

eero eero Pro 7

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

Model: eero Pro 7 (2-Unit System)

1. INTRODUCTION

The eero Pro 7 is a tri-band mesh Wi-Fi router designed to provide next-generation speed and reliability for homes and businesses requiring high bandwidth. It supports Wi-Fi 7 and internet plans up to 5Gbps, ensuring seamless connectivity across your entire space.

This manual provides essential information for setting up, operating, maintaining, and troubleshooting your eero Pro 7 system.

2. WHAT'S IN THE BOX

Your eero Pro 7 (2-Unit System) package includes the following components:

- eero Pro 7 units x2
- 27W USB-C Power Adapters x2
- CAT6a Ethernet Cable x1

Wi-Fi 7

eero Pro 7

駆け抜ける、スピード



BE9200

(5764Mbps + 2882Mbps + 688Mbps)

**Wi-Fi 7
トライバンド**

**無線通信
最大3.9Gbps**

**5GbEポート
x2**

**デバイス同時接続
約200台**

Image: Two eero Pro 7 units, two USB-C power adapters, and one Ethernet cable, representing the contents of the 2-unit system package.

3. SETUP GUIDE

Setting up your eero Pro 7 system is primarily guided by the eero mobile application. Ensure you have an active internet connection and a modem before beginning.

3.1 Requirements for Setup

- Active internet connection
- Modem (x1)
- Smartphone with the eero app installed

3.2 Initial Setup Steps

1. Download the eero app from your smartphone's app store.
2. Follow the in-app instructions to create an eero account and begin the setup process.
3. Connect your primary eero Pro 7 unit to your modem using the provided Ethernet cable.
4. Plug in the power adapter to the eero unit and an electrical outlet.
5. Wait for the eero unit's LED indicator to turn solid white, indicating it's ready for setup. This may take up to 3 minutes.
6. Continue following the app's instructions to add additional eero units and configure your network.

3.3 Advanced Setup Considerations (for specific network environments)

In some network environments, such as those using specific fiber optic plans (e.g., ahamo 10G plan with OCN virtual connect), direct connection to the ONU (Optical Network Unit) during initial setup may result in a "Cannot connect to internet" error. If this occurs, follow these steps:

1. Initially, connect your eero unit to an existing router (if available) to complete the first-time setup using either a "Double Router" or "PPPoE" configuration as prompted by the eero app.
2. Once the eero system is operational with the existing router, disconnect the existing router.
3. Unplug the power from both your ONU and all eero units. Wait for at least 10 minutes to clear any cached network information.
4. Plug in the power to your ONU and wait for it to fully boot up and establish an internet connection.
5. Connect the ONU directly to your primary eero unit using an Ethernet cable, then plug in the power to the eero unit. Your eero system should now connect directly to the internet via the ONU.



アプリで簡単設定

eeroのアプリを使用して 数分で設定完了

Image: A smartphone displaying the eero application interface, showing network status, connected devices, and profile management options, illustrating the ease of app-guided setup.

4. OPERATING INSTRUCTIONS

The eero app provides intuitive control over your home network. After setup, you can manage various aspects of your Wi-Fi and connected devices.

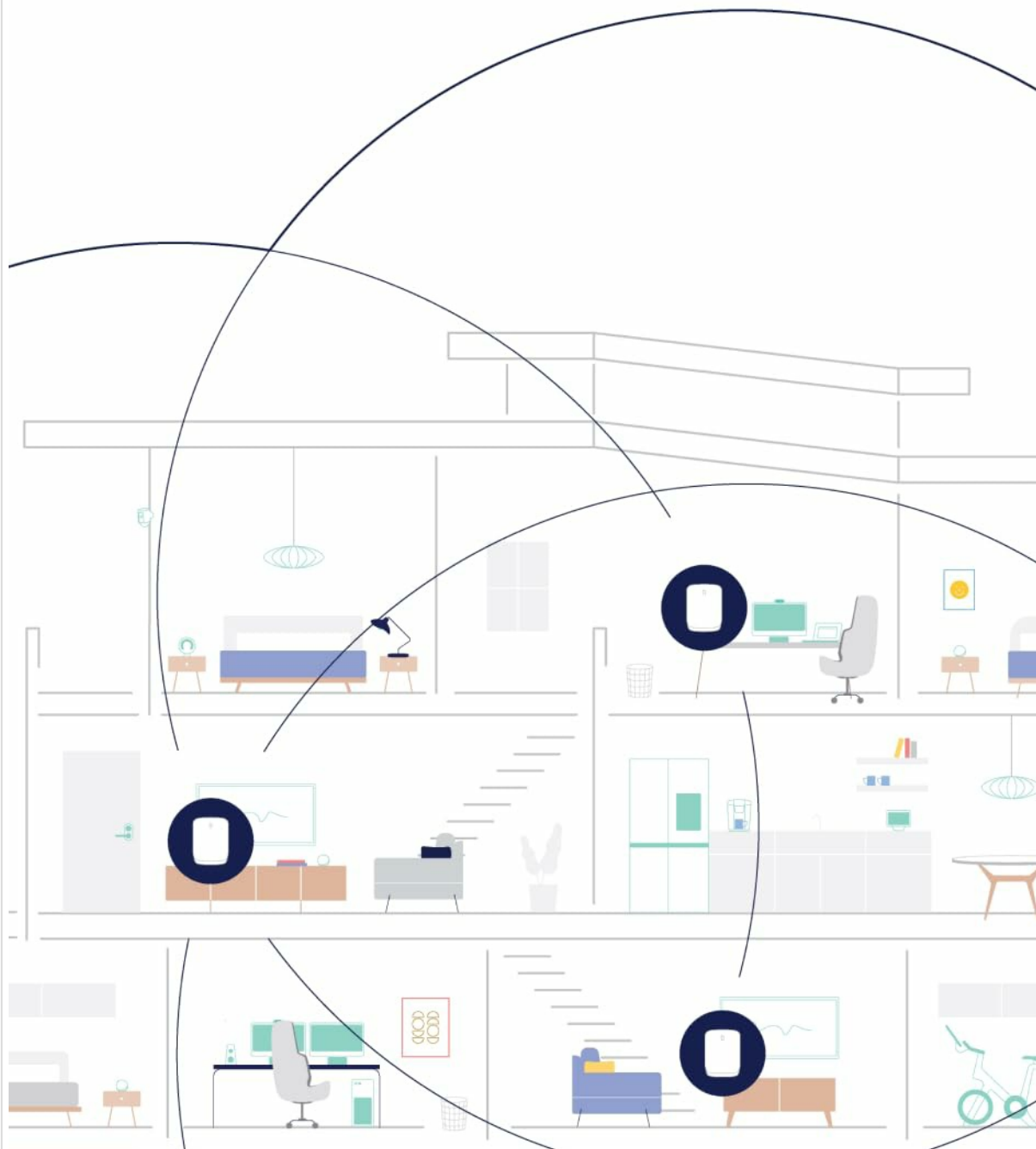
4.1 Network Management via eero App

- **View Connected Devices:** See all devices connected to your eero network.
- **Pause Devices/Profiles:** Temporarily pause internet access for specific devices or user profiles.
- **Guest Network:** Easily set up and share a separate guest Wi-Fi network with a simple password.
- **Parental Controls:** Manage content filtering and internet access schedules for family members (requires eero Plus subscription for advanced features).
- **Network Security:** Monitor network activity and receive security alerts.

4.2 Smart Home Hub Functionality

The eero Pro 7 includes a built-in smart home hub, supporting various protocols to connect and control compatible smart devices:

- **Thread:** For low-power, secure mesh networking of smart home devices.
- **Zigbee:** Acts as a controller for Zigbee-compatible devices.
- **Matter:** Acts as a controller for Matter-compatible devices.
- **Bluetooth Low Energy 5.0:** For direct connection to certain Bluetooth devices.



メッシュwifi

2台以上のeeroを連携させることで、
家全体に安定したwifiが広がります。

Image: A diagram illustrating how multiple eero units create a mesh Wi-Fi network, extending stable internet coverage throughout a multi-story home, eliminating dead zones.

5. MAINTENANCE

To ensure optimal performance and security of your eero Pro 7 system, consider the following maintenance guidelines:

- **Software Updates:** eero devices automatically receive software security updates. Ensure your devices are connected to the internet to receive these updates. This device is guaranteed to receive software security updates for at least 5 years from its last sale date as new.
- **Placement:** Position eero units in open areas, away from large metal objects, thick walls, and other electronic devices that may cause interference.
- **Cleaning:** Gently wipe the exterior of the eero units with a soft, dry cloth. Do not use liquid cleaners or abrasive materials.
- **Power Cycle:** If you experience network issues, a simple power cycle (unplugging the power adapter for 30 seconds and plugging it back in) can often resolve minor problems.

6. TROUBLESHOOTING

If you encounter issues with your eero Pro 7 system, refer to the following common troubleshooting steps:

6.1 No Internet Connection

- **Check Modem:** Ensure your modem is powered on and has an active internet connection (check its indicator lights).
- **Check Cables:** Verify that the Ethernet cable connecting your modem to the primary eero unit is securely plugged in at both ends.
- **Power Cycle:** Unplug your modem and all eero units from power. Wait 30 seconds, then plug in the modem first. Once the modem is fully online, plug in your primary eero unit, and then any other eero units.
- **App Diagnostics:** Use the eero app to run network diagnostics, which can identify specific connection problems.

6.2 Slow Speeds or Intermittent Connectivity

- **eero Placement:** Ensure your eero units are optimally placed to cover your desired area without significant obstructions. The TrueMesh software automatically optimizes connections, but physical placement is crucial.
- **Interference:** Move eero units away from other electronics (cordless phones, microwaves, Bluetooth devices) that might cause wireless interference.
- **Device Reconnection:** Some devices may experience slow reconnection after being disconnected. If a device is slow to reconnect, try restarting the device itself.
- **Network Congestion:** If many devices are simultaneously active, network performance may be affected. The eero Pro 7 supports a large number of devices, but extreme usage can still impact individual device speeds.

6.3 eero Unit Not Starting Up Quickly

While the app may indicate a 90-second startup time, some users have reported that eero units can take up to 3 minutes to fully boot up and become ready after connecting power. Please allow sufficient time for the unit to initialize.

7. SPECIFICATIONS

Feature	Specification
Wi-Fi Standard	Wi-Fi 7 (IEEE 802.11a/b/g/n/ac/ax/be)
Frequency Band Count	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, and port forwarding. WAN compatibility: DHCP, Static IP, PPPoE, IPoE (IPv4 over IPv6), Internet VLAN tagging.
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 Bands	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	5Gbps auto-sensing Ethernet port x2, USB-C port x1
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)
Operating Temperature	0°C - 40°C
Electrical Requirements	100-240V AC, 50/60 Hz
Power Supply	27W USB-C Power Adapter

Wi-Fi 7

5ギガ対応、トライバンドモデル

同時接続デバイス数
約200台

最大 wifi 範囲
190m²

トライバンド
BE9200



eero

最大速度
有線4.7Gbps
無線3.9Gbps

5GbEポート
x2

3年間限定保証

Image: An overview of the eero Pro 7's key specifications, including Wi-Fi 7 tri-band support, approximate simultaneous device capacity (200), maximum Wi-Fi range (190m² per unit), BE9200 speed standard, maximum wired speed (4.7Gbps), maximum wireless speed (3.9Gbps), two 5GbE ports, and a 3-year limited warranty.



eero 7



eero Pro 7



eero Max 7

おすすめの回線プラン

~ 2.5Gbps

~ 5Gbps

~ 10Gbps

最大速度

有線 2.3Gbps

無線 1.8Gbps

有線 4.7Gbps

無線 3.9Gbps

有線 9.4Gbps

無線 4.3Gbps

対応wifi帯域

デュアルバンド

2.4GHz: 2x2、5GHz: 2x2

トライバンド

2.4GHz: 2x2、5GHz: 2x2、6GHz: 2x2

トライバンド

2.4GHz: 2x2、5GHz: 4x4、6GHz: 4x4

Wi-Fi 7

Wi-Fi 7

Wi-Fi 7

Image: A comparison chart showing eero 7, eero Pro 7, and eero Max 7 models, detailing recommended internet plans, maximum wired and wireless speeds, and supported Wi-Fi bands for each model.

8. WARRANTY AND SUPPORT

8.1 Limited Warranty

Your eero Pro 7 system comes with a **3-year limited warranty**. For detailed information regarding the terms of use, privacy policy, limited warranty, and other applicable terms, rules, and guidelines, please refer to the official eero website.

8.2 Software Security Updates

This device is guaranteed to receive software security updates for at least 5 years from the last date it was sold as new on the official eero website.

8.3 Customer Support

For pre-purchase consultations or any concerns regarding the setup and operation of your eero system, please contact eero support:

- **Toll-free Phone:** 0120-984-213
- **Email:** support@eero.com



**日本国内のプロバイダーで
ご利用いただけます**

フレッツ光

ドコモ光

auひかり

楽天ひかり

Soft Bank光(BBルーター経由)

NURO

UCOM光

電気ガス会社関連(T COM、eo光など)

ケーブルテレビ(J:COMなど) など

※IPv4 over IPv6に対応しています以下のVNEサービスで、接続を検証済みです。
DS-Lite: クロスパス / transix / v6 コネクト、MAP-E: IPv6オプション /
v6プラス / OCNバーチャルコネクト※ご契約のサービス内容や
一部プランでは、ダブルルーター構成での接続が
必要なことがあります。

日本国内からサポート

eeroについての購入前相談や、
セットアップに関するお悩みを解決します。

フリーダイヤル：0120-984-213

メール：support@eero.com

Image: Information on eero support available within Japan, including a toll-free number and email address, alongside a list of compatible internet service providers.

