

ADD AN EERO DEVICE

Self-Installation Guide



Use this guide to set up and activate additional eero device(s) on your existing Whole-Home WiFi network.

If you are replacing an existing eero device, refer to the **Swap eero Device(s) Self-Installation Guide** included in this kit.

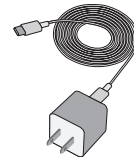
You'll need:

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

What's in your WOW! Whole-Home WiFi Self-Installation Kit:



eero device(s)



eero power cord

Access the eero app

The eero app is essential for setting up and managing your internet. It provides easy step-by-step instructions to configure your network, check connected devices, and troubleshoot common issues associated with your network.

Download the eero app

1. If you haven't already, download the eero app on your mobile device. Visit the App Store or Google Play, search for "eero," then download the app. You can also scan the QR codes to access the app store on your device.



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2. Log in with your Amazon account, eero account, or create a new login.

Note: Logging in with your Amazon account centralizes control of your connected home and gives you features like Amazon Frustration-Free Setup, Alexa Smart Home Hub, multi-factor authentication, and security alerts. If this is your first time creating a new account, enter the verification code sent to you via SMS or email from Amazon, then tap the blue arrow in the app.

Add an eero device to your existing WiFi network

The eero app will guide you through easy setup instructions to activate your new eero device. To get started, follow these steps:

1. **Open** the eero app on your mobile phone.
2. Tap the **+** icon in the upper-right corner and follow the on-screen instructions to add your new eero device to your WiFi network.



Helpful tips

- Ensure your outlet isn't controlled by an on/off switch.
- Place your new eero device in a visible location on a hard, flat surface at table height.
- Do not place any eeros on the floor or in a closet.
- If you are setting up multiple eero devices, complete the installation of all eero devices first, then proceed with the firmware updates to ensure a smooth setup process.

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 chat with us at wowway.com/chat.

**Refer
your friends
to WOW!**

wowway.com/referafriend

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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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