

eero

WELCOME USER



USING EERO

TVTI®

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eero RESETTING EERO DEVICE

RESETTING EERO:

THE FIRST THING YOU'LL WANT TO DO IS FIGURE OUT WHETHER YOU'RE EXPERIENCING SLOW BEHAVIOR ON MULTIPLE DEVICES. IF IT'S ONLY ON ONE DEVICE, SIMPLY TURN YOUR DEVICE'S WIFI OFF AND ON AGAIN. IF THAT DOESN'T WORK, TRY REBOOTING THE DEVICE.

IF YOU'RE HAVING AN ISSUE ACROSS MULTIPLE DEVICES, OR THE ABOVE STEPS DON'T HELP, READ ON!

CHECK YOUR SPEED:

IF YOU'RE ON A COMPUTER, TRY RUNNING A SPEED TEST FROM SPEEDTEST.NET. OR IF YOU'RE ON A MOBILE PHONE, RUN THE OOKLA SPEEDTEST.NET APP. MAKE SURE YOU TAKE THE SPEED TEST FROM SEVERAL DIFFERENT LOCATIONS AROUND YOUR HOME. AS A POINT OF COMPARISON, YOU'LL ALSO WANT TO TRY THE SPEED TEST NEXT TO YOUR GATEWAY EERO. TO ENSURE YOU'RE CONNECTED TO THE NEAREST EERO WHEN RUNNING A SPEED TEST, TURN WIFI OFF AND THEN ON AGAIN BEFORE EACH TEST AT A NEW LOCATION.

IF YOU SEE LOW SPEEDS (IN THE SINGLE DIGITS), BUT THIS ISN'T TYPICAL, MOVE ON TO THE STEPS BELOW. OR CALL YOUR ISP TO INCREASE SPEEDS TO YOUR DESIRED LEVEL.

POWER CYCLE YOUR EEROS:

TRY POWER CYCLING YOUR EEROS BY UNPLUGGING THE POWER CABLE FROM THE BACK OF YOUR EERO, WAITING 30 SECONDS, AND PLUGGING IT BACK IN. THIS STEP CAN SOMETIMES FIX CONNECTIVITY ISSUES.

THE EERO'S LED WILL TURN SOLID WHITE, THEN BE FLASHING WHITE WHILE BOOTING UP. IT TAKES ABOUT A MINUTE TO START UP AND BEGIN BROADCASTING. YOU'LL KNOW WHEN THE CYCLE COMPLETES BECAUSE THE EERO'S LED WILL GO SOLID WHITE AGAIN.

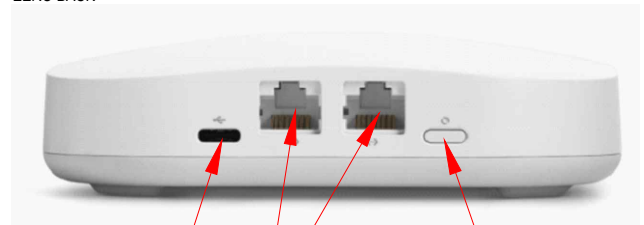
RESTART YOUR MODEM:

RESTARTING YOUR MODEM CAN SOMETIMES FIX CONNECTIVITY ISSUES AND IMPROVE PERFORMANCE. UNPLUG THE POWER CABLE FROM YOUR MODEM, WAIT 30 SECONDS, THEN PLUG IT BACK IN. DEPENDING ON THE MODEL OF YOUR MODEM, IT CAN TAKE A FEW MINUTES TO RESTART.

EERO FRONT



EERO BACK



LED LIGHT

USB ADAPTER

ETHERNET PORTS

RESET BUTTON

BEACON FRONT



BEACON BACK





LED IS RED/MY NETWORK IS OFFLINE

LED IS RED

MY EERO'S LED IS RED.

WHY DID THIS HAPPEN AND HOW CAN I FIX IT?

A RED LED INDICATES THAT YOUR EERO DOESN'T HAVE AN INTERNET CONNECTION OR THAT YOUR INTERNET SERVICE IS DOWN. CHECK THAT YOUR GATEWAY EERO IS CONNECTED CORRECTLY TO YOUR MODEM AND THAT YOUR INTERNET SERVICE IS WORKING.

MY NETWORK IS OFFLINE

IF YOUR NETWORK IS OFFLINE, YOU WILL WANT TO TROUBLESHOOT YOUR NETWORK. BELOW ARE THE PREFERRED STEPS TO TAKE, BUT IF YOU HAVE ALREADY TRIED THESE, YOU MAY WANT TO CONTACT YOUR ISP (SEE BELOW).

PLUG IT IN:

MAKE SURE YOUR EERO AND MODEM ARE BOTH PLUGGED INTO A POWER SOURCE. THE LIGHTS ON YOUR MODEM AND YOUR EERO'S LEDS SHOULD BE ON.

CHECK THE ETHERNET CONNECTION:

CHECK TO SEE THAT YOUR GATEWAY EERO AND MODEM ARE BOTH CONNECTED VIA ETHERNET AND THAT THE ETHERNET IS PROPERLY PLUGGED INTO BOTH DEVICES. IT SHOULD MAKE A CLICKING SOUND WHEN INSERTED.

POWER CYCLE YOUR EERO AND MODEM:

IF EVERYTHING'S POWERED AND CONNECTED TO ETHERNET, YOU CAN TRY POWER CYCLING YOUR EERO. UNPLUG IT AND REPLUG IT INTO POWER. THEN WAIT UNTIL IT FULLY BOOTS BACK UP - THIS SHOULD TAKE ABOUT 2 MINUTES. NEXT, TRY POWER CYCLING YOUR MODEM. IF THERE'S AN ON/OFF SWITCH, SWITCH IT OFF AND WAIT FOR 30 SECONDS BEFORE SWITCHING IT BACK ON. IF THERE IS NO ON/OFF SWITCH, UNPLUG THE MODEM AND WAIT FOR 30 SECONDS BEFORE PLUGGING IT BACK IN. WAIT UNTIL THE LIGHTS ON YOUR MODEM AND THE LEDS ON YOUR EERO ARE DONE BLINKING BEFORE TRYING TO GET BACK ONLINE.

CONTACT YOUR ISP:

IF YOU'RE STILL NOT ONLINE, IT MAY BE TIME TO TRY CONTACTING YOUR ISP.

SOME MAJOR ISPS INCLUDE:

COMCAST (PHONE: 1-800-934-6489)

TIME WARNER CABLE (PHONE: 1-800-892-4357)

VERIZON (PHONE: 1-800-837-4966)

AT&T (PHONE: 1-800-288-2020)

COX (PHONE: 1-866-272-5777)

CHARTER (PHONE: 1-855-757-7328)

OPTIMUM (PHONE: 1-888-276-5255)

SUDDENLINK (PHONE: 1-877-794-2724)

FRONTIER COMMUNICATIONS (PHONE: 1-800-921-8101)

EARTHLINK (PHONE: 1-800-817-5508)

CENTURYLINK (PHONE: 1-877-837-5738)

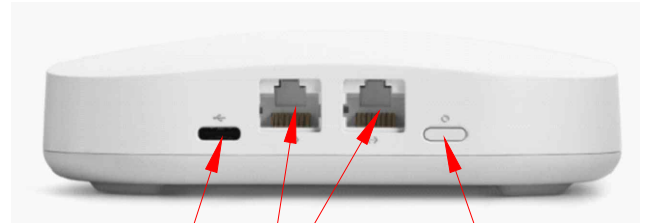
TO BETTER UNDERSTAND THE ISSUE, YOU CAN ASK YOUR ISP IF THERE'S BEEN AN INTERNET OUTAGE IN YOUR AREA OR ANY CHANGES TO YOUR INTERNET SETTINGS OR OTHER NETWORK SERVICES.

EERO FRONT



LED LIGHT

EERO BACK



USB ADAPTER

ETHERNET PORTS

RESET BUTTON

BEACON FRONT



BEACON BACK





ADD OR REMOVE EEROS FROM NETWORK

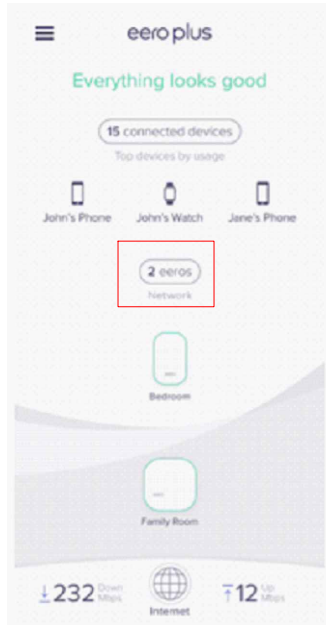
HOW DO I ADD OR REMOVE EEROS FROM MY NETWORK?

YOU CAN ADD AS MANY EEROS AND EERO BEACONS AS YOU NEED TO YOUR NETWORK. WITH EEROS (1ST AND 2ND-GENERATION), YOU CAN HAVE THEM JOIN YOUR NETWORK WIRELESSLY OR OVER AN ETHERNET CONNECTION. EERO BEACONS WILL ALWAYS JOIN YOUR NETWORK WIRELESSLY. TO ADD EEROS TO YOUR EXISTING NETWORK:

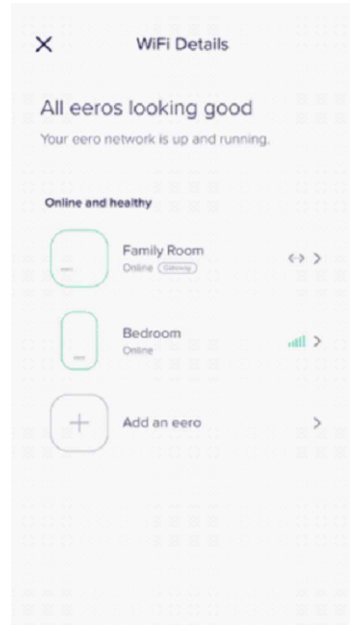
FROM THE EERO APP DASHBOARD:

1. TAP THE EERO BUTTON (THE ONE DISPLAYING THE NUMBER OF EEROS ON YOUR NETWORK).
2. TAP THE *ADD AN EERO* OPTION AT THE BOTTOM THE LIST
3. FOLLOW THE STEPS PROVIDED TO ADD THE EERO TO YOUR NETWORK.

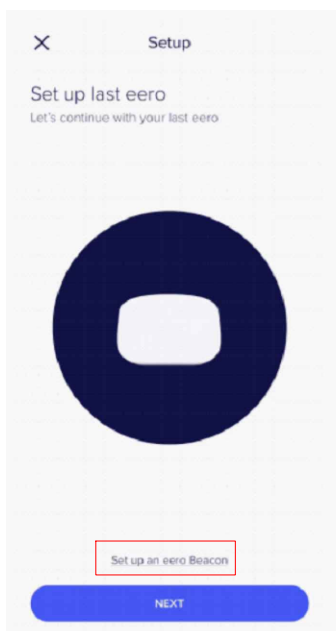
STEP 1:
SELECT THE EEROS (EX. 2EEROS)



STEP 2:
SELECT ADD EEROS



STEP 3:
SELECT "SET UP AN EERO BEACON"



STEP 4:
PLUG IN EERO BEACON

