



# 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.



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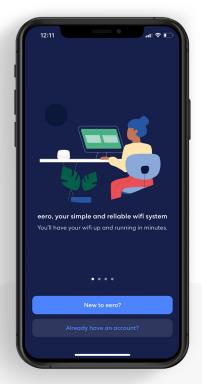


# Create an account

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:

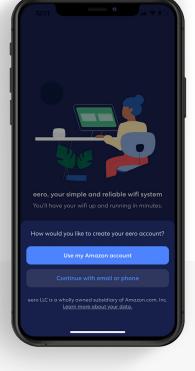
- Mobile device with a data connection. (If you don't have access to a data connection, see our workaround instructions here.)
- At least one eero gateway (the eero Beacon and eero 6 extender can only be added to an existing network).
- Internet service provided into your home.
- · Cable or DSL modem.



• eero mobile app.

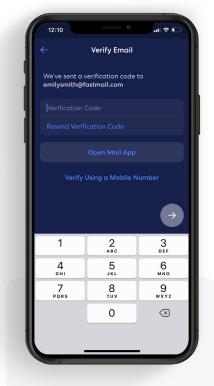
#### 1.

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.

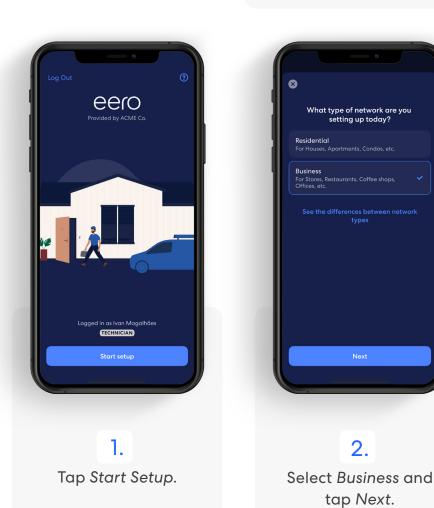






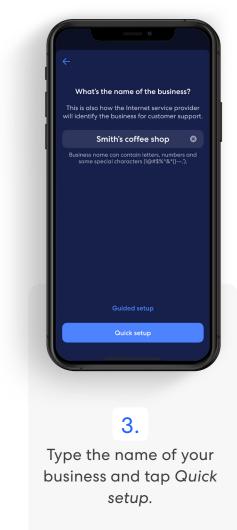
# Network setup

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.

2.







# Network setup (continued)

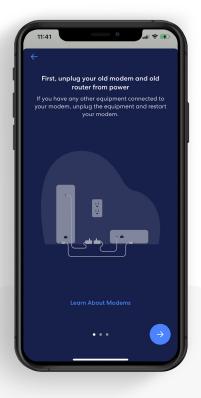
Your gateway is the primary eero device connected to your modem and is needed to establish your network. The eero mobile app will guide you through setting up your eero gateway in the following steps.



#### 4.

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

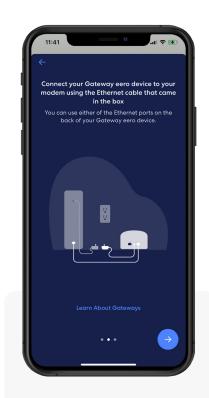




#### 5.

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





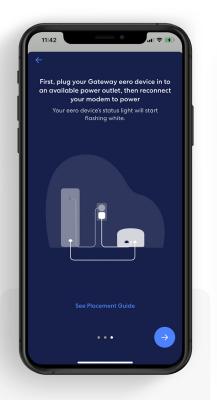
# 6.

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.

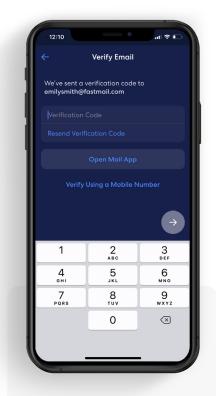
Plug your eero gateway into power, then plug your modem into power, and tap the *Blue arrow*.

Where is your eero This will help you identify	
Basement	
Bedroom	
Dining Room	
Family Room	
Garage	
Hallway	
Kitchen	
Living Room	
Master Bedroom	
Office	
Custom	
Custom	

#### 8.

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





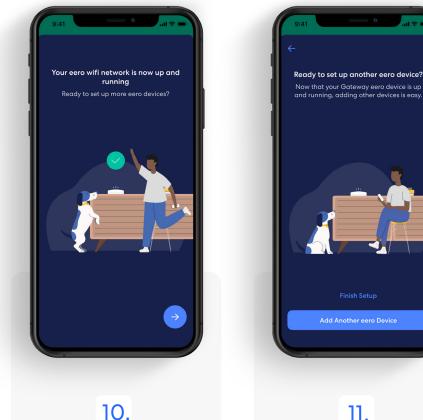
#### 9.

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.



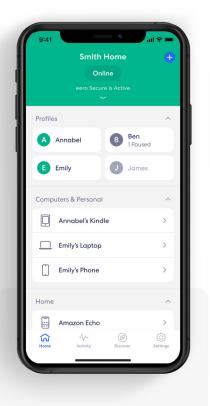
Once your receive the confirmation of a successful setup, tap the Blue arrow.

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



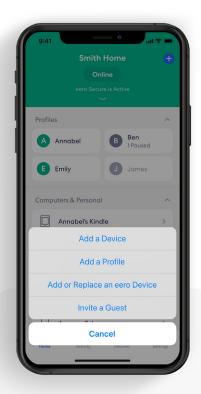
# Add an eero device

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



1.

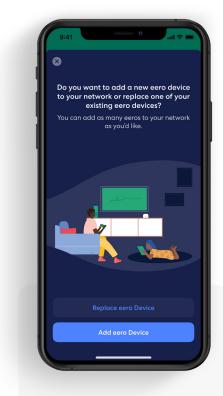
From the Home tab, tap on the 🕂 in the top right.



Tap Add or Replace an eero Device.

2.





**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.

	0 al ? =)
I	8
	Plug in your eero device Remember to keep it out in the open and away from large electronics or appliances, as metal objects can block wifi signals.
	See Placement Guide
l	Next

#### 4.

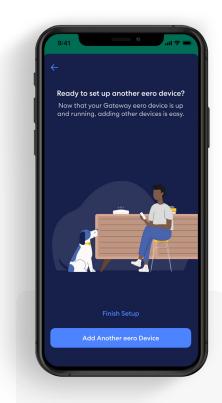
Plug in your new eero device to an outlet and tap Next.



Where is your ee This will help you ident	
Basement	
Bedroom	
Dining Room	
Family Room	
Garage	
Hallway	
Kitchen	
Living Room	
Master Bedroom	
Office	
Custom	

#### 5.

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

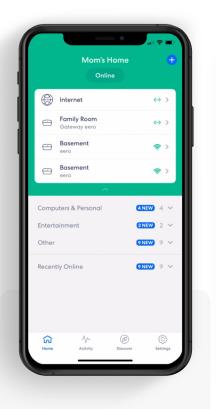


#### 6.

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

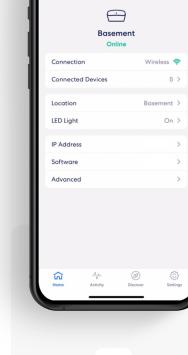
# Remove an eero device

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.







. 11 S Advanced Model eero Model Number J010011 Serial Number Ethernet A (Left) 74:b6:b6:d2:5c:80 Ethernet B (Right) 74:b6:b6:d2:5c:81 Wifi BSSID A 74:b6:b6:d2:5c:85 Wifi BSSID B 74.b6.b6.d2.5c.86 Restart Basement eero Remove Basement eero ഹ

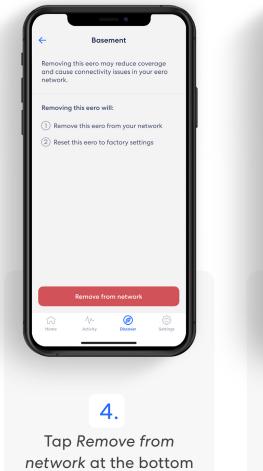
#### **3.** Tap *Remove* to remove your eero device.





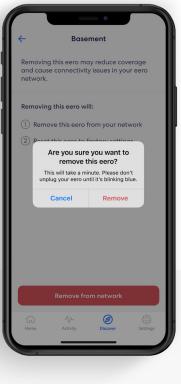
# Remove an eero device (continued)

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



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.

9:41	= \$ III.
Settings Bob's Coffee	
Account settings Ester Smith	>
Wifi name & password Bob's Coffee Main	>
Additional wifi networks 1 enabled	>
Network settings	>
Network users	>
Software updates	>
Notifications	>
Troubleshooting	>
Legal	>
Transfer network	
Home Activity Discover	<b>O</b> Settings

#### 1.

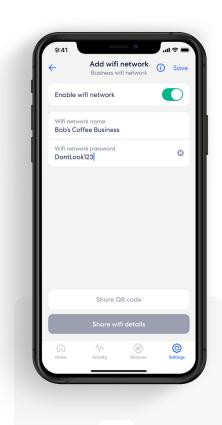
Tap on Settings tab and select Additional wifi networks.



9:41		0	<b>→</b> \$ III.
÷	Wifi netwo	ork settings	(i)
your e	o to three addit eros to provide rk access for dif	different typ	
Bob's Enable	Coffee Guest		>
	Add wif	i network	
	Add business	o wifi potu	ark
Add business wifi network			
	Add IoT w	vifi network	
	Ca	ncel	
Home	-∕\/ Activity	Ø Discover	Settings

#### 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.

9:41	.ul ≑ ■
Settings Bob's Coffee	
Account settings Ester Smith	>
Wifi name & password Bob's Coffee Main	>
Additional wifi networks 1 enabled	>
Network settings	>
Network users	>
Software updates	>
Notifications	>
Troubleshooting	>
Legal	>
Transfer network	
Home Activity Discover	Settings

#### 1.

Tap on Settings tab and select Additional wifi networks.

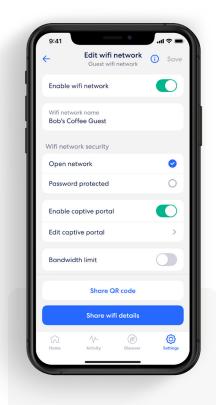


9:41		0	.ıl ≎ ■
<b>←</b>	Wifi netwo	ork settings	i
your e	o to three addit eros to provide rk access for dif	different types	
Bob's Enable	Coffee Guest		>
	Add wifi	network	
	Advo	anced	
G Home	Activity	Ø Discover	© Settings

### 2.

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





#### 3.

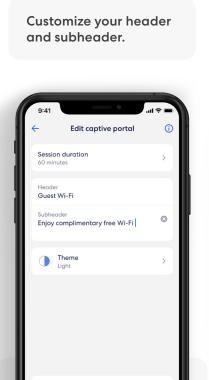
Toggle Enable captive portal on and tap Edit captive portal to customize.





# Edit captive portal (continued)

Customize your guest wifi experience and set session duration limits.



### 1.

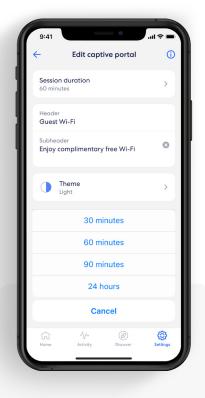
Advanced

0

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



Set session duration limits.

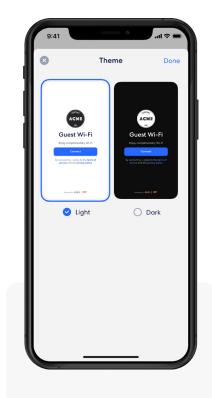


#### 2.

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



Customize the login screen theme.



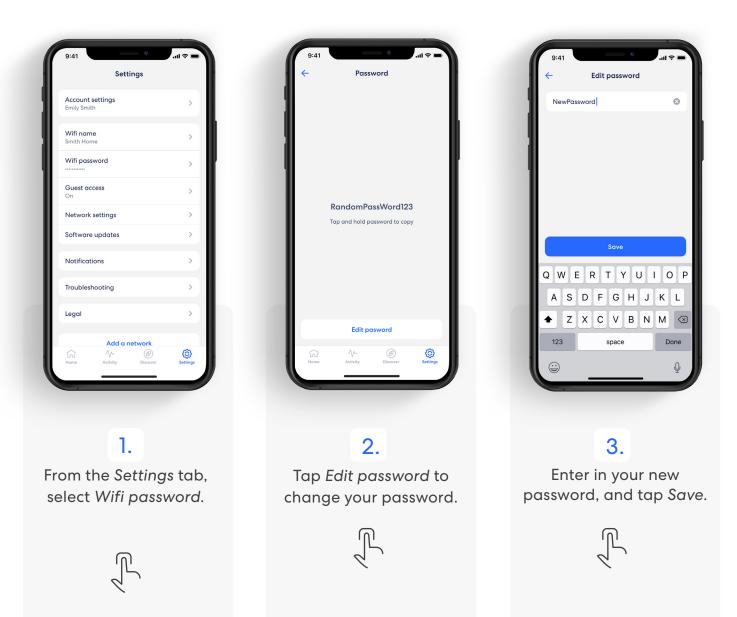
#### **3.** Tap Theme, select either Light or Dark, then tap Done.





# Update password

Easily change your wifi network password as needed.

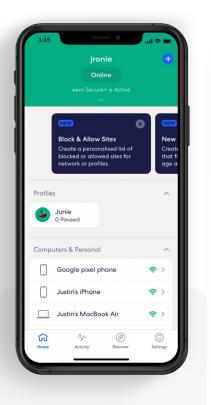




# **Profiles**

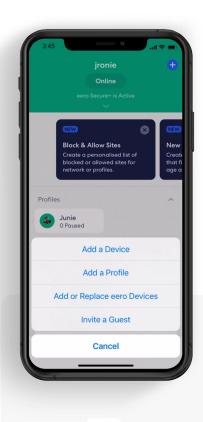
Create profiles so that you can set custom schedules, control internet access, and apply content filters by profile.

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



 Tap on the ⊕ in the top right.





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



Add a Profile × You can add as many devices to a profile as you'd like, but each device can only be in one profile. Computers & Personal Google pixel phone HTC Corporation Justin's iPhone Justin's MacBook Air Justin's PC J O P QWERTY Α S D F G H K L Z X C V B N M 🔇 ÷ 123 space Ŷ 

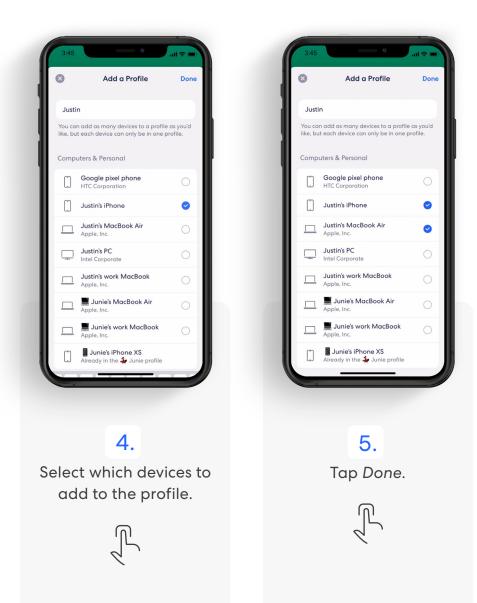
> **3.** Add a profile name.





# Profiles (continued)

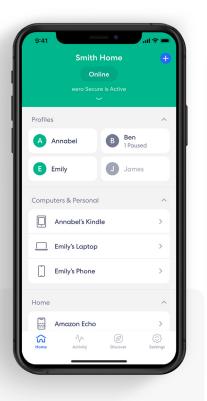
Create profiles so that you can set custom schedules, control internet access, and apply content filters by profile.





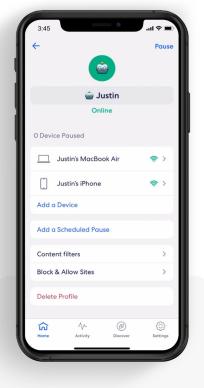
# Pausing wifi devices

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



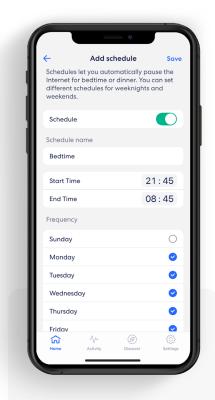
#### 1.

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



#### 2. Select Add a Scheduled Pause.

L



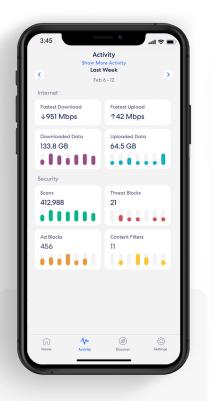
#### 3.

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.

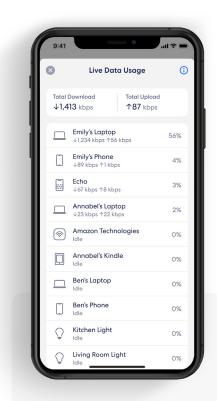
From the Activity tab, tap Downloaded Data to view the overall wifi data usage.



2.

Tap Show Live Usage to view current wifi data usage.





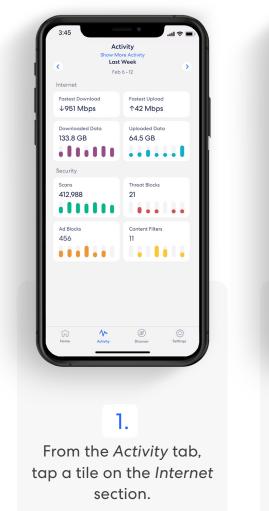
**3.** Tap the **S** in the upper left corner to go back.

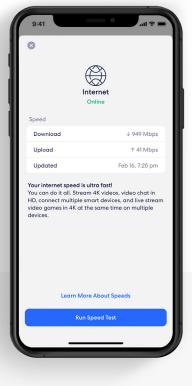




# Speed test

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





**2.** Tap Run Speed Test.





# Software update

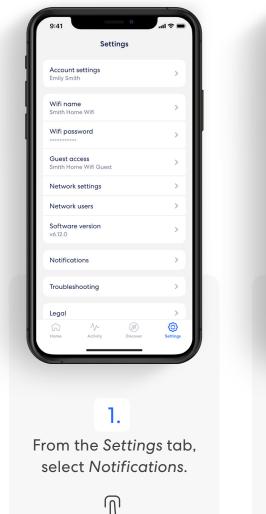
Help ensure your wifi network is always up to date.

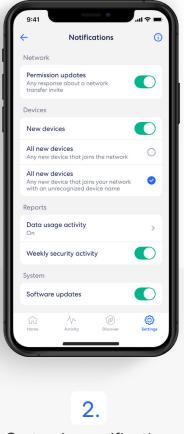
**Note:** If there is a software upgrade available for your network, follow these instructions to start the upgrade process.

9:41 Settings	9:41 Software	9:41
Account settings > Emily Smith	eeroOS 6.3.2	An update's available
Wifi name >	Update available	Version v6.3.2-4 is available for download. You can update manually now, or your system will automatically update within the next 24 hours.
Wifi password		Updating now means:
Guest access >		It'll take about 15 minutes to download and install update
Network settings >		<ul> <li>2 Reboot of your network</li> <li>3 You won't be able to cancel the update once it begins</li> </ul>
Software updates >	You can update now, or your network will automatically update within the next 24 hours.	r ocynt
Notifications >	<ul> <li>It'll take about 15 minutes to download and install the update</li> </ul>	
publeshooting >	<ul> <li>Your network will be rebooted</li> </ul>	
jal >	③ You won't be able to cancel the update once it begins	
	Install now	
Add a network /\- Activity Discover Settings	Home Activity Discover Settings	Yes, update now
	2.	3.
om the Settings tab, ect Software updates.	Tap Install Now.	Tap Yes, update now to update your system.
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Ū	2	Ū
25		25



Manage which notifications you receive in the eero mobile app.





Customize notifications to your liking.





For troubleshooting and further support visit mybluepeak.com .