eero eero Pro 6E (3-pack)

eero Pro 6E Mesh Wi-Fi System User Manual

Model: eero Pro 6E (3-pack)

Ideal for gigabit+ internet plans (up to 2.5 Gbps).

Image: eero Pro 6E system branding and PCMag Choice award.

INTRODUCTION

The eero Pro 6E mesh Wi-Fi system is designed to provide fast, reliable, and secure internet coverage throughout your home. Utilizing Wi-Fi 6E technology, it supports internet plans up to 2.5 Gbps, offering lower latency and increased bandwidth for a seamless online experience across multiple devices.

This manual provides essential information for setting up, operating, maintaining, and troubleshooting your eero Pro 6E system to ensure optimal performance.

Image: A three-pack of eero Pro 6E devices, showcasing the sleek design.

WHAT'S IN THE BOX

Your eero Pro 6E (3-pack) system includes the following components:

- Three (3) eero Pro 6E devices
- Three (3) power adapters
- One (1) Ethernet cable
- Quick Start Guide (this manual serves as a comprehensive guide)

Image: The three eero Pro 6E devices included in the package.

SETUP

Setting up your eero Pro 6E system is a straightforward process guided by the eero app. Follow these steps for a quick and easy installation:

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 on-screen prompts to create a new eero account or log in if you already have one.

3. **Connect Your First eero:**
   - Unplug your existing modem and router (if you have a separate router).
   - Connect one eero Pro 6E device to your modem using the provided Ethernet cable. Use either Ethernet port on the eero.
   - Plug in the power adapter to the eero device and then into a power outlet.

- Plug your modem back in and wait for it to fully power on and connect to the internet (indicator lights on your modem will confirm this).

4. **Follow In-App Instructions:** The eero app will detect your connected eero and guide you through naming your network and setting a password.

5. **Add Additional eero Devices:** Once your first eero is online, the app will prompt you to add the remaining eero devices. Place them strategically throughout your home to maximize coverage.
   - Plug in each additional eero device to a power outlet.
   - Ensure they are within range of another eero device to form a strong mesh network.
   - The app will confirm when each eero is successfully added to your network.

6. **Connect Your Devices:** Once the setup is complete, connect your Wi-Fi enabled devices (smartphones, tablets, computers, smart home devices) to your new eero network using the Wi-Fi name and password you created.

Image: The eero app simplifies the setup process, guiding users step-by-step.

OPERATING YOUR EERO PRO 6E SYSTEM

The eero Pro 6E system operates as a unified mesh network, intelligently managing your Wi-Fi to provide optimal performance for all connected devices.

Key Features and Benefits:

- **Wi-Fi 6E Technology:** Supports the new 6 GHz band, providing dedicated, interference-free channels for Wi-Fi 6E compatible devices. This results in significantly lower latency and faster speeds, even for non-6E devices on the network.

- **TrueMesh Technology:** eero's patented TrueMesh intelligently routes traffic to reduce drop-offs and dead spots, ensuring consistent coverage throughout your home.

- **Gigabit+ Speeds:** Capable of supporting network speeds up to 2.3 Gbps, including wired speeds up to 1 Gbps and wireless speeds up to 1.6 Gbps. The 2.5 Gb Ethernet port enables full utilization of gigabit+ internet plans.

- **Extensive Coverage:** A 3-pack system provides coverage up to 6,000 sq. ft., supporting over 100 connected devices simultaneously.

- **Optimized for High-Bandwidth Activities:** Ideal for 8K streaming, AR/VR applications, and competitive online gaming due to its high bandwidth and low latency capabilities.

Wi-Fi 6E delivers more wifi bandwidth, faster speeds, and lower latency than Wi-Fi 6.
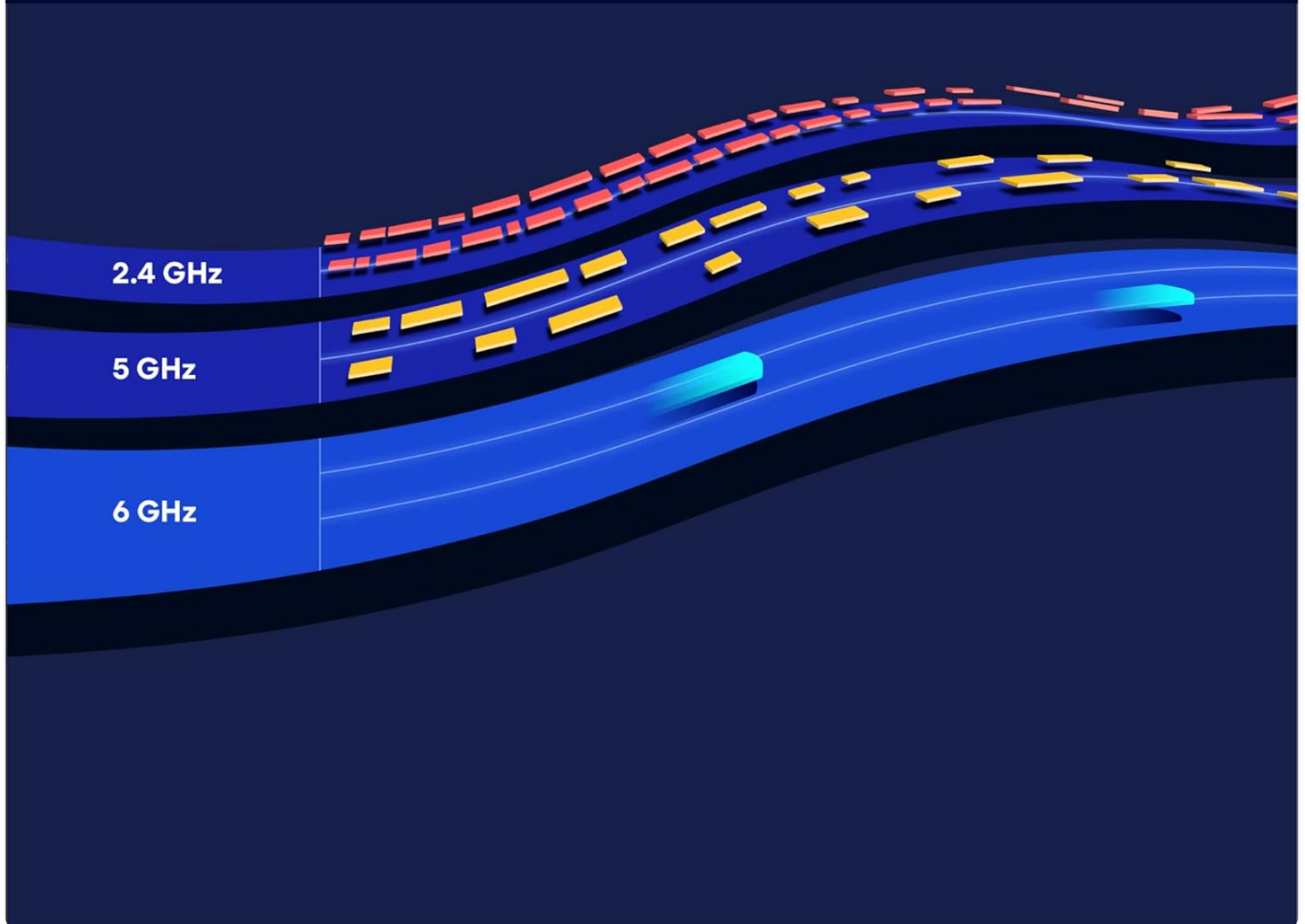
2.4 GHz

5 GHz

6 GHz

Image: The eero Pro 6E supports gigabit+ internet plans, enabling smooth streaming and work for the whole family.

Built for 8K streaming, AR/VR, gaming, and the latest-tech Wi-Fi 6E devices.

Image: Wi-Fi 6E introduces the 6 GHz band for increased bandwidth and lower latency compared to Wi-Fi 6.

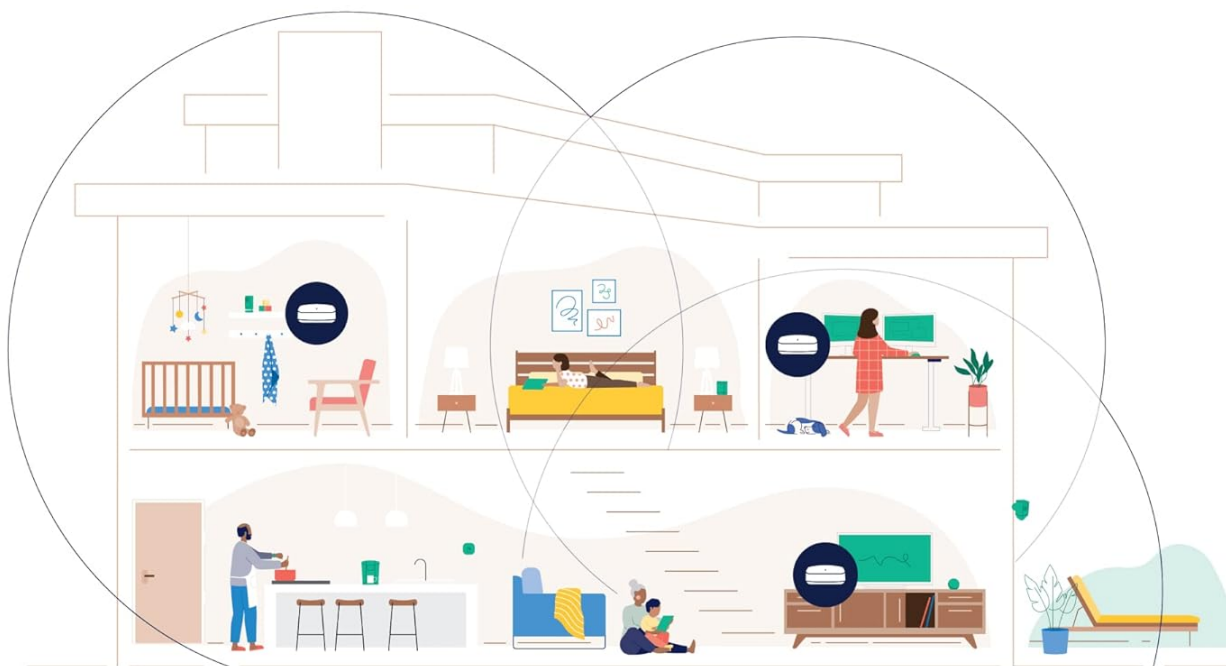# Support for 100+ devices and coverage up to 6,000 sq. ft.

Image: The system is built for demanding applications like 8K streaming, AR/VR, and gaming.

Sets up in minutes.

Image: Illustrates how multiple eero devices provide extensive Wi-Fi coverage throughout a home, supporting over 100 devices.

MAINTENANCE

To ensure the longevity and optimal performance of your eero Pro 6E system, consider the following maintenance guidelines:

- **Automatic Updates:** Your eero system automatically receives software updates to improve performance, add new features, and enhance security. Ensure your eero devices are always connected to the internet to receive these updates.

- **Optimal Placement:** Avoid placing eero devices in enclosed spaces, near large metal objects, or close to other electronics that might cause interference (e.g., microwaves, cordless phones). For best coverage, place them in open areas, ideally at eye level.

- **Cleaning:** Gently wipe the exterior of your eero devices with a soft, dry cloth. Do not use liquid cleaners or abrasive materials. Ensure the devices are unplugged before cleaning.

- **Ventilation:** Ensure that the ventilation holes on your eero devices are not obstructed to prevent overheating.

TROUBLESHOOTING

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

- **No Internet Connection:**
  - Check if your modem is working correctly. Try restarting your modem by unplugging it for 30 seconds and plugging it back in.
  - Ensure the Ethernet cable connecting your main eero to the modem is securely plugged in.
  - Restart your main eero device by unplugging its power adapter for 30 seconds and plugging it back in.

- **Slow Speeds or Poor Coverage:**
  - Check the placement of your eero devices. Ensure they are not too far apart and are in open areas.
  - Run a speed test using the eero app to diagnose network performance.
  - Restart all eero devices in your network via the eero app or by unplugging them.
  - Ensure your eero software is up to date.

- **Device Not Connecting:**
  - Ensure you are entering the correct Wi-Fi password.
  - Restart the device you are trying to connect.
  - Move the device closer to an eero node to check for signal strength issues.

- **eero App Issues:**
  - Ensure your mobile device has a stable internet connection (cellular or another Wi-Fi network).
  - Try force-closing and reopening the eero app.
  - Check for app updates in your device's app store.

For more advanced troubleshooting or persistent issues, please refer to the Support Information section.

SPECIFICATIONS

Feature	Description
Wi-Fi Standard	Wi-Fi 6E (802.11ax)
Frequency Bands	2.4 GHz, 5 GHz, 6 GHz
Max Network Speed	Up to 2.3 Gbps (wired + wireless combined)
Wireless Speed	Up to 1.6 Gbps
Ethernet Ports	2.5 Gb Ethernet port (1), 1.0 Gb Ethernet port (1) per eero device
Coverage (3-pack)	Up to 6,000 sq. ft.
Connected Devices	Supports 100+ devices
Security	WPA3, automatic security updates
Smart Home Hub	Built-in Zigbee smart home hub

WARRANTY INFORMATION

For detailed warranty information regarding your eero Pro 6E system, please refer to the warranty card included with your product packaging or visit the official eero support website. Warranty terms and conditions may vary by region and purchase location.
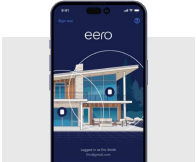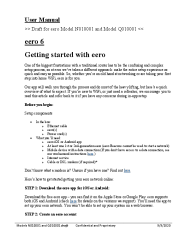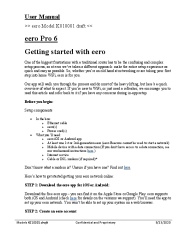
CUSTOMER SUPPORT

If you require further assistance or have questions not covered in this manual, please contact eero customer support:

- **Phone (US):** +1-877-659-2347
- **Email:** support@eero.com
- **eero App:** Utilize the in-app support features for quick access to help articles and direct contact options.
- **Online Resources:** Visit the official eero website for FAQs, community forums, and additional support documentation.

Related Documents - eero Pro 6E (3-pack)

	[Getting Started with the eero Mobile App: A Comprehensive How-To Guide](#) Learn how to set up and manage your eero WiFi network with the eero mobile app. This guide covers account creation, network setup, adding extenders, managing devices, and advanced features for optimal home WiFi performance.
	[eero 6 User Manual: Getting Started with Models N010001 and Q010001](#) A comprehensive guide to setting up your eero 6 WiFi system, including downloading the app, creating an account, connecting your gateway eero, setting up your network, adding additional eeros, and connecting your devices. Covers regulatory information for FCC and Industry Canada.
	[eero Common Troubleshooting Scenarios - Guide for Service Providers](#) Comprehensive troubleshooting guide for eero mesh Wi-Fi systems, covering setup issues, offline devices, speed problems, and connected device connectivity. Designed for service providers.
	[eero Pro 6: Getting Started Guide](#) A comprehensive guide to setting up your eero Pro 6 wireless router, covering app download, account creation, device setup, network configuration, and connecting devices.

[Eero 6+ Quick Start Guide by Tangerine Telecom](#)
A comprehensive quick start guide for setting up, connecting, and configuring the Eero 6+ Wi-Fi system from Tangerine Telecom. Learn about its features, installation, smart home integration, and eero Secure benefits.
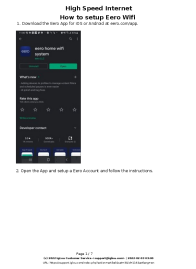
[How to Set Up Eero WiFi for High-Speed Internet](#)
A step-by-step guide on setting up your Eero WiFi system for high-speed internet, including app download, account creation, network setup, and modem WiFi disabling.