Let’s get connected

eero is a simple-to-use whole-home WiFi system that covers your home in fast, reliable WiFi. By following these simple steps, you’ll be streaming in no time.

Getting started

1. **Unplug your modem**
   1. Unplug your modem from power
   2. Remove your existing router if you have one

2. **Set up your network**
   1. Install the eero App on your Apple or Android device
   2. Create an account
   3. Follow the steps in the app

3. **Get online**
   1. Add your devices to the network using your new network name and password
   2. Enjoy WiFi from anywhere in your home

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## Troubleshooting

Getting started with eero is simple. If you need any help, here are a few helpful tips.

### eero won't register

**Issue:**
Can't complete set up because eero won't register.

**Steps:**
1. Make sure your modem is powered on and activated
2. Power down your modem and try again

### Can't add eeros

**Issue:**
Additional eeros won’t join the network.

**Steps:**
1. Make sure your network is online
2. Try adding eero by serial number
3. Restart primary eero

### Devices won’t connect

**Issue:**
Devices won’t join the network.

**Steps:**
1. Verify device is using eero network
2. Toggle device WiFi off and back on
3. Create static IP address for device

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**Call (225) 687-7000 for more information**