

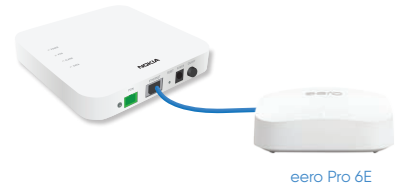
1 Locate the ONT

This could typically be in a closet, laundry room, or utility area inside your apartment. Typical model is pictured to the right.



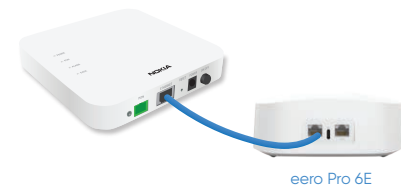
2 Locate the eero Pro 6E

The eero will typically be located next to the ONT, but may be in another room. Your ONT must be connected to the eero directly, or connected through a data jack in another room. If you cannot locate the equipment, please contact your leasing office.



3 Verify Power and Connections

Verify both the ONT and eero are plugged in and have power. Additionally, an Ethernet cord should be connected from the first port on the ONT to the 2.5 Port (left) on the eero. If the LED status light is blinking blue, skip to Step 5 to set up the eero. If the LED status light is solid white, continue to Step 4. Otherwise, use the chart below to determine your next steps.



4 Perform factory reset

With the eero powered up, press and hold the reset button on the bottom of the eero for 15 seconds. The LED status light will flash RED. Release the reset button. After a successful reset, the LED status light will reach a flashing BLUE state in about 2 minutes, indicating the eero is ready to be set up again. If the LED is not flashing BLUE, see the table below for next steps.



5 Download the app

Download and open the eero app on your smartphone or tablet to complete your installation. If you don't have an eero account, you will be required to register for one in the eero app.

LED Status Light	What it means	What to do
Solid white upon move-In	The eero Pro 6E needs a factory reset	Follow step 4 above to reset the eero Pro 6E for your account
Solid white after setup	You are online	Surf, stream, and enjoy your internet experience
Blinking blue	The eero Pro 6E is broadcasting Bluetooth	Download or open the eero app to complete your installation
Solid blue	The eero app is connected to the eero Pro 6E	Follow the prompts in the app to continue setup
Blinking yellow	Unapproved USB-C power source used	Ensure the eero Pro 6E is using the provided white power cord
Solid red	eero Pro 6E is not connected to the internet	Follow step 4 above to reset the eero Pro 6E for your account
No light	eero Pro 6E does not have power	Ensure the eero Pro 6E is plugged into a working outlet

When Moving Out...

Leave the eero in your unit and use your eero app to reset the unit to factory settings. Open the eero app. Click on the eero device near the top of screen, tap Advanced. Click on Remove eero. Click continue to delete network. This will remove the eero from your eero account and reset the unit for the next resident. DO NOT DISCONNECT ANY CABLES OR POWER FROM THIS EQUIPMENT.



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