

How-to guide

Getting started with your
eero mobile app.

May 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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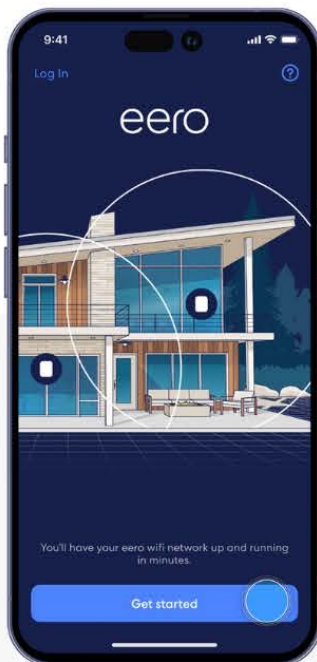
Create an account

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:

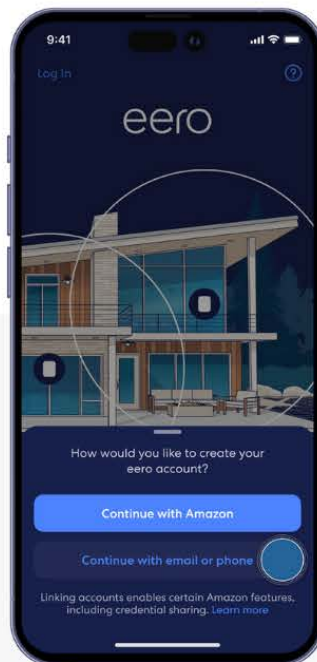
- Mobile device with a data and bluetooth connection
(If you don't have access to a data connection, see our [workaround instructions here](#)).
- eero mobile app.
- At least one eero gateway (the eero Beacon, eero 6 Extender, eero Outdoor 7 can only be added to an existing network).
- Internet service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

1



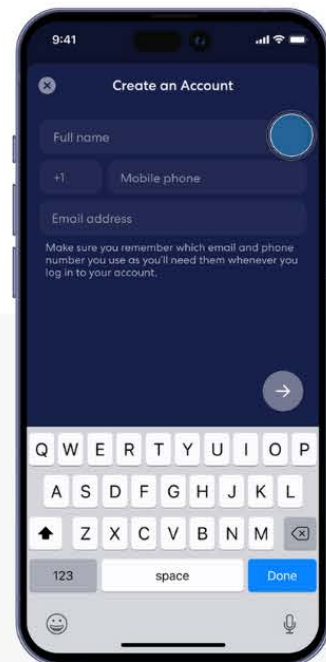
Open the eero mobile app and tap the Get started button.

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.



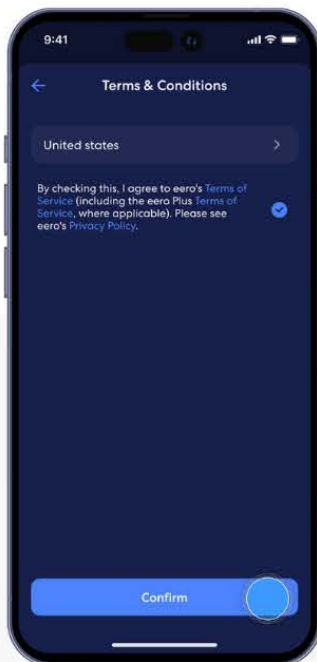
Create an account *(continued)*

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:

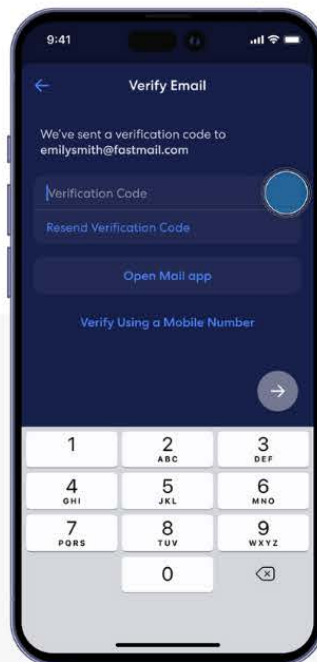
- Mobile device with a data and bluetooth connection
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- eero mobile app.
- At least one eero gateway (the eero Beacon, eero 6 extender, eero Outdoor 7 can only be added to an existing network).
- Internet service provided into your home.
- Cable or DSL modem.

4



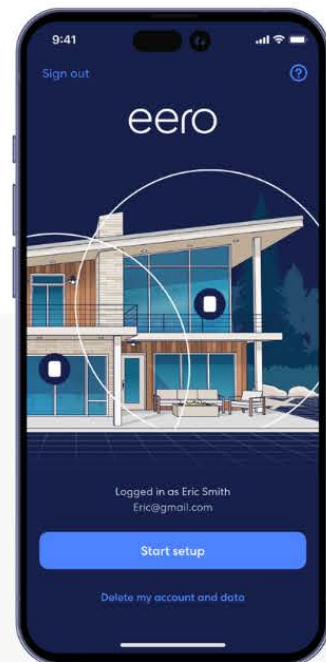
Select your country from the dropdown list, review the Terms & Conditions, and confirm to proceed.

5



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

6

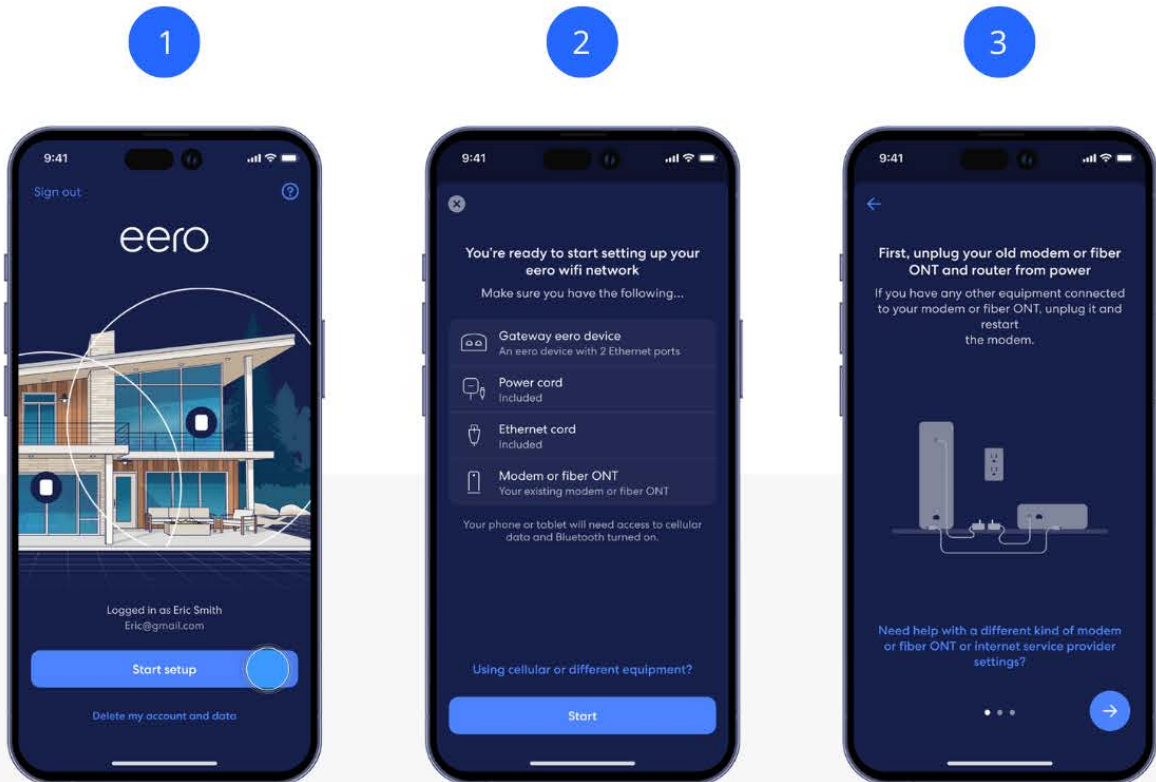


Your eero account should now be set up, and you can tap Start setup to begin.



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.



Confirm you have the listed items and tap Start.

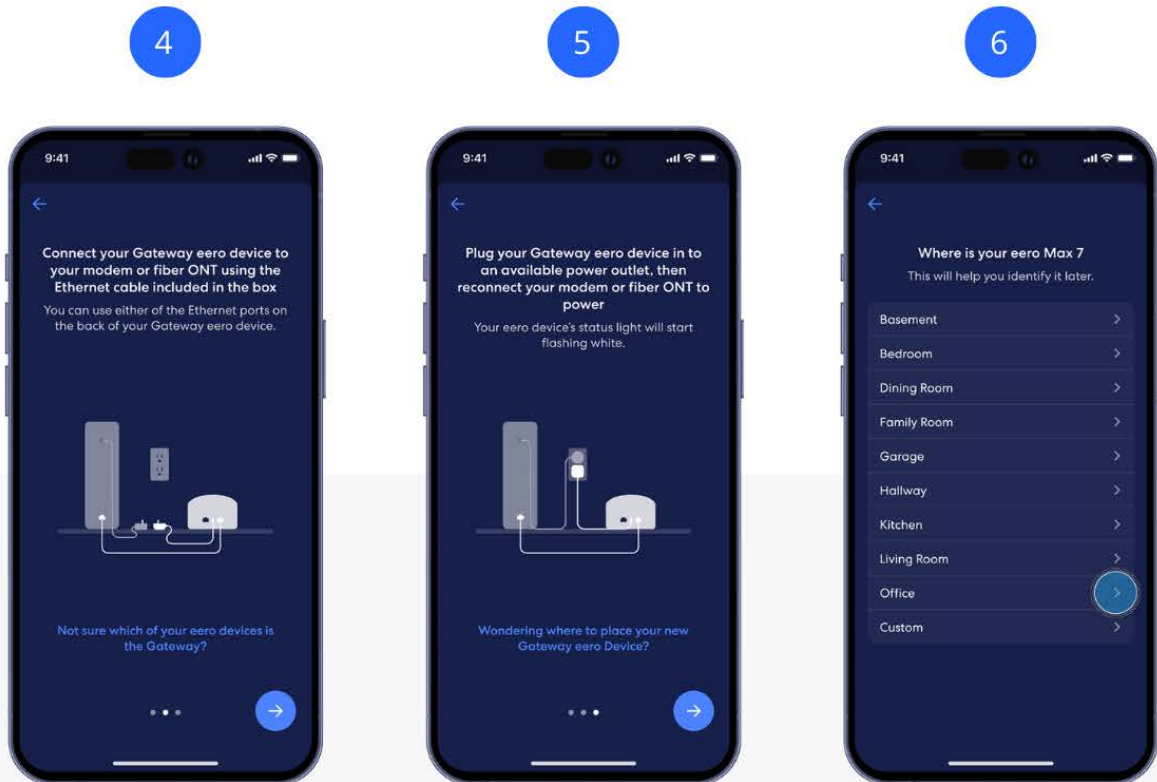


Disconnect your old modem and router from power, then tap the blue arrow.



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.



Connect your eero gateway to your router using the provided Ethernet cable and tap the blue arrow.



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

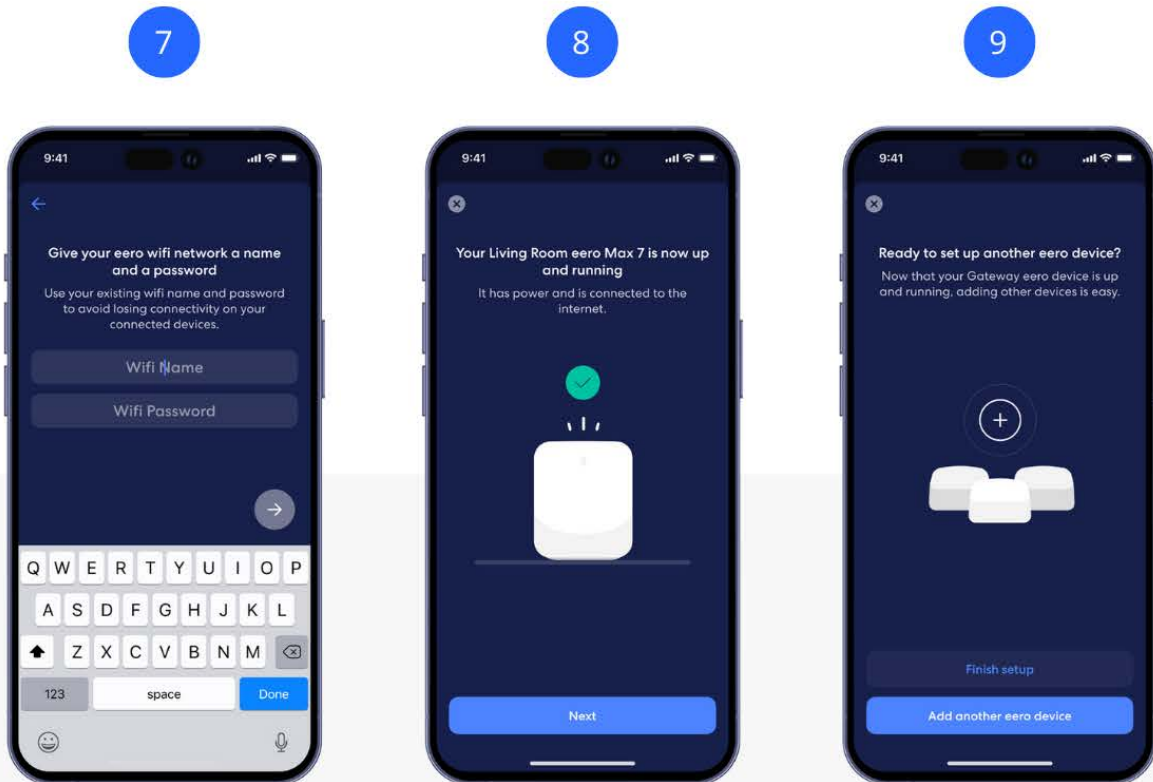


Once your eero gateway is recognized, choose a location for your device.



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.



Create a name and password for your wifi network, then tap the blue arrow.



Once you receive the confirmation of a successful setup, tap the Next button.



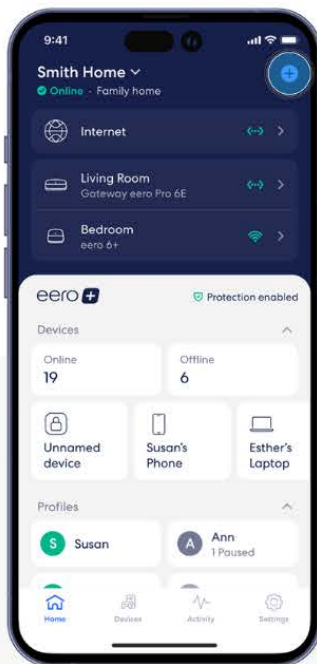
If you are done setting up your network, tap Finish setup, or select Add another eero device to add additional devices.



Add an indoor eero extender

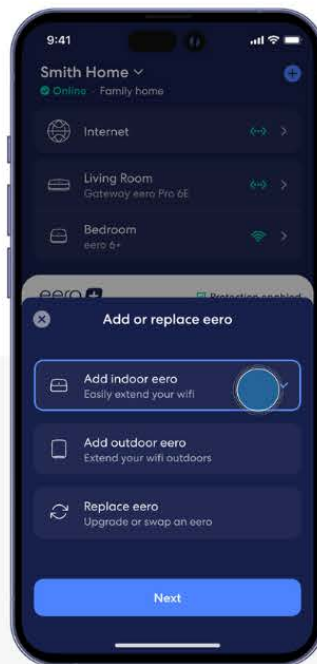
You can add additional eero devices to extend your network. eero devices can connect to your gateway wirelessly or using an Ethernet cable.

1



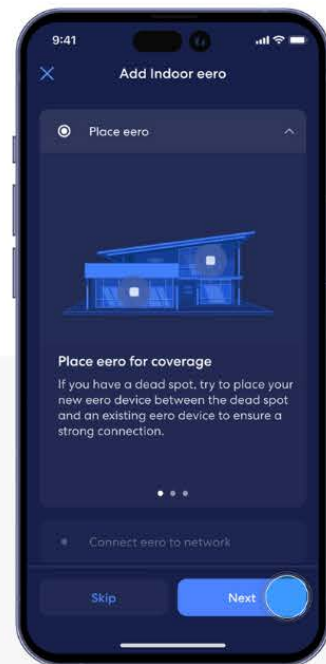
From the *Home* tab, tap on the **+** in the top right.

2



Tap Add indoor eero, then tap Next.

3



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

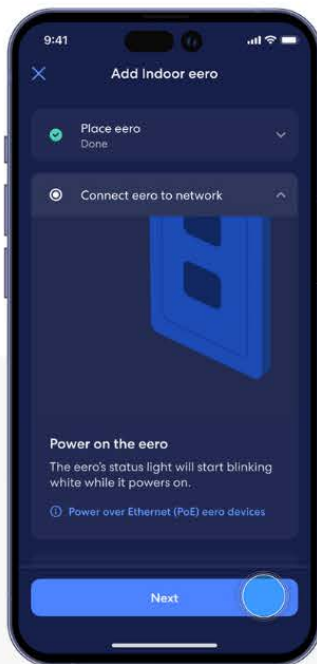


Add an indoor eero extender

(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



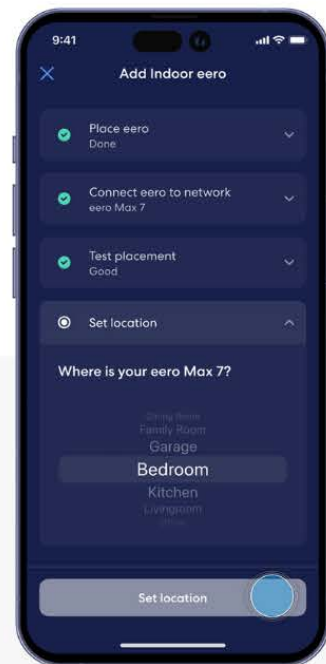
Plug in your new eero device to a power outlet and tap Next.

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.

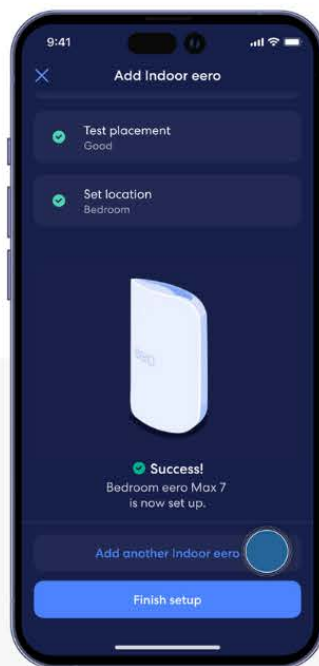


Add an indoor eero extender

(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.



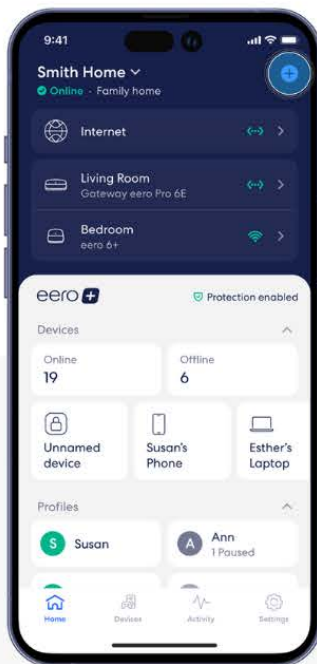
Add an outdoor eero extender

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:

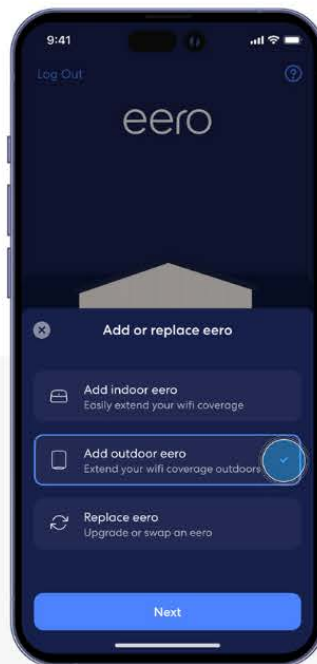
- All mounting hardware contents required to install the outdoor device to the necessary surface type (*detailed installation instruction for each surface type can be found [here](#)*).
- Make sure to test placement and coverage using the instructions below before mounting your eero.

1



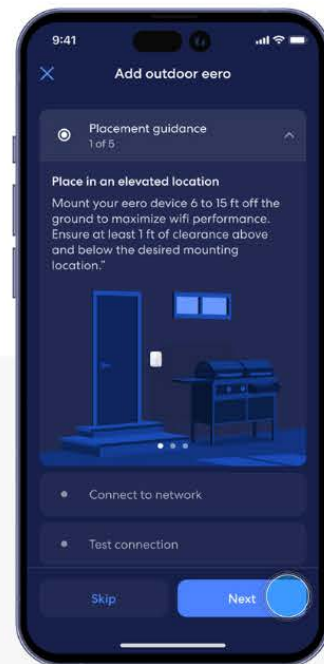
From the *Home* tab, tap on the **+** in the top right.

2



Tap Add outdoor eero, then tap Next.

3



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



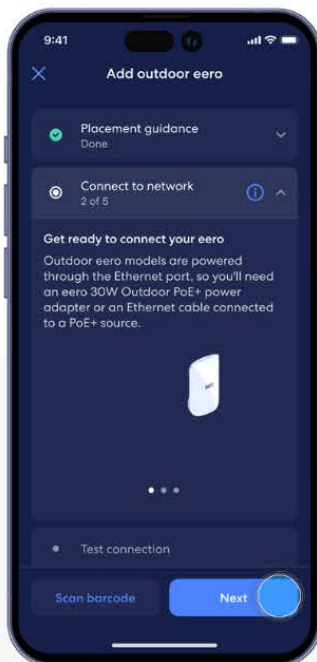
Add an outdoor eero extender *(continued)*

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:

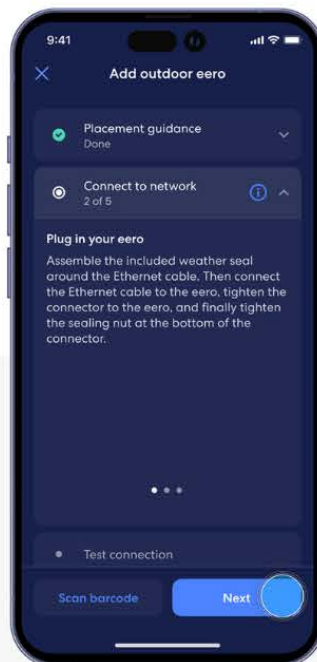
- All mounting hardware contents required to install the outdoor device to the necessary surface type (*detailed installation instruction for each surface type can be found [here](#)*).
- Make sure to test placement and coverage, using the instructions below, before mounting your eero.

4



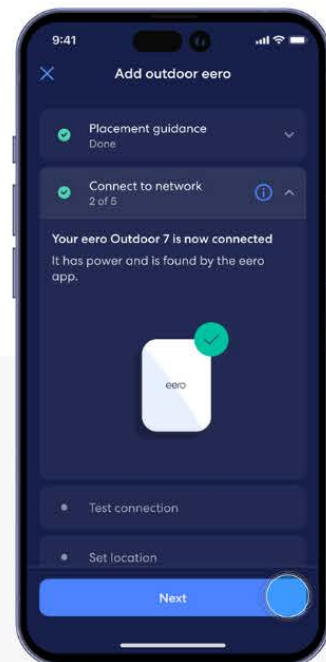
Follow the instructions to connect your outdoor eero device to its power source.

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.

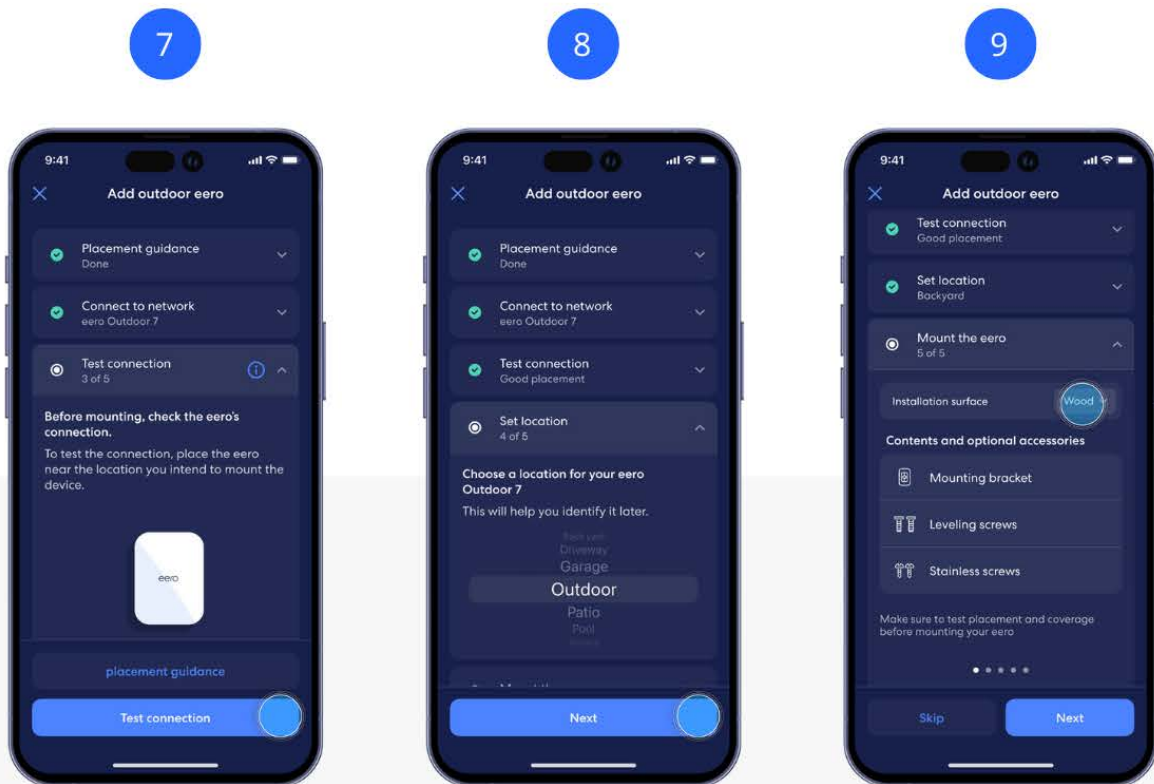


Add an outdoor eero extender *(continued)*

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.



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



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



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



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:

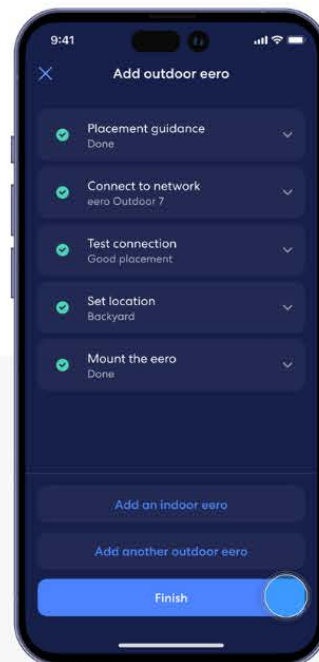
- All mounting hardware contents required to install the outdoor device to the necessary surface type (*detailed installation instruction for each surface type can be found [here](#)*).
- Make sure to test placement and coverage, using the instructions below, before mounting your eero.

10



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

11

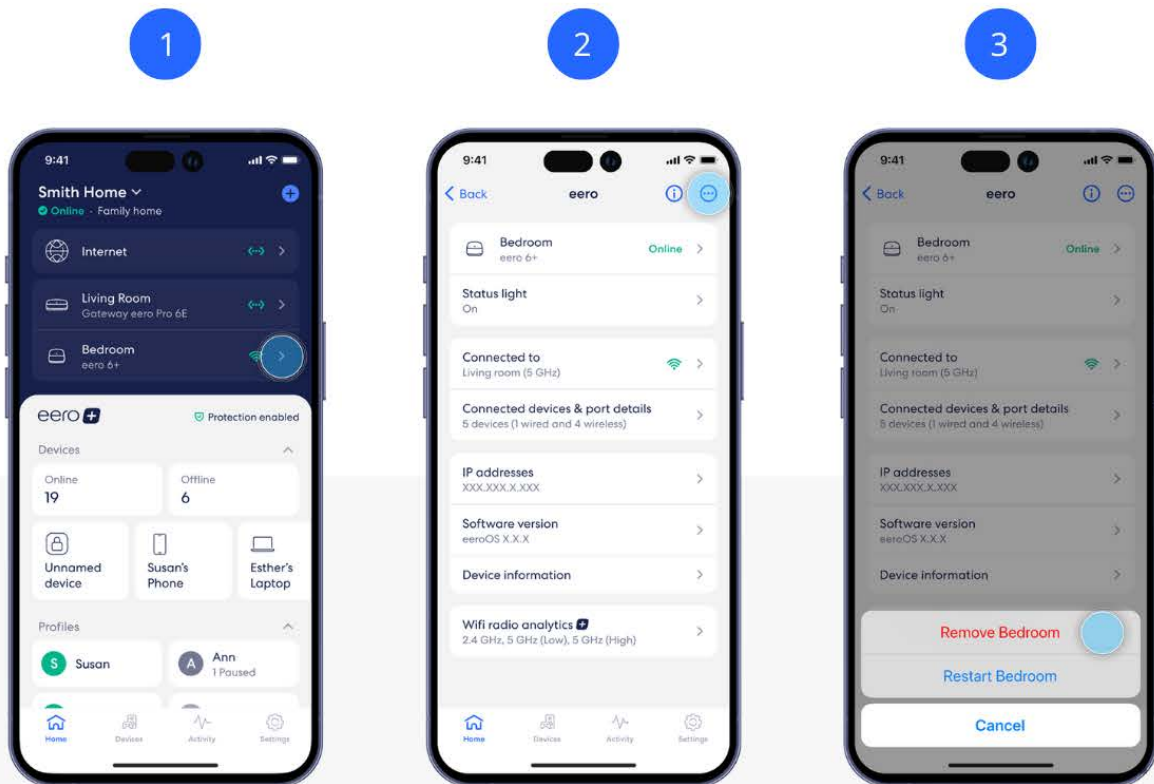


The device is now added. Tap Finish, Add an indoor eero device, or Add another outdoor eero to add additional devices.



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.

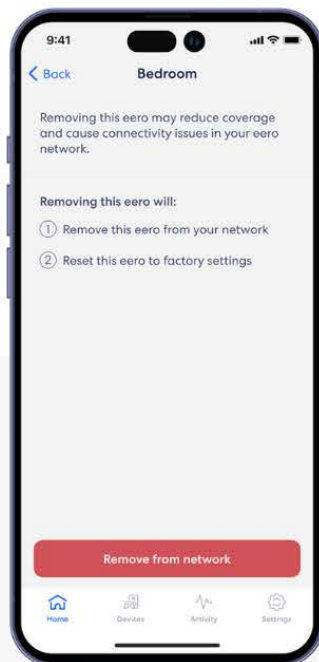
Select Remove followed by your device's name.



Remove an eero device *(continued)*

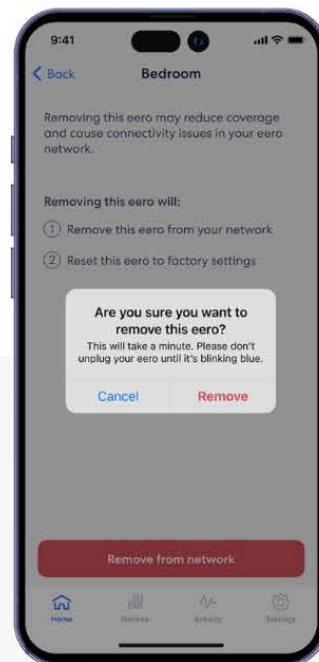
eero devices can be removed from the network in a few simple steps.

4



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

5



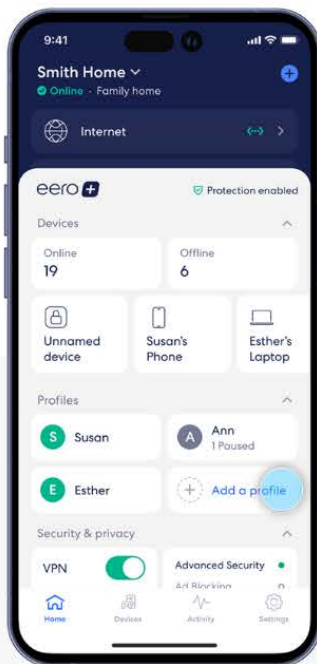
A final confirmation will appear asking to remove the eero device. To confirm, tap Remove to remove the eero device from your network.



Profiles

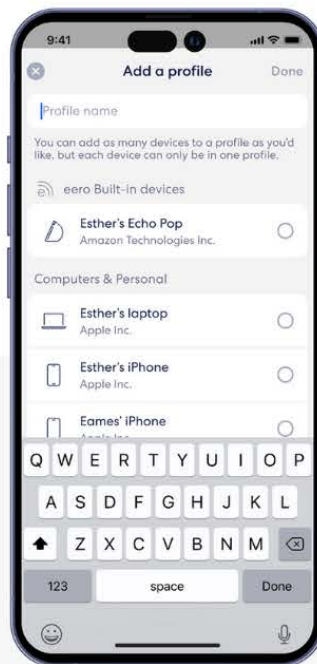
Create profiles so that you can set custom schedules, control internet access, and apply content filters by profile.

1



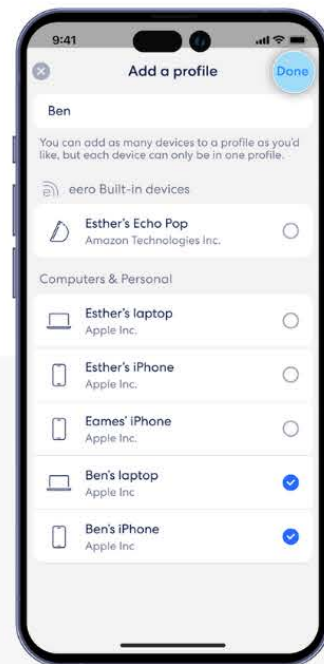
From the *Home* tab, tap on Add a profile in the *Profiles* section.

2



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

3



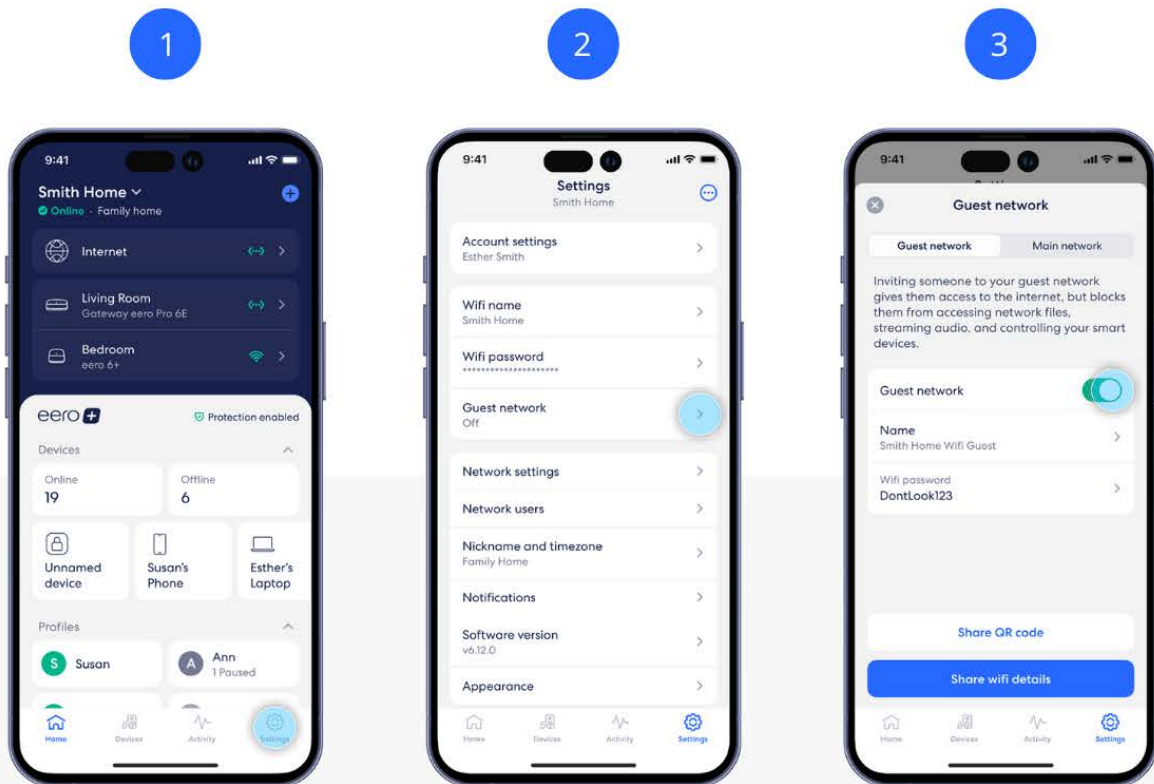
Add any devices that will be associated with the profile and then tap Done in the top right.



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.

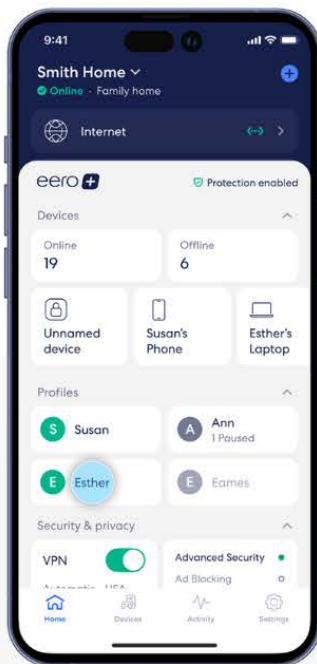


Pausing wifi devices

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

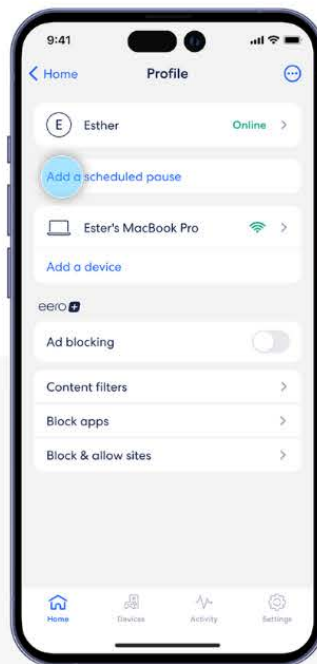
Note: You can also pause profiles and devices on demand from the *Profiles* and *Devices* screens.

1



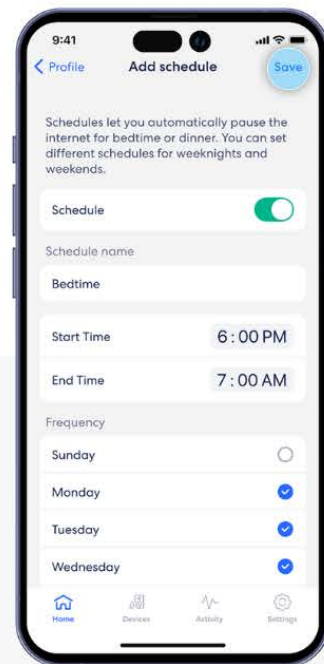
From the *Home tab*, tap the profile for which you want to set a schedule.

2



Select Add a scheduled pause.

3



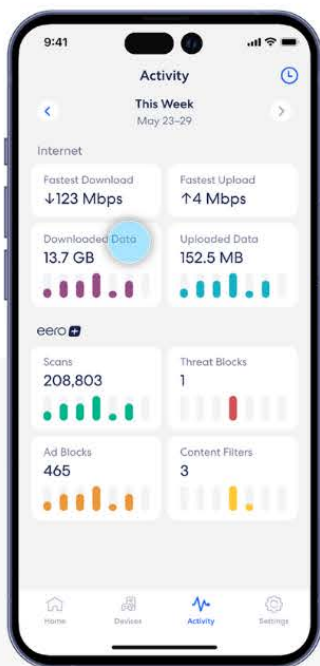
Update the schedule name, start time, end time, and frequency for the scheduled pause, then tap Save.



Data Usage

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

1



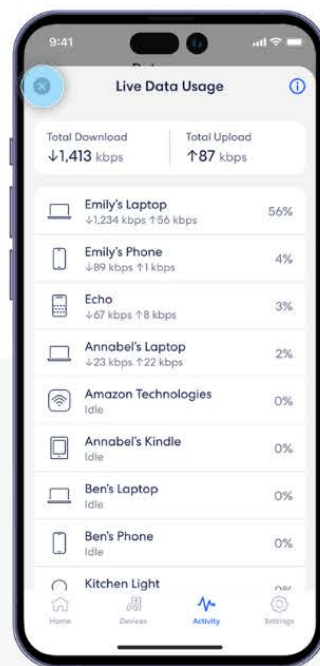
From the *Activity* tab, tap Downloaded Data to view the overall wifi data usage.


2



Tap Show live usage to view current wifi data usage.

3



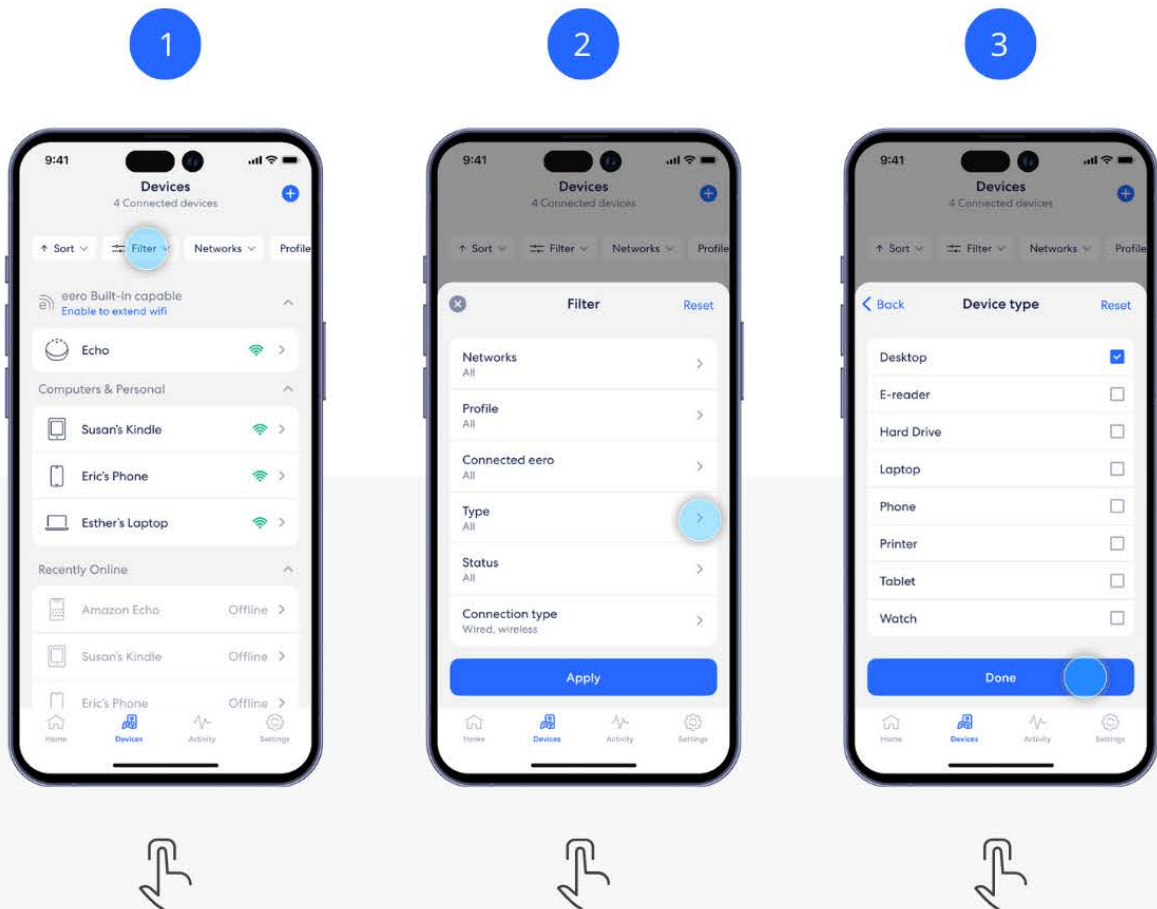
Tap the  in the upper left corner to go back.



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.

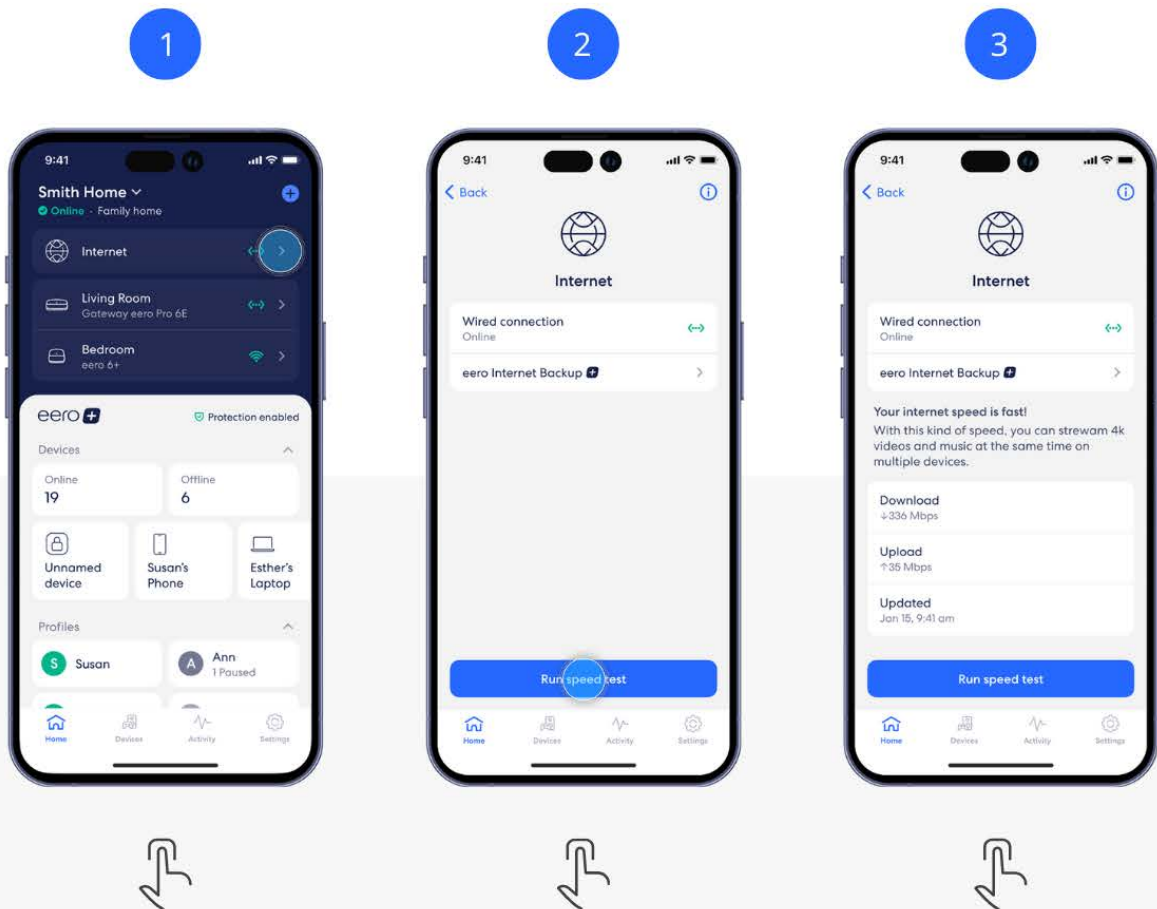
Select the various types of devices you wish to view, then tap Done. Your filtered results will be displayed.



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.

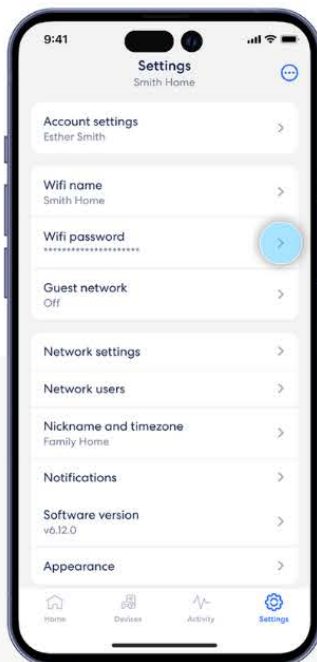
Once the speed test is complete, your results will be displayed.



Update password

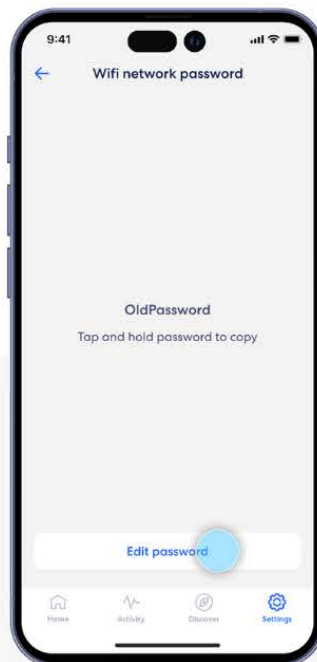
Easily change your wifi network password as needed.

1



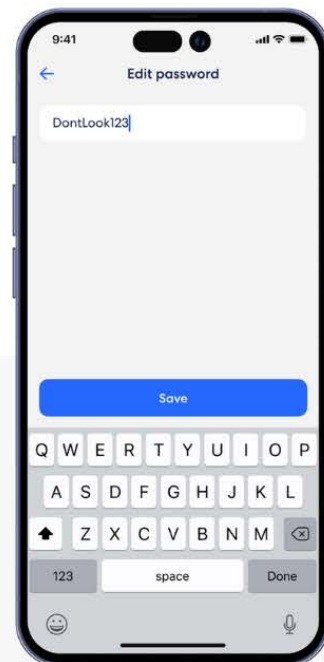
From the *Settings* tab, select *Wifi password*.

2



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

3



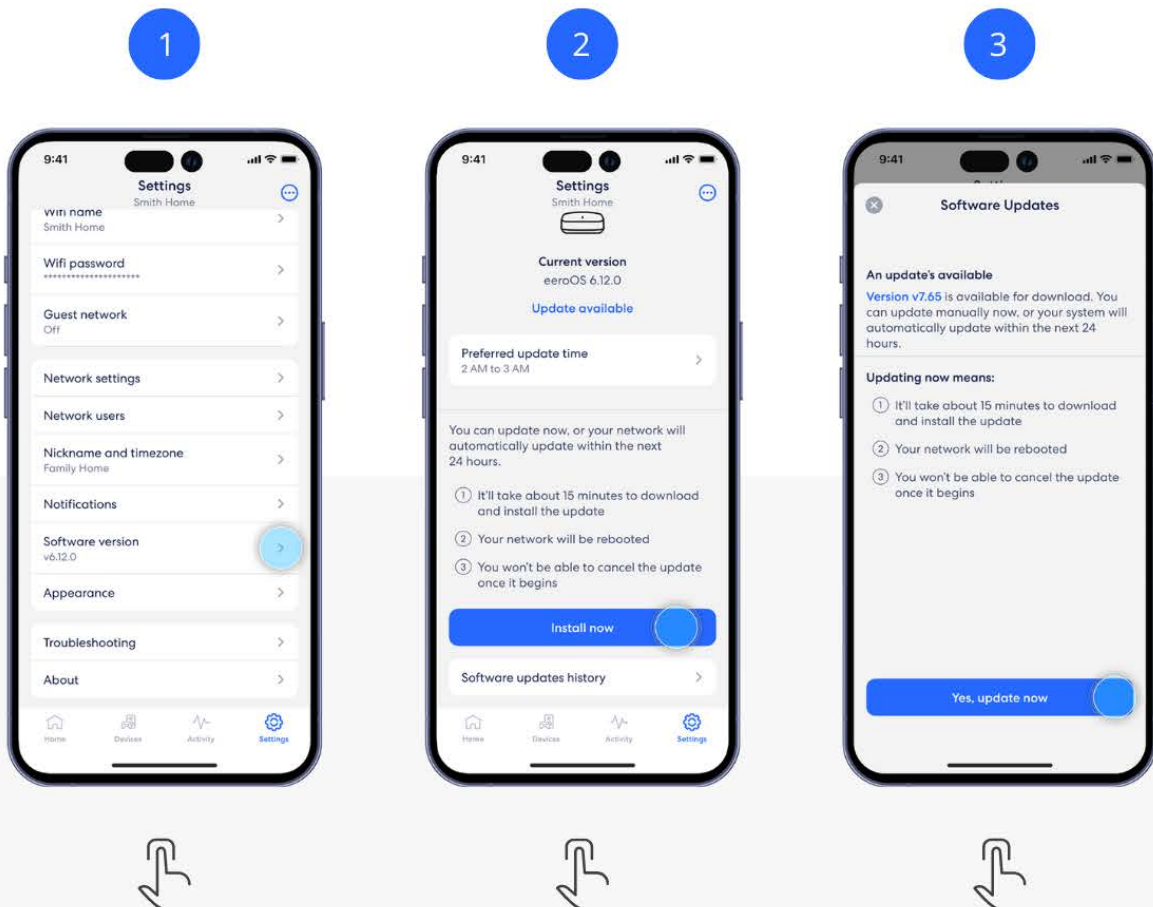
Enter in your new password, and tap *Save*.



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.

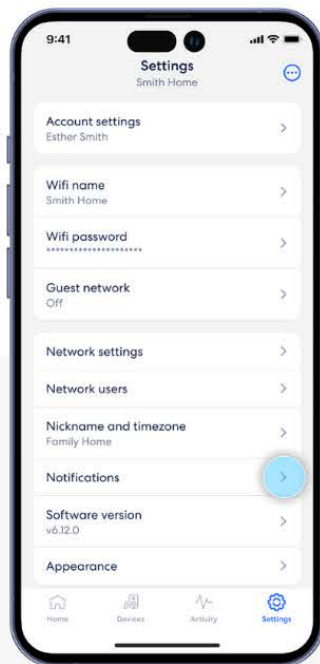
Tap Yes, update now to update your system.



Notifications

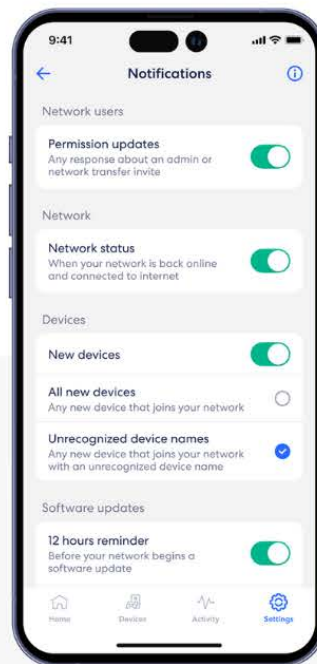
Manage which notifications you receive in the eero mobile app.

1



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

2



Customize notifications to your liking.

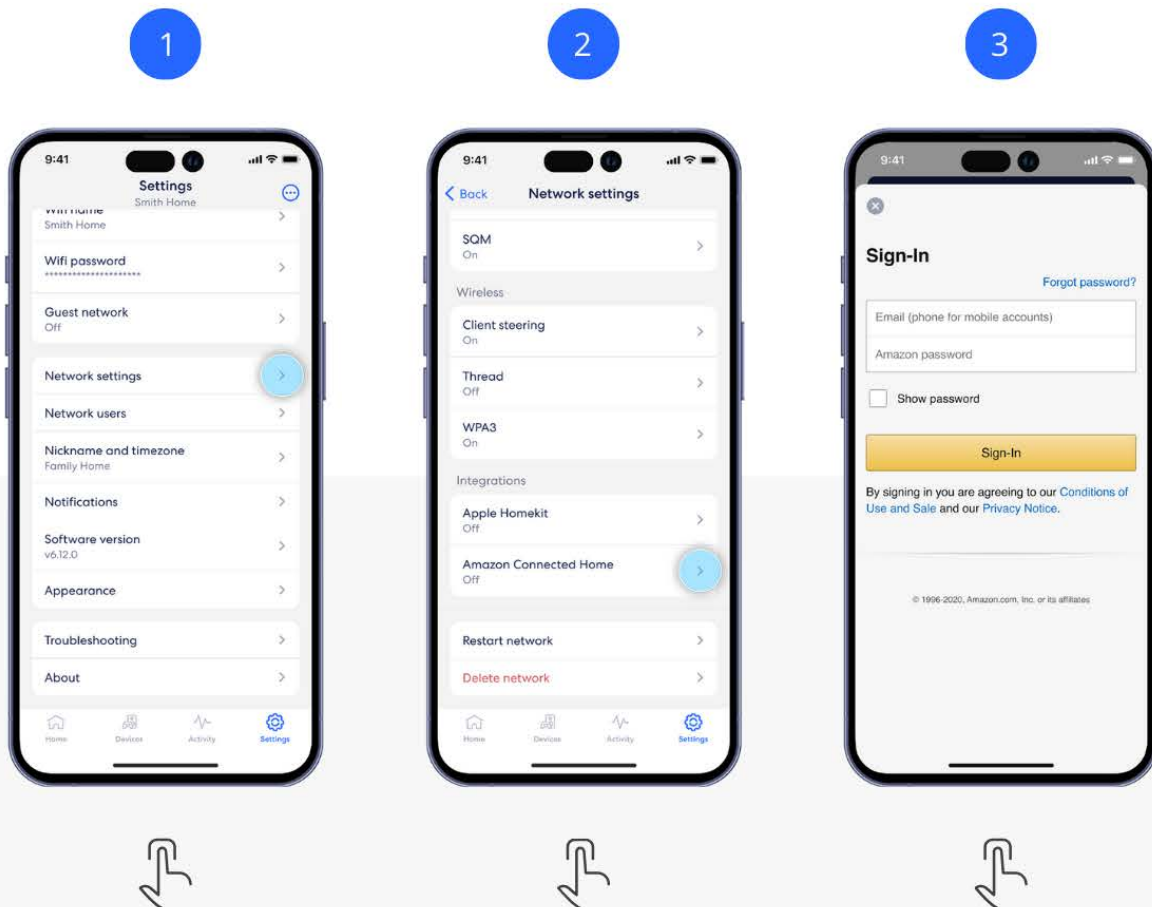


Learn more about eero Built-in performance and compatibility at eero.com/eero-built-in

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.



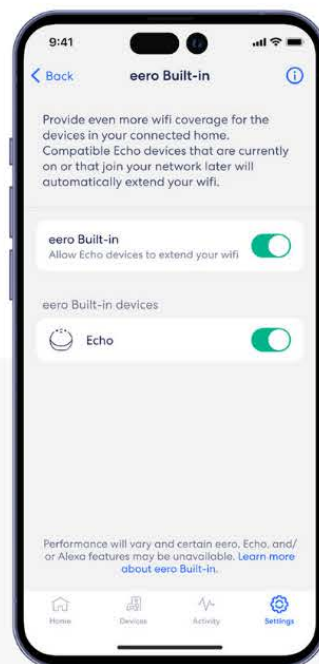
Learn more about eero Built-in performance and compatibility at eero.com/eero-built-in

eero Built-in

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

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4



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



For troubleshooting and further support
visit www.Lakeshorefiber.com