App tour
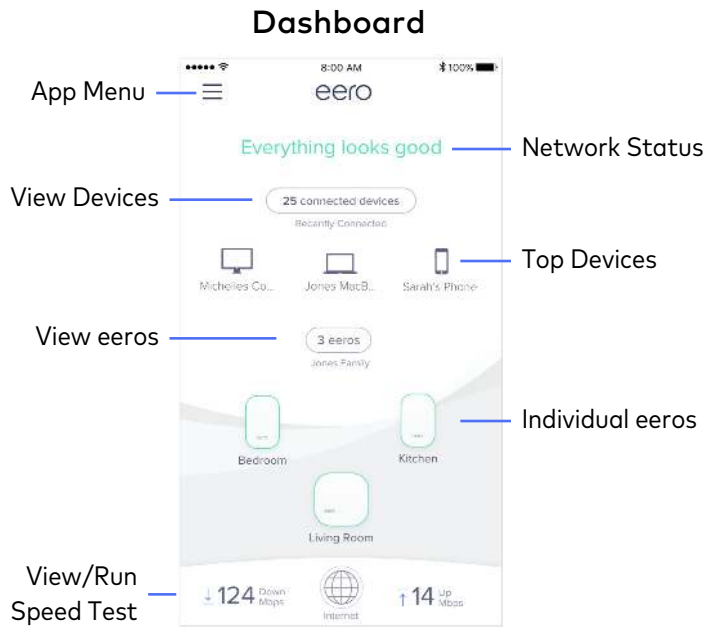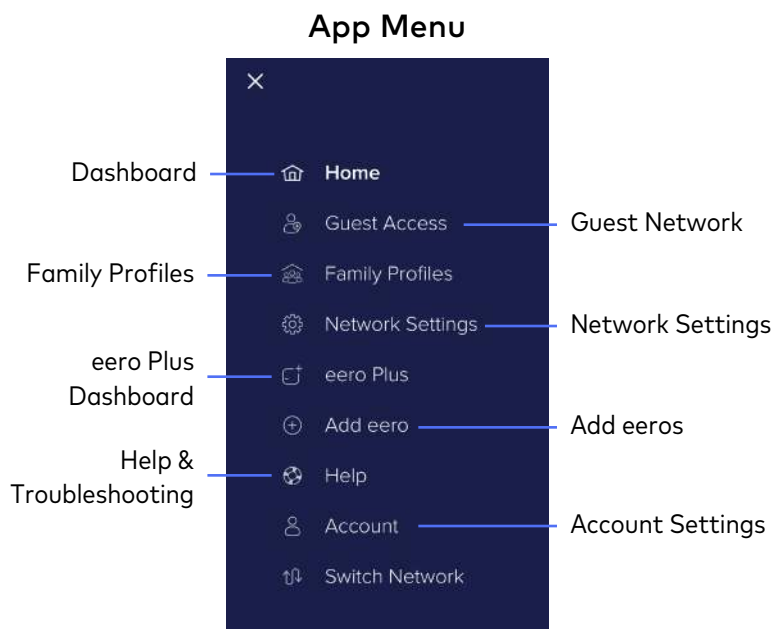
Anything an eero user needs to do can be done through the eero app. Below are the two general starting points, the *Dashboard* and the *App Menu*.

Dashboard

App Menu

Network Status

View Devices

Top Devices

View eeros

Individual eeros

View/Run Speed Test

The eero Dashboard is the starting point when opening the app. From here, users can choose what they'd like to check, manage, and troubleshoot on their eero network.

App Menu

Dashboard

Guest Network

Family Profiles

Network Settings

eero Plus Dashboard

Add eeros

Help & Troubleshooting

Account Settings

From the App Menu, eero users can navigate to many of the features including guest networks, Family Profiles, settings, and eero Plus.

Checking the network status

At the top of the Dashboard, users are able to check the status of their network. This message will inform them whether their network is healthy, experiencing an issue with any eeros, or offline.

Network statuses

Everything looks good

This status means that everything on the network is looking good. All the eeros at the bottom of the dashboard will be highlighted in green.

Connecting to the internet...

If the network has recently been updated, restarted, or a change has been made, the network will display that it is connecting to the internet. During this time, features such as connected device information and running a speed test are unavailable.

CHECK BEDROOM or CHECK EEROS
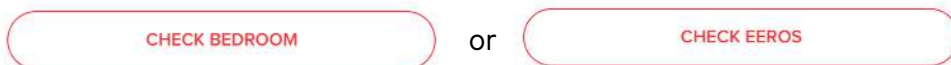
If a user sees the message to check a specific eero on their network or multiple eeros, their network is still online but the eeros mentioned/highlighted in red need attention. The issue can be that they are out of range, unplugged from power, or potentially experiencing a technical issue.

INTERNET CONNECTION ISSUE

When the status shows that the network can't reach the internet, it means that the gateway eero is unable to get online. In this scenario, users should ensure their eero is correctly connected to the modem and/or powered on. At this time, the user should also check to see whether or not there is a network outage.
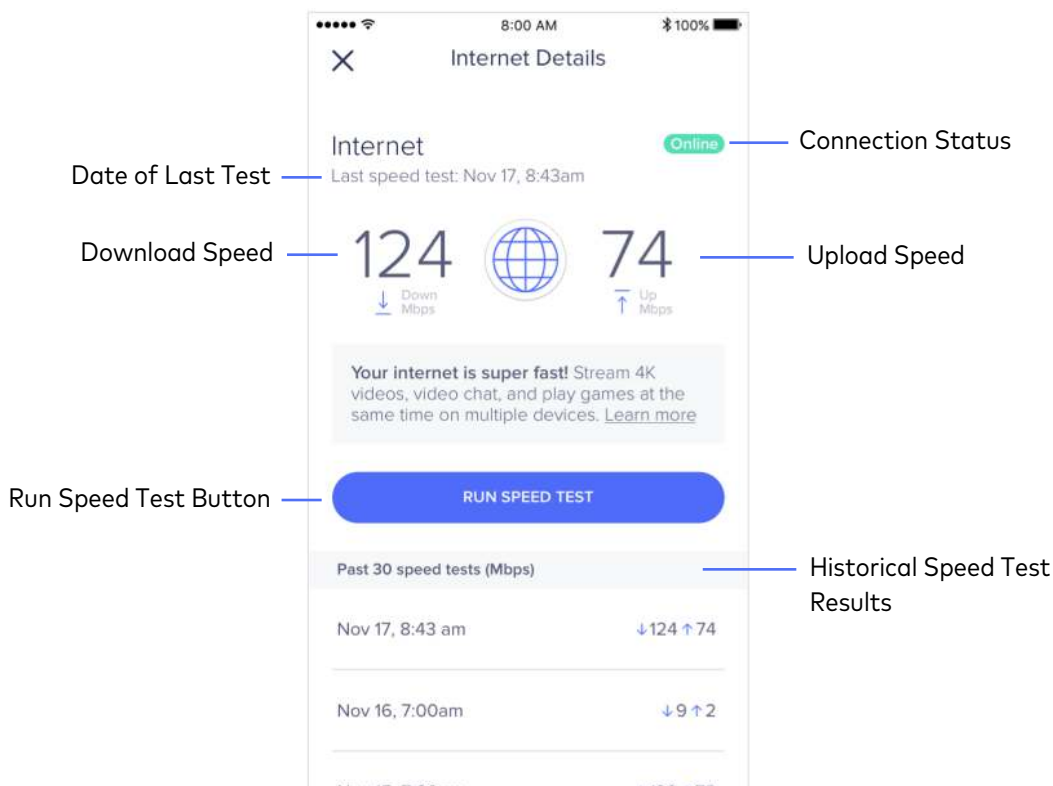
eero status states

| Online | Restarting/Connecting | Offline |

Speed tests

At the bottom of the dashboard, users can view and access their network speed test results. To launch the *Internet Details* screen, the user will need to tap on the speed test section. Once open, users can run speed tests to check their download and upload speeds.

If an eero network is offline, it won't be possible to run a speed test. A user can still view the results of their past 30 tests, but everything else will be greyed out and unavailble until the network is able to return online.

Managing your eeros

From the eero app, users can manage their eeros. This includes checking their status, restartir
individual eeros, changing the LED state, and removal.

Accessing your eeros

There are two ways to access the eeros on a network:

    1. By tapping on the number of eeros featured in the dashboard
    2. By tapping on the individual eeros found on the dashboard
        • The dashboard can only show a maximum of six (6) eeros

To access all the eeros on a
network, tap the number of
eeros found in the pill shaped
button. This will bring the user
to a list of all the eeros on
their network.

By tapping on the individual
eeros from the dashboard, a
user can access the settings
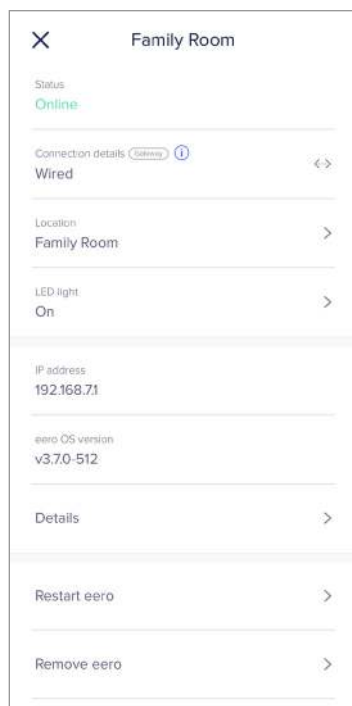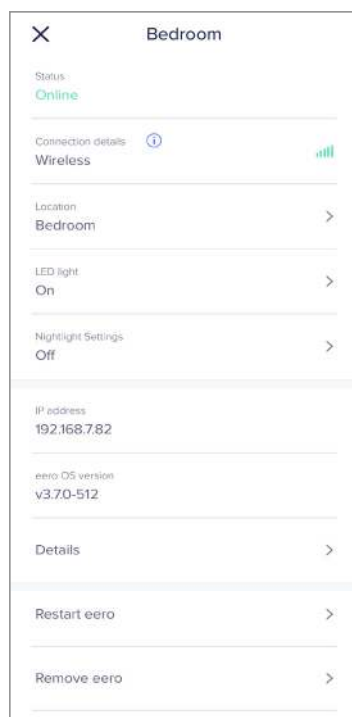and options for that specific
eero.
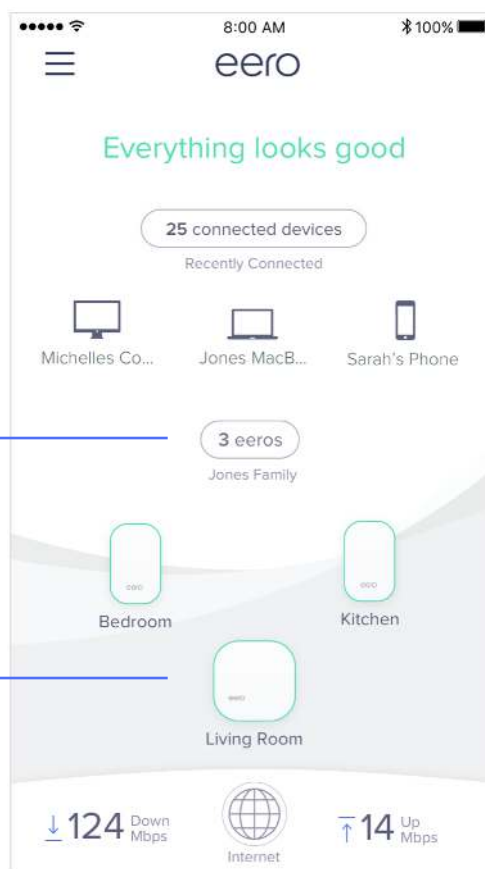
eero details

Through the app, users can access information on their eero, as well as take certain actions such as managing the LED/nightlight and restarting or removing their eero.

eero menu

eero Beacon menu

Status

This section represents the online status of the eero or eero Beacon.

Connection Details

The connection type that an eero has to the network. Wireless eeros also have a health status represented by five (5) bars.

Location

This will be the name given to the eero based on its location in the home. The name can be changed at anytime by tapping into the next page.

LED Light

From here, the user can toggle their eero's LED on/off.

Nightlight Settings

eero Beacon only — From here, the user can decide on the nightlight setting for each Beacon on the network.

IP Address

The device's current IP address.

eero OS Version

The version of the eero software currently on the eero.

Details

All the details on the eero, including model name and number, serial number, and the Ethernet port MAC addresses.

Restart eero

Used to restart an individual eero as long as the eero is online.

Remove eero

Used to remove an individual eero. Removing the gateway eero will delete the entire network.

Managing your devices

The eero app is designed to easily manage and view all the connected devices on a network. In order for a device to join a network, it will need be added using the WiFi credentials or via an Ethernet cord.

Accessing your devices
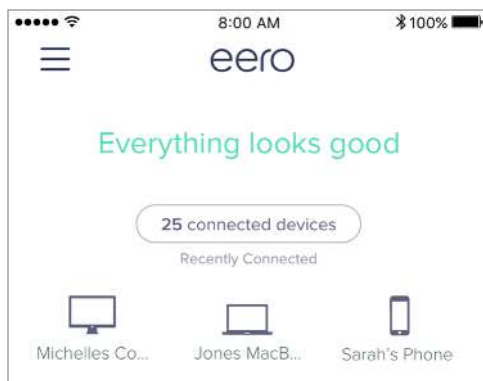
From the dashboard, there are two ways to access the devices on a network:

1. Through the connected devices button. It will be labeled with the number of devices on a network.
2. By tapping on one of the recently connected top devices on the network.

Overview of Devices

Total Number of Active Devices

Devices Currently Online

Connection Quality

Device Name

Manufacturer

Real-Time Data Usage

Recent Devices (Last 7 Days)

Device details

If a user wants to view the details of a specific device, they can tap on the device they'd like to view and will find the following information:
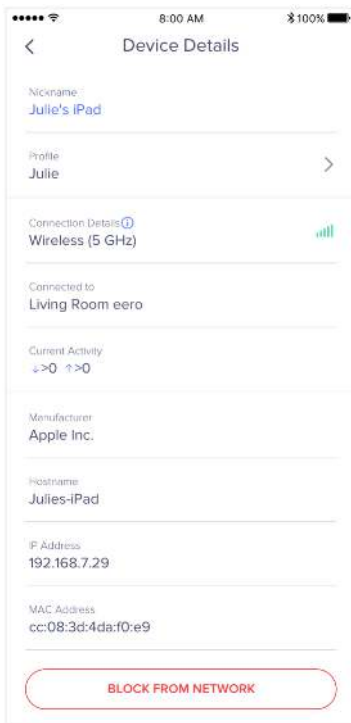
Nickname

The name given to the device. By default, this will be null.

Profile

If the device is connected to any Family Profile, it will be displayed here. The user can also change the profile by tapping into the menu.

Connection Details

When a device is connected to the network, it will display the type of connection (wireless/wired), the quality of that connection, as well as what frequency it is on (2.4/5GHz). Wired devices will be identified as such.

Connected to

This is the eero that the device is currently connected to.

Current Activity

Here the user can see the real-time data usage of the device.

Manufacturer

This is the manufacturer of the device. Depending on the chip used, it can sometimes display a company different from the actual device.

Hostname

This is the name given to the device.

IP Address

The IP address given to the device.

MAC Address

The MAC address of the device.

Block From Network

If a device is unrecognized, the user has the ability to block it from the network.
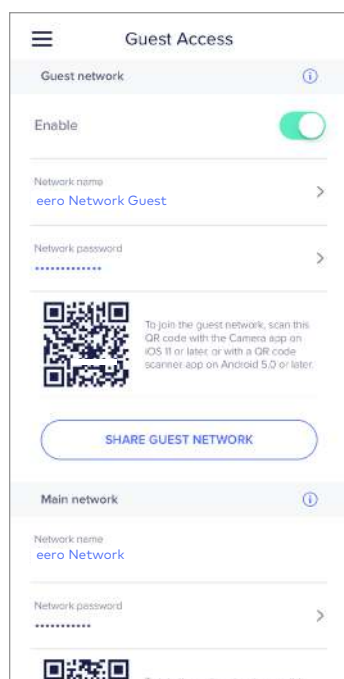
Using a guest network

A guest network is a great way to let users share their network with their guests in their home. The guest network will allow guest devices to connect to the internet, while keeping them securely isolated from the main network.

To change the settings of the guest network, tap on *Guest Access* from the app menu.

Managing a guest network

Enable

This toggle turns the guest network on/off.

Network name

This is the network that guests will join. By default, it will take the name of the main network and add *Guest* to the end. However, the guest network name can be edited to anything.

Network password

This is the password a guest will need to use to access the guest network. By default, it will be something random, but just like with the network name, it can be edited to anything.

QR code

If the guest has a device that supports it, they can scan the unique QR code to automatically join your network.

Share Guest Network

A user can also easily share their network with their guests by tapping the *Share Guest Network* button. This will prompt them to share the network information via text, email, etc.

The guest network will only be available as long as the toggle is enabled. If the toggle is turned off, or the network name or password is changed, any connected guests will immediately lose connection to the network.
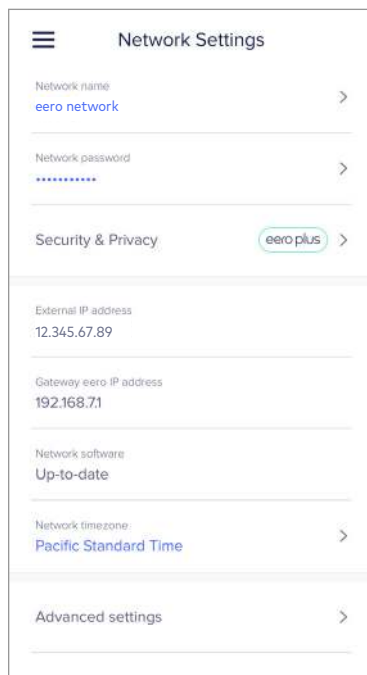
Network Settings

From the *Network Settings* screen, a users will be able to see all current network configurations, and make direct changes to them as desired.

Below is walk-through of navigating this page.

Network Settings page

Network name

This is the SSID (name) of the user's main network. They can change it by tapping through.

Network Password

This the password for the user's main network. They can change it by tapping through.

Security & Privacy

From here, the user can sign up for eero Plus. If eero Plus is enabled on ther user's network, they can tap through to turn on the network-wide security settings such as *Advanced Security* and *Ad-Blocking*.

External IP address

This is the gateway eero's WAN IP address.

Gateway eero IP address

This is the gateway eero's LAN IP address.

Network software

From here, the user can see if their network software is up-to-date or if there is an update available.

- **Up-to-date**: The eero network has the most recent version of the eero OS
- **Update available**: The eero network can be updated by a user initiated update (or automatically overnight)

Network timezone

The timezone that the network is using for all user settings, including Family Profiles.

Advanced settings

Various advanced settings to customize the network experience (see next section).

Advanced Settings page

If a user would like to further customize their eero network, they can do so through the *Advanced Settings* screen.

Internet connection

From here, the user can configure their internet connection type:

- **ISP (default)**: The IP address, subnet mask, and router IP address will all be set by the ISP.
- **Static IP**: The IP address, subnet mask, and router IP address are selected by the user.

DNS

This is where the Domain Name Servers (DNS) can be configured and are used for translating domain names, such as facebook.com, into IP addresses so they can be reached. Users can either use the one distributed by their ISP or choose a custom one (such as Google DNS or OpenDNS). When eero Plus is enabled, a user won't be able to change their DNS as they need to use eero Plus's specific hardcoded DNS.

DHCP & NAT

This is how the network assigns the IP addresses for your connected devices. The user has three options:

1. **Automatic (recommended)**: eero automatically chooses the best settings for the network.

2. **Custom**: The user sets a custom IP address range for their network. This is typically for those with complex networks. The user will need set the following settings:
   - **IP Address Prefix**: The user can choose between three IP address prefixes: 192.168.0.0; 10.0.0.0; 172.16.0.0
   - **Lease Range**: Once a prefix has been set, the user will need to set each of the following:
     - **Subnet IP**: This is the range from which client IP addresses should be allocated
     - **Subnet mask**: Separates IP addresses into network and client portions
     - **Starting IP**: the first IP address in the range
     - **Ending IP**: the last IP in the range
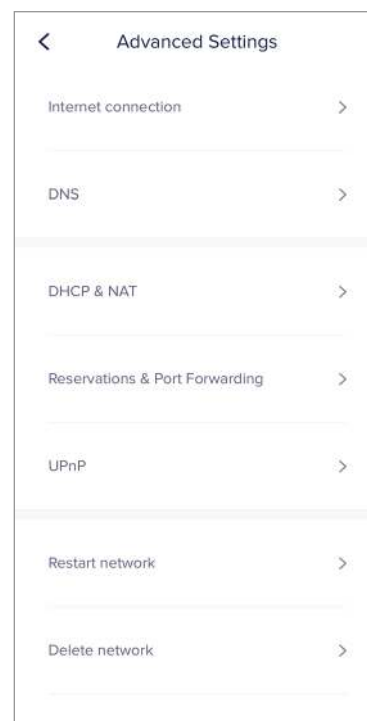
   Working example: The following is an example of how a user would create a custom DCHP:

For this example, the user will be using an IP address prefix of 192.168.0.0.

1. Select IP address prefix

The user will select the IP address prefix of 192.168.0.0

2. Set the Subnet IP

Should be 192.168.1.0 for our example. To make any changes, tap on the last digits of the subnet.

3. Set the Subnet mask

Our example would be 255.255.255.0. This means only devices starting with 192.168.1.x can communicate with other devices starting with 192.168.1.x

4. Set the Starting IP

Since the gateway address is 192.168.1.1, this must be 192.168.1.2 or higher

5. Set the Ending IP

Since 192.168.1.255 is the broadcast address, this must be 192.168.1.254 or lower

DHCP & NAT (cont.)

    3. **Bridge**: In bridge mode, the upstream router will provide all the network settings. While eero routers will continue to work as a mesh, many advanced features will not be available to the user.

> In bridge mode, users will lose access to Family Profiles, eero Plus, and any advanced network settings.

Reservations & Port Forwarding

Users can use IP reservations to allow them to keep the same IP address for a particular device. This means the device will always have the same IP address.

Users also have the option to setup port forwards, which is helpful when a device or application requires direct connections to other devices or services on the Internet..

To create an IP Reservation:

    1. Tap on *Add a reservation*
    2. Select a device from the list (ex: John's iPhone)
    3. Tap on the IP address and edit
    4. Tap save in the upper right corner

To create Port Forward:
Once an IP reservation has been created, the user can set a port forward.

    1. Tap on Add a reservation
    2. Select a device from the list (ex: John's iPhone)
    3. Tap on *Open a port*
    4. Name the port
    5. Use the external/internal ports as assigned by the manufacturer
       (for advanced users, they may already have ports of their own.)
    6. Select the protocol provided by the manufacturer
    7. Tap *Save* in the upper right corner

UPnP

Universal Plug and Play (UPnP) is a way to allow devices like game consoles and media centers to to open ports to the internet automatically. This can be enabled by switching the toggle to on.

Restart and Delete network

If a user would like to restart their network (for example, they feel their network is being slow), they can do so through the app as long as they have an active internet connection.

If a user would like to delete their entire network, including all settings and remove all eeros from their network, they can do so by following the network deletion steps.

Account Settings

In order to use the eero app, a user will need to have an account. This contains all the information including their name, phone number, and email. All of this information is used to identify the network, as well as allow the user to log into their account and access their network.

From the *Account* screen, users can also manage their eero Plus membership. This includes signing up, canceling, and reactivating their account.