

A GUIDE TO YOUR EERO

Customer edition



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TAKE A TOUR

Get to grips with all the lights and buttons and where things should be plugged in. It'll help you if you need to unplug and set it all up again, or to troubleshoot.

The lights, buttons and ports



LED Colour

- No light
- Blinking White
- Blinking Blue
- Solid Blue
- Blinking Green
- Blinking Yellow
- Solid White
- Solid Red

What it means

- eero doesn't have power
- eero software starting up/ connecting to the internet
- Broadcasting Bluetooth
- The eero app is connected to your eero and setting it up
- Multiple eeros detected
- Unapproved USB-C power source used
- eero connected to the internet
- eero not connected to the internet

The Tech Spec

eero & eero 6+ Dual-Band for balanced performance:



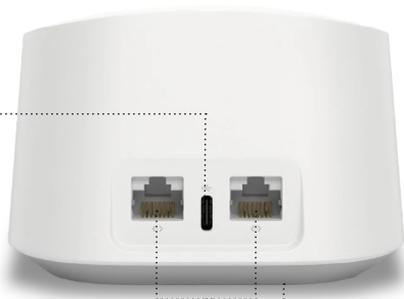
Reaches further,
through walls



Faster, in a
small area

2x1 Gb Ethernet LAN for fast hardwiring.

Power Adapter



WAN/LAN Gigabit
Ethernet Ports

Reset Button
Underneath

SET UP THE EERO WITH THE EERO APP

What you'll need

- Your eero router
- A smartphone or tablet
- The eero app (available on iOS and Android)
- An Ethernet cable and power outlet (provided with eero)

1

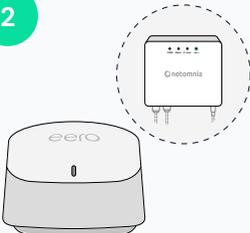


Download and install the eero App

Go to the App Store or Google Play Store. Search for "eero" and install the official app.

Open the app and sign in with your Amazon account or create a new eero account.

2



Connect the eero

Plug the eero into the Fibre Connection Box on the wall (ONT) using the Ethernet cable.

Connect the eero to power — the LED will start flashing blue when ready.

3



Follow the App instructions

In the app, tap “Set up eero network.”

The app will detect your eero automatically via Bluetooth.

When prompted, name your Wi-Fi network (SSID) and create a password.

4



Finish Setup

After all eeros are connected, the app will update firmware if needed.

Once updates finish, you're ready to use your network.

You can test speeds and manage devices right from the app.

WI-FI SIGNAL TIPS

To give your eero the best chance of Wi-Fi signal success.

Give your eero space

An open, central location is your eero's happy place so the signal can reach around your home. Don't banish it behind the TV or shove it in a cupboard.

Don't put your eero too high

Aim for a mid-level spot on a shelf for nice even Wi-Fi signal distribution. If it's perched high on a bookshelf it's like aiming your showerhead upwards.

Avoid signal stoppers

Thick walls and steel beams can block the Wi-Fi signal from your eero.

If you've got an older house or a new extension, position your eero away from walls. You can add more eeros for even more coverage.

Free up the frequency

Position your eero away from microwaves and cordless phones as they often use the same frequencies as Wi-Fi signals and can cause interference. Even the washing machine could affect it when it's on.

HOW TO LOOK AFTER THE EERO

Here's some general eero self-care to keep it running at its best.

Keep it switched on

It's better for it and means it'll pick up our remote firmware updates.

Keep it cool and ventilated

Secure your network

Change your Wi-Fi password regularly.

Clean and dust it

If it gets clogged up, then it might overheat.

Restart it now and then

Who doesn't need a little reboot sometimes?

Manage your connected devices

Ditch anything you're not using regularly to free up bandwidth.

Need help?

Log in to **My Account** to get in touch with the team.

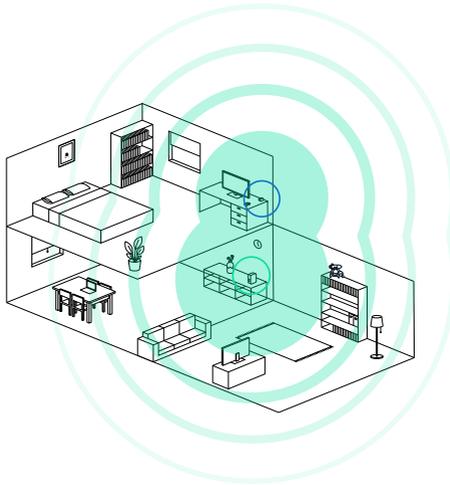
youfibre.com/myaccount

GET MORE COVERAGE WITH YOU MESH

You can add additional eeros with YouMesh for better Wi-Fi coverage around your home.

Plug them around your home, ideally halfway between your main eero and areas with weak Wi-Fi.

The eero app will guide you through placement and setup.



Get in touch to add YouMesh to your broadband plan.

youfibre.com/myaccount

LET'S GO 

youfibre.com/getstarted

