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 RG

1. Unplug your rg from power
   note
   Your RG says Calix on it.

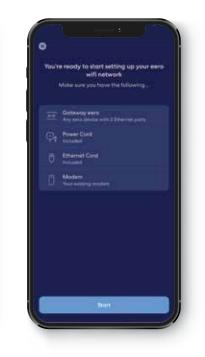2. Remove your existing router if you have one

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

note Your RG will replace the modem in the app steps.
1. Unplug RG from power
2. Connect eero to RG port, not the modem port
3. Plug RG back into power

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

troubleshooting

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

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

EEROS WON'T REGISTER

issue
Can't complete set-up
because eero won't register.

steps

1. Make sure your RG is powered
   on and activated

2. Power down your modem

3. Power down your RG

4. Power back on your modem,
   then RG and try again

CONTACT US FOR ASSISTANCE WITH SET-UP & TROUBLESHOOTING

TOLL FREE
(866) 881-4REV