

Your Eero 6

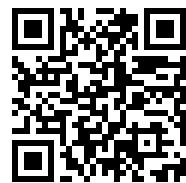
START HERE

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- 2 Plug the Ethernet cable from the modem into one of the two Ethernet ports on the back of your main Eero. Either port works — Eero figures out which one is the internet. Plug the modem back into the wall. Wait two full minutes for it to wake up. Lights on the modem should be solid, not blinking. Plug the Eero's power brick into the wall, then into the back of the Eero. The light on the front will start flashing white.
- 3 Open the Eero app on your phone and follow the prompts. (Next chapter walks through every screen.)
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Solid blue Setup mode — bluetooth pairing. Should turn white in a few minutes. If not, restart it.
Flashing red No internet from the modem. Unplug the modem 30 seconds. If still red, see chapter 20.
Solid red Hardware fault.

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Eero 6 / Eero 6+ Mesh Wi-Fi — A Plain-English Guide

A plain-English guide for your home

————— An Extended Guide · No. 96 · WI-FI & INTERNET —————

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Bill Davis — Bill's Home Tech

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What's Inside

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1. About the Eero 6

And why I picked the regular Eero 6 — not the Pro — for your home.

The Eero 6 is Amazon's everyday home Wi-Fi system — a small white puck about the size of a hockey puck, but shorter. It does the same core job as the fancier Eero Pro 6E: replaces your old router with modern Wi-Fi 6, and (in a 2- or 3-pack) spreads coverage around the house using a mesh. Mesh just means the units talk to each other so you don't have one box trying to blast through every wall. Your internet still comes into the house from Spectrum, AT&T, or whoever your provider is. The Eero takes that internet signal and turns it into Wi-Fi for your phones, TVs, smart bulbs, and everything else. You may hear me call your Wi-Fi "the network" — same thing. Why the regular Eero 6, not the Pro 6E I match the router to the house. For most folks I see in Portage County, the Eero 6 is the right pick — not a downgrade: Your plan is 100–500 Mbps. Almost every Spectrum customer here is in that range, and the Eero 6 keeps up with room to spare. Your house is normal-sized. A 3-pack covers up to 4,500 sq ft — most homes in Atwater, Ravenna, Kent fit easily. It costs about half as much. \$200–\$280 vs \$549 for the Pro 6E. That saved money buys a lot of service calls. The app is identical. Same setup, guest network, family profiles, pause buttons — same software as the Pro. What you're giving up vs. the Pro 6E No 6 GHz band. Eero 6 uses 2.4 and 5 GHz. A touch more neighbor interference; not enough to notice in most homes. Wi-Fi tops out around 500 Mbps over the air — even on a gigabit plan. (See chapter 16 for real numbers.) 1 Gbps wired ports, not 2.5. Fine for Spectrum; if you ever switch to AT&T 2-Gig fiber, we'd talk upgrade. No dedicated backhaul radio. Satellites share airtime with your devices — an extra layer of slowdown if you stream 4K on three TVs at once.

2. What's in the box

Every piece, and what it does.

If you bought the three-pack, you got three identical Eero 6 units. There's no "main" one and "satellite" ones — they're all the same hardware. The unit you plug into your modem becomes the main one (the gateway); the others become satellites. What you got What it does Why you'd touch it Eero 6 units (×1, ×2, or ×3) The mesh routers themselves.

Dual-band Wi-Fi 6. Plug in once. Re-position if you move furniture or a TV. Power adapters (one per Eero) USB-C bricks that plug into a wall outlet. Replace only with the Eero brand brick — others may not put out enough power. Ethernet cable (1 short Cat6, usually black) Connects the main Eero to your modem. If you want a longer one, Cat6 or better — never Cat5. Quick-start card Tells you to install the app. That's about it. Toss it — this guide replaces it. A quick tour of the Eero itself Each unit has a flat top, smooth white plastic sides, and a small LED on the front. On the back you'll find: USB-C power port — the small oval one, for the power brick. Two Ethernet ports — square slots side by side. Both are 1 Gbps. On the gateway, one of these goes to the modem; on a satellite, you can use either to plug in a TV, computer, or game console with a cable. A small reset hole — for unsticking a unit that's misbehaving. Don't poke it unless I tell you to.

TIP

Save the boxes for 30 days If anything's defective out of the gate, returning it to Amazon is much easier with the original box. After a month, recycle them. Eero 6 vs. Eero 6+ If your box says Eero 6+ (with a plus sign), you got the slightly faster sibling. Same shape, same setup, same app, same everything — but the 6+ pushes about 1 Gbps over wired Ethernet instead of 500 Mbps. Everything in this guide still applies. The main difference matters only if you're on a gigabit plan.

BEDROOM

3. Where to put the main Eero

This decision matters more than the brand of router you bought.

The main Eero (the one plugged into your modem) is the heart of your network. The other units repeat its signal — so if the main Eero is in a bad spot, the whole house pays for it. With Eero 6, placement matters a touch more than with the Pro 6E. Because the 6 doesn't have a dedicated backhaul radio, weak satellite signals cost you double — once on the way out, once on the way back. Get the main unit right and the whole mesh thanks you.

The four rules

- 1 As central as you can manage. Wi-Fi radiates outward like ripples in a pond. A router in the corner of the basement only reaches half your house. Tucked next to the chimney in the middle of the first floor? That's the dream.
- 2 Up high, out in the open. Not behind the TV. Not in a cabinet. Not on the floor. Put it on a bookshelf or a side table at chest height or higher. The signal travels downward better than upward. Away from big metal things. Microwaves, refrigerators, metal filing cabinets, and old cast-iron radiators all eat Wi-Fi for breakfast. A foot of clearance is fine — six feet is better. Not in the same room as a baby monitor or cordless phone. These use the same airwaves and can step on the signal. If your Wi-Fi drops out every time the microwave runs, this is why. A TYPICAL PORTAGE COUNTY RANCH — GOOD AND BAD SPOTS BEDROOM BEDROOM HALL KITCHEN LIVING DINING BAD: corner GOOD: here Okay Center beats corner. Same router, different spot, very different coverage.

4. Where to put your satellite Eeros

The trick: each satellite needs to see a strong signal from the next one.

Satellites are the other two units in a three-pack. They don't plug into the modem — they just need a wall outlet. Their job is to grab the signal from the main Eero (or another satellite) and repeat it out further into the house. One thing that matters a little more on Eero 6 than the Pro: because there's no dedicated backhaul, each satellite "steals" some of the airwaves it's using to talk to your phone in order to also talk to the main unit. If a satellite is too far away, that tradeoff gets ugly. Keep them closer than you think. The 30-foot rule A satellite should be no more than about 30 feet from its nearest neighbor, through no more than one or two interior walls. Open the Eero app, tap the satellite, and you'll see a connection reading: Excellent, Good, Fair, or Poor. Aim for Excellent or Good. If the app says Fair, move it closer by about ten feet and check again. Poor means redo placement entirely. Rule of thumb: halfway between the main Eero and the dead zone you're trying to fix. Not at the dead zone — halfway to it. A satellite parked in a weak-signal spot can only repeat a weak signal. Garbage in, garbage out. Spots that work — and spots that don't Good places Bad places Hallway outlet between two bedrooms Tucked behind a TV Top of a bookcase in the living room Inside a cabinet or closet Kitchen counter, away from the microwave On top of the fridge Top of a tall dresser in a back bedroom On the floor in any room Bonus room over the garage (on a shelf) Unfinished garage with no insulation Sun porch outlet (if the porch is heated) Outside, or in an unheated outbuilding

WATCH OUT

Country acreage with outbuildings If you have a detached garage, barn, or workshop you want covered, a satellite plugged into a wall outlet inside that building usually works if the buildings are less than 50 feet apart with no metal siding in the way. For longer runs or metal-sided pole barns, you'll need a hard-wired outdoor cable — that's a job for me.

5. Plugging it in

What to do, in order, and what those little lights mean.

The main Eero — step by step

- 1 Unplug the modem from the wall (the box your internet cable comes into). Wait 30 seconds. This wipes its memory so it can talk to the new router.
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Flashing red No internet from the modem. Unplug the modem 30 seconds. If still red, see chapter 20.
Solid red Hardware fault. Call me. Probably needs a swap under warranty.

TIP

Hate the glow? The Eero light can be dimmed or turned off in the app. Open the Eero app tap the unit Settings LED brightness. Doesn't affect anything except the visible light.

6. First-time setup with the Eero app

Screen by screen, so you know what's coming.

Before you start, make sure your phone is connected to the internet some other way — cellular data is fine. The app needs to talk to Amazon's servers during setup, and the Wi-Fi you're setting up isn't ready yet.

- 1 Install the Eero app. On iPhone: App Store, search "eero." On Android: Play Store, same word. The icon is a stylized white 'e' on blue.
- 2 Tap "Sign Up." You'll create an Eero account using your email address. Eero will text or email you a six-digit code to confirm. (If you already have an Amazon account, you can sign in with it — same thing, fewer passwords to remember.) Tap "Set up a new eero network." Pick "eero 6" from the list of devices. (If you got the 6+, pick that instead — everything else in setup is identical.) Bluetooth permission. Your phone needs Bluetooth on so it can find the Eero in the room. Say yes.
- 3 App finds the Eero. Hold your phone within a foot or two of the unit. The app shows a checkmark when it sees it.
- 4 Pick a location name. "Living Room," "Office," whatever — this is just for your own reference in the app later.
- 5 Pick a Wi-Fi name (SSID) and password. Use the same name you had before if you'd like — that way your devices reconnect automatically. See chapter 9 for what makes a good name and password.
- 6 Wait. The Eero will spend 2–3 minutes setting itself up. Don't close the app. If anything goes wrong, it tells you in plain English.
- 7 Add satellites (if you have a 2- or 3-pack). The app will prompt you. Plug each satellite into a wall outlet at the location you picked. The app finds it, asks you for a room name, then adds it to the mesh.
- 8 Done. Your phone will be on the new Wi-Fi. Now go around the house and reconnect the other devices (see chapter 10).

WATCH OUT

If setup gets stuck Unplug the Eero's power, count to 30, plug it back in, and try again. If two attempts both fail, restart your phone too. If the third try fails, call me — usually means a defective unit or an unusual modem situation, both fixable in a single visit.

7. Choosing your Wi-Fi name and password

A little thought now saves a lot of typing later.

Picking a Wi-Fi name (the "SSID") The Wi-Fi name is what shows up on your phone and laptop when you tap "Wi-Fi." It's visible to anyone within range — including the neighbors and the meter reader. Keep that in mind. Do reuse your old Wi-Fi name and password if you can — every device you own will reconnect on its own. This is the biggest time-saver in a router upgrade. Don't use your last name, house number, or anything that tells a stranger which house this Wi-Fi belongs to. Don't use "FBI Surveillance Van." Funny on the internet, annoying after the tenth time someone asks you about it. Do use letters and numbers — no spaces or weird symbols. Some older smart TVs and printers choke on those. Picking a password Good Wi-Fi passwords are the opposite of good website passwords. Website passwords need to be tricky because they're typed once. Wi-Fi passwords get typed by visitors, by the neighbor's kid, by the cable guy. Easy to read aloud, hard to guess is the goal. Three random words strung together works great. For example: Maple-Tractor-Lake-1972. It's 20+ characters long (very secure), easy to read off a card, and you can write it on a sticky note inside a kitchen cabinet without fear. Where I write yours When I set up your Eero, I write your Wi-Fi name and password on the inside front cover of this guide and also on a small card I leave in your router drawer. If you change them later, scratch out the old one and write the new one. Don't trust your memory — even I don't trust mine. Changing it later If you ever need to change the name or password — say you gave it out to a contractor you don't want hanging around anymore — open the Eero app, tap Settings, then Wi-Fi settings. Type the new name or password. Every device in the house will need to be reconnected. Phones, TVs, smart bulbs, the printer, the doorbell. Plan for an hour of re-typing.

8. Reconnecting your existing devices

The walking-around-the-house tour.

If you used the same Wi-Fi name and password as your old router (chapter 9), most devices reconnect on their own within a few minutes — especially phones, laptops, and tablets. The ones below are the troublemakers that often need a hand. Phones, laptops, and tablets If a phone or laptop doesn't reconnect by itself, open its Wi-Fi settings, find the network name, and tap it. Enter the password once and it should remember from then on. Smart TVs Use the TV's remote: Settings Network Wi-Fi pick the new name type the password using the on-screen keyboard. Slowest part of this whole chapter. Allow ten minutes per TV. Printers Most modern printers have a small screen on the front. Find the Network menu, run the Wi-Fi setup wizard, pick your network, enter the password. Older printers may need you to plug a USB cable into your laptop first to run a setup utility — that's a 10-minute job I'm happy to do for you. Smart bulbs, plugs, and switches Most need to be re-added from scratch in their own app (Kasa, Hue, Wyze, etc.). The trick: they usually only join 2.4 GHz Wi-Fi, not 5 GHz. Good news — Eero 6 handles this automatically without you having to flip any switches. If a bulb still won't join, see the tip below. Video doorbells and security cameras Open the doorbell or camera's app (Ring, Nest, Wyze), pick the device, tap the gear icon, and look for "Change Wi-Fi network." Some doorbells need to be physically pressed and held for a few seconds to enter setup mode. If yours is being stubborn, call me. Voice assistants (Alexa, Google) Alexa devices reconnect through the Alexa app: Devices Echo Status Change. Google Home is similar through the Google Home app.

TIP

If a smart bulb refuses to connect Eero has a setting called "Legacy network" or "2.4 GHz-only network" — Settings Network settings Show network name for legacy devices. Turning that on for a few minutes makes a temporary 2.4-only network visible to bulbs that get confused by modern routers. Add the bulb to that network, then turn the legacy setting back off.

9. The Eero app, screen by screen

Every menu, in plain English. Skim it once, then come back when something puzzles you.

Home tab The first screen you see. Shows a green check ("Your network is working great") or a yellow/red warning if something's off. Below that, a list of your Eeros — main first, satellites below. Tap any of them to see how it's doing.

Activity tab Shows you how much internet traffic each device has used today or this week. Useful if you're trying to figure out who's watching all the Netflix. Honestly, most people never look at this — it's there if you want it.

Devices tab A list of everything connected to your Wi-Fi — phones, TVs, smart bulbs, printers, that old Wii nobody plays anymore. Tap any one to: Rename it ("DESKTOP-HZ74Q9X" "Bill's laptop") Pause its internet (great for screen-time control — chapter 15) Block it permanently if you don't recognize it See whether it's on 2.4 or 5 GHz

Settings tab Mostly things you set once and forget: Wi-Fi settings — change the network name and password. Guest network — separate network for visitors (chapter 13). Family profiles — group devices by person, set bedtimes and screen-time limits. eero Plus — Amazon's optional subscription (chapter 14). Account settings — your email, password, and trusted contacts for the network. Network settings (advanced) — leave these alone unless I've told you to change something.

10. Adding a new device after setup

Smart plugs, new phones, guests — mostly the same process.

Most of the time you don't have to do anything in the Eero app to add a new device. You just connect it the way you'd connect to any Wi-Fi:

- 1 On the new device, open Wi-Fi settings.
 - 2 Pick your network name from the list. Type the password. That's it. The Eero app shows the new device in the Devices tab a minute or two later. From there you can rename it from the cryptic factory name to something useful.
- New phone or tablet** Same as above. iPhone and Android both ask for the Wi-Fi password the first time they see a new network.
- Smart bulbs, plugs, and switches** These go through their own app (Kasa, Wyze, Hue, Govee, etc.) — not through the Eero app. The bulb's app asks for your Wi-Fi password and adds the bulb to your network. Then the bulb shows up in Eero too. If a bulb refuses to connect, almost always it's because the bulb only speaks 2.4 GHz and needs to see a 2.4-only network for setup. See the tip later in this guide about the Legacy network setting — that's the magic trick.
- Adding a guest's phone temporarily** Two options. Easy: share the Wi-Fi password from your phone (iPhone shows a popup to

share Wi-Fi automatically; Android has a QR code under Wi-Fi settings). Better: use the Guest Network — see chapter 13. Keeps your main password private.

TIP

That "Approve new device?" pop-up If you've turned on "new device notifications" in the Eero app, you'll get a pop-up when anything new joins your network. Useful for spotting a neighbor mooching off your Wi-Fi. To turn it on: Settings Notifications New devices.

11. The Guest Network

A separate Wi-Fi for visitors, with its own name and password.

The guest network is a second Wi-Fi network that runs off the same Eero. Visitors connect to it instead of your main network. Two benefits: You don't have to give out your real password. Guests get a separate, easy-to-share password you can change anytime. Guests can't see your home devices. They get internet access, but not access to your printer, your security cameras, or your smart fridge. Quietly important for grandkids' friends and contractors. How to turn it on

- 1 Open the Eero app Settings.
- 2 Tap "Guest network." Toggle it ON. Pick a name (something like "YourName-Guest") and a password (something short and easy to read aloud).
- 3 Tap Save. From now on, you'll see two Wi-Fi networks in the list — your main one and the guest one. Give out the guest name and password freely. When everyone's gone home, you can change the guest password without affecting anything in your house. When to use it, when not to Use it for: weekend houseguests, contractors and cleaning crews, the grandkids' friends, Airbnb renters, or anyone you'd hesitate to share your main password with. Skip it for: family who visit constantly (easier to give them the main password once), your own smart-home devices (they need to talk to each other, which guest blocks), and anyone who needs to print to your printer.

WATCH OUT

Short-term-rental hosts If you run an Airbnb, the guest network is essential — never give renters your main password. Change the guest password once a quarter.

12. Eero Plus — is it worth \$9.99 a month?

The honest answer, for your household.

Eero Plus is Amazon's optional subscription on top of the router. It bundles several services that, individually, you'd pay for separately. The question isn't "is it good?" — it's "will you use enough of it to justify \$120 a year?" What's included Ad blocker + threat protection. Blocks shady websites and most pop-up ads before they reach any device on your network. 1Password subscription. A password manager that remembers all your website passwords for you (worth \$36/year on its own). Malwarebytes Premium. Antivirus for your computers (worth \$60/year if you'd otherwise buy it). Encrypt.me VPN. Lets you browse safely on public Wi-Fi at the airport or coffee shop. Worth \$60/year on its own. Better content filtering for kids. Block whole categories of websites (gambling, adult content, social media) per family profile. My honest take, by household Retirees, just you and your spouse, no grandkids around: Skip it. You won't use most of the features. A free password manager and free Windows Defender do the job. Family with school-age kids at home: Probably worth it. The content filter and bedtime controls are easier to use than anything built into iPhones or laptops, and they cover every device automatically. You travel and use hotel/airport Wi-Fi a lot: Probably worth it just for the VPN. You hate ads on news websites: The network-wide ad blocker alone might tip you over.

LTE.

13. Pausing Wi-Fi for a device or person

The polite version of unplugging the router.

One of the most useful Eero features for households with kids or grandkids: you can pause internet for a single device, or for a group of devices, with two taps. Pausing one device

- 1 Open Eero app Devices.
- 2 Find the device (the iPad, the Xbox, the smart TV). Tap it. Tap the big "Pause Internet" button at the top. That device immediately loses internet. Apps will say they're offline. Tap the button again to un-pause. Nothing else in the house is affected — your own phone, the TV in the living room, the smart thermostat all keep working. Pausing by person (Family Profiles) Better for repeating schedules. Group all of one person's devices (phone, tablet, laptop) into a "profile" with their name, then pause the whole profile with one tap. You can also set up recurring schedules — "no internet on Emma's devices from 9 pm to 7 am" — and it just happens every day.
- 3 Open Eero app Settings Family profiles Create profile.

- 4 Give it a name (the person's name). Tap each device that belongs to them. (You can add more later.) Save.
- 5 From the Home tab, tap that profile to pause or schedule.

WATCH OUT

School-night routine Set the kids' profile to pause from 9 pm to 6 am weeknights, and 10 pm to 8 am weekends. They'll grumble. You'll sleep better. It's the most effective bedtime tool I install. What pause does NOT do It doesn't stop cellular data on phones. A teenager on a phone plan can still scroll Instagram over It doesn't turn off the device — phones and tablets still play downloaded videos or games that don't need internet. It doesn't pause Bluetooth (so AirPods, smart speakers paired directly still work).

14. Speed tests — what to expect on Eero 6

Because the number on the Spectrum bill is not the number you get.

Easiest test: the Eero app itself. Home tab tap the main Eero Run speed test. Takes about 30 seconds. The Eero 6 ceiling The regular Eero 6 maxes out at roughly 500 Mbps over the air, and 500–900 Mbps over Ethernet depending on the model (6 vs 6+). If your plan is faster than 500 Mbps, Wi-Fi devices won't exceed that — the Eero 6 itself is the speed limit. Fine for almost every Spectrum customer, but worth knowing. Real numbers for our county Your plan Wired (modem) On Eero 6 Wi-Fi Spectrum 100 Mbps 100–115 Mbps 90–110 everywhere Spectrum 200 Mbps 200–230 Mbps 180–220 near, 100+ far Spectrum 300 Mbps 300–330 Mbps 250–300 near, 150+ far Spectrum 500 Mbps 500–540 Mbps 300–450 near, 150–250 far Spectrum 1 Gig 900+ Mbps ~500 Mbps Wi-Fi cap AT&T; Fiber 300 300+ Mbps 280–320 near, 200+ far AT&T; Fiber 1 Gig 900+ Mbps ~500 Mbps Wi-Fi cap T-Mobile Home 5G 100–300 Mbps Matches modem; varies Why "near" and "far" matter Wi-Fi loses 30–50% of its speed through a couple of walls — that's normal. "Near" means same room as a unit; "far" means one or two rooms away. To see what your internet really runs at, plug a laptop into the Eero with Ethernet and test there. Numbers that mean you should call me Under half of your plan, consistently, for a week or more. Slower than 30 Mbps anywhere in the house on Wi-Fi. Big swings — 200 Mbps one minute, 10 the next, no pattern. "Latency" or "ping" over 100 ms on a wired test.

15. The wired Ethernet ports on the back

When to plug in a cable instead of using Wi-Fi.

Every Eero 6 has two square Ethernet ports on the back, both rated for 1 Gbps. On the main Eero, one of them goes to the modem. The other one — and both ports on every satellite — are available for you to use. When wired beats Wi-Fi Smart TVs and streaming boxes in the living room. 4K Netflix and YouTube hate Wi-Fi drops. A wired connection makes shows start instantly and never buffer. Desktop computers that don't move. Always faster, always more reliable. Gaming consoles (PlayStation, Xbox, Switch). Lower lag, fewer disconnects during online play. Work-from-home setups, especially if you do video calls. Zoom and Teams look much better wired. Network printers that sit in one spot. No more "printer offline" errors at the worst moment. How to actually do it

- 1 Buy a cable. Cat6 or Cat6a — never Cat5. Get one a foot or two longer than you think you need.
- 2 Plug one end into one of the Ethernet ports on the back of the Eero (any free one). Plug the other end into the TV, computer, or whatever you're wiring up. The device should detect the wired connection within a minute and switch to it automatically. Most devices show a little Ethernet icon in the corner of the screen. If you need more than two ports Add a network switch. It's a small box with 5 or 8 Ethernet ports — one plugs into the Eero, the rest fan out to whatever you want to wire. Costs \$20–\$40 from Amazon. No setup required; you plug it in and it works.

TIP

Wiring satellites instead of using Wi-Fi backhaul If your house has Ethernet jacks in the walls (some 2000s-built homes do), you can run a cable from the main Eero to each satellite — they'll talk over the wire instead of over the air. On Eero 6 this matters a lot because the regular 6 doesn't have a dedicated backhaul radio. Wiring satellites can nearly double your real-world Wi-Fi speed. If you think your house might have wall jacks, ask me to check next visit.

16. Adding more satellites later

When the network has a weak spot you didn't notice on install day.

Mesh systems are designed to grow. If a few months down the road you realize the back porch, the garage, or the basement guest room is a dead zone, you don't replace the whole system — you just add one more unit. When it's worth doing A whole room or area where phones drop to one bar or none. A new building you want covered (detached garage, workshop, she-shed, in-law cottage). You moved a TV or computer into a room that didn't have good Wi-Fi before. You bought a smart device that only joins 2.4 GHz, and the signal in that spot is too weak (this is the most common reason). When it's overkill One device that has trouble — that's almost always a device problem, not a Wi-Fi problem. Your speed is slow but signal is strong (a satellite won't make your internet faster — only your provider can). You can already see the existing satellite from where you want to add a new one (you're just doubling up). How to add one

- 1 Buy a single Eero 6 unit (\$89–\$99 on Amazon). Mix-and-match is fine — Eero 6+, Pro 6, or Pro 6E units all mesh with your 6s.
- 2 Eero app Settings Add or replace eero device Add eero. Plug the new unit in halfway between the main Eero and the dead zone. The app finds it via Bluetooth in about 90 seconds. Pick a room name. Done.
- 3 Walk to the dead zone with your phone and check signal. If still weak, move the new satellite a bit closer and re-check.

17. Updates — automatic, but here's how to check

You probably don't need to do anything. But it's nice to know.

Eero updates itself automatically, usually in the middle of the night, about once a month. You'll know because the Wi-Fi might drop for two minutes around 3 AM. You won't notice unless you're up late on YouTube. If you ever want to check — say, you read about a security issue and want to make sure your router has the fix — here's how:

- 1 Open the Eero app.
- 2 Tap Settings Software version. It shows the current version number and the date it was installed. If a newer version is available, there's an "Update now" button. Tap it and the Eero will restart itself — Wi-Fi out for 2 minutes, then back. Tell anyone watching Netflix not to panic. What updates do Fix bugs (Eeros are computers — they have bugs). Patch security holes. Sometimes add new features (the family profile feature was added by an update a few years ago). Improve speed and signal handling over time. Setting the

update schedule By default, updates happen between 2 AM and 4 AM. If you have a household member who works overnight or you run a small business with cameras you need always-on, you can change the window: Settings Advanced Update window. Pick a time when nobody's watching TV or working from home.

WATCH OUT

Don't turn off auto-updates Eero gives you the option, but please don't. An un-updated router is the single most common way home networks get hacked. Two minutes of downtime at 3 AM is a small price to pay.

18. "The Wi-Fi went out"

The 3-step home triage. Do these in order before calling.

Wi-Fi outages have three usual causes: your internet provider is down, your modem is confused, or your Eero is confused. The fix below catches all three about 90% of the time.

Step 1 — Check the obvious Look at the front of the Eero. Solid white = it thinks the internet is fine — the problem is your device or a website. Flashing red = no internet from the modem. No light = no power. Check on a different device. If your phone says "no internet" but the smart TV is happily streaming, it's your phone, not the network. Check the modem's lights. They should all be steady (not blinking). The labels are usually "Power, Receive, Send, Online." If any of those are off or blinking, the modem is the problem. Step 2 — Restart everything, in order The order matters. Do it like this:

- 1 Unplug the modem from the wall. (NOT the Eero.)
- 2 Unplug the main Eero. Wait two full minutes. Time it on your phone. This isn't busywork — both boxes need to fully forget their bad state. Plug the modem back in first. Wait for ALL its lights to be steady (about 90 seconds — it takes a minute for it to dial back home).
- 3 Now plug the Eero back in. Wait another 90 seconds for it to boot.
- 4 Try a phone or laptop. Should be back online. Step 3 — Check if it's the provider If step 2 didn't work, your internet provider may be down. Spectrum has a status page at spectrum.net/support/status (or call 1-833-267-6094). AT&T's status line is 1-800-288-2020. Both have automated systems that tell you if there's an outage in our area without making you talk to anyone.

19. "One device can't connect"

When everything else works fine, but ONE thing won't.

If your phone, TVs, and printer are all online but one device keeps dropping or won't connect at all, the problem is almost always with that one device — not your Wi-Fi. The five-step single-device fix

- 1 Turn the device's Wi-Fi off and back on. Phones, tablets, and most smart devices have a Wi-Fi toggle in settings. Off for 10 seconds, then on. Solves about a third of these problems.
- 2 Restart the device. Fully power it off (or unplug it for 30 seconds) then back on. Solves another third. "Forget" the network and rejoin. On the device's Wi-Fi settings, tap the network name and pick "Forget." Then re-add it like it's a new network — type the password fresh. This clears stale settings. Move closer to the nearest Eero. Walk over with the device until you're in the same room as one of the Eero units. Try to connect there. If it works close up but fails far away, you have a coverage gap — see chapter 22.
- 3 Check the device hasn't been blocked. Open the Eero app Devices. If you don't see the device listed, it might be blocked (Settings Blocked devices). Unblock and try again. Devices that are usually the troublemakers Older smart TVs (pre-2018). Slow Wi-Fi chips. Sometimes an Ethernet cable is the only real fix. Cheap smart bulbs and plugs. They only do 2.4 GHz and they're picky about signal strength. Ring doorbells. They live outside, behind a wall. The signal in that exact spot might be weak even if your inside Wi-Fi is great. Often needs a satellite Eero near the front door. Old laptops. A Windows 7-era laptop with an old Wi-Fi card might not handle modern Wi-Fi 6 cleanly. Forcing it onto the 2.4 GHz band (using the Legacy setting from chapter 10) usually fixes it.

GOOD TO KNOW

Worth knowing If a device has worked for months and suddenly won't connect, the cause is almost always something that changed on the device itself (an update, a battery swap, a setting change), not your router. Eero rarely just "decides" to block a working device.

20. "The back bedroom keeps dropping out"

Placement physics in one page.

If one specific spot in the house is always weak — usually the back bedroom, the basement laundry room, or the porch — it's almost always a placement problem, not an equipment problem. Wi-Fi can't go through everything. On Eero 6 this is one of the more common service calls, because the regular 6 (without 6E's third radio) gives you less margin to absorb tough walls. The fixes are the same as any mesh system — just be a little more aggressive about satellite count. What blocks Wi-Fi (worst to best) What's in the way How much signal it eats Brick or stone exterior wall Very heavy — half the signal or more Old plaster + lath interior wall Heavy — metal screen inside the plaster Tile bathroom or kitchen Heavy — water-saturated grout Fireplace or stone chimney Heavy — dense masonry, reflects signal Cast-iron radiator or fridge Heavy — metal reflects signal Standard drywall + wood studs Medium — usually fine for one wall A door or interior window Light to none — barely noticeable Fixes, cheapest to priciest

- 1 Move an existing satellite — slide it ten feet toward the dead zone, check with the app, repeat. Free.
- 2 Get the signal around the chimney. A stone chimney is a Wi-Fi brick wall. Move the satellite so it has a clear shot around the chimney, not through it. Add a satellite (\$89–\$99 for an Eero 6 unit, see chapter 16). Run an Ethernet cable to a permanent TV or computer spot — or, even better, to a wired satellite. I do this work — usually \$150–\$300 in our area.

21. When to upgrade to Eero Pro 6E

The honest answer — not a sales pitch.

I picked the Eero 6 for your house because it's the right tool. But things change — internet plans get faster, kids grow into teenagers with three streaming devices each, you finish the basement. Here's when an upgrade actually pays off — and when it doesn't. Upgrade when... You moved to a gigabit (1,000 Mbps) plan and want to actually use it. Eero 6 caps Wi-Fi around 500 Mbps. Pro 6E with a Wi-Fi 6E phone gets you 700–900. If you're paying for a gig and your phone says 350, the Eero 6 is the bottleneck. Your household streams 4K on three or more TVs simultaneously. The Eero 6's shared backhaul starts to choke. Pro 6E's dedicated backhaul keeps everything smooth. You built an addition or finished the basement and need to cover a much bigger area. Each Pro 6E unit covers about 2,000 sq ft vs the 6's 1,500 — fewer satellites needed. You switched to AT&T fiber with a 2-Gig plan. The Pro 6E's 2.5 Gbps Ethernet port is the only way to get those speeds into the network at all. Your neighborhood got dense. If a new apartment complex went up next door, the 2.4/5 GHz airwaves get crowded. The Pro 6E's 6 GHz band is wide open and almost no one else uses it yet. DON'T upgrade just because... Speed tests aren't as fast as you'd like. Run the test wired into the Eero first (chapter 16). If the wired number matches your plan, the Eero is doing its job — your phone's Wi-Fi chip might be the limit. One device gives you trouble. Almost always a device issue, not a router issue (see chapter 21). An ad on the internet said Wi-Fi 6E is faster. Only Wi-Fi 6E-capable devices benefit. Your iPhone 11 or 5-year-old smart TV doesn't speak 6E and never will. You added one new room with a dead zone. One more Eero 6 satellite (\$89) does the job. Replacing the whole mesh would cost \$549.

22. Warranty, contact, and your Support Plan

Everything you need on one page.

Eero warranty One year through Amazon, from the date you bought it. If a unit fails within that year, Amazon will replace it free — they ship a new one, then you ship the old one back in the same box. Receipt lives in your Amazon account under "Your orders." If you bought it through me, I'll have a copy on file too. Extended warranties beyond the first year usually aren't worth the money — Eeros either fail in the first month or last 5+ years.

Contact me Phone / text (330) 200-8042 (always answers — me, not a service) Email bill@billshometech.com Website billshometech.com (book a visit online) Based in Atwater, Ohio — serving all of Portage County Hours Mon–Sat 8 AM – 6 PM; emergencies anytime BHT Support Plan — \$39 / month For households that want help when they need it, not when they can get a service call scheduled.

- Unlimited phone & text support (always me, never an automated line).
- Two in-home visits per year included — no \$99 charge.
- Priority scheduling — usually same-week.
- Free remote help via screen-share when you'd rather not wait.
- 10% off any equipment I sell or install.
- Cancel any month, no contract. Installer notes — what we did today

AT A GLANCE

A Picture to Follow Along

How an Eero Mesh Covers a Home

Main puck wired to the modem; extra pucks fill the rest.



Main eero wired to the modem; the others chime in wirelessly — all set from the eero app.

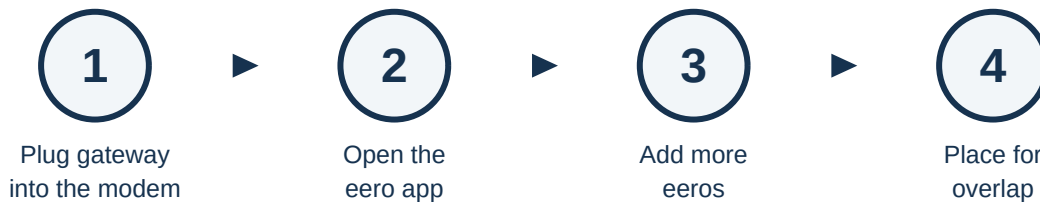
Illustration — coverage varies with walls and layout. Everything is set from the eero app.

AT A GLANCE

A Second Look

Setting Up an Eero Mesh

From one puck to whole-home coverage in four steps.



A little overlap between eeros is the goal, not a gap.

Illustration - a simple schematic; your gear and layout will vary.

BEFORE YOU GO

A Note From Bill

A quick note from Bill. I write these guides to make home tech a little less frustrating, and I do my best to keep every step accurate and up to date. Still, every home, device, and setup is a bit different, so I can't promise a guide will match yours exactly or fix your particular problem. These guides are for general information only — they're not professional, legal, or financial advice, and they don't replace your device's own manual or the manufacturer's instructions. Please go slow, use your own good judgment, and use everything here at your own risk. If a step involves electrical wiring, a gas appliance, a water heater, plumbing, or climbing a ladder — or if anything just doesn't feel safe — please stop and call a licensed professional (or give me a call at 330-200-8042). Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results.



HOW I CAN HELP

Your Visit — and My Promise

In-home visit — \$99 flat for your first visit. No contracts and no surprise charges, and a 30-day follow-up is included.

Remote Support — \$49 for a screen-share session. I only connect with your permission, you watch the whole time, and you can end anytime. If I can't fix it over the screen-share, I refund the \$49 — and if it turns out you need me in person, that \$49 goes toward your visit. It's included free for Support Plan members (\$39/mo).

GOOD TO KNOW

My promise — If you're not 100% satisfied with your visit, I'll come back at no charge, or refund the full \$99. No questions, no awkwardness. That's how I'd want to be treated.

Call or text **(330) 200-8042** · Book a visit: **billshometech.com/book** · **bill@billshometech.com**

This free guide is for general information only — not professional advice, and no substitute for your device's own manual. Any prices or outside products mentioned can change; please confirm current details before you buy. Please use your own good judgment and follow it at your own risk — for anything involving electricity, gas, water, or heights, stop and call a licensed professional. Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results. © 2026 Bill's Home Tech, LLC.