

SWAP EERO DEVICE(S)

Self-Installation Guide



Use this guide to replace your eero device(s) using the eero app, with activation assistance from WOW!.

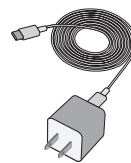
You'll need:

- Active WOW! Internet service
- Installed modem
- Mobile device with data connection
- Your Amazon ID and password, if you have one

Your WOW! Self-Installation Kit includes:



eero device(s)



eero power cord

Step 1: Contact us to activate your eero

Important: Before you begin installation, contact WOW! at **833-447-5462** or via chat at **wowway.com/chat** to activate your new eero device(s). We will deactivate your old eero device(s) and email you a prepaid shipping label for return.

Step 2: Replace your eero devices

- Open the **eero app**. If you don't already have it installed, download it from the **App Store** or **Google Play Store** and sign in with your **Amazon** or **eero** account.
- From the home screen, tap the **+** icon in the upper-right corner and select **Add or Replace eero Devices**.
- Select **Replace eero Device**, then choose the device you want to swap.
 - **Important:** The eero labeled **Gateway** is the device connected directly to your modem.
- Disconnect the old eero:
 - For a wired eero, unplug the **power cord** and **Ethernet cable**.
 - For a wireless eero, unplug the **power cord** only.
- Connect the new eero:
 - Plug in the new eero using the **new power cord** included in the box.
 - If replacing a Gateway eero, reconnect the **Ethernet cable** from the modem.
- In the **eero app**, tap the **blue arrow** to begin transferring your network settings to the new device. The replacement process may take up to **10 minutes** to complete.
- Once the replacement is successful, select a **location name** for the new eero to finish setup.
- Repeat these steps for any additional eero devices you are replacing.



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Step 3: Return your replaced eero devices

- Return instructions will be sent via email, with a QR code prepaid shipping label.
 - Carefully package the replaced eero device(s) and power cord(s).
 - Present the QR code at your local FedEx Ship Center or Walgreens.
 - Be sure to get a receipt with your tracking details from the associate.
- You must return the replaced eero device(s) within 30 days to avoid unreturned equipment fees.
- You can view your equipment return details, get another label, and track your shipment anytime in the Equipment Return Hub within the WOW! Online Account Manager at **login.wowway.com**

Troubleshooting

- If the eero app cannot find your new device, make sure **Bluetooth is enabled** on your mobile device and that the new eero is **powered on**.
- If the eero's LED does not become **solid white** within 10 minutes, restart both the modem and the eero, then check the eero app again.
- Verify that all power and Ethernet cables are securely connected before retrying the setup process.

Support

- Visit **www.wowway.com/help-center/internet** for FAQs and troubleshooting tips.
- Call our team at 866-496-9669 or via chat at [wowway.com/chat](https://www.wowway.com/chat).

**Refer
your friends
to WOW!**

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Self-Installation of Equipment & Services: For some services and in some market areas, WOW! may allow (or require) self-installation and activation of WOW! equipment to be used in connection with WOW! services. If you have agreed to self-install equipment to be used in connection with WOW! services, you further agree that: (A) you will adhere to the self-installation requirements specified by WOW!, which will be provided to you, at WOW!'s discretion; (i) as written instructions included as part of the self-installation kit provided to Customer; and/or (ii) within an online, an email or other communication by WOW! to you. In this connection, you agree that WOW! may require that you provide to WOW! a valid email address (to receive communications from WOW!, including the self-installation instructions) and/or provide a telephone number so that a WOW! technician may assist in the installation process; and/or (iii) on WOW!'s website; and (B) WOW! has no responsibility for the condition, operation, functioning, compatibility, repair, maintenance or any other aspect of the equipment provided by you or others. You will be responsible for your customer provided equipment and any damages to WOW! equipment, customer equipment or otherwise that may be caused by you or otherwise result from your failure to adhere to the self-installation instructions; and (C) billing will begin when service is connected by WOW!, whether or not you have installed and activated the Service; and (D) your use of WOW! services is subject to WOW!'s terms of subscription and acceptable use, network management and other policies that WOW! has implemented in connection with the services; and (E) installation and/or activation fees may apply. If you are unable for any reason to successfully install your equipment, please contact us and we will assist you in your installation, which may require an additional installation charge.

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