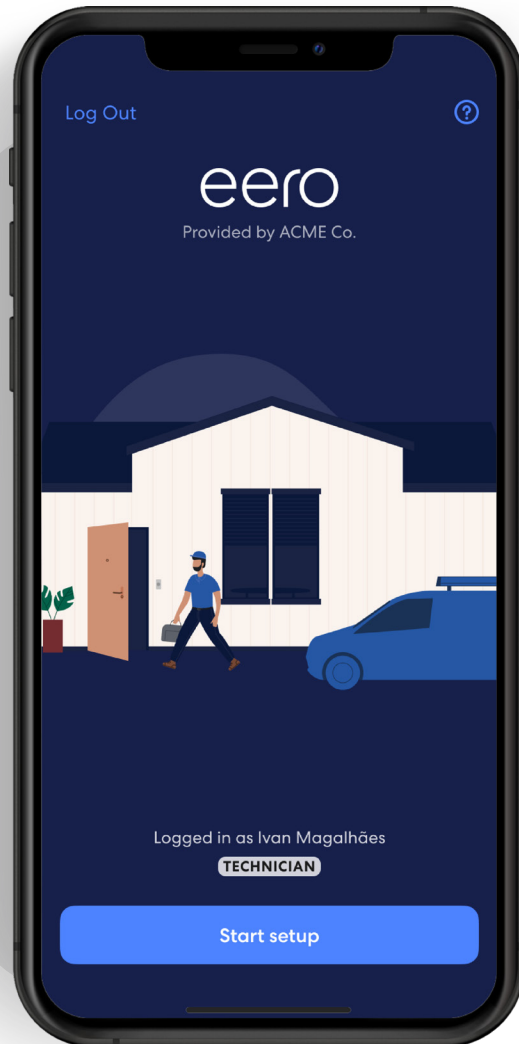


eero



## How-to guide

Getting started with the  
mobile app for eero for Communities.

# Ready right out of the box.

The eero mobile app can help you quickly set up any eero network within a community. Using the eero mobile app, plug an eero device into the 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 an eero network.

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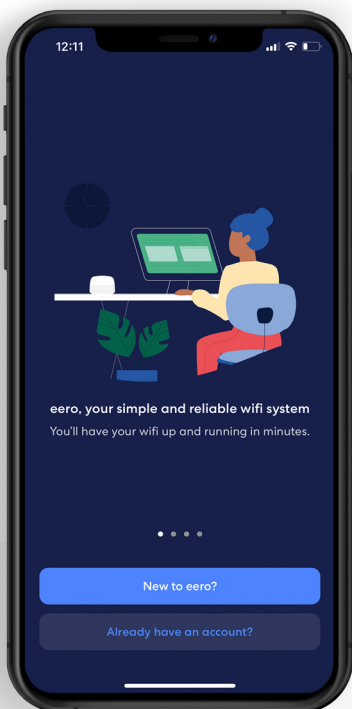


## Create an account

Upon first opening the eero mobile app, you will be prompted to create an eero account through a guided setup process.

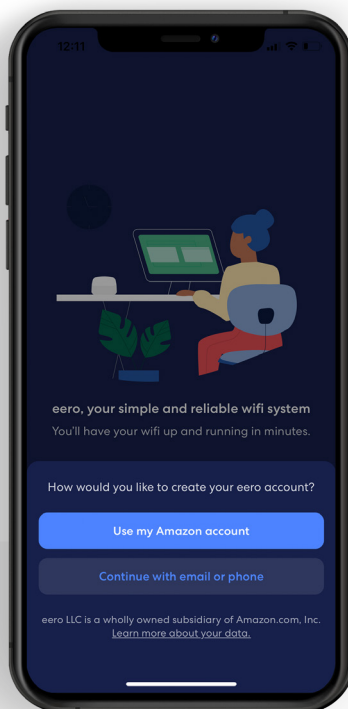
**Make sure you have the following to get started:**

- Mobile device with a data connection. (If you don't have access to a data connection, see our [workaround instructions here](#).)
- eero mobile app.
- Internet service provided into the community unit.
- ONT/ONU or cable modem.



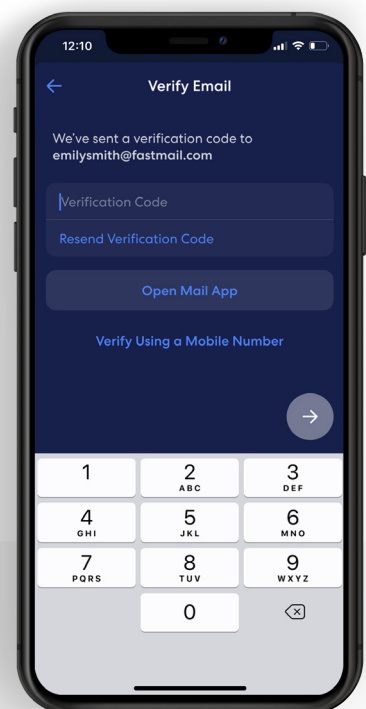
1.

Open the eero mobile app and tap the New to eero? button.



2.

Create a new eero account with your work email or phone.



3.

Enter in the verification code sent via SMS or email.





## Network setup

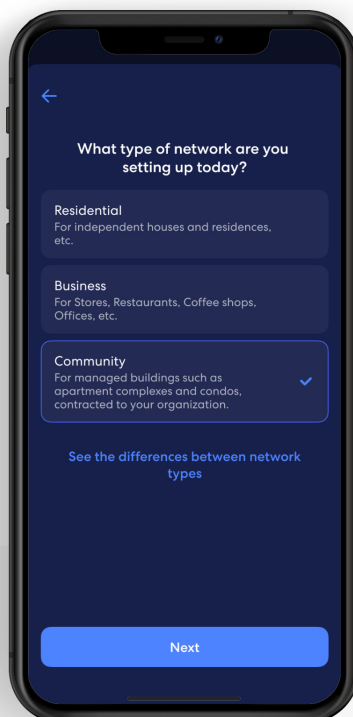
The gateway is the primary eero device connected to the modem and is needed to establish the network. The eero mobile app will guide you through setting up the eero gateway in the following steps.

**Note:** Field technician app only.



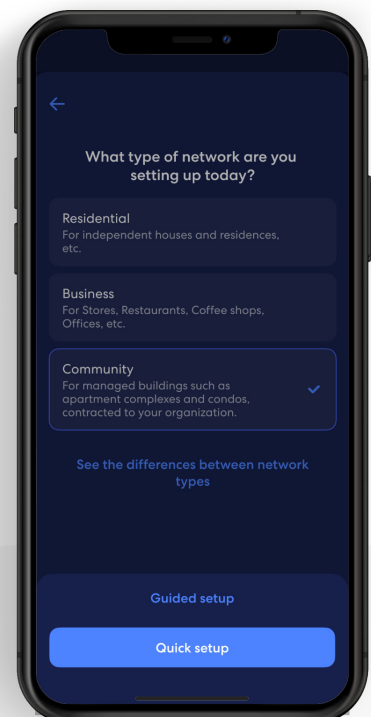
1.

Tap Start Setup.



2.

Select Community and tap Next.



3.

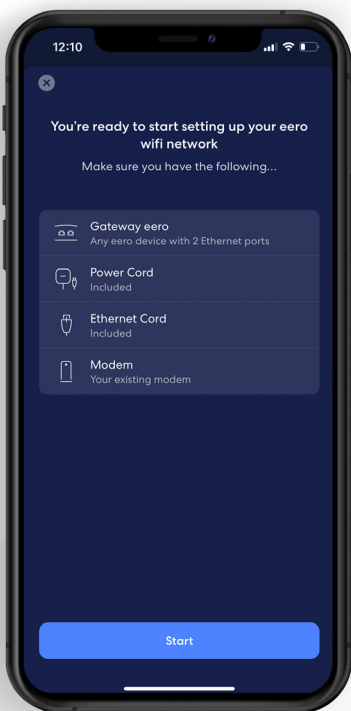
Select Quick setup or Guided setup for a more detailed walkthrough.





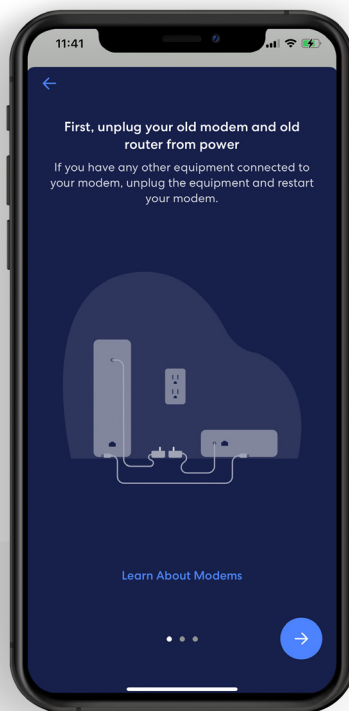
## Network setup *(continued)*

The gateway is the primary eero device connected to the modem and is needed to establish the network. The eero mobile app will guide you through setting up the eero gateway in the following steps.



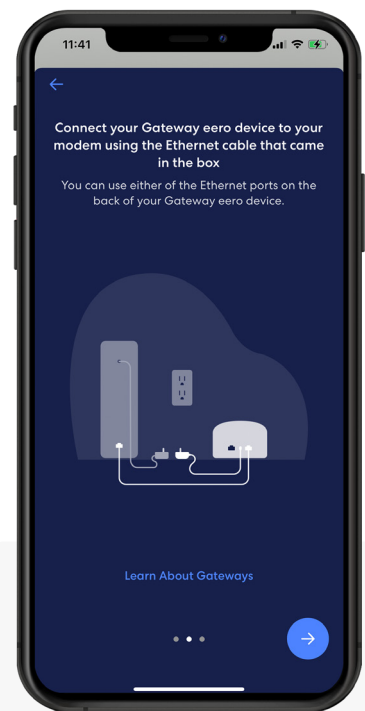
4.

Confirm you have the listed items and tap *Start*.



5.

Disconnect the old modem and router from power, then tap the *Blue arrow*.



6.

Connect the eero gateway to the router using the provided Ethernet cable and tap the *Blue arrow*.

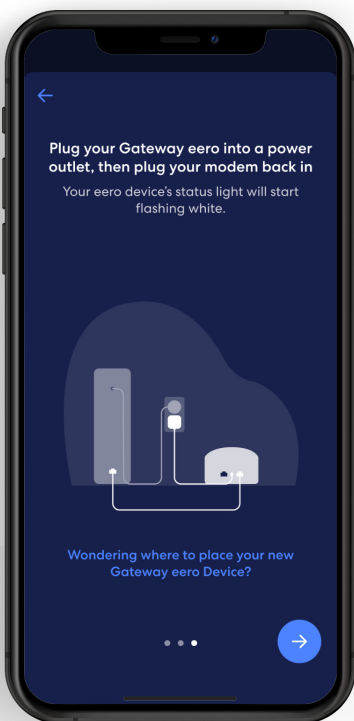




## Network setup *(continued)*

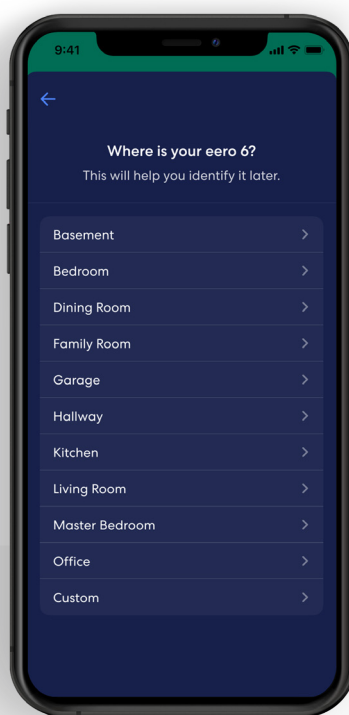
The gateway is the primary eero device connected to the modem and is needed to establish the network. The eero mobile app will guide you through setting up the eero gateway in the following steps.

\*It is recommended to use the apartment or unit number as the network name to easily identify the network. Password for a community network is auto-generated and can be viewed under network settings, after setup is completed.



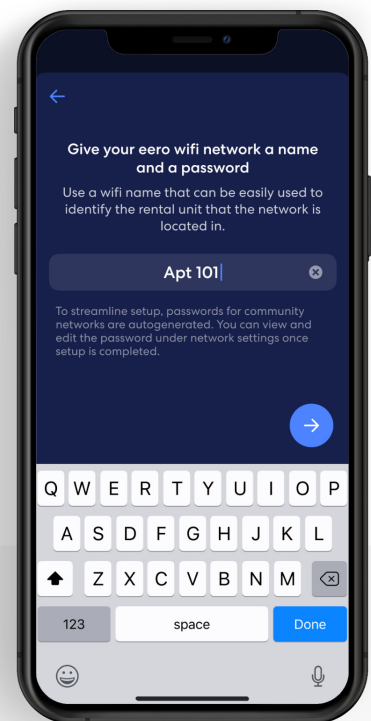
7.

Plug the eero gateway into power, then plug the modem into power, and tap the *Blue arrow*.



8.

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



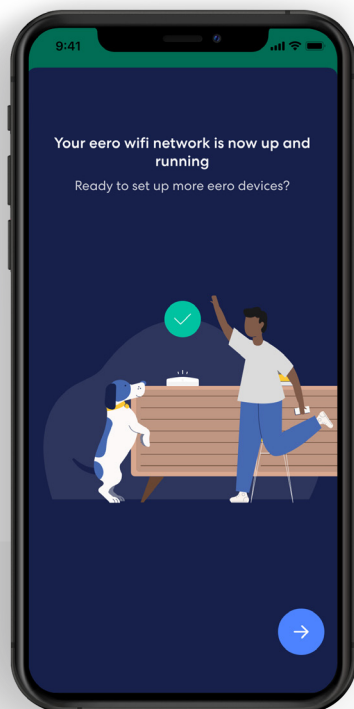
9.

Create a name for the wifi network that corresponds to the unit or space where the network is located for easy identification, then tap the *Blue arrow*.\*



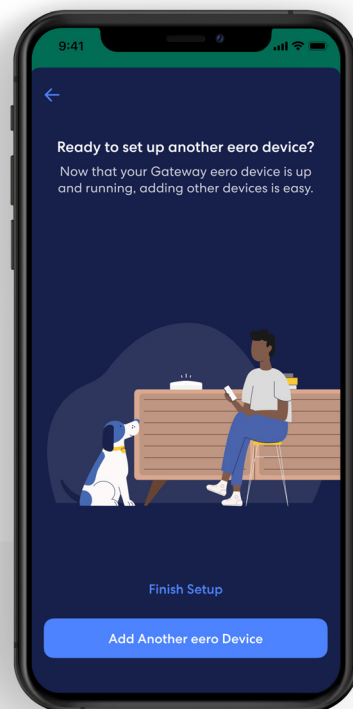
## Network setup *(continued)*

The gateway is the primary eero device connected to the modem and is needed to establish the network. The eero mobile app will guide you through setting up the eero gateway in the following steps.



10.

Once you receive the confirmation of a successful setup, tap the *Blue arrow*.



11.

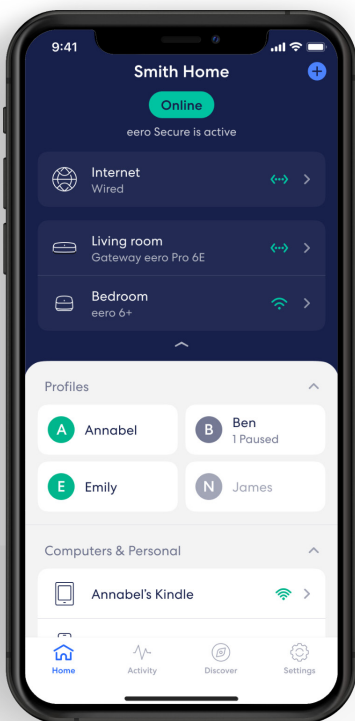
If you are done setting up the network, tap *Finish Setup*, or select *Add Another eero Device* to add additional devices.






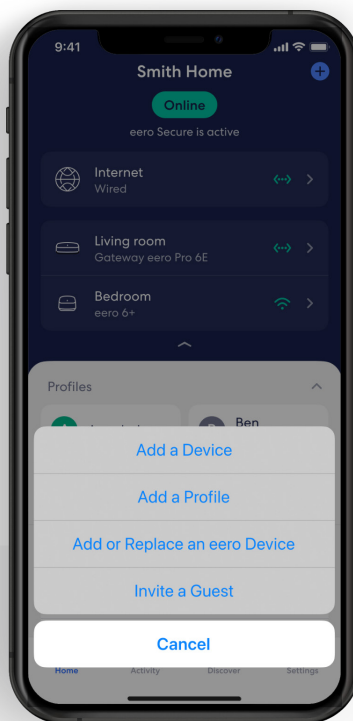
## Add an eero device

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



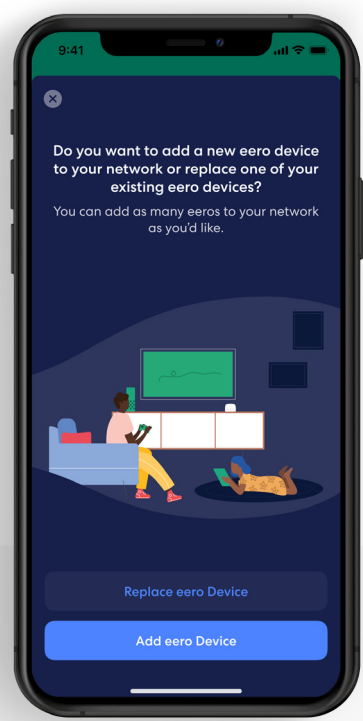
1.

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



2.

Tap *Add or Replace an eero Device*.



3.

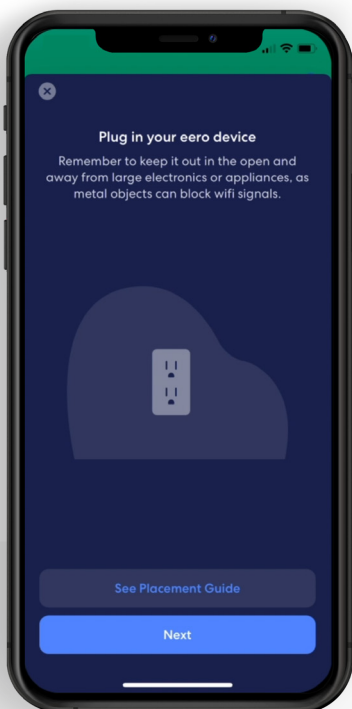
Tap *Add eero Device*.





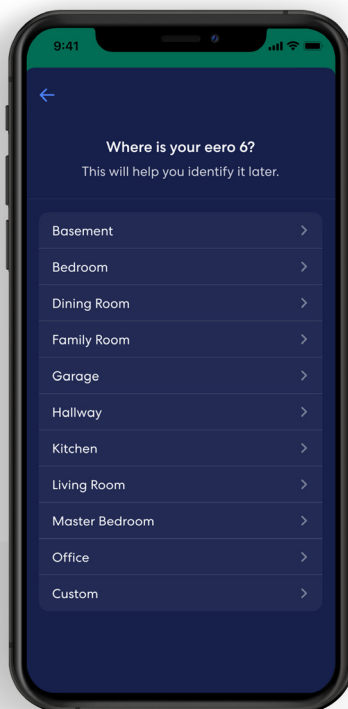
## Add an eero device *(continued)*

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



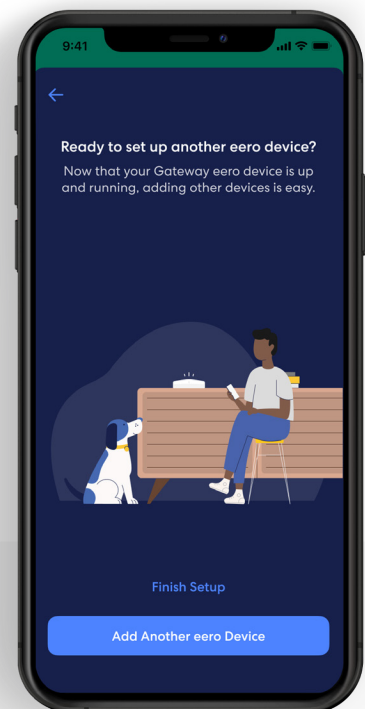
4.

Plug in the new eero device to an outlet and tap *Next*.



5.

Once the new eero device is recognized, choose a location for the device.



6.

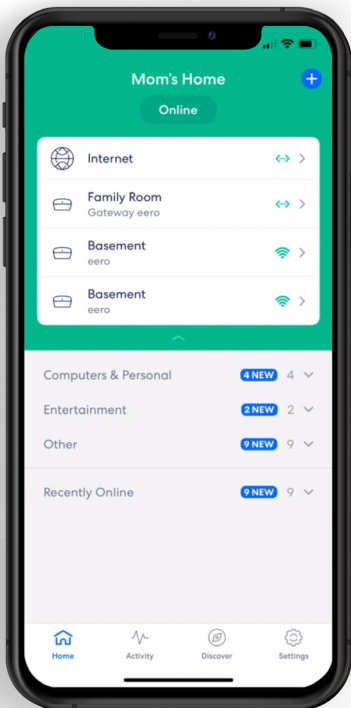
The device is now added. Tap *Finish Setup*, or select *Add Another eero Device* to add additional devices.





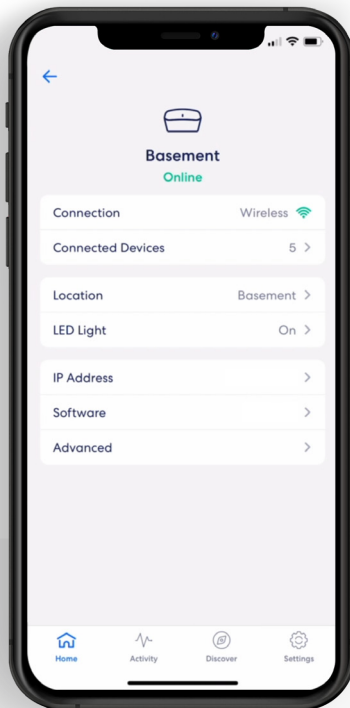
## Remove an eero device

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



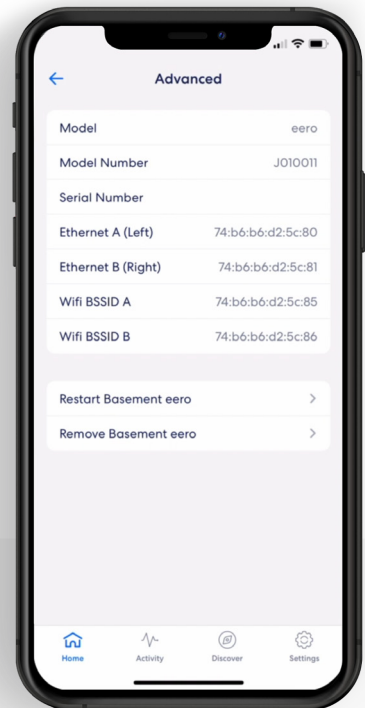
1.

From the *Home* tab, tap the device you wish to remove.



2.

Select *Advanced*.



3.

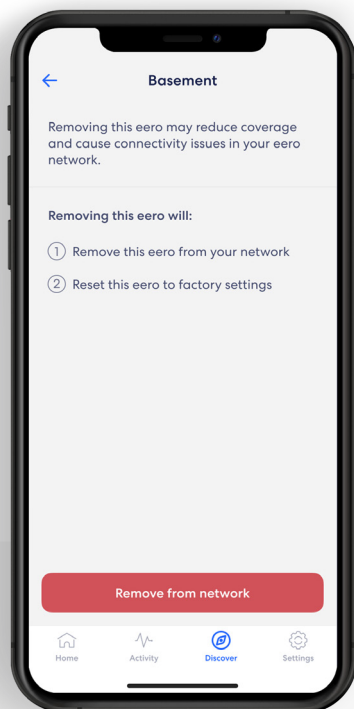
Tap *Remove* to remove the eero device.





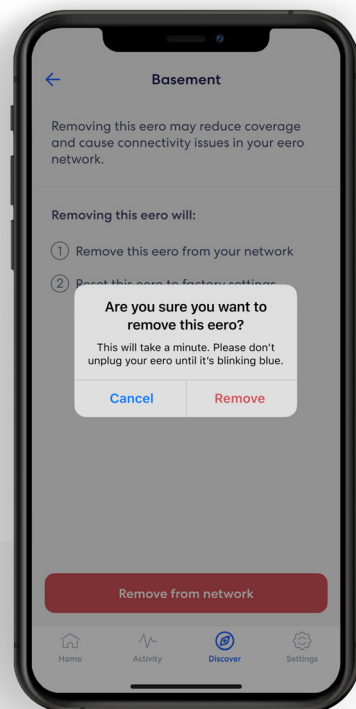
## Remove an eero device *(continued)*

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



4.

Tap *Remove from network* at the bottom of the screen.



5.

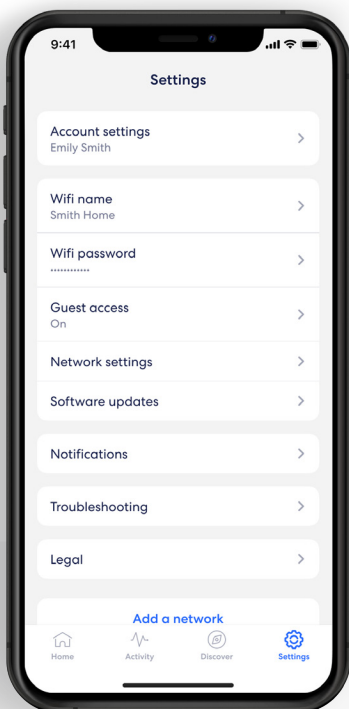
Confirm removal by tapping *Remove*.





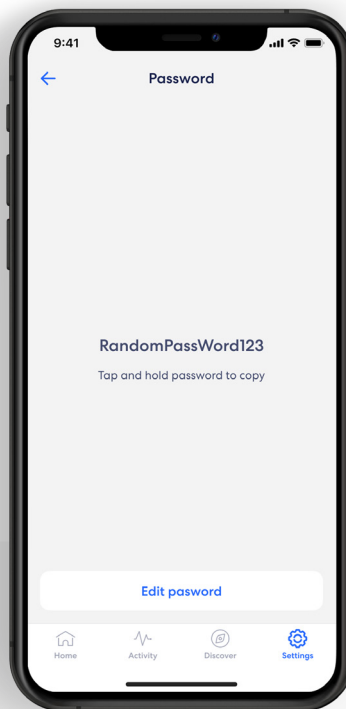
# Update password

Easily view or change the wifi network password as needed.



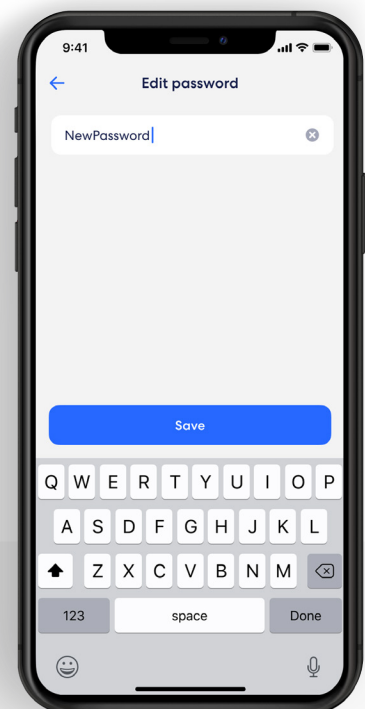
1.

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



2.

Tap *Edit password* to change the password.



3.

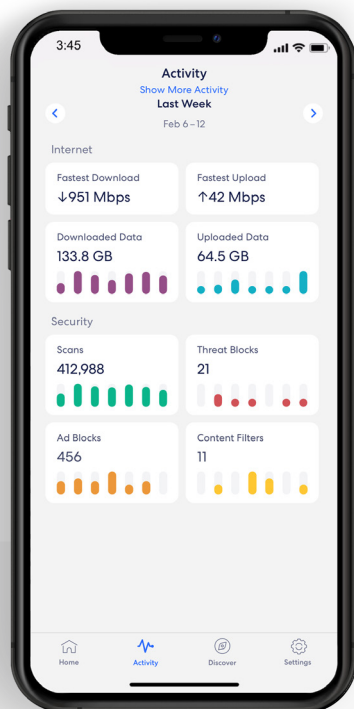
Enter in the new password, and tap *Save*.





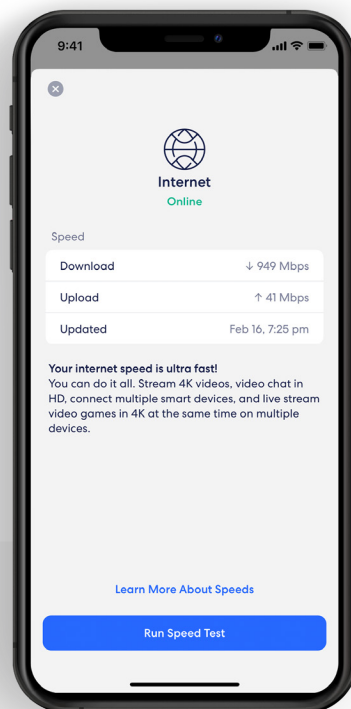
# Speed test

The speed test analyzes the upload and download speeds at the gateway eero.



1.

From the Activity tab, tap a tile on the *Internet* section.



2.

Tap *Run Speed Test*.

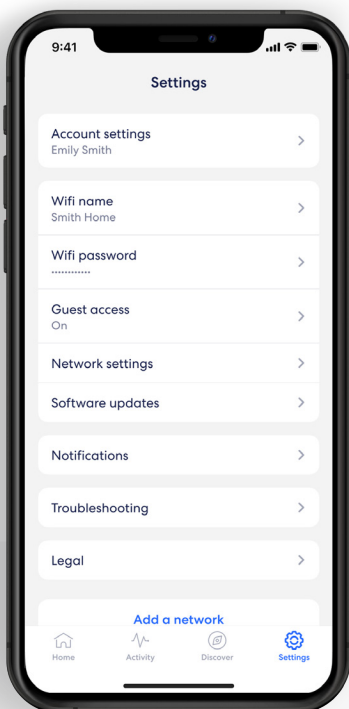




# Software update

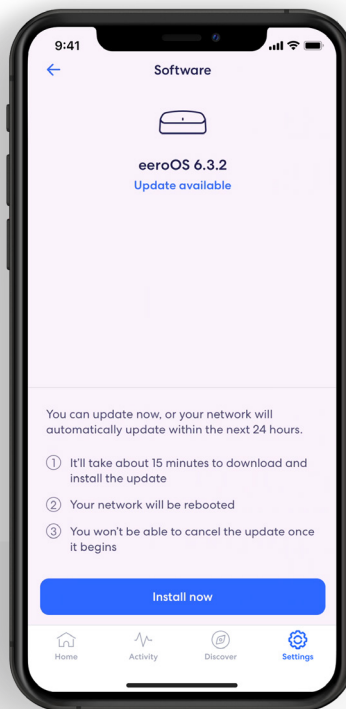
Help ensure the wifi network is always up to date.

**Note:** If there is a software upgrade available for the network, follow these instructions to start the upgrade process.



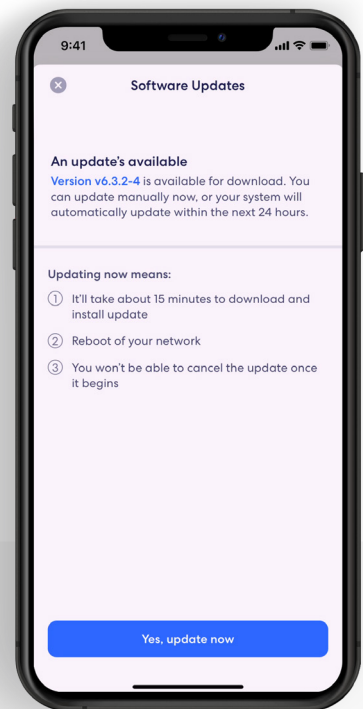
1.

From the *Settings* tab, select *Software updates*.



2.

Tap *Install Now*.



3.

Tap *Yes, update now* to update the system.



eero