

Whole-Business WiFi

User Guide

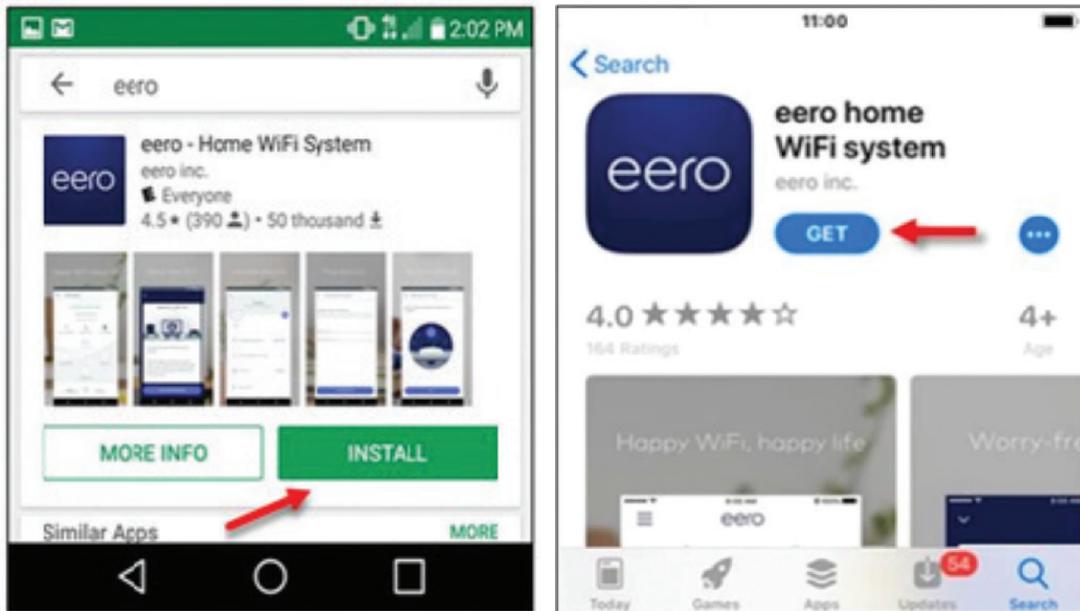
Whole-Business WiFi Guide Table of Contents

eero Mobile App.....	3
Getting Started with Your eero System.....	4
Dashboard.....	5
App Menu.....	6
Guest Access	7
Family Profiles.....	8
Network Settings.....	9
Manage eeros	10
Advanced Settings.....	12
Reservations and Port Forwarding	13
Turning Off Bridge Mode.....	15
Help	17
Equipment.....	18
Base.....	18
Back Panel	18
Beacon.....	19
Back Panel	19
Side Panel.....	20
Thread Technology	21
Enabling Thread.....	21
Adding Thread Devices	21
Finding Thread Devices.....	21
Additional Support.....	22

eero Mobile App

eero users have the ability to manage their network through the eero Home WiFi System app. The eero app must be used with either an Android or iOS device and can be found on the Google Play or iOS App Store, respectively.

The app is free to download and use.



Getting Started with Your eero System

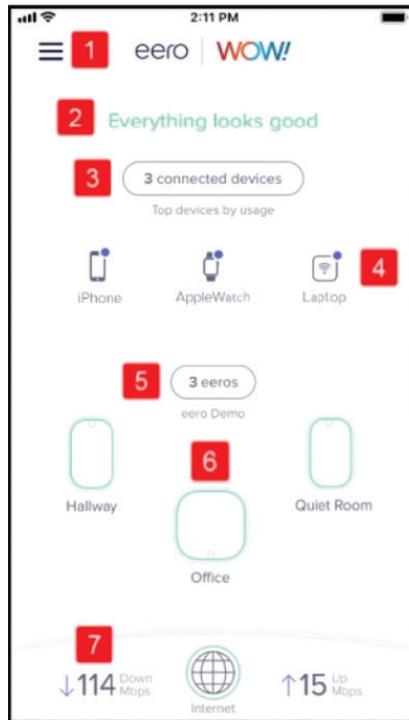
Your Whole-Business WiFi service will initially be configured in bridge mode. This set up allows you to manage your own network utilizing existing devices (such as a router, gateway, or workstation) on your local network to use public addresses from your WOW! Business Internet connection. In this configuration, your eeros will still mesh and provide WiFi access, but your router will control your network services. All routing functions, advanced features, and DHCP & NAT service functions are disabled. Listed below are the features not available when your eero system is bridged mode.

- Family Profiles
- eero Plus
- eero Labs
- Device bandwidth usage details
- Device blocking
- Advanced network settings management through the eero app

If desired, you can use the eero app to reconfigure your service to disable bridge mode and use eero as your primary router. This will allow you to manage your own network, and gain access to all of the available features of the eero system. Please see the **Turning Off Bridge Mode** section for more information on this process.

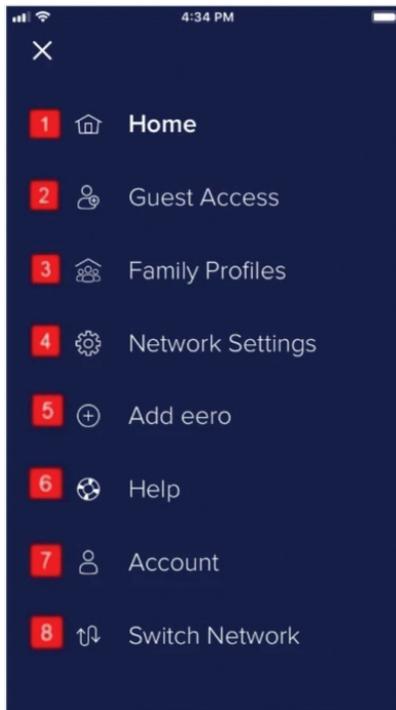
Dashboard

The Dashboard acts as a starting point for using the eero app. Refer to the table below for additional information on each item in the Dashboard.



#	Item	Description
1	App Menu	Accesses the App Menu for additional settings
2	Network Status	Indicates the current status of the eero network
3	View Devices	List of all devices connected to the eero network
4	Top Devices	Frequently connected devices
5	Manage eeros	Manage individual eero Base and Beacon information
6	Individual Device	List of eero Bases and Beacons connected on a network
7	View/Run Speed Test	Displays the most recent speed test results Allows user to run speed test, or view the results of the last speed test run

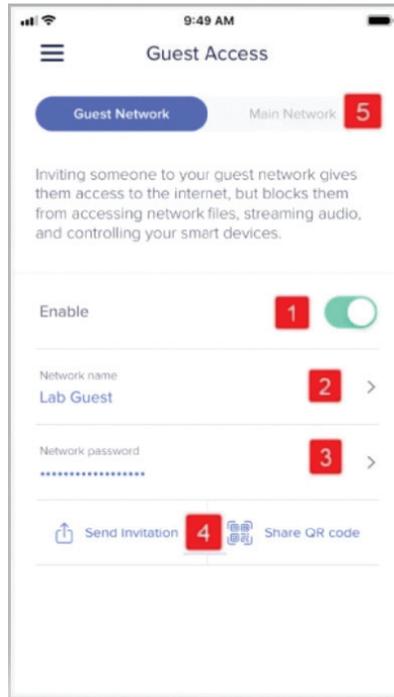
App Menu



#	Item	Description
1	Home	Opens the Dashboard
2	Guest Access	Manages the Guest Network Profile
3	Family Profiles	Manages user profiles
4	Network Settings	Manages network settings and information
5	Add eero	Add new eero Base or Beacon
6	Help	Contains the WOW! Support number and troubleshooting support
7	Account	Modifies user account settings
8	Switch Network	Swaps between active networks, if applicable

Guest Access

The “Guest Access” section is used to set up and manage the Guest Network. You can create a separate SSID and network key to provide guests and users wireless access without accessing the Main Network.

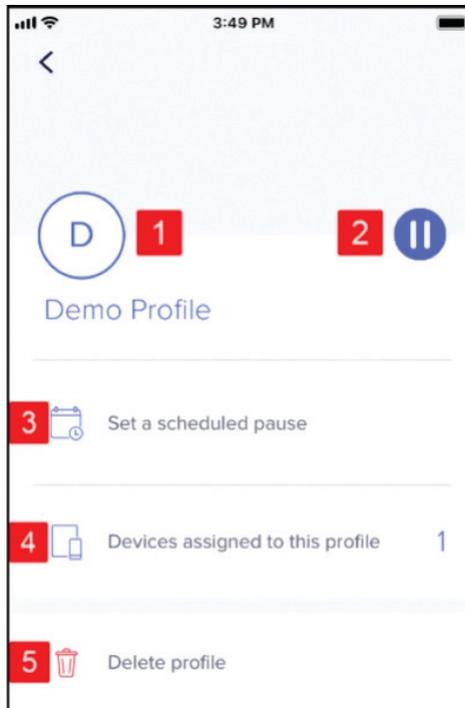


#	Item	Description
1	Enable	Toggle to enable or disable the Guest Network
2	Guest Network Name	Tap to manage the Guest Network name
3	Guest Network Password	Tap to manage the Guest Network password
4	Share Guest Network	Tap either option to share the Guest Network login information
5	Share Main Network	Tap to share the Main Network login information <ul style="list-style-type: none"> • Sharing the Main Network allows the guest to access network files, stream audio, and control your smart devices

Family Profiles

The “Family Profiles” section is used to manage browsing availability on selected devices. Profiles can be set up to manage settings, including scheduled online times and on-demand pausing of Internet access to a device or group of devices.

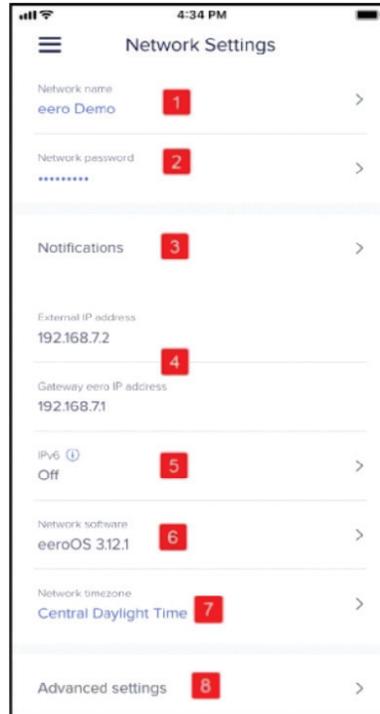
Devices can only be assigned to one profile at a time. **Please note: If your eero system is configured in Bridge Mode, this feature will not be accessible in the eero application.**



#	Item	Description
1	Profile Name	User profile name
2	Pause/Play Internet	Remotely disables or enables Internet access to a device or group of devices
		The “Pause/Play Internet” option may take up to one minute to disable or enable a connection. If the user is streaming, some content may be preloaded and will continue to play until the buffer ends.
3	Set a scheduled pause	Sets up scheduled times to disable Internet access to a device or group of devices
4	Devices assigned to this profile	Manage attached devices to the user profile
5	Delete Profile	Deletes the selected user profile

Network Settings

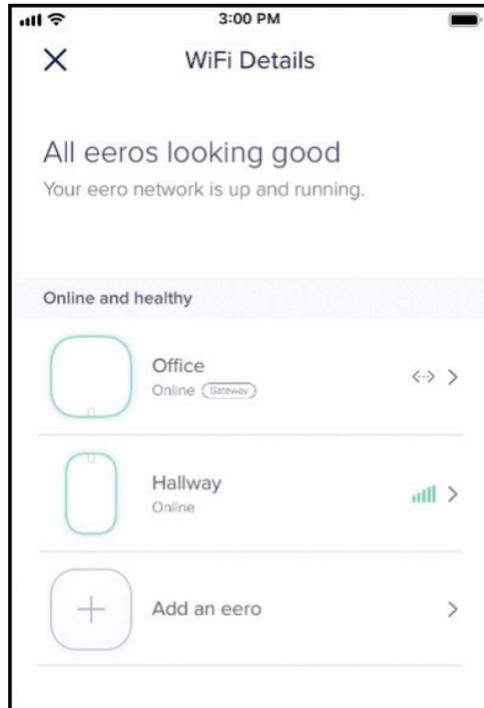
The “Network Settings” section is used to modify a number of device settings, including the network name and password.



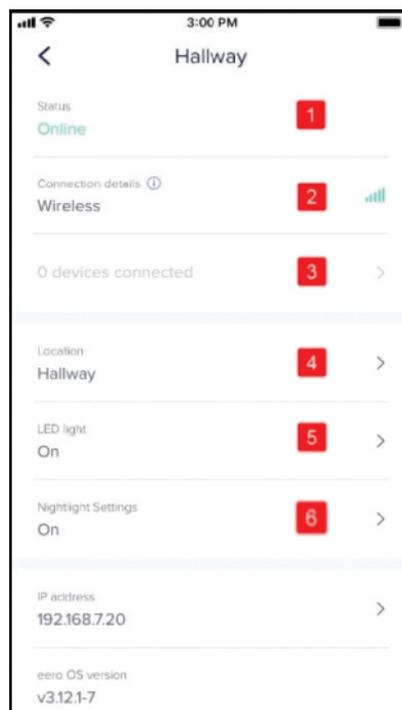
#	Item	Description
1	Network Name	Manages the network name
2	Network Password	Manages the network password
3	Notifications	Manage notifications for changes on your network
4	IP Addresses	Displays the external and gateway IP addresses
5	IPv6	Enable/disable IPv6
6	Software Status	Displays the current software status
7	Network timezone	Manages the timezone of the network
8	Advanced Settings	Houses additional network settings <ul style="list-style-type: none"> • Refer to the Advanced Settings section for more information

Manage eeros

The “Manage eeros” option allows you to manage your eeros devices.



Tap on a device for more details or to edit settings.

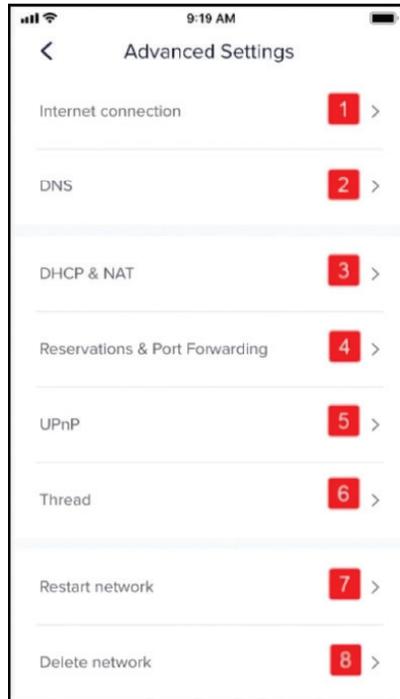


Manage eeros (cont.)

#	Item	Description
1	Status	Displays whether the device is connected to the network
2	Connection Details	Displays network signal strength to the Beacon
3	Connected Devices	Displays count of devices connected to Beacon
4	Location	Manage Beacon location information
5	LED light	Toggle LED lights on the Beacon
6	Nightlight Settings	Toggle nightlight on the Beacon

Advanced Settings

The “Advanced Settings” section contains advanced network settings to further modify your network. **Please note: If your eero system is configured in Bridge Mode, these features will not be accessible in the eero application.**



#	Item	Description
1	Internet Connection	Verify basic network information, such as the IP address <ul style="list-style-type: none"> Your network connection can be negatively affected if these settings are changed from default
2	DNS	Verify basic DNS settings <ul style="list-style-type: none"> Your network connection can be negatively affected if these settings are changed from default
3	DHCP & NAT	Verify DHCP and NAT settings <ul style="list-style-type: none"> Your network connection can be negatively affected if these settings are changed from default
4	Reservations and Port Forwarding	Manage ports and devices with reserved IP addresses
5	UPnP	Verify Universal Plug and Play settings <ul style="list-style-type: none"> Your network connection can be negatively affected if these settings are changed from default
6	Thread	Enable/Disable Thread protocol (Beta) <ul style="list-style-type: none"> Toggling this feature will trigger a network reboot
7	Restart Network	Restarts all eero Bases and Beacons
8	Delete Network	Factory resets all eero Bases and Beacons, and network settings <ul style="list-style-type: none"> This option should not be used

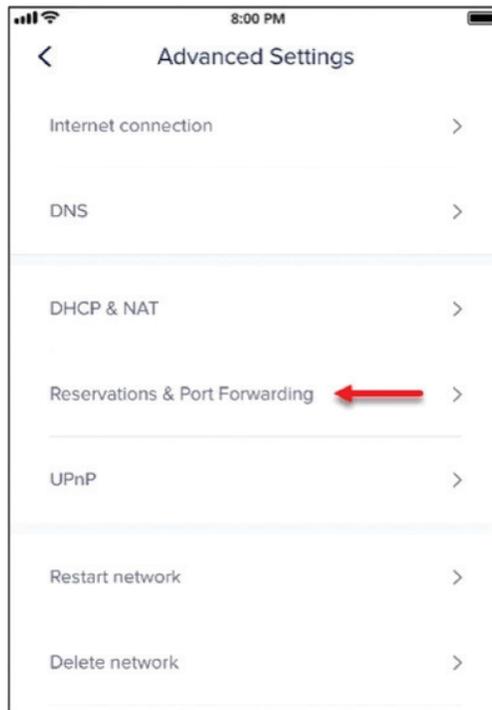
Reservations and Port Forwarding

IP reservations allow you to keep the same IP addresses for a particular device.

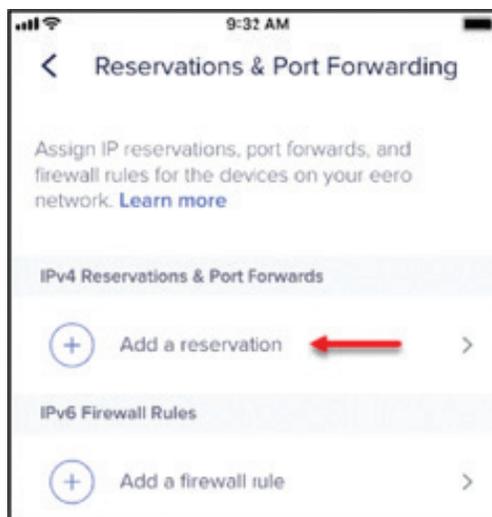
Port forwarding is used for certain applications like games which need direct connections to other devices on the Internet.

To reserve an IP address for a device and enable port forwarding:

1. Navigate to the **Advanced Settings** menu.
2. Tap the **Reservations and Port Forwarding** option.



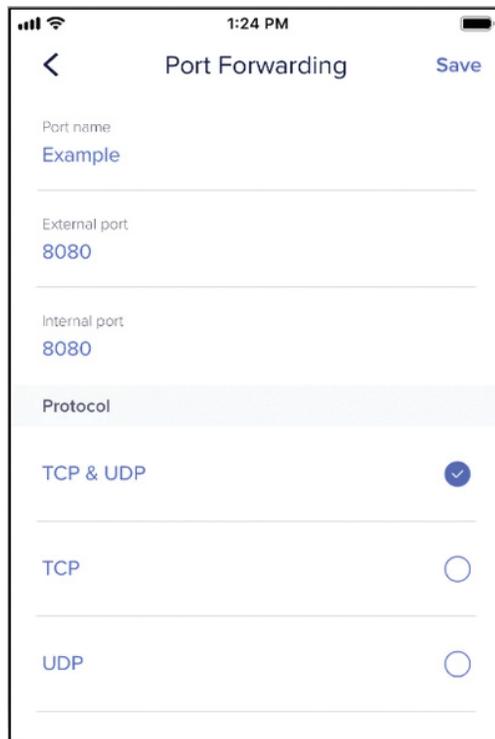
3. Tap the **Add a reservation** option.



4. Tap the device you would like create an IP reservation for, enter the IP address and tap **Save**. You should be returned to the Reservations & Port Forwarding screen.
5. Tap the device the user would like to open a port on.
6. Tap the **Open a port** option.



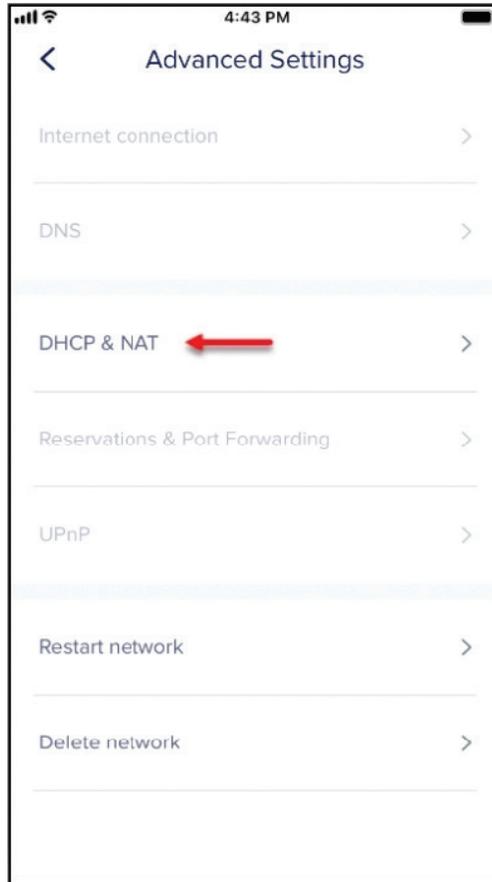
7. Fill in the Port name, External and Internal port numbers, select the desired protocol, then tap **Save**.



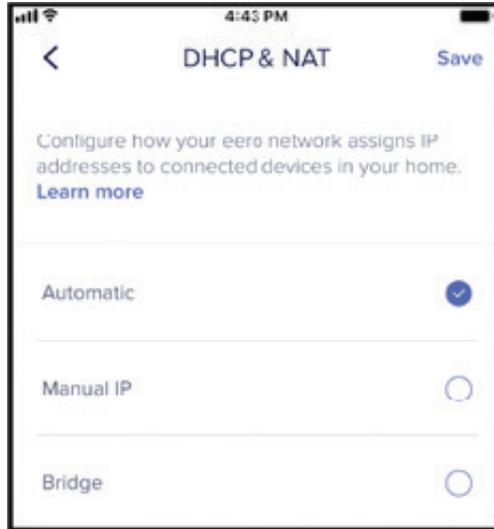
Turning Off Bridge Mode

Turning off bridge mode will limit WOW!'s support abilities in the event any issues should arise, and you will be responsible for managing your own network. To turn off bridge mode and enable all of the eero system's advanced features:

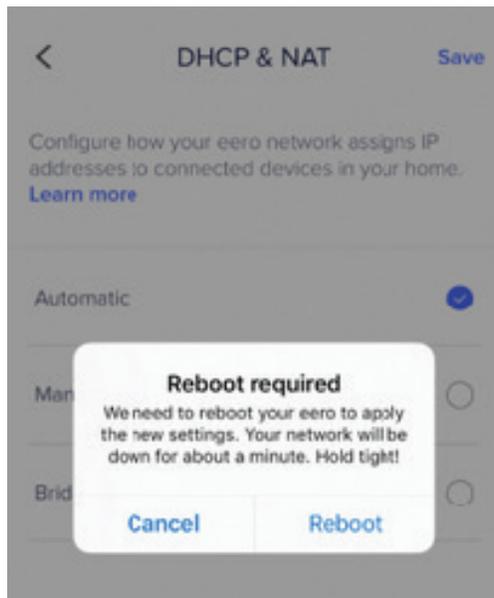
1. From the App Menu, select **Network Settings**, then navigate to 'Advanced Settings' and tap on **DHCP & NAT**.



2. Check **Automatic** and tap **Save** on the top right.

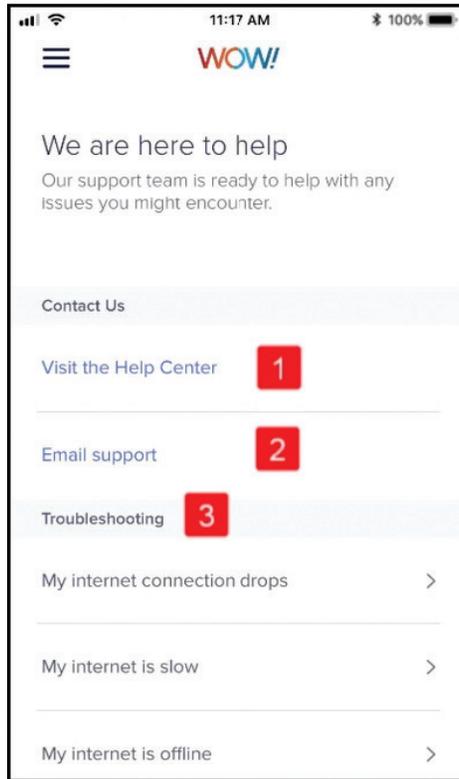


You will then be prompted to reboot the eero system to apply the new settings.



Help

The “Help” section contains troubleshooting steps you can follow to fix common network issues. This section also provides easy access to email support and the WOW! Help Center.



#	Item	Description
1	Visit the WOW! Help Center	Displays WOW! contact information
2	Email WOW! Support	Contacts WOW! via email support
3	Troubleshooting	Launches basic troubleshooting steps you can follow to fix common network issues. <ul style="list-style-type: none"> • Refer to the Whole-Home WiFi Troubleshooting section for more information

Equipment

Base

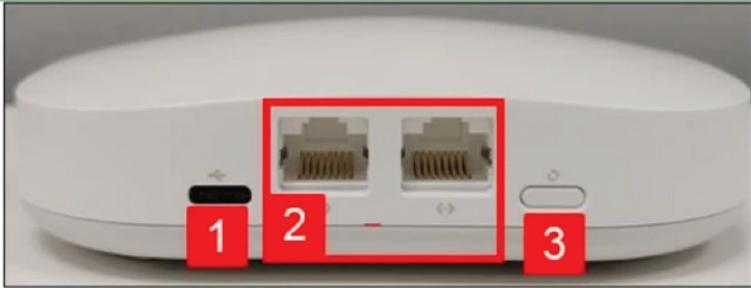
eero Base



Feature	Information
Dimensions	4.76" x 4.76" x 1.26"
Radios	Tri-band: <ul style="list-style-type: none"> • 2.4GHz • 5.2GHz • 5.8GHz
Wireless Connectivity	802.11 a/b/g/n/ac
Wired Connectivity	2 dual sensing Gigabit Ethernet Ports
Processor	700 MHz quad-core processor
Power	USB-C power plug
Nightlight	None

Back Panel

Back Panel



#	Description
1	USB-C power connector
2	Ethernet ports
3	Reset button <ul style="list-style-type: none"> • Press and hold for 7 seconds until the LED blinks yellow to soft reset. • Press and hold for 15 seconds until the LED blinks red to factory reset.

X The eero Base should **not** be factory reset for any reason, even while troubleshooting.

Beacon

eero Beacon



Feature	Information
Dimensions	4.76" x 2.91" x 1.18"
Radios	Dual-band: <ul style="list-style-type: none"> • 2.4GHz • 5GHz
Wireless Connectivity	802.11 a/b/g/n/ac
Wired Connectivity	None
Processor	700 MHz quad-core processor
Power	Built in power plug
Nightlight	Built-in with automated dimming

Back Panel

eero Beacon Back Panel



#	Description
1	Built-in power plug

Side Panel

eero Beacon Side Panel



#	Description
1	Reset Button <ul style="list-style-type: none"> • Press and hold for 7 seconds until the LED blinks yellow to soft reset. • Press and hold for 15 seconds until the LED blinks red to factory reset.

LED Color	Image	Definition
No Light		Base/Beacon does not have power
Blinking White		Base/Beacon is booting/connecting to the Internet
Blinking Blue		Base/Beacon is broadcasting Bluetooth
Solid Blue		App connected to the Base/Beacon and in setup process
Blinking Green		Multiple Bases/Beacons are detected and are in the setup process
Blinking Yellow		Base/Beacon has been soft reset/bad power source is being used
Solid White		Base/Beacon is connected to the Internet
Solid Red		Base/Beacon is not connected to the Internet
Blinking Red		Base/Beacon has been hard reset

Thread Technology

Thread is a networking protocol designed for supporting low-powered devices. This includes smart locks, doorbells, fans, and thermostats. All 2nd-generation eero hardware—including 2nd generation eeros and eero Beacons—is built to support the Thread protocol.

Enabling Thread

In order to use Thread devices, you will first need to enable the Thread feature. To enable this feature, first make sure your network is running a minimum version of eeroOS 3.7.0 and you are using the latest mobile app (v2.14.0 or greater). Once confirmed, open the eero app, tap on the menu button, tap on Network Settings, and tap on Advanced Settings. In the Advanced Settings page, there will be a section for Thread. Tap on this section, and enable Thread. Doing so will reboot your network. **Please note that Thread functionality will not be active on Bridged networks.**

Adding Thread Devices

Once you've taken the steps to enable Thread, you will see a new section in the Connected Devices area of the eero mobile app. Tapping "+" in the upper right corner will allow you to select "Thread" and begin the Thread commissioning process. Your mobile phone must be connected to your eero network in order to use Thread commissioning.

Thread devices typically include a QR commissioning code. Scanning this code will begin the process to add a Thread product to your eero network.

Finding Thread Devices

The Thread ecosystem is still young with most available devices being targeted to product makers and developers. The Thread Group website lists certified hardware and components. The OpenThread guide also suggests products and shows how to get started building your own Thread based solution.

Additional Support

Additional user guides and tutorials to assist you with your WOW! Business services can be found at <https://www.wowforbusiness.com>.