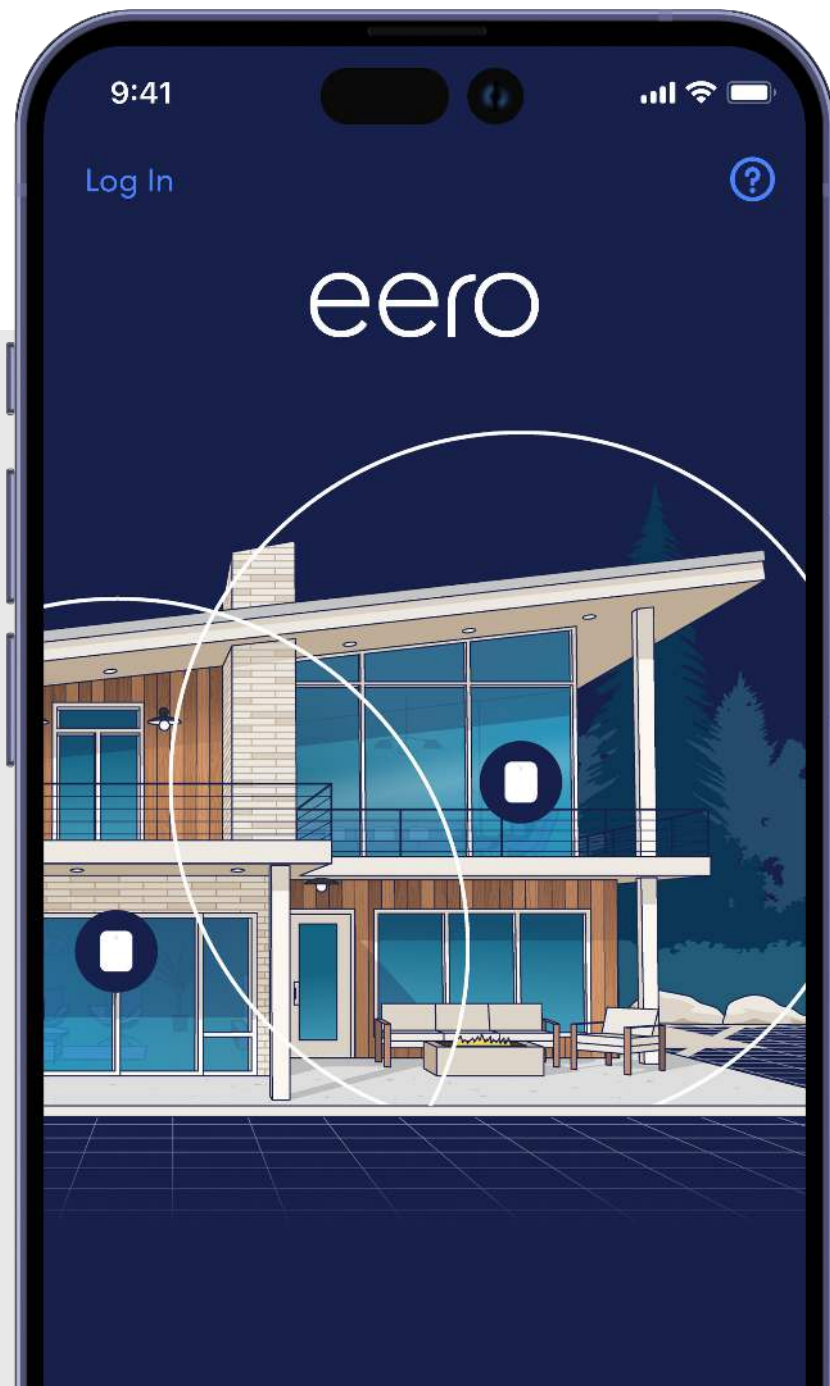# How-to guide

Getting started with your mobile app for eero for Business.

June 2025

Ready right out of the box.

The eero mobile app can help you set up your business 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 eero account through a guided setup process.

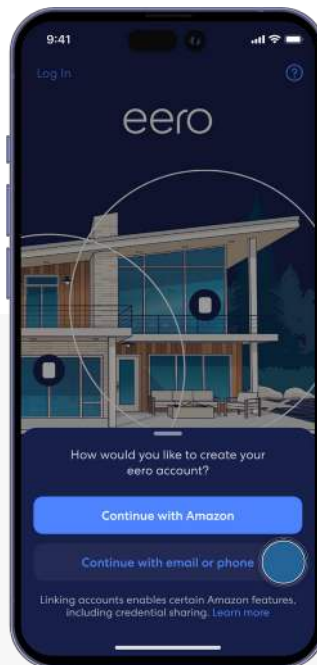**Make sure you have the following to get started:**

- 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*).
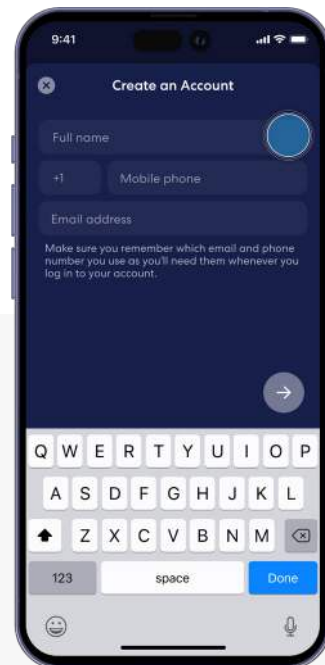- Internet service provided into your home.
- Cable or DSL modem.

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

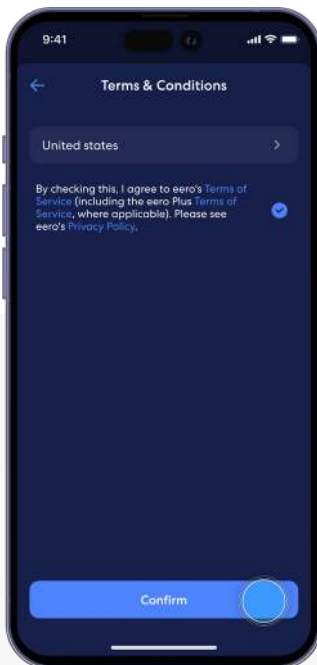If creating a new account, enter in your information.

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.

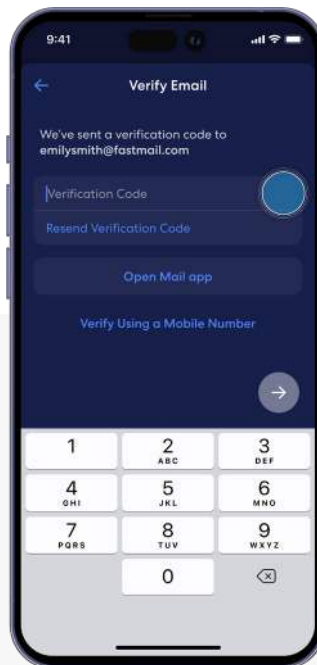**Make sure you have the following to get started:**

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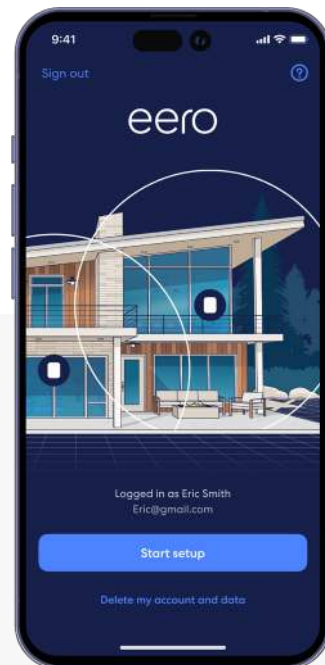
- Cable or DSL modem.

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

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

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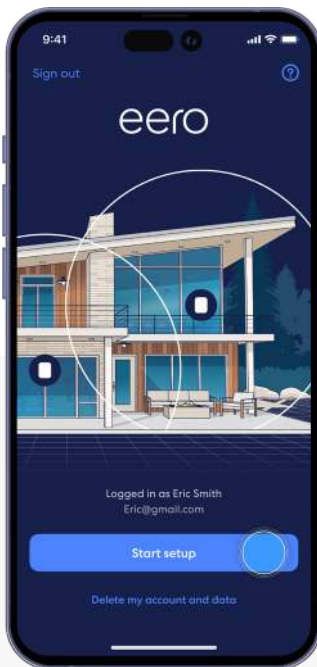
Network setup

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.

Note: Field technician app only.

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

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

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

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.
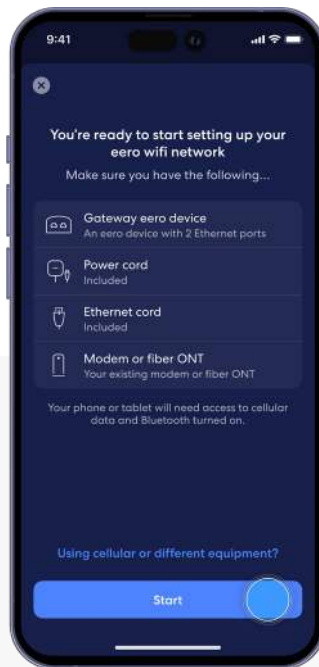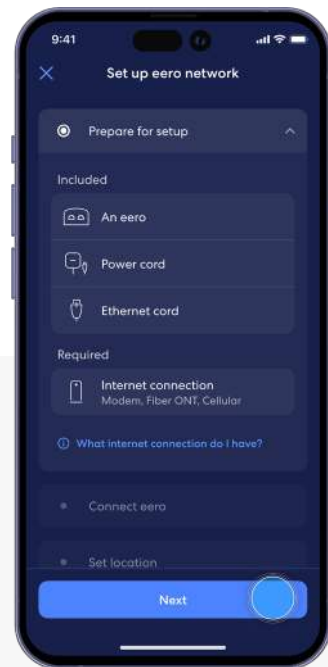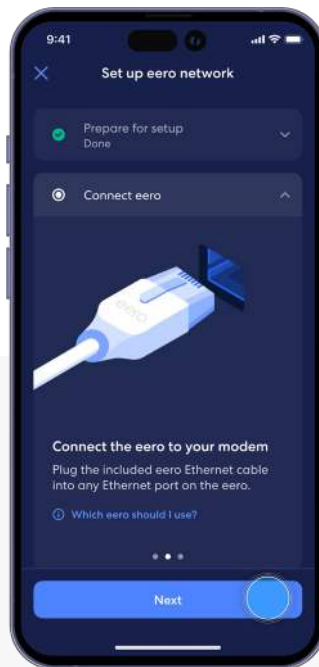
Note: Field technician app only.

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Disconnect your old modem and router from power, then tap the **Next** button.

Plug your eero gateway into power, then your modem into power, and lastly, connect your eero to your modem and the tap **Next** button.

Once your eero is discovered and connected, proceed by tapping the **Next** button.

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.
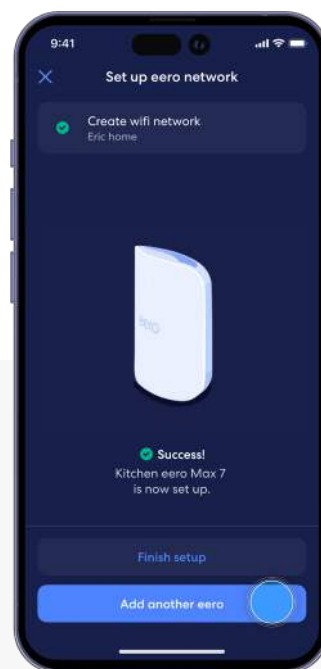
Note: Field technician app only.

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Once your eero gateway is recognized, select the location where your eero device resides

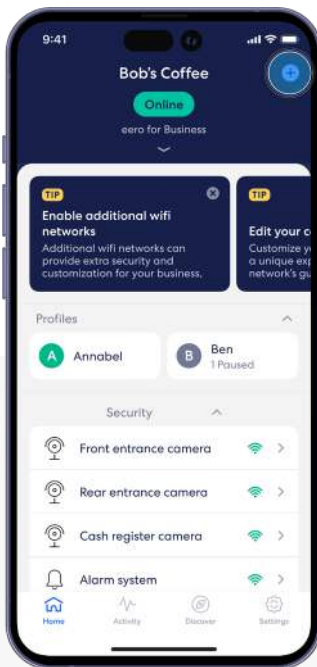Create a name and password for your wifi network, then tap the **Next** button.

If you are done setting up your network, tap **Finish setup**, or select **Add another eero** 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.
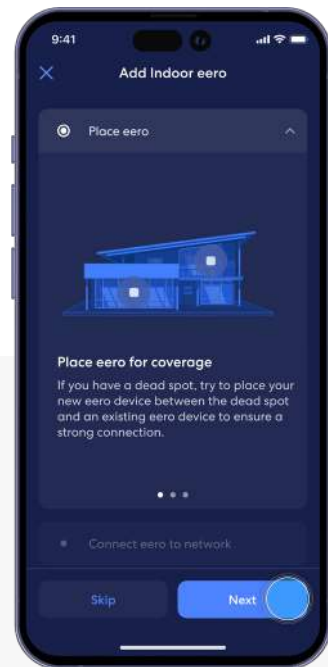
1

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

2

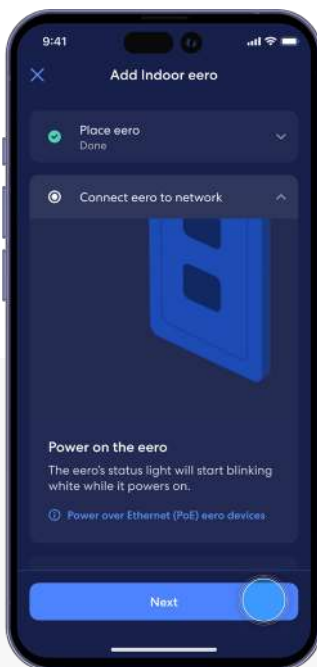Tap **Add indoor eero**, then tap **Next**.

3

Read through the device placement instructions, and tap **Next** to proceed.
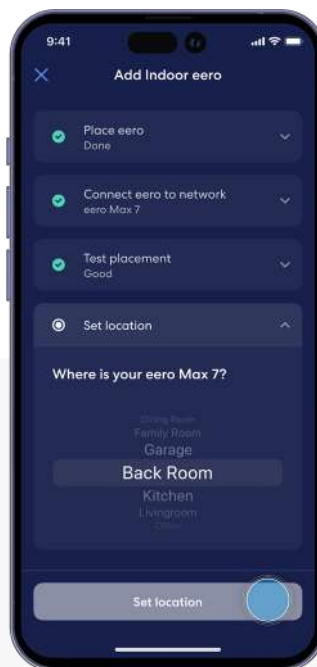
Add an indoor eero extender *(continued)*

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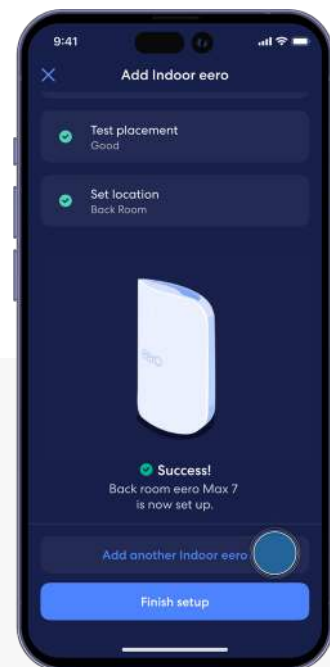

4

Plug in your new eero device to a power outlet and tap **Next** to proceed through the setup.

5

After proper placement is confirmed, select the location where your eero device resides.

6

If you are done, tap **Finish setup**, or select **Add another eero** to add additional devices.
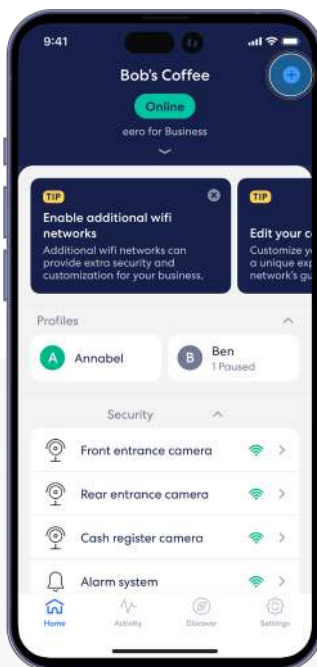
Add an outdoor eero extender

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

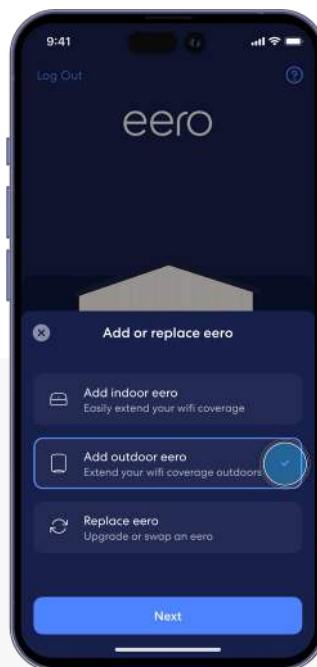**Make sure you have the following to get started:**

- 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]).

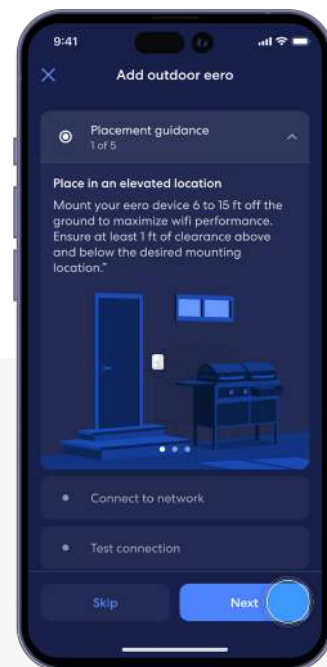- Make sure to test placement and coverage using the instructions below before mounting your eero.

1

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

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

Read through the device placement instructions, and tap **Next** to proceed.
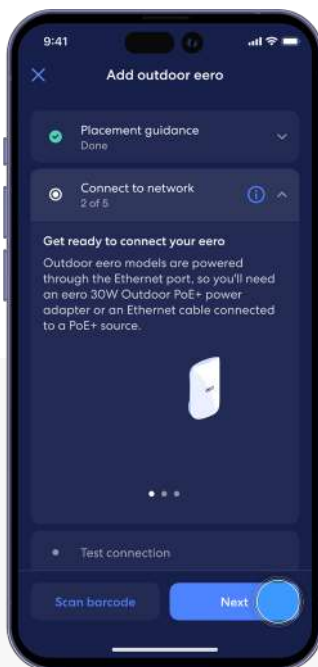
Add an outdoor eero extender *(continued)*

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

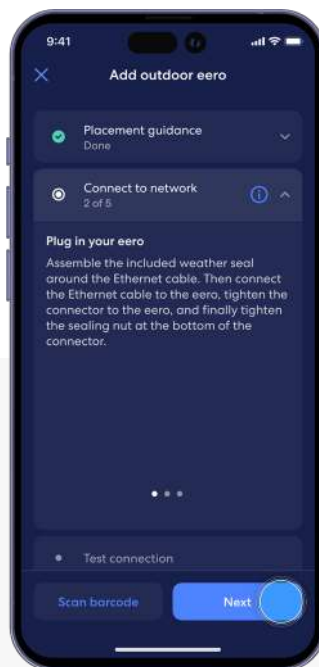**Make sure you have the following to get started:**

- 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.
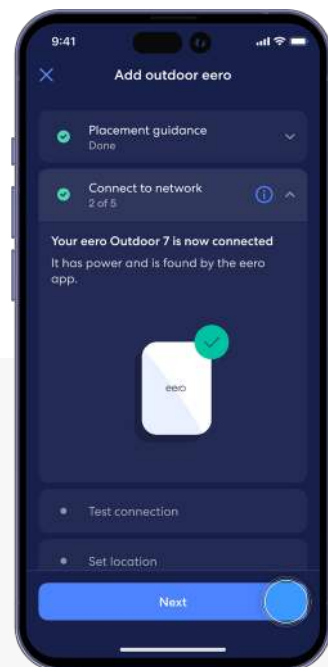
4

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+.

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.
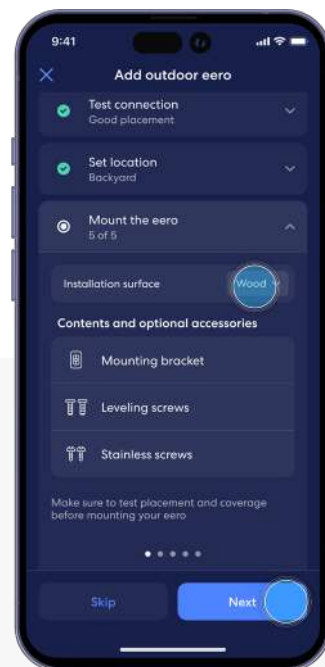
7

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+.

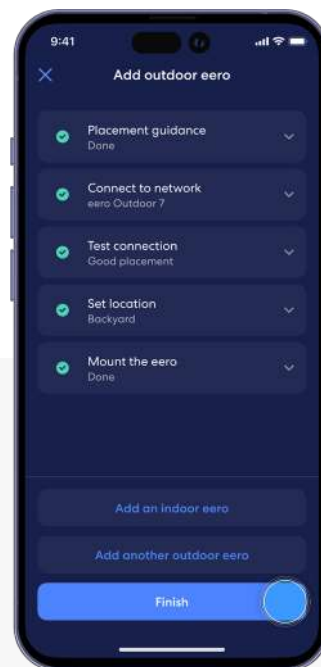**Make sure you have the following to get started:**

- 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.
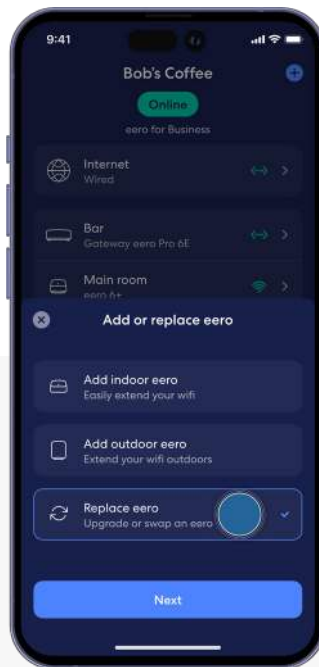
Replace an eero device

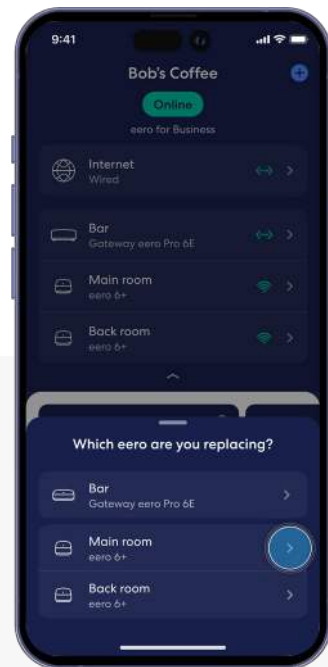eero devices can be replaced in the network in a few simple steps.

1

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

2

Tap on **Replace eero**, then tap **Next**.

3

Select the eero you'd like to replace.

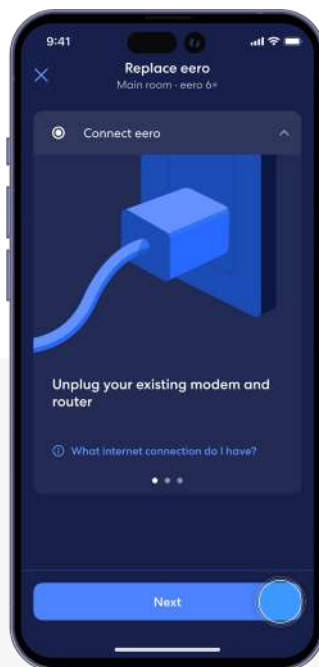# Replace an eero device *(continued)*

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

4

You will then be prompted that the process may cause internet outages and could take about 10 minutes.

5

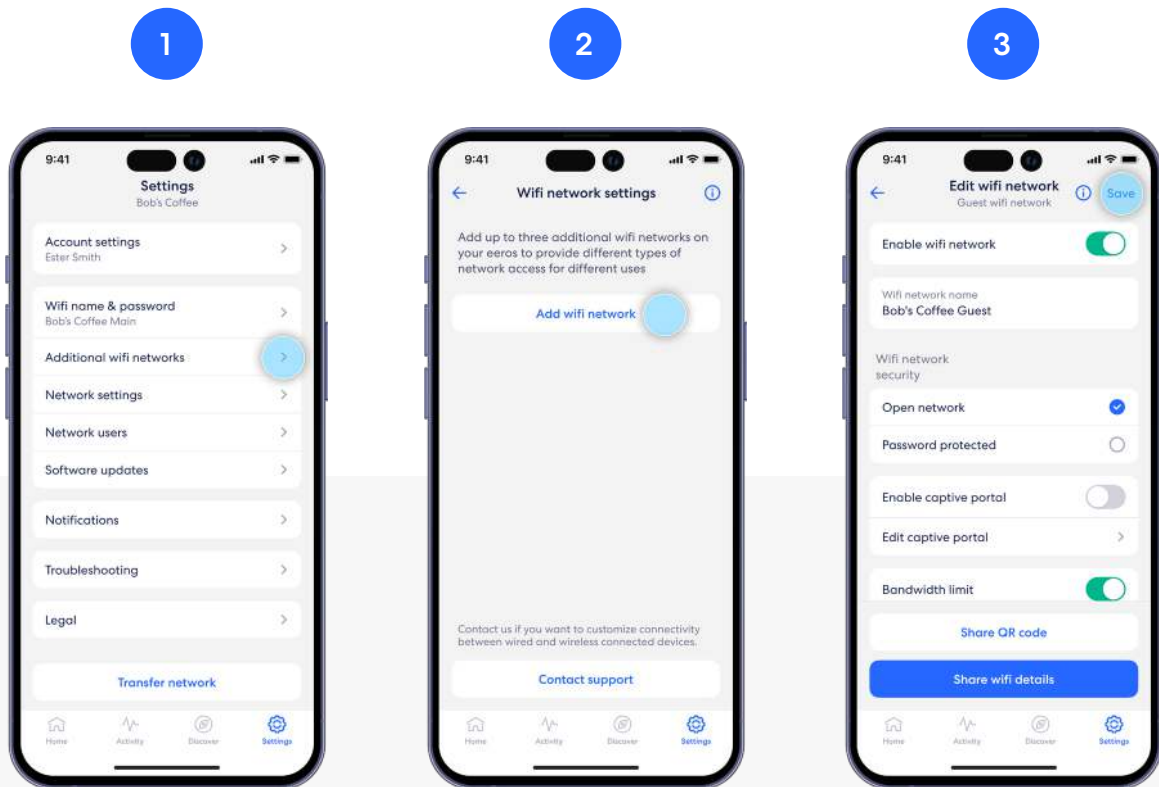Follow the steps to replace your eero and tap **Next** to continue.

6

Once completed successfully, you can select **Done** to finish or **Replace another eero**.

Enable additional wifi networks

eero for Business allows you to add up to four networks to segment your wifi.

> **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.

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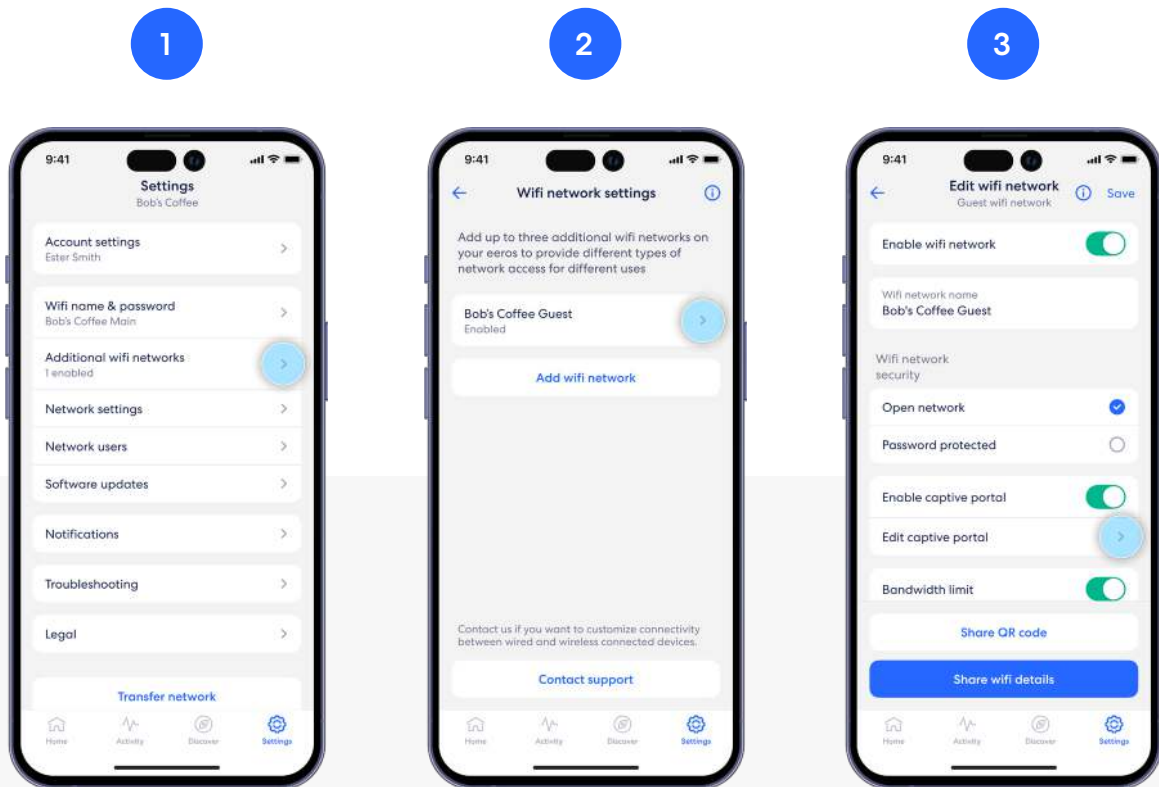Tap on *Settings* tab and select **Additional wifi networks**.

Tap **Add wifi network** and select **Add Business wifi** network from the pop-up menu.

Add your network credentials and tap **Save**.

Edit captive portal

Customize your guest wifi experience and set session duration limits.

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Tap on *Settings* tab and select **Additional wifi networks**.

Select the network for which you want to customize captive portal.

Toggle **Enable captive portal** on and tap **Edit captive portal** to customize.
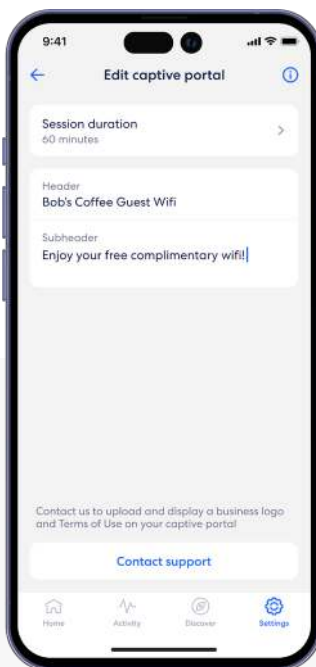
Edit captive portal *(continued)*

Customize your guest wifi experience and set session duration limits.

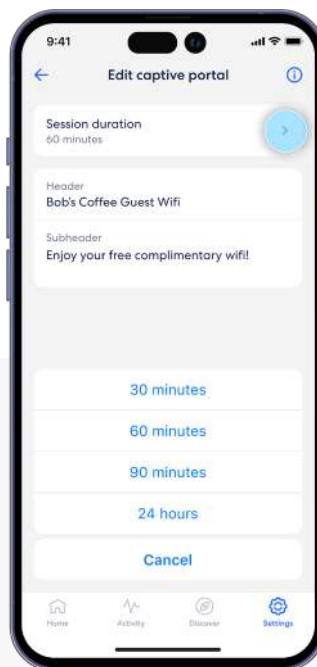| Customize your header and subheader.	Set session duration limits.	Customize the login screen theme.

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Enter your guest wifi header and subheader in the respective fields.
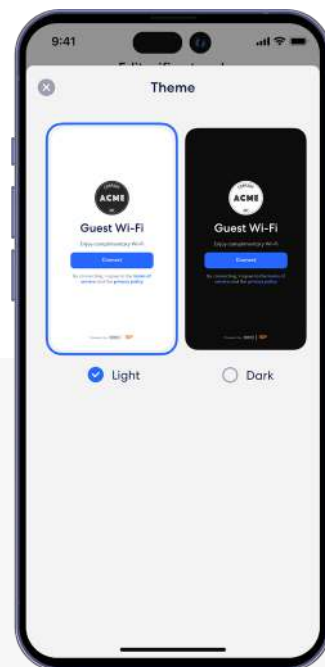
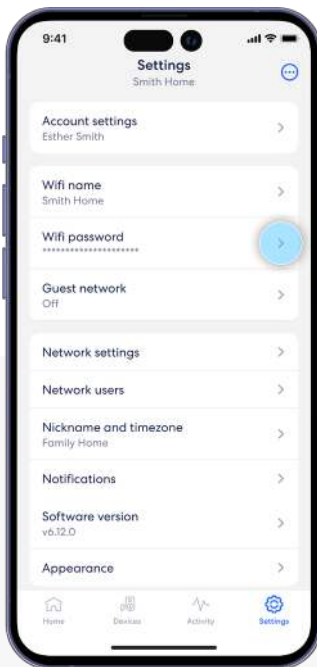Tap on **Session duration** and select a time limit for guest access.

Tap **Theme**, select either **Light** or **Dark**, then close the popup from the top left.
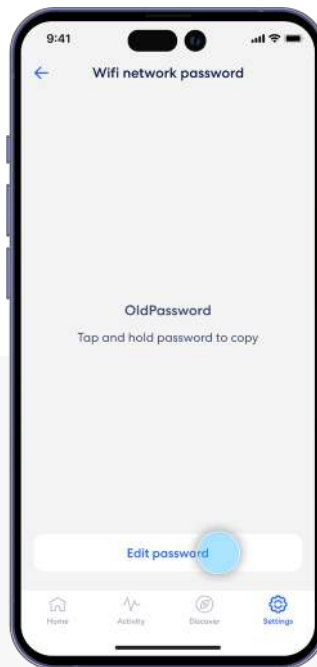
Update password

Easily change your wifi network password as needed.

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

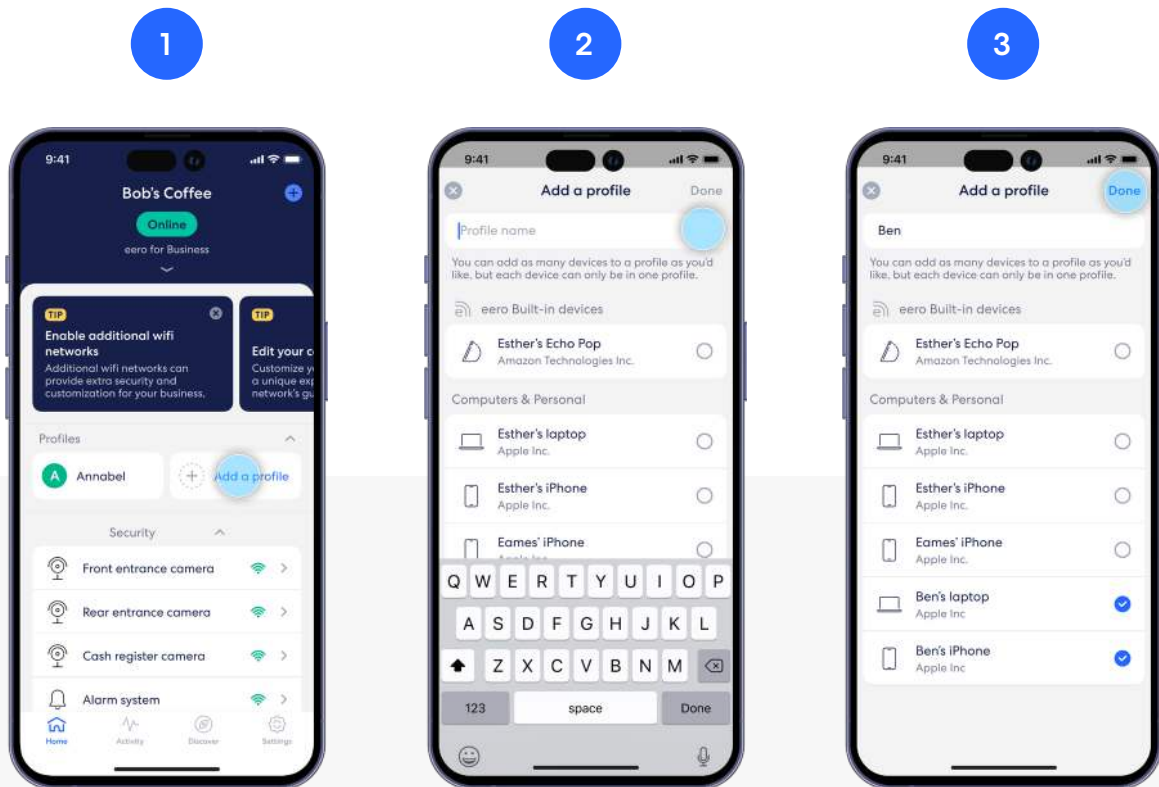Tap **Edit password** at the bottom to change your password.

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

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.

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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.
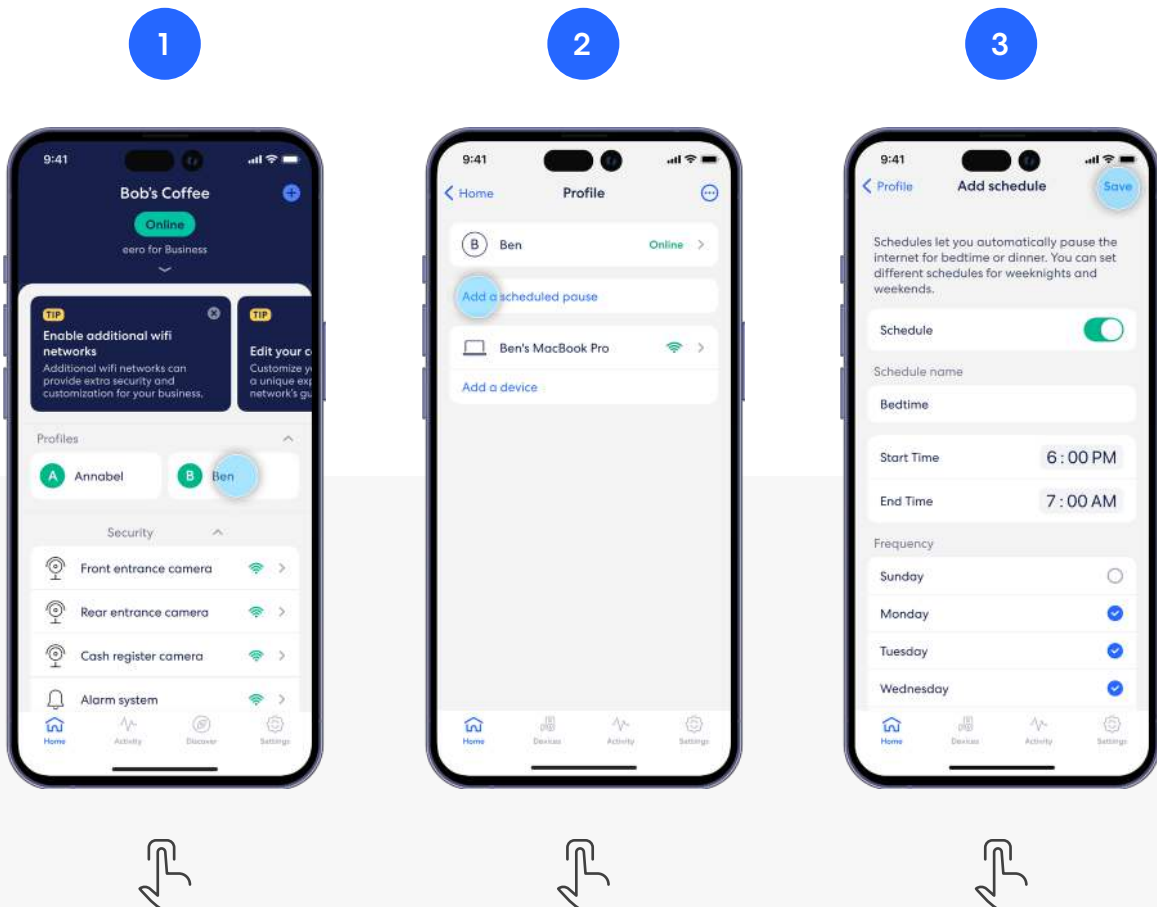
3

Select which devices to add to the profile.

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.

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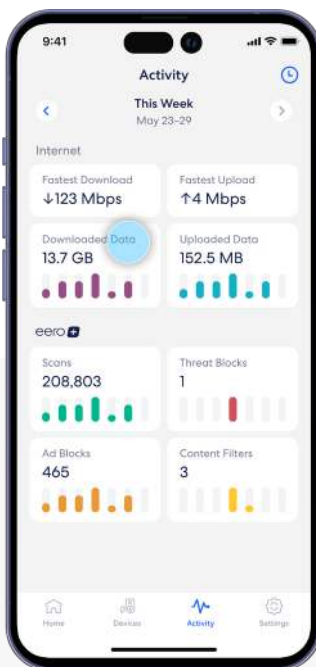
Select **Add a scheduled pause**.

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

Data usage

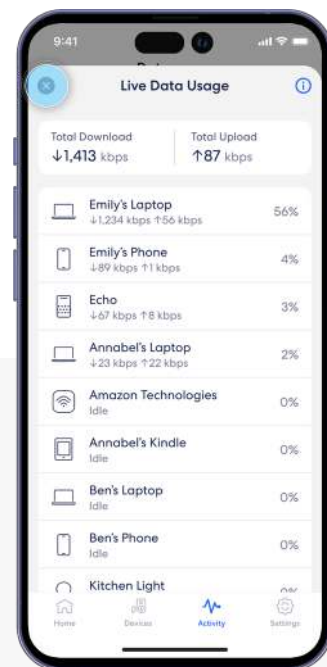View data usage on your wifi network, including by device or profile.

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

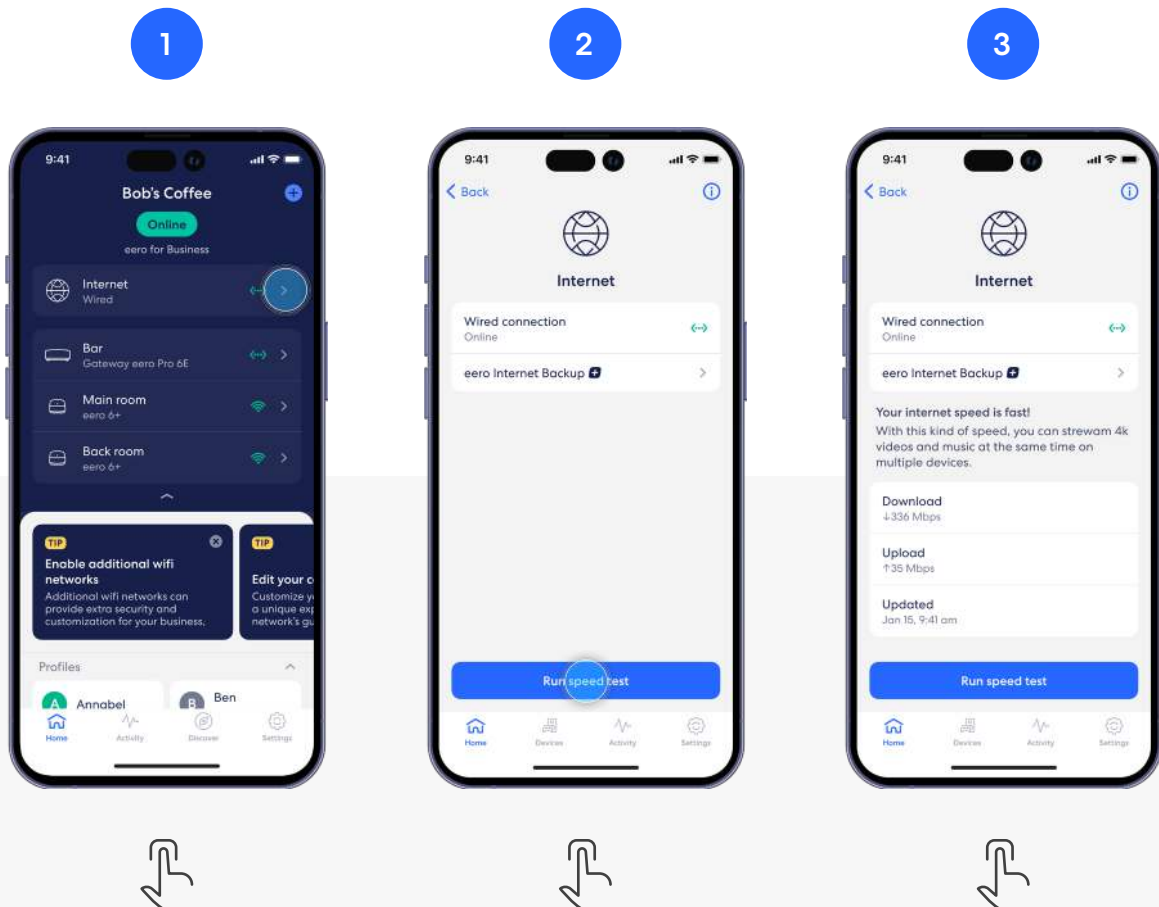**Tap Show live usage** to view current wifi data usage.

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

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.

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

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

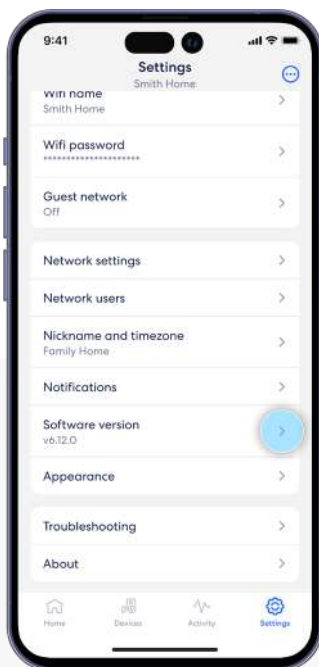Once the speed test is complete, your results will be displayed.

Software update

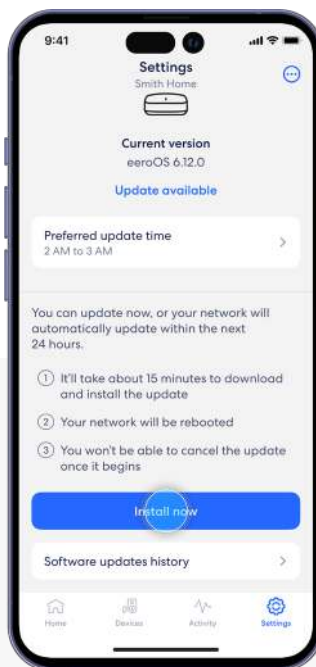Help ensure your wifi network is always up to date.

> **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.

1

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

If a software version is available, tap **Install now.**
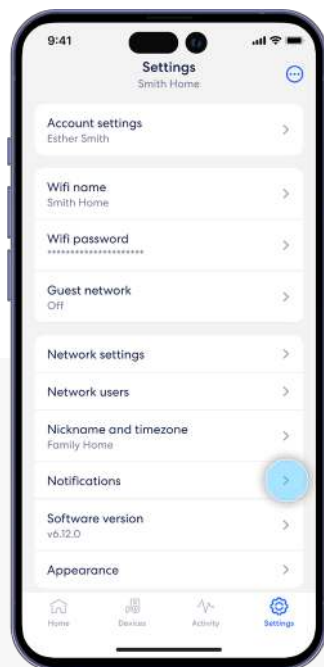
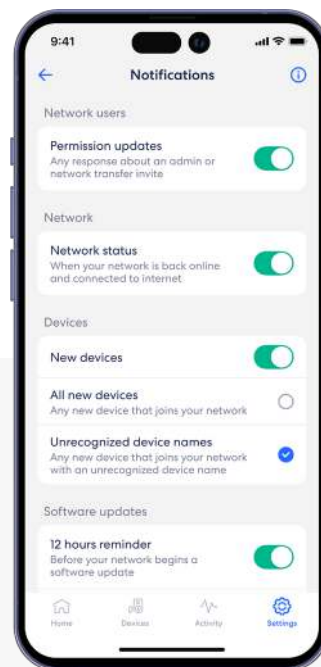Tap **Yes, update now** to update your system.

Notifications

Manage which notifications you receive in the eero mobile app.

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

Customize notifications
to your liking.

Partner logo | eero

For troubleshooting and further support visit [Partner URL].