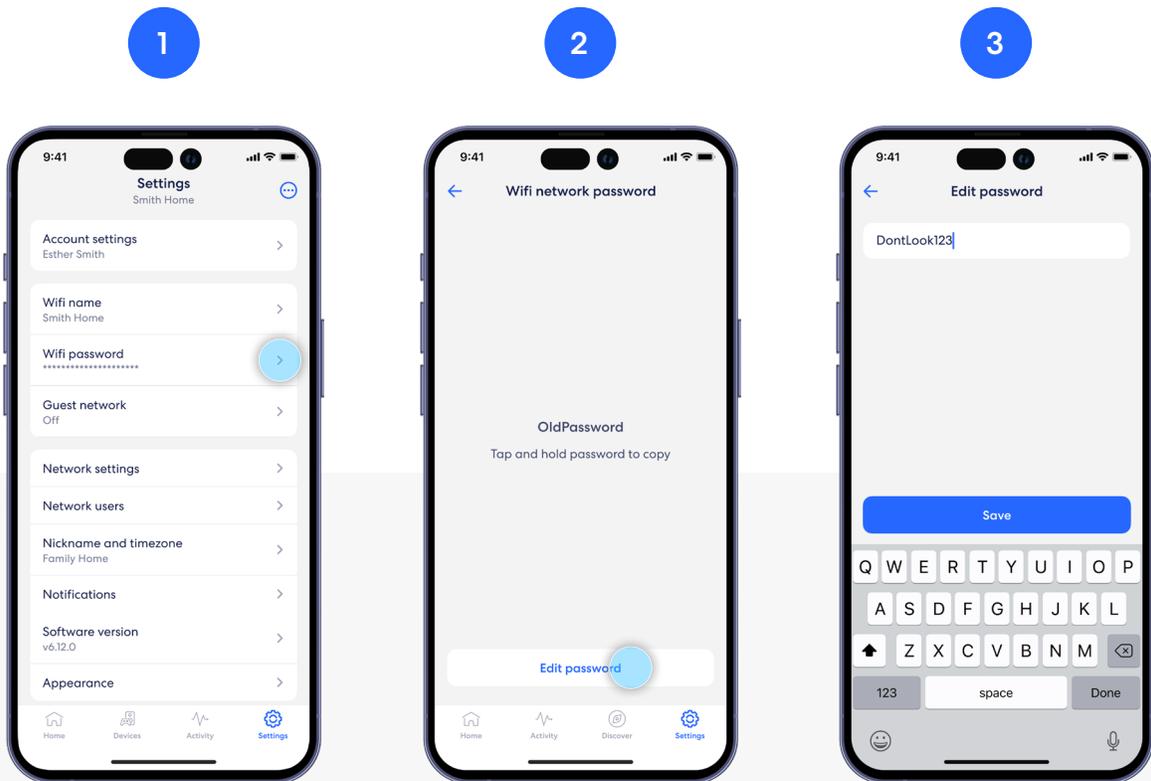


Once the speed test is complete, your results will be displayed.



Update password

Easily change your wifi network password as needed.



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



Tap **Edit password** at the bottom to change your password.



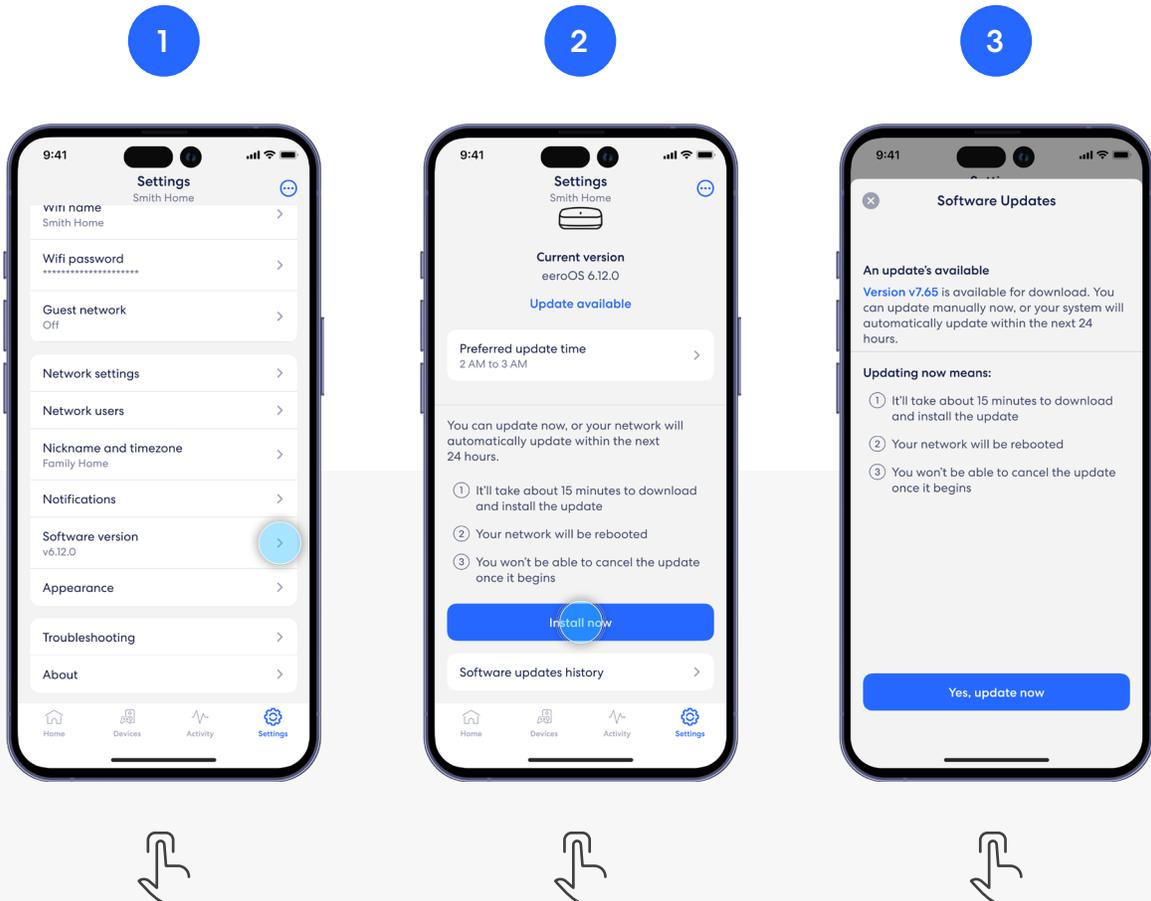
Enter in your new password, and tap **Save**.



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. Additionally, you can also select a preferred update time for future automatic software updates to be installed by selecting **Preferred update time** at the top.



From the *Settings* tab, select **Software version**.

If a software version is available, tap **Install now**.

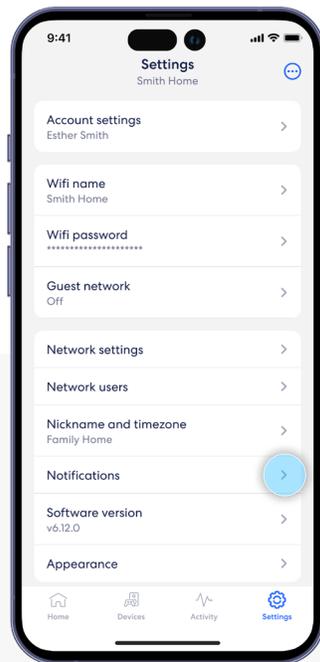
Tap **Yes, update now** to update your system.



Notifications

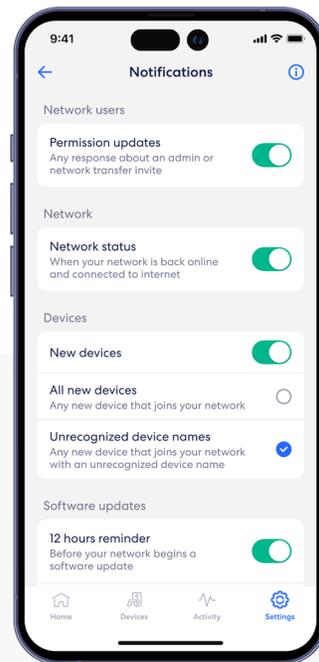
Manage which notifications you receive in the eero mobile app.

1



From the *Settings* tab, scroll down and select **Notifications**.

2



Customize notifications to your liking.

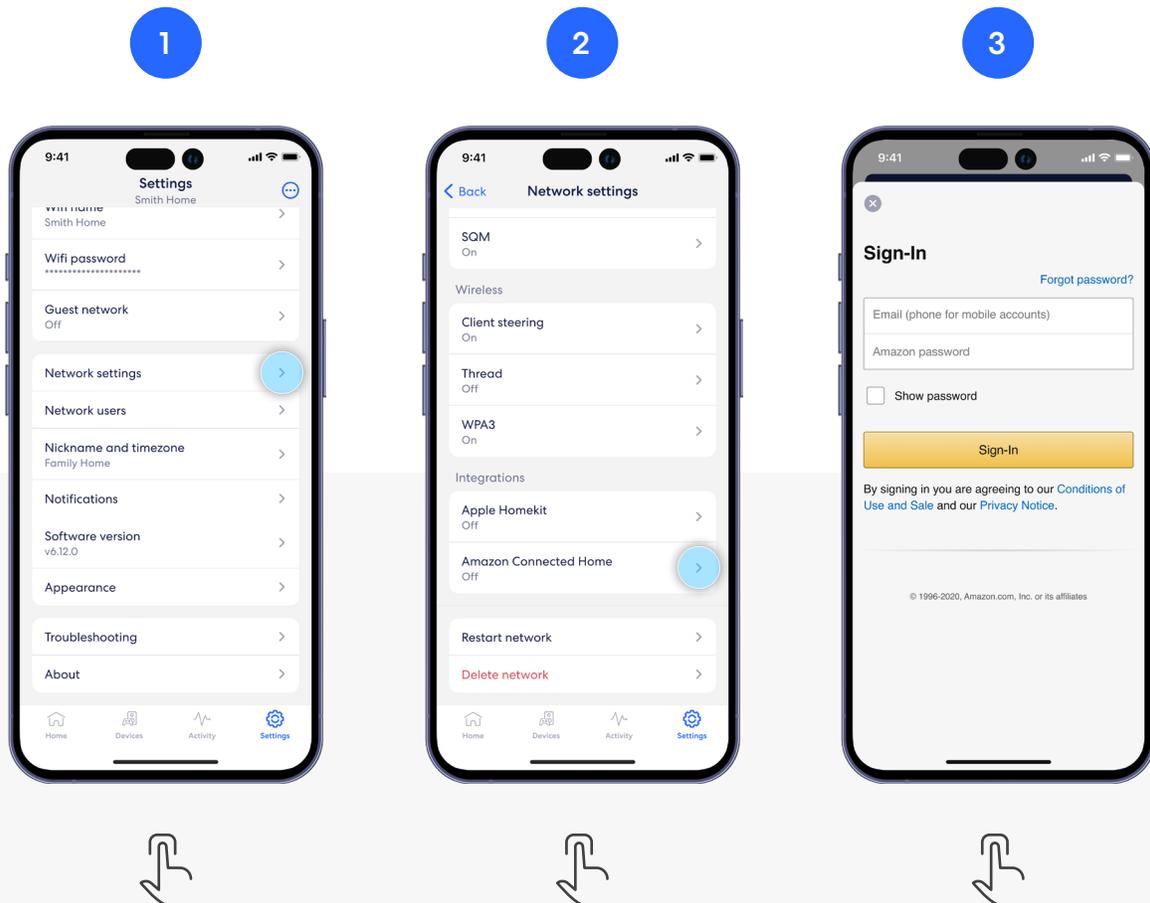


Learn more about eero Built-in performance and compatibility at eero.com/eero-built-in

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.



From the *Settings* tab, scroll down and select **Network settings**.

Under *Integrations*, select **Amazon Connected Home**.

Log in using your Amazon account.



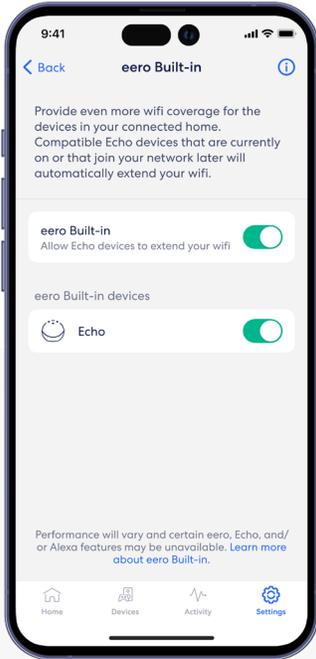
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4



Once logged in, toggle eero Built-in on. You can also choose which devices you would like enabled.

eero