



FIRST RESPONDER
BROADBAND

eero

How-to guide

Getting started with your
eero mobile app.

July 2025



Ready right out of the box.

The eero mobile app can help you set up your 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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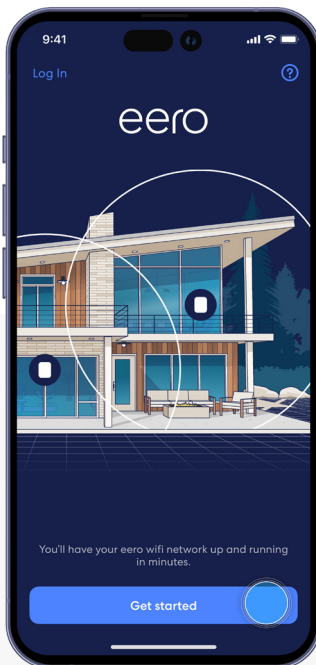
Create an account

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:

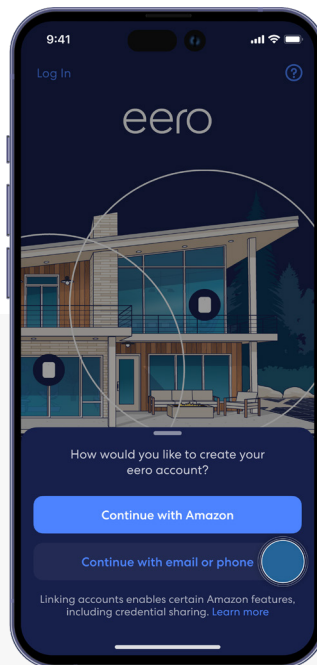
- Mobile device with a data and bluetooth connection (If you don't have access to a data connection, see our [workaround instructions here](#)).
- eero mobile app.
- At least one eero gateway (the eero Beacon, eero 6 Extender, eero Outdoor 7 can only be added to an existing network).
- Internet service provided into your home.
- Cable or DSL modem.

1



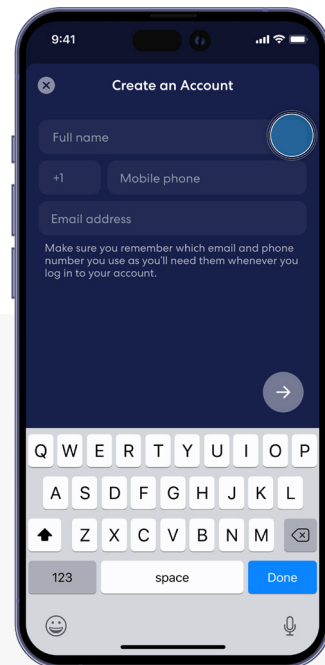
Open the eero mobile app and tap the **Get started** button.

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.



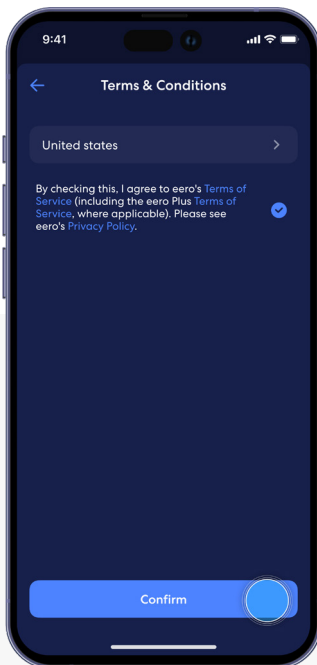
Create an account *(continued)*

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:

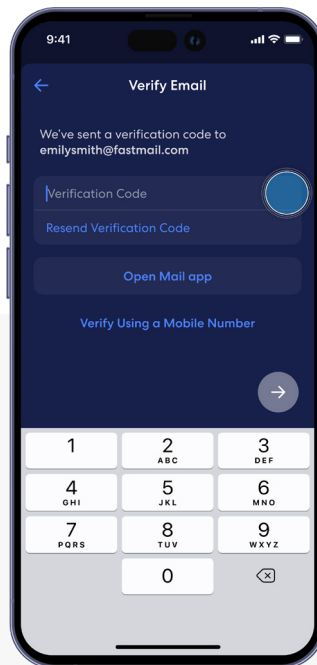
- Mobile device with a data and bluetooth connection (If you don't have access to a data connection, see our [workaround instructions here](#)).
- eero mobile app.
- At least one eero gateway (the eero Beacon, eero 6 extender, eero Outdoor 7 can only be added to an existing network).
- Internet service provided into your home.
- Cable or DSL modem.

4



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

5



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

6

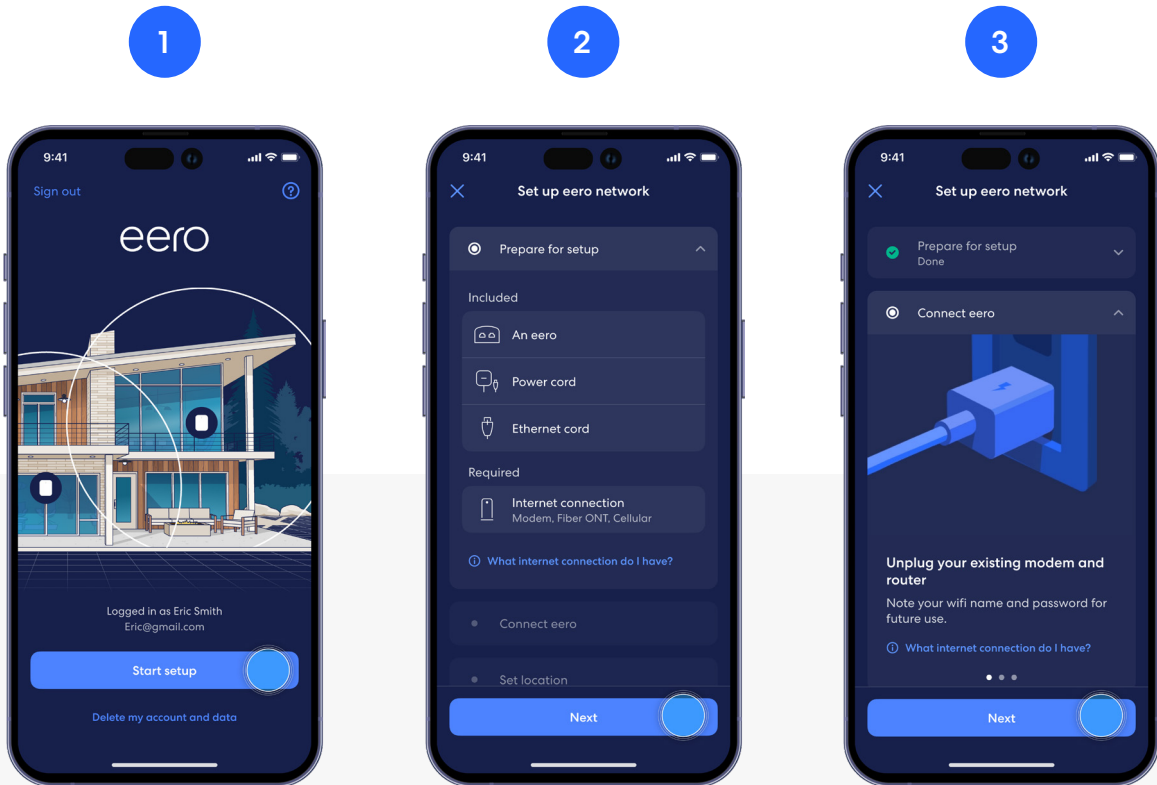


Your eero account should now be set up, and you can tap **Start setup** to begin.



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.



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



To prepare for setup, have your eero gateway, eero power cord, eero Ethernet cable, and a modem with an active internet connection, then tap **Next**.

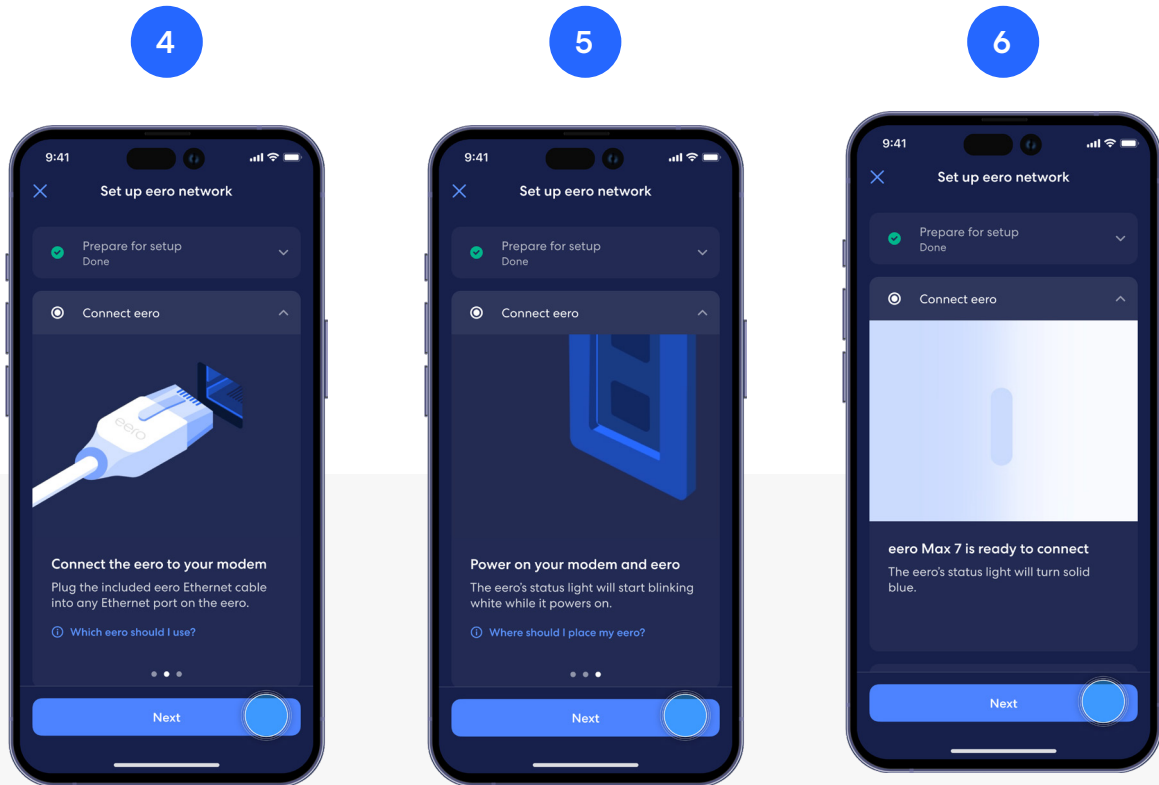


Unplug your existing modem and router from power and disconnect the Ethernet cable. Once complete, tap **Next**.



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.



Connect the eero to your modem using the provided eero Ethernet cable. Once connected, tap **Next**.



Plug your modem and eero into power. Once complete, tap **Next**.



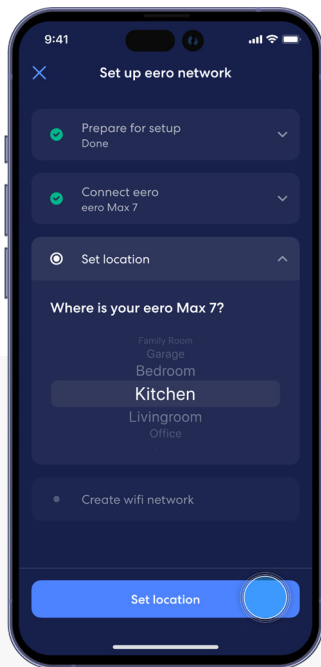
The eero mobile app will search for your eero device. Once identified, tap **Next**.



Network setup *(continued)*

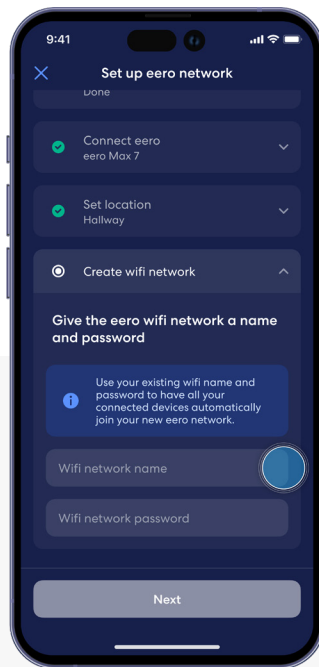
Your gateway is the primary eero device connected to your modem and is needed to establish your network. The eero mobile app will guide you through setting up your eero gateway in the following steps.

7



Choose a location for your eero, then select **Set location**.

8



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

9



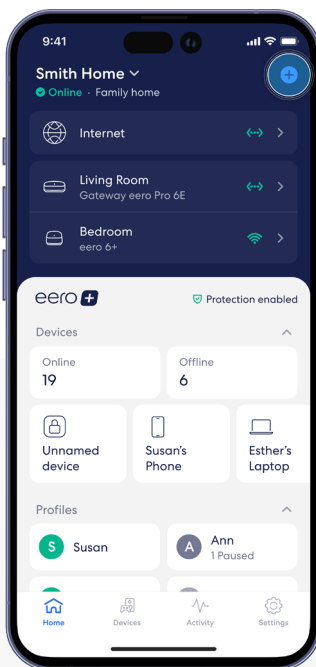
Your eero should now be set up. Select **Finish setup** or **Add another eero** to continue.



Add an indoor eero extender

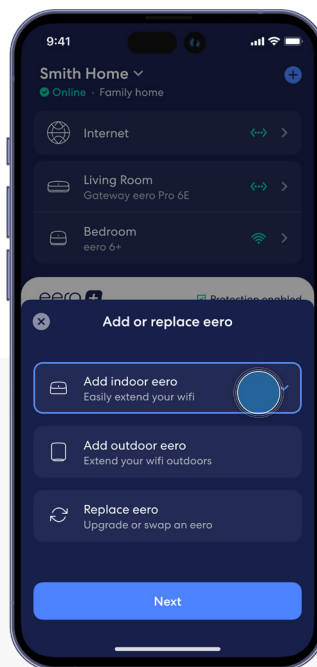
You can add additional eero devices to extend your network. eero devices can connect to your gateway wirelessly or using an Ethernet cable.

1



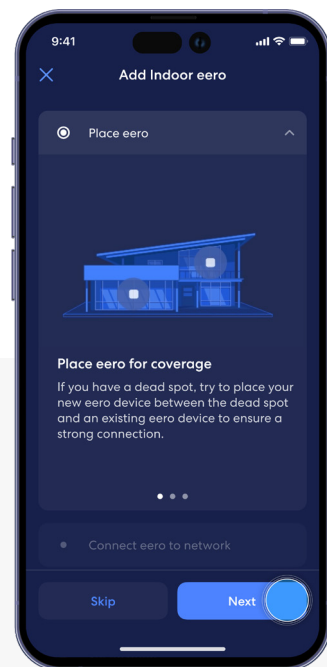
From the *Home* tab, tap on the **+** in the top right.

2



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

3



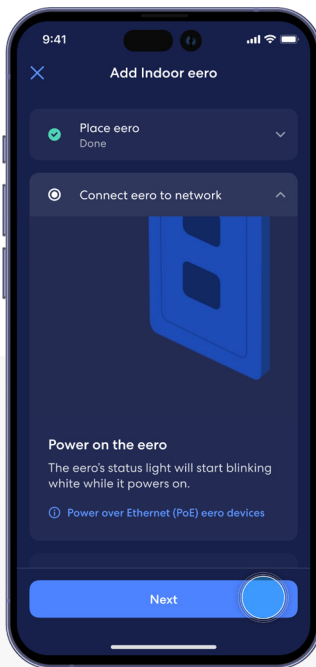
Read through the device placement instructions, and tap the **Next** button to continue.



Add an indoor eero extender *(continued)*

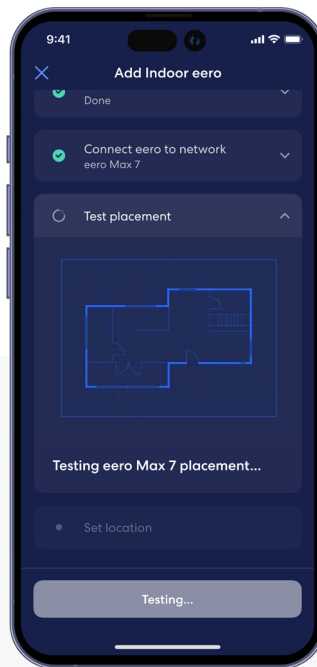
You can add additional eero devices to extend your network. eero devices can connect to your gateway wirelessly or using an Ethernet cable.

4



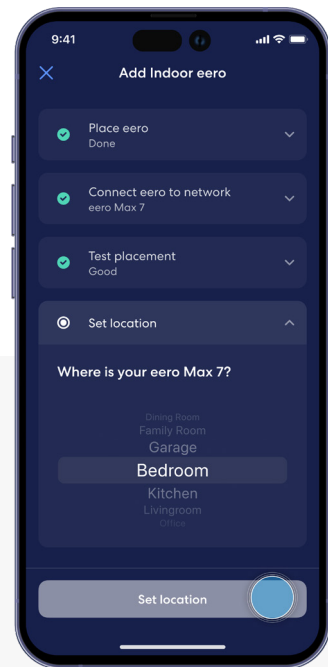
Plug in your new eero device to a power outlet, and tap **Next**.

5



Once your new eero device is recognized, the app will run a test to ensure proper placement for optimal coverage.

6



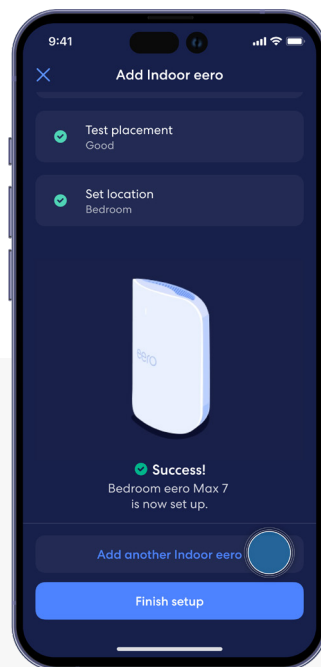
After proper placement is confirmed, select the location where your eero device resides.



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.

7



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



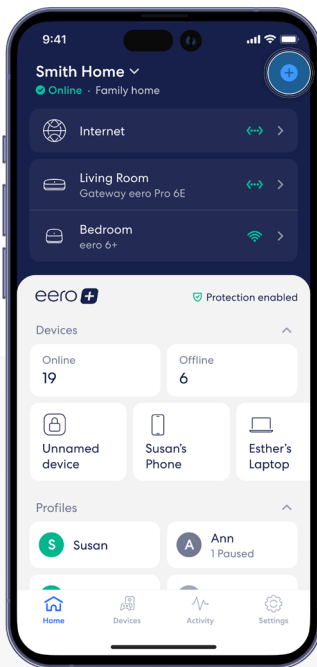
Add an outdoor eero extender

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:

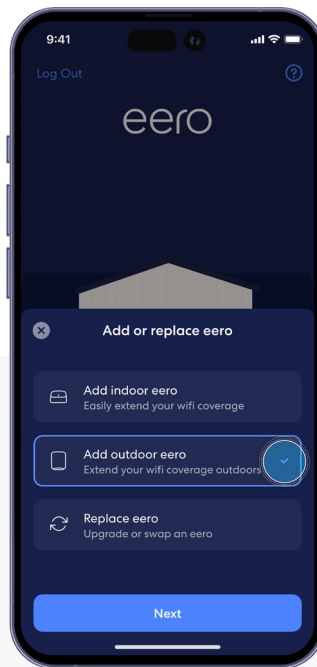
- All mounting hardware contents required to install the outdoor device to the necessary surface type (*detailed installation instruction for each surface type can be found [here](#)*).
- Make sure to test placement and coverage using the instructions below before mounting your eero.

1



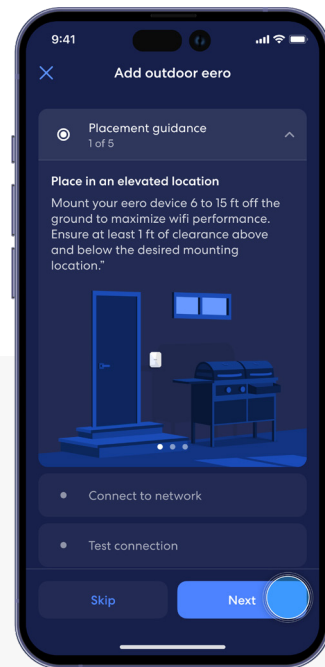
From the *Home* tab, tap on the **+** in the top right.

2



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

3



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



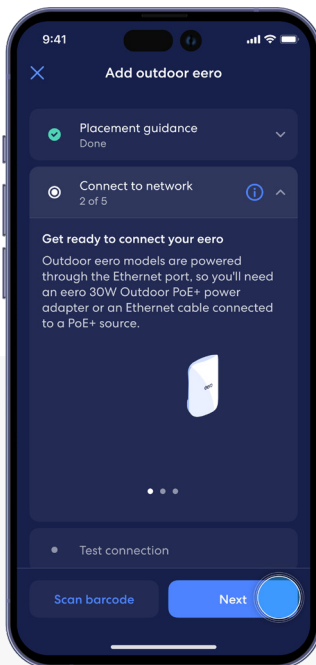
Add an outdoor eero extender *(continued)*

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:

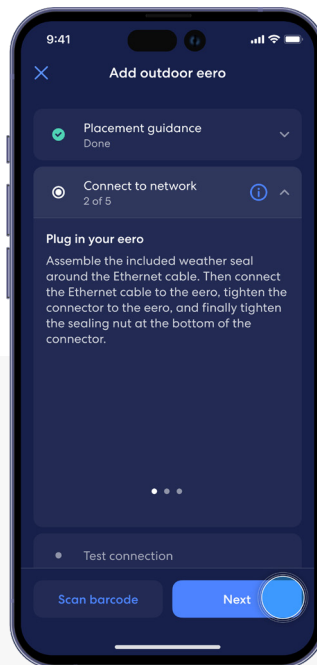
- All mounting hardware contents required to install the outdoor device to the necessary surface type (*detailed installation instruction for each surface type can be found [here](#)*).
- Make sure to test placement and coverage using the instructions below before mounting your eero.

4



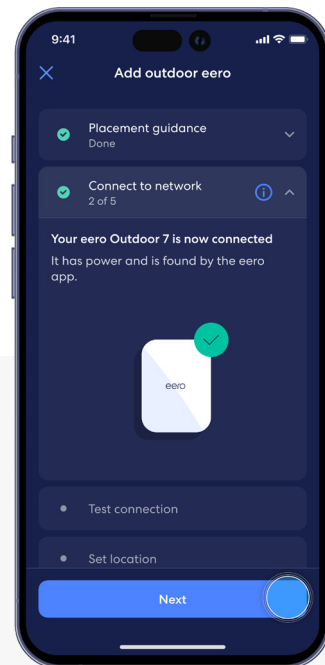
Follow the instructions to connect your outdoor eero device to its power source, then tap **Next**.

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. Tap **Next** to proceed.



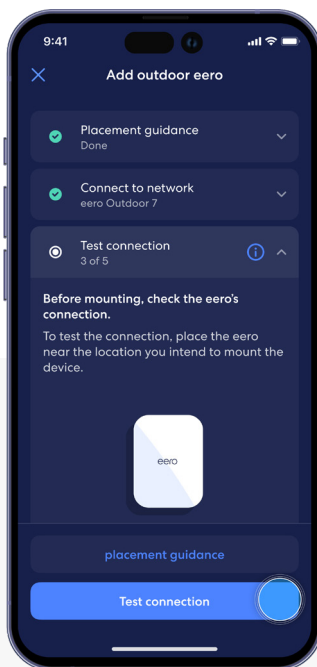
Add an outdoor eero extender *(continued)*

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:

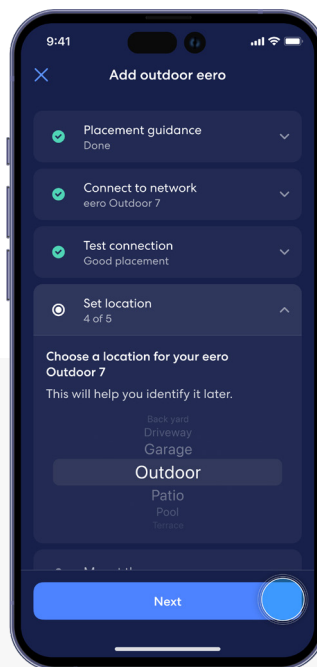
- All mounting hardware contents required to install the outdoor device to the necessary surface type (*detailed installation instruction for each surface type can be found [here](#)*).
- Make sure to test placement and coverage using the instructions below before mounting your eero.

7



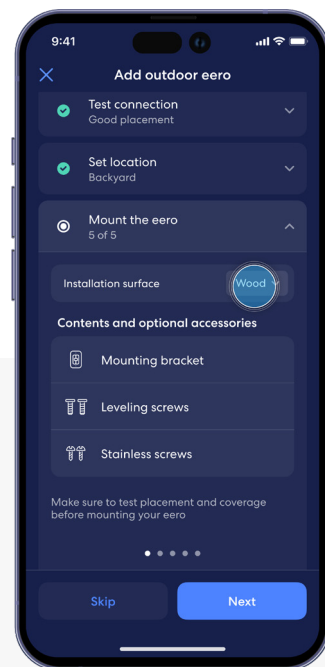
Once connected, you can test your new device to ensure optimal placement by tapping **Test connection**.

8



Once your new eero device placement has been confirmed, select the location where your eero device resides, then tap **Next**.

9



Select your *Installation surface* from the dropdown menu, and ensure you have all the necessary hardware to install the device, then tap **Next**.



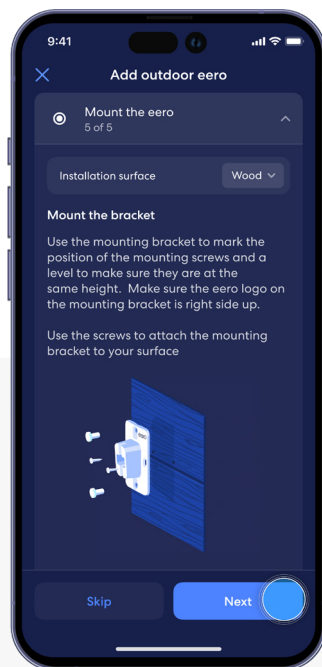
Add an outdoor eero extender *(continued)*

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:

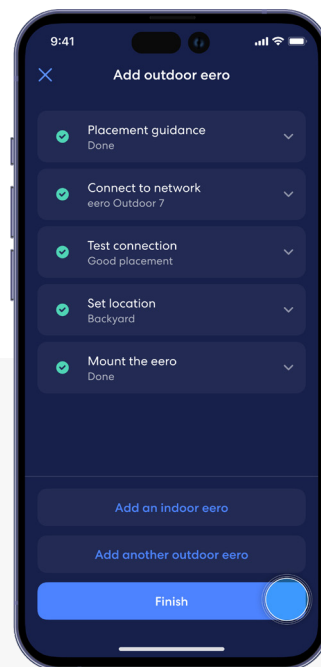
- All mounting hardware contents required to install the outdoor device to the necessary surface type (*detailed installation instruction for each surface type can be found [here](#)*).
- Make sure to test placement and coverage using the instructions below before mounting your eero.

10



Follow the instructions to mount your outdoor device based on your installation surface.

11

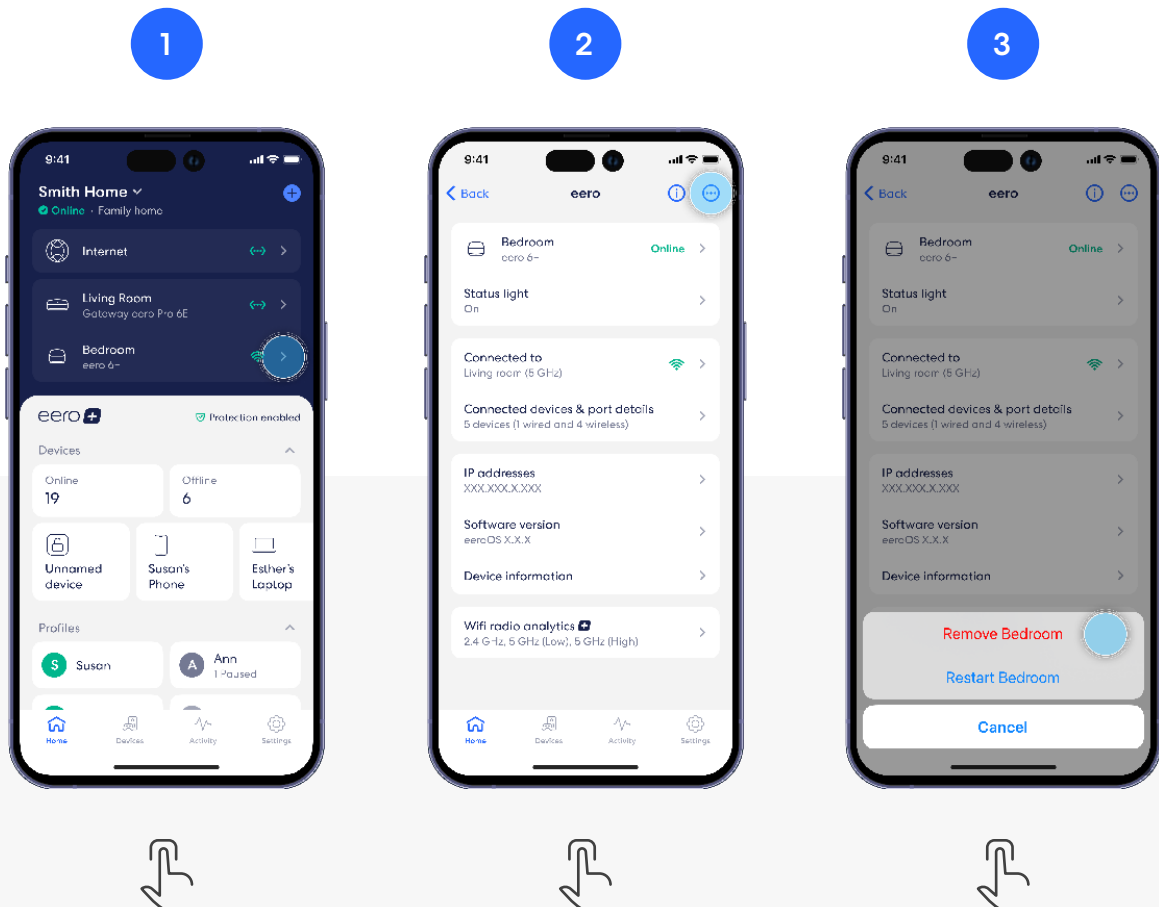


The device is now added. Tap **Finish**, **Add an indoor eero device**, or **Add another outdoor eero** to add additional devices.



Remove an eero device

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



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

Tap on the  symbol in the top right.

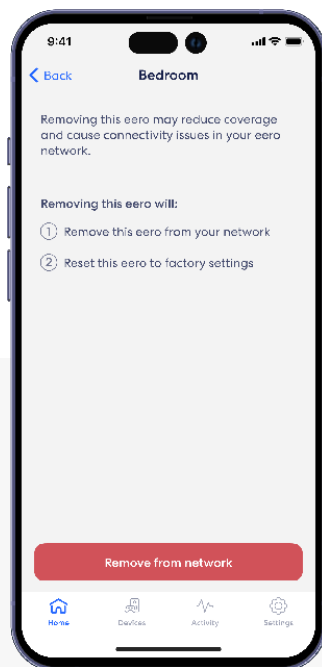
Select **Remove** followed by your device's name.



Remove an eero device *(continued)*

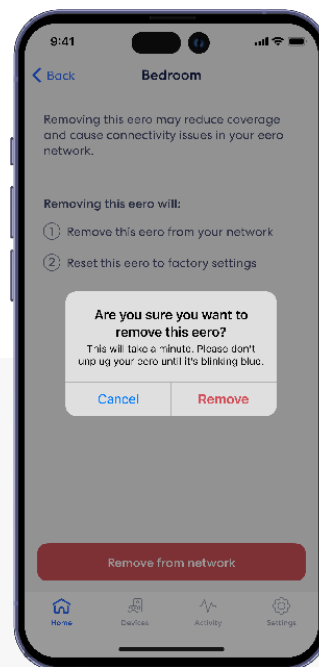
eero devices can be removed from the network in a few simple steps.

4



You will then be prompted to confirm that you want to remove the device. If so, tap **Remove from network**.

5



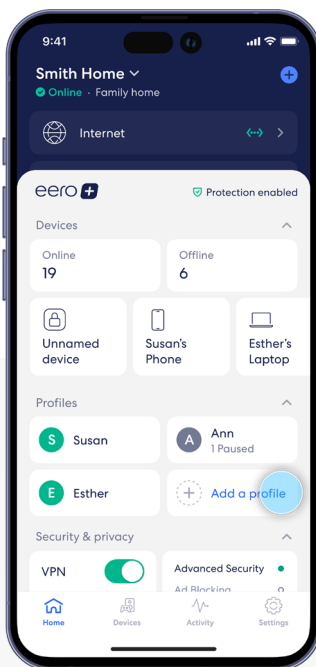
A final confirmation will appear asking to remove the eero device. To confirm, tap **Remove** to remove the eero device from your network.



Profiles

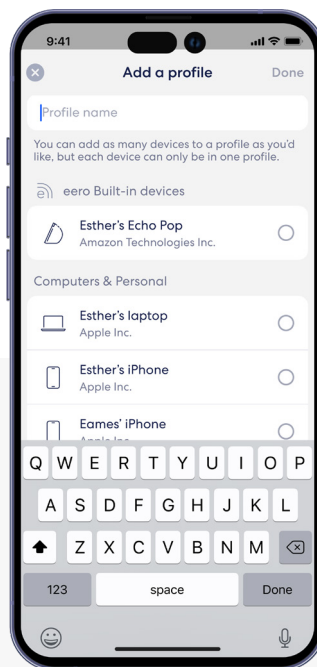
Create profiles so that you can set custom schedules, control internet access, and apply content filters by profile.

1



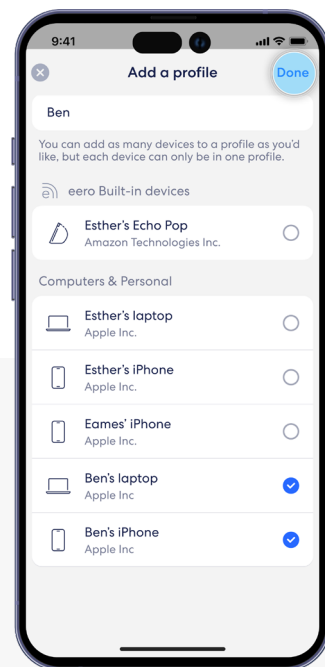
From the *Home* tab, tap on **Add a profile** in the *Profiles* section.

2



Enter the name of the person for whom you're creating a profile.

3



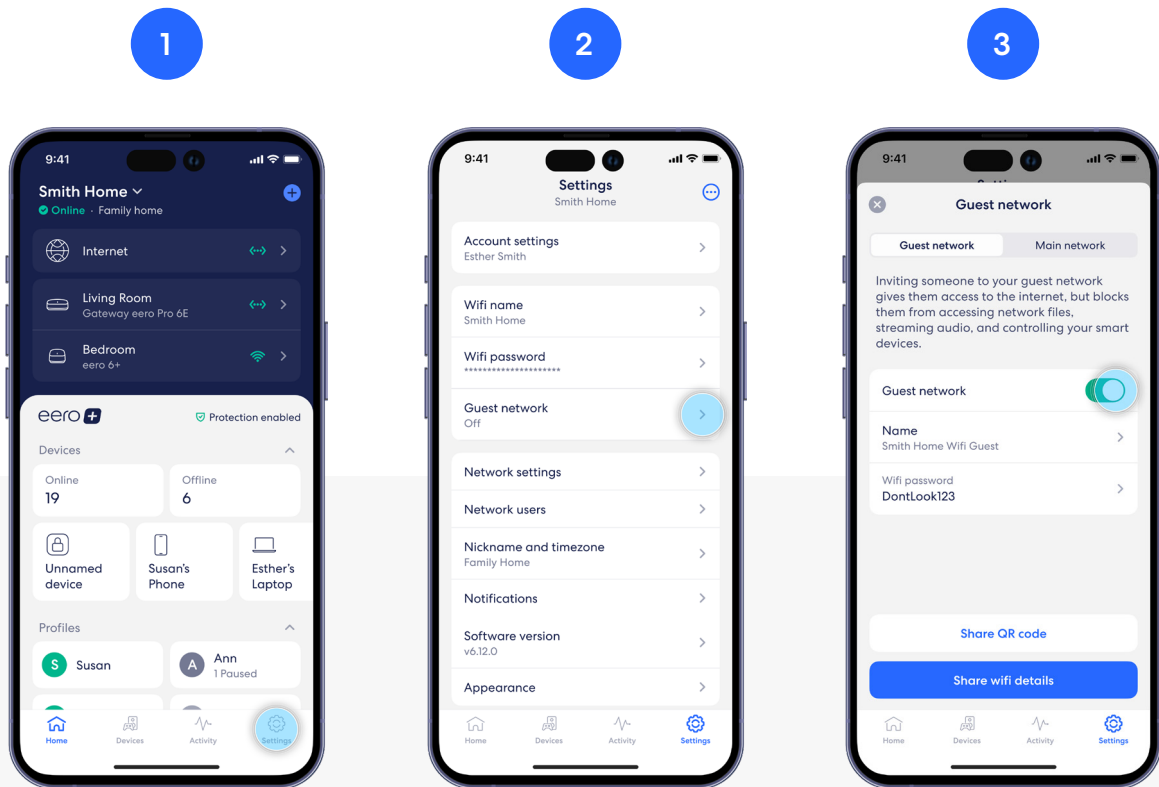
Add any devices that will be associated with the profile and then tap **Done** in the top right.



Guest network

With eero, you can create a guest wifi network so visitors can access your home internet without needing your main network's password.

Note: You can disable the guest network at any time by following the steps below and toggling **Guest network** to **Off**. Any devices connected to the guest network will lose connectivity.



Tap on the **Settings** tab in the bottom right.

Tap on the **Guest network** option.

Toggle the **Guest network** option to enable the guest network. Edit the guest wifi name and password.

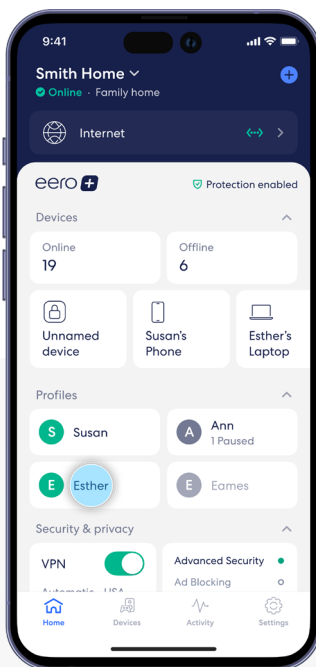


Pausing wifi devices

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

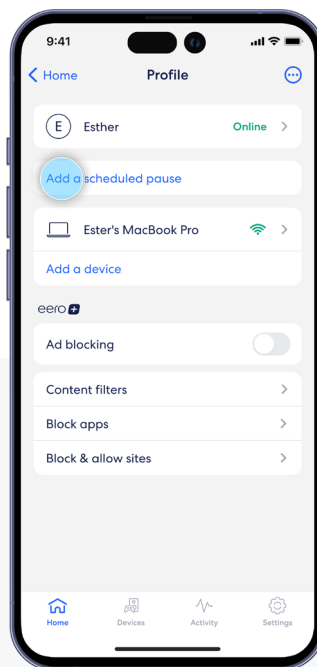
Note: You can also pause wifi for profiles and devices on demand from the *Profiles* and *Devices* screens.

1



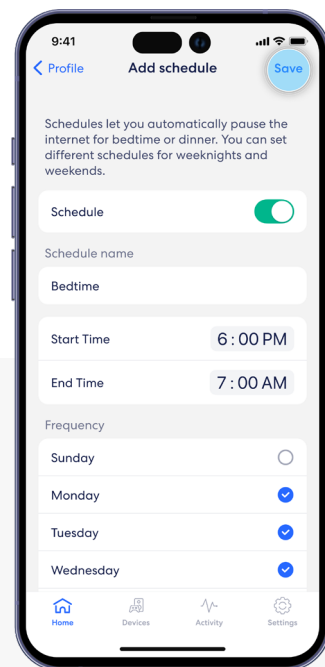
From the *Home* tab, tap the profile for which you want to set a schedule.

2



Select **Add a scheduled pause**.

3



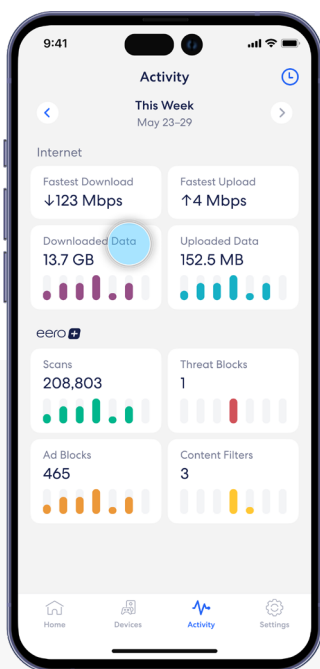
Update the schedule name, start time, end time, and frequency for the scheduled pause, then tap **Save**.



Data usage

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

1



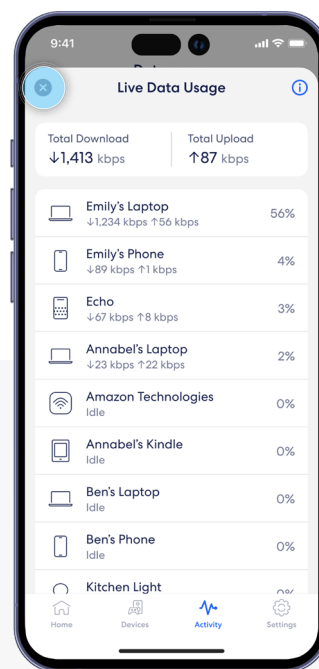
From the *Activity* tab, tap **Downloaded Data** to view the overall wifi data usage.

2



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

3



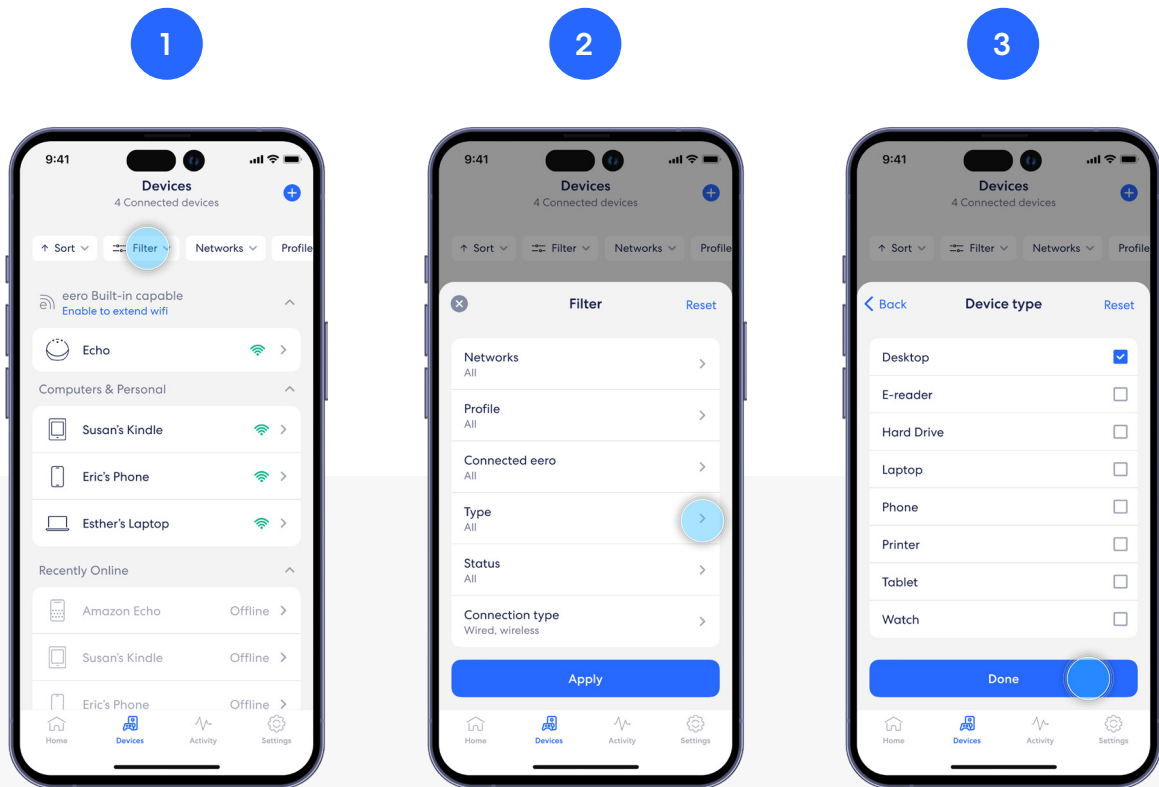
Tap the **X** in the upper left corner to go back.



View network devices by type

eero enables you to see all the devices within your networks and sort and filter them to find specific devices based on network, profile, connected eero, device type, status, and connection type.

Note: You can also sort your devices by name or by the date added to the network.



From the *Devices* tab, tap on the **Filter** button at the top.

Within the filter popup, select **Type** to filter by device type.

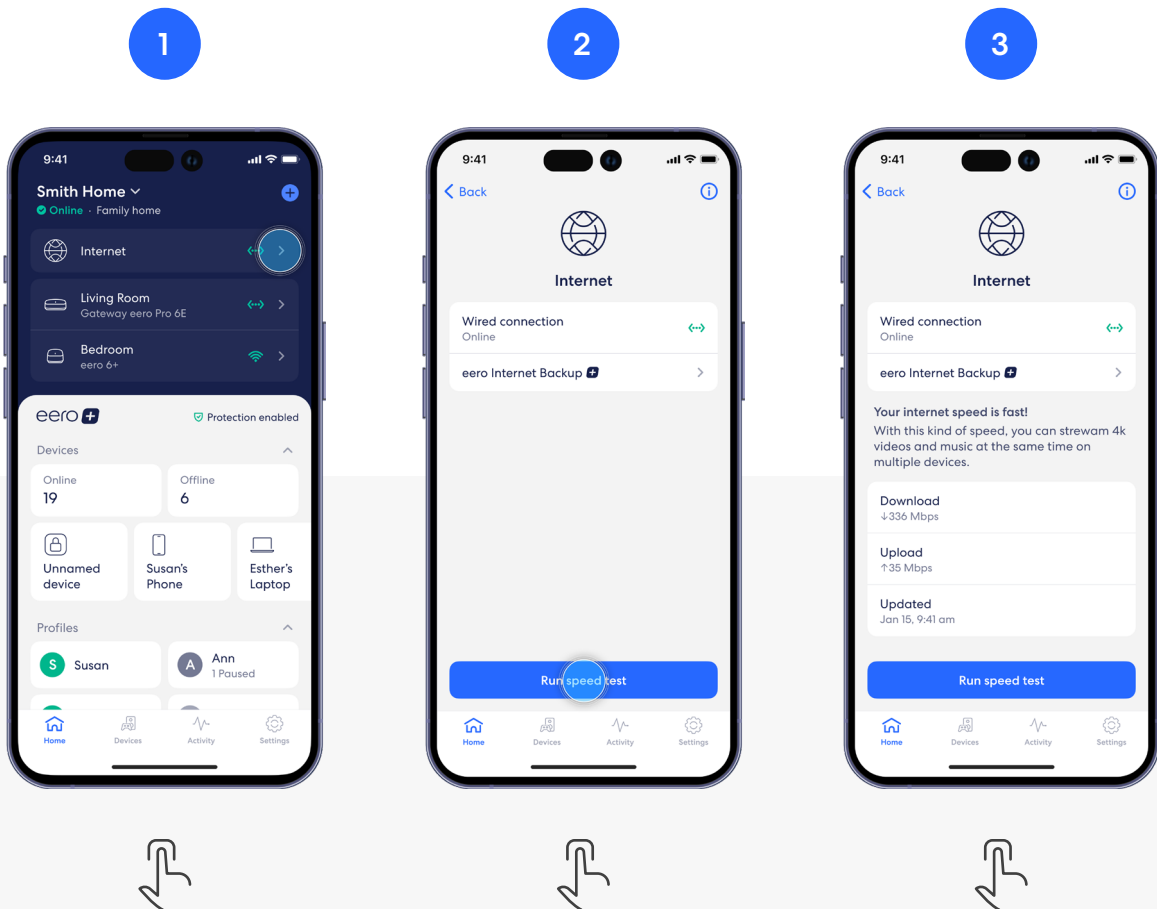
Select the various types of devices you wish to view, then tap **Done**. Your filtered results will be displayed.



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.



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

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

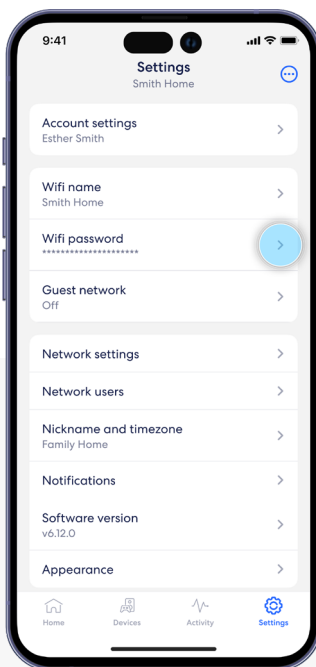
Once the speed test is complete, your results will be displayed.



Update password

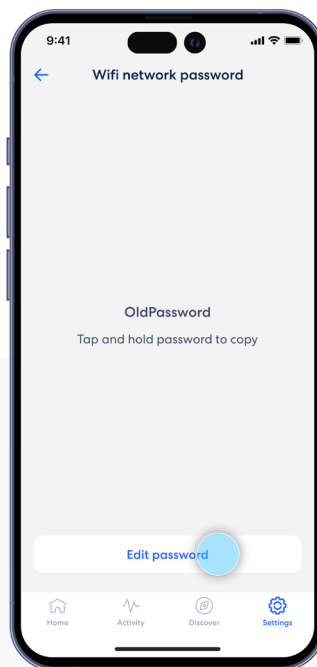
Easily change your wifi network password as needed.

1



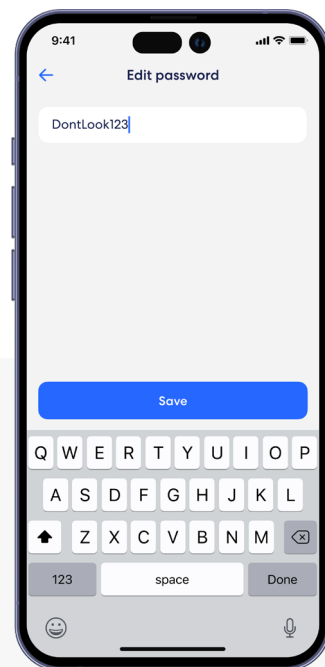
From the *Settings* tab, select **Wifi password**.

2



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

3



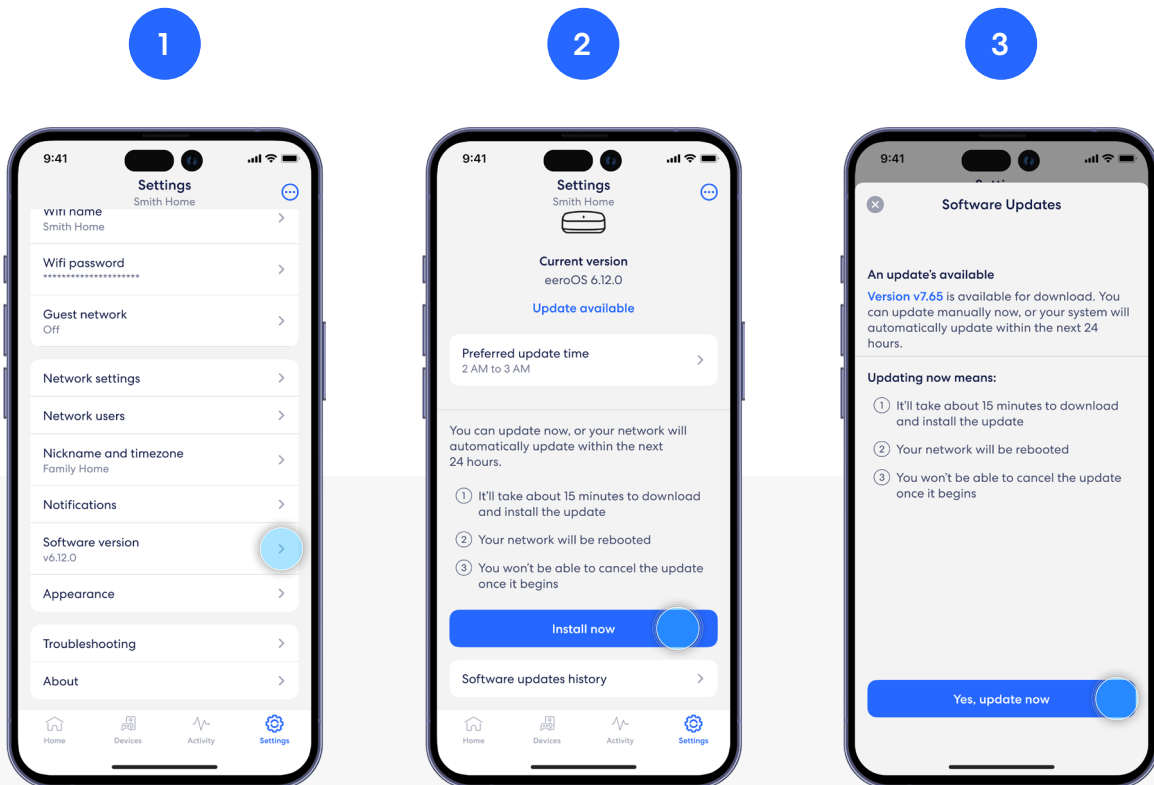
Enter in your new password, and tap **Save**.



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.



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



If a software version is available, tap **Install now**.



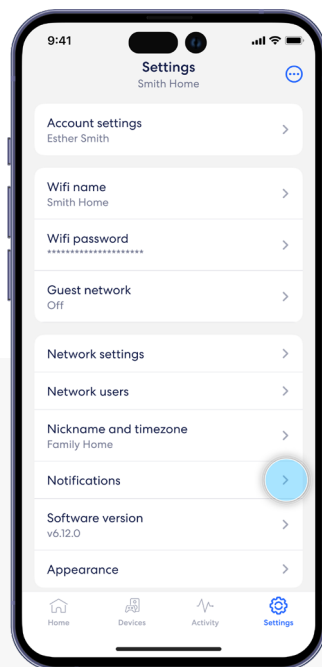
Tap **Yes, update now** to update your system.



Notifications

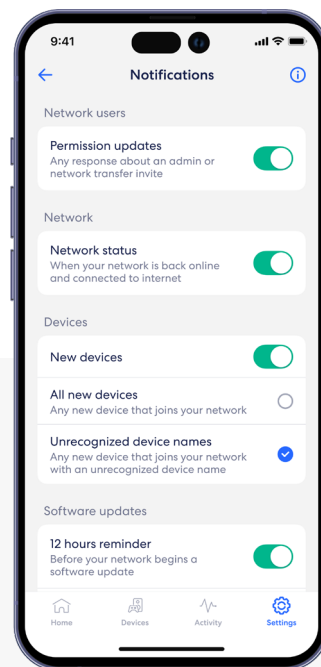
Manage which notifications you receive in the eero mobile app.

1



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

2



Customize notifications to your liking.

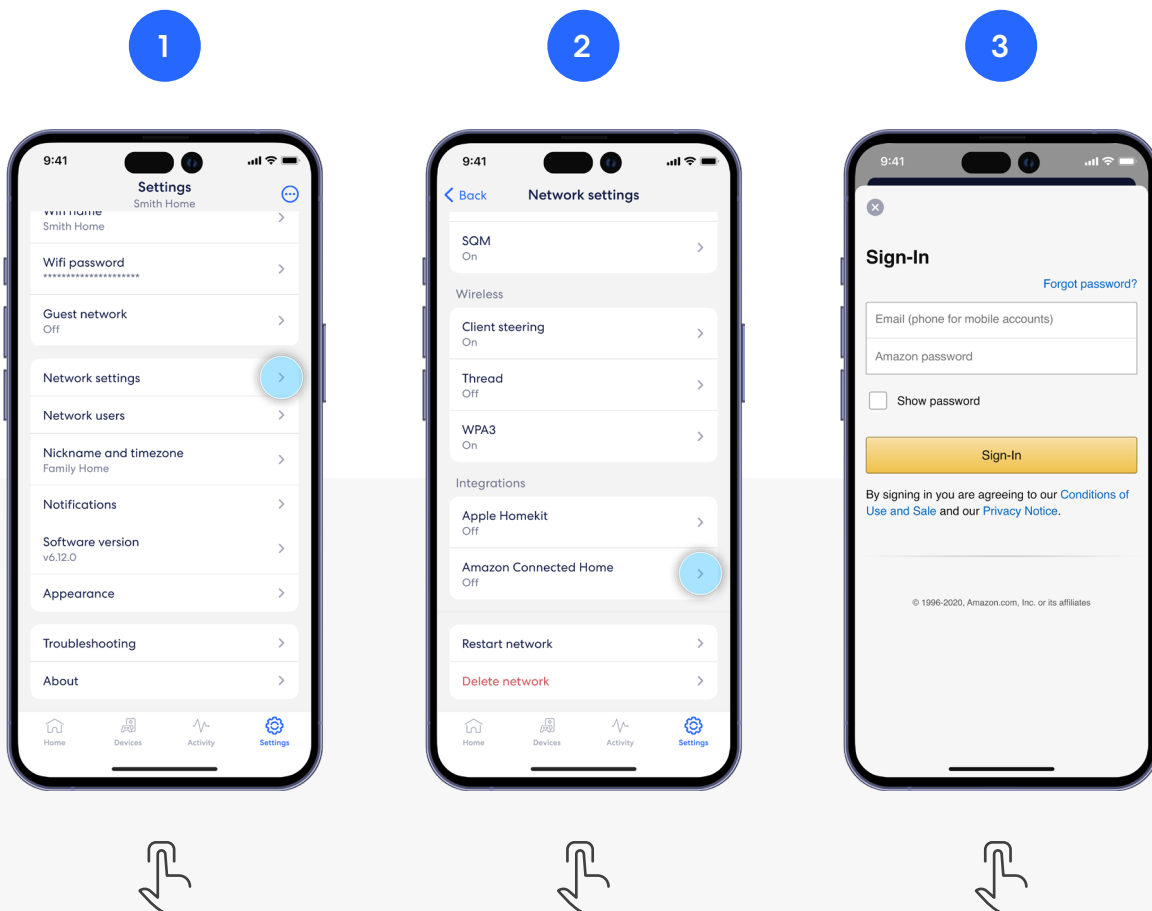


Learn more about eero Built-in performance and compatibility at eero.com/eero-built-in

eero Built-in

With eero Built-in and select Echo devices, you can add up to 1,000 sq. ft. of coverage to a compatible eero network.

eero Built-in is automatically enabled for new customers who opt into Amazon account linking during eero account creation. If you haven't linked yet, you can link and activate eero Built-in using the steps below.



From the *Settings* tab, scroll down and select **Network settings**.

Under *Integrations*, select **Amazon Connected Home**.

Log in using your Amazon account.



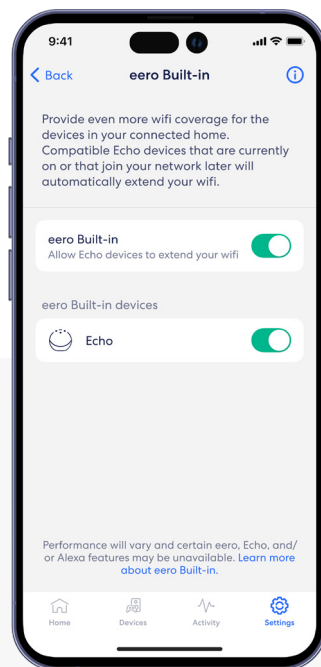
Learn more about eero Built-in performance and compatibility at eero.com/eero-built-in

eero Built-in

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eero Built-in is automatically enabled for new customers who opt into Amazon account linking during eero account creation. If you haven't linked yet, you can link and activate eero Built-in using the steps below.

4



Once logged in, toggle eero Built-in on. You can also choose which devices you would like enabled.



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For troubleshooting and further support
visit www.firstresponderbroadband.com.au