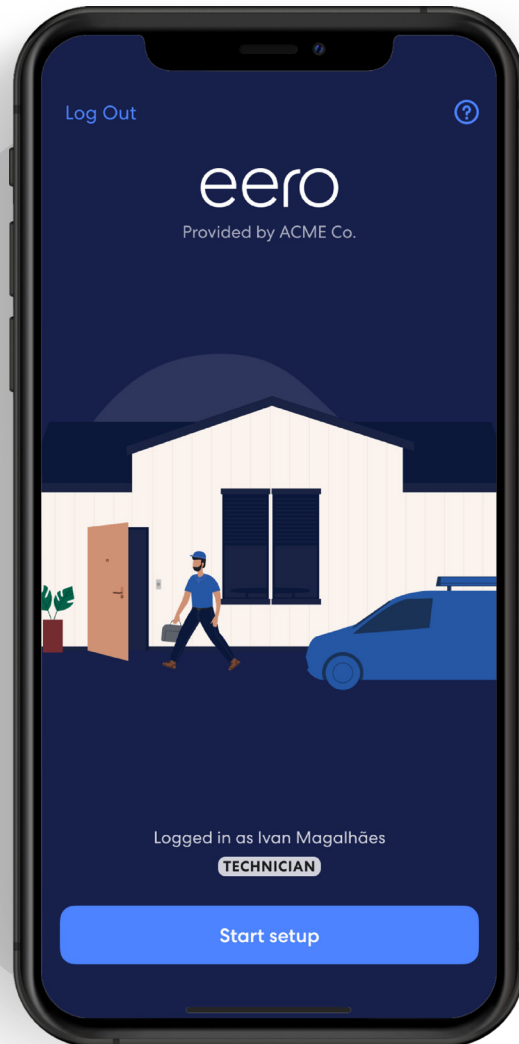# How-to guide

Getting started with your
mobile app for eero for Business.

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.
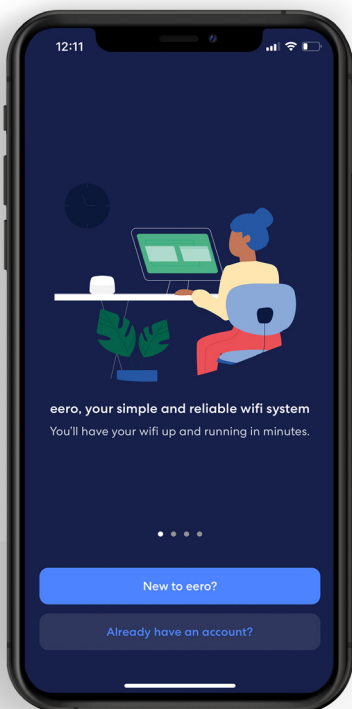
Contents

Create an account

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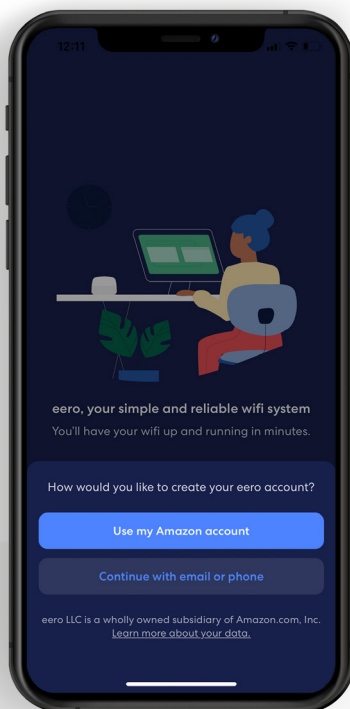
Make sure you have the following to get started:

- Mobile device with a data 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 and eero 6 extender can only be added to an existing network*).
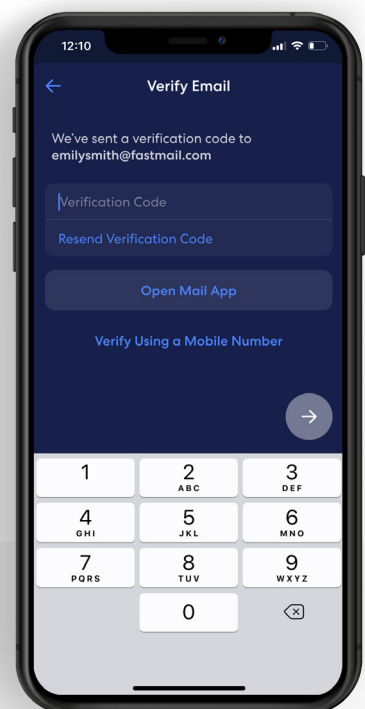- Internet service provided into your home.
- Cable or DSL modem.

1.

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

2.

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

3.

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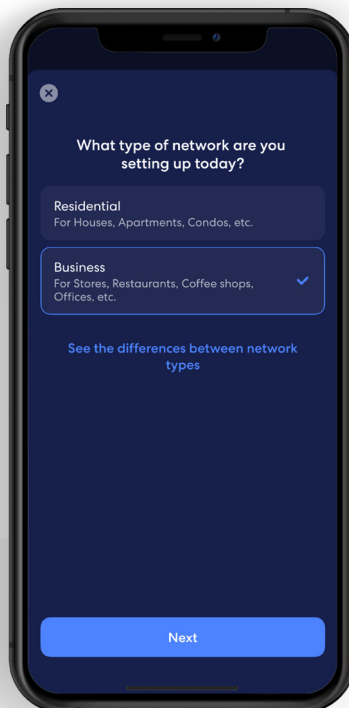
Network setup

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.
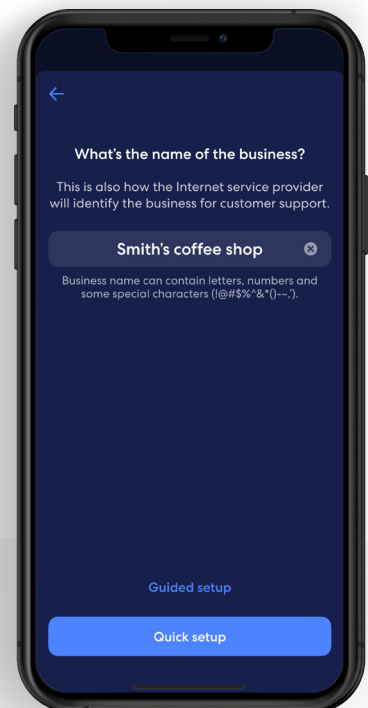
Note: Field technician app only.

1.

Tap *Start Setup.*

2.

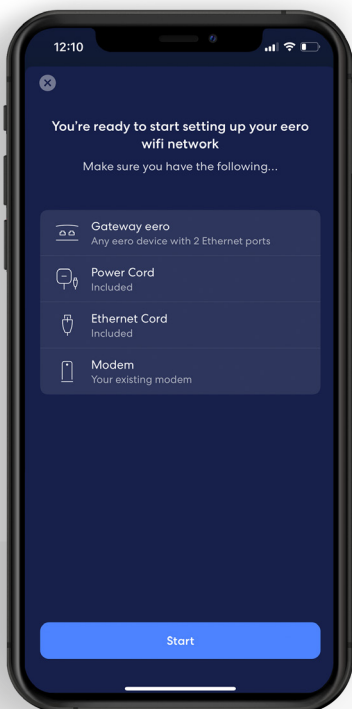Select *Business* and tap *Next.*

3.

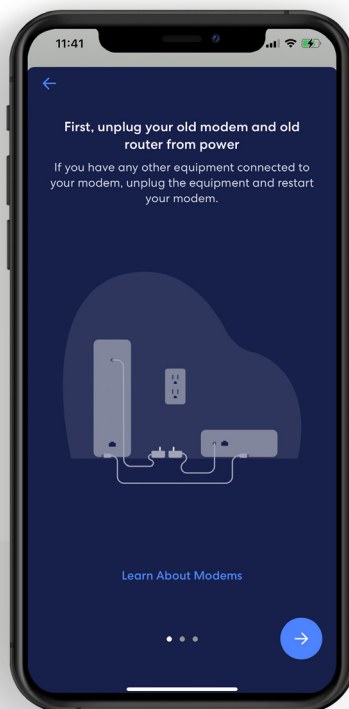Type the name of your business and tap *Quick setup.*

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.
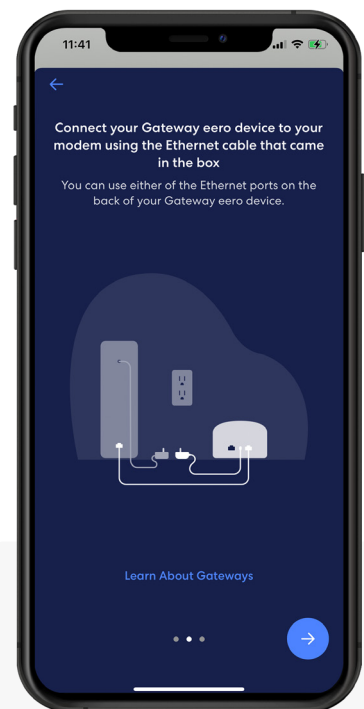
4.

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

5.

Disconnect your old modem and router from power, then tap the *Blue arrow*.
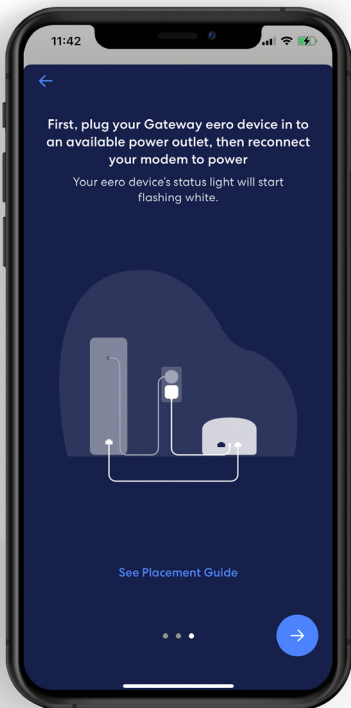
6.

Connect your eero gateway to your router using the provided Ethernet cable and tap the *Blue arrow*.
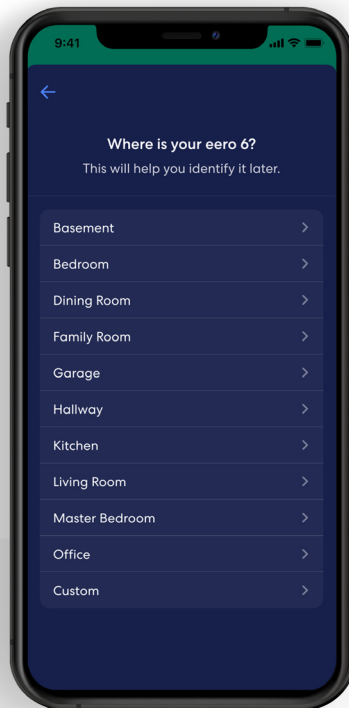
Network setup *(continued)*

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.
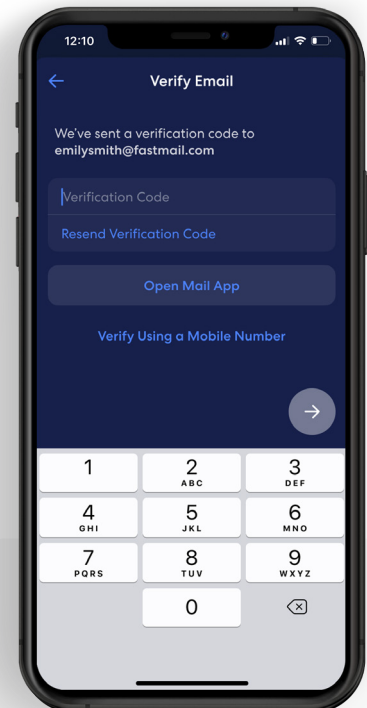
7.

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

8.

Once your eero gateway is recognized, choose a location for your device.
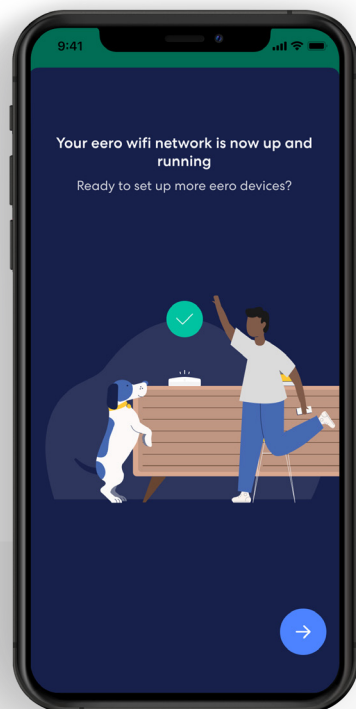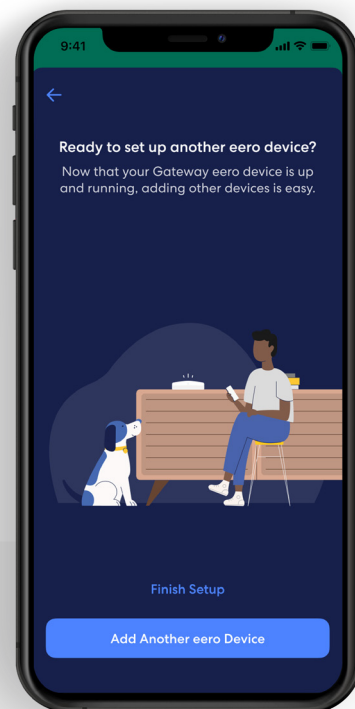
9.

Create a name and password for your wifi network, 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.

10.

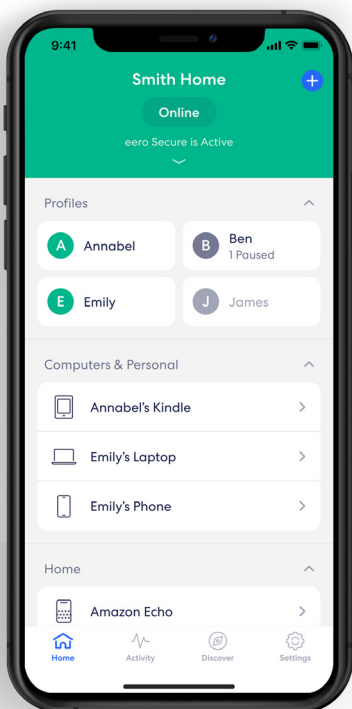Once your receive the confirmation of a successful setup, tap the *Blue arrow.*

11.

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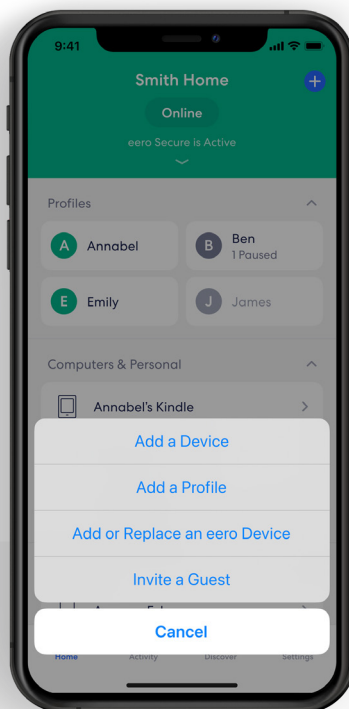
Add an eero device

You can add additional eero devices to extend your network. eero devices can connect to your gateway wirelessly or using an Ethernet cable.
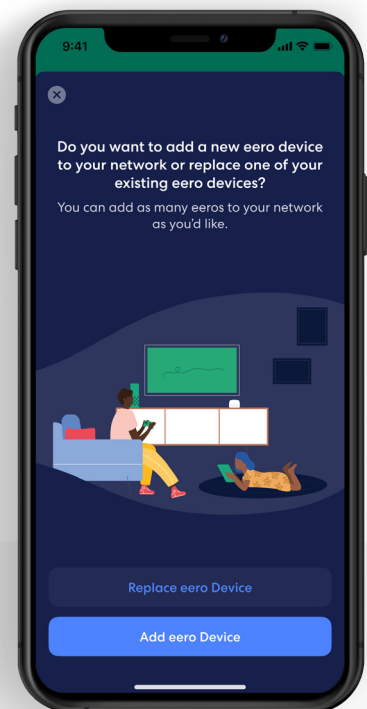
1.

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

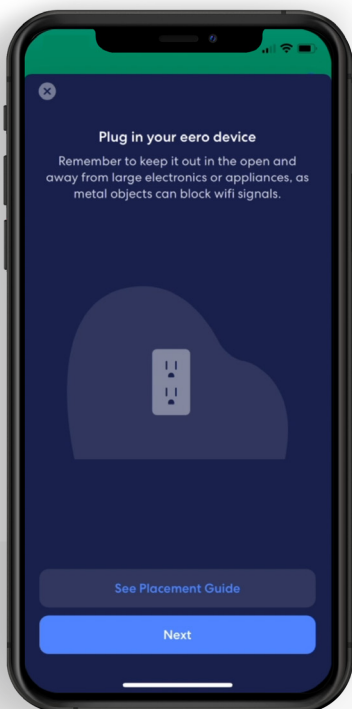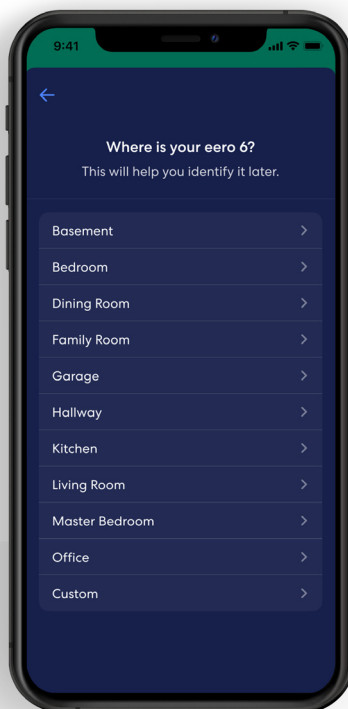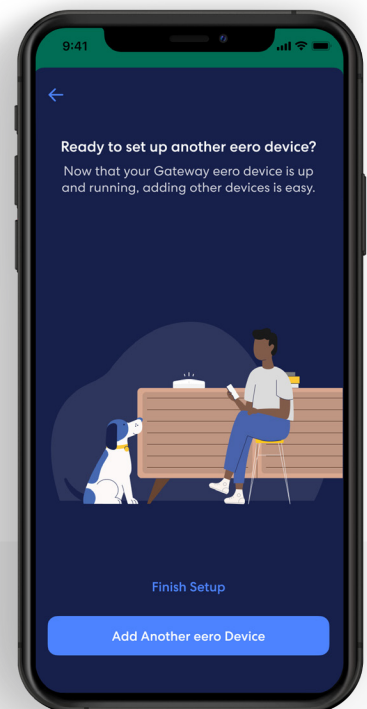## 2.

Tap *Add or Replace an eero Device.*

3.

Tap *Add eero Device.*

Add an eero device *(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 an outlet and tap *Next*.

5.

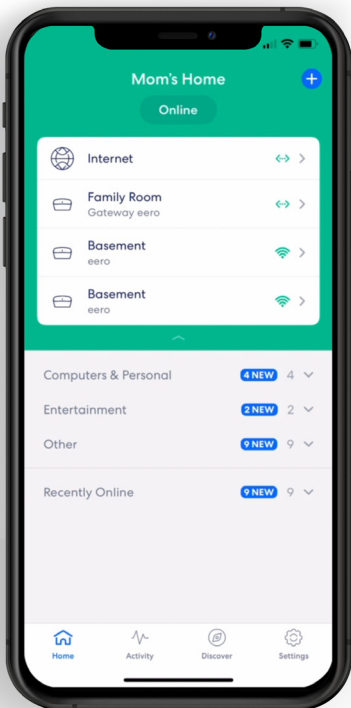Once your new eero device is recognized, choose a location for your device.

6.

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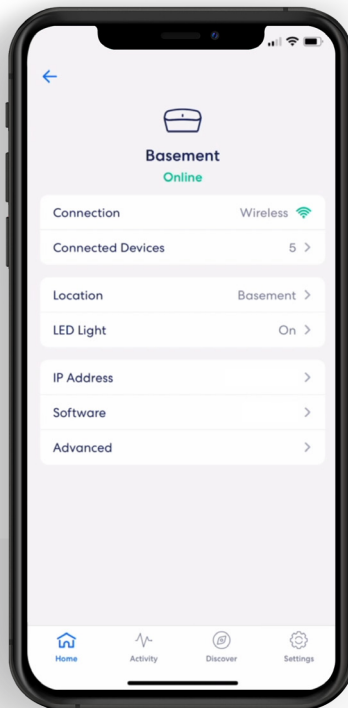
Remove an eero device

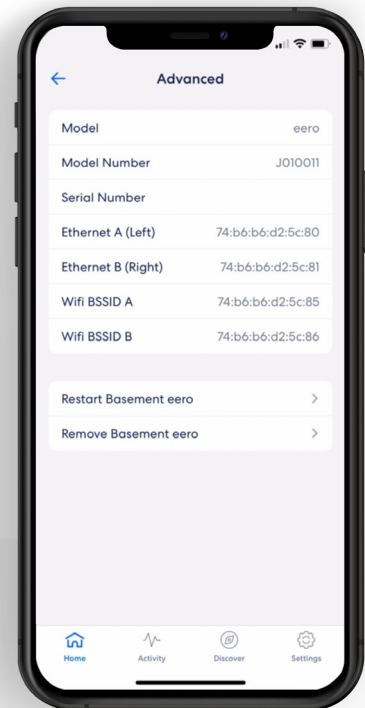eero devices can be removed from the network in a few simple steps.

1.

From the *Home* tab, tap the device you wish to remove.
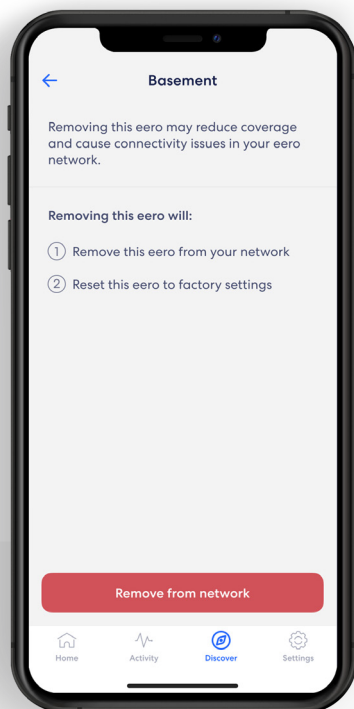
2.

Select *Advanced.*

3.

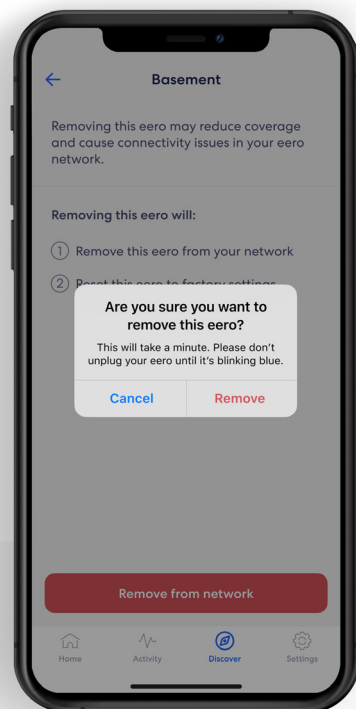Tap *Remove* to remove your eero device.

Remove an eero 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.
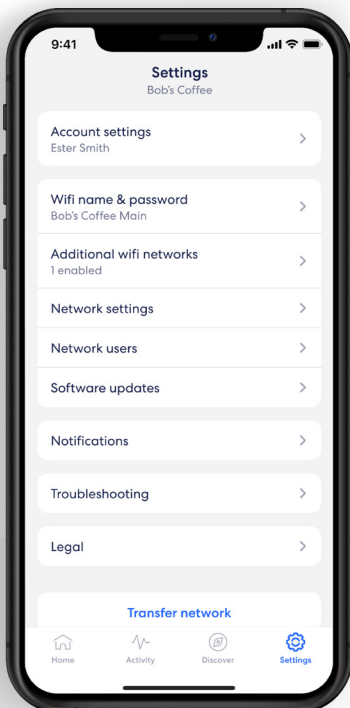
Confirm removal by tapping *Remove.*
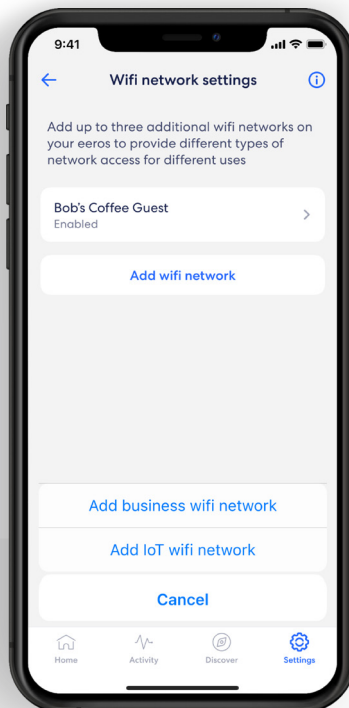
Enable additional wifi networks

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.
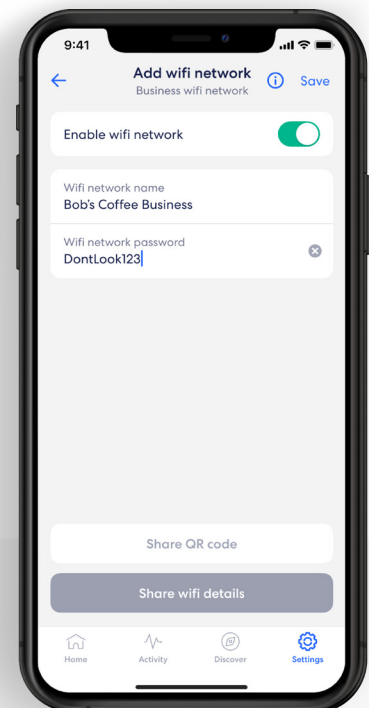
1.

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

2.

Tap *Add wifi network* and select *Add Business wifi network* from the pop-up menu.
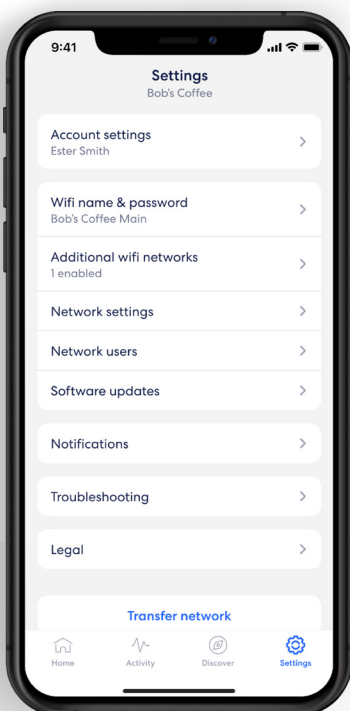
3.

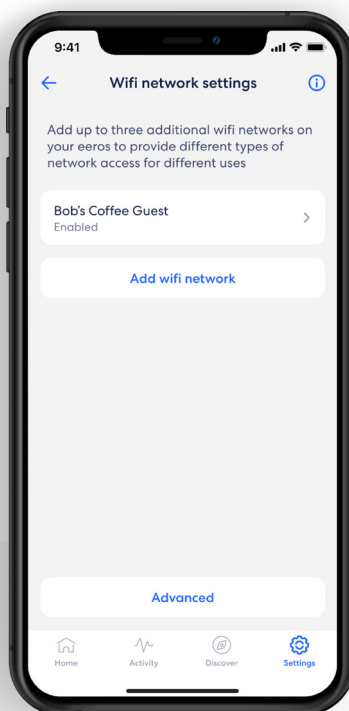Add your network credentials and tap *Save.*

Edit captive portal

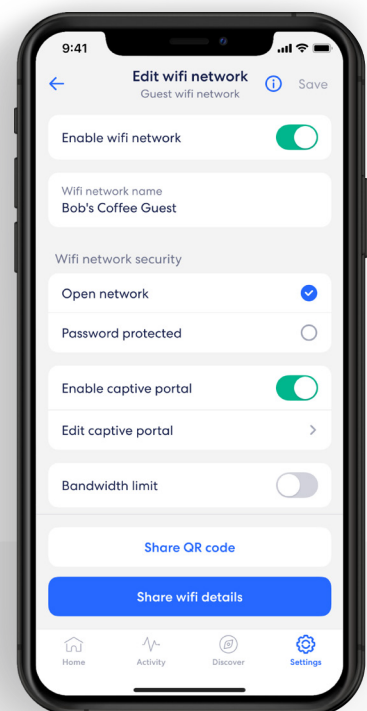Customize your guest wifi experience and set session duration limits.

1.

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

2.

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

3.

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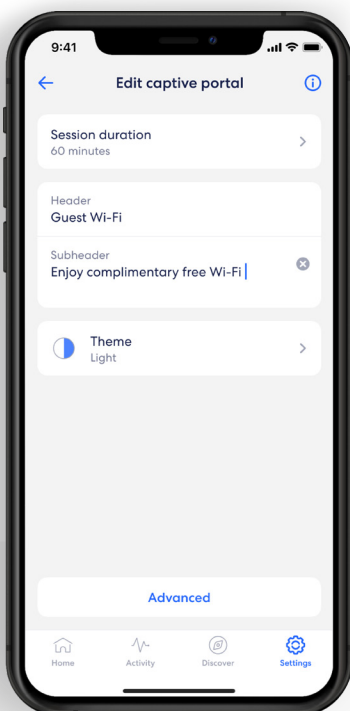
Edit captive portal *(continued)*

Customize your guest wifi experience and set session duration limits.
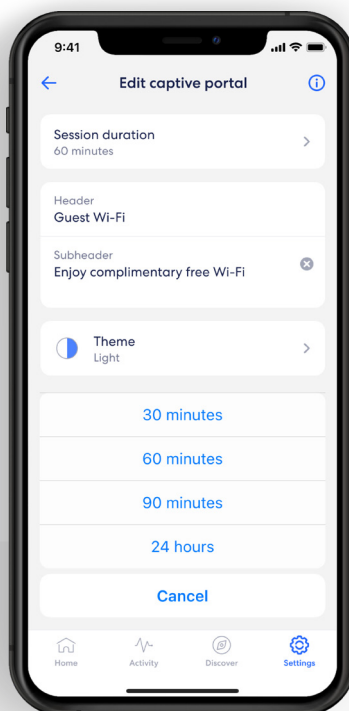
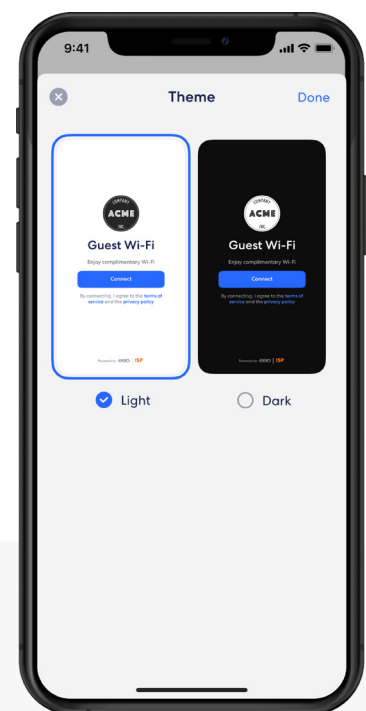| Customize your header and subheader. | Set session duration limits. | Customize the login screen theme. |

1.

Enter your guest wifi header and subheader in the respective fields.

2.

Tap on *Session duration* and select a time limit for guest access.
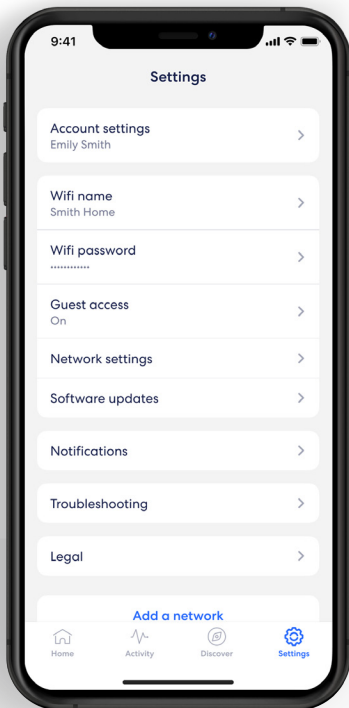
3.

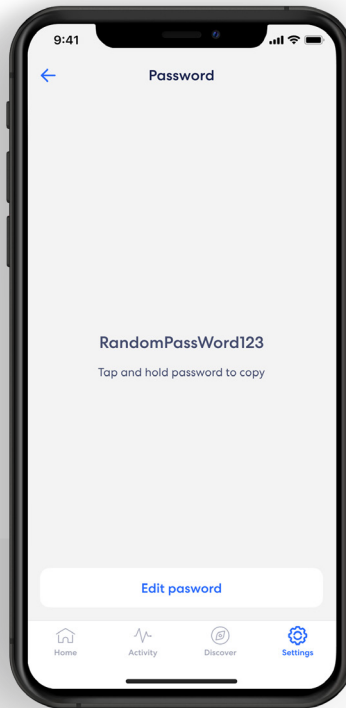Tap *Theme*, select either *Light* or *Dark*, then tap *Done*.

Update password

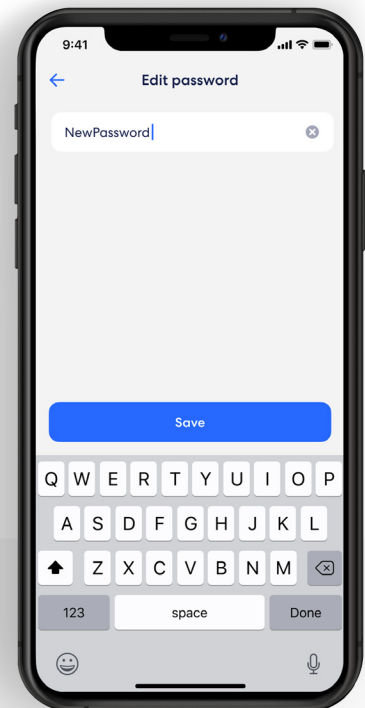Easily change your wifi network password as needed.

1.

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

2.

Tap *Edit password* to change your password.

3.

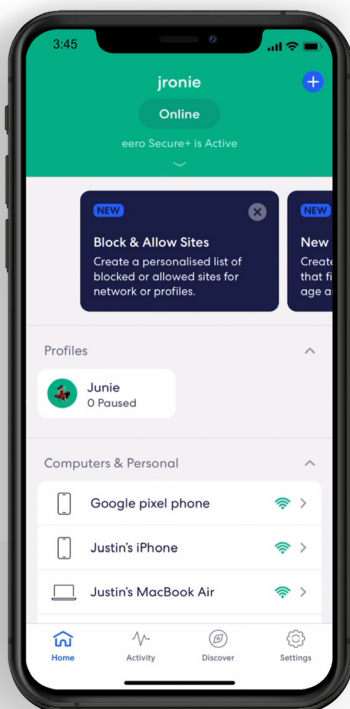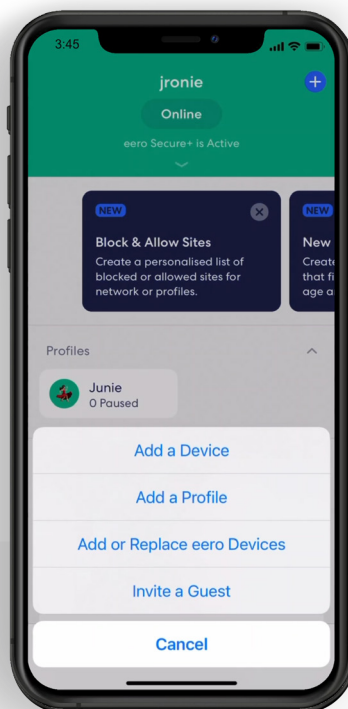Enter in your new password, and tap *Save*.

Profiles

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

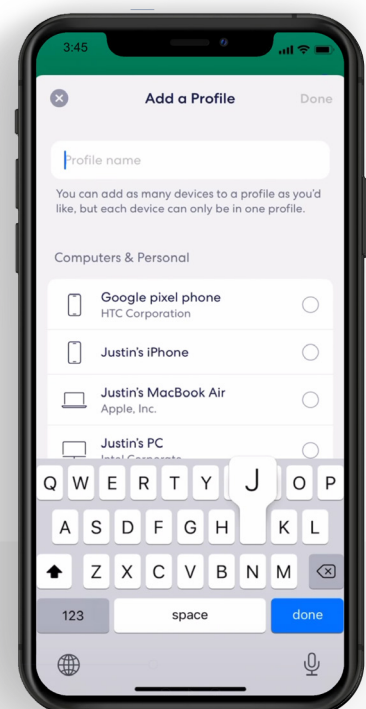Create a profile from the **Home** tab in the eero mobile app.

1.

Tap on the ➕ in the top right.

2.

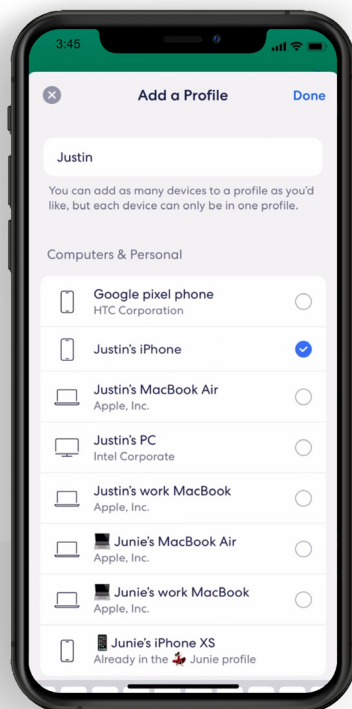Select *Add a Profile* from the pop-up menu.

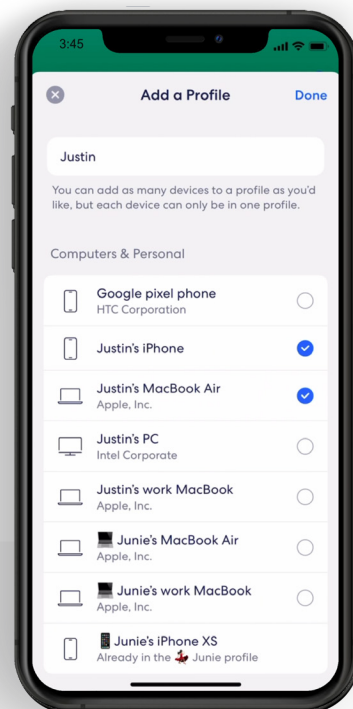**3.**

Add a profile name.

Profiles *(continued)*

Create profiles so that you can set custom schedules, control internet access, and apply content filters by profile.
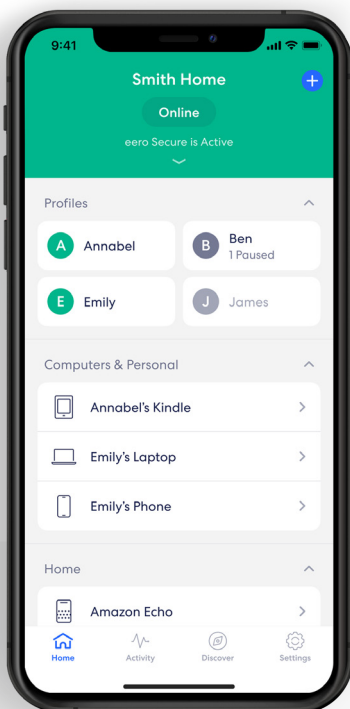
4.

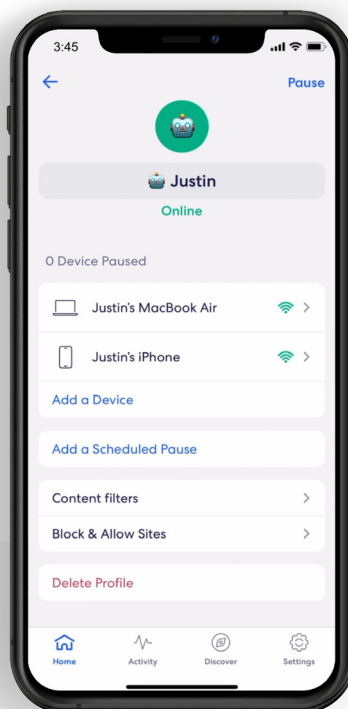Select which devices to add to the profile.

5.

Tap *Done.*

Pausing wifi devices

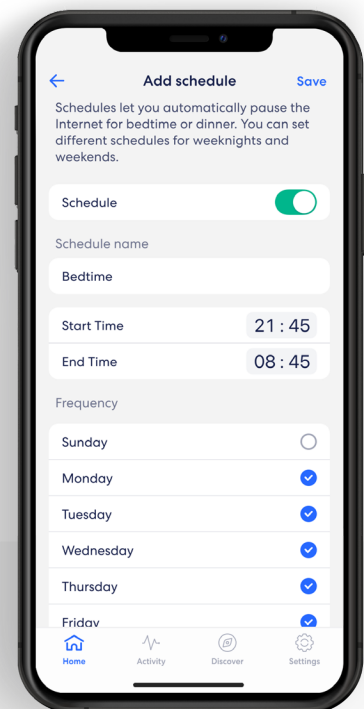Pause your wifi network by setting schedules for specific profiles or devices.

1.

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

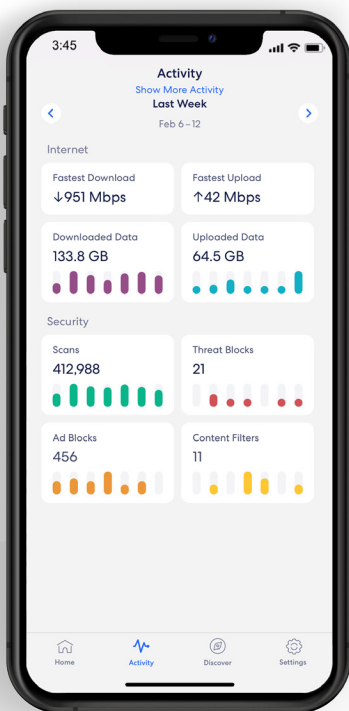**2.**

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.
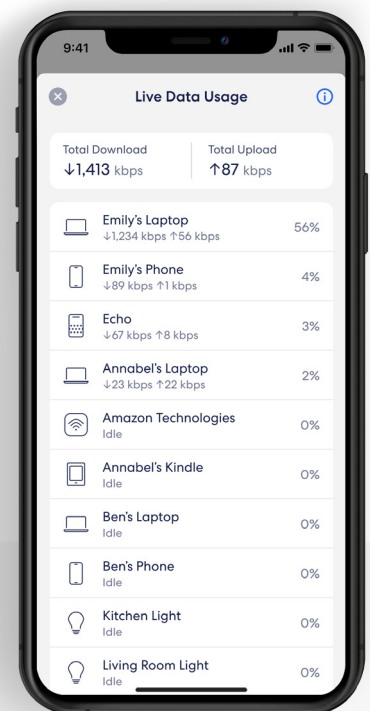

1.

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

2.

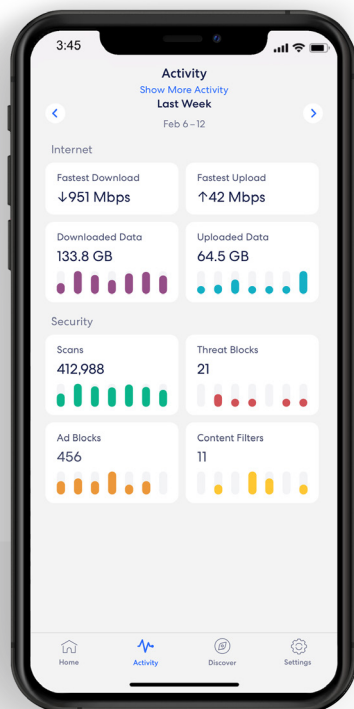Tap *Show Live Usage* to view current wifi data usage.

3.

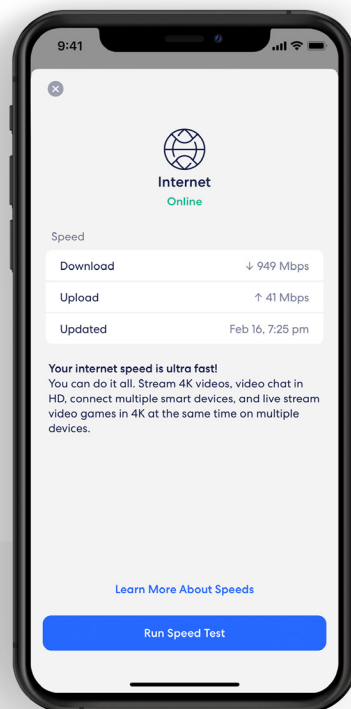Tap the ⊗ in the upper left corner to go back.

Speed test

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

1.

From the *Activity* tab, tap a tile on the *Internet* section.
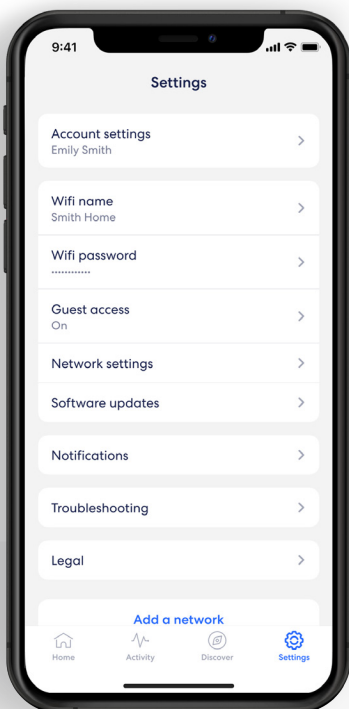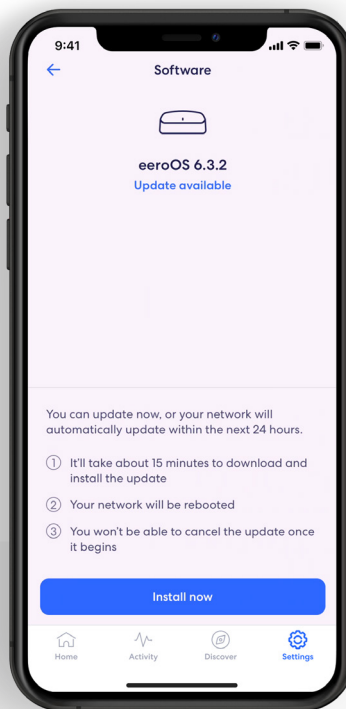
2.

Tap *Run Speed Test*.

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.
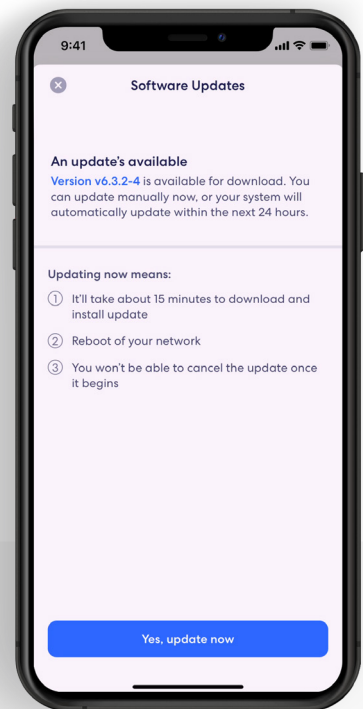
1.

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

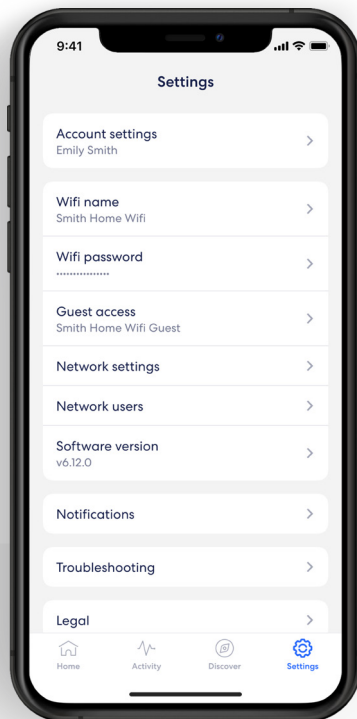## 2.

Tap *Install Now.*

3.

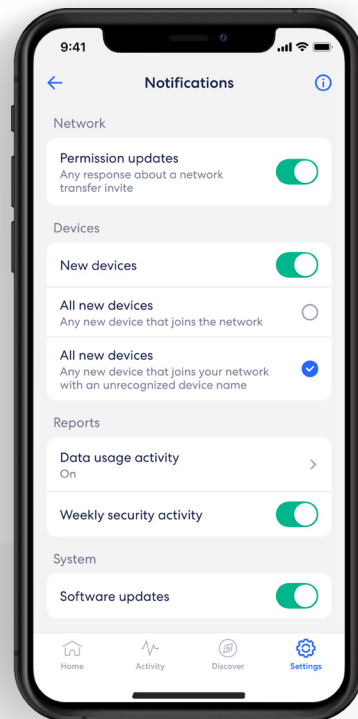Tap *Yes, update now* to update your system.

Notifications

Manage which notifications you receive in the eero mobile app.

1.

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

2.

Customize notifications
to your liking.

bluepeak | **eero**
BUSINESS

For troubleshooting and further support
visit mybluepeak.com .