

eero 6 device Technical Guide



The Amazon eero is a Wireless Router with exciting new features. The eero devices all-new system features wifi 6 which is the latest technology to deliver faster speeds, better performance, and increased support for simultaneously connected devices.



Easy setup

If the thought of setting up yet another new device makes your head hurt, you'll be please to know the eero 6 device system is quick to set up courtesy of the in-app instructions. Just unplug your old router, connect the eero 6 device (eero device) to the modem and sign into the app. Once it's up and running, you can connect any smart home device and allow other compatible devices to join the network instantly.

Please note: if you do not have a modem, instead of plugging in your eero device into a modem, you will plug it into your nbn™ NTD.

Seamless smart home integration

The eero device features a built-in smart home hub which connects things like smart lights, locks, plugs and other compatible devices to your eero network. It can use the eero app to manage your network, pause the internet and share the Wifi password with people both at-home.

Safe and secure wifi connection

Safe, secure Wifi is a top priority for most people and eero is dedicated to keeping the network protected. Automatic software updates work to install security patches, fix bugs and implement upgrades. The eero can also add advanced security and privacy features like parental controls and malware protection with eero Secure.



Placement Tips

To get the best performance from the eero devices on a network:

Place eero devices where they can talk to each other

While it may seem correct to place eero devices in dead zones, it is best to place eero devices halfway between dead zones and other eero devices on the network. This way, the eero devices on the network can obtain strong connections to the network, thus covering more of a home with fast, reliable WiFi.

Place eero devices on a hard, flat surface

eero devices perform best when they are placed on a stable and flat surface, such as a table, countertop, or nightstand.

Place eero Beacons in wall outlets

While an eero Beacon can be placed in an available outlet, including power strips, they will provide the best performance when plugged directly into a wall outlet.

Keep eero devices in open spaces

When placing an eero or eero Beacon, it is best to keep them in open spaces. Avoid placing eero devices in closed cabinets, behind heavy electronics, or under/behind any furniture.



Things to Avoid

The following can degrade performance, as well as cause issues for your network:

Heavy metal objects

When placing an eero or eero Beacon, it is best to keep them in open spaces. Avoid placing eero devices in closed cabinets.

Avoid interference

eero devices work best when they are 20-30 feet away from objects that cause interference. Avoid objects like microwaves, cordless landline phones, and older coaxial cables from certain satellite dishes.

Smothering eero devices

As mentioned above, eero devices should always be placed out in the open. This includes placing anything on top of them. Also avoid having eero devices enclosed in small spaces, such as cabinets, closets or behind couches.

Soft Surfaces

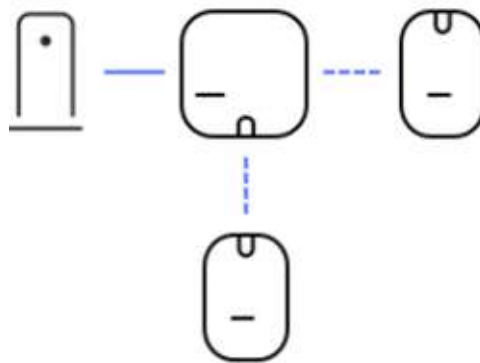
Always strive to place your eero devices on stable surfaces. Avoid chairs, cushions, and ottomans, that don't allow the necessary space for an eero to breathe.

Typical eero Setup

Guide Key

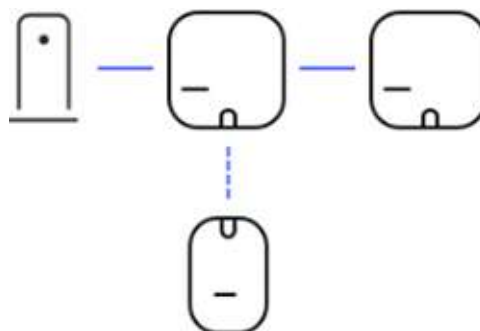


Wireless



In a standard network with one eero and eero Beacons, most users will have their gateway eero connected to their modem and then their eero Beacons connected wirelessly.

Wired/Mixed





If you can wire some or all your eero devices, you can take advantage of doing so by connecting your eero devices via Ethernet. As shown, networks can also feature a mix of wired and wireless nodes.



FAQ's

Below are answers to many frequently asked questions when it comes to using eero.

Can I use an eero Beacon as my gateway?

eero Beacons cannot be used as a gateway.

How Many eero devices can I have on a single network?

There is no limit to the number of eero devices. However, more isn't always better. We generally recommend one eero for every 1,000 square feet but it varies case-by-case.

Can I use eero Beacons with non-eero routers?

No, eero Beacons can only be used with other eero devices. To add a Beacon to your network, it will need to be added through the eero App and connected to a gateway eero that is connected to your upstream modem or device via Ethernet.

Will my connection be faster if I hardwire all my eero devices or if I use the wireless mesh network?

If you've got the right equipment, and you'd like to hardwire your eero devices, you will typically get the fastest connection. Hardwiring your eero devices means you won't lose any throughput because there aren't any wireless hops.

How much distance should there be between eero devices?

For the best experience, when wireless, eero devices and eero Beacons should be no more than 50 feet away from at least one other eero.

Can I set up my eero with PPPoE?

eero does not support PPPoE. If your ISP requires PPPoE to access the internet, you will need to setup your eero network behind another router that does support PPPoE.

Can I set up my eero with a VLAN Tag?

Begin eero gateway setup in the eero app. Allow the eero app to first try and connect to the Internet.

If necessary, make any changes to your ISP Settings. When configuring VLAN tag with an existing network:



- Open the eero app
- Select the Settings tab > Advanced > Tap ISP Settings > Choose VLAN Tag.
- Make change to 100, then tap Save.



Troubleshooting Gateway Setup Issues

Getting Started

Before beginning, be sure to check:

1. The eero App is up to date.
2. Your mobile device can communicate with the eero Cloud by ensuring:
 - a. Your mobile device has cellular data turned on with enough cell reception.
 - b. Your mobile device is connected to your modem or other networking device.
 - c. Your mobile device is connected to a nearby hotspot.
3. The modem has been registered with the ISP (if purchased from third-party retailer).

Troubleshooting Device Steps

1. Disconnect other devices from the modem and power off the unit.
2. Use one Ethernet cable to connect an eero to the modem.
3. Power on both the eero and the modem.
4. Once both devices are fully booted, open the eero App and begin the setup flow.

If you are unable to complete setup due to poor cellular reception, you can double NAT the eero so you can connect your phone to the previous wifi network to complete setup.










If you run into an error, try each of these steps and re-attempt setup:

1. Disconnect other devices from the modem and power off the unit.
2. Hard reset the gateway (press & hold the reset button until LED blinks Red).

3. Swap units (if possible).

If the above steps don't resolve this issue, consider the following:

Make sure that the WAN connection cable isn't frayed, poorly terminated, or has questionable integrity, and that the eero is properly connected to the modem (one Ethernet cable to a designated LAN port). If the cable checks out, connect a client device like a laptop or desktop to the modem, power cycle the modem, and see if the internet is reachable.

LED Color	What it Means
 No Light	eero doesn't have power (or eero LED is turned off)
 Blinking White	eero software starting up/connecting to the Internet
 Blinking Blue	Broadcasting Bluetooth
 Solid Blue	The eero app is connected to your eero and setting it up
 Blinking Green	Multiple eeros detected during setup
 Blinking Yellow	Soft reset OR Unapproved USB-C power source used
 Solid White	eero connected to the Internet
 Solid Red	eero is not connected to the Internet
 Blinking Red	Hard reset



Basic Troubleshooting

Leaf node offline

When an eero leaf node goes offline, you may see one of the following LED states:

Solid Red LED – eero is not connected to the Internet.

If the leaf eero is wired to the gateway check:

1. What is the Ethernet cable connected to?
2. Ensure solid Ethernet connection.
3. Disconnect/reconnect the Ethernet cable from both ends if possible.
4. Move the Ethernet cable to other port on the eero.
5. Try a new Ethernet cable.

If none of the above work:

1. Disconnect the Ethernet cable and reboot eero (see if it can come up wirelessly).
2. Swap power adapters with a known good adapter from another eero.

Did the problem follow the eero or stay in the same location?

1. If moving the eero moved the problem to the new location, it is likely a hardware issue.
2. If the newly placed eero is showing a red LED, it is likely a cable/topology problem.

If the leaf eero is wireless:

1. Check placement.
2. Swap eero closer to other eero in network.

3. Move the eero closer to other eero in network.
4. Swap the leaf eero with gateway (if possible).
5. Return to manufacturer for assistance if it still doesn't connect.

Solid White – eero connected to the Internet

Soft Reset

The eero should go solid White for a few seconds, then blinking White, and then solid White again.

Hard Reset

If you hard reset and the eero LED goes solid White and stays solid White with no connection, return to manufacturer for assistance if it still doesn't connect.

No Light – eero doesn't have power (or eero LED is turned off)

1. Ensure the eero is plugged into power.
2. Swap power adapters with a known good adapter.
3. Plug eero into a different wall socket.

How to hard and soft reset eero

You can perform a hard or soft reset by pressing and holding the reset button on the back of an eero for a certain length of time. The eero Beacon reset button can be found on the left side and the same instructions below apply. Before resetting an eero make



sure it has been powered on for at least 45 seconds.

You can use the reset button to perform two distinct actions - a **soft reset** and a **hard reset**.

Soft Reset

A soft reset will clear all network configurations from eero but preserve its sessions. This keeps the eero on the network and saves its logs and advanced settings such as IP reservations and port forwarding configurations.

To soft reset an eero, hold the reset button until its LED flashes yellow (7 seconds), then release it. After a few moments, the eero LED should return to solid white and appear with a green outline in the eero App.

Hard Reset

A hard reset will clear all network configurations, clear its sessions and logs, and remove the eero from the network. If the eero has an active internet connection, you can achieve the same results by removing the eero from the network via the eero App.

Note: If you perform a hard reset on a gateway eero (the one connected to the modem or upstream device), it will remove the entire network and all settings for that network. If you

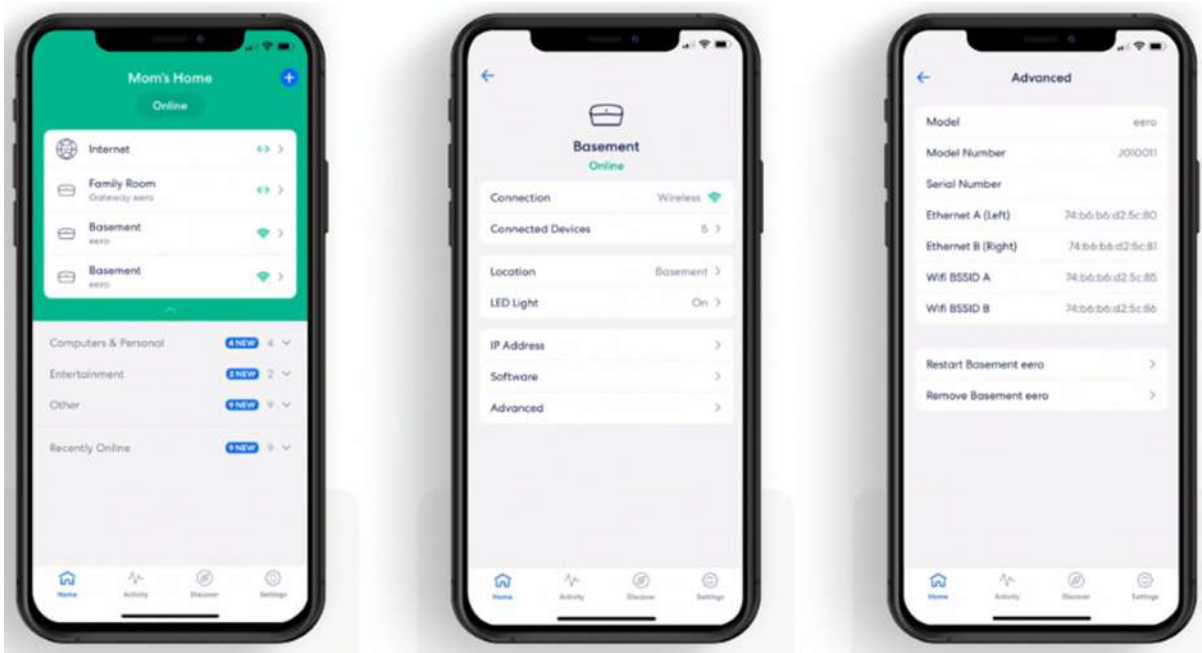


need to only hard reset one eero, we recommend swapping out the gateway for another eero if possible.

To hard reset an eero, hold the reset button until its LED flashes Red (15 seconds), then release it. After a successful hard reset, the eero LED light will reach a flashing blue state, indicating that the eero is ready to be set up again.

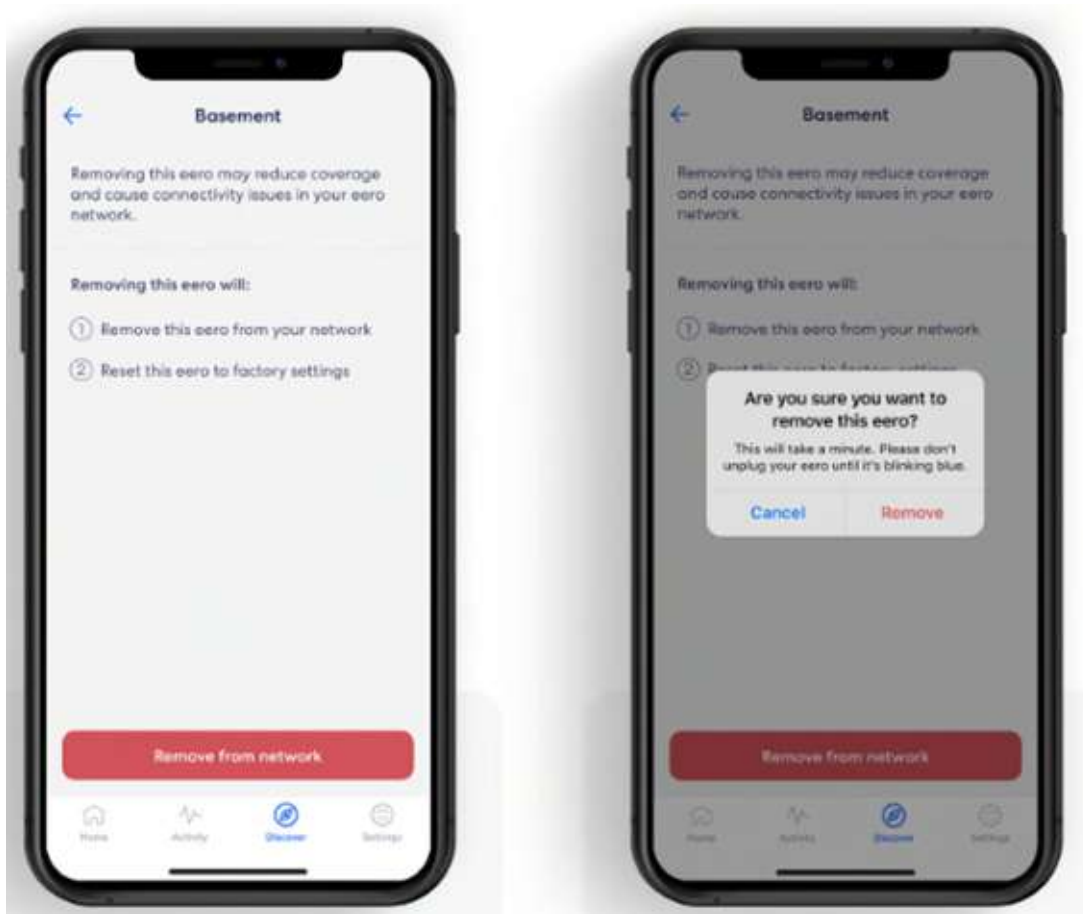
Removing an eero device

1. From the Home tab, tap the device you wish to remove.
2. Select Advanced.
3. Tap Remove to remove your eero device.



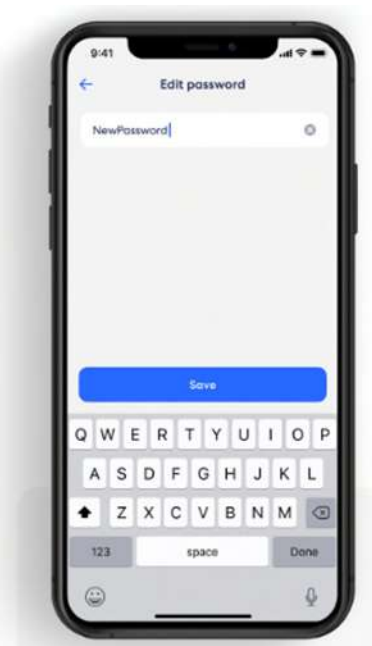
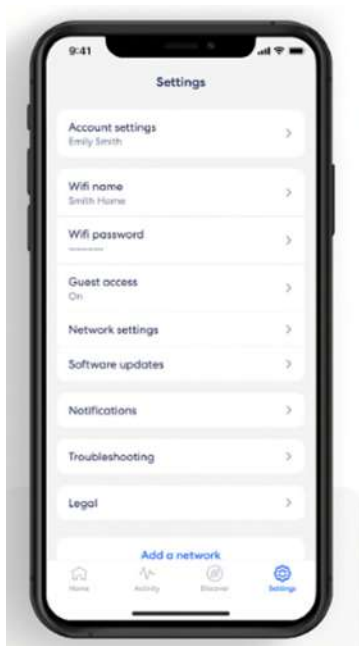
4. Tap Remove from network at the bottom of the screen.

5. Confirm removal by tapping Remove.



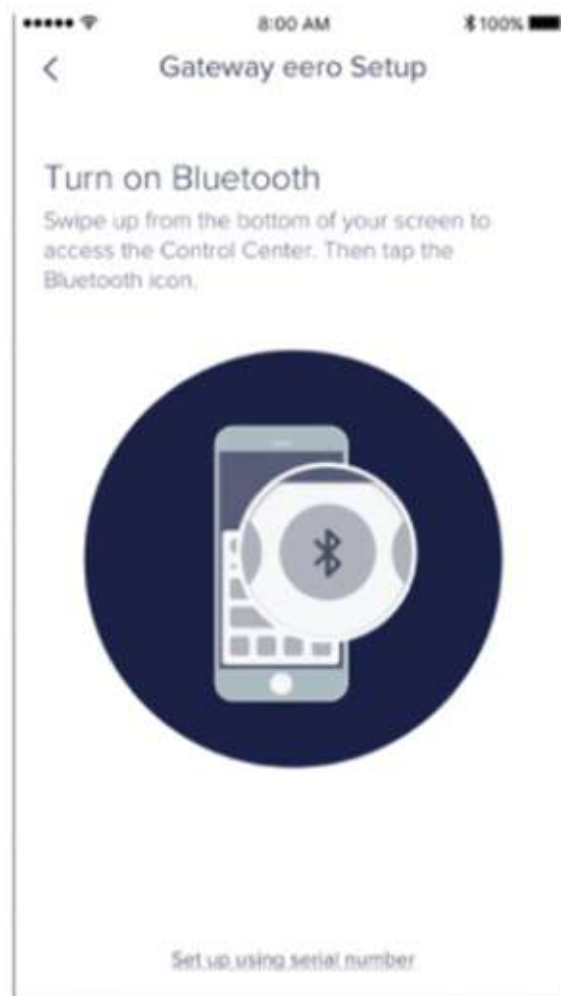
Update Existing Wifi Password

1. From the Settings tab, select Wifi password.
2. Tap Edit password to change your password.
3. Enter in your new password, and tap Save.



Bluetooth errors

If you don't have your phone's Bluetooth turned on (or are using a device lacking Bluetooth), you will see the following error screen:



To resolve:

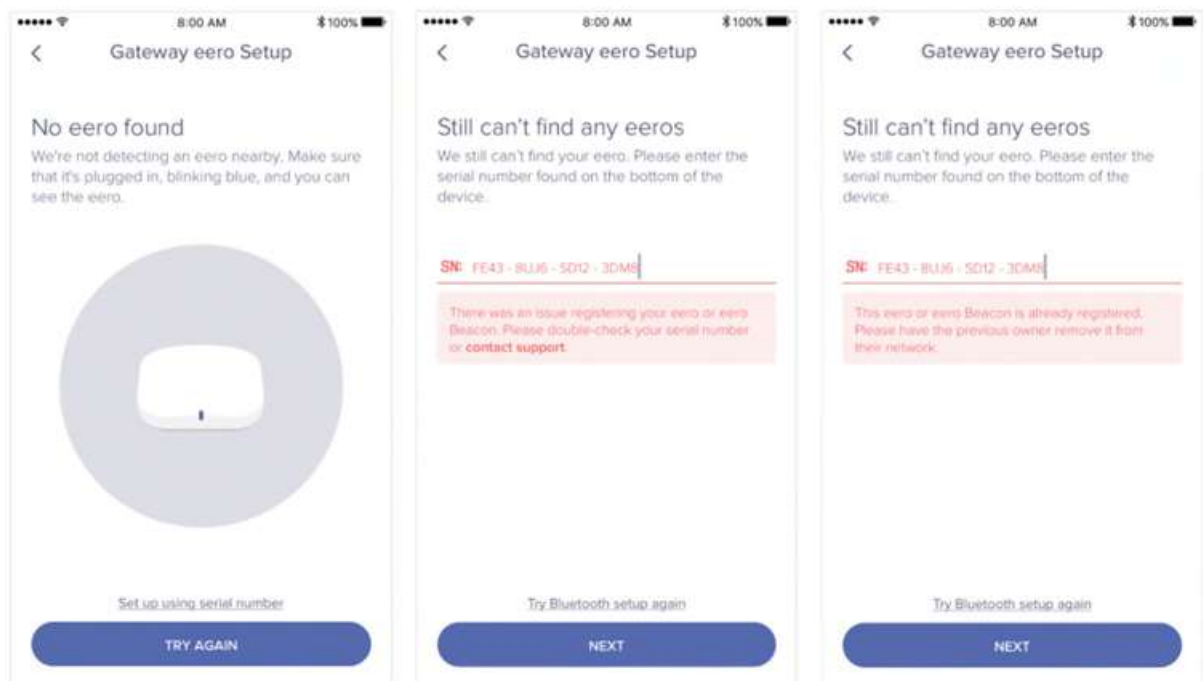
1. Turn on their device's Bluetooth, or;
2. Make sure the device's Bluetooth is not connected to a third device.
3. Setup their eero using the serial number (found below the barcode).

Issues with adding by serial number?

If the eero can't be added via serial number, it means that either you have typed in the wrong serial number, or it is already registered to another network.

Failure to find eero errors

If an eero can't be found, you may run into the following error screens.



No eero found (Left)

You will see this screen if you are not within range of your eero, the eero isn't plugged in and/or hasn't started blinking blue. If the eero isn't on and blinking blue, you should:

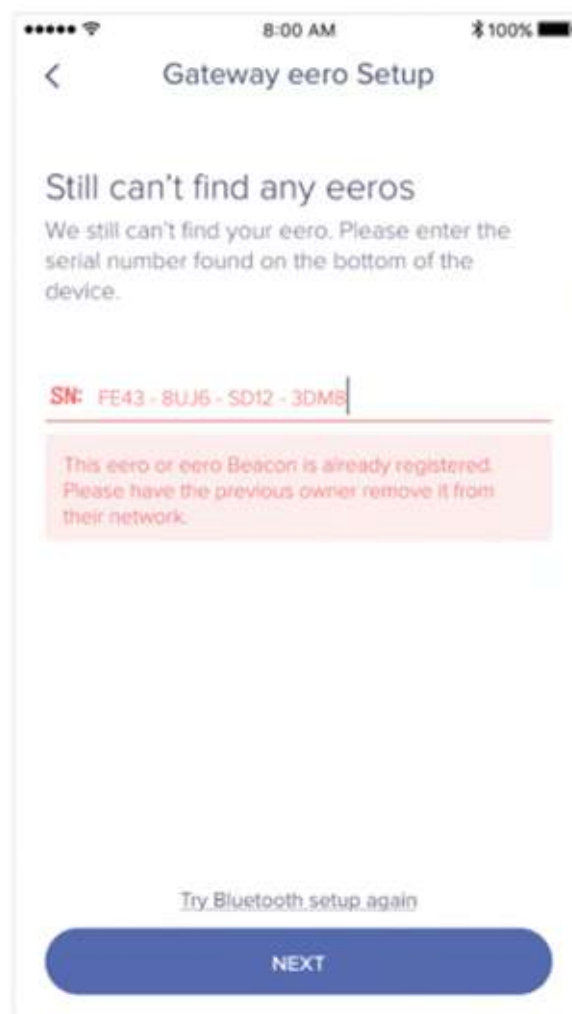
1. Ensure it has power.
2. Is connected to the modem via Ethernet.
3. Check your phone's Bluetooth is on and within range of the eero.

Incorrect serial number (Centre)

If you decide to add your eero using the serial number, you will receive an error screen if the serial number entered is incorrect.

eero already registered errors (Right)

If an eero has already been registered, you may run into the following error screen:



What should I do for an eero that is already registered?

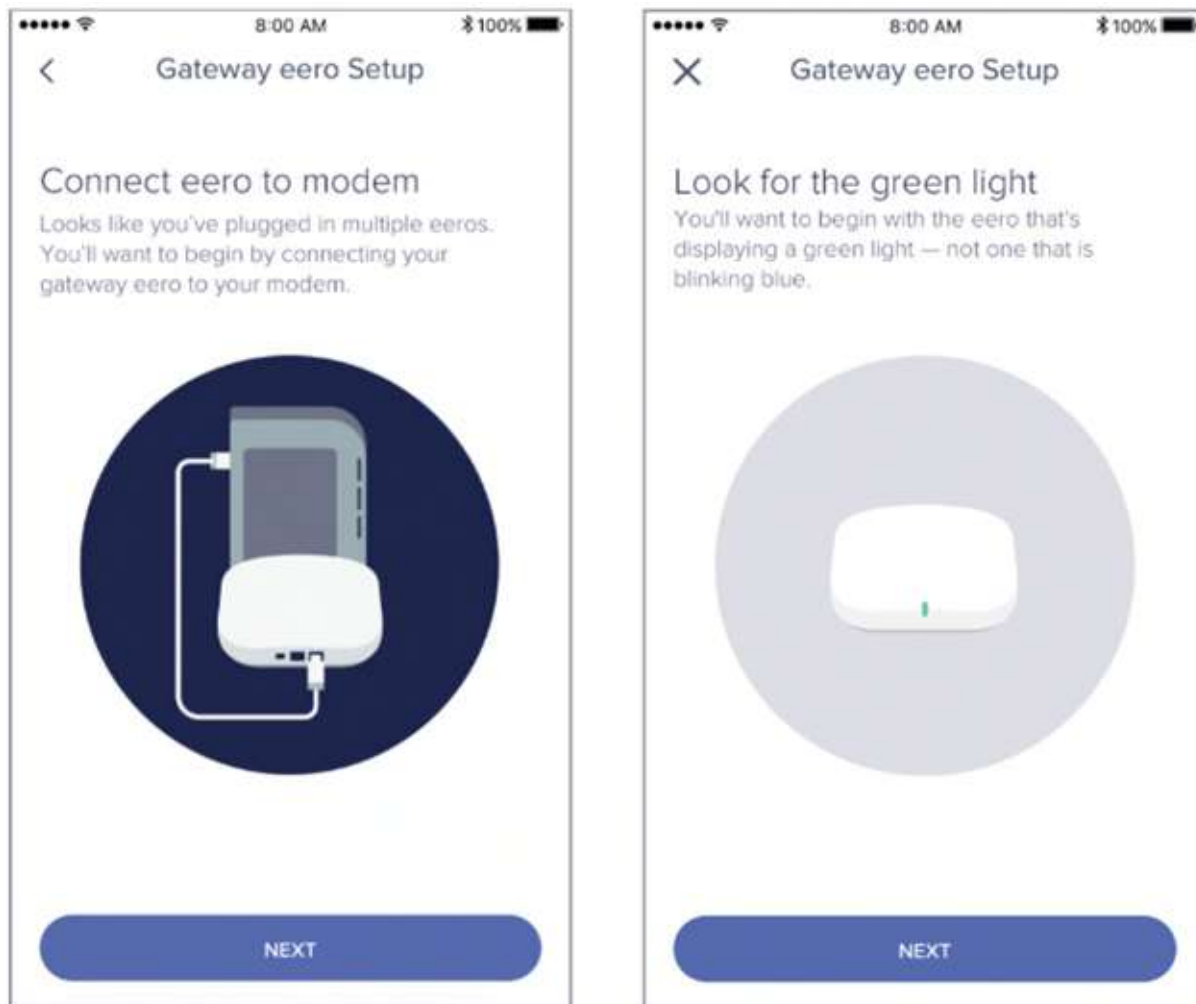
Attempt a hard reset: By performing a hard reset, you will clear all previous configurations.

To perform a hard reset, the eero needs to be plugged into power. Hold the reset button for 15 seconds (till the eero LED flashes Red).



Multiple eero devices found

If multiple eero devices are plugged in during setup at the same time, you will see:

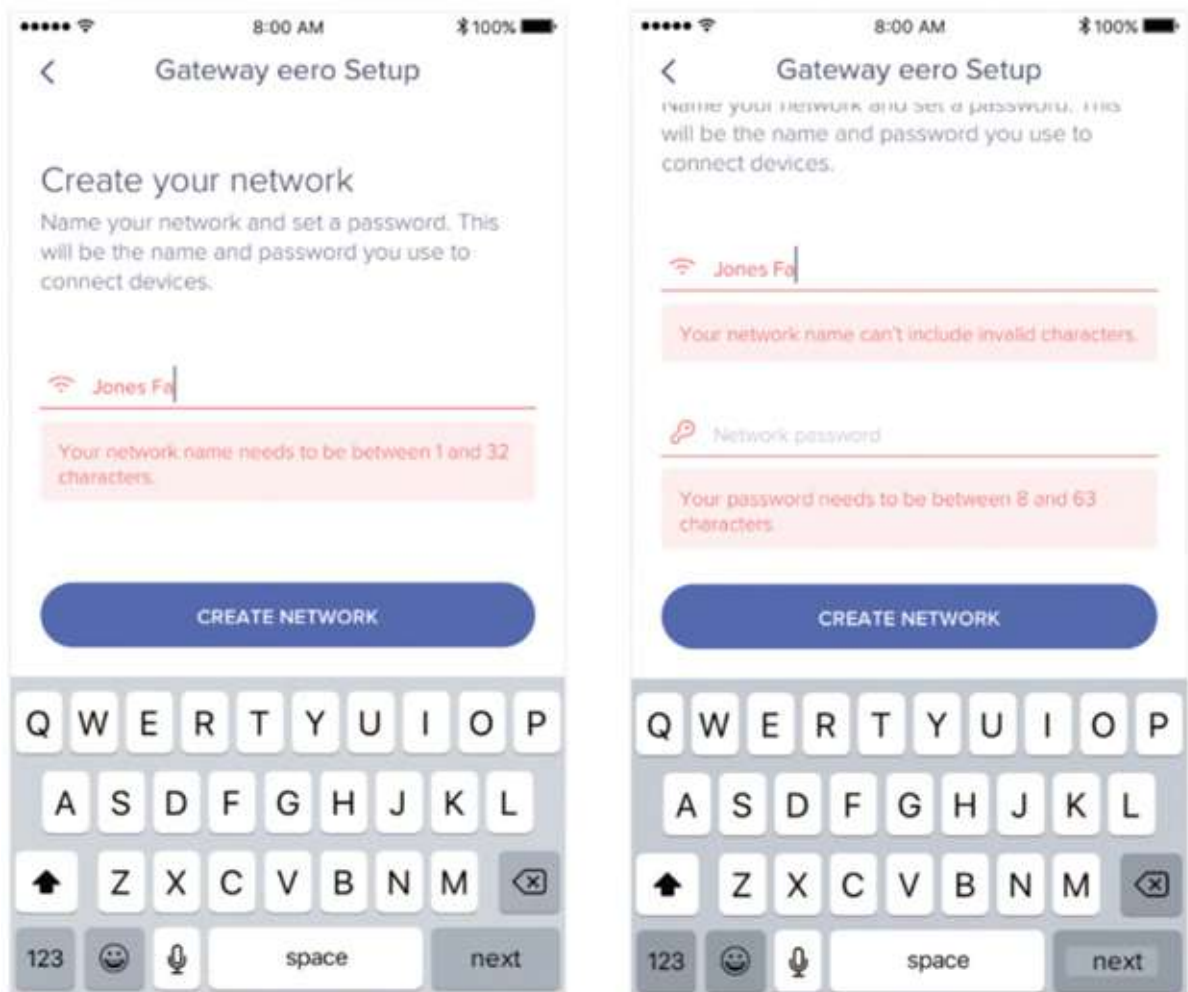


What should I do if multiple eero devices are found?

Find the eero with the green light. Since your phone needs to be within range of your eero when initially setting it up, you will need to be near the eero that is ready to pair. If multiple eero devices are plugged in, the one that is ready to pair will have a Green LED light.

Network name and password errors

If you choose an invalid value for your network name or password during setup, you will see the following:



Network name errors

A user's network name needs to be between 1-32 characters and not include any emojis.

Network password errors

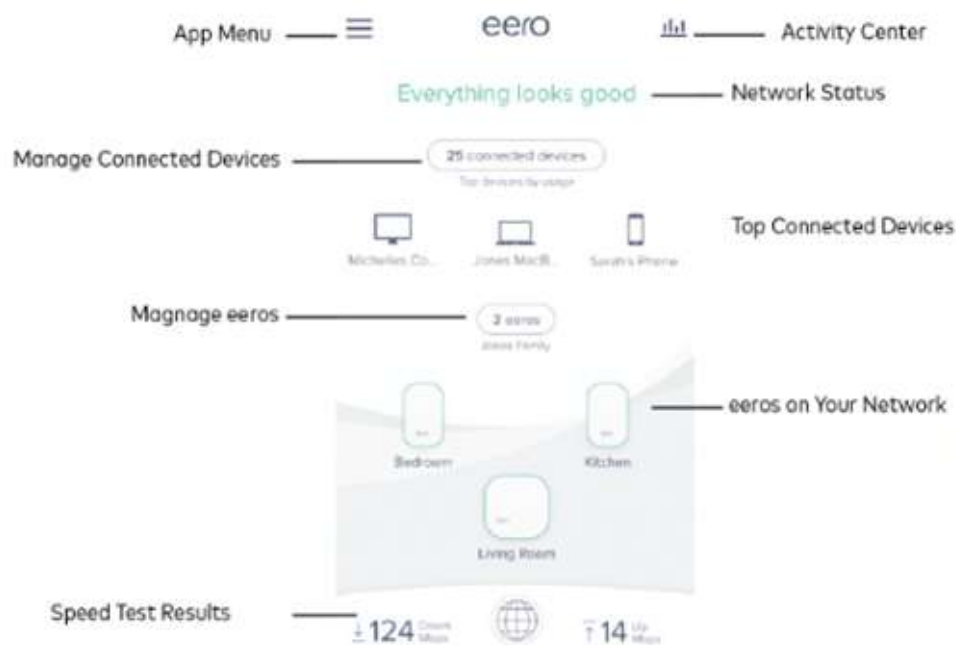
A user's network password needs to be between 8-63 characters and not include any emojis.

The App

Anything an eero user needs to do can be done through the eero App which can be used from iOS (iPhone and iPad) and Android devices. Below are the two general starting points, the Dashboard, and the App Menu.

The Dashboard

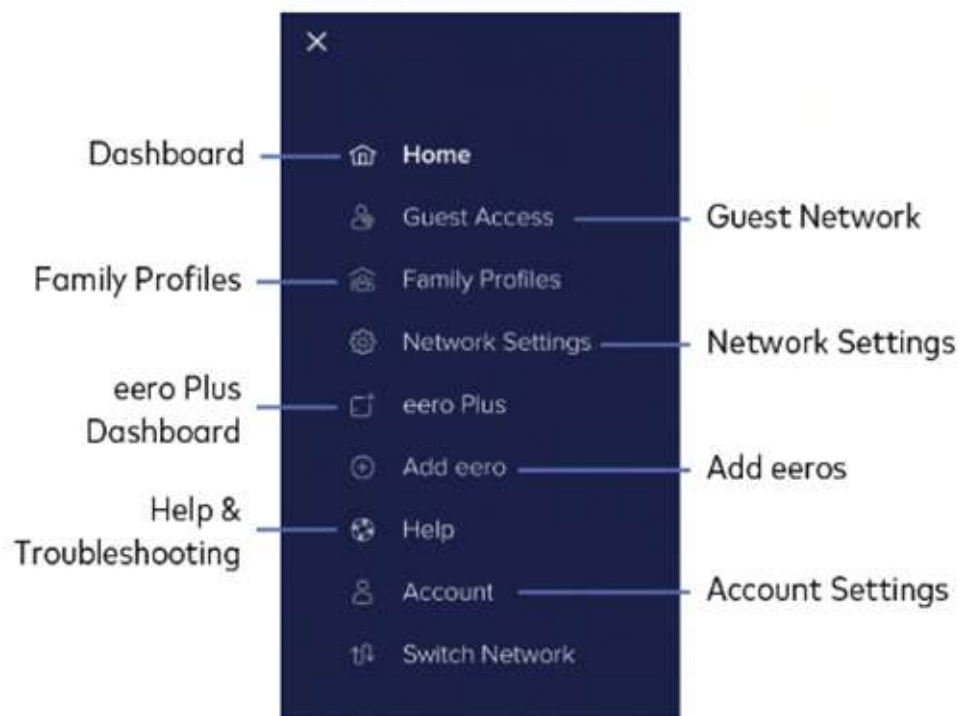
The eero Dashboard is the starting point when opening the app. From here, you can choose what you'd like to check, manage, and troubleshoot on your eero network.



Note: Activity Center is only available with eero Plus.

The App Menu

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





Check the network status

At the top of the Dashboard, you can check the status of your network. This message will inform you whether their network is healthy, experiencing an issue with any eero devices, or offline.

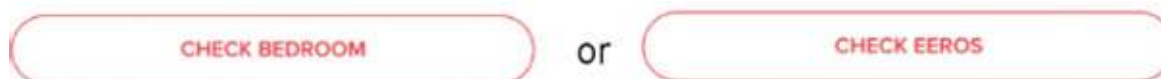
Network statuses

Everything looks good

This status means that everything on the network is looking good. All the eero devices 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.

If you see the message to check a specific eero on your network or multiple eero devices, your network is still online but the eero devices 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.



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, you should ensure their eero is correctly connected to the modem and/or powered on. At this time, you should also check to see whether there is a network outage upstream of the eero devices.

eero status states



Online



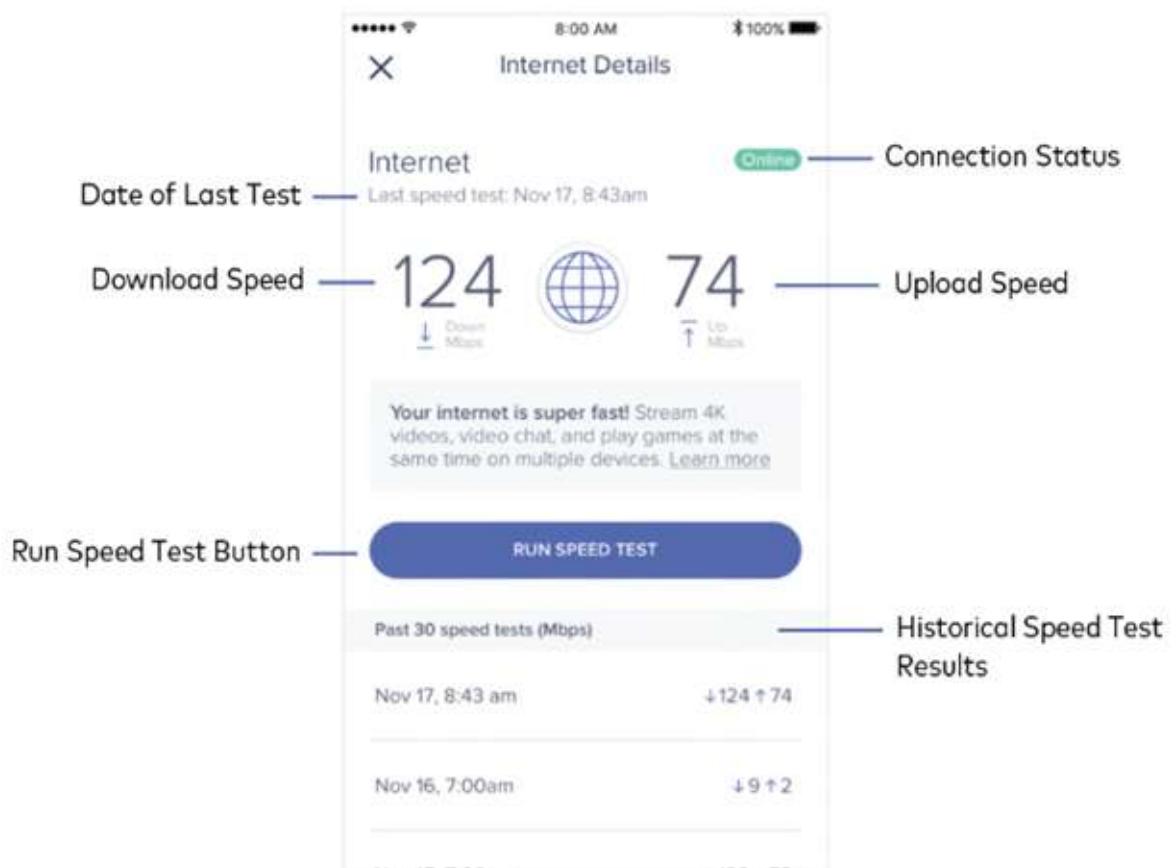
Restarting/Connecting



Offline

Speed Tests

At the bottom of the Dashboard, you can view and access their network speed test results. To launch the Internet Details screen, you will need to tap on the speed test section. Once open, you can run speed tests to check your download and upload speeds from the gateway eero.



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

In-app troubleshooting

From within the eero App, you can do some basic troubleshooting to try and diagnose an issue you may be experiencing. To use these features, you will need to navigate to the *Help* screen by opening the app menu and tapping on *Help*.

My internet connection drops

If you are experiencing connection drops from your devices, you can run this test to see what is potentially causing the issue. You will be able to choose which devices are having difficulty connecting, which will then prompt a test.

My internet is slow

If you have an internet connection but are experiencing slow speeds, you may want to attempt to run this health check. After selecting the devices experiencing slow speeds, the test will begin. If everything appears to be OK, you may want to try restarting your network and/or device.

My internet is offline

If your internet is offline due to any reason such as an Internet Service Provider outage, this test can help diagnose any potential issue. Again, you will select which devices are having an

issue, and run the test. If the test determines there is an issue with the eero connecting to the internet, the next step is to check whether there is currently an internet outage in the area.

