

eero eero Pro 7

Amazon eero Pro 7 Tri-band Mesh Wi-Fi 7 Router User Manual

Model: eero Pro 7 (BE9200)

1. INTRODUCTION

The Amazon eero Pro 7 is a tri-band mesh Wi-Fi 7 router designed to deliver next-generation speed and reliability for high-bandwidth home and business networks. This manual provides essential information for setting up, operating, maintaining, and troubleshooting your eero Pro 7 device.

Key Features:

- **Next-Generation Speed:** Experience unparalleled speed and reliability with Wi-Fi 7 technology, supporting internet plans up to 5Gbps.
- **Professional-Level Connectivity:** Features two auto-sensing 5GbE ports for high-speed wired connections. Achieves maximum speeds of 4.7Gbps wired and 3.9Gbps wireless.
- **Reliable Mesh Network:** eero Pro 7 eliminates Wi-Fi dead zones, providing seamless connectivity across multiple floors and rooms in your home or small office.
- **Expandable Coverage:** A single unit covers approximately 190m² (2000 sq ft), two units cover 380m² (4000 sq ft), and three units cover 560m² (6000 sq ft). Each unit supports up to 200 devices simultaneously.
- **TrueMesh Software:** Patented TrueMesh technology, combined with TrueRoam and TrueChannel, intelligently finds the optimal Wi-Fi routes for stable and efficient connections.
- **Full Compatibility:** Fully compatible with all existing eero devices, allowing for easy expansion of your current eero network.
- **Easy App Management:** Simple setup and intuitive network management through the eero app, making it easy to control your home devices.

2. WHAT'S IN THE BOX

Please verify that all items are present before proceeding with the setup.

- eero Pro 7 unit x 1

- 27W USB-C Power Adapter x 1
- CAT6a Ethernet Cable x 1

Note: For multi-unit packs, the quantity of eero Pro 7 units and power adapters will vary accordingly.

3. SETUP GUIDE

Setting up your eero Pro 7 is a straightforward process using the eero app. Before you begin, ensure you have:

- An active internet connection.
- A modem (if required by your internet service provider).
- A smartphone with the eero app installed.

Installation Steps:

1. **Download the eero App:** Search for 'eero' in your smartphone's app store (iOS or Android) and download the application.
2. **Connect Your eero:**



Image: The back of the eero Pro 7 unit, highlighting the two 5GbE Ethernet ports and the USB-C power port. This illustrates where to connect the Ethernet cable from your modem and the power adapter.

Connect one end of the provided Ethernet cable to an available port on your modem and the other end to either of the 5GbE Ethernet ports on your eero Pro 7 unit. If you have multiple eero units, only the primary unit connects to the modem.

3. **Power On:** Connect the 27W USB-C power adapter to the USB-C port on your eero Pro 7 and plug it into a power outlet. The LED indicator on the eero will light up.
4. **Follow In-App Instructions:** Open the eero app on your smartphone. The app will guide you through the remaining setup steps, including creating your eero account, naming your network, and setting a password.
5. **Add Additional eero Units (for mesh networks):** If you have multiple eero Pro 7 units, the app will prompt you to add them to your network. Place them strategically around your home to maximize coverage.

Your eero network should now be active. Connect your devices to the new Wi-Fi network using the name and password you created.

4. OPERATING INSTRUCTIONS

Once your eero Pro 7 network is set up, you can manage it using the eero app.

Using the eero App:

- **Network Overview:** View connected devices, network status, and internet speed tests.
- **Guest Network:** Easily create a separate guest network for visitors, providing a simple password sharing option.
- **Device Management:** Pause internet access for specific devices or profiles, manage parental controls, and prioritize bandwidth for certain devices.
- **Security Features:** Your eero network uses WPA3 and WPA2 wireless encryption for enhanced security. The system automatically selects optimal channels for performance.

Wi-Fi 7 対応。最大速度は、
有線で 4.7Gbps、無線で 3.9Gbps



Image: An eero Pro 7 unit placed on a console table in a living room setting. Overlay text indicates Wi-Fi 7 compatibility and maximum speeds of 4.7Gbps wired and 3.9Gbps wireless, demonstrating its high-performance capabilities.

5. MAINTENANCE

The eero Pro 7 is designed for minimal maintenance. Follow these guidelines to ensure optimal performance:

- **Software Updates:** eero devices receive automatic software security updates, ensuring your network is always protected with the latest features and security patches.
- **Cleaning:** Gently wipe the exterior of your eero unit with a soft, dry cloth. Do not use liquid cleaners or abrasive materials.
- **Optimal Placement:** For best performance, place your eero units in open areas, away from large metal objects, thick walls, and other electronic devices that may cause interference.

6. TROUBLESHOOTING

If you encounter issues with your eero Pro 7 network, try the following troubleshooting steps:

Common Issues and Solutions:

- **No Internet Connection:**
 - Check if your modem is working correctly.
 - Ensure all Ethernet cables are securely connected.
 - Restart your modem and then your eero Pro 7 unit by unplugging them from power for 30 seconds and plugging them back in.
- **Slow Speeds:**
 - Run a speed test using the eero app to check your network performance.
 - Ensure your eero units are optimally placed and not obstructed.
 - Check for any devices consuming excessive bandwidth through the eero app.
- **Device Disconnection:**
 - Verify that the device is within range of an eero unit.
 - Restart the affected device.
 - Check the eero app for any paused devices or network issues.

If these steps do not resolve the issue, please refer to the Warranty and Support section for further assistance.

7. SPECIFICATIONS

Feature	Description
Wi-Fi Standard	Wi-Fi 7 (IEEE 802.11a/b/g/n/ac/ax/be)
Frequency Band	Tri-band
Bandwidth	2.4 GHz: 20, 40 MHz 5 GHz: 20, 40, 80, 160 MHz 6 GHz: 20, 40, 80, 160, 320 MHz
MIMO	2x2/2x2/2x2
Spatial Streams	6
Channel Width	20, 40, 80, 160, 320 MHz
Network Security & Services	WPA3 and WPA2 wireless encryption, automatic channel selection. Supports IPv4, IPv6, UPnP, DHCP reservation, port forwarding. WAN compatibility: DHCP, Static IP, PPPoE, IPoE (IPv4 over IPv6), Internet VLAN tagging.

Feature	Description
Speed Standard	BE9200
Band Steering	Yes
Device/Profile Pause	Yes
Guest Network & Password Sharing	Yes
Smart Home Hub	Thread, Zigbee (controller only), Matter (controller only), Bluetooth Low Energy 5.0
Antenna	2x2 2.4GHz, 2x2 5GHz, 2x2 6GHz
Frequency Band (ISM/U-NII)	ISM (2.4-2.483 GHz) U-NII-1 (5.15-5.25 GHz) U-NII-2A (5.25-5.35 GHz) U-NII-2C (5.47-5.725 GHz) U-NII-5 (5.925-6.425 GHz)
Modulation Method	OFDM (2.4GHz, 5GHz, 6GHz), DSSS (2.4GHz only)
Connection Ports	2x auto-sensing 5Gbps Ethernet ports, 1x USB-C port
Processor, Memory, Storage	1.5GHz Quad-core processor, 1024MB RAM, 4GB Flash Storage
Size (W x H x D)	147mm x 180mm x 79mm (Actual size may vary due to manufacturing process.)
Temperature Range	Operating: 0°C-40°C
Electrical Requirements	100-240V AC, 50/60 Hz
Power Supply	27W USB-C Power Adapter
Subscription Offer	New customers can enjoy eero Plus for 180 days free.
Software Security Updates	Guaranteed to receive software security updates for at least 5 years from the last date sold as new on our website.
Legal Disclaimer	eero products and services are subject to the disclaimers listed on the official eero website.

8. WARRANTY AND SUPPORT

Your eero Pro 7 comes with a **3-year limited warranty**. For detailed terms and conditions, please refer to the official eero website.

Customer Support:

If you require assistance with your eero Pro 7, you can access support through the eero app or contact customer service. Free support is available from within Japan.



お困りのときも安心。
日本国内から無料でサポート

Image: Three customer service representatives wearing headsets and working on computers, symbolizing readily available support for eero users.