



eero

Setup Guide

Welcome!

Let's get your new eero system up and running.

If you've just received your eero hardware, you're in the right place.

This guide will walk you through everything you need to know to get started quickly and confidently.

In this guide, you'll find:

- How to set up your new eero device
- How to set up your eero without mobile data
- How to set up your eero with an existing router
- What the eero light indicators mean



Setting up your eero device

What you'll need

In the box:

- Your new eero(s)
- Ethernet cable
- Power cord(s) (depending on your model)

Before you start, make sure you have:

- The eero app (iOS or Android)
- A compatible device (iOS 15.0+ or Android 9.0+)
- A mobile device with a data connection
(If you don't have mobile data, see the alternative setup instructions later in this guide under 'Setup your eero without mobile data')
- An active internet service in your home
- Your existing modem or router (if applicable)

1. Download the eero app

To get started, download the eero app:



Setting up your eero device

2. Sign in or create your account

Open the app and sign in using your Amazon account, or create a new eero account.

Once you're signed in, tap **Get started** and follow the prompts.



3. Set up your eero Gateway

Your Gateway eero is your main device - it creates your network.

Any additional eero devices will act as satellites to extend your coverage.

To set up your Gateway:

1. Unplug your existing modem and router from power.
If you have other network devices connected, unplug those as well.
2. Connect your Gateway eero device to your modem using the ethernet cable that came in the box. You can use either of the ethernet ports on the back of your eero.
3. Plug your Gateway eero device into an available power outlet, then reconnect your modem to power.

Your eero's light will start flashing white as it powers on.

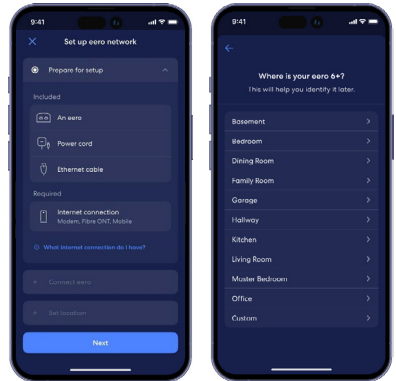
Note: If you don't have a modem, connect your eero directly to your nbn® connection device.

Setting up your eero device

4. Create your eero network

Now that you've got your nbn® connection device and Gateway eero plugged in, it's time to create your eero network. Once your devices are connected:

1. Tap Next in the eero app
2. Wait for your Gateway eero to be detected (the light will flash blue, then turn solid blue)
3. Choose a location name for your eero (this helps you identify devices later)



If prompted, enter your eero's serial number - it's printed on the bottom of the device next to the barcode.

Next, set your:

- Network name (SSID)
- Network password

This is what your devices will use to connect to Wi-Fi.

Tip: If you're replacing an existing router, you can use the same network name and password to avoid reconnecting your devices.

Important: Running two networks with the same name can cause connection issues. If your modem has built-in Wi-Fi, we recommend enabling bridge mode to avoid interference.

If bridge mode isn't available, you can still proceed using a double NAT setup. **For help, contact our team on 131 245.**

Setting up your eero device

Tap Next to complete your initial setup.

- If you only have one eero device, tap Finish setup.
- If you have additional eero devices, tap Add another eero device and continue to step 5.

5. Add additional eero devices

Once your Gateway eero is set up, your network is ready and you can add extra eero devices to extend your coverage throughout your home.

You can add any eero device to your network, even if it's a different model. Additional devices can be connected:

- Wirelessly, or
- Using an Ethernet cable

To add a device:

1. Plug your eero into a power outlet
2. Tap Next in the eero app
3. Follow the same steps used to set up your Gateway eero

Repeat these steps for each additional eero device.

More help

Setup your eero without mobile data

To set up your eero, you'll normally need the eero app on a device with an active internet connection. If you have limited or no mobile data coverage at home, you can still complete the setup by following the steps below.

Before you begin

When you reach Step 3 in the main setup instructions:

- Do not unplug your existing **nbn**® connection device or router
- Instead, connect your Gateway eero directly to your existing router using an Ethernet cable

This allows you to stay connected to your current Wi-Fi network while completing setup. Once everything is ready, you can switch over to your new eero network.

For more technical users, this setup is known as "double NAT".

During setup

In **Step 4**, make sure you choose a **network name (SSID)** for your eero that is different from your current Wi-Fi network. This helps avoid connection issues during setup.

After setup is complete

What you do next depends on your existing equipment:

If you have a standalone router:

- Disconnect the eero from your router
- Power cycle your nbn® connection box (turn it off and back on)
- Wait until it has fully restarted
- Connect your eero directly to the nbn® connection box

You can then remove your old router, as it's no longer needed.

More help

If you have a modem/router combination device:

We recommend enabling bridge mode (sometimes called “modem only mode” or “optimal network performance”) to get the best results with your eero network

If you need a hand at any stage, our friendly Australian-based support team is here to help on **131 245**.

Setup your eero with an existing router

For the best performance, we recommend using your eero system as your main router, with your Gateway eero connected directly to your modem.

However, if you’d prefer to keep using your existing router, you can still set up your eero devices alongside it.

In this setup, you have two options:

- Bridge mode – your eero devices extend your existing network
- Double NAT – your eero creates a separate network alongside your current one

We’ve outlined both options in more detail below to help you choose what suits your setup.

Note: If you’re using an FTTN or FTTB connection, your eero will need to be set up in bridge mode with your existing router.

More help

Bridging your eero

Bridge mode allows your eero devices to extend your existing network while your current router continues to manage the connection to your internet service.

You'll still benefit from eero's mesh Wi-Fi coverage, but some advanced eero features may not be available in this mode.

Option 1: Use bridge mode

Set up bridge mode

1. Create your eero network

Follow the setup steps in the eero app to get your network up and running.

Note: If your setup requires bridge mode to function, you may need to first complete the initial setup using a double NAT configuration.

2. Enable bridge mode in the eero app

- Open the eero app and tap **Settings** (bottom right corner)
- Tap **Network Settings**
- Tap **DHCP & NAT**
- Switch your selection from **Automatic (recommended)** to **Bridge or Manual** (for those running static IP)
- Tap the **Save** button in the top right corner

More help

Option 2: Use double NAT

While it may sound complex, setting up your eero in a double NAT configuration is straightforward.

In this setup, your eero network runs alongside your existing router, creating a separate network for your devices.

Set up double NAT

If you have a separate modem and router:

- Connect your Gateway eero to your existing router (instead of directly to your modem)
- Then follow the setup steps in the eero app

If you have a modem/router combination device:

- Connect your Gateway eero directly to the device
- Follow the setup steps in the eero app









If you prefer, you can also switch your modem/router into bridge mode, so it functions as a modem only.

What the eero lights mean

Your eero device has a small LED light on the front to show its status.

When everything is working as expected, the light will be solid white.

If the light is a different colour or is flashing, it's letting you know something needs your attention. Please refer to the guide below to understand what each light means.

LED Colour	What it means	What to do
 No light	eero doesn't have power	Ensure your eero is correctly plugged in
 Blinking white	eero software starting up/ connecting to the internet	Wait for the eero to finish connecting
 Blinking blue	Broadcasting Bluetooth	
 Solid blue	The eero app is connected to your eero and is setting it up	
 Blinking green	Multiple eeros detected	Ensure that only the eero you want to set up is turned on
 Blinking yellow	Unapproved USB-C power source used	Use only the power source included in the box
 Solid white	eero connected to the internet	
 Solid red	eero is not connected to the internet	Check to make sure there are no current outages and your eero is correctly connected to your modem/router

If you need any further assistance setting up your eero, please don't hesitate to give us a call on **131 245**.

