

eero for Business

# eero for Business: eero Insight setup guide

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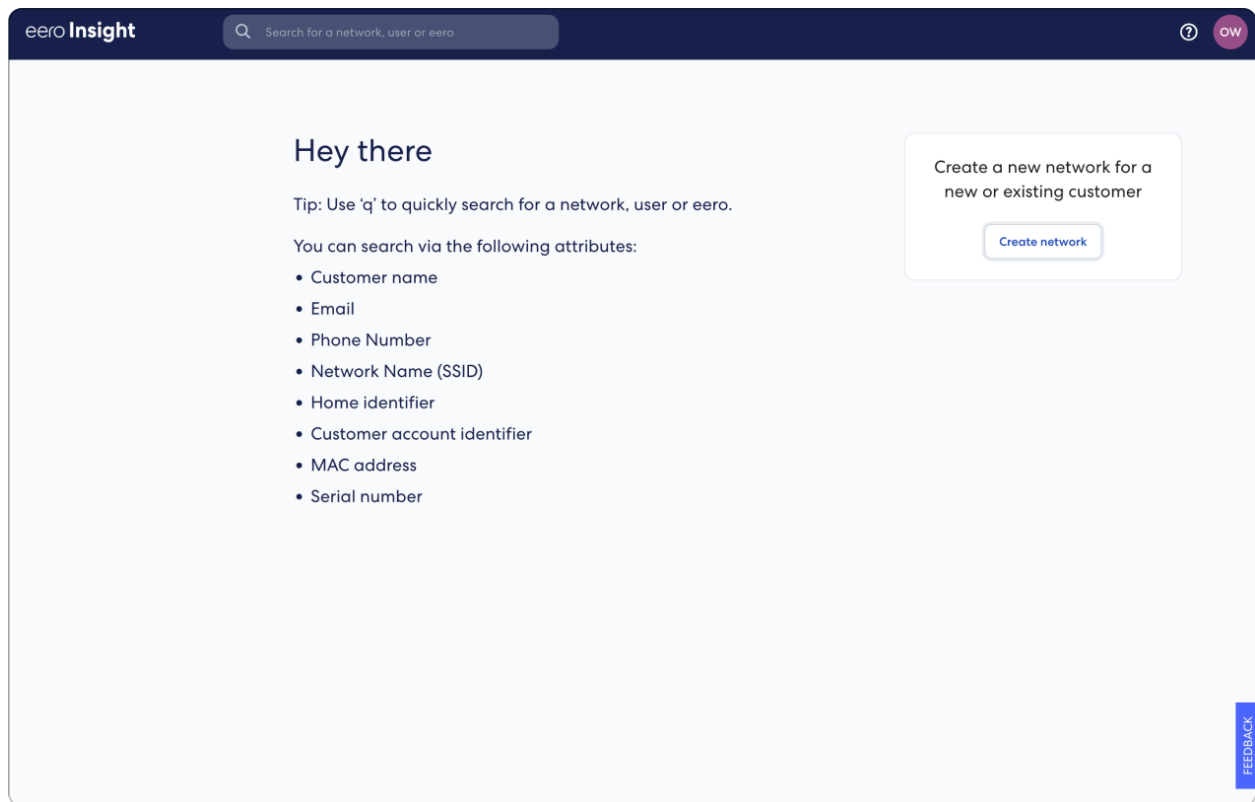
2.7.1: Create a business network as an ISP technician

# 1. Setting up a business network

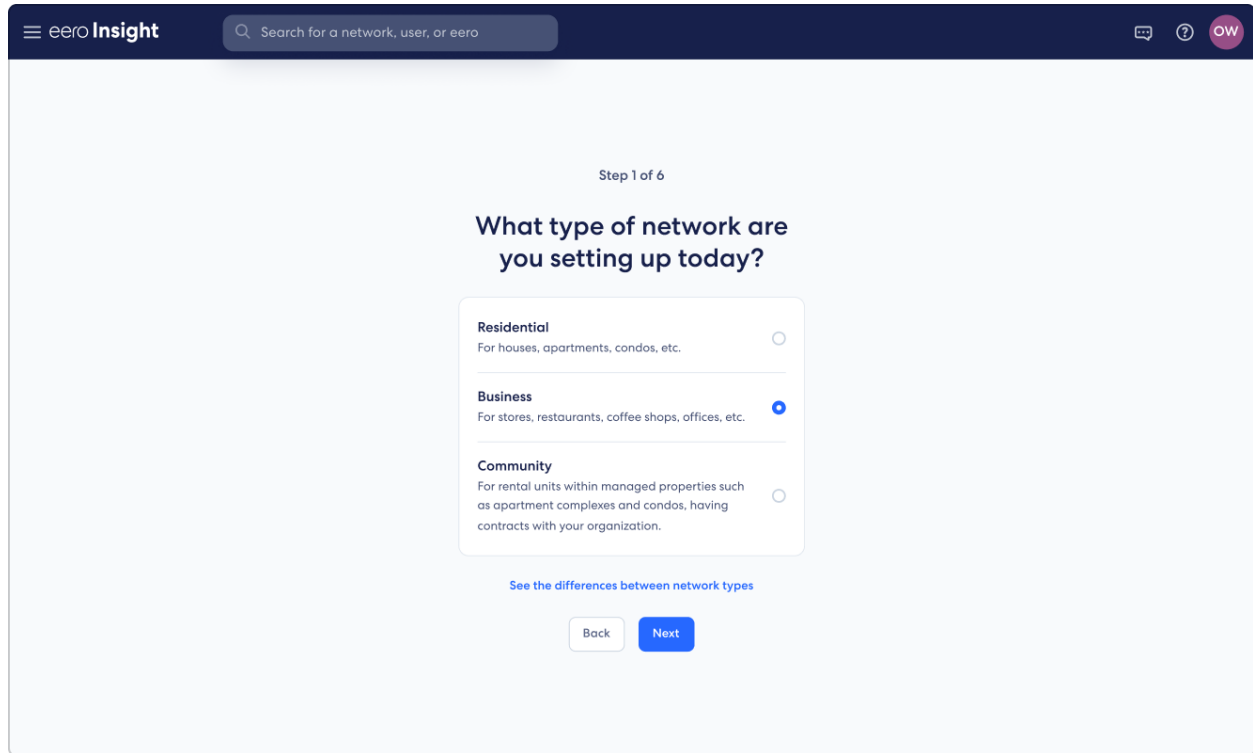
**Note:** eero for Business requires a minimum software version of 6.15.0.

To create a new eero for Business network using eero Insight, follow the steps outlined in this section. The steps below reflect the experience your eero Insight users will have when creating new business networks during commercial deployment.

1. Click on “Create a Network.”



## 2. Select "Business."



The screenshot shows the eero Insight web interface during a setup process. At the top, there is a dark blue header with the eero Insight logo on the left, a search bar in the center, and user icons on the right. The main content area is light blue and displays 'Step 1 of 6'. The question 'What type of network are you setting up today?' is centered. Below it, a white card contains three radio button options: 'Residential' (unselected), 'Business' (selected with a blue dot), and 'Community' (unselected). Each option has a brief description. At the bottom of the card, there is a link 'See the differences between network types'. Below the card are 'Back' and 'Next' buttons.

Step 1 of 6

**What type of network are you setting up today?**

**Residential**  
For houses, apartments, condos, etc.

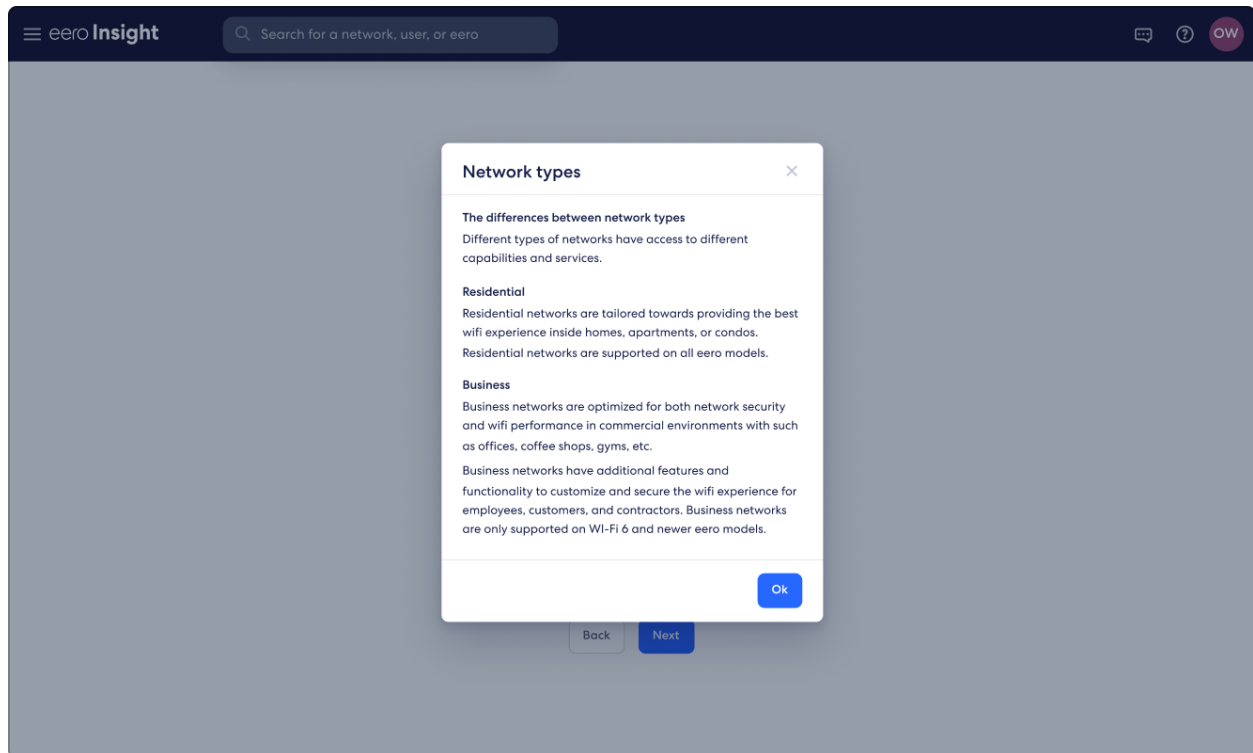
**Business**  
For stores, restaurants, coffee shops, offices, etc.

**Community**  
For rental units within managed properties such as apartment complexes and condos, having contracts with your organization.

[See the differences between network types](#)

[Back](#) [Next](#)

- Before clicking “Next,” you may click “See the differences between network types” for additional information on what differentiates Residential networks from Business networks. This pop-up is intended to help guide eero Insight users during the setup process and ensure accurate deployments.

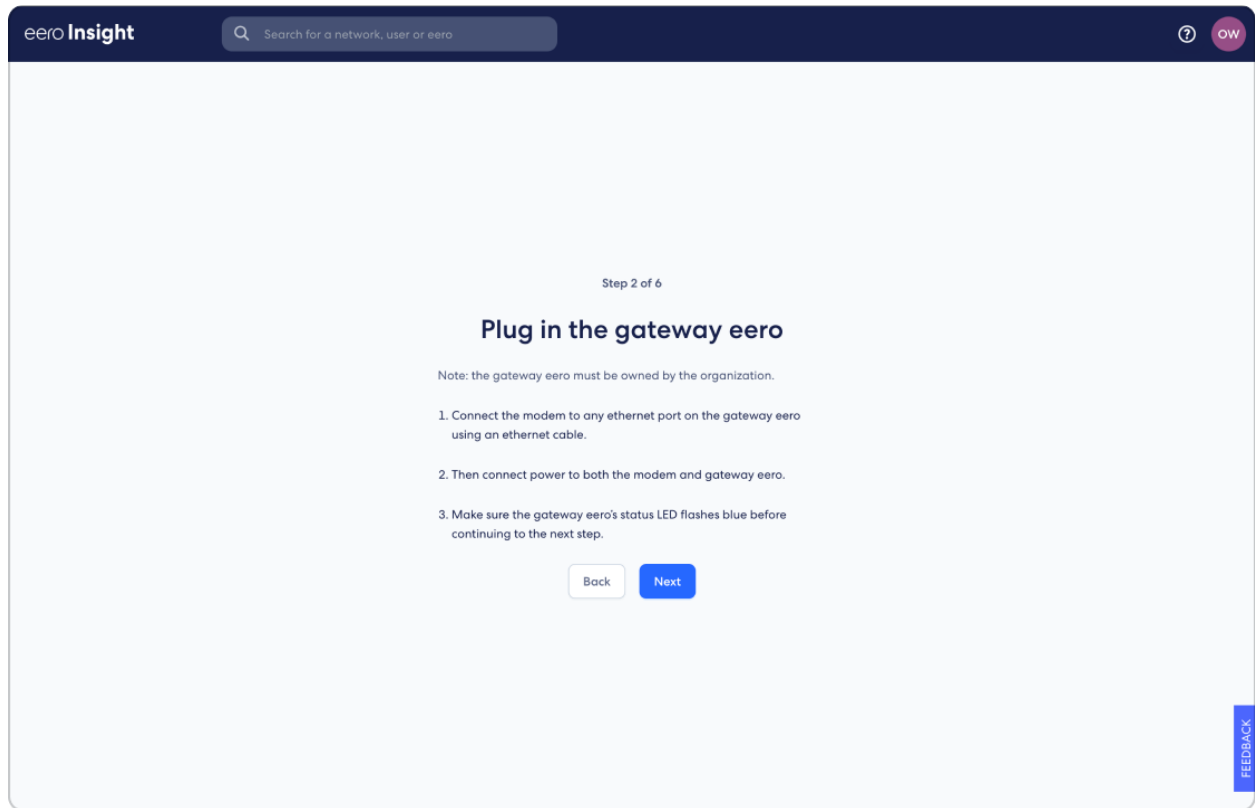


4. Enter a name for your business.

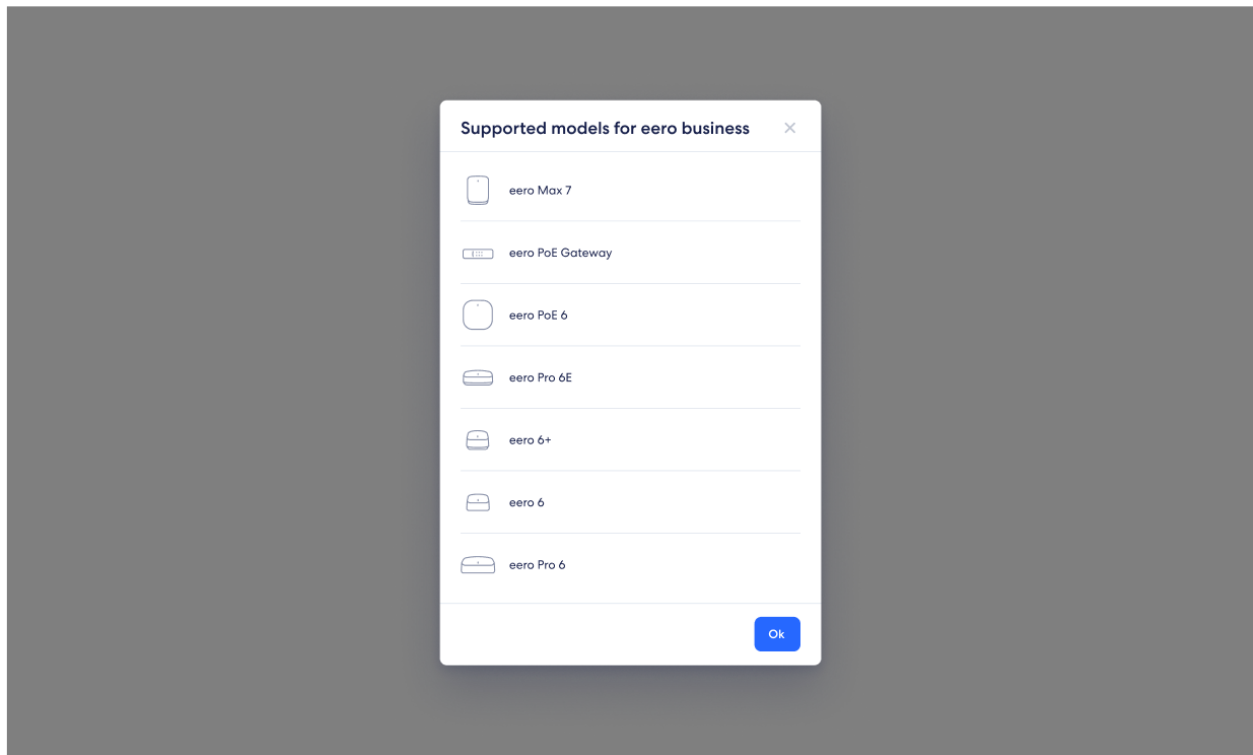
**Note:** Business names may contain letters, numbers, and some special characters (!@#\$\$%^&\*()-~,'):.

The screenshot shows the eero Insight web interface. At the top, there's a dark blue header with the eero Insight logo on the left and a search bar on the right. The main content area is light blue and displays 'Step 2 of 7' at the top center. Below this, the question 'What's the name of the business?' is centered in a bold font. A smaller line of text explains: 'This is also how the Internet service provider will identify the business for customer support.' Underneath, there's a label 'Business name' followed by a text input field that also contains the placeholder text 'Business name'. At the bottom of the form, there are two buttons: 'Back' and 'Next'.

5. Plug in the gateway eero for your test network.



- Before clicking "Next," you may click "See supported models for eero business." This pop-up is intended to help eero Insight users avoid potential setup issues caused by attempting to set up eero for Business on older (802.11ac only) hardware.





7. Enter the serial number for the gateway eero and select a location.

eero Insight

Step 3 of 6

### Add the gateway eero

Gateway eero serial number

16 character eero serial number

Example: G75P06917785PTHK

Location

Select or enter custom eero location

Back Next

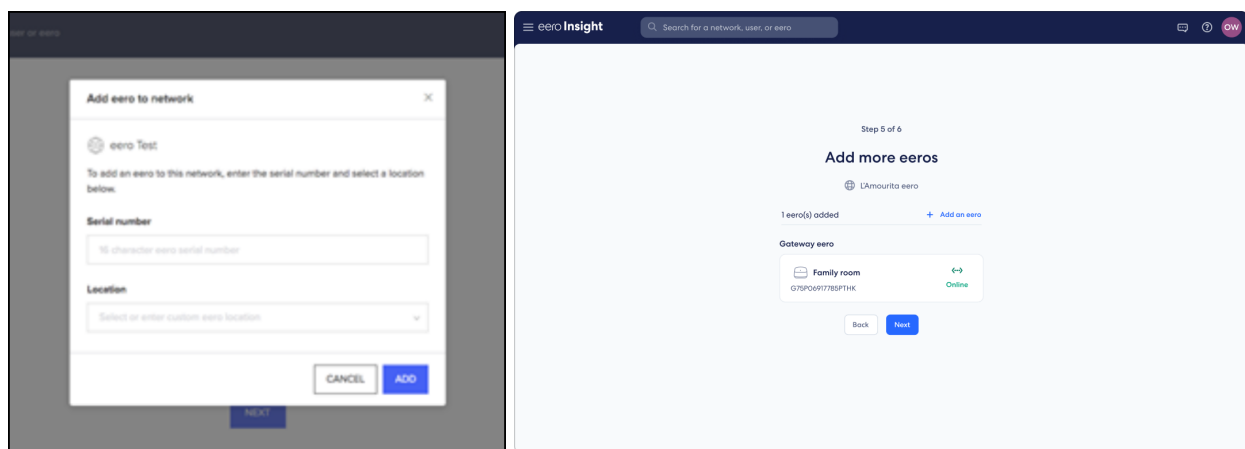
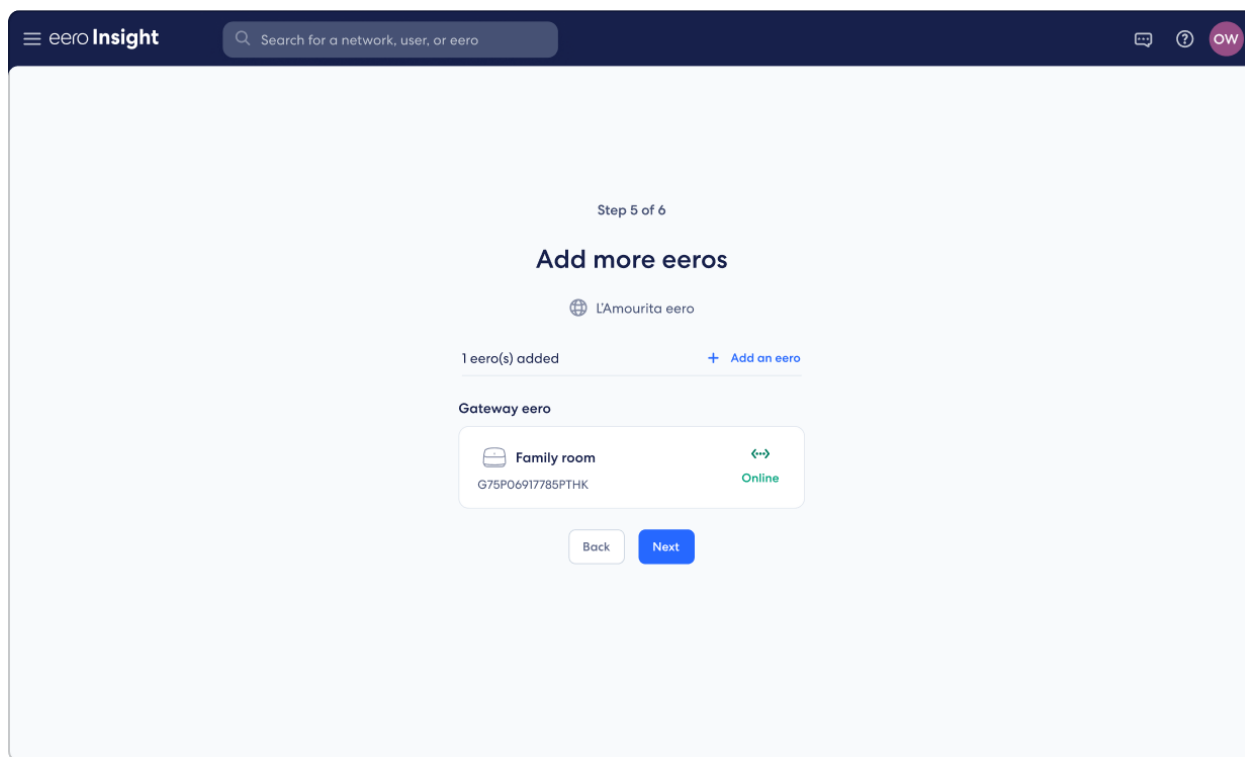
FEEDBACK

8. Set the name and password for the “Main” wifi network. After this initial wifi network is set up, you may go through the process of adding additional wifi networks (up to 4 total). Every eero for Business network must have the “Main” wifi network active.

The screenshot shows the eero Insight web interface. At the top, there is a dark blue header with the 'eero Insight' logo on the left, a search bar in the center, and user icons on the right. The main content area is light blue and displays 'Step 4 of 6' at the top. Below this, the title 'Set the main network name and password' is centered. There are two input fields: 'Business name' with a placeholder 'Network name' and 'Network password' with a placeholder 'Network password'. At the bottom of the form, there are 'Back' and 'Next' buttons.

9. If you plan on having more than a single eero on your eero for Business network, continue adding eeros through the “Add more eeros” screen.”

**Note:** These additional eeros must be on firmware v6.15.0 or later.



10. Once you've added all of the eeros for the network, you will be prompted to transfer the network to an end user.

**Note:** The email you provide here will receive a transfer network invite after clicking "Transfer." Transferring the network links the network to the business owner, ensuring that all network functionality and network security are available to the user upon setup and helps eero identify the network if they contact eero support.

The screenshot shows the 'eero Insight' interface. At the top, there's a search bar with the text 'Search for a network, user, or eero'. The main content area is titled 'Step 6 of 6' and 'Transfer network'. It contains three input fields with labels: 'Customer full name' (with a sub-label 'Full name'), 'Customer phone number (mobile preferred)' (with a sub-label 'Phone number'), and 'Customer email address' (with a sub-label 'Email address'). At the bottom of the form are two buttons: 'Back' and 'Finish'.

11. After the transfer process is complete, the network will be active and ready for administering via eero Insight. Enter the business name, the "Main" wifi network, or an associated eero serial number into the search bar to access the network.

## 2. Business network settings

### 2.1. Set up multiple wifi networks

#### 2.1.1: Enabling the Business and IoT wifi networks

1. Look up the network from the search bar on eero Insight. You can also search by business name.
2. Click the appropriate result to reach the eero for Business network overview screen.

The screenshot shows the eero Insight interface for a Business network named 'Bob's Coffee'. The left sidebar contains navigation options: Summary, Topology, Events, Dashboards, and Settings. The main content area displays network details and a list of eeros.

**Bob's Coffee Business**

Details:

Network owner	ISP	Public IP	Timezone	Latest speed test (Mbps)	Reboots last 24 hours
Bob Whiting	Frontier	67.183.140.25	PT (UTC-08:00)	↓ 854.24 ↑ 330.45	4 reboots

eeros (3)

Location	eero Model	Status	IPv4	Serial	Firmware version	Devices	Ethernet ports
Office Gateway	eero Max 7	Online	192.168.4.1	GGB1UD0112650047	v6.11.0-2359	10	2 of 4
Upstairs	Leaf eero Pro 6E	Online	192.168.4.1	GGB1UD0112650047	v6.11.0-2359	10	1 of 2
Downstairs	Leaf eero Pro 6E	Online	192.168.4.1	GGB1UD0112650047	v6.11.0-2359	10	1 of 2

Devices

Search for a device

Currently on network (29) | Previously on network (11) | Blocked (2)

Device	Status	Connection type	Current activity	MAC address	Connected eero
--------	--------	-----------------	------------------	-------------	----------------

3. Go to Settings → Network Settings → Business Settings → Add wifi network.

## 2.1.2: Subnet capabilities

Subnet type	Main	Guest	Business	IoT
LAN visibility (devices can see and talk to other devices in the same SSID subnet)	✓	✗	✓	✗
Bandwidth Limits	✗	✓ Select a value between 10% and 60% of the network bandwidth	✗	✗
Support captive portal	✗	✓ Users can choose to enable/disable captive portal	✗	✗
Support IP reservations/port forwarding	✓	✓	✓	✓
<b>eero Secure (DNS Filter features)</b>				
Advanced Security	✓ Enabled by default			
Adblock	✓ Disabled by default			
Preset Content filters	None	Illegal, Criminal, and Violent content is blocked by default to protect malicious activity on your network by guests	None	Illegal, Criminal, and Violent content is blocked by default to protect malicious activity on your network via IoT devices

## 2.2. Creating a new “Business” network

### 2.2.1: Creating a new “Business” network

1. Once a new eero for Business network has been created, a default version of captive portal will be enabled by default on the “Guest” wifi network.

The screenshot displays the eero Insight web interface. On the left, a sidebar shows navigation options: Summary, Topology, Events, Dashboards, and Settings (selected). The main content area is titled 'Business settings' and shows the configuration for a network named 'eero cafe' (Network ID: 489003, status: Online). The interface is divided into several sections:

- Wifi network settings:** This section contains two panels, 'Main' and 'Guest'. Both are 'Enabled'. The 'Main' panel shows 'Wifi network name' as 'Finally' and 'Password' as '\*\*\*\*\*'. The 'Guest' panel shows 'Wifi network name' as 'Finally Guest', 'Security type' as 'Open', 'Password' as 'N/A', 'Captive portal' as 'Enabled', 'Bandwidth limit' as 'Disabled', and 'Content filters' as 'Presets'.
- Captive portal settings:** This section shows a 'Captive portal' that is 'Enabled'.
- eero subscription features:** This section contains three panels:
  - Subscription:** Displays a message: 'There is currently no owner for this network. A network owner is required to enable eero Plus. Please ensure the network has been transferred'.
  - Additional services:** Shows 'Network type' as 'Business network'.
  - Settings:** Includes a note: 'Note: These settings are only available to eero Secure subscribers.'

The interface also includes a search bar at the top, a user profile icon (KA) in the top right, and a 'FEEDBACK' button in the bottom right corner.

- Click "Edit" in the "Guest" wifi network column of the "Wifi network settings section" to see general settings for this wifi network type.

Guest

Enable wifi network

Wifi network name

Coffee wifi Guest

Wifi network security

Open

Password protected

Enable captive portal

Bandwidth limit

The percentage of the overall network bandwidth allocated to the Guest wifi network. The percentage setting will apply to both upload and download bandwidth.

Preset content filters

Cancel

Save

Guest

Enable wifi network

The percentage of the overall network bandwidth allocated to the Guest wifi network. The percentage setting will apply to both upload and download bandwidth.

Preset content filters

SafeSearch

Disabled

YouTube Restricted

Disabled

Adult Content

Disabled

Illegal or Criminal

Enabled

Violent

Enabled

Chat and Messaging

Disabled

Social Media

Disabled

Games

Disabled

Streaming

Disabled

Shopping

Disabled

Cancel

Save

Guest

Enable wifi network

Wifi network name

Coffee wifi Guest

Wifi network security

Open

Password protected

Enable captive portal

Bandwidth limit

The percentage of the overall network bandwidth allocated to the Guest wifi network. The percentage setting will apply to both upload and download bandwidth.

Preset content filters

SafeSearch

Disabled

Cancel

Save

Guest network

Guest network

Guest network name

Coffee wifi Guest

Guest network password

\*\*\*\*\*

Edit password

Cancel

Save

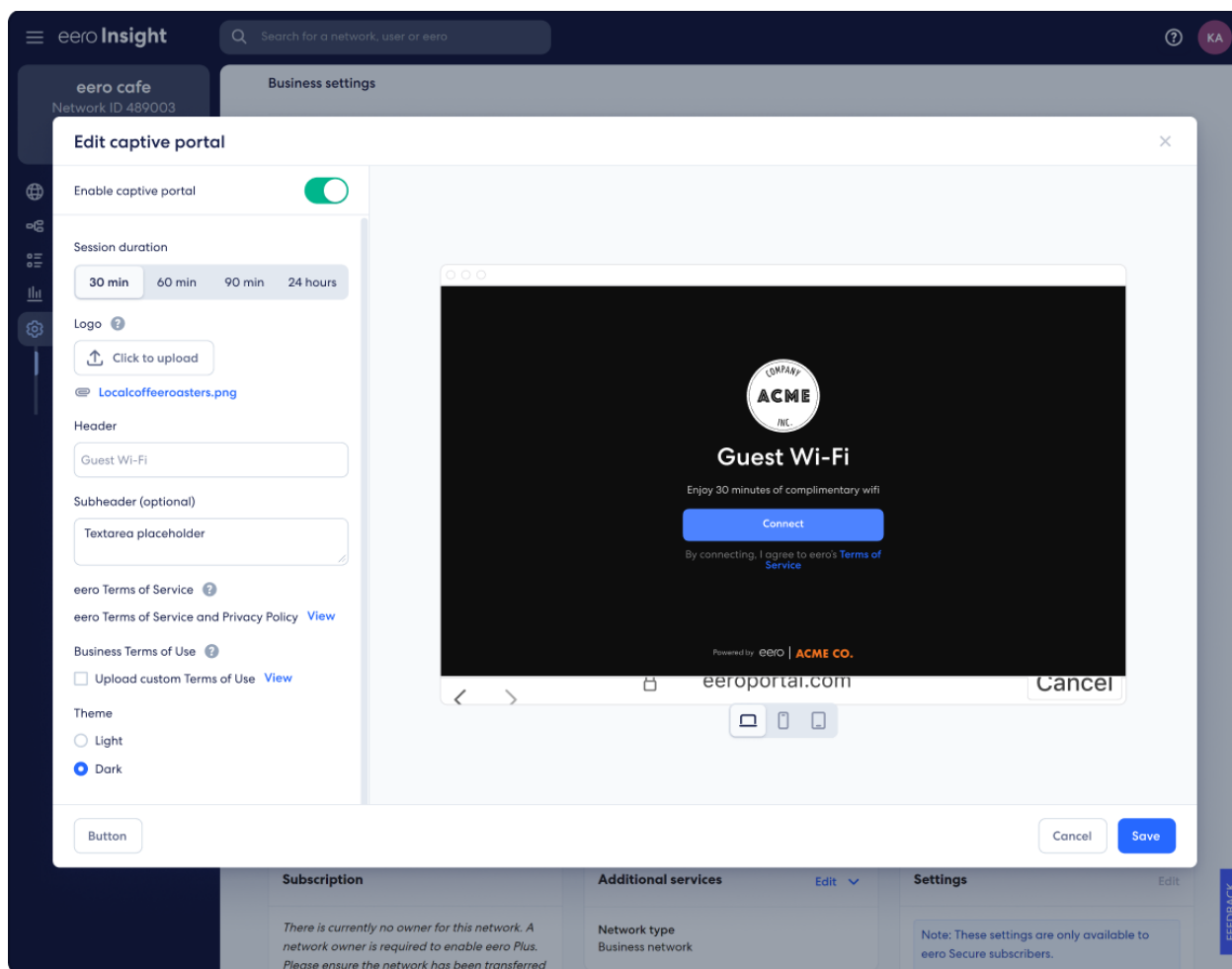


- After exiting the general settings for the "Guest" wifi network, click on "Edit" in the "Captive portal settings" section.

The screenshot displays the eero Insight web interface. The left sidebar shows the navigation menu with options: Summary, Topology, Events, Dashboards, Settings (selected), and Users & profiles. The main content area is titled 'Business settings' and contains several sections:

- Wifi network settings:** This section has two tabs: 'Main' and 'Guest'. Both are currently set to 'Enabled'. The 'Main' tab shows settings for 'Wifi network name' (Finally) and 'Password' (Finally). The 'Guest' tab shows settings for 'Wifi network name' (Finally Guest), 'Security type' (Open), 'Password' (N/A), 'Captive portal' (Enabled), 'Bandwidth limit' (Disabled), and 'Content filters' (Presets).
- Captive portal settings:** This section shows a 'Captive portal' tab set to 'Enabled'. It includes a visual representation of the captive portal interface with a large gray rectangle and a smaller gray rectangle.
- eero subscription features:** This section includes three sub-sections:
  - Subscription:** A message stating: "There is currently no owner for this network. A network owner is required to enable eero Plus. Please ensure the network has been transferred".
  - Additional services:** A section with a 'Network type' dropdown set to 'Business network'.
  - Settings:** A section with a note: "Note: These settings are only available to eero Secure subscribers."

The interface also includes a search bar at the top, a user profile icon (KA) in the top right, and a 'FEEDBACK' button in the bottom right corner.



## 2.3. Disabling/Enabling the captive portal

### 2.3.1: Disabling the captive portal from the Captive Portal modal

1. Check if the captive portal appears in the "Guest" network.
2. Disable captive portal by going to Network → Business Settings → Edit (Captive Portal Card) → Toggle off "Captive portal."

### 2.3.2: Enabling the captive portal and setting up custom configuration options

If the captive portal is not already enabled, enable it by following these steps.

1. Search for your network.
2. Go to Network → Business Settings → Edit (Captive Portal Card) → Enable captive portal.
3. Set a session duration of 30 minutes, 60 minutes, 90 minutes, or 24 hours.
4. Upload a business logo (max 200x200, PNG or JPG).
5. Add a Header and Subheader.
6. Upload a .TXT file under 'Business Terms of Use.'
7. Choose light or dark theme.
8. Click "Save."
9. Check if the preview has the same configuration you selected.

### 2.3.3: Disabling the captive portal from the guest wifi network modal

1. Disable captive portal by going to Network → Business Settings → Edit (guest wifi network Card) → Disable captive portal.

### 2.3.4: Enabling the captive portal from the guest wifi network modal

1. Disable captive portal by going to Network → Business Settings → Edit (guest wifi network Card) → Enable captive portal.

## 2.4 Selecting manual IP ranges

By default, "eero for Business" networks are set up to assign IP addresses to client devices from automatically selected IP address ranges. However, the network administrator has the option to manually configure the specific IP address ranges to be used for each individual subnet.

It's important to note that switching the network setting between "Automatic" and "Manual IP" will trigger a reboot of the network.

1. Browse to Settings → Network → Network services, click on "edit" against "DHCP & NAT":

The screenshot shows the eero Insight dashboard for a network named 'L'Amourita eero' by Owen Whiting. The left sidebar contains navigation options: Summary, Topology, Events, Dashboards, Reboots, Channel utilization, Thermal analysis, Speed tests, Outages, Data usage, Security (eero Plus), Settings (selected), Network, and Users & profiles. The main content area displays 'ISP settings' and 'Network services'. Under 'ISP settings', the 'WAN type' is 'Static IP' with fields for IPv4 primary (192.168.1.254), Subnet mask (255.255.255.0), Router IP (192.168.1.254), IPv6 prefix (None), and Uplink VLAN (2045). The 'Upstream IPv6' is 'Enabled'. Under 'Network services', 'DHCP & NAT' is set to 'Automatic'. Other settings include DNS (ISP default), UPnP (Enabled), and Local DNS caching (Enabled). Each setting has an 'Edit' link.

2. Select the "Manual IP" option:

This screenshot shows the 'DHCP & NAT' settings being edited. The 'Automatic' radio button is selected, and the 'Manual IP' radio button is also visible. Below the radio buttons, a note states: 'Note: changing these settings will restart this network'. There are 'Cancel' and 'Save' buttons at the bottom right of the settings card. The background shows the same dashboard as the previous screenshot, but with the settings card expanded.

3. Choose from one of the 3 IP address prefixes:

**eero Insight** Search for a network, user, or eero

**L'Amourita eero**  
Owen Whiting  
Online

Summary  
Topology  
Events  
Dashboards  
Reboots

**Upstream IPv6**  
Enabled  
Prefix: 192.168.1.254 Subnets: 255.255.255.0 Name servers: 2001:4860:4860::8888 and more

**Network services**

**DHCP & NAT** Automatic Manual IP

Note: changing these settings will restart this network

IP address prefix: 192.168.0.0/16 10.0.0.0/8 172.16.0.0/12

Cancel Save

Subnet IP, subnet mask, starting IP and ending IP for all the subnets will be automatically populated from the selected IP prefix with some default subnet ranges but you can change the ranges as needed

**eero Insight** Search for a network, user, or eero

**L'Amourita eero**  
Owen Whiting  
Online

Summary  
Topology  
Events  
Dashboards  
Reboots  
Channel utilization  
Thermal analysis  
Speed tests  
Outages  
Data usage  
Security

**Network services**

**DHCP & NAT** Automatic Manual IP

Note: changing these settings will restart this network

IP address prefix: 192.168.0.0/16 10.0.0.0/8 172.16.0.0/12

	Subnet IP	Subnet mask	Starting IP	Ending IP
<b>Main wifi network</b>	10.0.0.0	255.255.252.0	10.0.0.20	10.X.3.254
<b>Guest wifi network</b>	10.0.4.0	255.255.252.0	10.0.4.20	10.0.7.254
<b>Business wifi network</b>	10.0.8.0	255.255.252.0	10.0.12.20	10.0.15.254

Cancel Save

4. Click on the "Save" button after making the changes.

## 2.5. Changing a network type to “Business”

### 2.5.1: Changing an existing “Residential” network type to “Business”

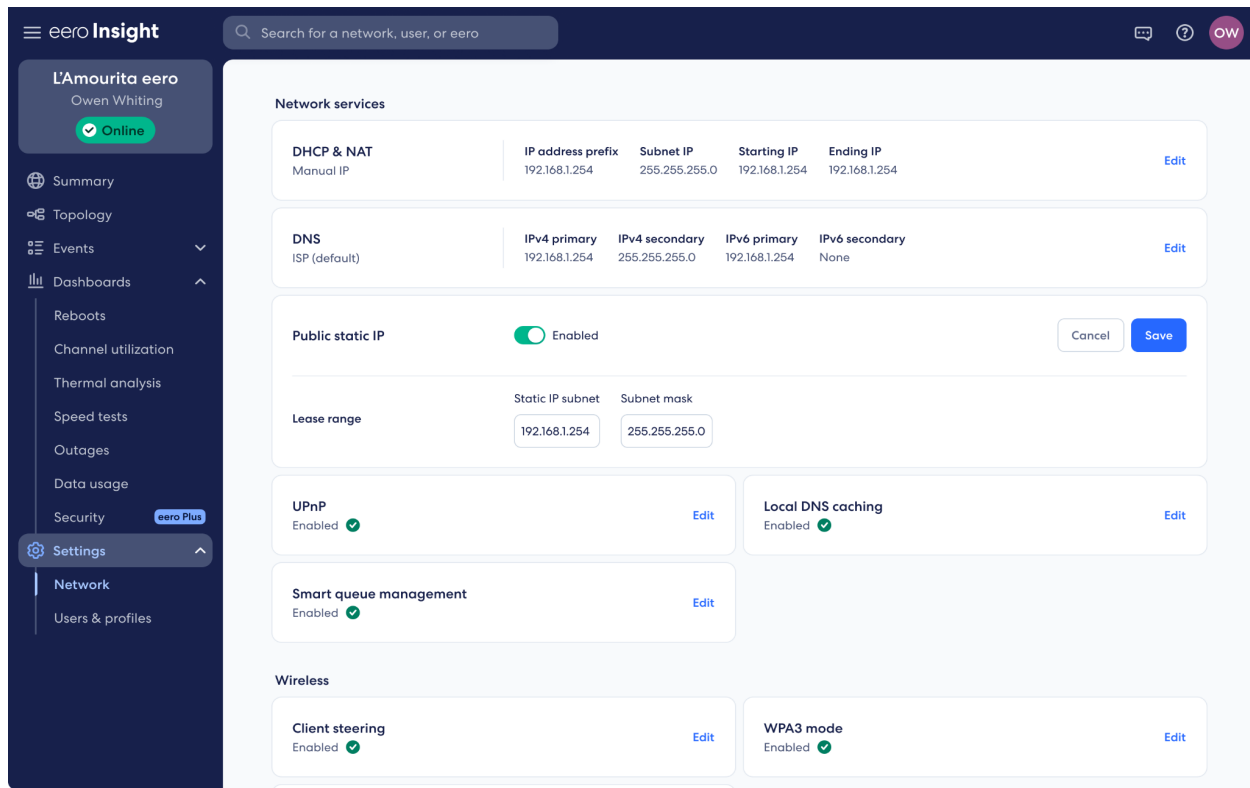
1. To change an existing ‘Residential’ network type to Business, follow the steps below:
2. Look up the existing network from the search bar
3. On the network page, scroll to the bottom or select ‘eero Subscription from the navigation menu
4. On the eero for Business tile, click edit and Activate, enter a name to identify the Business, and activate the subscription. This will change the network type to ‘Business.’

**Note:** To change a ‘Business’ network type to ‘Residential,’ you will need to delete the network and set it back up again.

## 2.6 Configuring a public static IP subnet for business devices

With public static IP, businesses can assign multiple static public IP addresses to devices. The feature also supports the optional RIPv2 protocol for simplified routing management.

1. Navigate to Settings → Public static IP, toggle it on
2. Fill in the Static IP subnet and Subnet mask details and click Save.



### Static IP subnet

The static IP subnet defines the range of public IP addresses available for assignment to business devices.

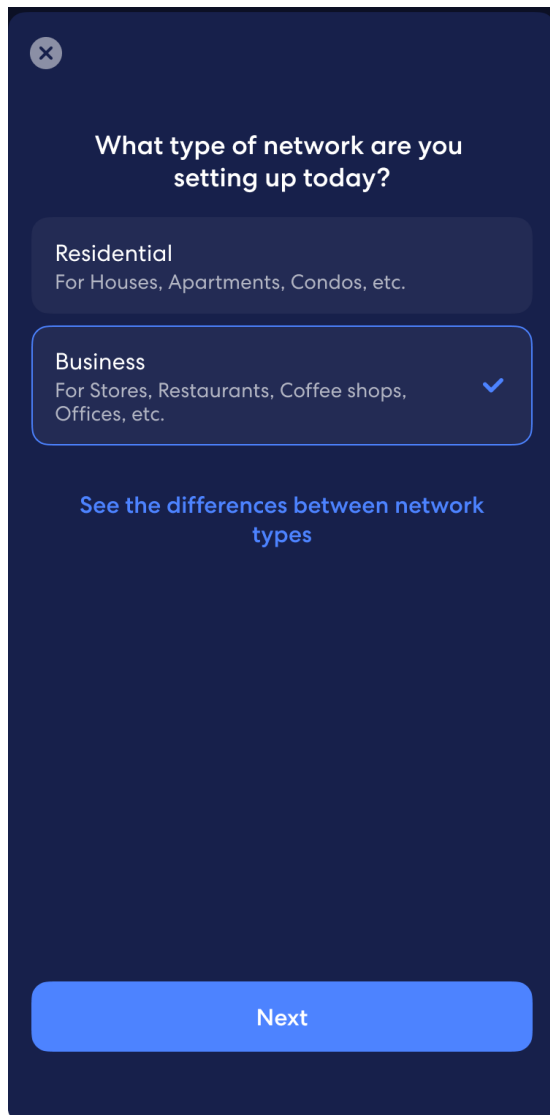
### Subnet mask

Subnet mask sets the size of the IP range, distinguishing the network portion from the device-specific portion.

## 2.7. Technician mobile app: Network setup flow

### 2.7.1: Create a business network as an ISP technician

1. Log into the eero mobile app as an ISP technician.
2. Create a network. You will see two options for network type: 1) Residential and 2) Business.





3. Click on "See differences between network types" for more information on residential versus business networks.



### The differences between networks

Different types of networks have access to different capabilities and services.

#### Residential

Residential networks are tailored towards providing the best wifi experience inside homes, apartments or condos. Residential networks are supported on all eero models.

#### Business

Business networks are optimized for both network security and wifi performance in commercial environments such as offices, coffee shops, gyms, etc.

Business networks have additional features and functionality to customize and secure the wifi experience for employees, customers, and contractors. Business networks are only supported on Wi-Fi 6 and newer eero models.

4. Select Business as the network type.
5. Enter a business name.

**Note:** Business names may contain letters, numbers, and some special characters (!@#\$\$%^&\*()-~,')::

←

**What's the name of the business?**

This is also how the Internet service provider will identify the business for customer support.

Smith's coffee shop ✕

Business name can contain letters, numbers and some special characters (!@#\$\$%^&\*()-~,'):.

Guided setup

Quick setup

6. Add a gateway eero.
  - a. Supported eero gateway models include eero 6 gateway, eero Pro 6, eero 6+, eero Pro 6E, eero PoE 6, and eero PoE Gateway.
7. Add a leaf eero
  - a. Supported eero gateway models include eero 6, eero Pro 6, eero 6+, eero Pro 6E, eero PoE 6, and eero PoE Gateway.
8. The transfer network screens will show up. Continue to transfer the network to the business owner.
9. You will be able to access the network via the technician's mobile app for 48 hours.