eero eero 6+

Amazon eero 6+ Mesh WiFi Router User Manual

Model: eero 6+

1. Introduction

The eero 6+ is a high-performance mesh WiFi router designed to provide fast, reliable internet connectivity throughout your home. Supporting internet plans up to a gigabit, it utilizes Wi-Fi 6 technology to deliver enhanced speed and coverage, eliminating dead spots and buffering. Its patented TrueMesh technology intelligently routes traffic for optimal performance. The eero 6+ also includes a built-in smart home hub, allowing seamless connection of compatible Thread and Zigbee devices.

2. Safety Information

- Do not expose the device to water or moisture.
- Use only the power adapter supplied with the device.
- Ensure proper ventilation; do not block ventilation openings.
- Keep the device away from heat sources and direct sunlight.
- Operate within the specified temperature range (0°C-40°C).
- Avoid placing the device near strong electromagnetic fields.

3. Package Contents

Verify that your package contains the following items:

- eero 6+ Router(s)
- Power Adapter(s)
- Ethernet Cable
- Quick Start Guide

4. Product Overview

The eero 6+ router is a compact, white device designed to blend seamlessly into your home environment. It features two auto-sensing gigabit Ethernet ports for wired connections and an LED indicator light on the top surface.



Figure 4.1: The eero 6+ router, showcasing its minimalist design and compact size. The device has a single LED indicator on its top surface and ports on the rear for power and Ethernet connections.

LED Indicator Status

- **Solid White:** eero is online and working correctly.
- **Solid Red:** eero is offline.
- **Flashing White:** eero is booting up or searching for the network.
- **Flashing Red:** eero has an error.

5. Setup

Setting up your eero 6+ system is quick and easy using the eero app.

Initial Setup Steps:

1. **Download the eero App:** Search for "eero" in your mobile device's app store (iOS or Android) and download the application.
2. **Create an Account:** Open the eero app and follow the prompts to create a new eero account.
3. **Connect Your First eero:**
   - Unplug your modem (if you have one) and any existing router.
   - Connect one eero 6+ unit to your modem (or directly to your internet service provider's connection) using the provided Ethernet cable.
   - Plug in the eero 6+ power adapter and wait for the LED light to flash white.
4. **Follow In-App Instructions:** The eero app will guide you through connecting to your new eero network, naming your network, and setting up a password.
5. **Add Additional eero Units (if applicable):** If you have multiple eero units, the app will prompt you to add them to your network. Place them strategically to extend coverage.



Figure 5.1: The eero app provides a simple, step-by-step guide for setting up your eero 6+ system, making the process intuitive for all users.

6. Operating Your eero 6+ System

Once set up, your eero 6+ system works to provide seamless, high-speed WiFi throughout your home. The eero app is your central control panel for managing your network.

Key Features and Usage:

- **TrueMesh Technology:** eero's patented TrueMesh technology intelligently routes traffic to reduce drop-offs and dead spots, ensuring consistent performance across all connected devices.
- **Device Management:** Use the eero app to view connected devices, pause internet access for specific devices or profiles, and prioritize bandwidth for certain activities.
- **Guest Network:** Easily create a separate guest network for visitors, keeping your main network secure.

- **Smart Home Hub:** The eero 6+ contains a built-in smart home hub, allowing you to connect compatible Thread and Zigbee devices directly to your network and control them with Alexa.



Figure 6.1: The eero 6+ ensures that multiple users can simultaneously work, stream, and video chat without interruption, thanks to its robust WiFi 6 capabilities.

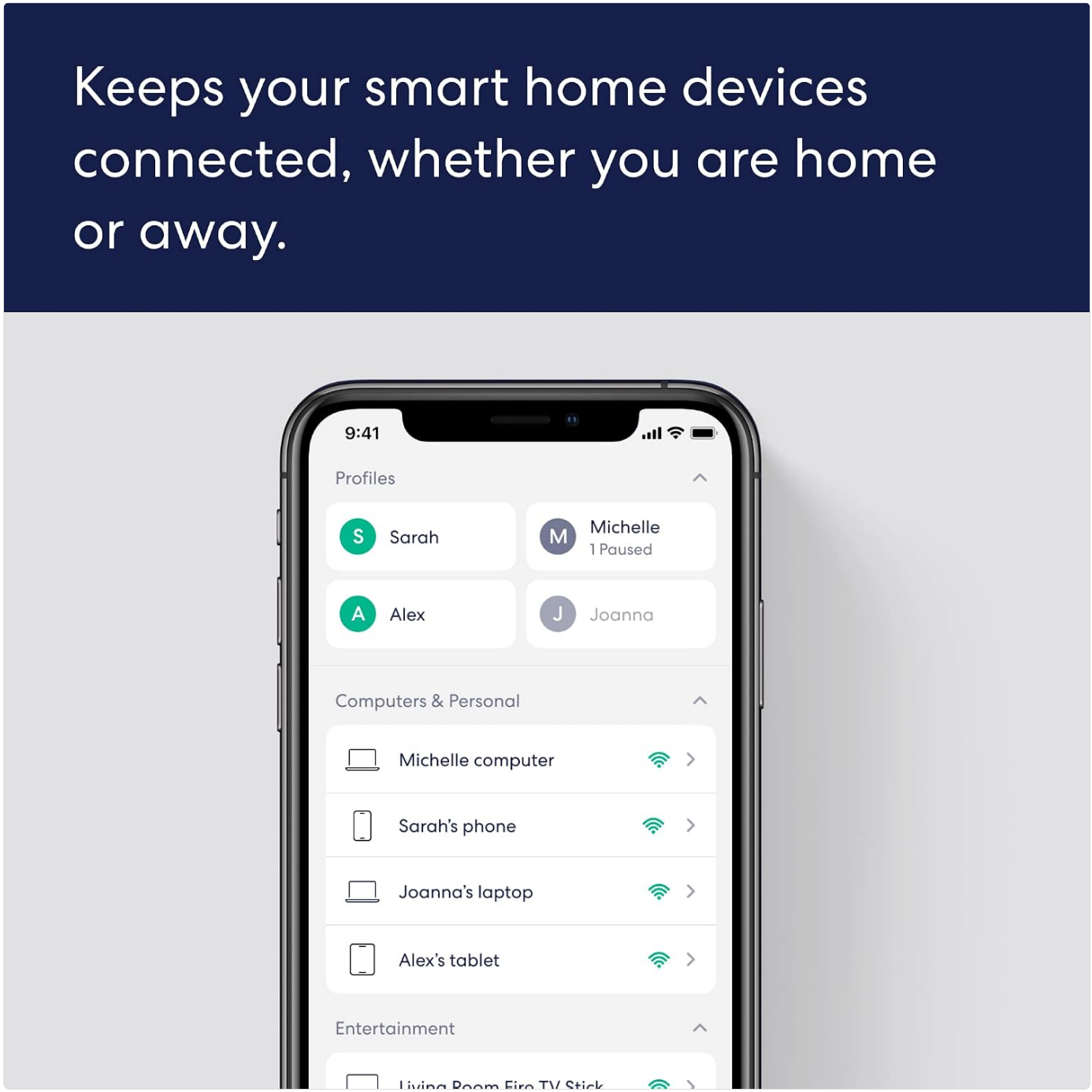


Figure 6.2: The eero app provides comprehensive control over your network, allowing you to manage devices, set profiles, and monitor network activity from anywhere.

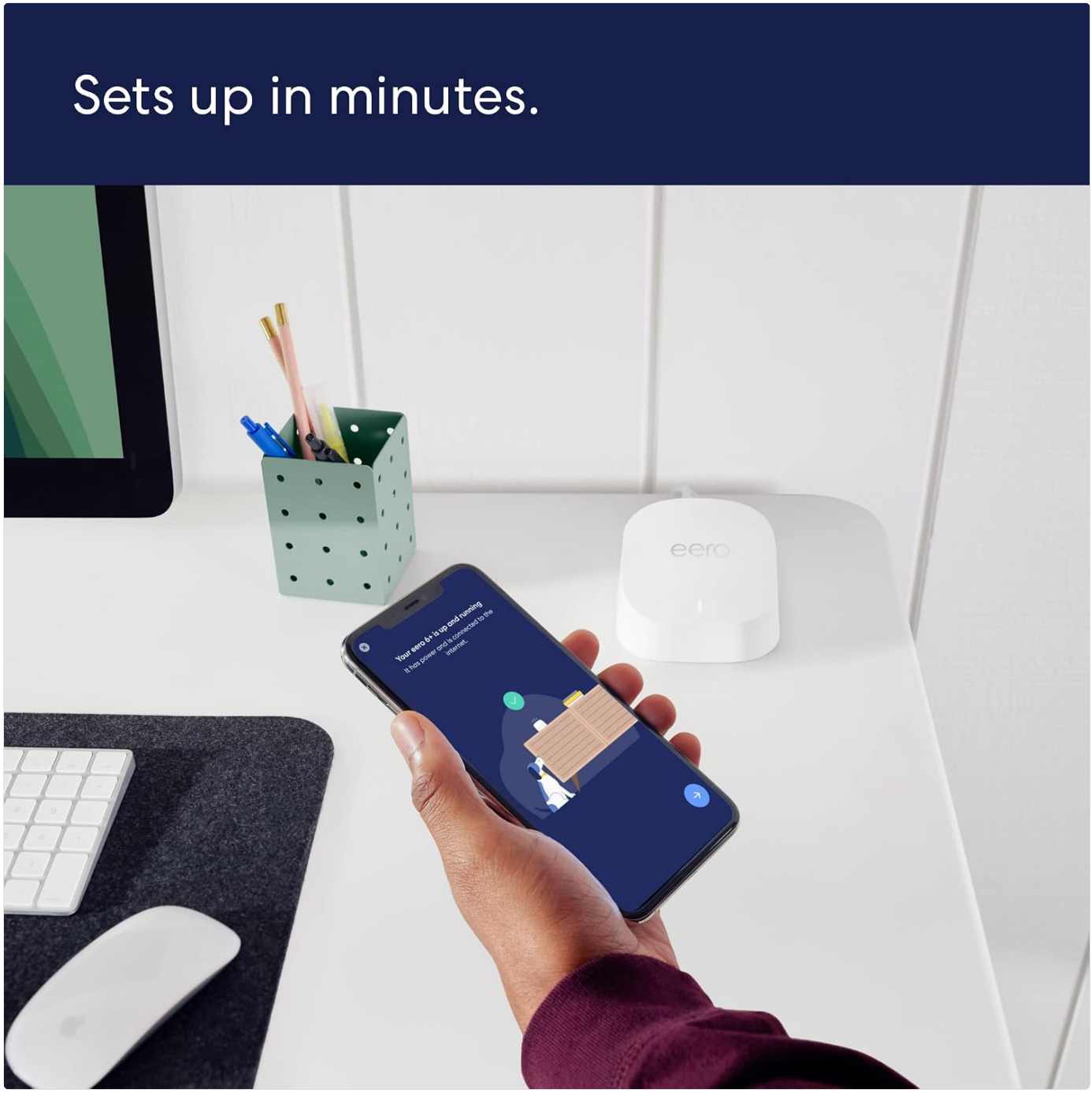


Figure 6.3: The eero 6+ provides extensive WiFi coverage, supporting up to 75+ devices and covering areas up to 1,500 sq. ft., ensuring connectivity across your entire home.



Figure 6.4: With its built-in smart home hub, the eero 6+ allows you to connect and control compatible Thread and Zigbee devices using Alexa, simplifying your smart home setup.

7. Maintenance

Your eero system is designed for minimal maintenance, but a few practices can ensure optimal performance:

- **Automatic Updates:** eero devices receive automatic software updates to enhance security, add new features, and improve performance. Ensure your eero is connected to the internet to receive these updates.
- **Cleaning:** Gently wipe the exterior of your eero device with a soft, dry cloth. Do not use liquid cleaners or aerosols.
- **Placement:** Avoid placing eero units in enclosed spaces, near large metal objects, or close to other electronics that might cause interference. Optimal placement ensures the best signal strength and coverage.

8. Troubleshooting

If you encounter issues with your eero 6+ system, try the following troubleshooting steps:

- **No Internet Connection:**
  - Check the LED light on your eero. If it's solid red, your eero is offline.
  - Ensure your modem (if applicable) is working correctly and has an internet connection.
  - Restart your modem and your primary eero unit by unplugging them for 30 seconds and then plugging them back in.
- **Weak Signal or Slow Speeds:**
  - Check the placement of your eero units. Ensure they are not too far apart or obstructed by thick walls or large appliances.
  - Use the eero app to check the signal strength between your eero units.
  - Temporarily disconnect some devices to see if network congestion is an issue.
- **Device Not Connecting:**
  - Ensure the device's WiFi is enabled and it's attempting to connect to the correct eero network.
  - Restart the problematic device.
  - If the device is older, it might not fully support Wi-Fi 6. eero is compatible with older standards, but performance may vary.
- **App Issues:**
  - Ensure your eero app is updated to the latest version.
  - Try force-closing and reopening the app.
  - Restart your mobile device.

For more complex issues, refer to the eero support website or contact customer support.

9. Specifications

Feature	Description
Wifi coverage	Covers up to 1,500 sq ft
Type	Router (connects to modem as primary router)
Supported speeds	Supports ISP plans up to a gigabit
Wi-Fi connectivity	Wi-Fi 6 dual-band concurrent 2:2 (802.11ax); compatible with older wifi standards
Wired connectivity	Two auto-sensing gigabit Ethernet ports
Speed Rating	AX3000
Smart home connectivity	Works with Alexa, Amazon Frustration Free Setup, 802.15.4 radio (Zigbee, Thread), Bluetooth Low Energy 5.0.
Electrical Rating	100-240V AC, 50-60 Hz
Processor, memory, and storage	1 GHz dual-core processor, 512MB RAM, 4GB flash storage

Feature	Description
Network security and services	Profiles, WPA3 (eero Labs feature), WPA2, TLS v1.2+, VPN passthrough, IPv6, NAT, UPnP, port forwarding, DHCP, static IP, and cloud connectivity.
Required for setup	Supported iOS or Android device and internet service (with cable or DSL modem, if required).
Temperature Rating	Operating: 0°C-40°C; Storage: -25°C-60°C; Operating humidity: 0%-90%, non-condensing; Operating altitude: <3000m
Dimensions	3.9 in x 3.8 in x 2.6 in (99.4 mm x 97 mm x 65.8 mm)

10. Warranty and Support

The eero 6+ comes with a**1-year limited warranty**. Free customer support is available 7 days a week.

Contact Support:

- **Phone (US):** +1-877-659-2347
- **Email:** support@eero.com
- **Online:** Visit support.eero.com for FAQs, guides, and community forums.

This device receives guaranteed software security updates until at least five years after the device is last available for purchase as a new unit on our websites.

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Ask a question about this manual

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. Privacy details.

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question