

**GET READY
TO LAUNCH
INTO BETTER
CONNECTIVITY**



Set up guide

Helping you get the most
from your Gigaclear WiFi

Gigaclear
Faster broadband for rural Britain

Setting up your new eero router

Before you get started, make sure you have:

- ✓ The eero app
- ✓ At least one eero device
- ✓ Internet service into your home
- ✓ A Gigaclear wall mounted fibre box (ONT)

1 Download the eero app

Download the app from Apple App Store, Google Play Store or Amazon Appstore and follow the account set-up instructions.

You'll need an iOS or Android smartphone, your email address and mobile number. During the set-up process, you will need to accept eero's terms and conditions.

Please note: If you don't have mobile data reception, call our Customer Service team on **01865 591 131**



Scan the QR code for further support with creating an account.



2 Remove any existing broadband equipment

Disconnect any existing equipment.

3 Connect your eero to the wall mounted fibre box (ONT)

Plug the ethernet cable provided with your eero into the wall mounted fibre box port labelled either **1, LAN1** or **10GE**.

Connect the other end of the ethernet cable into either ethernet port 1 or 2 on your eero.

Your wall mounted fibre box (ONT) will look like one of the images below.



eero (connection panel)



3



4 Power up the eero

Connect the eero to a power socket using the cable provided and wait for the light to show solid blue.

5 Set up your eero in the app

Go back to the eero app and press 'Get started'

The app will display some screens asking you to connect your equipment. As you've already done this in step 3, select 'Next' to continue.

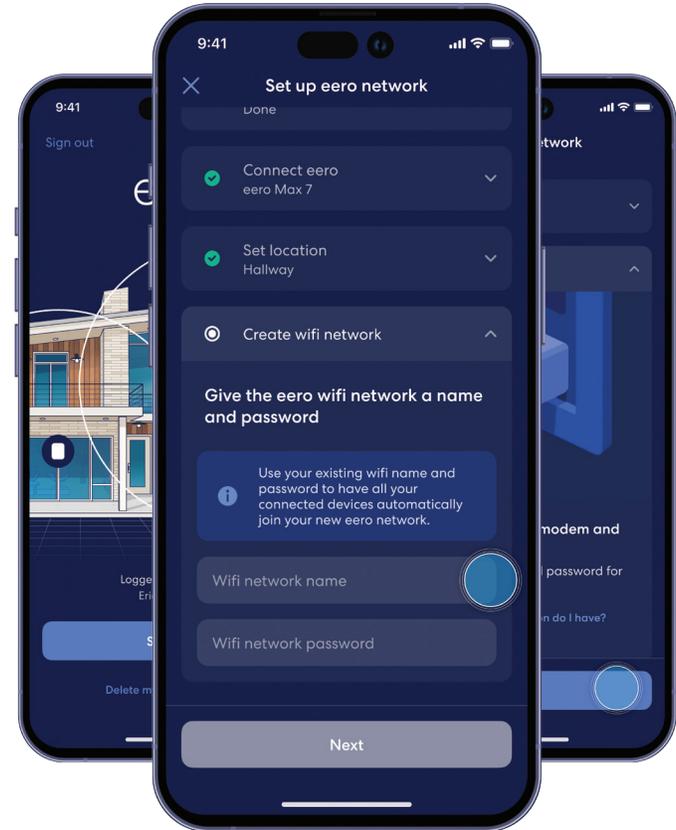
At the end of this section, the app will locate and configure your nearby eero automatically.

Please note: If prompted, allow access for the eero app to use Bluetooth, as this is needed for setup.

6 Enter WiFi details

You will be asked to set a name for your WiFi Network.

TIP: You can use your pre-existing WiFi name (SSID) and password to ensure your devices connect to the new eero network automatically.



7 Set up complete

Your eero should now be set up. Select 'Finish setup' or 'Add another eero' (if you have additional eero WiFi nodes) to continue. The app will guide you through the set up and placement of the eero device.

8 Activate your service

An activation screen will pop up on your mobile device prompting you to fill in some details to activate your service. (You will receive an email before your activation date with the information you need to activate your service).

9 Connect your other devices to your eero WiFi network

If you have created a new WiFi name and password, you can start adding your devices to the network.

If you have used the same WiFi name and password your devices will automatically connect.

What do the eero LED lights indicate?

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	The eero app is connected 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

What you can do in the eero app

The eero app makes it simple to set up, manage and understand your home WiFi network. With just a few taps, you can see what's happening on your network and keep everything running smoothly.

What you can do with the eero app (included as standard with all Gigaclear broadband subscriptions)

- ✓ **Set up your eero network** quickly and easily
- ✓ **View, set or change your network (WiFi) name or password**
- ✓ **Add extra eeros** provided with our Smart WiFi service to extend coverage
- ✓ **See all the devices** connected to your WiFi
- ✓ **Create profiles** for people or groups in your home
- ✓ **Pause WiFi** for a device or profile whenever you need to
- ✓ **Check WiFi activity** including data usage by device or profile
- ✓ **Set up a guest WiFi network** with its own name and password
- ✓ **Run a speed test** to your main eero router
- ✓ **Troubleshoot issues** with built-in tools



Want to learn more?

Scan this QR code for step-by-step instructions on how to use all of these features.



Even more features with eero Secure

eero Secure helps you get the most from the eero app by adding extra security and safety tools designed to protect you and your family online.



Advanced security

Prevent accidental visits to known malicious sites and help protect connected devices.



Ad blocking

Improve your browsing experience by blocking a variety of ads.



Advanced parental controls

Set restrictions for designated devices based on age range (pre-k, pre-teen, teen, and adult) or content categories.



eero internet backup

Connect eero to an alternate internet connection to keep the network up and running during an outage.

Please note: eero Secure may be included in your broadband package. Alternatively, you can add eero Secure to your service by calling **01865 968 646**



Want to learn more?

Scan this QR code to find out more about eero Secure features.

Optimising WiFi coverage

Considerations

- You may need to experiment with the location of your eeros to ensure optimal performance or add another eero if you notice dead spots in your home.
- Thick internal walls, dense building materials, furniture, plumbing, water, and/or other electronics may interfere with your WiFi coverage and performance. Whenever possible, aim for a direct line of sight between eeros.
- Houses with multiple floors or unusual layouts may need an eero on each floor or additional eeros to reach distant areas of the home.





✓ Router placed high and in the open



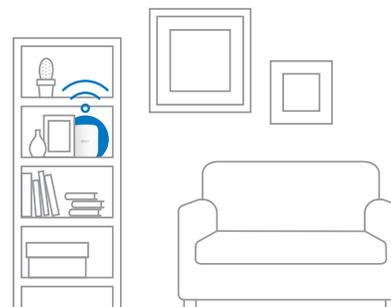
✗ Router placed too close to large objects



✗ Router placed next to electronic devices



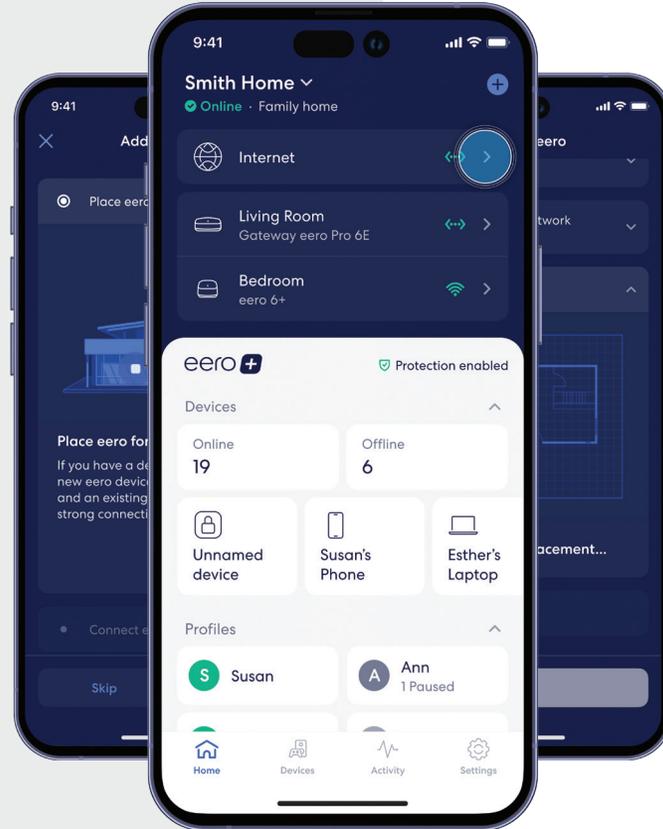
✗ Router obscured



Checking the positioning of additional eero Smart WiFi nodes

You can use the app to check the signal strength of the additional nodes.

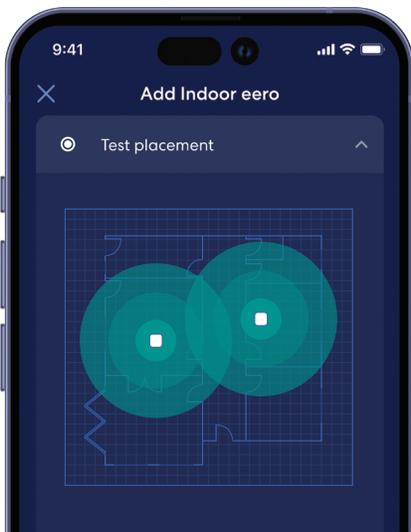
Try moving the eero Smart WiFi node around until you have at least 3 green bars showing in the WiFi symbol, whilst eliminating any WiFi dead spots.





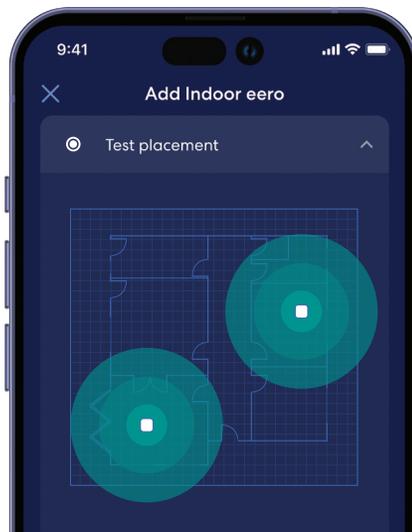
Ideal placement

eeros are placed at a distance where their coverage overlaps to form a strong WiFi "bubble".



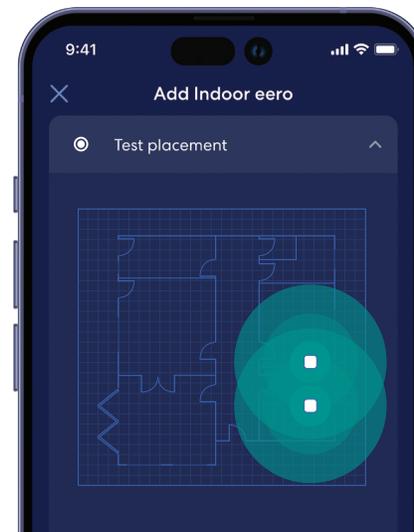
Too far apart

Place eeros too far apart, and the WiFi signal between them won't be strong enough.



Too close

If too close, you risk the WiFi signal not reaching the further parts of your property.



Still need help?

- Open the eero app and use the help tools for step-by-step guidance.
- Use the in-app support articles.
- Or scan this QR code to visit the Gigaclear support page.



Extra support

Contact our Customer Service Team on **01865 591 131**

Opening Hours

Monday-Friday 8am - 8pm (*Phone lines open 8am - 7pm*)
Saturday 9am - 5:30pm
Sunday 10am - 3pm (*Live chat only*)
Bank Holidays 10am - 5pm

Gigaclear

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