BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

eero Wi-Fi

Setting up, running and fixing your eero mesh Wi-Fi with the eero app — explained in plain English

A plain-English guide to your eero Wi-Fi

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

For eero systems and the eero app on iPhone & Android · facts current November 2026

What's Inside

This is your eero manual. **eero** is a mesh Wi-Fi system: one or more small white units around your home that work together as a single Wi-Fi network, all run from a phone app. Whether you bought eero yourself or your internet company handed it to you, this guide walks through setup, the everyday things in the eero app, guest Wi-Fi, pausing devices, the status light and what to do when something goes wrong. Read it in any order. There's no test, and you can't break a thing by exploring the app.

Part 1 — Getting to Know eero

1 A Note from Bill
2 What eero Is
3 Which eero Do You Have?
4 The Words You'll See

Part 2 — Setting Up eero

5 Before You Start
6 Setting Up Your First eero
7 Adding More eeros
8 Where to Put Your eeros
9 Connecting Your Devices

Part 3 — Everyday Things in the eero App

10 A Tour of the eero App
11 Your Wi-Fi Name & Password
12 Guest Wi-Fi
13 Seeing What's Connected
14 Pausing & Blocking Devices
15 Profiles & Schedules
16 Running a Speed Test
17 Restarting eero the Easy Way

Part 4 — Extras & Add-Ons

18 eero Plus: Is It Worth It?
19 eero Signal & Backup Internet
20 Software Updates
21 eero & Alexa
22 eeros from Your Internet Company

Part 5 — Troubleshooting & Safety

23 What the eero Light Means

24 When the Internet Is Out
25 Slow in One Room
26 Reboot, Soft Reset & Hard Reset
27 eero Scams & Fake Support

Part 6 — When to Call Bill & Your Cheat-Sheet

28 When to Call Bill
29 Your eero Cheat-Sheet

PART 1

Getting to Know eero

What eero is, which model you have, and the handful of words the app uses. Start here.

CHAPTER 1

A Note from Bill

Hello, and welcome. Maybe you bought an eero because the Wi-Fi never reached the back bedroom. Maybe your internet company installed one and left you with a little white box and an app you've never opened. Either way, this guide is for **you**, and I'm glad you're here.

I'm Bill. Helping folks feel at home with their technology is what I do every day, and I wrote this guide the way I'd explain it sitting beside you at your kitchen table: slowly, in plain English, with nothing taken for granted. Whenever I use a word you don't know, I'll stop and explain it.

What you'll be able to do

- Understand what eero is and which model you have.
- Set up eero, add more units, and put them in the right spots.
- Use the eero app: change the Wi-Fi password, turn on guest Wi-Fi, see what's connected, pause a device.
- Decide whether the paid **eero Plus** subscription is worth it for you.
- Read the status light, restart things safely, and know when a reset is (and isn't) the answer.
- Recognize the scams that pretend to be "eero support."

You can't break it by exploring

Looking around the eero app changes nothing. Tapping into screens to see what's there is safe. The few buttons that do matter, like changing the password or resetting a unit, always ask you to confirm first, and I'll point each one out before you get there.

WHAT THIS DOES FOR YOU

Why this matters

eero was designed so a regular person can run their own home network from a phone. Once you know your way around the app, you can fix most Wi-Fi hiccups yourself in a minute or two, and share Wi-Fi with family without hunting for a password.

And I'm a phone call away

If you get stuck, you're not stuck alone. Call me at **(330) 200-8042** and we'll sort it out together. Now, let's meet your eero.

— Bill

CHAPTER 2

What eero Is

eero (say it "EE-roh") is a brand of home Wi-Fi equipment owned by Amazon. Its specialty is **mesh Wi-Fi**, which is a simple idea with a fancy name.

Mesh Wi-Fi in plain English

An ordinary router is one box sending Wi-Fi from one spot. The farther you get from it, the weaker the signal, which is why the back bedroom or the basement is often a dead zone. A **mesh system** uses two or more matching units spread around the house. They talk to each other and act as **one network**, with one name and one password. As you walk around with your phone, it quietly connects to whichever unit is closest.

How the pieces fit together

Piece	What it does
Your modem or fiber box	Brings the internet into the house from your internet company. eero plugs into this with a cable.
The gateway eero	The first eero, the one cabled to the modem. It's the heart of the network.
Additional eeros	Extra units placed around the house to spread the Wi-Fi. They connect to the gateway wirelessly, or by cable if you have one.
The eero app	Free app on your iPhone or Android phone. It's how you set up and manage everything. eero has no separate settings web page for home users.

GOOD TO KNOW

The app is the control panel

Older routers were managed by typing a number like 192.168.1.1 into a web browser. eero does it all from the **eero app**. If you ever want to change something, the answer starts with "open the eero app."

Two ways people end up with eero

- **You bought it** from a store, Amazon or eero.com. You own it and you control everything in the app.
- **Your internet company provided it.** Many providers hand out eeros as their Wi-Fi equipment. You still use the eero app, but some features and add-ons go through the company. Chapter 22, *eeros from Your Internet Company* explains the differences.

CHAPTER 3

Which eero Do You Have?

eero has made many models since its first system in 2016. All of them use the same app, so this guide applies to whichever one you have. Here's the current family and some older names you may see.

The current lineup

Model	What it is
eero 7	Entry Wi-Fi 7 model. Dual-band (2.4 and 5 GHz). Good for most homes and most internet plans.
eero Pro 7	Tri-band Wi-Fi 7, adding the 6 GHz band for newer phones and computers. Faster and roomier than eero 7.
eero Max 7	eero's top model, for very fast (multi-gig) internet plans and large homes.
eero Outdoor 7	Weatherproof unit for porches, patios, barns and yards.
eero 6+ and eero Pro 6E	Earlier Wi-Fi 6 models, still common and still supported.
eero Signal	Not a Wi-Fi unit: a small cellular backup that keeps you online if your main internet goes down. It needs eero Plus (Chapter 19, *eero Signal & Backup Internet*).

Checked against eero's product pages and announcements on November 13, 2026.

Older models you may still have

eero 6, eero Pro 6, the eero 6 Extender, the eero Beacon (a unit that plugs straight into a wall outlet) and the original eero and eero Pro. If yours still works and shows in the app, keep using it. Some newer features, including eero Plus, need Wi-Fi 6 or later eeros.

How to check

1. Open the **eero app**.
2. On the **Home** tab, tap one of your eeros.
3. The eero's page shows its model and its connection details. Each eero is listed by the location name you gave it, such as "Living Room."

TIP

Write it down

Jot your model names on the cheat-sheet at the end of this guide. When you call for help, "two eero 6+ units" tells the helper exactly what you have.

CHAPTER 4

The Words You'll See

The eero app uses a few words over and over. Come back to this list whenever one puzzles you.

Word	What it means
Gateway eero	The eero connected to your modem by a cable. If it goes offline, the whole network does.
Mesh	eeros working together as one network.
Backhaul	How the eeros talk to each other: wirelessly, or by an Ethernet cable (faster and steadier).
Location	The name you give each eero, like "Kitchen" or "Upstairs."
Profile	A group of devices that belong to one person, so you can pause or schedule them together.
Pause	Temporarily stop a device's internet. It stays on the Wi-Fi but can't get online.
Block	Keep a device off your network entirely, even if it knows the password.
Guest network	A separate Wi-Fi network for visitors, with its own name and password.
eeroOS	The software inside your eeros. It updates itself automatically.
eero Plus	eero's optional paid subscription with extra security and family features.
Bridge mode	A setting that turns eero into Wi-Fi only, when another router handles the network. Many eero features don't work in bridge mode.

PART 2

Setting Up eero

Getting the first eero online, adding more units, finding the right spots, and connecting your devices.

CHAPTER 5

Before You Start

Setting up eero takes most people 15 to 30 minutes. The app walks you through every screen. Gather these first and it goes smoothly.

What you need

- An eero **with an Ethernet port** for the gateway (the first unit). Every current model has one.
- The **power cord** and **Ethernet cable** from the box.
- Your **modem** or fiber box, with working internet.
- A phone with the free **eero app**. eero says it needs at least iOS 15 or Android 9.
- An **Amazon account** or an email address and phone number to create your eero account.
- Your **old Wi-Fi name and password**, written down (see below).

Checked against eero Support on November 13, 2026.

TIP

Reuse your old Wi-Fi name and password

During setup, eero lets you give the new network the **same** name and password as your old router. Do that, and most of your phones, TVs and gadgets will connect to eero on their own, with no reconnecting around the house. The Wi-Fi Passwords manual shows how to find your old password if you don't know it.

Get the real app

Download **eero** from the **App Store** on an iPhone or **Google Play** on Android. The maker is listed as eero. Don't download an app from a link in a text, email or search ad.

HEADS UP

If your internet company gave you a modem-router combo

Some provider boxes are both modem and router. eero can plug into them, but then you may have two Wi-Fi networks fighting each other. The usual fix is to turn off the provider box's Wi-Fi or put it in bridge mode, which is a call to the provider or a job for a helper. If that sounds like your setup, give me a ring before you start.

CHAPTER 6

Setting Up Your First eero

Here are the steps the eero app will guide you through, so nothing on the screen surprises you.

1. **Unplug your modem and your old router.** (If you have a fiber box with no ordinary plug, leave it on.)
2. **Connect eero to the modem.** Plug one end of the Ethernet cable into any port on the eero and the other end into the modem.
3. **Power on the modem, then the eero.** The eero's light blinks white as it starts up.
4. **Open the eero app** and sign in or create an account. Choose to set up a new network.
5. **Let the app find your eero.** It connects automatically; it may ask for the serial number from the bottom of the unit. When it's ready, the light turns **solid blue**.
6. **Pick a location name**, such as Living Room.
7. **Create your Wi-Fi network:** type a name and a password of at least 8 characters, or reuse your old ones.
8. Tap **Finish Setup**, or **Add another eero** if you have more units.

Checked against eero Support on November 13, 2026.

GOOD TO KNOW

Where the old router goes

With eero as your router, the old router usually isn't needed. Keep it in a closet for a few weeks in case you need anything from it, then recycle it. If it was rented from your internet company, return it so you stop paying the rental fee.

TIP

Take your time on the password

Write the new Wi-Fi name and password on paper before you tap Finish. The eero app can always show them again later (Chapter 11, *Your Wi-Fi Name & Password*), but it's nice to have them on the fridge.

CHAPTER 7

Adding More eeros

If you bought a 2-pack or 3-pack, or you're adding a unit to fix a dead zone, the app adds each one in a few minutes.

1. Open the **eero app** and go to the **Home** tab.
2. Tap the blue **+** (plus) in the top-right corner.
3. Choose **Add indoor eero** (or **Add outdoor eero** for an Outdoor 7).
4. Follow the screens: the app helps you pick a spot, plug the eero in, test the placement, and give it a location name.
5. Stay close to the new eero during setup. The app finds it over **Bluetooth**, so keep Bluetooth on.
6. When the app says it's added, you're done. It joins the same network automatically.

Checked against eero Support on November 13, 2026.

GOOD TO KNOW

Simple Setup for cabled eeros

If you run an Ethernet cable from an existing eero to the new one, a feature called **eero Simple Setup** can add it automatically with no app steps. It's turned on in **Settings** > **Advanced networking** > **eero Simple Setup**.

Checked against eero Support on November 13, 2026.

HEADS UP

A used eero may belong to someone else

An eero that's still registered to another network, or one that an internet company owns, may refuse to join yours. If you buy a used eero, make sure the seller has removed it from their network first.

CHAPTER 8

Where to Put Your eeros

Placement makes more difference than almost anything else. A well-placed pair of eeros beats a poorly placed trio. The app helps during setup, and these tips come straight from eero's own guidance.

The good spots

- **About 20 to 30 feet apart**, and no more than 50 feet, for eeros connected wirelessly.
- **Halfway between** the gateway eero and the dead spot you're trying to fix, not in the dead spot itself.
- **Out in the open**, on a shelf or table at about the middle height of the room.
- **Near doorways** when walls are brick, stone or plaster. Wooden doors let Wi-Fi through more easily.

The poor spots

- Inside a cabinet, media console or closet, or behind the TV.
- On the floor or tucked under furniture.
- Next to mirrors, aquariums, metal appliances or big electronics.
- In direct sun or next to a heat source.

Checked against eero Support on November 13, 2026.

TIP

Move one, test, repeat

You can move any eero except the gateway without redoing setup. Unplug it, move it, plug it back in, and give it a couple of minutes. Then run a speed test from a phone near the trouble spot (Chapter 16, *Running a Speed Test*).

GOOD TO KNOW

A cable between eeros is the gold standard

If your home has Ethernet jacks in the walls, connecting eeros by cable gives the fastest, steadiest network, and frees you from the 50-foot rule. The Wi-Fi Extenders & Dead Zones manual covers cable options, including through your home's existing coax or power wiring.

CHAPTER 9

Connecting Your Devices

If you reused your old Wi-Fi name and password, most devices reconnect on their own within a few minutes. For anything that doesn't:

1. Turn the device's Wi-Fi off and on again, or restart it.
2. If it still won't join, open its Wi-Fi settings, pick your network name, and type the password.
3. For a TV, streaming stick or printer, use its own **Settings** > **Network** menu.
4. For smart-home gadgets, open the gadget's own app and look for **Wi-Fi settings** or **Change network**.

Checked against eero Support on November 13, 2026.

GOOD TO KNOW

Gadgets that want 2.4 GHz

Some older smart plugs, cameras and printers only work on the 2.4 GHz band. eero combines its bands under one network name and generally handles this for you. If one gadget refuses to set up, check eero's help pages for that gadget, or give me a call before changing advanced settings.

TIP

Give your devices friendly names

In the eero app, tap a device and give it a nickname like "Mom's iPad." It makes the device list much easier to read later (Chapter 13, *Seeing What's Connected*).

PART 3

Everyday Things in the eero App

Your Wi-Fi name and password, guest Wi-Fi, who's connected, pausing and scheduling, speed tests and restarts.

CHAPTER 10

A Tour of the eero App

The eero app has a row of tabs along the bottom. You'll spend almost all your time in three of them.

Tab	What's there
Home	Your network at a glance: the internet connection, each eero, your profiles and your devices. Tap anything for details. The blue **+** at the top right adds eeros and more.
Activity	Speed test results and data usage. eero Plus subscribers also see security reports here.
Devices	Every phone, TV and gadget on your network, with a search box.
Settings	Wi-Fi name and password, guest network, software updates, who can manage the network, and advanced options.

Checked against eero Support on November 13, 2026.

TIP

Green outline, white light: all is well

In the app, healthy eeros are outlined in green. On the units themselves, a solid white light means online. If you see those two things, your network is working.

GOOD TO KNOW

Tabs may move a little

eero updates its app often. If a tab or button sits in a slightly different place on your phone, look for the same words; the steps in this guide still apply.

CHAPTER 11

Your Wi-Fi Name & Password

Forgot the Wi-Fi password? Need to change it? Both are in one place.

To see or change them

1. Open the eero app and tap **Settings** at the bottom right.
2. Tap **Wifi name & password**.
3. To see the password, look at the password field (tap to reveal it if it shows dots).
4. To change either one, edit the name or password, then tap **Save** in the top-right corner.

Checked against eero Support on November 13, 2026.

HEADS UP

Changing them disconnects everything

If you change the name or the password, **every** device on your Wi-Fi is disconnected and needs the new details. Plan an hour to reconnect phones, TVs, printers and gadgets. The Wi-Fi Passwords manual has a room-by-room checklist.

TIP

Share instead of reading it aloud

To share your main network with family, tap your network's name at the top left of the **Home** tab, then the share icon (a box with an arrow). You can send the details by text or email, or show a QR code they scan with their camera.

Checked against eero Support on November 13, 2026.

GOOD TO KNOW

Network nickname is something else

Settings also has a **Nickname & location** option. That's a label only you see in the app, handy if you manage two homes. It doesn't change the Wi-Fi name your devices see.

CHAPTER 12

Guest Wi-Fi

eero's **guest network** gives visitors internet without your main password. Guest devices can't see or reach your own computers, printers or speakers, and they can't even see each other.

Turn it on from Settings

1. Open the eero app and tap **Settings**.
2. Tap **Guest wifi network**.
3. Turn on **Enable guest network**.
4. Change the guest network name and password if you like. The name must differ from your main network.
5. Tap **Save** in the top-right corner.

Checked against eero Support on November 13, 2026.

Or from the Home tab

1. On the **Home** tab, tap your network name at the top left.
2. Tap the share icon (a box with an arrow) next to your network.
3. Turn on **Enable guest network**.

Checked against eero Support on November 13, 2026.

Sharing it with visitors

On the guest network screen, tap **Share wifi details** to send the name and password by text or email, or **Share QR code** so a visitor can scan it with their camera and join instantly. To turn guest Wi-Fi off again, switch off **Enable guest network**; any guest devices are disconnected.

Checked against eero Support on November 13, 2026.

STAY SAFE

Keep a password on it

eero lets you remove the guest password entirely, which means anyone in range can connect. Keep a password on it, and make it different from your main one.

HEADS UP

Guests can't cast to your TV

Because guest devices are kept apart from your network, a visitor on guest Wi-Fi can't cast to your TV or play music on your speakers. For family who need that, share the main network instead.

CHAPTER 13

Seeing What's Connected

The **Devices** tab lists everything on your network: phones, tablets, TVs, speakers, the thermostat, the doorbell. Most homes have more than people expect.

1. Open the eero app and tap the **Devices** tab (or scroll down the **Home** tab to **Devices**).
2. Scroll through, or use the search box to find one.
3. Tap a device to see which eero it's connected to and its details.
4. Look for the option to rename it, and give it a friendlier nickname, like "Kitchen Echo."

GOOD TO KNOW

Unfamiliar names aren't always strangers

Smart plugs and bulbs often show up with maker names like "Espressif" or a string of letters. And newer phones use a private Wi-Fi address, so one phone can appear with an odd label. Before worrying, count your own gadgets.

TIP

If you really don't recognize something

You can block it (Chapter 14, *Pausing & Blocking Devices*), and if you think someone has your password, change it (Chapter 11, *Your Wi-Fi Name & Password*). Blocked devices appear at the bottom of the Devices tab, where you can unblock them later.

Checked against eero Support on November 13, 2026.

CHAPTER 14

Pausing & Blocking Devices

Pausing stops a device's internet for now; it stays on the Wi-Fi and you can resume it any time. **Blocking** keeps a device off your network completely, even if it knows the password.

Pause one device

1. Find the device on the **Home** tab under **Devices**, or search for it on the **Devices** tab.
2. Tap it, then tap **Pause device**.
3. To give it back its internet, tap **Resume device**.

Checked against eero Support on November 13, 2026.

Block a device

1. Open the device's page from the Home or Devices tab.
2. Tap the **more options** icon in the top-right corner.
3. Choose the option to block the device and confirm.

Checked against eero Support on November 13, 2026.

GOOD TO KNOW

What a paused device sees

A paused phone or computer that opens a web page sees a note that it has been paused. Gadgets without a screen, like a speaker, simply stop working online until you resume them.

HEADS UP

Not available in bridge mode

Blocking isn't available when eero is in bridge mode (for example, when an internet company's router is in charge). Pausing may be limited too.

CHAPTER 15

Profiles & Schedules

A **profile** groups one person's devices together, so you can pause them all at once or set a schedule. It's handy when grandchildren visit, or for a household member who should be off screens at bedtime. Profiles and basic schedules are free; every eero owner can use them.

Make a profile

1. On the **Home** tab, scroll to **Profiles**.
2. Tap the option to add a profile. (On some app versions it's under the blue **+** at the top right, as **Add a profile**.)
3. Type a name, such as "Grandkids."
4. Tick the boxes next to the devices that belong to that person, then tap **Done**.

Checked against eero Support on November 13, 2026.

Pause a whole profile

1. On the **Home** tab, tap the profile.
2. Tap **Pause profile**. "Paused" now shows under the profile's name.
3. Tap **Resume profile** to turn the internet back on for all its devices.

Checked against eero Support on November 13, 2026.

Set a schedule

Open the profile and look for the option to add a **scheduled pause**. Pick the days and times, such as 9 p.m. to 7 a.m. on school nights, and save. During those hours the profile's devices pause automatically. To override a schedule early, open the profile and tap **Resume profile**; it stays on until the next scheduled pause.

> **GOOD TO KNOW**
>
> **One profile per device**
>
> A device can belong to only one profile at a time. eero Plus adds extras such as content filters and app blocking for profiles (Chapter 18, *eero Plus: Is It Worth It?*).

CHAPTER 16

Running a Speed Test

eero can test your internet speed from inside the app. It's the first thing to check when things feel slow.

1. Open the eero app and, on the **Home** tab, tap **Internet** (the top row).
2. Tap **Run speed test**.
3. Wait about a minute. You'll see a **download** and an **upload** speed.

Checked against eero Support on November 13, 2026.

GOOD TO KNOW

What this test measures

eero's test measures the connection from your **gateway eero to the internet**. In other words, what your internet company is delivering to the house. It doesn't measure Wi-Fi speed to your phone in a far room. For that, run a speed test on the phone itself, standing in that room. The Slow Internet? manual explains how to read both.

TIP

eero tests on its own, too

eero runs speed tests automatically every so often and keeps the history on the **Activity** tab. If your speeds drop well below what you pay for, that history is useful evidence when you call your provider.

CHAPTER 17

Restarting eero the Easy Way

A restart fixes a surprising number of hiccups, and it erases nothing. You can restart from the app or by unplugging.

Restart the whole network

1. Open the eero app and tap **Settings**.
2. Tap **Advanced networking**.
3. Tap the **more options** icon at the top of the page, then **Restart Network**, and confirm.
4. Wait a few minutes for every light to return to solid white.

Checked against eero Support on November 13, 2026.

Restart one eero

1. On the **Home** tab, tap the eero you want to restart.
2. Tap the **more options** icon in the top-right corner, then **Restart**.

Checked against eero Support on November 13, 2026.

TIP

The unplug method works too

eero recommends trying the simplest step first: unplug the eero, wait 30 seconds, and plug it back in. If the whole house is offline, restart the **modem** first, then the gateway eero.

HEADS UP

Restarting the gateway takes everything offline

While the gateway eero restarts, the whole network is down for a few minutes. Avoid it during a video call or a telehealth visit.

PART 4

Extras & Add-Ons

eero Plus, backup internet, updates, Alexa, and what changes when your internet company supplies the eeros.

CHAPTER 18

eero Plus: Is It Worth It?

eero Plus (formerly called eero Secure) is eero's optional subscription. Your eero works fine without it, and it keeps getting security updates either way. eero Plus adds extra protection and conveniences.

What it costs

$9.99 a month (with a one-month free trial) or **$99.99 a year** (with a two-month free trial). Both renew automatically until you cancel. It works with Wi-Fi 6 or later eeros and covers up to five eero networks on one account.

Checked against eero.com and eero Support on November 13, 2026.

What's included

Feature	What it does for you
Advanced security	Blocks known dangerous and phishing websites for every device on the network.
Ad blocking	Blocks many ads network-wide.
Content filters and Block Apps	Filter adult content and block specific apps for a profile.
Activity history and insights	Daily and monthly data use per device, and security reports.
Remote access (DDNS)	Reach cameras or devices at home from elsewhere.
VIP support	Priority phone and email help from eero.
Partner services	VPN by Guardian, Malwarebytes antivirus and identity protection, 1Password.
Backup data	An annual plan includes some cellular backup data for eero Signal.

Checked against eero Support (What is eero Plus?) on November 13, 2026.

Who it suits

- **Worth a look** if you'd use the bundled antivirus, password manager and VPN, or you want site blocking for grandchildren.
- **Probably skip** if you already pay for antivirus and a password manager, or if your internet company bundles its own security.
- **Try the free trial**, and set a reminder to cancel before it renews if you don't need it. The Subscriptions manual shows how to cancel on iPhone and Android.

GOOD TO KNOW

Provider eeros may differ

If your eero came from your internet company, eero Plus may not be offered, or a limited version may come through the provider. Check with them before subscribing (Chapter 22, *eeros from Your Internet Company*).

TIP

Free features you already have

Speed tests, pausing and blocking devices, profiles, guest Wi-Fi, WPA3 encryption, automatic updates and a network health check all come with every eero, no subscription needed.

Checked against eero.com on November 13, 2026.

CHAPTER 19

eero Signal & Backup Internet

If your internet drops, everything on Wi-Fi drops with it. **eero Signal** is a small cellular box that plugs into a USB-C port on a compatible eero and takes over automatically when your main internet goes down.

- It needs an **eero Plus** subscription. An annual eero Plus plan includes a yearly allowance of backup data; eero also sells a larger-allowance plan.
- It's for outages, not everyday use. Backup data is limited, so streaming movies during an outage uses it up fast.
- It suits homes that depend on the internet for a medical alert service, a security system or working from home.

Checked against eero's eero Signal announcement on November 13, 2026.

GOOD TO KNOW

A free alternative: your phone

If the internet's out and you just need to check something, your smartphone's cellular data still works. For medical alert devices, ask the maker whether theirs has its own cellular connection; many do.

CHAPTER 20

Software Updates

eero updates its software, called **eeroOS**, automatically. You don't have to do anything. Updates include security fixes, so let them happen.

- Each network has a one-hour update window, normally in the middle of the night.
- To choose a different time, open **Settings** > **Software updates** in the app.
- An update usually takes 15 to 20 minutes, with about a minute and a half of downtime while the eeros restart.
- You can turn on notifications to remind you shortly before an update and tell you when it's done.

Checked against eero Support on November 13, 2026.

TIP

Overnight is best

Leave the update window overnight so it never interrupts a call or a show. If you use a medical device that reports over Wi-Fi overnight, a brief early-morning blip is normal; the device will reconnect on its own.

CHAPTER 21

eero & Alexa

Because Amazon owns eero, the two can work together. Linking your eero and Amazon accounts in the eero app turns on eero's built-in smart-home hub, which lets compatible Echo devices and the Alexa app set up **Matter** smart-home gadgets on your eero network.

Checked against eero Support on November 13, 2026.

What linking does and doesn't do

- It helps the Alexa app find and set up Matter smart plugs, lights and sensors more easily.
- Some newer eeros also act as a hub for Zigbee smart-home gadgets.
- It doesn't share your Wi-Fi password with strangers, and you can unlink it in the app.

GOOD TO KNOW

Voice commands for eero

eero has offered an Alexa skill for things like pausing a profile by voice. What it supports changes over time, so check the eero skill's page in the Alexa app before relying on it. The eero app always does the same jobs.

CHAPTER 22

eeros from Your Internet Company

Many internet companies supply eeros as their home Wi-Fi equipment. You'll use the same eero app, and most of this guide applies, but a few things are different.

How to tell

Open the eero app and look at the **Internet** row at the top of the Home tab. A retail network just says "Internet." A provider network shows a different icon with **"Provided by"** and the company's name underneath.

Checked against eero Support on November 13, 2026.

What changes

- **Add-ons go through the provider.** eero Plus, eero Signal and extra eeros are usually ordered from the internet company, not eero.
- **The provider owns the eeros.** They can't be moved to another company's service, and you'll likely return them if you cancel. Ownership of the network can't be transferred in the app.
- **The provider may manage some settings** and handle support. For outages and billing, call the number on your bill.
- Some providers enable a feature called **Mobile Roaming**, which is only available on provider eeros.

Checked against eero Support on November 13, 2026.

TIP

Who to call

For a provider eero, the internet company is your first call for outages, replacements and add-ons. For how-to questions about the app (guest Wi-Fi, pausing, profiles), this guide has you covered, and so do I.

PART 5

Troubleshooting & Safety

Reading the status light, getting back online, fixing a slow room, resetting the right way, and avoiding fake eero support.

CHAPTER 23

What the eero Light Means

Each eero has a small status light on the front. When all is well it's **solid white**. Anything else is telling you something. Here is eero's own list.

The light is…	It means
Off	No power, or the light has been turned off in the app
Solid white	Online and working
Flashing white	Starting up or connecting
Solid blue	Ready for setup
Flashing blue	Bluetooth pairing (during setup)
Solid aqua	Using a hotspot backup connection for internet
Flashing aqua	Identifying Zigbee smart-home devices
Solid green	Power saving
Flashing green	Several eero devices identified
Flashing yellow or orange	A problem with the power supply
Solid red	Offline: no internet connection
Flashing red	Resetting

Checked against eero Support on November 13, 2026.

What to do about the common ones

- **Solid red on the gateway:** the internet isn't reaching eero. See Chapter 24, *When the Internet Is Out*.
- **Solid red on another eero:** that unit can't reach the others. Move it closer to the gateway, or restart it.
- **Flashing yellow or orange:** check that the eero's own power adapter is firmly plugged in, into a wall outlet rather than a crowded power strip.
- **Light off but it works:** someone may have turned the light off in the app. That's fine.

GOOD TO KNOW

eero Signal is different

The eero Signal backup box uses its own light colors, which don't match this table. Check its setup guide in the app.

CHAPTER 24

When the Internet Is Out

If nothing in the house can get online and the gateway eero's light is red, work through these steps in order. Most outages are fixed by step 3, or turn out to be the internet company's problem.

1. **Check the app.** Open the eero app on your phone using cellular data. It often tells you whether eero can reach the internet and which eero is having trouble.
2. **Check the cables.** Make sure the Ethernet cable is snug at both the modem and the gateway eero, and that both have power.
3. **Restart in order.** Unplug the modem and the gateway eero. Wait 30 seconds. Plug in the modem first and wait until its lights settle (a few minutes). Then plug in the eero.
4. **Check for a provider outage.** Use your internet company's app or call the number on your bill. If there's an outage in your area, waiting is the only fix.
5. **Still red?** Plug a computer straight into the modem with the cable. If the computer can't get online either, the problem is the modem or the line, and it's time to call the internet company.

HEADS UP

Don't reset during an outage

When the internet is out, a factory reset won't help, and it creates new work: you'll have to set the network up again once the internet comes back. Restart, check, and call the provider first.

TIP

Stay connected while you wait

Your phone's cellular data still works during a home internet outage. Turn off Wi-Fi on the phone so it stops trying to use the dead network.

CHAPTER 25

Slow in One Room

If the internet is fine near the gateway but crawls in one room, the issue is Wi-Fi coverage, not your internet plan.

1. Run the eero speed test (Chapter 16, *Running a Speed Test*). If it shows good speed, your internet is fine and the problem is inside the house.
2. Check where the slow device is connected: tap it on the Devices tab to see which eero it's using.
3. Move the nearest eero closer to the room, out in the open, using the placement tips in Chapter 8, *Where to Put Your eeros*.
4. Restart the slow device, so it picks the closest eero.
5. If one eero is always far from the others, add another eero between them (Chapter 7, *Adding More eeros*), or connect them by cable.

GOOD TO KNOW

Old devices are slower

A tablet from many years ago can't use the newer, faster Wi-Fi bands, no matter how good the eero is. If one old device is slow and the newer ones are fine, the device is the bottleneck.

CHAPTER 26

Reboot, Soft Reset & Hard Reset

Each eero has a small reset button. What it does depends on how long you hold it. Learn the difference before you press it.

What you do	What happens
Press once	**Reboot.** Restarts that eero. Erases nothing.
Hold until the light flashes yellow (no more than 8 seconds)	**Soft reset.** Restarts the eero and resets its Wi-Fi channel, but keeps it on your network with its settings.
Hold until the light flashes red (about 15 seconds)	**Hard reset.** A factory reset: erases everything and removes the eero from your network. It will flash blue, waiting to be set up again.

Checked against eero Support on November 13, 2026.

Where the button is

- **eero 7, eero 6+, eero 6, eero Pro 6 and Pro 6E:** on the bottom (a small recessed oval).
- **eero Pro 7 and eero Max 7:** on the back.
- **eero Outdoor 7:** on the bottom.
- **eero Beacon:** on the side.

Checked against eero Support on November 13, 2026.

HEADS UP

Hard reset is the last resort

A hard reset on the **gateway** eero takes your whole network down until it's set up again in the app. eero recommends unplugging for 30 seconds first. If you're not sure, call before you hold that button.

TIP

Removing an eero in the app does the same thing

Tapping an eero on the Home tab, then the more options icon and **Remove**, also resets it to factory settings. That's the tidy way to retire a unit or pass it on.

Checked against eero Support on November 13, 2026.

CHAPTER 27

eero Scams & Fake Support

Because so many homes depend on eero, scammers pretend to be "eero support." Here's what to watch for.

SCAM ALERT

The fake support number

Searching "eero support phone number" can turn up ads and pages run by scammers, complete with a toll-free number. When you call, a "technician" asks to connect to your computer or demands payment to "fix" your router. Get eero help from inside the eero app or from eero.com/support, and for provider eeros, from the number on your internet bill.

SCAM ALERT

The surprise call or pop-up

A caller or a browser pop-up says your network is hacked or your eero has expired. Treat any call or pop-up you didn't expect as a scam, and remember an eero doesn't "expire." Hang up or close the window.

SCAM ALERT

"Renew your eero subscription" emails

An email says your eero Plus payment failed and asks you to click a link. Don't. Open the eero app yourself and check your subscription there.

The rule that beats them all

Never let someone who contacted you install remote-control software or take payment by gift card. Real eero support works through the app and the official website. If something feels off, hang up and call someone you trust.

FROM BILL

When in doubt, check with me

If a call or message about your eero gives you that "this doesn't feel right" twinge, call me before you do anything. It's a few minutes well spent.

PART 6

When to Call Bill & Your Cheat-Sheet

When a hand saves worry, and every everyday eero move on one page.

CHAPTER 28

When to Call Bill

This guide will carry you through most eero jobs on your own. Here's when a hand saves time and worry.

Good reasons to call

- You're **setting up eero for the first time** and want it done right, including turning off the old router's Wi-Fi.
- Your provider's box and your eero are **fighting**, or you're not sure about bridge mode.
- You want the eeros **placed properly**, or connected by cable, to fix a stubborn dead zone.
- You'd like **profiles, schedules and guest Wi-Fi** set up for visiting grandchildren.
- You're deciding whether **eero Plus** is worth it for you.
- A **red light** won't go away, or you're thinking about a hard reset.
- Someone calls or messages claiming to be **eero support**.

Things you can handle yourself

Reading the light, restarting, running a speed test, turning on guest Wi-Fi, pausing a device, sharing your Wi-Fi by QR code and checking what's connected. Those are all yours now.

FROM BILL

How I like to help

I'm Bill, and I bring 30+ years of professional experience to helping folks feel at home with their technology, right here in Portage County, Ohio. I don't rush and I don't talk down to anyone. I can walk you through the eero app over the phone or a screen share, or come out, place your eeros and set everything up: $49 remote · $99 in your home. Call **(330) 200-8042** or book at **billshometech.com/book**. If I'm with another client, Sophie, my AI receptionist, will take your details so I can call you back.

Thank you for taking the time to learn your eero. Good Wi-Fi in every room makes everything else easier.

— Bill

CHAPTER 29

Your eero Cheat-Sheet

Keep this handy. The everyday moves, all in one place.

To do this	In the eero app
See or change the Wi-Fi password	Settings > **Wifi name & password**
Turn on guest Wi-Fi	Settings > **Guest wifi network** > Enable guest network
Share Wi-Fi by QR code	Home > tap your network name > share icon
Pause a device	Tap the device > **Pause device**
Pause a person's devices	Home > tap the profile > **Pause profile**
Run a speed test	Home > Internet > **Run speed test**
Add an eero	Home > blue **+** > Add indoor eero
Restart the network	Settings > Advanced networking > more options > **Restart Network**
Change update time	Settings > **Software updates**

The light, in short

- **Solid white:** all good. **Flashing white:** starting up.
- **Solid red:** offline. Restart modem, then eero; check for an outage.
- **Flashing yellow or orange:** check the power adapter.
- **Blue:** ready for setup.

The safety rules

- Get eero help from the app or eero.com/support, never a number from a search ad.
- An unexpected call about a "hacked" network is a scam. Hang up.
- Never let a stranger install remote-control software.
- Restart first. Hard reset only as a last resort.

My eero details	
My eero models	_____
Where each eero is	_____
Wi-Fi name / guest name	_____

My eero details	
eero account email	_____
Internet company and phone	_____
Bill's Home Tech	(330) 200-8042 · billshometech.com/book

WHAT THIS DOES FOR YOU

Your Wi-Fi, under your control

You can set up eero, place it well, share it with guests, pause a device at dinner, read the light and get back online after a hiccup. That's real control over something your whole home depends on.

Bill's Home Tech · Complete Manuals Series · (330) 200-8042 · billshometech.com · Portage County, Ohio