Whole Home Wi-Fi

Quick Start Guide

(No Contact or Tech Assisted)

Astound

This guide will assist you in connecting and setting up your **eero Whole Home Wi-Fi.**

If you requested no-contact installation, your installer will complete the work outside you home and will assist you over the phone. This guide is easy-to-use and will get you started. You and your installer will follow the step-by-step process together to get your Wi-Fi services connected.

Note: In order to properly install and setup the **Whole Home Wi-Fi** equipment you will need to install the **eero Whole Home Wi-Fi system app** on your mobile (Apple iPhone/iPad or Android) device.

Your Technician's Name is: _____ **and can be contacted at:** _____

Before you get started:

• Think about where you will use the Internet the most the modem and router should be placed as close to this location as possible.

• If you are using the internet over a large area try to centralize the modem and eero Base in the home for optimal throughout.

• Place the eero Beacons within 30 ft of the base upon setup. Once setup, you can experiment with placement to ensure coverage where you use the Internet the most.

• Final placement of the Beacons should be half way between the Base and any dead zones in the home.

STEP 1

1. Go to your Play Store and search for the **eero Whole Home Wi-Fi** System application.

2. Once you have located the app press Install.

3. Once the app has installed press the Open button.

STEP 2

The app will open and you walk through the first 4 screens by clicking next. When you get to the last screen press the "**Let's Get Started"** button. (See Below)
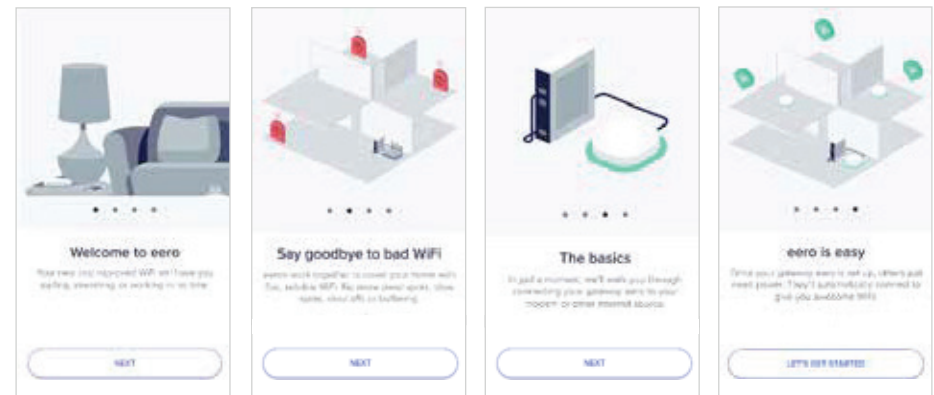
STEP 3

When you see the Welcome to eero Click on the **CREATE ACCOUNT** button.

STEP 4

Enter your Full Name, Mobile Number, and email address. You will receive an email from eero and verify that your email address. Once you have entered the required information click **Next**.

STEP 5

You will be sent a verification code via text. Enter that code; click the box to agree to eero's terms and privacy policy.
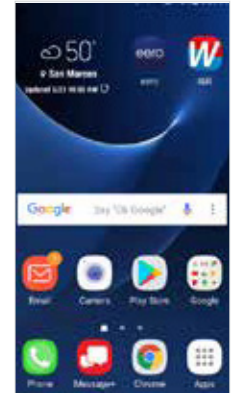
Then click **Next**. (See Below)

When you see the eero screen that has the **GET STARTED** button you have successfully installed the app. (See Below)
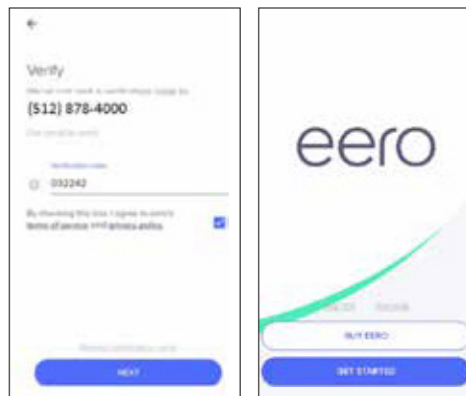
STEP 6

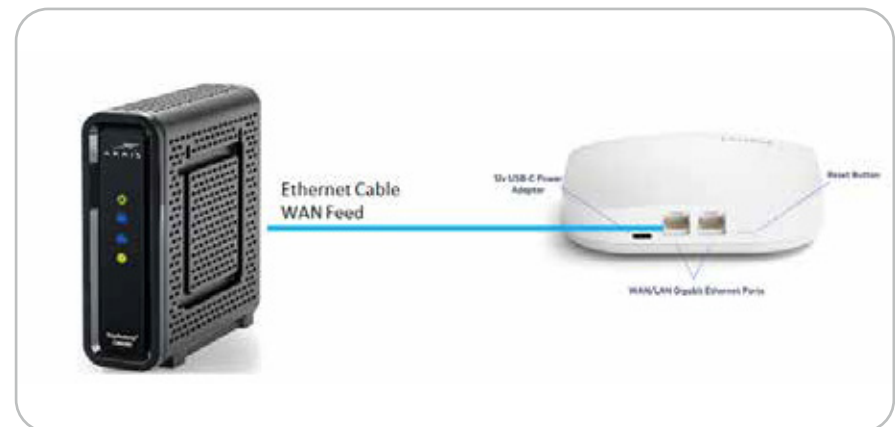For Android devices: To easily locate the app move it next to your home screen.

STEP 7

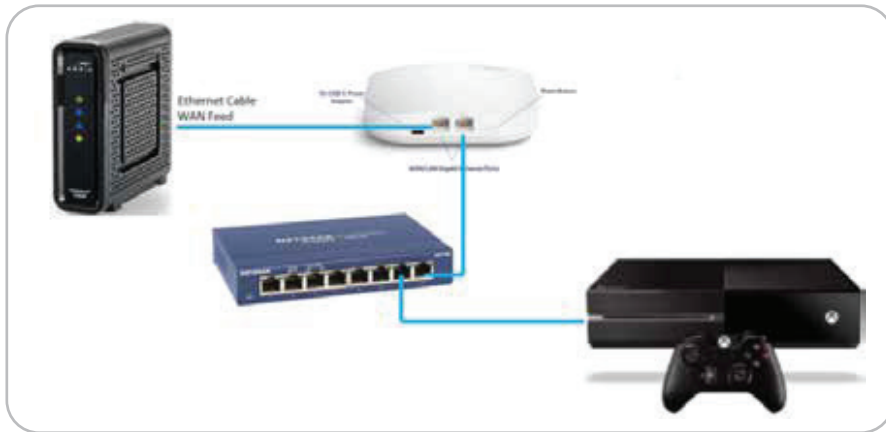Press **Get Started** and the app will walk you through the set-up process.

STEP 8

Here are a couple wiring scenarios for your reference. Your technician can assist you further if you need assistance.

Scenario 1: Internet only customers. Cable Modem with eero.

Scenario 2: Customer modem, eero, and Switch for additional Ethernet ports.

LED Color	What it Means
⚪ No Light	eero doesn't have power
⚪ Blinking White	eero software starting up/connecting to the internet
🔵 Blinking Blue	Broadcasting Bluetooth
🔵 Solid Blue	eero app is connecting to your eero and setting it up
🟢 Blinking Green	Multiple eeros detected
🟡 Blinking Yellow	Unapproved USB-C power source used
⚪ Solid White	eero connected to the internet
🔴 Solid Red	eero is not connected to the internet

Additional Resources: If you need assistance after your installation, please don't hesitate to contact us at **1.800.427.8686** or at **astound.com/support**; our customer service agents are available 24 hours a day, 7 days a week.

Our customer pledge is simple:

we're committed to putting you first in everything we do.

- 24/7 US based customer service
- We will do what we say we're going to do
- 30-Day money back guarantee
- On-time Guarantee

- Easy to understand bill
- No mandatory contracts
- Service calls 7 days a week
- We'll make every effort to resolve your issue the first time

If you have any questions with your installation, please go to astound.com/support or call 1.800.427.8686.

![Astound logo]