



How to add an eero device

Self-Installation Guide



You'll need:

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

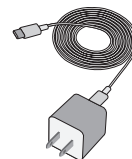
What's in your new eero kit:



Instructions:
How to add an eero device



eero device(s)



**eero power cord
if applicable**

Before You Begin

If you are connecting your Whole-Home WiFi to an existing WiFi modem, we will need to perform a few extra steps to prevent conflicts between your new WiFi network and the network previously established on your modem. Chat with us at [wowway.com/chat](https://www.wowway.com/chat) or call us at **866-469-9669** so that we can quickly assist you.

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

- 1.1.** On your mobile device, visit the App Store or Google Play, search for “eero,” then download the app. You can also scan the right to access the app store on your device.
- 1.2.** 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 in the verification code sent to you via SMS or email from Amazon, then tap the Blue arrow in the app.



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Add an eero device to your existing WiFi network

The eero app will guide you through easy set-up 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 **blue + icon** in the upper right corner.
3. Tap **Add indoor eero device**.
4. Plug your new eero device into a power outlet, then tap **Next** in the app.
5. The app will search for the new eero device. When the device starts blinking blue, it's in pairing mode.
6. Once the new eero device is found, you'll be prompted to name it.
7. After naming your new eero device, it will be added to your network.
8. You can now either **Finish Setup** or **add another eero device**.

Helpful tips

- Ensure your outlet isn't controlled by an on/off switch.

Support

- Visit www.wowway.com/help-center/internet for FAQs and troubleshooting tips.
- Call our team at **1-866-496-9669** or chat with us at www.wowway.com/chat
- 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.



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