

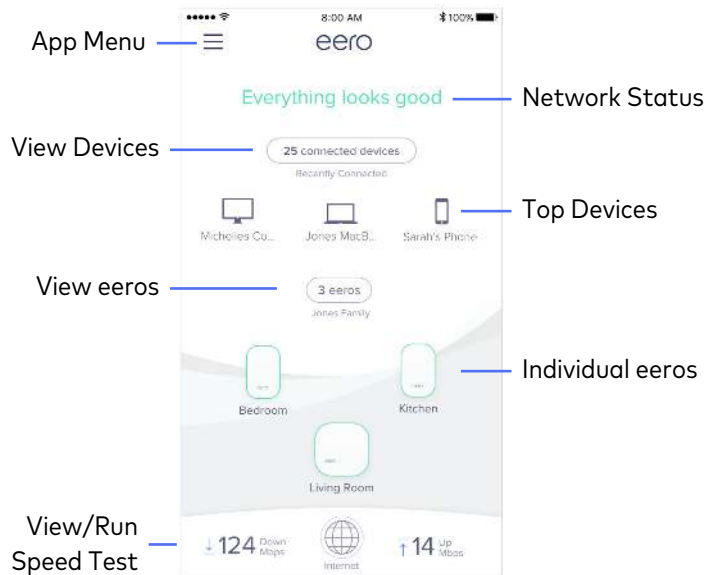
eero

Mobile app guide

eero app tour

Dashboard

After an eero network has been created, you will be able to access the eero dashboard. From here, you can get started on using various features. Here is a breakdown of the eero dashboard:



App Menu

This will take you into the menu to navigate to different areas of the eero app.

Network Status

This is the current connectivity status of the eero network.

View Devices

Tap here to view all the devices that are currently or recently on the network.

Top Devices

These represent the current top devices on your network in regards to active data usage.

View eeros

Tap here to view all the eeros on your network.

Individual eeros

These are the individual eeros on your network. You can tap into each to view more details.

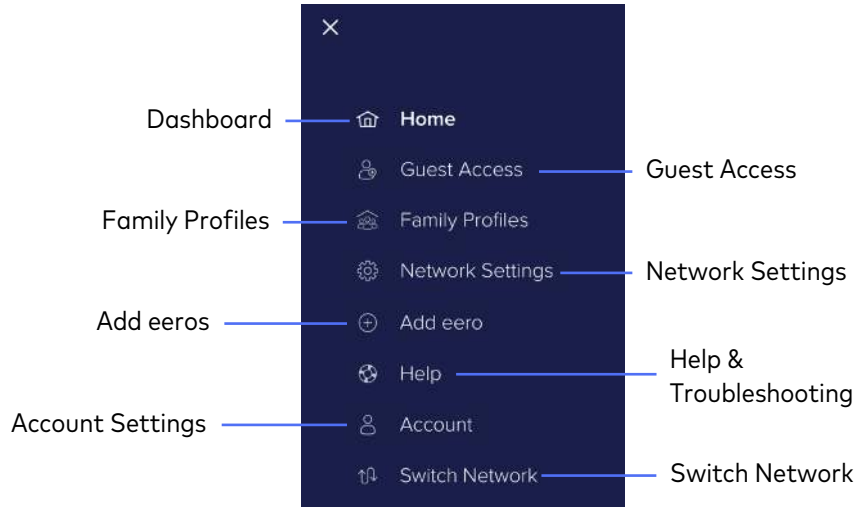
View/Run Speed Test

From the dashboard, you can see your most recent speed test results. Tap into this section to run additional speed tests or see the last 30 results.

eero app tour

App Menu

From the eero app menu, you can navigate to various different features and settings to personalize your eero experience:



Dashboard

Tapping here will return you to the eero dashboard.

Guest Access

Tap here to enable the guest network and share your network with friends and family.

Family Profiles

Tap here to enable parental control features including schedules.

Network Settings

Tap here to access your network name/password, as well as make changes to your advanced settings.

Add eeros

Tap here to add additional eeros to your network.

Help & Troubleshooting

Tap here to access in-app troubleshooting, as well as support content for your network.

Account Settings

Tap here to update your name, email, and phone number.

Switch Network

If you'd like to add a second network, or need to switch between networks, you can do so from here.

Understanding your network health status

At the top of the Dashboard, you are able to check the status of your eero network. The message will inform you whether your network is healthy, experiencing an issue with any eeros, or offline.

eero status states

eeros are represented on the dashboard with a color around them depending on their status:



Online



Restarting/Connecting



Offline

Network statuses

Here is a breakdown of each network status and what it means:

Everything looks good (green)

This status means that everything on the network is healthy and connected. All the eeros at the bottom of the dashboard will be highlighted in green.

Connecting to the internet (yellow)

If the network has recently been updated, restarted, or a change has been made, the network will display that it is connecting to the internet. During this time, features such as connected device information and running a speed test are unavailable.

Check [eero name] or Check eeros (red)

If you see a message to check a specific eero on their network or multiple eeros, the network is still online but the eeros mentioned/highlighted in red need attention. The issue can be that the eero(s) is/are out of range, unplugged from power, or potentially experiencing a technical issue.

Internet connection issue (red)

When the status shows that the network can't reach the internet, it means that the gateway eero is unable to get online. In this scenario, you should ensure your eero is correctly connected to the modem and/or powered on. At this time, it is recommended to check to see whether or not there is a network outage.

Connected devices

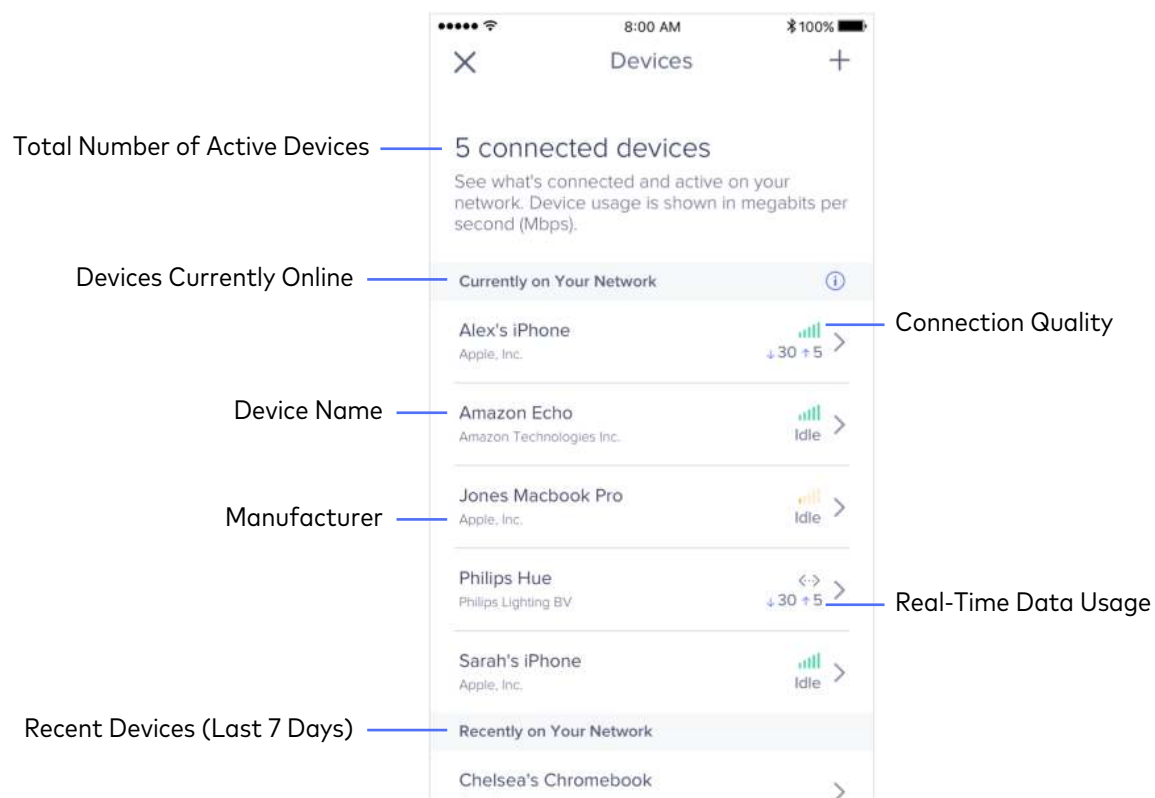
The eero app is designed to let you simply manage and view all the connected devices on your network. In order for a device to join a network, it will need to be added using the WiFi credentials or via an Ethernet cord.

Accessing your devices

From the dashboard, there are two ways to access the devices on a network:

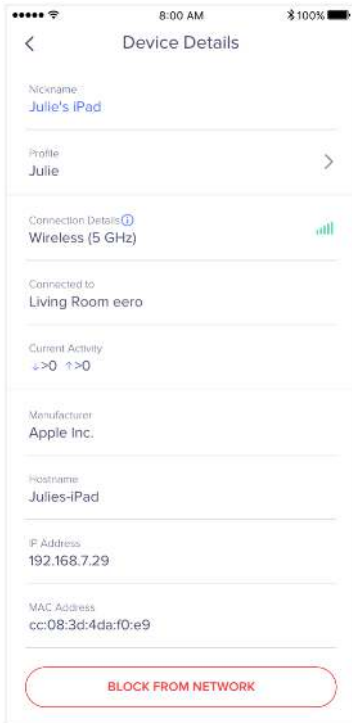
1. Through the connected devices button. It will be labeled with the number of devices on a network.
2. By tapping on one of the recently connected top devices on the network.

Overview of connected devices



Device details

To view the details of a specific device, tap on the device you'd like to view. Doing so will provide the following information:



Nickname

The name given to the device. By default, this will be null.

Profile

If the device is connected to any Family Profile, it will be displayed here.

Connection Details

When a device is connected to the network, it will display the type of connection (wireless/wired), the quality of that connection, as well as what frequency it is on (2.4/5GHz). Wired devices will be identified as such.

Connected to

This is the eero that the device is currently connected to.

Current Activity

This displays the real-time data used by a connected device.

Manufacturer

This is the manufacturer of the device. Depending on the chip used, it can sometimes display a company different from the actual device.

Hostname

This is the name given to the device.

IP Address

The IP address given to the device.

MAC Address

The MAC address of the device.

Block From Network

If you don't recognize a device, you can tap this button to block the device from your network.

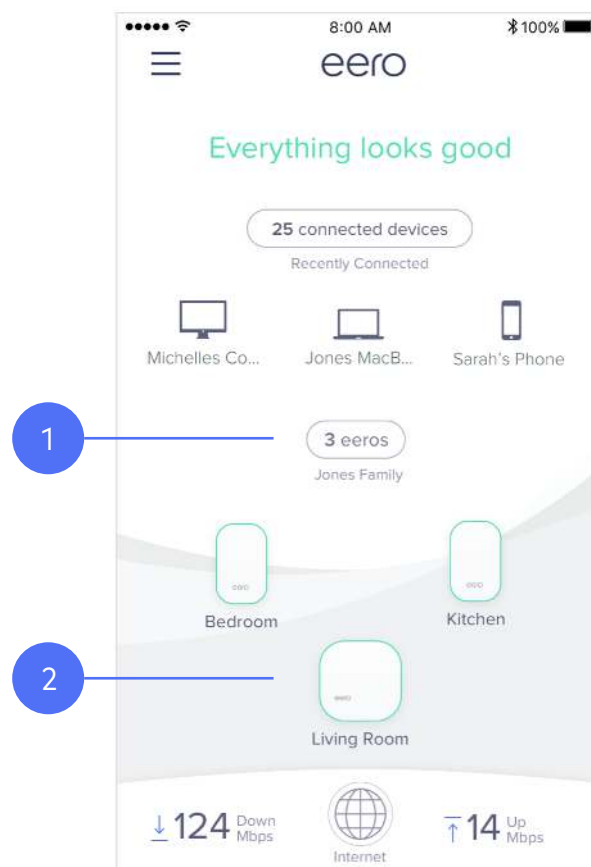
Managing your eeros

From the eero app, you can easily view and manage your eeros. This includes checking their status, restarting individual eeros, changing the LED state, and removal.

Accessing your devices

From the dashboard, there are two ways to access the eeros on a network:

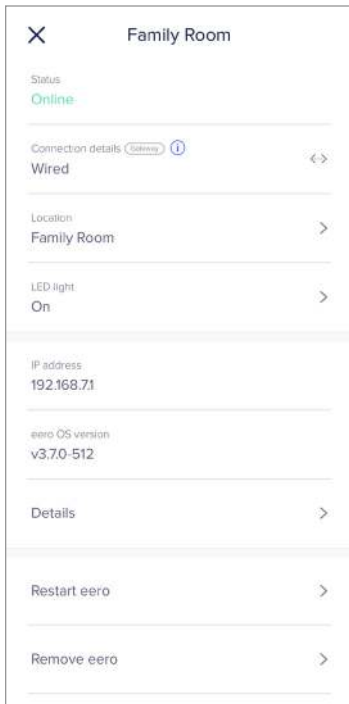
1. By tapping on the number of eeros featured on the dashboard
2. By tapping on the individual eeros found on the dashboard
 - The dashboard can only show a maximum of six (6) eeros



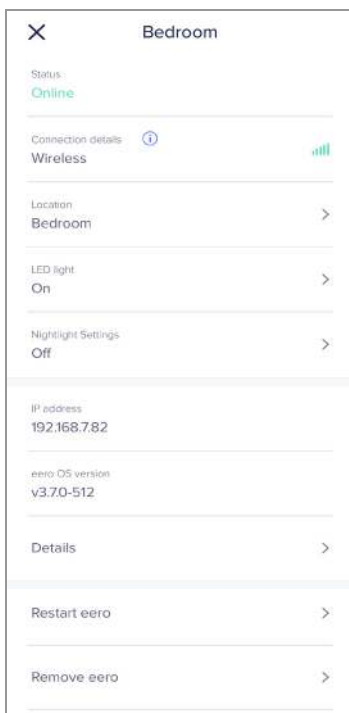
eero details

Through the app, you can access information about your eero, as well as take certain actions such as managing the LED/nightlight and restarting or removing your eero.

eero menu



eero Beacon menu



Status

The connection status of the eero or eero Beacon.

Connection details

The connection type that an eero has to the network. Wireless eeros also have a health status represented by five (5) bars.

Location

This will be the name given to the eero based on its location in the home. The name can be changed at anytime by tapping into the next page.

LED Light

Tap into the menu to enable/disable the eero's LED light.

Nightlight Settings (eero Beacon only)

Tap into the menu to adjust the nightlight setting for each Beacon on the network.

IP Address

The IP address of the eero.

eero OS Version

The version of the eero software currently on the eero.

Details

Tap here to get all the eero details including the model name, number, serial number, and the MAC addresses for the Ethernet ports.

Restart eero

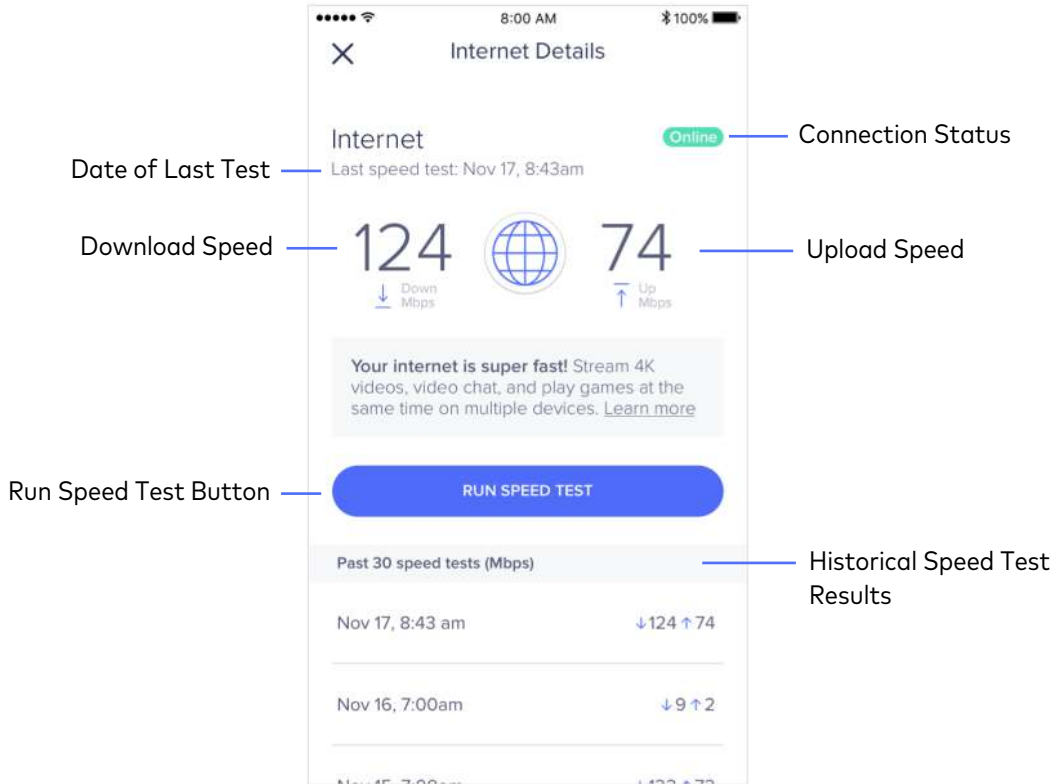
If you'd like to restart your eeros, tap here. This can only be performed when eeros are online.

Remove eero

If you'd like to remove an eero from your network, you can tap here and follow the steps. **Removing your gateway (main) eero will result in the network being removed.**

Speed Tests

At the bottom of the dashboard, you can view and access your network speed test results. To launch the Internet Details screen, you will need to tap on the speed test section. Once open, you can run speed tests to check your network’s download and upload speeds.

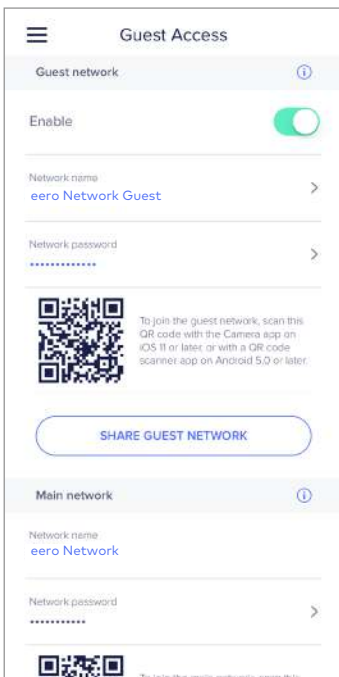


If an eero network is offline, it won't be possible to run a speed test. You can still view the results of your past 30 tests, but everything else will be greyed out and unavailable until the network is able to return online.

Managing the guest network

A guest network is a great way to share your network with guests in your home. The guest network will allow guest devices to connect to the internet, while keeping them securely isolated from the main network.

To change the settings of the guest network, tap on Guest Access from the app menu.



Enable

This toggles the guest network on/off.

Network name

This is the network that guests will join. By default, it will take the name of the main network and add Guest to the end. However, the guest network name can be edited to anything.

Network password

This is the password a guest will need to use to access the guest network. By default, it will be something random, but just like with the network name, it can be edited to anything.

QR code

If the guest has a device that supports it, they can scan the unique QR code to automatically join your network.

Share Guest Network

You can also easily share your network with you guests by tapping the Share Guest Network button. This will prompt you to share the network information via text, email, etc.

Disabling the guest network

The guest network will only be available as long as the toggle is enabled. If the toggle is turned off, or the network name or password is changed, any connected guests will immediately lose connection to the network.

Family Profiles

With Family Profiles, you can assign scheduled pauses so all the devices under a user profile are unable to use the internet during a certain time, such as dinner, bedtime, or homework.

Creating a profile

To create a profile, follow the in-app steps:



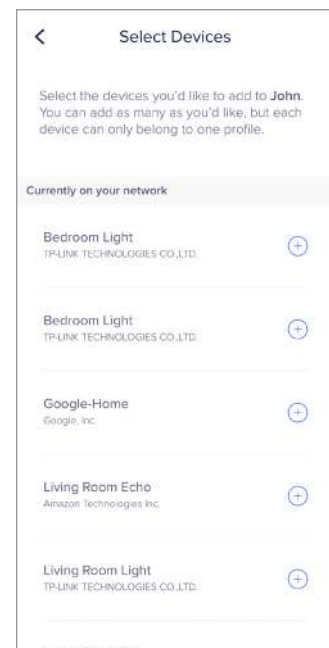
1. Tap Add Profile

After creating the first profile, to create additional profiles use the "+" in the Family Profiles screen.



2. Choose a name

This will be the unique name for the profile.



3. Choose devices

These are the devices that will follow the rules of the profile. A device can only be added to one profile.

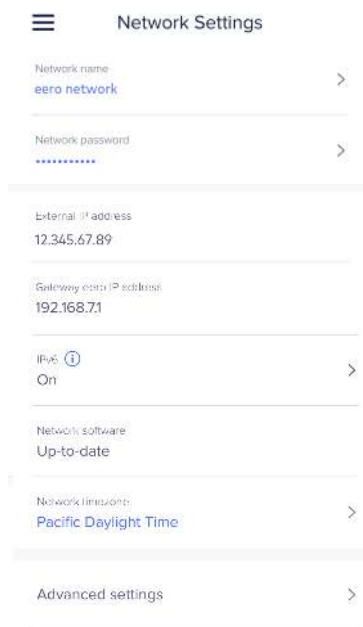
Creating a schedule

Once a profile has been created, you can create schedules. To do so, follow these steps:

1. Tap on the user's profile
2. Tap on *Set a scheduled pause*
3. Tap on *Add a schedule*
4. Enable the schedule, provide a name, start/end times, and select the days of week to run
5. Tap *Save* in the upper right corner

Network Settings

From the Network Settings screen, you can see all current network configurations, and make direct changes to them as desired.



Network name

This is the SSID (network name) of your network. You can change it by tapping into this section. *Changing your SSID (or password) will require signing back into your network from all your devices.*

Network password

This is the password of your main network. You can change this password by tapping into this section. *Changing your password (or SSID) will require signing back into your network from all your devices.*

External IP address

This is the WAN IP address of your gateway (main) eero.

Gateway eero IP address

This is the LAN IP address of your gateway (main) eero.

IPv6

From here, you can enable IPv6 for supported networks.

Network software

This section will display whether or not a new version of the eero OS is available. Updates will happen automatically overnight, however, you can also initiate an update when *Update Available* is displayed.

Network timezone

This is the timezone your eero network uses based on your network location.

Advanced settings

From here, you can adjust various advanced network settings including:

- **Internet Connection:** By default, your network will use your provider's IP settings. You can also set it to a Static IP of your choosing.
- **DNS:** This is the Domain Name System used to load websites.
- **DHCP & NAT:** This is how your network assigns IP address to your devices. Using *Automatic* is recommended unless otherwise instructed.
- **Reservations & Port Forwarding:** From here, you can assign IP addresses and open ports for specific devices.
- **UPnP:** This stands for Universal Plug and Play, which allows game consoles and media devices to open the necessary connections on their own.
- **Restart Network:** If you ever feel your network needs to be rebooted, you can quickly do so by tapping into this section and following the provided steps.

Additional menu items

Add eero

If you need to add or replace an eero on your network, tap here to get started on the process to add a new eero to your network.

Help

Tap here to find in-app troubleshooting steps, help articles, and contact information should you ever need help with your eero network.

Account

From the Account page, you can edit the information associated with your eero account including your name, phone number, and email address.

Switch Network

To manage or add additional networks, tap into this section. Additional networks will be represented by their network name. To add another network, tap *Add Another Network*.