User Manual

>> eero Model ME10001 draft <<

Wireless Router

Getting started with eero

One of the biggest frustrations with a traditional router has to be the confusing and complex setup process, so at eero we've taken a different approach: make the entire setup experience as quick and easy as possible. So, whether you're an old hand at networking or are taking your first step into home WiFi, eero is for you.

Our app will walk you through the process and do most of the heavy lifting, but here's a quick overview of what to expect. If you're new to WiFi, or just need a refresher, we encourage you to read this article and refer back to it if you have any concerns during in-app setup.

Before you begin:

Setup components

- In the box:
  - Ethernet cable
  - eero(s)
  - Power cord(s)
- What you'll need:
  - eero iOS or Android app
  - At least one 1st or 2nd-generation eero (eero Beacons cannot be used to start a network)
  - Mobile device with a data connection (If you don't have access to a data connection, see our workaround instructions here.)
  - Internet service
  - Cable or DSL modem (if required)*

Don't know what a modem is? Unsure if you have one? Find out here.

Here's how to get started getting your eero network online:

STEP 1: Download the eero app for iOS or Android:

Download the free eero app – you can find it on the Apple Store or Google Play. eero supports both iOS and Android (check here for details on the versions we support). You'll need the app to set up your eero network. You won't be able to set up your system on a web browser.

STEP 2: Create an eero account

You'll need to enter your phone number and email address. By default, we'll send a verification code to your email address, but you can opt to receive it via text message instead instead. Enter this code on the verification screen of the app to create your account.

STEP 3: Set up your eero

The eero app will guide you through setting up your gateway eero. It's three easy steps:

1. Unplug your modem. If you have other wireless equipment connected to your modem, please unplug it as well.
    - **Note:** if you have a modem-router combination device from your provider, you can plug the eero directly into one of the 4 Ethernet ports on the back without powering down.
2. Connect your eero to your modem using the Ethernet cable. You can use either of the Ethernet ports on the back of your eero.
3. Plug your eero in with the power adapter that came in the box, then plug your modem back into power. For placement tips, including DO's and DON'Ts, visit here.

STEP 4: Create your eero network

Now that you've got everything plugged in, it's time to create your eero network.

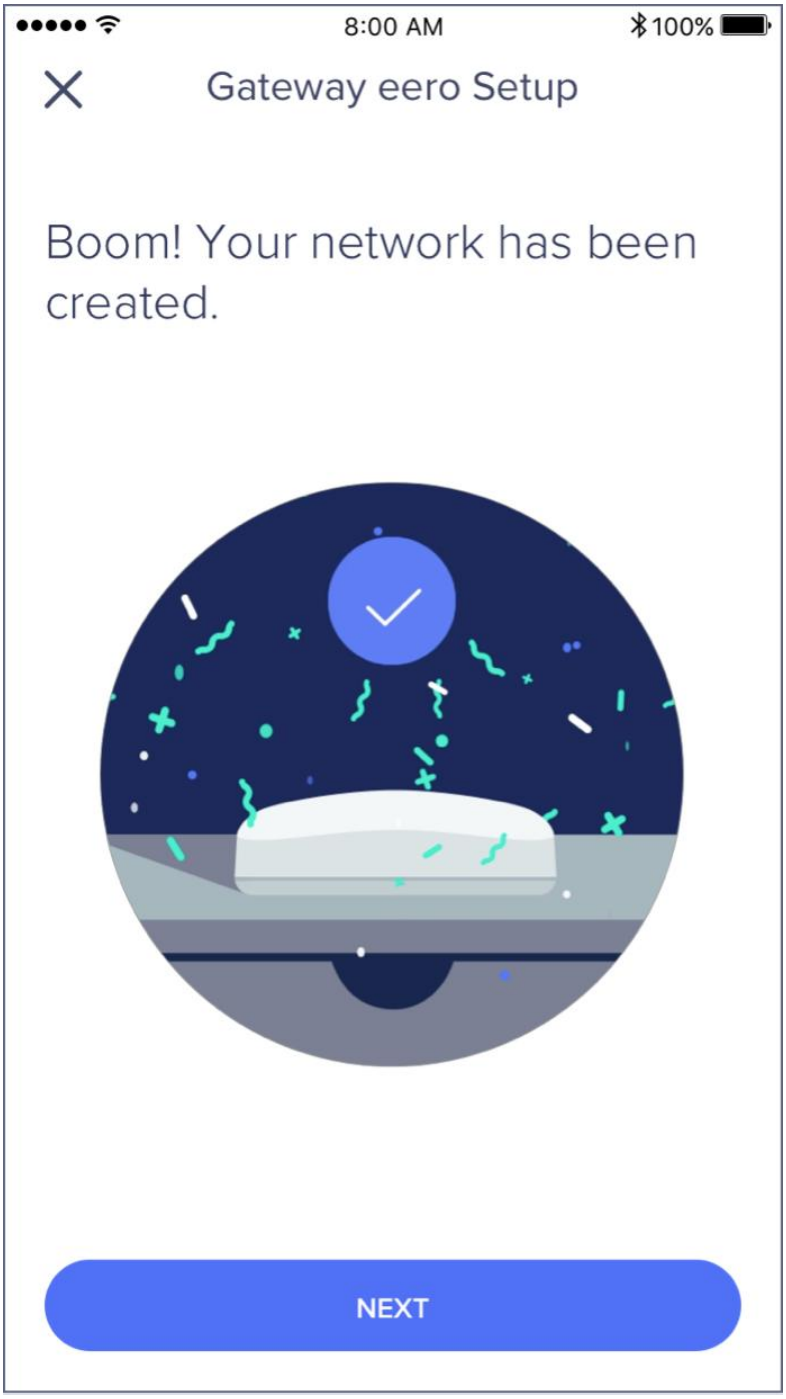
After tapping *Next*, the eero app will begin to look for your eero. You will notice that your gateway eero's LED will begin to flash blue and then turn solid once found. Once your eero has been detected, you will select a name for your eero (naming the eero after its location is a common choice).

- If prompted, you may need to enter your eero's serial number, which is located on a sticker attached to the bottom of your eero. Just look for a barcode with the letters SN on it – it's small, but it's there.

Once you've selected a name for your eero, you will choose your network name (SSID) and network password. This is how devices will join your network.

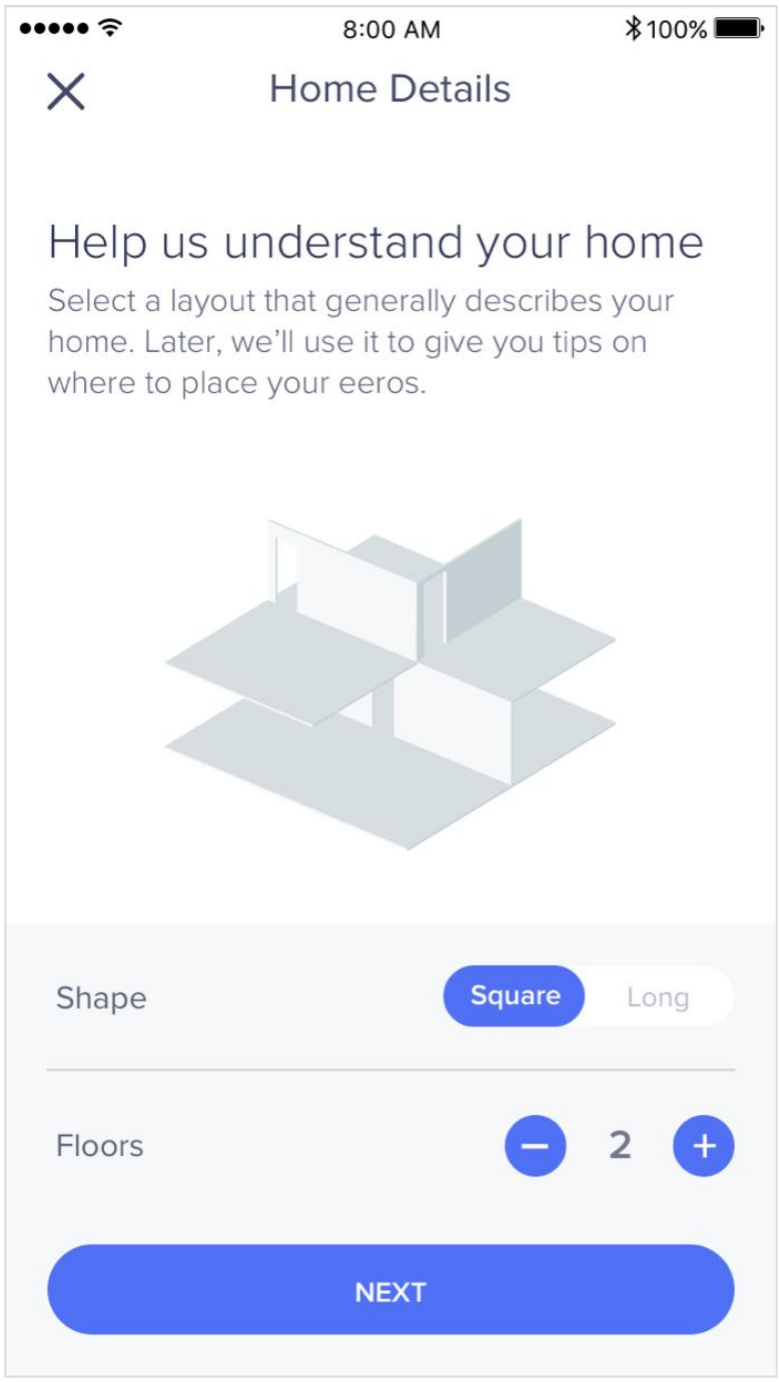
- If you're replacing an existing router, one easy option for choosing a network name (SSID) and password is to simply reuse your current SSID and password. This way, you won't have to reconnect devices that were previously on the network.
- Keep in mind that running two networks with the same SSID can be problematic. If you have a modem/router combo device, as mentioned above, we strongly encourage you to enable bridge mode on that device. Need help? Give us a call and we'll walk you through it.

Tap *Next* and your eero will complete setup!



STEP 5: Add eeros to your network

Once you've set up your gateway eero, the eero app will walk you through steps to set up additional eeros or eero Beacons on your network. The first thing you'll be asked is for a general overview of your home layout. This will help the app properly judge the placement of your eeros.



eeros can be added wirelessly or by Ethernet backhaul, while eero Beacons can only be added wirelessly. If you need help with placement, we've got lots of tips here. It's a great idea to familiarize yourself with these tips before getting started so that you can optimize placement throughout your home from the get-go.

Step 6: Connect devices to your eero network

One final (and important) step is to remember to connect all of your devices to your new eero network. To do this, simply find your eero network on your device, enter the network password that you've created, and get connected. If you're using the same network name (SSID) and password as your previous router, your devices should automatically reconnect. However, you may need to toggle WiFi on these devices or power cycle for them to recognize the new eero network.

If you experience any trouble connecting specific devices to your new eero network, try disconnecting and reconnecting WiFi on the device. If that doesn't work, try rebooting the device and then reconnecting to the network once it powers back on.

If you have any questions, don't hesitate to reach out. We're here to help.

========== ==========

For more info on the following topics, please go to our web site:

https://support.eero.com/hc/en-us/sections/1150008786663-Getting-started-with-eero

- How do I set up eero?
- Can I use eero with my modem?
- How do I add devices to my network?
- What is required to setup eero?
- How many eero and eero Beacons can I add to my network?
- Where should I place my eeros?
- Where should I place my eero Beacon?
- How do I set up my eero if I want to keep my existing router?
- How do I bridge my modem/router combo device?
- eero device compatibility list

Regulatory Statements

FCC Radio Frequency Interference Warnings & Instructions

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC regulations restrict the operation of this device to indoor use only.

The operation of this device is prohibited on oil platforms, cars, trains, boats, and aircraft, except that operation of this device is permitted in large aircraft while flying above 10,000 feet in the 5.925-6.425 GHz band.
Operation of transmitters in the 5.925-7.125 GHz band is prohibited for control of or communications with unmanned aircraft systems.

No Unauthorized Modifications:
Do not make any changes or modifications to this product without the prior express written approval of eero, Inc. Any changes or modifications made without express written approval could void the user's authority to operate this product.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
•Reorient or relocate the receiving antenna.
•Increase the separation between the equipment and receiver.
•Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
•Consult the dealer or an experienced radio/TV technician for help.

FCC Guidelines for Human Exposure
This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of **30 cm** between the radiator and your body.

FCC Information to User
This product does not contain any user serviceable components and is to be used with approved antennas only. Any product changes or modifications will invalidate all applicable regulatory certifications and approvals.
This device and its antenna(s) must not be co-located or operation in conjunction with any other antenna or transmitter.

Do not expose your device or adapter to liquids. If your device or adapter gets wet, carefully unplug all cables without getting your hands wet and wait for the device and adapter to dry completely before plugging them in again. Do not attempt to dry your device or adapter with an external heat source, such as a microwave oven or a hair dryer. If the device or adapter appear damaged, discontinue use immediately.

Industry Canada

This Class B digital apparatus complies with Canadian ICES-003
Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference and (2) this device must accept any interference, including interference that may cause undesired operation of the device

Devices shall not be used for control of or communications with unmanned aircraft systems.
Devices shall not be used on oil platforms.
Devices shall not be used on aircraft, except for the low-power indoor access points, indoor subordinate devices, low-power client devices, and very low-power devices operating in the 5925-6425 MHz band, that may be used on large aircraft as defined in the Canadian Aviation Regulations, while flying above 3,048 metres (10,000 feet).
Devices shall not be used on automobiles.
Devices shall not be used on trains.
Devices shall not be used on maritime vessels.

Les dispositifs ne doivent pas être utilisés pour commander des systèmes d'aéronef sans pilote ni pour communiquer avec de tels systèmes;
Les dispositifs ne doivent pas être utilisés sur les plateformes de forage pétrolier;
Les dispositifs ne doivent pas être utilisés dans les aéronefs, à l'exception des points d'accès intérieurs de faible puissance, des dispositifs subordonnés intérieurs, des dispositifs clients de faible puissance et des dispositifs de très faible puissance fonctionnant dans la bande de 5 925 à 6 425 MHz, qui peuvent être utilisés dans les gros aéronefs tel qu'il est défini dans le Règlement de l'aviation canadien, et ce, lorsqu'ils volent à une altitude supérieure à 3 048 mètres (10 000 pieds).
Les dispositifs ne doivent pas être utilisés dans les automobiles;
Les dispositifs ne doivent pas être utilisés dans les trains;
Les dispositifs ne doivent pas être utilisés sur les navires maritimes.

The radio transmitter has been approved by Industry Canada to operate only with the antenna(s) supplied. Use of any other antenna(s) is strictly prohibited for use with this product.
L'émetteur radio a été approuve par Industrie Canada pour fonctionner uniquement avec l'antenne(s)

En outre,

(1) Le fonctionnement doit être limité à une utilisation en intérieur uniquement ; et
(2) Fonctionnement sur plates-formes pétrolières, voitures, trains, bateaux et avions est interdite sauf sur les gros porteurs volant au-dessus 10 000 pieds

INDUSTRY CANADA RADIATION EXPOSURE STATEMENT
MPE/SAR
To comply with RSS-102 requirements, a separation distance of **30 cm** must be kept between the device and the user at all times.

Pour se conformer aux exigences RSS-102, une distance de séparation de **30 cm** doit être maintenue entre l'appareil et l'utilisateur à tout moment.

Operation in the Band 5150-5250 MHz

Operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.

La bande 5 150-5 250 MHz est réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux.

Electronic label Instruction
Regulatory information can be found in the eero app by selecting your eero then Device Information.

Additional safety, compliance, recycling and other important information regarding your device can be found at eero.com/compliance

The party responsible for FCC compliance is
eero LLC, 660 3rd St., 4th Floor, San Francisco, CA 94107 USA

Device Name: Wireless Router
Model: ME10001

FOR CUSTOMERS IN EUROPE AND THE UNITED KINGDOM

Conformity Statement

Hereby, eero LLC declares that the radio equipment type ME10001 is in compliance with Directive 2014/53/EU and UK Radio Equipment Regulations 2017 (S.I. 2017/1206).

Radio Frequency Compliance

In order to protect human health, this device meets the thresholds for exposure of the general public to electromagnetic fields according to Council Recommendation 1999/519/EC.

This device should be installed and operated with at least 30 cm between the radiator and your body.

In some areas, the disposal of certain electronic devices is regulated. Make sure you dispose of or recycle your device in accordance with your local laws and regulations. Additional safety, compliance, recycling and other important information including DoC regarding your device can be found at eero.com/compliance.

Europe Indoor Use Statement

The device is restricted to indoor use only when operating in the 5150 to 5350 MHz and 5945 to 6425 MHz frequency range.

AT	BE	BG	HR	CY	CZ	DK
EE	FI	FR	DE	EL	HU	IE
IT	LV	LT	LU	MT	NL	PL
PT	RO	SK	SI	ES	SE	UK(NI)
IS	LI	NO	CH	TR		

UKCA Indoor Use Statement

Restriction or Requirement in the UK: 5150 to 5350 MHz and 5925 to 6425 MHz indoor-use only.

MAXIMUM EQUIVALENT ISOTROPICALLY RADIATED POWER:

Bluetooth Low Energy 2400 MHz–2483.5 MHz: 10 dBm

802.15.4 (Zigbee) 2400-2483.5 MHz: 10 dBm

Wi-Fi 2400 MHz–2483.5 MHz: 20 dBm

Wi-Fi 5470 MHz–5725 MHz: 30 dBm

Wi-Fi 5725 MHz–5850 MHz: 14 dBm (EU)

Wi-Fi 5725 MHz–5850 MHz: 23 dBm (UK)

Wi-Fi 5945 MHz–6425 MHz: 23 dBm (EU)

Wi-Fi 5925 MHz–6425 MHz: 24 dBm (UK)

Waste Electrical and Electronic Equipment (WEEE)

This symbol means that according to local laws and regulations your product and/or its battery shall be disposed of separately from household waste. When this product reaches its end of life, take it to a collection point designated by local authorities. Proper recycling of your product will protect human health and the environment.