Let's get connected

eero is a simple-to-use whole-home WiFi system that covers your home in fast, reliable WiFi. By following these simple steps, you'll be streaming in no time.

Getting started

(1)

Unplug your modem

1. Unplug your modem from power

2. Remove your existing router if you have one

(2)

Set up your network

1. Install the eero App on your Apple or Android device

2. Create an account

3. Follow the steps in the app

(3)

Get online

1. Add your devices to the network using your new network name and password

2. Enjoy WiFi from anywhere in your home

Troubleshooting

Getting started with eero is simple. If you need any help, here are a few helpful tips.

eero won't register

Issue:
Can't complete set up because eero won't register.

Steps:

1. Make sure your modem is powered on and activated

2. Power down your modem and try again

Can't add eeros

Issue:
Additional eeros won't join the network.

Steps:

1. Make sure your network is online

2. Try adding eero by serial number

3. Restart primary eero

Devices won't connect

Issue:
Devices won't join the network.

Steps:

1. Verify device is using eero network

2. Toggle device WiFi off and back on

3. Create static IP address for device