

eero

How to be an eero Pro Installer

Last Updated: 08/12/19

A guide to eero's Pro Installer Tools

Welcome

Thank you for taking the time to look over the training material for eero's Pro Installer Program. We are very happy that you have decided to join us in helping customers achieve a better wifi experience.

That being the case, we want to help you as much as we can. If you have any questions or concerns after looking over the training or if you have any feature requests or suggestions, please feel free to contact us via pro@eero.com.

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The contents of this section are designed to provide details and training for setting up accounts.

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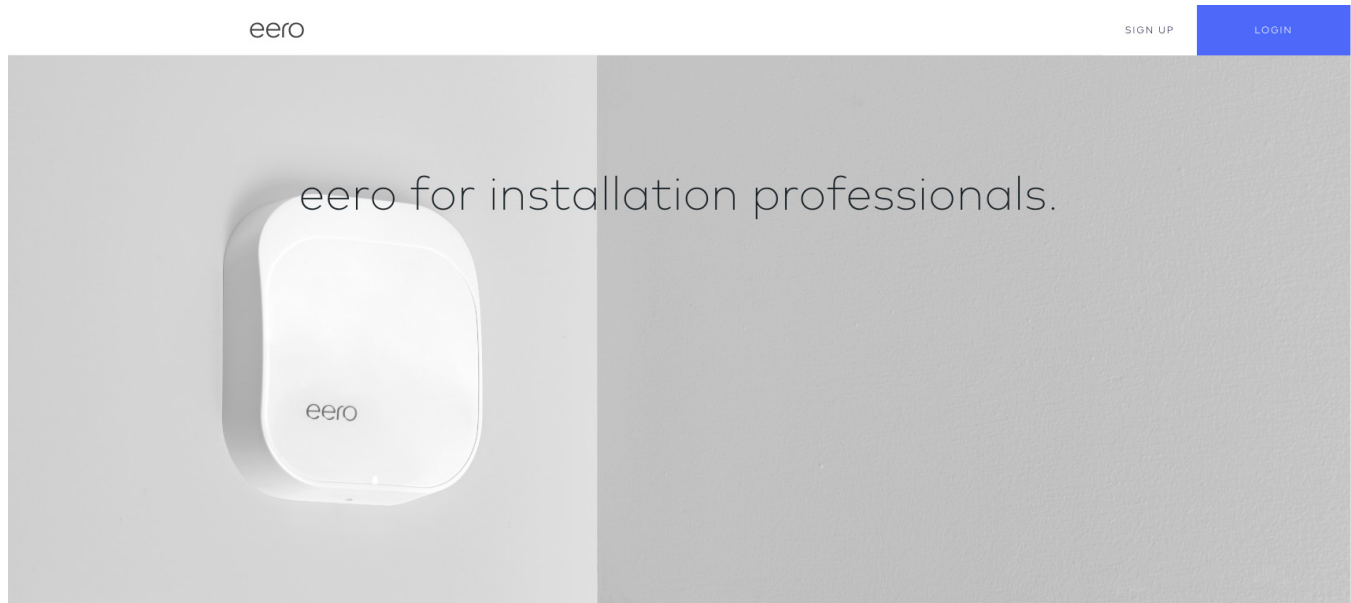
Section II: Pro Tools

The contents of this section are designed to provide details and training for Pro Installers on the eero Pro Tools.

1. Tool Setup
2. eero App Transfer Tool
3. Remote Network Management Dashboard

Getting Started

Section 1: Getting Started



1. Applying to be a Pro Installer

eero's Pro Installer Program does require that you provide information about your company and that you be approved before being granted access to the Pro Tools. This information includes:

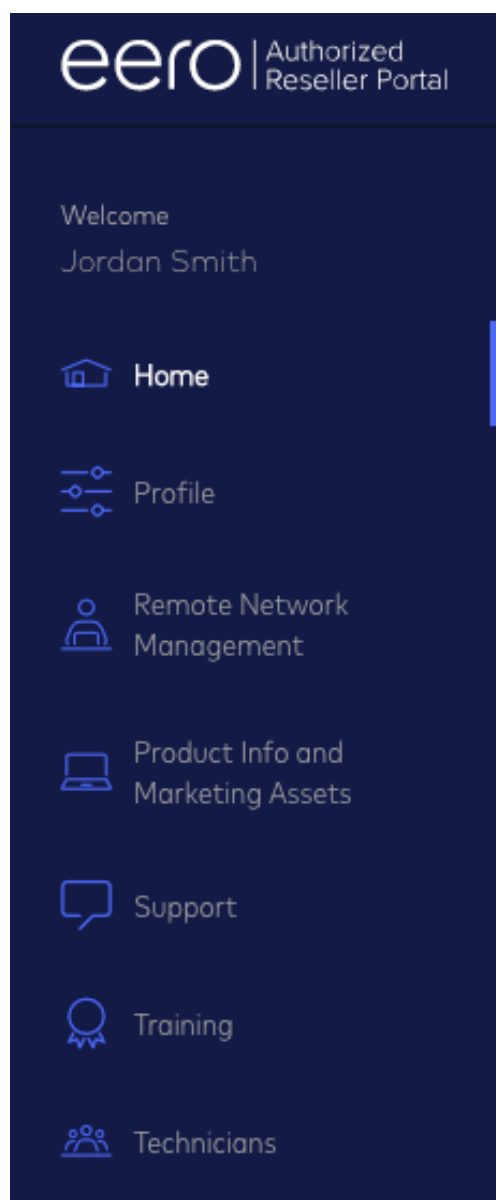
1. Primary Account User Information: Basic information for the company owner or lead technician.
 1. Note: The email on the account can not be changed.
2. Distributor Information: This information is required. However, you do not have to use the distributor if you choose to go through a retail point of purchase instead.
3. Business Information:
 1. Standard Business Info
 2. Website: Not required, but when asked by potential customers for installers in their area, we give them your website. It is also a way for us to verify your business and without one it may take a little longer for your application to be approved.
 3. Reseller Permit Number: This is a state by state Tax ID. If your state does not require you to have a permit number, input "N/A" or "Taxable".
4. Authorized Reseller Agreement Key Points
5. Unilateral Advertised Price Policy
6. Reseller Agreement
7. Application Review

Note: The Application Review is the most missed part of the application and will not submit for review unless the "CAPTCHA" box is checked and the "SUBMIT APPLICATION" button is pressed.

2. pro.eero.com

From the Pro Portal (pro.eero.com), you will have access to training and marketing materials as well as managing your company's Technicians.

pro.eero.com Company Management Tabs



Home

The Home tab give links to other parts of the Pro Portal. These links can also be found on the left hand side navigation bar.

Profile

From the Profile tab, you will have access to edit the following information:

- Primary company contact information.
- Distributor selections.
- Business information.

Note: You can not change your email on the account as the email links your account to all of your tools.

Remote Nework Management

The Remote Network Management Tab links you to the RNM Dashboard login page.

Product Info and Marketing Assets

From here you will have access to product sell sheets as well as marketing assets available for your use.

Support

The Support tab has basic troubleshooting steps and FAQs as well as contact information for eero's Technical Support Team.

Training

The Training tab links over to a training page giving more insight into eero's Pro Tools providing quizzes at the end of each section to insure proficiency.

Technicians

The Technicians tab allows for the primary company contact to setup any technicians employed by the company with an account that allows them access to the eero Pro Tools.

3. Managing Accounts

Managing your company's account and technicians is easy when using the Pro Portal.

Primary Account

Any account information with the exception of the email on the primary account holder and your distributor selections can be updated via the "Profile" tab in the Pro Portal (pro.eero.com). For primary accounts we generally recommend using a generic company email such as "sales@eero.com" or "support@eero.com". In this way if the primary account holder were to leave the company for any reason, their email would not be linked to the primary account.

Jordan Smith

 Austin, TX

 eero test LLC

 eero.com

 EDIT PROFILE

User Information

 CHANGE PASSWORD

Use the "EDIT PROFILE" button to enable editing of the profile.

The website you list here is one way we will verify your business.

Be sure to use the "Save Profile" button once you have finished your edits.

Technicians

Technicians can be added to the company account by clicking on the Technicians tab and then selecting "New Technician".

Your Technicians

NEW TECHNICIAN

Technicians

Show 10 entries
Search:

Name	Email	Status	
	@eero.com	✓	VIEW
	protest@eero.com	✓	VIEW
Jordan Smith	jsmith+protest2@eero.com	✓	VIEW

Add New Technician

Technician Information

- Only registered eero Pros have access to exclusive features like Pro Install.
- We will use the information you provide here to grant your team access to these features.
- Please add the details for each technician who will be setting up eero networks.

First Name *

Last Name *

Email *

IMPORTANT: This must be the e-mail address your technician will use with the eero mobile app.

Phone *

IMPORTANT: This must be the mobile number your technician will use with the eero mobile app and cannot be a landline.

SAVE

Note: The email, once input, is static and can not be changed.

Tip: The primary account and technician accounts will be linked to an eero App account for that Pro Installer. It is a good idea to keep the emails and phone numbers on the Pro Portal accounts the same when creating the eero App accounts for your Pro Tools. This helps to keep everything in line with your accounts.

✓ Edit Technician

User Information

Jordan	Smith
jsmith+protest2@eero.com	
5128888856	
☐ Product Claimed	

SAVE TECHNICIAN DELETE TECHNICIAN

Once a technician is added to the company, you can click on "View" from the Technician tab to edit the information (excluding the email).

Removing Technicians

If a technician were to leave the company for any reason, then all the primary account holder would need to do is delete the technician. This will accomplish the following tasks:

1. Remove the technician from the company's Pro Tools.
2. Transfer any currently owned networks from the technician's eero App account to the primary account holder's eero App.

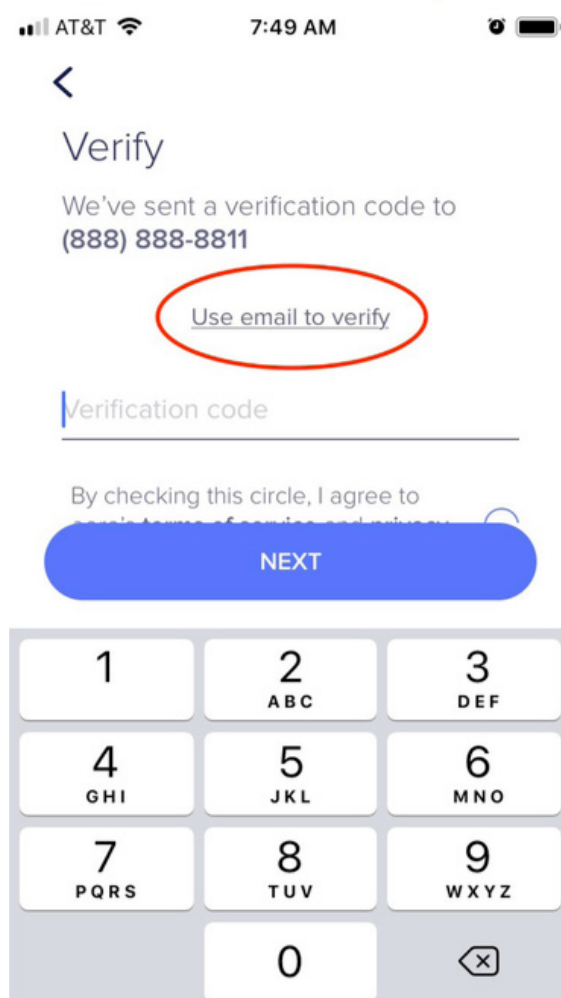
Pro Tools

Section 2: Pro Tools

1. Tool Setup

Once your company has been approved as a Pro Installer, you will then receive an email that will instruct you to create your eero App accounts. In order to do so, follow the bellow instructions:

1. Download the eero App to your mobile device.
2. Select "Create Account"
3. Input your name, email and phone number (same information as the Pro Portal account).
4. DO NOT USE the text verification!
5. Use the "Use email to verify" button to get a code via your email.



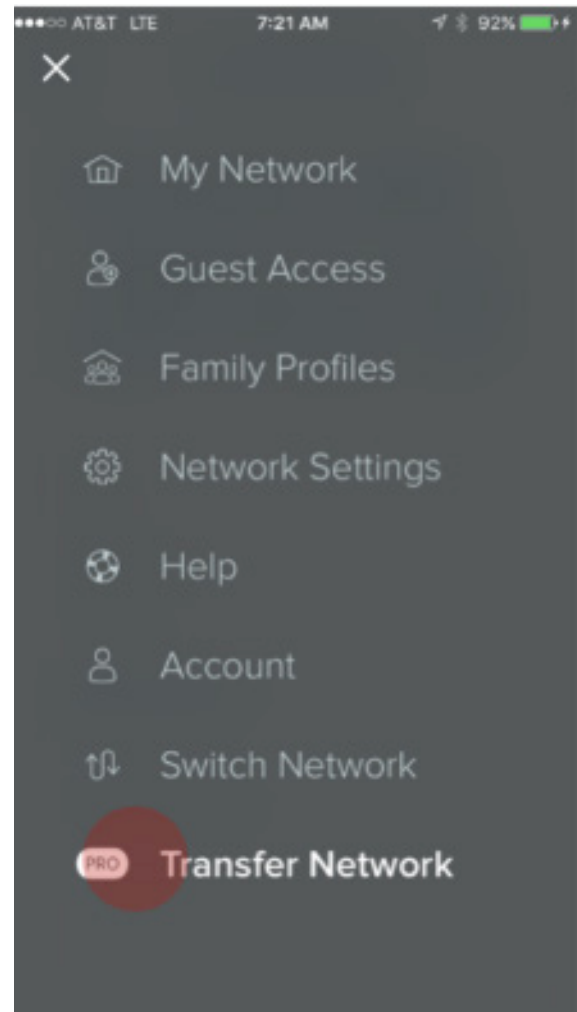
Once verified via the email code, the Pro Portal account and eero App account will link giving you full access to your Pro Tools.

Note: The linking process can take up to 24 hours.

Private and confidential. Do not distribute outside of your organization.

2. eero App Transfer Tool

Once your Pro Portal account and your eero App account have linked, you will have access to the eero Pro App. This version of the eero App contains all of the standard network settings but adds the ability to transfer networks to your clients. There are two ways to transfer a network:

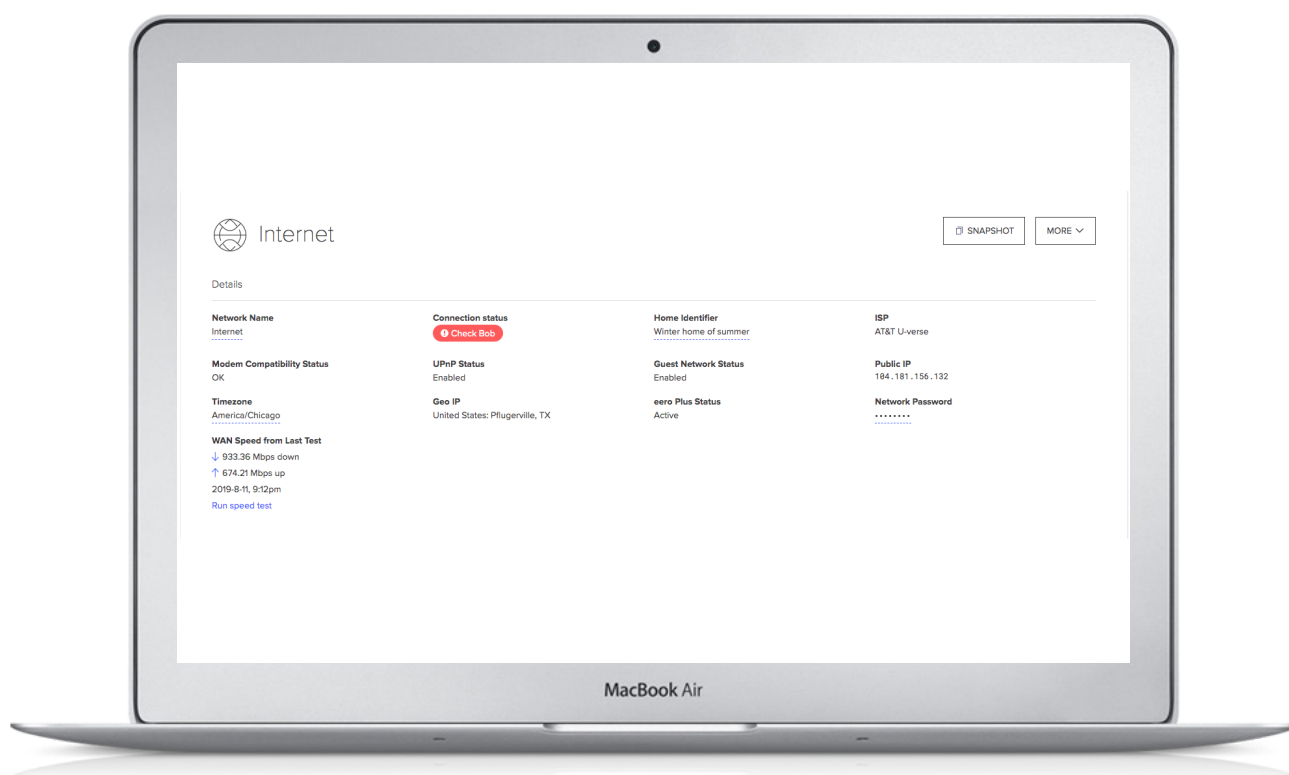


1. At the end of the network creation process, the eero App will ask for the customer's name, email and phone number so that it may transfer the network to them.
2. The menu in the eero App has a transfer option that will allow you to transfer any networks that were not transferred at the end of the network creation process.

Note: If the customer has not created their eero App account when the network is transferred. The network will enter a pending state. The transfer will complete once the customer has complete the account setup. While in a pending state, the network will not allow the network to add new eeros.

2. Remote Network Management Dashboard

Once your Pro Portal account and your eero App account have linked, you will have access to the Remote Network Management Dashboard (RNM). The RNM allows for remote monitoring of clients' networks that have had their network transferred to their eero App accounts.



What is Remote Network Management?

eero's Remote Network Management (RNM) tool is a resource for your organization to manage and troubleshoot the networks of your eero customers.

How do I get started?

RNM is available to companies' who have been approved as Pro Installers and who have linked their accounts to their eero App accounts.

What is included with RNM?

Network Management

Network Search

Pro Installers can find a network monitored by their company by searching for the customer's name or SSID.

Network Details

Within RNM, company members are able to view and take action for the following details within a customer network:

Visible Information

- Account information and verification
- Network Name (SSID)
- Current network health status
- Latest speed test result
- List of current/recently connected devices
- Created port forwards and IP reservations
- Status of eeros
- DHCP & NAT settings
- DNS settings
- eero Plus status
- Guest network status
- Modem compatibility status
- Device summary
- Connected Devices

Available Actions

- Edit network name (SSID) and password
- Run speed tests
- Create port forwards and IP reservations
- Reboot Network
- Edit network settings (Network, DNS, IPv6, DHCP & NAT, UPnP & Thread)
- Edit eero Plus settings (If active)
- Edit device nicknames
- Add and edit Family Profiles

Create Network

Create a network via the RNM tools and transfer to the customer to allow for both your company and the customer to have access to their network.

Issues with logging in

In the case where you run into an issue with logging into your organization, refer to the following to resolve such issues:

I'm not receiving the verification code:

If you didn't receive the verification code, please try the following steps:

1. Confirm that your email is correct in both the eero App and Pro Portal.
2. Check your spam folder.
3. Whitelist the following emails in your email's security settings.
 - a. `verify@eero.com`
 - b. `*@eero.com`
4. Note that sometimes, if the your company is large enough, you may have an administrator account for your email service that may need to check a "quarantine" folder. This "quarantine" will stop emails before they even reach the specific email in question.
5. If you have checked all of these and still don't receive the verification code, contact eero support.

Getting Started

3. Creating, Finding & Managing Networks

Creating a customer's network

RNM has tools to allow you to create a customer's network from afar if a customer/technician is having trouble using the eero App to create their network. Network creation via the RNM is a simple process of five steps that can be started by pushing the "CREATE NETWORK" option on the RNM home page.

eero

Jordan Pro Tech Test

CREATE NETWORK

Offline Networks

Customer Name	Network Name (SSID)	Network Status	
	TheCakelsALie	Offline	>
Jordan	Test	Offline	>

Online Networks

Step 1 of 5: Plug in the gateway eero

eero

Search for a network, user or eero

Jordan Smith

STEP 1 OF 5

Plug in the gateway eero

1. Connect the modem to any ethernet port on the gateway eero using an ethernet cable
2. Then connect power to both the modem and gateway eero
3. Make sure the gateway eero's status LED flashes blue before continuing to the next step

YES, LED IS FLASHING BLUE

Step 2 of 5: Add the gateway eero

You will need the gateway serial number and the preferred location name for the eero.

eero

Search for a network, user or eero

?

J Jordan Smith

STEP 2 OF 5

Add the gateway eero

Gateway eero serial number

16 character eero serial number

Location

Select or enter custom eero location

BACK

NEXT

Step 3 of 5: Set the customer's network name and password

eero

Search for a network, user or eero

?

J Jordan Smith

STEP 3 OF 5

Set the customer's network name and password

Network Name

Network Name

Network Password

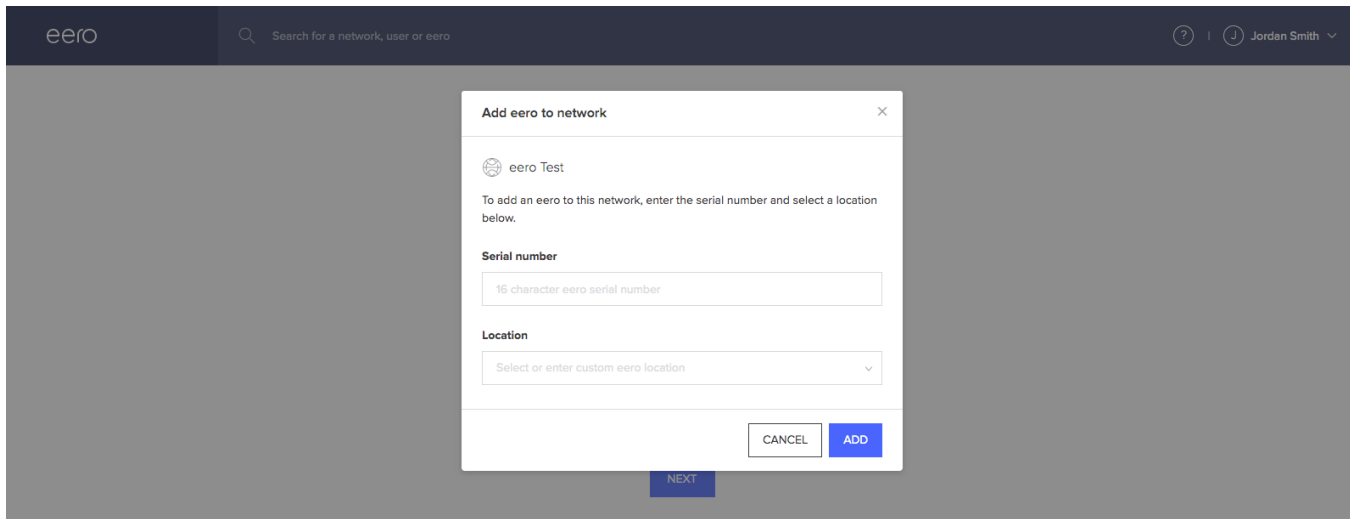
Network Password

BACK

NEXT

Step 4 of 5: Add the gateway eero

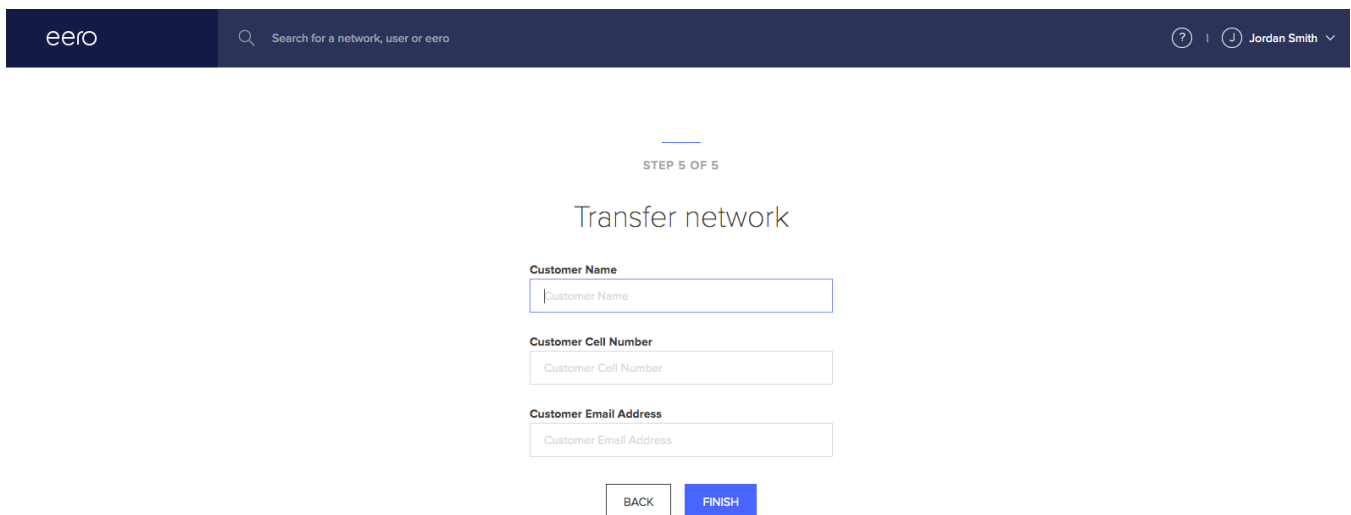
You will need the serial numbers and the preferred location names for the eero being added.



The screenshot shows the eero app interface with a dark header bar containing the 'eero' logo, a search bar, and a user profile 'Jordan Smith'. A modal dialog titled 'Add eero to network' is centered on the screen. The dialog includes a close button (X) in the top right corner. Inside the dialog, there is a header 'eero Test' with a circular icon. Below this, a message states: 'To add an eero to this network, enter the serial number and select a location below.' The form contains two fields: 'Serial number' with a placeholder '16 character eero serial number' and 'Location' with a placeholder 'Select or enter custom eero location' and a dropdown arrow. At the bottom of the dialog are 'CANCEL' and 'ADD' buttons. A 'NEXT' button is visible below the dialog.

Step 5 of 5: Transfer Network

You will need the customer's name, cell number and email address that they will be using to create their eero app account.



The screenshot shows the 'Transfer network' screen in the eero app. The header bar is the same as in the previous screenshot. Below the header, the text 'STEP 5 OF 5' is centered. The main title 'Transfer network' is centered below that. The form contains three fields: 'Customer Name' with a placeholder 'Customer Name', 'Customer Cell Number' with a placeholder 'Customer Cell Number', and 'Customer Email Address' with a placeholder 'Customer Email Address'. At the bottom of the form are 'BACK' and 'FINISH' buttons.

Finding a user's network

RNM is designed to allow a company to manage the networks of your customers with ease.

Searching for networks

To search for networks, a Pro Installer can search by the customer name or network name (SSID). Or they can select a network from the network list.

The screenshot shows the eero Pro Tools interface. At the top, there's a dark blue header with the 'eero' logo on the left and a user profile 'Jordan Pro Tech Test' on the right. Below the header, there's a search bar with the placeholder text 'Search by customer name or SSID' and a 'CREATE NETWORK' button. The main content area is divided into two sections: 'Networks Pending Setup' and 'Offline Networks'. The 'Networks Pending Setup' section shows a single entry for 'eero pro test' with a setup date of '8-13-2019' and a 'Finish Setup' link. The 'Offline Networks' section contains a table with three columns: 'Customer Name', 'Network Name (SSID)', and 'Network Status'. It lists two networks: 'TheCakelsALie' and 'Test', both with a status of 'Offline'. Below this is the 'Online Networks' section, which also contains a table with the same three columns, listing one network: 'Internet' with a status of 'Check eeros'.

Customer Name	Network Name (SSID)	Network Status
	TheCakelsALie	Offline
Jordan	Test	Offline

Customer Name	Network Name (SSID)	Network Status
Jordan	Internet	Check eeros

Networks Pending Setup

These are networks that are on a company eero App account that have yet to be transferred to the customer.

Offline Networks/Online Networks

Networks will be sorted into Offline and Online status.

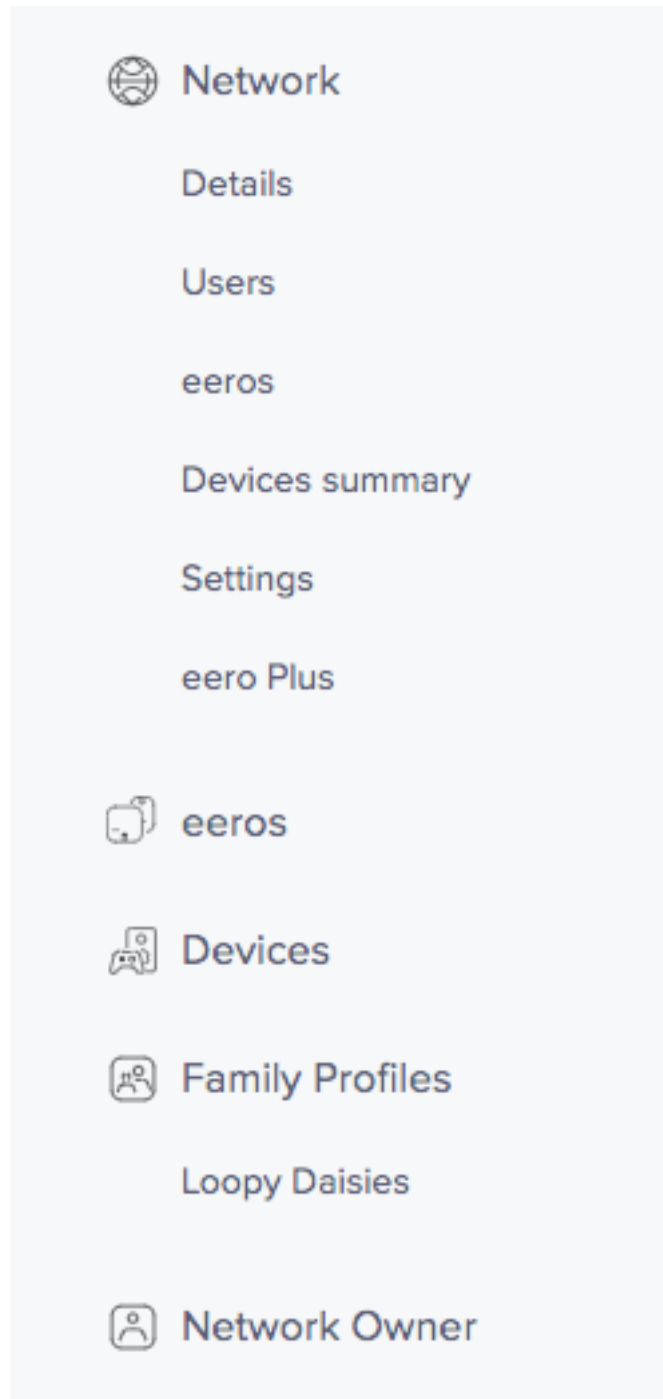
- Customer Name: Name setup on the customer account.
- Network Name (SSID): WiFi name
- Network Status: Will display offline for offline networks, but will show if eeros need to be checked for online networks.

Selecting a network

To select a network, click the network's SSID. If there are multiple network matches, ask the customer for more information to narrow down the results.

Navigating the Network

The navigation side bar will take you to specific sections of the network.



Managing a user's network

Network Details

The top section of the network profile includes all the details of the network, including the user, their network name, and certain settings.

The screenshot displays the 'Network Details' section for a network named 'Internet'. The details are organized into a grid with 16 numbered callouts. The first column contains: 1. Network Name (Internet), 2. Modem Compatibility Status (OK), 3. Timezone (America/Chicago), 4. WAN Speed from Last Test (933.36 Mbps down, 674.21 Mbps up), and 5. Run speed test. The second column contains: 6. Connection status (Check Bob), 7. UPnP Status (Enabled), 8. Geo IP (United States: Pflugerville, TX). The third column contains: 9. Home Identifier (Winter home of summer), 10. Guest Network Status (Enabled), and 11. eero Plus Status (Active). The fourth column contains: 12. ISP (AT&T U-verse), 13. Public IP (104.181.156.132), and 14. Network Password (masked with dots). At the top right, there are buttons for 'SNAPSHOT' (15) and 'MORE' (16).

1. **Network Name (SSID)**
2. **Modem Compatibility:** Verifies if the modem works with eero.
3. **Timezone:** The timezone the customer has chosen for their network.
4. **Speed Test Results:** Record of the latest speed on the network.
5. **Run Speed Test:** Technicians can run a speed test on the network. However, this will only work if the network is online.
6. **Connection Status:** This will tell you if there is an issue and will pinpoint a specific eero.
7. **UPnP Status:** Does the customer have UPnP enabled?
8. **Geo IP:** The location of the network based on IP address.
9. **Home Identifier:** If there are multiple networks under an account, this field can be customized to identify the home.
10. **Guest Network Status:** Is the Guest SSID enabled?
11. **eero Plus Status:** This will display whether the customer is eligible, subscribed, or unsubscribed from eero Plus.
12. **ISP:** This is the ISP of the network based on the public IP.
13. **Public IP:** The IP address of the network.
14. **Network Password:** Allows technicians to change the password on the network for the customer, however it doesn't show the current password.
15. **Snapshot:** Allows technicians to copy a snapshot of the network details.
16. **More:** Allows technicians to reboot the network or copy the URL of the network.

eero Plus Status Definitions

Does not have access to eero Plus features:

Trial_eligible: This user does not have a subscription and is eligible for the trial period.

Trial_ineligible: This user does not have a subscription and is not eligible for a trial period.

Has access to eero Plus features:

trialling: This user has an active subscription and is currently within the trial period.

active: Payment has been collected and the user has an active subscription.

past_due: We were unable to collect payment but are currently retrying for a period of time before canceling. Services will still be available during this period.

canceled: The user has canceled their subscription and services will stop at the end of the subscription.

Users

In this section, the agent can see the current users for the network, transfer the network and add temporary access for the network.

Users	
Current network access	
1  Jordan (512) 968-5902 jordanss856@gmail.com	2 Network Owner Setup 2-19-2019

1. **User Information:** Owner of the network. Click the owner will take you to a user information page.
2. **Setup Date:** Initial setup date of the network.

eero Details:

In this section, the agent can see the different eeros on the network, their individual details, as well as the current connection status.

Location Name	Optimus eero	Bob	Bobbette
General Details	Online Gateway Wired	Offline	Online Wireless
IPs	(3) 192.168.7.1	(2) Not Available	(2) 192.168.7.187
Serial	G9685416Y4EHEYV	E6971835NK17NVHQ	F75Q31955T2E2AY9
Product model	eero Gen 2	eero Gen 1	eero Beacon
MAC Address	88:da:13:c7:c4:a0	14:22:db:6d:bd:20	f8:bb:bf:84:1b:f0
Initial setup date	2019-7-28, 9:58am	2018-8-26, 3:58pm	2019-5-1, 9:19am
Firmware version	v3.14.1-59	v3.14.1-59	v3.14.1-59
Latest firmware version	Yes	Yes	Yes
LED	On	On	On
Organization	Direct Sale	Direct Sale	Direct Sale

- Location Name:** The location name of the eeros.
- General Details:** At the top of each eero section, there will be (from left to right) the connection status of the eero, a gateway indicator (if the eero is the gateway), and a wired/wireless indicator.
- LAN IP:** This is the local IP address of the individual eero.
- Serial:** This is the serial number of the eero.
- Product Model:** This is the type of eero. The options include Gen 1, Gen 2, Beacon.
- MAC Address:** This is the MAC address of the eero.
- Initial Setup Date:** This represents the day the eero was added to the network.
- Firmware Version:** This is the current firmware version running the eero. It is possible for eeros to have different firmware versions, and in such cases, all eeros should be updated to the same firmware version.
- Latest Firmware Version:** This identifies if the eero is currently running the latest firmware.
- LED:** This represents whether or not the customer has their eero's LED turned on.
- Organization:** Displays if this eero registered with a specific organization (ISP) or was purchased via retail means (Retail stores or Pro Installers).

Connection types:

eeros can be connected to a network over WiFi or by Ethernet cord.

Ethernet Cord: When an eero is connected to the network over Ethernet, its connection will be represented by .

WiFi: eeros that are connected over WiFi will use  to represent the connection quality. The more bars, the better the eero connection is to the network.

Understanding mesh connection quality

The eero connection quality shows the wireless connection strength of an eero relative to the eero network. When eeros are connected via Ethernet, there will be no connection quality as the eero will use a wired backhaul for all network connections.

eeros that have a weaker connection quality can be improved by:

- Moving the eero closer to another eero on the network
- Removing any obstruction between the eero and the network (e.g. cordless phones, microwaves, baby monitors)

How mesh connection quality is measured

Mesh connection quality is measured by a moving average that is based on both the throughput of the network and channel utilization. A perfect connection (5/5 or ) would be possible when a wireless eero is able to reach an expected throughput with little to no channel interference. Each eero automatically picks the best mesh connection to result in the highest quality path to the gateway eero (and Internet).

How to improve mesh connection quality

Mesh connection quality can only be improved by changing the placement or reducing any surrounding interference. As always, it is recommended to keep eeros in as open of a space as possible. Having an eero in a closet, a cabinet, or behind furniture will reduce connection quality at the source. Same goes for walls, doors, or any heavy objects that make it harder for wireless eeros to communicate with one another.

Breakdown of mesh connection quality statuses



[No action needed] The eero has an excellent, stable connection to the network.



[No action needed] The eero has a strong, stable connection to the network. To improve the connection, the customer should look to remove any potential nearby interference like doors or electronics.



[Action recommended, but not necessary] The eero has a good, stable connection to the network. To improve the connection, the customer should look to remove any potential nearby interference like doors or electronics.



[Action should be taken] The eero has a weaker connection to the network. The eero should be moved to an area with less interference as well as within closer range to the network's other eeros.



[Action should be taken] The eero has a poor connection to the network. To avoid any connectivity issues, the customer should move this eero closer to their network's other eeros.

Adding an eero:

It is possible to add an eero from the network remotely via the RNM by clicking the "add" button in the eeros section.



Clicking the "add" button opens a screen to input the Serial Number and Location name of the eero to be added to the network.

Add eero to network

eero RNM

To add an eero to this network, enter the serial number and select a location below.

Serial number

16 character eero serial number

Location

Select or enter custom eero location

CANCEL

ADD

The Serial Number can be found on the bottom of eeros and on the back of eero Beacons. The Location can be custom or selected from the list of default location names.

Location

Select or enter custom eero location

Custom location

Basement

Bedroom

Dining Room

Family Room

Garage

Hallway

eeros Panel

The eeros Panel will show what eeros are currently on the network as well as any eeros that were previously on the network.

Currently on network

eeros currently on the network will show up under the "Currently on network" tab. This page will show information mirroring what you see under the "eeros" section of the Network.

The screenshot shows the eeros Panel interface. On the left is a sidebar with navigation links: Network, Details, Users, eeros, Devices summary, Settings, eero Plus, eeros, Devices, Family Profiles, Test, Loopy Daisies, and Network Owner. The main content area has a header with the eeros logo and an 'ADD EERO' button. Below the header is a tab bar with 'Currently on network' (active, showing 3) and 'Previously on network' (showing 0). Three eero cards are displayed:

- Optimus eero**: Online, Gateway, Wired. IPs (3): 192.168.7.1. Serial: G9685416Y4EHEYFV. Product model: eero Gen 2. MAC Address: 88:da:13:c7:c4:a8. Initial setup date: 2019-7-28, 9:58am. Firmware version: v3.14.1-59. Latest firmware version: Yes. LED.
- Bob**: Offline. IPs (2): Not Available. Serial: E697183SNK17NVHQ. Product model: eero Gen 1. MAC Address: 14:22:db:6d:bd:28. Initial setup date: 2018-8-26, 3:58pm. Firmware version: v3.14.1-59. Latest firmware version: Yes. LED.
- Bobbette**: Online, Wireless. IPs (2): 192.168.7.187. Serial: F75Q31955T2E2AY9. Product model: eero Beacon. MAC Address: f8:bb:bf:84:1b:f8. Initial setup date: 2019-5-1, 9:19am. Firmware version: v3.14.1-59. Latest firmware version: Yes. LED.

Previously on network

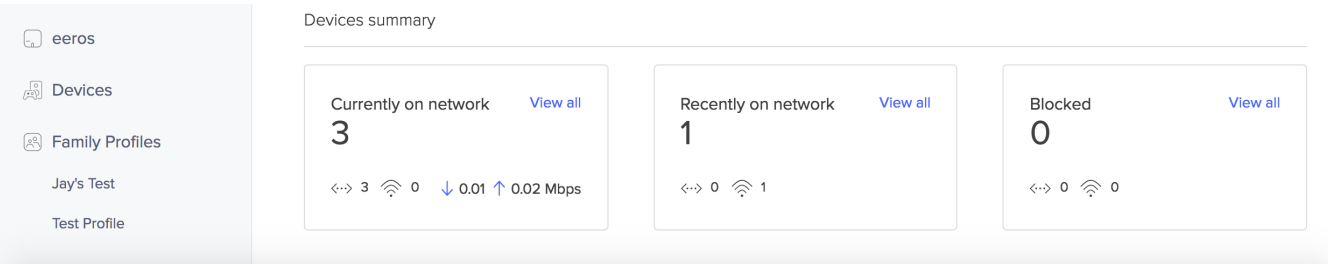
eeros listed under the "Previously on network" will display any eeros that have been removed from the network.

The screenshot shows the eeros Panel interface with the 'Previously on network' tab active, displaying 1 eero. The sidebar is the same as the previous screenshot. The main content area has a header with the eeros logo and an 'ADD EERO' button. Below the header is a tab bar with 'Currently on network' (showing 1) and 'Previously on network' (active, showing 1). One eero card is displayed:

- mmmm Bacon**: Serial: F7C97524AGXP9FKK. Product Model: eero Beacon. MAC Address: f8:bb:bf:c5:34:b8. Organization: QA ISP. Joined Network: 2019-2-19, 7:29am. Removed From Network: 2019-2-19, 7:50am.

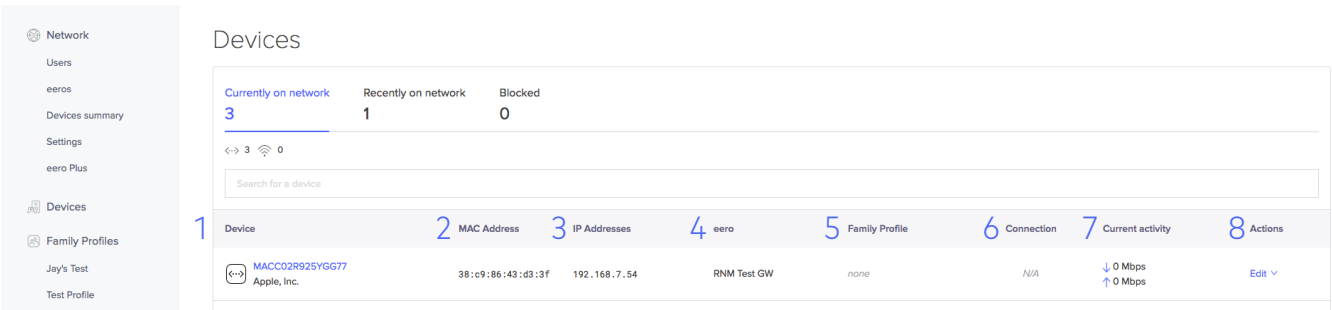
Devices Summary

Through the Devices Summary, agents are able to identify which devices are currently connected to, recently connected to, or blocked from the network. This also provides device details to help identify the devices while troubleshooting with customers.



Currently on Network

Shows the number and status of devices currently connected to the customer's network.



1. **Device:** This shows the current connection type (Wired or Wireless on 2.4 or 5 GHz bands) as well as the Hostname and Manufacturer.
2. **MAC Address:** Shows the device MAC address.
3. **IP Address:** This is the IP address given to the device.
4. **eero:** This displays the eero that the device is currently connected to.
5. **Family Profile:** Shows the associated Family Profile, if applicable.
6. **Connection:** Shows signal strength if wireless, shows N/A if wired.
7. **Current Activity:** This is the real-time data use of the device.
8. **Actions:** Allows you to edit device nickname.

Recently on Network

Shows the number and status of devices recently connected to the customer's network within the last 7 days.

Devices

Currently on network **3** Recently on network **1** Blocked **0**

Search for a device

1 Device	2 MAC Address	3 eero	4 Family Profile	5 Last active on network	6 Actions
Jordan's iPhone Apple, Inc.	b4:18:d1:64:88:86	RNM Test GW	Test Profile	2019-2-1, 7:25am	Edit ▾

1. **Device:** This shows the device Hostname and Manufacturer.
2. **MAC Address:** Shows the device MAC address.
3. **eero:** This displays the eero that the device was last connected to.
4. **Family Profile:** Shows the associated Family Profile, if applicable.
5. **Last active on network:** Shows the last time the device was connected to the network.
6. **Actions:** Allows you to edit device nickname.

Blocked

Shows the number and status of devices blocked on the network.

Devices

Currently on network **2** Recently on network **1** Blocked **1**

Search for a device

1 Device	2 MAC Address	3 IP Addresses	4 Actions
MACC02R825YGG77 Apple, Inc.	38:c9:86:43:d3:3f	192.168.7.54	Edit ▾

1. **Device:** This shows the device Hostname and Manufacturer.
2. **MAC Address:** Shows the device MAC address.
3. **IP Addresses:** Displays the current IP address(es) of the device.
4. **Actions:** Allows you to edit device nickname.

Understanding device connection quality

The device connection quality shows the connection strength of a device relative to the eero that it is connected to. Devices that roam will typically move from eero to eero as the device moves throughout the home. However, when the device roams is ultimately decided by the client device.

Stationary devices will typically connect to the first eero they see when they come online. When adding a device for the first time, it should choose the closest eero. However, after a network reboot, there is a chance a device connects to an eero that is within range that comes online first. The device should connect to the correct eero after toggling the device's WiFi or power cycling it.

Devices that have a weaker connection quality can be improved by:

- Moving the device closer to an eero
- Moving the device into the same room as an eero (walls will hinder WiFi signal)
- Removing obstruction between the device and the eero (e.g. cordless phones, microwaves, baby monitors)
- Power cycling the device, ensuring it is connected to the closest eero

The device connection quality is based on the quality of a connection rather than the speed. Devices can use different wireless standards (b/g/n/ac), but that device can always show 1-5 bars of connection quality regardless of wireless standard. Devices that are on slower standards can still have an excellent connection quality and will show full bars in that case.

How device connection quality is measured

Device connection quality is measured based on a combination of two pieces of underlying data:

- Modulation and Coding Scheme (MCS) index value which is a measure of the negotiated data rate between that device and the eero it is connected to.
- Received signal strength indication (RSSI) which is a measure of the power in a received radio signal between the device and the eero it is connected to.

eero uses a combination of these data points to generate a device connection quality based on the wireless standard of the device and the state of the device.

Breakdown of device Signal Strength: Score



[No action needed] The device has an excellent, stable connection to the network.



[No action needed] The device has a strong, stable connection to the network. There should not be any connection issues. However, if the customer does report issues, the customer should either move closer to an eero or adjust the location of their eeros.



[Action recommended, but not necessary] The device has a good, stable connection to the network. The customer can follow the same steps as above. If this is stationary device, they should ensure it is connected to the correct eero.



[Action should be taken] The device has a weak connection to the network. Have the customer toggle their device's WiFi off and back on. If that doesn't resolve the issue, they should either move closer to an eero or adjust the location of their eeros.



[Action should be taken] The device has a poor connection to the network. In this situation, the customer should follow the same steps as provided in the case above.

Breakdown of device Signal Strength: RX Bitrate

The RX Bitrate is the current negotiated rate between the eero and the client device.

Breakdown of device Signal Strength: Signal

Signal indicates the strength of the signal being received/sent by a device. Wireless signal strength is measured in decibel-milliwatts (dBm).

Signal	Performance	Use
-45 to -57 dBms	Excellent	Device should potentially get the best connection possible which allows for HD streaming, stable VoIP and speedy downloads of perfectly <i>legal</i> files.
-58 to -75 dBms	Good	Device may see a degradation in speed but should still be able to utilize most of their services with little problems.
-76 to -85 dBms	Fair	Definite step downs in connection. Packets may get lost and the connection could be unstable. Streaming and VoIP may become unreliable.
-86 to -95 dBms	Poor	At this level the connection will be minimal and may experience drop offs. If it doesn't streaming will buffer often and VoIP will be very poor.

Advanced Settings

In the advanced settings section, agents can perform the following actions:

- Setup Static IP for ISP Internet Connection
- Update DNS
- Update the Guest Access SSID
- Enable/Disable IPv6
- Update LAN DHCP & NAT settings
- Enable/Disable UPnP
- Enable/Disable eero Labs features
- Enable/Disable Thread
- Set IP reservations for devices
- Setup Port Forwarding for devices

Internet Connection Settings:

1 ☐ ISP (Default)

2 ☒ Static IP

a **IP Address**

b **Subnet Mask**

c **Router IP**

CANCEL SAVE

1. **ISP (Default):** This setting is the default setting. The eero will accept an ISP DHCP IP address.
2. **Static IP:** If the connection requires a static IP after the eero has been setup, the connection can be changed here.
 - a. **IP Address:** eero's external IP address
 - b. **Subnet Mask:** dictated by Static IP settings needed
 - c. **Router IP:** Upstream ISP IP

DNS Settings:

DNS EDITING... ✕

1 ☐ ISP DNS (Default)

2 ☒ Custom DNS

IPv4 Primary

IPv4 Secondary

Changing these settings will restart this network.

CANCEL SAVE

1. **ISP DNS (Default):** These are the DNS servers provided by you, the ISP.
2. **Custom DNS:** DNS that is customizable to the customer's whim.

Note: DNS is disabled when eero Plus is active.

Guest Access:

GUEST NETWORK EDITING... ✕

Guest Network ☐ Disabled

Guest Network Name

eero RNM Guest

CANCEL SAVE

Allows you to Enable/Disable Guest Access as well as change the SSID.

IPv6 Settings:

IPv6 EDITING... X

Upstream IPv6 ☐ Disabled

Changing these settings will **restart this network**.

CANCEL SAVE

Enable/Disable IPv6 protocols

DHCP & NAT:

DHCP & NAT EDITING... X

1 ☐ Automatic

2 ☒ Manual IP

a ☒ 192.168.0.0

b Subnet IP

192.168.0.0

b Subnet Mask

255.255.0.0

Starting IP

192.168.0.20

Ending IP

192.168.0.254

☐ 10.0.0.0

☐ 172.16.0.0

3 ☐ Bridge

Changing these settings will **restart this network**.

CANCEL SAVE

1. **Automatic:** This allows for eero to automatically furnish DHCP IP requests to devices.
2. **Manual IP:** This setting allows for you to setup IP Lease Ranges for the set IP Prefixes.
 - a. Prefix: Pick from 192.168.0.0, 10.0.0.0, or 172.16.0.0
 - b. Under the Prefixes you have the option to narrow down the lease to specified settings.
3. **Bridge Mode:** This allows an upstream router to take care of the DHCP requests.

eero Labs:

EERO LABS EDITING...

1 **Band Steering** ☐ Disabled

2 **Smart Queue Management** ☐ Disabled

3 **Local DNS Caching** ☐ Disabled

Changing these settings will **restart this network**.

CANCEL SAVE

1. **Band Steering (enable/disable):** Many devices are dual-band capable, meaning they support both 2.4 GHz and 5 GHz. 5 GHz is typically less crowded and offers higher performance. Band steering tracks whether a device has previously been seen on both 2.4 GHz and 5 GHz, and if so attempts to “steer” it to 5 GHz to improve long-term device performance. Band steering does not guarantee that a device will choose the 5 GHz band, but helps to favor that preference.
2. **Smart Queue Management (enable/disable):** Smart Queue Management (SQM) provides the ability for all your connected devices to simply and fairly share your network’s available bandwidth.

Unlike traditional QoS, which only allows a limited number of devices to receive priority of a network’s bandwidth, SQM automatically balances bandwidth and latency needs of all devices, making the overall Internet experience for all your devices feel snappier at any given moment.

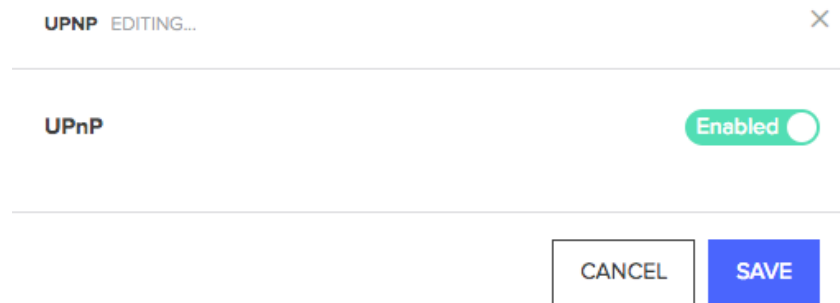
While eero can always handle simultaneous connections, with SQM, performing tasks like backing up large amounts of data won’t potentially prevent you from also streaming 4K content, playing online video games, and simply browsing the web.

This feature requires an eero network not placed in bridge mode.

3. **Local DNS Caching (enable/disable):** Unlike traditional DNS services, which stores local information on a website to improve page load times, local DNS caching allows this information to be stored at the network-level to provide improved network performance across all devices instead of just a specific device or browser.

This feature requires an eero network not placed in bridge mode.

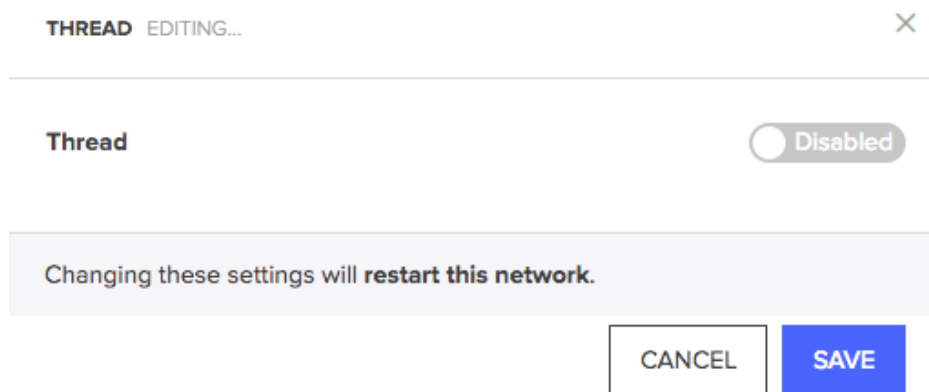
UPnP Settings:



A screenshot of the UPnP settings dialog box. The title bar at the top says "UPNP EDITING..." with a close button (X) on the right. The main area contains a single setting, "UPnP", which is currently "Enabled" as indicated by a green toggle switch. At the bottom right, there are two buttons: "CANCEL" and "SAVE".

1. [UPnP \(Universal Plug and Play\) \(enable/disable\)](#): allows devices like game consoles and media centers to open direct connection (open ports) to other devices on the Internet. We enable this feature by default.

Thread:



A screenshot of the Thread settings dialog box. The title bar at the top says "THREAD EDITING..." with a close button (X) on the right. The main area contains a single setting, "Thread", which is currently "Disabled" as indicated by a grey toggle switch. Below the setting, there is a light grey warning box that says "Changing these settings will **restart this network.**". At the bottom right, there are two buttons: "CANCEL" and "SAVE".

1. [Thread \(enable/disable\)](#): a networking protocol designed for supporting low-powered IoT devices. This includes smart locks, doorbells, fans, and thermostats. All 2nd-generation eero hardware--including 2nd generation eeros and Beacons--are built to support the Thread protocol.

IP Reservations:

IP Reservations

1	Nickname	2	MAC Address	3	IP Address
	Jordan's iPhone		b4:18:d1:64:08:06		192.168.7.196

4

1. **Nickname:** This is the name you want to call the device to help with identification.
2. **MAC Address:** This is the MAC Address of the device for which you are adding the reservation.
3. **IP Address:** This is the static IP that you want reserved.
4. **Add IP Reservation:** This button will allow you to add new reservations for the network.

Add IP Reservation ×

1 **MAC Address**

2 **IP Address**

3 **Nickname**

1. **MAC Address:** This is the MAC Address of the device for which you are adding the reservation.
2. **IP Address:** This is the static IP that you want reserved.
3. **Nickname:** This is the name you want to call the device to help with identification.

Port Forwarding:

Port Forwarding allows ports to be forwarded for reserved IPs.

Port Forwarding

1	2	3	4	5
Nickname	IP Address	External Port	Internal Port	Protocol
iPhone essential port	192.168.7.196	80	8080	both

6 OPEN PORT

1. **Nickname:** This is a Nickname for the port that you are opening.
2. **IP Address:** This is the IP address of the device that you are opening the ports for. This device should have been set up with a Reserved IP.
3. **External Port:** Provided by Manufacturer of service or device
4. **Internal Port:** Provided by Manufacturer of service or device.
5. **Protocol:** This is dictated by the device's need. The manufacturer will usually indicate which protocol to use.
6. **Open Port:** This button will allow you to add port forwarding rules to a specific IP address.

Open Port

1 IP Address

Search or enter manually

2 Nickname

Nickname

3 External Port

External Port

4 Internal Port

Internal Port

5 Protocol

☐ TCP & UDP ☐ TCP ☐ UDP

CANCEL SAVE

1. **IP Address:** This is the IP address of the device that you are opening the ports for. This device should have been set up with a Reserved IP.
2. **Nickname:** This is a Nickname for the port that you are opening.
3. **External Port:** Provided by Manufacturer of service or device
4. **Internal Port:** Provided by Manufacturer of service or device.
5. **Protocol:** This is dictated by the device's need. The manufacturer will usually indicate which protocol to use.

Notes on Port Forwarding:

- External and internal ports are most likely going to be the same value for most services, but not always. For example, if you have multiple IP Cameras, they would all use the same internal port, but would require mapping different external port values for each camera.
- The External Port for each device must be different, since each port can only be mapped to one device (i.e., Camera A uses port 8080, while Camera B uses port 8081)
- The Internal Port can be the same. This is usually set on the device's end (i.e., both Camera A and Camera B can use Internal Port 8080)

eero Plus

eero Plus (if available to your customer) allows for customer to access advanced security and parental controls. Some of these features are available to edit via the eero Plus section, while others will be editable via the Family Profiles section covered later.

eero Plus

1 Subscription	2 Settings Edit
Status Active	a Advanced Security Disabled b Ad Blocking Enabled

1. [eero Plus Subscription](#): This area will tell you the status of the customer's eero Plus subscription.
2. [eero Plus Settings](#): This section allows for you to enable/disable both Advanced Security and Ad Blocking.
 - a. [Advanced Security](#): This feature helps block malicious websites and links from causing damage to your device or personal well being.
 - b. [Ad Blocking](#): With Ad Block enabled, devices on your network will block most ads that appear on websites and within many applications.

Family Profiles:

Family Profiles allow for customers to setup schedules, pause network usage and, in conjunction with eero Plus, add additional parental controls.

 Family Profiles

3 ADD PROFILE

1 Profile Name

4 Pause Edit 5

2 Devices  0  1

6 Add device

Hostname	Manufacturer	eero	MAC Address	IP Addresses	Current activity	Action
 Jordans-iPhone	Apple, Inc.	RNM Test GW	b4:18:d1:64:88:86	Not available	Not available	<a>Remove

Schedules 1 enabled, 0 disabled

Add schedule

Name	Start time	End time	Frequency	Status	Actions
Jay's Test Schedule	10:00pm	08:00am	Mon, Tue, Wed, Thu, Fri	Enabled	<a>Edit 

1. Profile Name: The profile name.
2. Devices: Shows devices that are currently part of the profile
3. Add Profile: This will open up the profile creation screen.
4. Pause: Pauses the profile manually outside of any schedule.
5. Edit Profile: Allows for you to edit the profile name or delete the profile.
6. Add Device: This allows you to add any devices that you would like to be associated with the profile. This will show currently connected and recently connected devices (within the last 7 days).

Assign devices 

Select the devices you would like to add to **Jay Test**. You can add as many devices as you'd like, but each device can only belong to one profile.

Recently on this network

☐ none ☐ Microsoft

CANCEL SAVE

Multiple Family Profiles can be configured, and are arranged underneath other profiles.

Profile Name Pause Edit

Devices 1 Add device

Hostname	Manufacturer	eero	MAC Address	IP Addresses	Current activity	Action
Jordans-iPhone	Apple, Inc.	RNM Test GW	b4:18:d1:64:08:06	Not available	Not available	Remove

1 Schedules 1 enabled, 0 disabled 2 Add schedule

a Name	b Start time	c End time	d Frequency	e Status	f Actions
Jay's Test Schedule	10:00pm	08:00am	Mon, Tue, Wed, Thu, Fri	Enabled	Edit

1. **Schedules:** Shows any existing schedules for the profile.
 - a. **Name:** Shows the name of the schedule
 - b. **Start time:** The time the pause on the profile starts.
 - c. **End time:** The time the pause on the profile will end.
 - d. **Frequency:** The days the schedule will apply to.
 - e. **Status (enabled/disabled):** Allows you to enable and disable the schedule.
 - f. **Actions:** Allows you to edit the schedule name, start time, end time, and frequency.

Edit schedule

Status Enabled

a Schedule name

b Start time

c End time

d Frequency
☐ Sunday
☒ Monday
☒ Tuesday
☒ Wednesday
☒ Thursday
☒ Friday
☐ Saturday

CANCEL SAVE

2. **Add a Schedule:** Allows you to create a schedule for the profile and all associated devices.

Safe Filters:

Safe Filters are part of eero Plus and work in conjunction with Family Profiles. On any given profile you can enable/disable filters to block adult, illegal or criminal, and violent content.

Safe Filters

SafeSearch

Enabled

Adult

Enabled

Illegal or Criminal

Disabled

Violent

Disabled

CANCEL

SAVE

Network Owner:

The Network Owner Tab gives you a look at the customer's account with eero.

eero

christopher

To clear ESC

Jordan Smith

User

eero Plus

Networks

Christopher Stevens

ADMIN

Phone Number

(510) 555-0002

Unverified

Verification SMS sent 2018-11-27, 3:46pm

Email Address

cstevens+qalsp@eero.com

Verified

Last Used User-Agent

eero-ios/2.24.0 (iPhone10,1; iOS 12.1)

eero Plus

Billing

None

Networks

eero RNM Connected

Created Dec 7, 2018

1. **Phone Number:** Customer's phone number on their account with indication if it has been verified via the eero app.
2. **Email Address:** Customer's email address on their account with an indication if it has been verified via the eero app.
3. **Last User-Agent:** The last device to have accessed network settings.
4. **eero Plus Billing:** Gives information on the billing method and the last 4 of the card used to purchase eero Plus.

Issues with finding and managing a network

In the case where you run into an issue with managing or accessing a customer network, refer to the following to resolve such issues:

Can't locate a customer's network

If you don't see the customer's network on your RNM home page, double check to make sure it was setup on one of your company's eero Pro App accounts. If it was, contact eero Support.

The customer's dashboard says their modem is not supported

If the customer's "Modem Compatibility Status" doesn't display OK, they may be using a modem that has been deemed not compatible with eero. If a firmware update is available for the modem, it is recommended to check with the customer's ISP to see about an update for the modem. Otherwise, they should upgrade their modem by exchanging a rental for another model or purchasing a new modem of their choosing.

The customer's network won't reboot from the dashboard

If you are unable to remotely reboot the customer's network from the dashboard, their network may be offline. eero networks can only be remotely rebooted when powered on and connected to the internet. In these scenarios, advise the customer to power cycle their eero (and their modem) to see if doing so resolves the issue they are experiencing.

The customer's network speed test won't run

If you are unable to remotely run a speed test of the customer's network from the dashboard, their network may be offline. Speed tests can only be performed when an eero network is powered on and connected to the Internet. In these scenarios, advise the customer to power cycle their eero (and their modem) to see if doing so resolves the issue they are experiencing.

The customer's eero has a poor connection (or no connection)

If you are seeing a poor connection or no connection at all (**Offline**) on an eero, have the customer move the eero closer to another eero on the network. If the connection doesn't improve, have the customer hard reset and remove the eero from their network and then re-add it. If the issue continues, ask if there are any additional interfering objects in the home, or if there are any better locations.

A wired eero is showing up as wireless

When eeros are connected to the network via Ethernet, they will can use the wired backhaul, but will always show as hardwired. If a customer is seeing a wireless connection for a wired eero, have them switch the Ethernet port being used. If that doesn't resolve the issue, have the customer swap out the Ethernet cord for another (if possible).

An eero is running an outdated version of the eero firmware

If an eero on the network is running an outdated version of the eero firmware, have the customer open their eero app, tap on the eero, and initiate an update by tapping "Update Available".

A wired device is showing up as wireless

If a device is connected to the network via Ethernet, it will be represented as a wired device on the network. If the device is showing up as a wireless client, have the customer try a different Ethernet port on their eero or switch. If the issue continues, the customer should try a different Ethernet cord (if possible).

A connected device is showing no current activity

When devices are connected to the eero network, they will display real-time data. Depending on what that device is currently doing, it may not show any current activity. This can be the case while streaming content from Netflix or YouTube, as sometimes the content loads before it starts playing.

A device isn't showing up on the connected device list

If a customer's device isn't showing up on the connected device list (but is connected to the Internet), have the customer check and see what network their device is currently connected to. If they are using another router in the home with the same network name and password, there is a chance the device is connected to the other router. In these cases, if the customer isn't able to disable the router functionality on their additional router, they should change the network name and/or password of their eero network or additional router.

Any questions?

If you have additional questions about eero, a great place to start is our eero help center: support.eero.com.

If you can't find your answer there, please reach out to our eero Support team via the eero Pro Support phone line (866-754-7286) or email us (pro@eero.com).

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