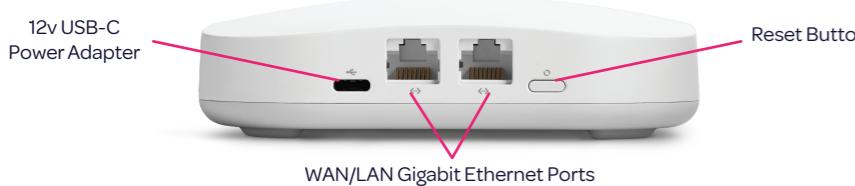


## Getting to know your eero router



### What do the colors of the LED light on my eero router mean?



LED COLOR	What is Means
● No light	eero doesn't have power
○ Blinking White	eero software starting up/ connecting to the internet
● Blinking Blue	Broadcasting Bluetooth
● Solid Blue	The eero app is connected to your eero and setting it up
● Blinking Green	Multiple eeros detected
● Blinking Yellow	Unapproved USB-C power source used
○ Solid White	eero connected to the Internet
● Solid Red	eero is not connected to the Internet

## FAQ's

### How do I reset my eero router?

We generally recommend deploying simpler steps—such as power cycling your eero by unplugging its power cable, waiting 30 seconds, and plugging it back in—before attempting a reset. If you do need to reset your eero, you can do so through the eero app or pushing the reset button on the back of your router. Before resetting your eero, make sure it has been powered on for at least 45 seconds.

### How do I update my network's operating software (eeroOS)?

In order to ensure the security of your network is up to date, as well as benefitting from the latest eero features, we strongly recommend keeping your operating system up to date. As soon as you set up your new network, you'll see a blue prompt at the top of the eero app that will ask if you'd like to Update now. To install the latest version of eeroOS on your network, simply tap this button. If you'd like to do it at another time, or just allow your eeroOS to automatically update overnight, tap the X on the left side of the prompt.

### How do I view or change my network password?

It's easy! You can view or change your network password anytime in the eero App. From the eero App main dashboard, tap Settings. Then tap on WIFI password and you'll be taken to a field to view/edit your network password. You can edit your password by tapping Edit password.

For more help and advice, please visit [youfibre.com/support](https://youfibre.com/support)

## Need to speak to us? We're always here to help!

Whatever you need our team of friendly UK-based experts are always ready to help.



Online:  
[youfibre.com](https://youfibre.com)



Chat:  
[youfibre.com/contact](https://youfibre.com/contact)



Call:  
**0800 270 0100**



## Need a Static IP? No problem!

If you're a gamer, have a home security set-up, work remotely using a VPN, or use external devices and websites that need to remember your IP address, then we recommend getting a Static IP. This costs just £5 per month and adds additional accessibility to your broadband.



# Installation and set-up guide



Apple App Store

Google Play Store



Download the app for  
our new eero router



★ Trustpilot ★★★★★ Rated Excellent

## Welcome to YouFibre!

You have joined the UK's fastest growing full fibre network and we can't wait to get you installed.

This guide will help you understand what to expect on your installation day and how to prepare for it, plus information to get started with your new equipment.

## Installation Step-by-Step Guide

### Step 1



You will receive the box containing your equipment prior to your installation date.

### Step 2



On the agreed installation date, your YouFibre expert engineer will arrive to install your service.

### Step 3



Your YouFibre expert engineer will assess the installation requirements at your property before beginning. There will likely be a need to drill through your wall. Your engineer will recommend the best place for this.

### Step 4



You will need to download the eero app to your mobile device and connect your new router as shown in this booklet.

### Step 5



Depending on your package, follow the steps to install YouMesh and/or YouPhone.

### Step 6



Connect your devices to the internet.

### Step 7



Enjoy ultrafast broadband from YouFibre!

## YouMesh

WiFi in every room, or your money back!

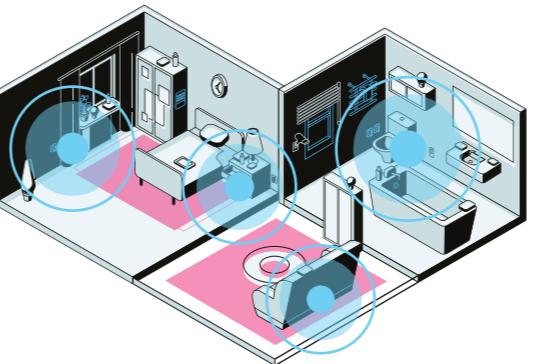


### How to add YouMesh to your network:

1. Open the eero app.
2. Tap the blue plus icon on the top right.
3. Tap 'Add or Replace eero Devices'.
4. Tap 'Add eero Device'.
5. Follow the setup instructions to complete the installation.

### No YouMesh & Need Better WiFi Coverage?

If your WiFi network isn't quite reaching every room, YouMesh is a great solution that you can add to your package for only £7 per month, guaranteeing reliable and consistent speeds in each room of your home.



Contact us on **0800 270 0100**  
to add YouMesh to your package today.

## YouPhone

Your home phone. But better.



Who said you need a phone line for those long phone conversations? YouPhone & YouPhone+ run on a Voice-over-IP (VoIP) network, which means that you can use an internet connection for your phone. You can even keep your existing number or choose a new one. YouPhone costs just £3 per month and gives you unlimited evening & weekend calls, while with YouPhone+ you have unlimited UK calls for just £8 per month.

**Contact us on **0800 270 0100** to add YouPhone to your package today.**

## FAQ's

### Can I use my existing eero router to connect YouPhone?

No, you will need new equipment, in order to upgrade your service. A new router will be provided to your home free of charge. This won't impact the service you receive from your YouFibre broadband.

### Can I use my existing home phone hardware with YouPhone?

Yes, just connect your home phone to the YouFibre socket and you're good to go!

### Can I keep my existing home phone number?

Yes, we provide a Voice-over-IP (VoIP) service that allows you to port your existing number. Just let us know you wish to port your number and get in contact with your current provider to inform them. Usually porting is pretty quick, but it can take up to 30 days depending on your current provider.

### Will YouPhone work through a power outage?

No, YouPhone cannot be used to make emergency calls during a power outage at your property. Alternative arrangements should be made in case of emergency.

For more FAQ's about YouPhone please visit [youfibre.com/support](http://youfibre.com/support)