Whole Home Wi-Fi Quick Start Guide

(No Contact or Tech Assisted)





This guide will assist you in connecting and setting up your eero Whole Home Wi-Fi.

If you requested no-contact installation, your installer will complete the work outside you home and will assist you over the phone. This guide is easy-to-use and will get you started. You and your installer will follow the step-by-step process together to get your Wi-Fi services connected.

Note: In order to properly install and setup the Whole Home Wi-Fi equipment you will need to install the eero Whole Home Wi-Fi system app on your mobile (Apple iPhone/iPad or Android) device.

Your Technician's Name is: ____

and can be contacted at: _____

Before you get started:

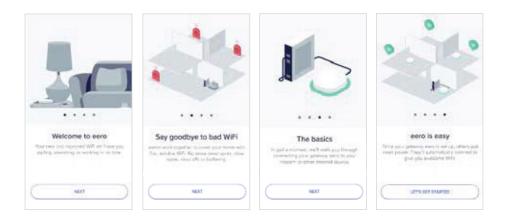
- Think about where you will use the Internet the most the modem and router should be placed as close to this location as possible.
- If you are using the internet over a large area try to centralize the modem and eero Base in the home for optimal throughout.
- Place the eero Beacons within 30 ft of the base upon setup. Once setup, you can experiment with placement to ensure coverage where you use the Internet the most.
- Final placement of the Beacons should be half way between the Base and any dead zones in the home.

STEP 1

- 1. Go to your Play Store and search for the **eero Whole Home Wi-Fi** System application.
- 2. Once you have located the app press Install.
- 3. Once the app has installed press the Open button.

STEP 2

The app will open and you walk through the first 4 screens by clicking next. When you get to the last screen press the "**Let's Get Started"** button. (See Below)



STEP 3

When you see the Welcome to eero Click on the **CREATE ACCOUNT** button.



STEP 4

Enter your Full Name, Mobile Number, and email address. You will receive an email from eero and verify that your email address. Once you have entered the required information click **Next**.

STEP 6

For Android devices: To easily locate the app move it next to your home screen.



STEP 7

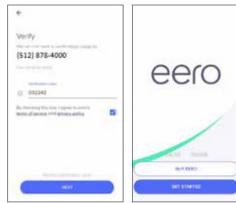
Press **Get Started** and the app will walk you through the set-up process.

STEP 5

You will be sent a verification code via text. Enter that code; click the box to agree to eero's terms and privacy policy.

Then click Next. (See Below)

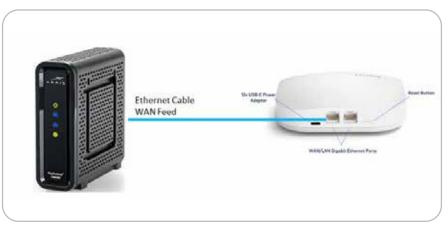
When you see the eero screen that has the **GET STARTED** button you have successfully installed the app. (See Below)



STEP 8

Here are a couple wiring scenarios for your reference. Your technician can assist you further if you need assistance.

Scenario 1: Internet only customers. Cable Modem with eero.



Scenario 2: Customer modem, eero, and Switch for additional Ethernet ports.

	LED Color	What it Means
There to the second sec	No Light	eero doesn't have power
	Blinking White	eero software starting up/connecting to the internet
	Blinking Blue	Broadcasting Bluetooth
	Solid Blue	eero app is connecting to your eero and setting it up
	Blinking Green	Multiple eeros detected
	e Blinking Yellow	Unapproved USB-C power source used
	Solid White	eero connected to the internet
	Solid Red	eero is not connected to the internet

Additional Resources: If you need assistance after your installation, please don't hesitate to contact us at 1.800.427.8686 or at astound.com/support; our customer service agents are available 24 hours a day, 7 days a week.

Our customer pledge is simple:

we're committed to putting you first in everything we do.

- 24/7 US based customer service
- We will do what we say we're going to do
- 30-Day money back guarantee
- On-time Guarantee

- Easy to understand bill
- No mandatory contracts
- Service calls 7 days a week
- We'll make every effort to resolve your issue the first time

If you have any questions with your installation, please go to **astound.com/support** or call **1.800.427.8686**.

