

Updated July 17, 2025

# Bluepeak In-Home Fiber Installation Process

---

## 1. Arrival and Setup Plan

When your technician arrives, they'll chat with you about where you'd like your internet equipment to be placed. They'll check to see if a service line already exists. If it doesn't, no problem—a temporary line can usually be installed right away, and we'll schedule a crew to come back in about two weeks to bury the permanent one.

## 2. Outdoor Check + Next Steps

Your technician will look at any outdoor lines or equipment and let you know if anything needs to be buried. If so, they'll explain the next steps and what to expect.

## 3. Equipment Activation + Setup Support

Next, we'll install your eero Wi-Fi system and help you get the app set up on your phone. Your technician will show you how to use the Bluepeak app, go over your video options (if you have them), and make sure everything looks right. You'll be able to ask questions at any point.

## 4. Testing + Education

We'll run a speed test, walk through the app with you, and explain how your eero works. If you want to know how to get the best signal or see which devices are using Wi-Fi—we've got you covered.

## 5. Wi-Fi Optimization

Before we wrap up, we'll make sure your Wi-Fi reaches every corner of your home. If there are any trouble spots, we may recommend adding another eero and share the best placement to boost your signal.

## 6. Wrap-Up and Leave-Behind

Once everything's working and you feel good about your setup, we'll leave behind some helpful info and contact details in case you need support down the road. And of course, we're happy to answer any last questions before we head out.