SETUP GUIDE FOR EERO

New to eero or just curious how long it takes to get your network set up? It'll only take a few minutes, and your life will never be the same! Trust us.

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.

Before you begin:

Setup requirements:

- In the box:
    - Ethernet cable
    - eero(s)
    - Power cord(s)

- What you'll need:
    - eero iOS or Android app
    - Mobile device with a data connection
    - Internet service
    - Cable or DSL modem (if required)*
    - If you don't have cell data service where you live, please take the following extra steps when setting up your eeros:

    - Rather than plugging your gateway eero into your modem, plug it into your existing router during setup (This is called 'double NATing' your network. This way, you can use your current WiFi network to complete the setup and switch over to your eero network once setup is complete.

- If you have a standalone modem and router, you can remove the router once your eero network is up and running. Simply unplug the eero from your router, power cycle your modem, and then plug your eero directly into the modem. When power cycling your modem, please be sure to wait until your modem is fully powered back on before plugging your eero into it. Depending on the modem, this may take up to 3–5 minutes. After you plug your eero into your modem, you'll no longer need your old router.

- If you have a modem/router combo device, you can put that device in bridge mode for optimal network performance.

Here is how to get started getting your eero network online:

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

Download the eero app – you can find it on the Apple Store or Google Play. eero supports both iOS and Android. 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

When you open the eero app for the first time, it will walk you through creating an account. You'll need to enter your phone number and email address. We'll send a verification code to your mobile phone or email address. 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. Its three easy steps:

1. Unplug your modem. If you have other wireless equipment connected to your modem, please unplug it as well.
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.

Plug your eero in with the power adaptor that came in the box. Then plug your modem back into power.

Placement tips - including DO's and DON'Ts:

DO's: As you're experimenting with placement, here are some tips to follow:

- **Place eeros where they can talk to each other:**

  While it might be tempting to place your eero in an existing dead zone or area with poor WiFi connectivity, it's much more effective to place eeros halfway between your gateway eero and your existing dead zones. This way, your eeros can get a strong WiFi signal from your gateway eero and broadcast that signal into your former dead zones. You can think of placing them like a WiFi relay – each eero is a link in the chain bringing WiFi to your dead spot.

- **Place eeros on a hard, flat surface:**

  Your eeros should be placed on a surface that is both stable and flat, such as tables, countertops, and nightstands.

- **Aim high:**

  Eeros radiate their signal more upwards than downwards, but mostly along the plane they're placed on. It's best to place your eeros at a height halfway between the floor and the ceiling, not on the ground.

- **Keep your space open:**

  Eeros communicate best when they're not closed in. Keep them out in the open – try not to place your eero(s) inside a media console or cabinet.

- **The thinner the barrier, the better:**

  The fewer the walls (and the less substantial their inner material) between your eeros, the better your performance will be. Older houses with dense materials like plaster, lath, or chicken wire in the walls are particularly hard for WiFi waves. Placing your eeros near doors may help since wood is less dense and easier for WiFi waves to penetrate. Whenever possible, aim for direct line of sight between eeros.

DON'Ts: Here are some things to avoid:

- **Heavy metal:**

  Stream as much Motörhead as you can stand, as long as you don't put your eero(s) near your refrigerator or other heavy metal objects. These objects can interfere with wireless radios. If you're placing an eero in the kitchen, we suggest placing it on a counter or shelf that's as far from your major appliances as possible.

- **Interference:**

  Eeros work best when they're 20-30 feet away from objects that cause interference. Avoid placing your eero on top of, or near, these objects:

  - Microwave oven
  - Cordless phones (for your landline, not your cell phone) that use the 2.4GHz or 5GHz range. If these cause interference, try changing the channel your phone uses.
  - WiMAX
  - Other 802.11 networks
  - Power lines, power stations, or railroad tracks
  - Radio leakage from Direct Satellite Service (DSS)
  - Older coaxial cable from certain types of satellite dishes. If you have an older satellite dish, contact the device manufacturer to get newer cables
  - Fluorescent lights
  - Bad electrical connections
  - Radar

- **Smothering your eeros:**

  Keep your eeros out in the open and never put anything on top of them. When possible, also avoid having your eeros enclosed in a small space.

- **Soft surfaces:**

  Your eeros work best on a stable surface, so avoid putting them on chairs, cushions, and any other surface that doesn't allow for space beneath them to breathe.

STEP 4: Create your eero network

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

- **Register your eero:**

  As you walk through the setup process, the eero app will automatically detect and register your eero. 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.

- **Locate your eero:**

  Once your eero has been successfully registered, it's time to give it a location. This will help you manage it and remind you where it's placed in your home.

- **Create a network name and password:**

  This will be the same name and password you use to connect devices to your network. You can make it anything you'd like, so get your creative juices flowing. This is a great time to replace the gibberish network name or password you've been stuck with forever!

  - 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 – a single unit, often rented from your ISP that acts as your modem and router – please be sure to enable [bridge mode](#) on that device. Need help? Give us a call and we'll walk you through it.

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 on your network. eeros can be added wirelessly or by Ethernet backahul.

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 experience any trouble reconnecting 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.