

# Before you get started.

Get to know what's in your HomeFi<sup>SM</sup> kit.



Your New eero(s)\*



Power Cord(s)



Ethernet Cable(s)

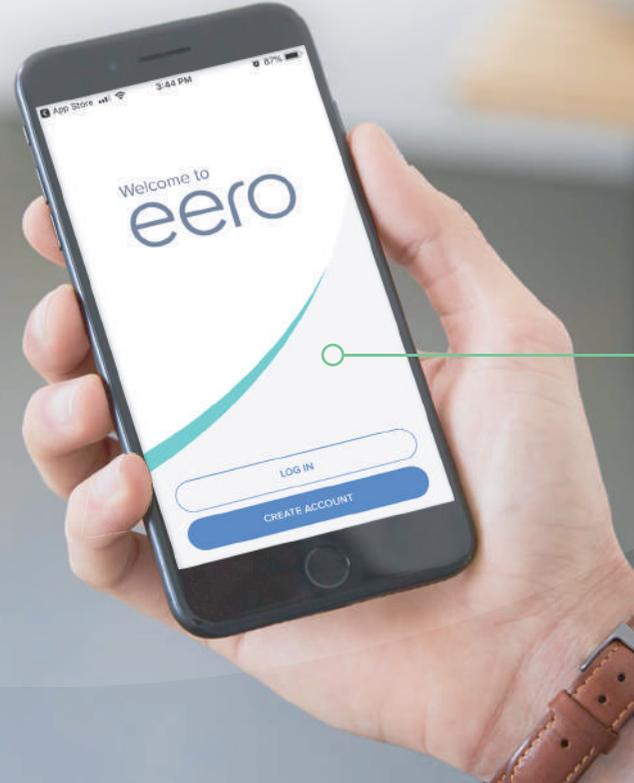


Ethernet Switch  
(optional)

\*eero unit may vary

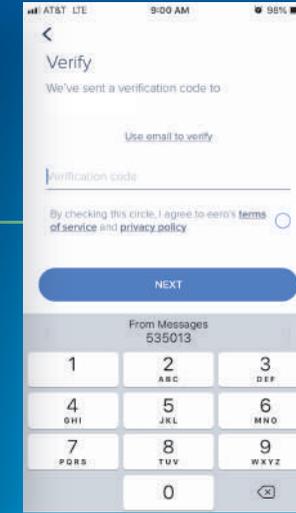
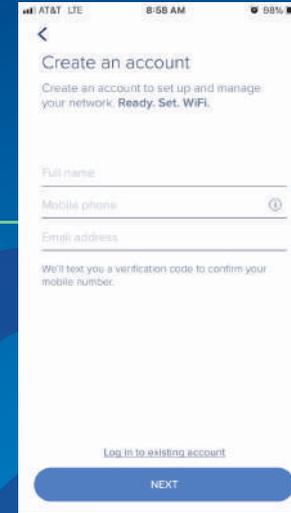
# Download the app.

Download the free eero app in the Apple Store or Google Play



# Create an account.

Create an account by sharing your name, phone number and email address. By default, a verification code will be sent to the number you provided. Enter this code on the verification screen of the app to create your account. Once the network is set up and your email is verified, you can use your email for subsequent logins.



# Connect eero Pro to modem.

Follow the on-screen prompts to properly connect your modem with your eero unit:



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- 1 Locate your cable modem.
- 2 Unplug your previous external router (if applicable).
- 3 Connect your eero to the cable modem using the provided Ethernet cable.
- 4 Plug your eero into a power outlet using the provided power cord.

# Add additional eeros.

Additional eeros may be used to extend your WiFi signal to other areas of your home.

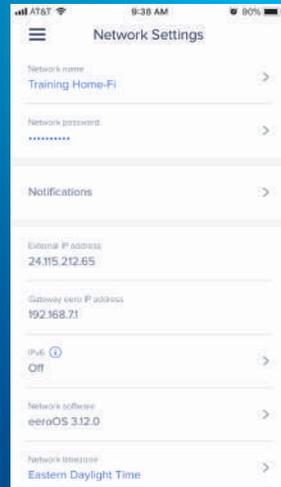
- 1 In the eero app, tap the blue plus icon on the top left of the screen.
- 2 Tap 'Add or Replace eero Devices' from the pop-up menu.
- 3 Tap 'Add eero device'.
- 4 Plug additional eero in to a power outlet in your desired location when prompted.
- 5 After the additional eero connects to your network, assign it a room or location in the app.



eero unit may vary

## Connecting your devices.

Add your device(s) to the network using your new network name and password. The network name and password is located under 'Network Settings' in the menu.



## Have other devices you'd like to hardwire?

- 1 Using an additional Ethernet cable, plug your Ethernet Switch directly into the eero connected to your cable modem. Blue Ridge can provide these additional pieces of equipment.
- 2 Use additional Ethernet cable(s) to hardwire additional devices (computer, laptop, game console, Tivo, etc) into the open ports on the back of the Ethernet Switch.

## Troubleshooting tips.

### eero won't register

- Make sure your modem is powered on and activated.
- Restart your modem and try again.

### Can't add eeros

- Make sure your network is online.
- Try adding your eero by serial number.
- Restart primary eero.

### Devices won't connect

- Verify device is trying to join eero network.
- Toggle device Wi-Fi off and back on.
- Create a static IP address for device.

### Password Issues

- Open eero app.
- Select 'Menu.'
- Select 'Network Settings.'
- Click "Network Password" to view or change your password. Type your new password and then click save.

## Features of the eero app.

Seamlessly manage every aspect of your network with the eero app.

### Use the eero app to:

- See what's happening on your network
- Check connected devices and data usage in real time
- Run health checks to diagnose and fix issues
- Set schedules, create profiles or shut off your networks
- Share your WiFi and create guest networks

### eero Secure is included with your HomeFi service

- Added security to protect from online threats
- Parental controls with content filters
- Insights into historical network usage and performance

### Add eero Secure+ for additional protection

- 1Password management
- Malwarebytes scans, cleans and protects your devices
- Encrypt.me to browse the web privately and securely



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### Required for Setup

Supported iOS or Android device and Internet with a cable modem

### Security and Network Services

WPA2 encryption, Family Profiles, DHCP, IPV6, NAT, VPN Passthrough, UPnP, Static IP, and Port Forwarding

### Smart Home Connectivity

Thread 1.1 Border Router, Bluetooth LE 4.2 Forwarding

HomeFi<sup>SM</sup> activation fee may apply. eero Secure+ fee is in addition to HomeFi<sup>SM</sup> fee. Ethernet switch is property of Blue Ridge. Restrictions may apply.

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 **Blue Ridge**

# HomeFi

## Quick Start Guide

