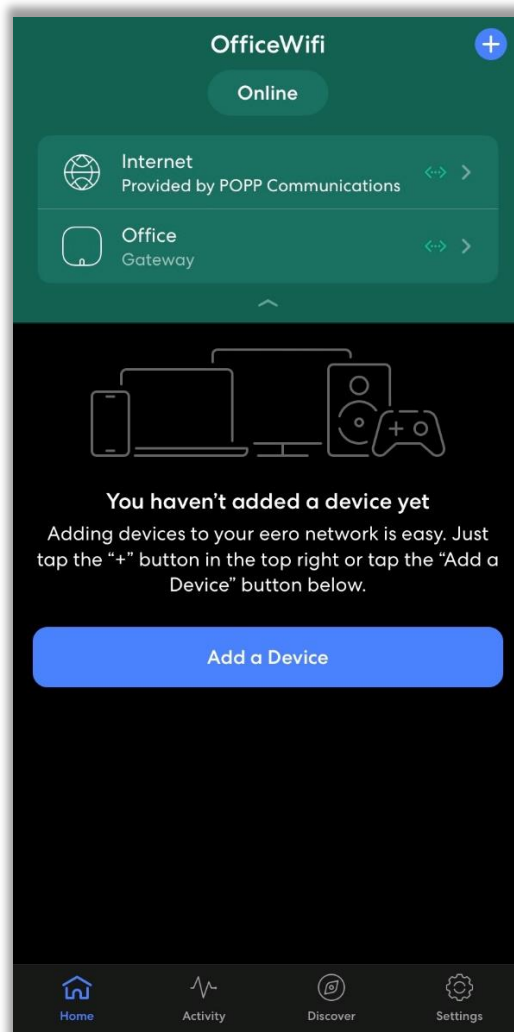


### Installing the App

- You will receive an e-mail confirming your wireless network has been installed. Download the Eero app to your mobile device using the links from the e-mail, or search for *Eero* from your phone's app store.
- After downloading the app, you need to register your account with Eero to complete the transfer to your device, and for managing your Wi-Fi network. The registration will request for your name, mobile number, and e-mail address. Use the same information that was provided to the technician during the configuration/installation of your device(s).
- After you have logged in, your app will look like the following:



- When you open the mobile app, you may see a box labeled *Let's update your network* or *Update available*; this means a new update is available for your Eero. You can update the device now, or it will automatically update.

### Options and Settings

The menu options from the mobile app include the following, going from the top Internet button:

- **Internet:** select this to run speed tests. The speed test may take 1-2 minutes to complete and are recorded within the **Activity** menu.
- **Gateway:** the Eero Pro will be labeled as the room you selected during the initial configuration (e.g. Office). This is a shortcut to the device to review basic items including the IP addressing and restarting the device.
- **Addition symbol (top-right corner)** will have several options to choose from:
  - **Add a Device:** this will present you with options to send your wireless network information to other persons or devices. For example, you can send a text message or an e-mail with the wireless information to others in the office or share a QR code for a mobile device to scan.
  - **Add a Profile:** this can only be used in conjunction with the Eero Secure subscription (sold separately). Profiles are intended for content filtering with devices connecting to your wireless network, e.g. adult or violent content. Profiles can be used to configure scheduling devices having access to the network.
  - **Add an Eero Device:** select this to setup beacons.
  - **Invite a Guest:** this will allow users to join via a guest network and will allow you to share the wireless network details.
- **Activity** will show your speed test results. The option for *See More Activity* is only available if you subscribed to Eero Secure (sold separately and directly through Eero).
- **Discover** is used for external apps, such as Eero Secure, which are not provided with POPP-related services.

### Wireless Network Settings

To change your network configuration and advanced settings, select the **Settings** option in the bottom-right corner:

- **Network:** manage the name of your wireless network.
- **Password:** manage the password to connect to your wireless network.
- **Guest Access:** enable/disable guest wireless network access.
  - The Eero will assign guests in a different LAN subnet than your default LAN.
- **Notifications:** the app can notify you of software updates for your Eero equipment and if any devices connect to your wireless network.
- **Software Updates:** updates for your Eero device(s) will appear here if available.

### Advanced Settings

To manage the IP addressing, and whether your Eero Pro functions like a router or an access point, select the **Advanced** menu:

- **IP Addresses:** this section will show the following IP information
  - **External:** the IP address obtained from the upstream equipment it is connected to.
  - **Gateway Eero:** the gateway IP address of the Eero wireless network.
- **Internet connection:** the **ISP (Default)** option will be enabled. If you wish to change the IP address from a dynamic (DHCP) to static IP address, select the **Static IP** option at the bottom and populate the **IP Address**, **Subnet Mask**, and **Router IP** with their respective values.
- **DNS:** this is automatically assigned but can be changed by selecting **Custom DNS** at the bottom.
- **DHCP & NAT:** by default, your Eero Pro is acting as the router. The Eero device will assign IP addresses by default for wireless devices that connect via DHCP. These settings can be changed.
  - **Automatic:** the Eero will automatically assign and choose its private IP addresses.
  - **Manual IP:** select the respective private subnet for the Eero to assign IP addresses to wireless devices. You can also change the subnet IP, Subnet mask, and DHCP range.
  - **Bridge:** will put your Eero Pro into bridge mode. This allows your Eero Pro to function as an access point while your router manages your existing network.
- **Reservations & Port Forwarding:** you can add DHCP reservations with port forwarding rules, in addition to firewall rules, from this section.
  - Note: this section is only available if your Eero Pro is acting as the router. This section will not be available if your Eero Pro is set in bridge mode.
- **Restart Network:** remotely reboot your Eero device.
- **Delete Network:** this will remove the Eero device and respective configuration settings. If selected, you will have to reconfigure your Eero.

### Managing Devices

When a device connects to your wireless network, the device will appear in the mobile app. You can select the respective device to manage whether it remains connected to your wireless network, or review other properties including its IP address and activity being sent from the device. You can also pause/resume traffic to this device using the *Pause* option in the top-right corner.

