

# eero

## Pro 6 Mesh Wi-Fi Router



## eero Pro 6 Mesh Wi-Fi Router User Guide

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# eero

eero Pro 6 Mesh Wi-Fi Router



## Product Information

### Specifications:

- **Model:** eero Router
- **System Requirements:** Android, MacOS
- **Package Contents:** Hardware, brackets, screws

## Product Usage Instructions

### Step 1: Download the eero app

Download the eero app from the Apple App Store or Google Play. The app is available for both iOS and Android devices.

### Step 2: Create or Log In to your eero account

Log in using your Amazon account or create a new eero account. Enter your phone number and email address for verification purposes.

### Step 3: Set up your eero Gateway

1. Unplug your old modem and router from power.
2. Place your Gateway eero device on a flat surface with the label-side down.
3. Connect your Gateway eero to your modem using the provided Ethernet cable.

### Step 4: Create your eero network

After connecting your Gateway eero, launch the eero app and follow the on-screen instructions to set up your network. Ensure the LED on the eero turns solid once detected.

## Intro- (Thank you for purchasing)

Thank you for purchasing the eero Router. This User Manual is designed to take you through installation and setup. It also includes warranty terms, compliance and returns information.

### Package contents (Hardware, brackets, screws, etc)

- One eero Router
- One 45W USB-C power adapter
- One CAT6a Ethernet cable

### System requirements (Android/MacOS)

Internet connection, modem, Ethernet cable, and smartphone.

### How do I set up eero?

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

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

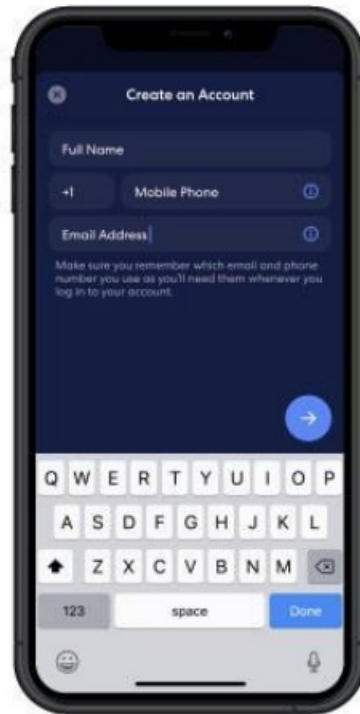
Download the free eero app – you can find it on the Apple App Store or Google Play. eero supports both iOS and Android (check <https://support.eero.com/hc/en-us/articles/207852793-Which-mobile-devices-can-I->

[use-to-set-up-and-manage-my-eeros-](#) for details on the versions we support). You will not be able to set up your system on a web browser.

## 2. STEP 2: Create an eero account or Log In with your Amazon

### • Account

To begin setting up your new eero network, you will need to get Logged In. You can either Log In using your Amazon Account information, or you can make an eero account. You will need to enter your phone number and email address. By default, we'll send a verification code to your phone number. Enter this code on the verification screen of the app to create your account.



## 3. STEP 3: Set up your eero Gateway

Your Gateway is the primary eero, needed to establish your network. The eero app will guide you through setting up your gateway eero in three easy steps:

1. First, unplug your old modem and router from power. If you have other wireless equipment connected to your modem, please unplug it as well.
2. Place your Gateway eero device on a flat horizontal surface in an upright orientation, with the label side down and the power inlet and Ethernet ports on the back lower edge. Connect your Gateway eero device to your modem using the Ethernet cable that came in the box. You can use any of the Ethernet ports on the back of your eero.
3. Plug your Gateway eero device into an available power outlet, then reconnect your modem to power. Your eero device's status light will start flashing white. For placement tips, including DO's and DON'Ts, visit <https://support.eero.com/hc/en-us/articles/207897393>. Please note: you need a modem to connect to your eero router. If your modem is built into your current router (also known as a modem-router), then you will need to connect your eero to your existing router. The first eero device should be connected to either your existing cable, fiber, DSL modem, or modem router.



#### 4. STEP 4: Create your eero network

Now that you've got your modem and gateway eero plugged in, it's time to create your eero network. After tapping Next, the eero app will begin to look for your new eero. You will notice that your gateway eero's LED will begin to flash and then turn solid once found. Once your eero has been detected, you will be prompted to select a location for your eero (this is how you will identify each eero on your network).

- 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 location for your eero, you will enter your network name (SSID) and network password. This is how devices will join your network.
- If you're replacing an existing router, an 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, we encourage you to enable bridge mode (<https://support.eero.com/hc/en-us/articles/207613176-What-is-bridge-mode-How-does-it-work-with-eero-and-why-would-1-want-to-use-it->) on the modem/router so that your devices do not accidentally join the wrong network. If for any reason bridge mode is not available, you can also setup your network in double NAT (<https://support.eero.com/hc/en-us/articles/207621056-How-do-I-set-up-my-eero-if-I-want-to-keep-my-existing-router->).

#### 5. STEP 5: Add eeros to your network

Once you've set up your gateway eero, your new network has been created and you can begin adding additional eeros to extend your network. You can add any eero device to your existing network.

**When adding eeros to your network, please keep in mind the following placement tips:**

1. Place any additional eero Model V010001 devices in an upright orientation.
2. Place your eero device centrally. If you have a dead spot, try to place your new eero device between the dead spot and another eero device to ensure a strong connection
3. Make sure it is Out in the open: eeros communicate best when they're not closed in – try not to place your eero(s) inside a media console or cabinet, behind or underneath any large furniture.
4. Place it Away from large electronics: Avoid placing your eero device in front, on top, or under any electronics or appliances as metal objects can block wifi signals.

eeros can be added wirelessly or by Ethernet backhaul, while eero Beacons (only available in the US) can only be added wirelessly. If you need help with placement, we've got lots of tips at

<https://support.eero.com/hc/en-us/articles/207897393-Where-should-I-place-my-eeros->. 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.

**6. 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.

**Replacing an existing network**

To replace an existing network, open the eero App and tap the blue plus sign located on the top right corner of the home screen, then select "Add or Replace eero Devices." It's recommended to start with replacing non-gateway nodes first, simply follow in-app instructions replacing each node. Once all non-gateway nodes have been replaced, proceed to replace the Gateway eero. When replacing the Gateway eero, we recommended unplugging your modem from power for 2 minutes to prevent potential issues with obtaining an IP address. Additionally, make sure the Gateway eero is plugged directly into your ISP connection, do not place a switch between the Gateway and the Modem or ONT, even if planning to use the network in bridge mode.

**Safety Notices: Safety and Compliance (en-US)**

READ ALL SAFETY INFORMATION BEFORE USING THE DEVICE. FAILURE TO FOLLOW THESE SAFETY INSTRUCTIONS COULD RESULT IN FIRE, ELECTRIC SHOCK, OR OTHER INJURY OR DAMAGE.

- Only use the power adapter supplied to power your device. Plug your power adapter into a power source that is easily accessible and near the equipment that it will be plugged into.
- Do not expose your device or power adapter to liquids. If your device or power adapter gets wet, carefully unplug all cables without getting your hands wet, and wait for the device and power adapter to dry completely before plugging them in again. Do not attempt to dry your device or power adapter with an external heat source, such as a microwave oven or a hair dryer. If the device or power adapter appears damaged, discontinue use immediately.
- Your device may get warm during normal use.

- Small parts contained in your device and its accessories may present a choking hazard to small children.
- Keep objects and liquids away from vents. Objects and liquids entering the vents may cause damage, or cause the device to reset or malfunction.
- 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 regarding your device can be found at [eero.com/legal/compliance](https://eero.com/legal/compliance)

## FCC COMPLIANCE INFORMATION

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.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator and your body.

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. Operation of transmitters in the 5.925-7.125 GHz band is prohibited for control of or communications with unmanned aircraft systems.

## Product Specs (en-US)

- **Device name:** eero Router
- **Model number:** V010001
- **Electrical rating:** 100-240V AC, 50/60Hz
- **Operating temperature:** 32°-104°F (0°-40°C)
- **Storage temperature:** -13°-140°F (-25°-60°C)
- **Operating humidity:** 0%-90%, non-condensing
- **Operating altitude:** <9,800 ft. ( <3,000m)

## Trademark (en-US)

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## Terms of Service, Privacy Notice, and Limited Warranty

1-year limited warranty. For warranty info, privacy policy, terms of service, trial and subscription terms, and more, visit [eero.com/legal](https://eero.com/legal)

If purchased from [eero.com](https://eero.com), [Amazon.com](https://Amazon.com), or from authorized resellers located in the United States, then the warranty is provided by, and the party responsible for FCC compliance is, eero LLC, 660 3rd Street, 4th Floor, San Francisco, CA 94107 USA

## Safety and Compliance (en-CA)

IMPORTANT PRODUCT INFORMATION

## SAFETY INFORMATION

READ ALL SAFETY INFORMATION BEFORE USING THE device. FAILURE TO FOLLOW THESE SAFETY INSTRUCTIONS COULD RESULT IN FIRE, ELECTRIC SHOCK, OR OTHER INJURY OR DAMAGE.

- 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. Use only accessories supplied with the device to power your device.
- Small parts contained in your device and its accessories may present a choking hazard to small children.
- Your device may get warm during normal use. To reduce the effect of the warming, place your device on a heat resistant surface.
- Only use the power adapter supplied to power your device. Plug your power adapter into a power source that is easily accessible and near the equipment that it will be plugged into.
- Install your power adaptor or power source into an easily accessible location near the equipment that will be plugged into, or powered by, the power source.
- Keep objects and liquids away from vents. Objects and liquids entering the vents may cause damage, or cause the device to reset or malfunction.

## Product Specs (en-CA)

- **Device name:** eero Router
- **Model Number:** V010001
- **Electrical rating:** 100-240V AC, 50/60Hz
- **Operating temperature:** 32°-104°F (0°-40°C)
- **Storage temperature:** -13°-140°F (-25°-60°C)
- **Operating humidity:** 0%-90%, non-condensing
- **Operating altitude:** <9,800 ft. ( <3,000m)

## FOR CANADIAN CUSTOMERS

Innovation, Science and Economic Development Canada (ISED) Compliance

This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s).

Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

## Information Regarding Exposure to Radio Frequency Energy

- This equipment complies with IC RSS-102 RF exposure limits set forth for an uncontrolled environment.
- This device for 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.
- This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and

your body.

## **CAN ICES-003 (B)/NMB-003(8)**

1. Operation shall be limited to indoor use only; and
2. Operation on oil platforms, cars, trains, boats, and aircraft shall be prohibited except for large aircraft while flying above 10,000 ft

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 regarding your device can be found at [eero.com/legal/compliance](https://eero.com/legal/compliance)

### **Terms of Service and Privacy Notice**

Your use of your eero network is subject to the eero Terms of Service, found at [www.eero.com/ega/tos](https://www.eero.com/ega/tos). You can view Eero's Privacy Notice at [www.eero.com/ega/privacy](https://www.eero.com/ega/privacy).

### **Servicing Your device**

- **You Received (But Did Not Purchase) Your device From Your Service Provider**

If you received your eero device from a service provider (such as a telecommunications or internet or broadband provider) (your "Provider") as part of a Provider service and you have questions or problems that you cannot resolve using your Provider's online help resources, please contact your Provider at their address, website or phone number for service and returns. You can find their contact information in the Settings-Help section of the eero mobile application.

- **You Purchased Your device (Including From Your Provider)**

If you purchased your device from a Provider, you should first contact that Provider at the address, website or phone number where you purchased or ordered your device (also referred to as a "Product") for service and returns under the following Limited Warranty.

### **Limited Warranty (en-CA)**

eero LLC ("eero") warrants to the original purchaser of an eero device ("Product") from [Amazon.com](https://Amazon.com), [eero.com](https://eero.com), or an authorized reseller of eero that the Product shall be free from defects in materials and workmanship under normal use for a period of one (1) year from the date of retail purchase by the original purchaser from an authorized reseller (a) for new, unopened Products, or (b) for eero-approved factory refurbished Products (as applicable, the "Warranty Period").

#### **1. Remedies**

If a hardware defect arises and a valid claim is received by eero within the Warranty Period, eero will exchange the defective original Product ("Original Product") with a new or refurbished replacement Product that is the same version or a later version of the Product ("Replacement Product"). If Eero, in its sole discretion, determines it is not reasonable to replace the defective Product, eero may refund to you the purchase price paid for the Original Product. In the event of a defect, to the extent permitted by law, these are your sole and exclusive remedies. This Limited Warranty is only valid in the jurisdictions where the Products are sold by [Amazon.com](https://Amazon.com), eero itself, or through an authorized reseller or agent, and is valid to the extent permitted by the applicable laws of such jurisdictions. Any Replacement Product will be warranted for the remainder of the original Warranty Period or thirty (30) days, whichever is longer, or for any additional period of time that may be applicable in your jurisdiction.



## 2. How to obtain Limited Warranty service

- "To obtain warranty service, you must contact our customer service team via the contact information listed on our website at [eero.com](https://eero.com) or via email addressed to [support@eero.com](mailto:support@eero.com) and obtain a Return Merchandise Authorization (RMA) from our customer service team. eero, in its reasonable discretion, may choose to ship your Replacement Product(s) before receiving your Original Product back from you, and you must return your Original Product(s) to eero within 30 days after the delivery date of your replacement Product(s). You will not be charged for the replacement Product(s) as long as
  1. you return the Original Product(s) to us prior to or within 30 days after the delivery date of your Replacement Product order, and
  2. the problem you reported with the Original Product(s) proves to be covered by the terms of this Limited Warranty.
- If eero does not receive the Original Product(s) within 30 days after the delivery date of your Replacement Product order, or if eero determines that the problem with your Original Product(s) is not covered by this Limited Warranty, eero will charge the costs of shipping the Replacement Product(s), the costs of any prepaid delivery labels previously emailed to you, and the then-current standard price for the applicable Replacement Product(s) to your credit card or the original form of payment used at the time that you placed your original order. If eero does not have access to your prior payment information, eero will send you an invoice for the amounts due.
- All Original Product(s) must be returned to the address specified by eero in either their original packaging or packaging providing an equal degree of protection, together with proof of purchase. To ensure successful delivery, you are required to return Original Product(s) using the prepaid return delivery label emailed to you by eero. It is your responsibility to retain a copy of the delivery label with the applicable tracking number issued by an agent of the carrier as proof that possession of the returned Original Product delivery was transferred to the carrier. By sending the Original Product(s) to eero, you agree to transfer ownership of the Original Product(s) to eero.
- If your claim is valid based on this Limited Warranty, eero shall bear the shipping costs associated with return of the Original Product and delivery of the Replacement Product to you. Any Product that is returned to eero without a valid warranty claim or without an RMA may be rejected, returned to you at your cost (subject to prepayment) or kept for 30 days for your pick-up and then disposed of in eero's sole discretion.

## 3. Exclusions

This Limited Warranty does not apply to a Product or part of a Product that has been altered or modified (e.g., to alter functionality or capability) by anyone who is not an authorized representative of eero or that is used outside the permitted or intended uses described by eero, with a power supply other than

1. the eero power supply (USB-C) or,
2. for those eero Products specified in writing as capable of being powered via a power over ethernet (PoE) source, a standards-compliant, non-defective PoE PSE ((a) or (b) as applicable, a "Compliant Power Supply"), or with an eero mobile application that has been altered or modified by anyone who is not an authorized representative of eero.

**In addition, this Limited Warranty does not apply to:**

1. damage caused by use of the Product with commercially available non-eero products that have been altered or modified by you or a third party other than the manufacturer of such Product;
2. damage caused by accident, abuse, misuse, spillage of food or liquid, or other external causes;

3. damage caused by operating the Product outside the permitted or intended uses described by eero in its mobile application or in the help section of the eero website or with improper voltage or a power supply other than a Compliant Power Supply;
4. damage caused by service performed by anyone who is not an authorized representative of Eero; or
5. damage caused by alteration or modification of the eero mobile application. This Limited Warranty is void if a Product is returned with removed, damaged or tampered labels or any alterations (including the unauthorized removal of any component or external cover).

#### **4. Limitations**

This Limited Warranty only applies to the Product(s) manufactured by or for eero that can be identified by the “eero” trademark, trade name, or logo affixed to it. The Limited Warranty does not apply to any

1. (a) eero products and services other than the Product or
2. (b) software, even if packaged or sold with the Product or embedded in the Product.

See [eero.com/legal/tos](https://eero.com/legal/tos) for details of your rights with respect to its use. eero does not warrant that the operations of the Product will be uninterrupted or error-free. eero is not responsible for damages arising from failure to follow instructions relating to the Product’s use. No eero reseller, agent or employee is authorized to make any modification, extension, or addition to this Limited Warranty. If any term is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired.

#### **5. Implied warranties and conditions**

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ALL IMPLIED WARRANTIES AND CONDITIONS (INCLUDING WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) SHALL BE LIMITED IN DURATION TO THE DURATION OF THIS LIMITED WARRANTY. SOME JURISDICTIONS DO NOT ALLOW LIMITATIONS ON THE DURATION OF AN IMPLIED WARRANTY OR CONDITION, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.

#### **6. Limitation of damages**

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, EERO SHALL NOT BE LIABLE FOR ANY INCIDENTAL, INDIRECT, SPECIAL, OR CONSEQUENTIAL DAMAGES, OR ANY LOSS OF PROFITS, REVENUE, OR DATA, RESULTING FROM ANY BREACH OF EXPRESS OR IMPLIED WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, EVEN IF EERO HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES AND REGARDLESS OF THE FORM OF ACTION WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), OR ANY OTHER LEGAL OR EQUITABLE THEORY. IN SOME JURISDICTIONS, THE FOREGOING LIMITATION DOES NOT APPLY TO DEATH OR PERSONAL INJURY CLAIMS, OR ANY STATUTORY LIABILITY FOR INTENTIONAL AND GROSS NEGLIGENT ACTS AND/OR OMISSIONS, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. THIS “LIMITATION OF DAMAGES” SECTION MAY NOT APPLY TO CUSTOMERS IN THE EUROPEAN UNION.

#### **7. National statutory rights**

Consumers in some jurisdictions may have legal rights under applicable national legislation governing the sale of consumer goods, including, without limitation, EU national laws implementing EC Directive 2019/771. These

rights are not affected by the warranties in this Limited Warranty.

## 8. Warranty Provider

If you purchased your device from [eero.com](https://www.eero.com), [Amazon.com](https://www.amazon.com) or from authorized resellers located in the United States, or from [Amazon.ca](https://www.amazon.ca) or from authorized resellers located in Canada then this warranty is provided by eero LLC, 660 Third Street, 4th Floor, San Francisco, CA 94107 USA

## E-labeling Instruction

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



## FAQ

### How do I know if my eero is set up correctly?

Once your eero is successfully set up, the LED indicator on the device will turn solid. You can also check the eero app for network status.

### Can I use the eero app on any mobile device?

The eero app is compatible with both iOS and Android devices. For specific versions supported, refer to the official support page.

### What should I do if I encounter issues during setup?

If you experience any difficulties during setup, ensure all connections are secure and try restarting the setup process. You can also contact customer support for assistance.

## Documents / Resources

[eero Pro 6 Mesh Wi-Fi Router](#) [pdf] User Guide  
711917312, 2AEM4-711917312, 2AEM4711917312, Pro 6 Mesh Wi-Fi Router, Pro 6, Mesh Wi-Fi Router, Wi-Fi Router, Router

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