



Managed Wi-Fi

USER GUIDE: **eero for Business**

About This User Manual

As a business customer, your eero network has been set up with eero for Business, which adds business and security features to eero's standard functionality. This user manual contains instructions for all standard settings, business settings, and security settings.

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Manage eero Network

You can manage your eero network by accessing eero settings through.

- **eero app** – a simple interface to manage commonly used settings and activity reporting.
- **eero Insight** – browser-based management interface that provides complete setting options and more detailed activity reporting.

You can share the responsibility to manage the eero network with someone you trust using Share Admin. Admins can only access the settings through eero app. If you want someone else to manage all the eero network settings, you will need to transfer the network to that person. After the transfer, you will no longer be able to manage the eero network.

How to Access eero App?



Our field technician initiates a network linking (transfer) request to give you, the account holder, access to manage your eero network using eero app.

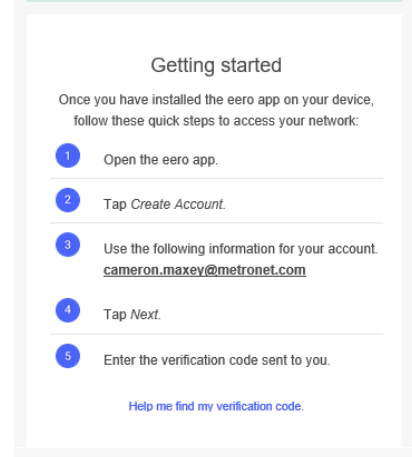
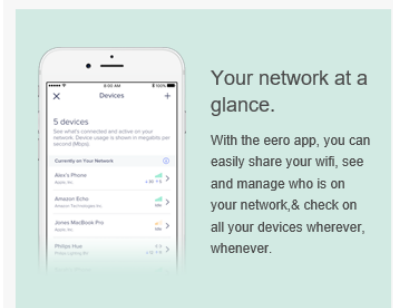
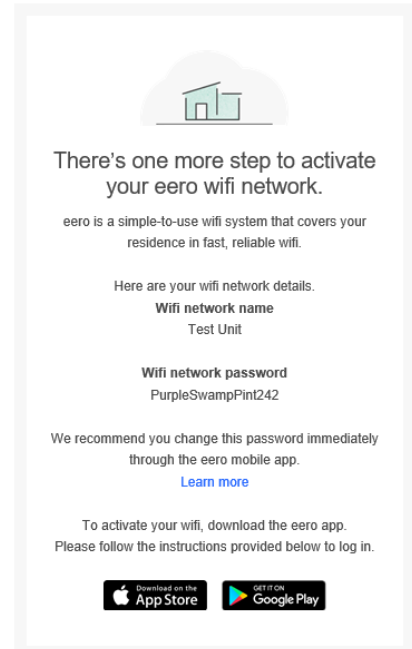
If you did not complete the network linking process in person with our field technician, find the eero invitation email sent to the account holder with the subject “Your eero Wi-Fi network is ready for activation”. The email should look like the sample to the right.

Follow the instructions in the invitation email:

1. Download and install the eero app at <https://eero.com/app>
2. In the eero app, tap **Create Account**
3. Use the indicated **email** to create an eero account
4. Tap **Next**
5. Enter the **verification code** sent to you

If you cannot find the invitation email, verify whether you are the account holder for your business’s Metronet business account. If so, you can email Metronet Support to resend the invitation email. Your request email needs to contain:

- Subject line: “eero for Business: Request to resend eero invitation email”
- Body must contain:
 - Subscriber ID
 - Your Name
 - Your Email
 - Your Cell Phone Number



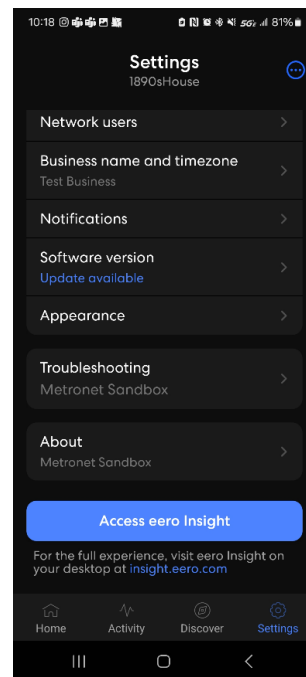
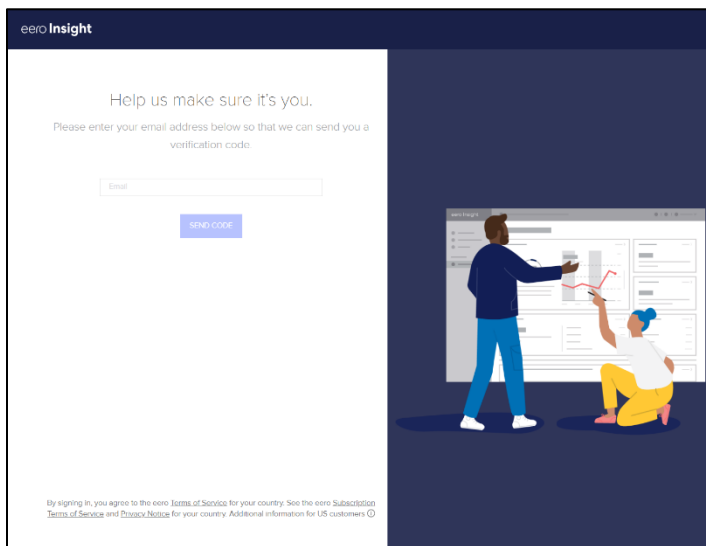
How to Access eero Insight?

eero Insight is only accessible to the network owner. It is not available to other admins. You can only access eero Insight after completing the network linking process.

1. In your browser, go to <https://insight.eero.com>
2. Enter your **email** associated with the eero account and click **SEND CODE**.
3. When you receive the **verification code** by email, copy and paste it into eero Insight to complete the login process.

Alternatively, you can also access eero Insight through the eero app,

1. Go to **Settings**
2. Click on the **Access eero Insight** button



How to Invite Admins?

You often want someone onsite who can manage basic eero settings, such as,

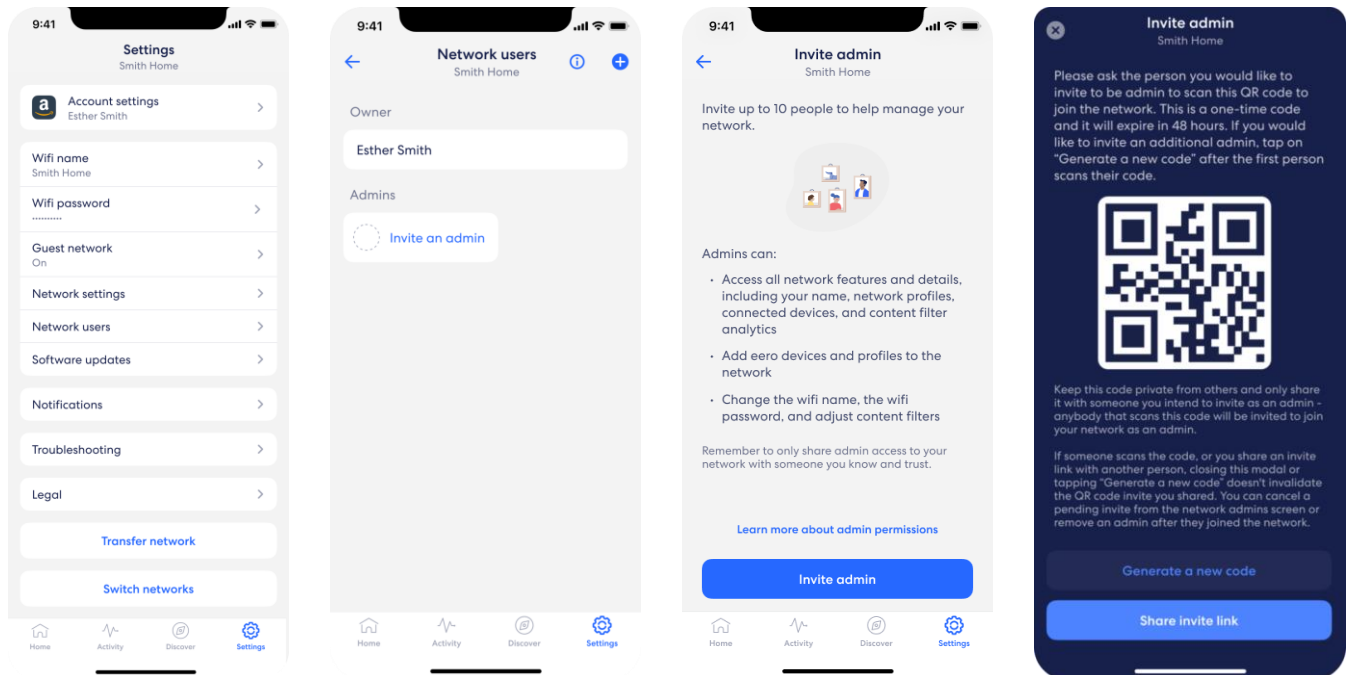
- Your business' co-owner
- Your designate while you are away
- The local branch's manager

You can give up to 10 other people admin access to your eero network using Share Admin.

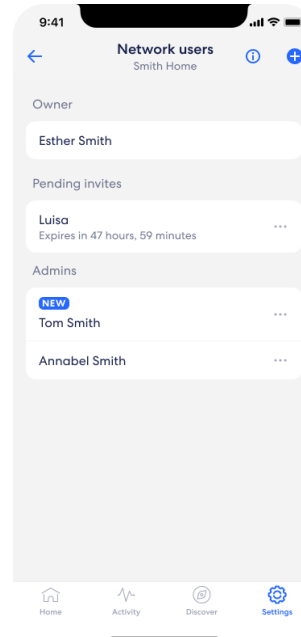
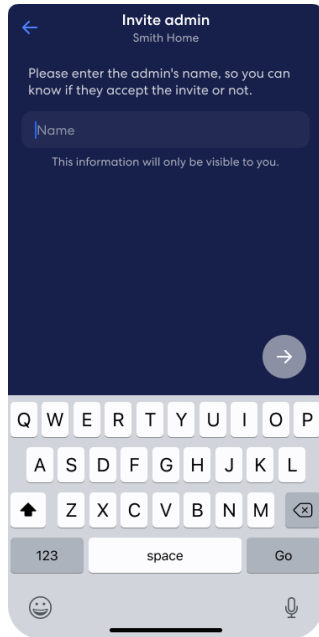
Admins can access most network settings and reporting. Admins cannot view or invite other admins, initiate a network transfer, or delete the network.

To invite an admin,

1. Go to **Settings** and tap on **Network users**
2. Under the **Admin** section, tap **Invite an admin**
3. Tap **Invite admin** to generate a one-time QR code
4. The invited admin just needs to scan the QR code to join the network
5. If the **QR code has expired after 48 hours** or if you need to invite an additional admin, click on **generate a new code**



6. Alternatively, you can also send the invite to the customer through email or text message by clicking on **Share invite link**
7. Enter the **admin’s full name**; then tap on **Next**
8. It will generate a link that you can send via any medium
9. Check under **Network users** to see the admins who accepted the invite and the status of pending invites
If a pending invite has expired, you can resend the invite by clicking on the desired medium



Request to Invite Admin

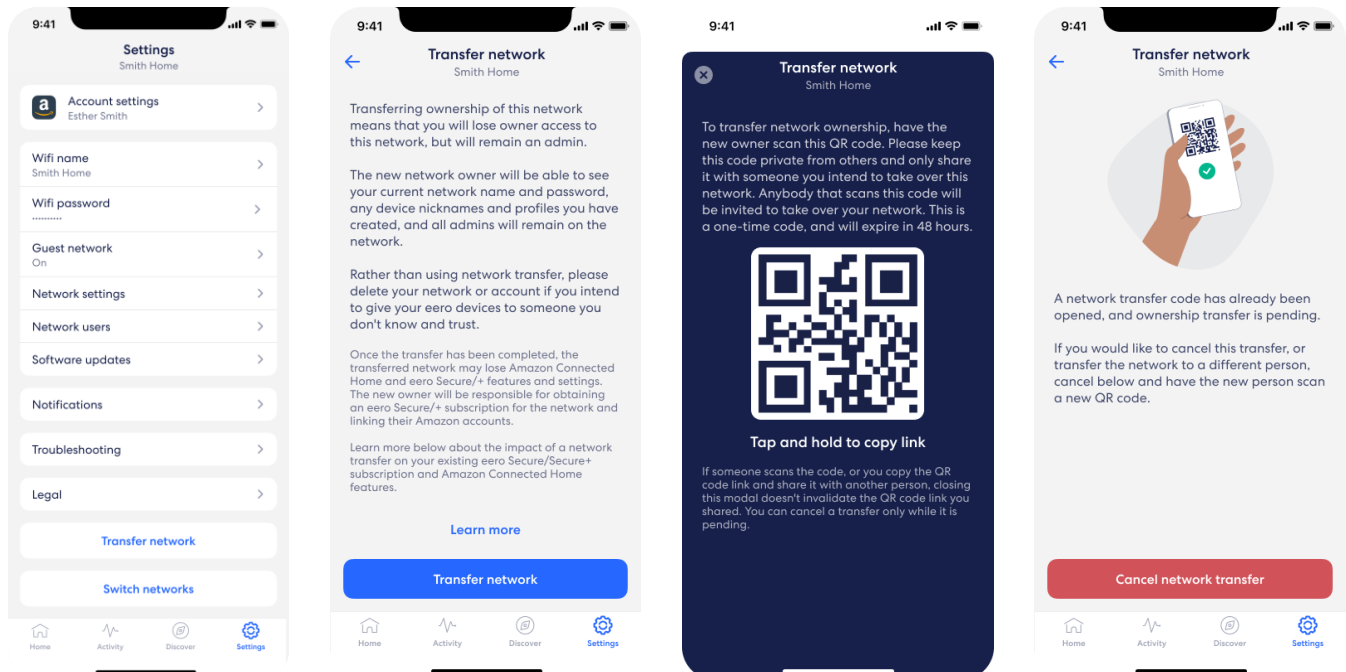
Email Metronet Support with:

- Subject line: “eero for Business: Request to invite admin”
- Body must contain:
 - Subscriber ID
 - Admin name
 - Admin email address
 - Admin cell phone number

How to Transfer Network?

You should only transfer the eero network to someone else when you no longer plan to manage the eero network.

1. Head to Settings in your eero app and tap on **Transfer network**
2. Read and confirm the transfer
3. Ask the new owner of the eero network to scan the **QR code**
4. (Optional) Need to cancel mid-transfer? Go back to the previous screen and tap **Cancel network transfer**



Multiple SSIDs

With eero for Business, you can have up to **four SSIDs**. You already have the Main Wi-Fi Network and a basic Guest Wi-Fi Network set up. For the **two other SSIDs**, you can either add Business Wi-Fi Network type and IoT Wi-Fi Network type.

Difference Between the 4 Wi-Fi Network Types

Main Wi-Fi Network:

Connect common devices that the staff uses to do their work, such as PCs, cell phones, printers, etc.

Guest Wi-Fi Network:

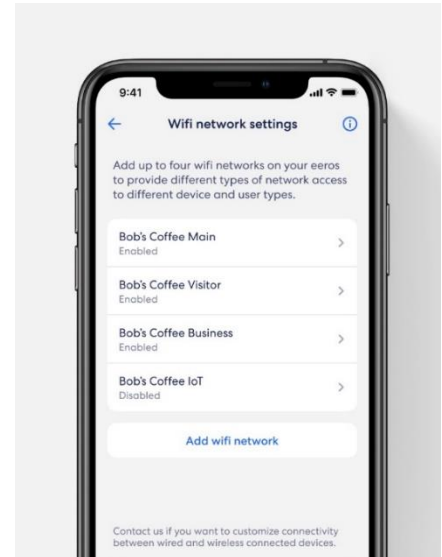
Connect your customers' or visitors' devices while they are onsite. These devices should be separated from employees' devices. Only the guest Wi-Fi network can have a captive portal.

Business Wi-Fi Network:

Connect devices that need to be isolated from employees and guests, such as Point-of-Sale system.

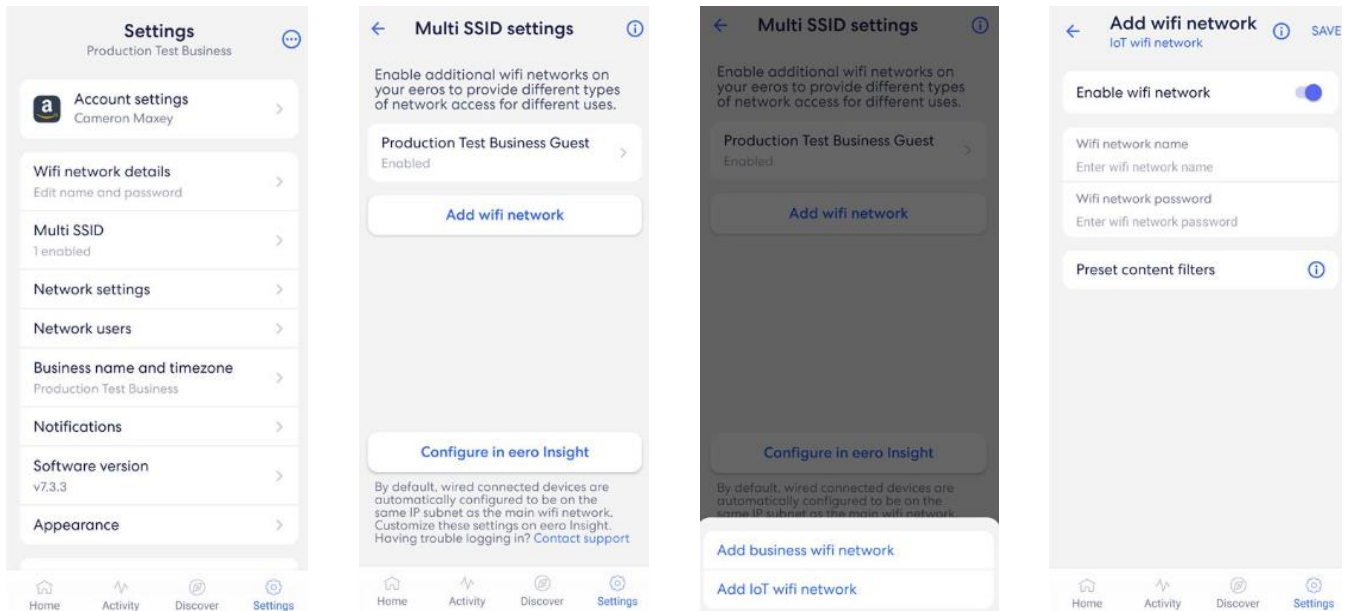
IoT Wi-Fi Network:

Connect smart building equipment, security cameras, and other IoT devices that need to be isolated from the rest of your network.



How to Add a Wi-Fi network?

1. Tap on the **Discover** tab at the bottom of the **eero app**
2. Navigate to the **Business features** section of the app and select **Multi SSID**
3. Select **Add Wi-Fi network**
4. Select **Add business Wi-Fi network** or **Add IoT Wi-Fi network**
5. Ensure **Enable Wi-Fi network** is selected
6. Enter the **Wi-Fi network name** and **password**
Note: Your password must be a minimum of 8 characters and must contain special characters
7. Select **Save**



Request to add a Wi-Fi Network

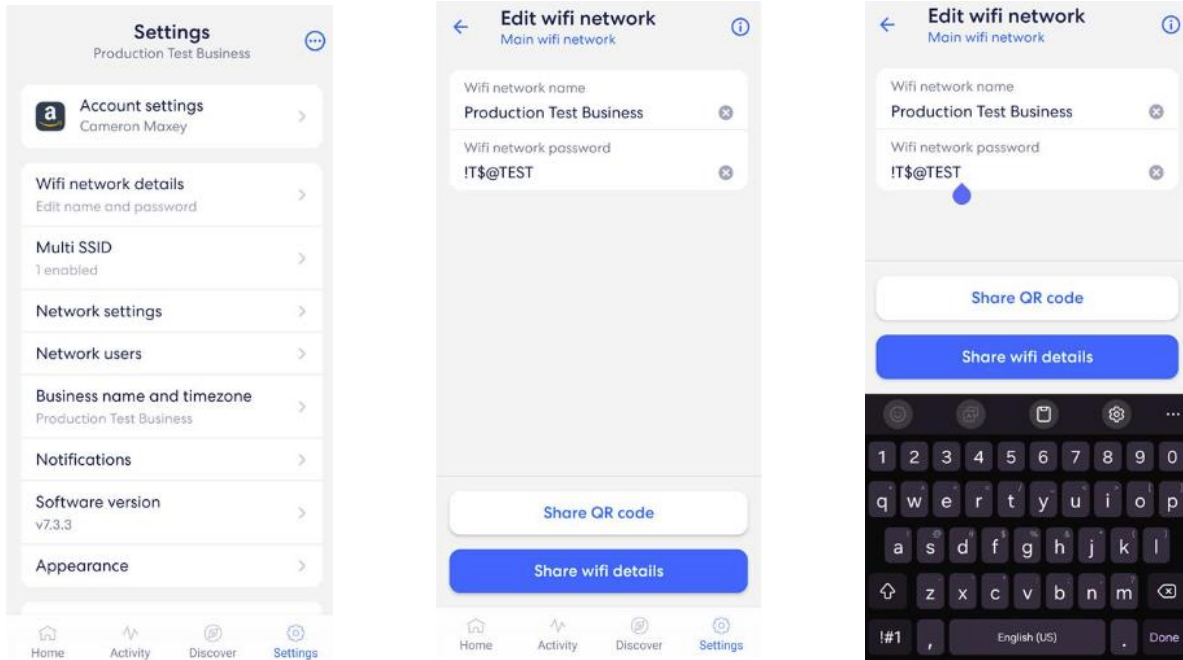
Email Metronet Support with

- Subject line: “eero for Business: Request to add a Wi-Fi network”
- Body must contain:
 - Subscriber ID
 - Wi-Fi network type
 - Wi-Fi network name
 - Wi-Fi network password (Minimum 8 characters, must contain special characters)

How to Update Password?

Easily change your Wi-Fi network password as needed.

1. From the **Settings** tab, select the **Wi-Fi network** for which you need to change the password
2. Tap **Edit password** to change your password
3. Enter in your **new password**, and tap **Save**



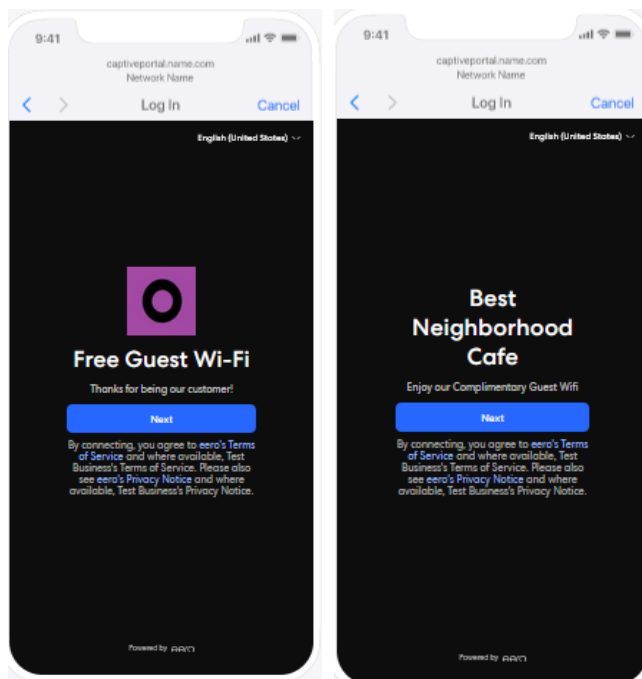
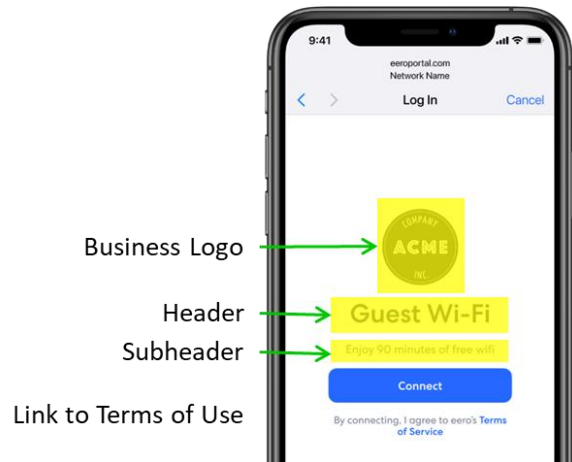
Request to Change Password

Email Metronet Support with:

- Subject line: “eero for Business: Request to change password”
- Body must contain:
 - Subscriber ID
 - Wi-Fi network name
 - New Wi-Fi network password (Minimum 8 characters, must contain special characters)

Captive Portal for Guest Wi-Fi

Captive Portal allows you to create a branded Wi-Fi experience by letting connected users (like visitors, customers, and guests) accept online terms and quickly access guest Wi-Fi. You can customize the business logo, header and sub header messages, custom terms of use, color scheme.



Examples of Header and Sub Header:

- Enjoy complimentary guest Wi-Fi
- Enjoy 90 minutes of free Wi-Fi
- Free Guest Wi-Fi
- Thank you for being our customer

If you do not have a business logo, you can still brand the captive portal by putting your business name in the Header.

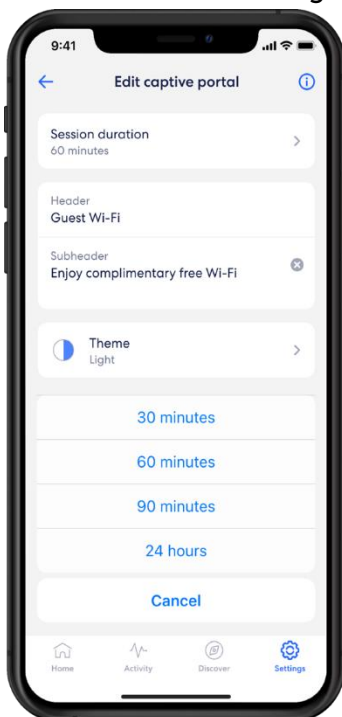
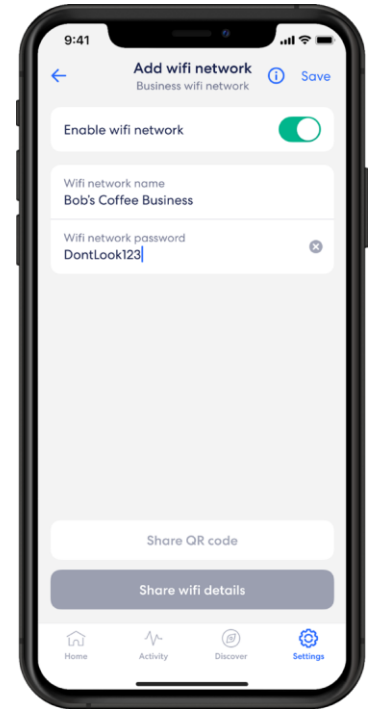
How to set up my Guest Network with Captive Portal?

You can only have a Captive Portal on a Guest Network.

1. Tap on the **Discover tab** at the bottom of the eero app
2. Select **eero for Business**
3. Select **Captive Portal** from the Business features section of the app
Note: This will load your guest Wi-Fi network settings, also known as your Captive Portal for your customers
4. Select your **captive portal (guest network) name and password**
Note: Your password must be a minimum of 8 characters and must contain special characters.

You can change the guest session duration, captive portal header and sub header, and captive portal theme.

5. Select **Edit captive portal**
6. **Session Duration:** Your captive portal enables you to set duration limits for guests' internet access ranging from 30 minutes to 24 hours.
7. **Header and Sub Header:** Customers initiating a new connection to your guest network will be greeted with a portal you can customize, including a welcome message.

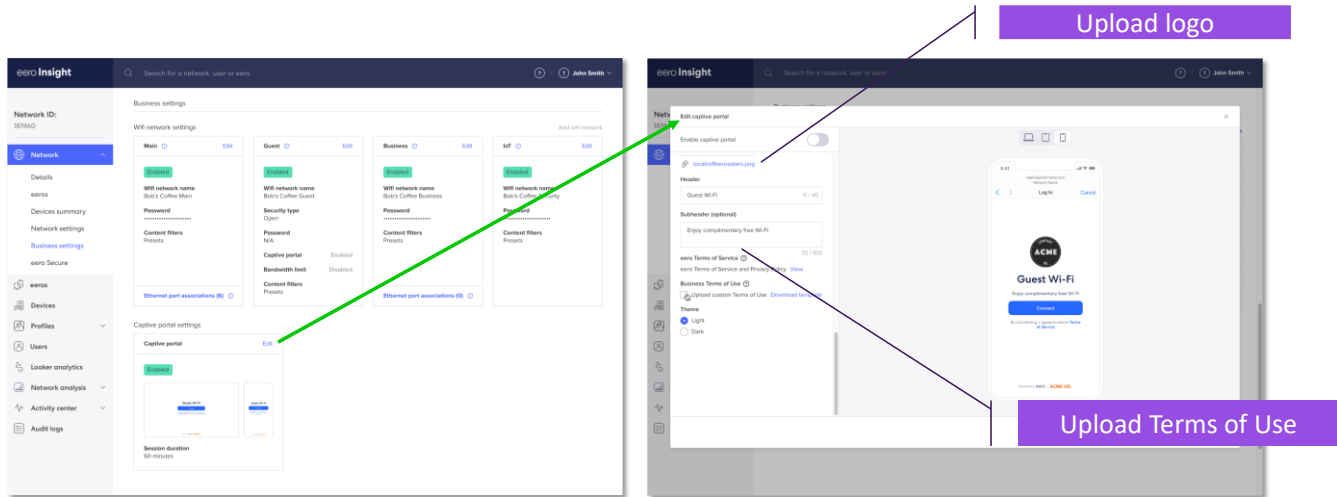


8. If you wish to customize your portal with your logo and business terms of use, select the Contact Us button to send your logo and business terms to eero for review.
9. **Theme:** You have the option to choose light or dark mode.
10. After you have finalized your captive portal, **hit Save**
11. Once you are done adding your Guest Network with Captive Portal, **select the back button arrow** at the top left-hand side of the app. You will have the option to add additional Wi-Fi networks by selecting the Add Wi-Fi network option.

How to further customize Captive Portal?

If you have multiple networks, select the one you wish to work with.

1. Scroll down to **Business Settings** (You can also click on it in the left-hand navigation menu)
2. Click on **Edit** in the **Captive Portal** section
3. Click on **“Click to Upload”** under **logo**
4. You may also upload a custom ToS by clicking the box next to ‘Upload Custom ToS’



Request to Setup and Customize Captive Portal

Email Metronet Support with:

- Subject line: “eero for Business: Request to set up and customize captive portal”
- Body must contain:
 - Guest network name
 - Guest network password (optional)
 - Captive Portal (yes or no)
 - Session duration (30 min, 60 min, 90 min, or 24 hr)
 - Header
 - Sub header
 - Color scheme (light or dark)
 - Logo (optional, attach with email)
 - Custom Term of Service (optional attach with email)

Profiles

When you need to apply the same control settings to a set of devices, it is more efficient to create a profile for that set of devices and apply control settings to that profile.

For example, a childcare facility has tablets being used by the children, tablets/computers being used by the staff. All the tablets for the children would be assigned to a profile called “Children Devices”, and strict security and content filtering settings are applied to that profile. The rest of the devices do not need special settings applied and they are left as is.

Settings that work with profiles include:

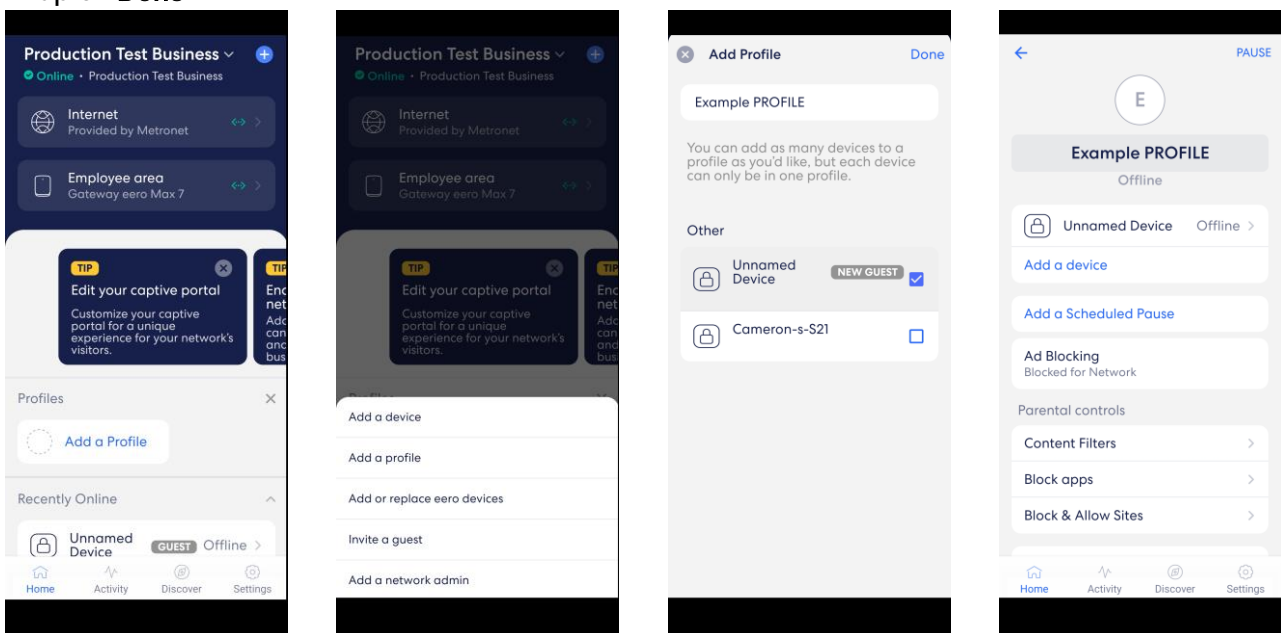
- Custom schedules
- Control internet access
- Apply content filters

How to Create a Profile?

1. In eero app, on the home screen, tap on **+** in top right corner
2. Select **Add a profile** from the pop-up menu
3. Fill in the **profile name**
4. **Select the devices** that should be assigned to this profile

The devices in the list are identified by their device name which you can look up and change on said device under Settings. If you do not rename the device, it will default to a generic name, which may contain parts of the brand and model, or it may look like a randomly generated string. To be able to identify the target devices efficiently, make sure you rename the impacted devices before creating a profile.

5. Tap on **Done**



Request to Set up Profiles

Email Metronet Support with:

- Subject line: “eero for Business: Request to set up profiles”
- Body must contain:
 - Subscriber ID
 - Profile name
 - List of devices assigned to this profile. (This list should be the complete list of devices to be assigned to this profile, including any devices you may have requested before).

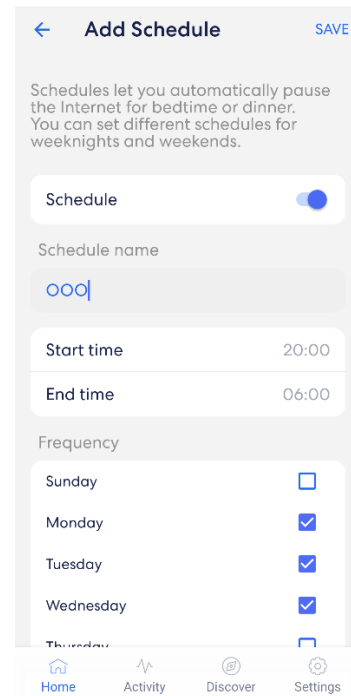
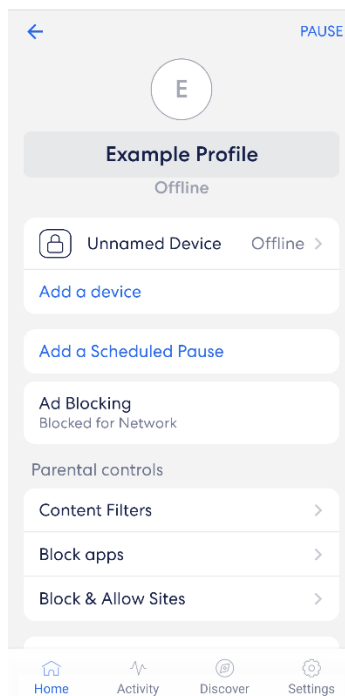
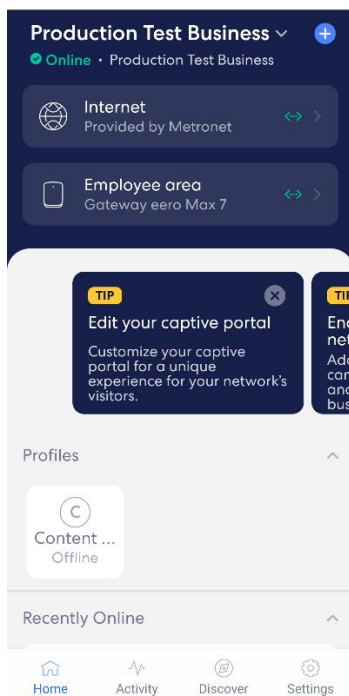
If you need to change the list of devices frequently, it would be more efficient for you to make these changes yourself. If you need more help than the instructions above, please call Metronet Support who will help walk you through the instructions.

Scheduling Wi-Fi devices

Pause your Wi-Fi network by setting schedules for specific profiles or devices.

How to Schedule a Pause?

1. From the **Home** table, tap the **profile or device** for which you want to set a schedule
2. Select **Add a Scheduled Pause**
3. Update the **schedule name, start time, end time, and frequency** for the scheduled pause
4. Tap on **Save**



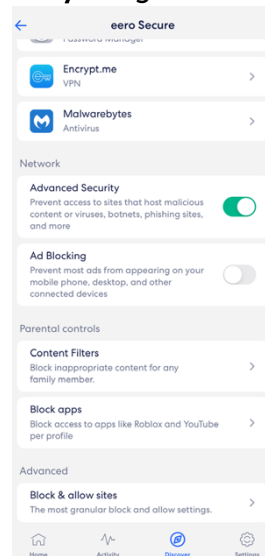
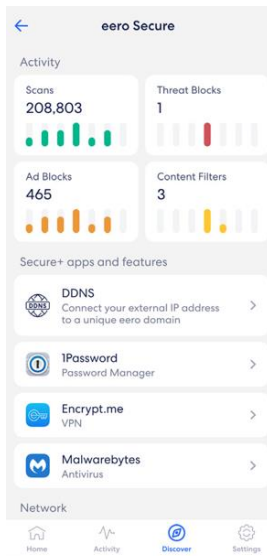
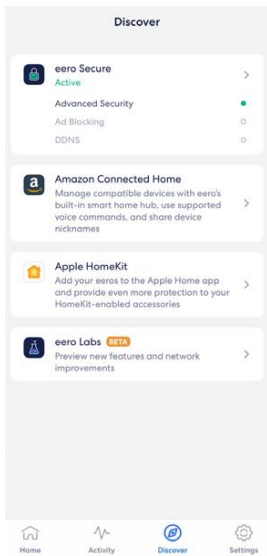
Advanced Security

Help keep your business safe from users accidentally visiting malicious sites that may infect your devices.

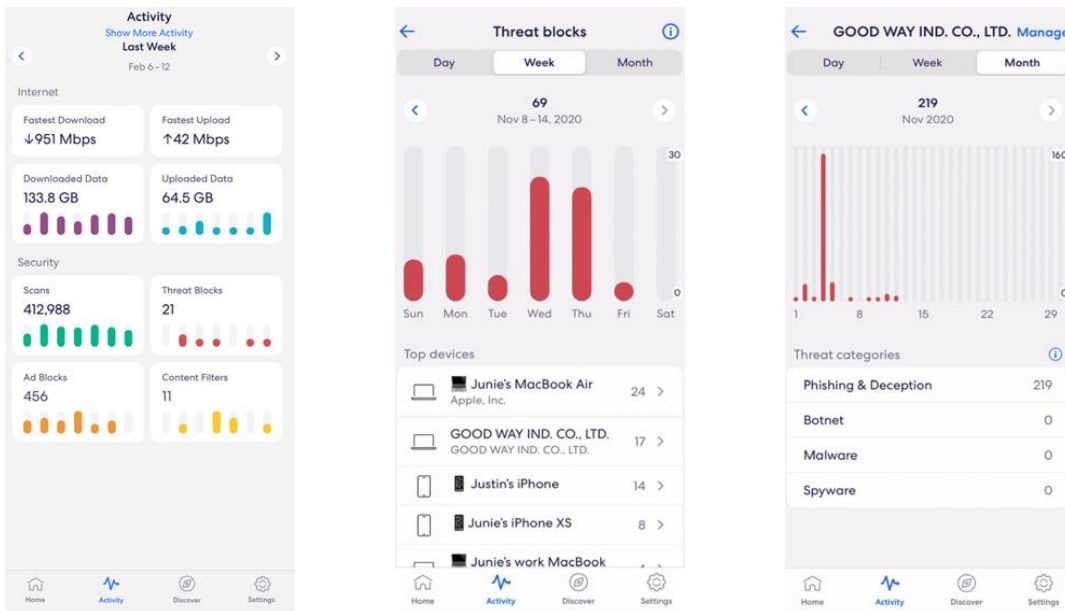
Note: This is a feature that must be turned on prior to visiting any malicious sites that could infect your devices.

How to Turn On Advanced Security?

1. In the **eero app**, go to **Discover** tab
2. Tap on **eero Secure**
3. Scroll down until the **Network** section and enable **Advanced Security** using the slider



4. Look up how many threats are blocked by going to **Activity** tab, tap on **Scans** or **Threat Blocks**

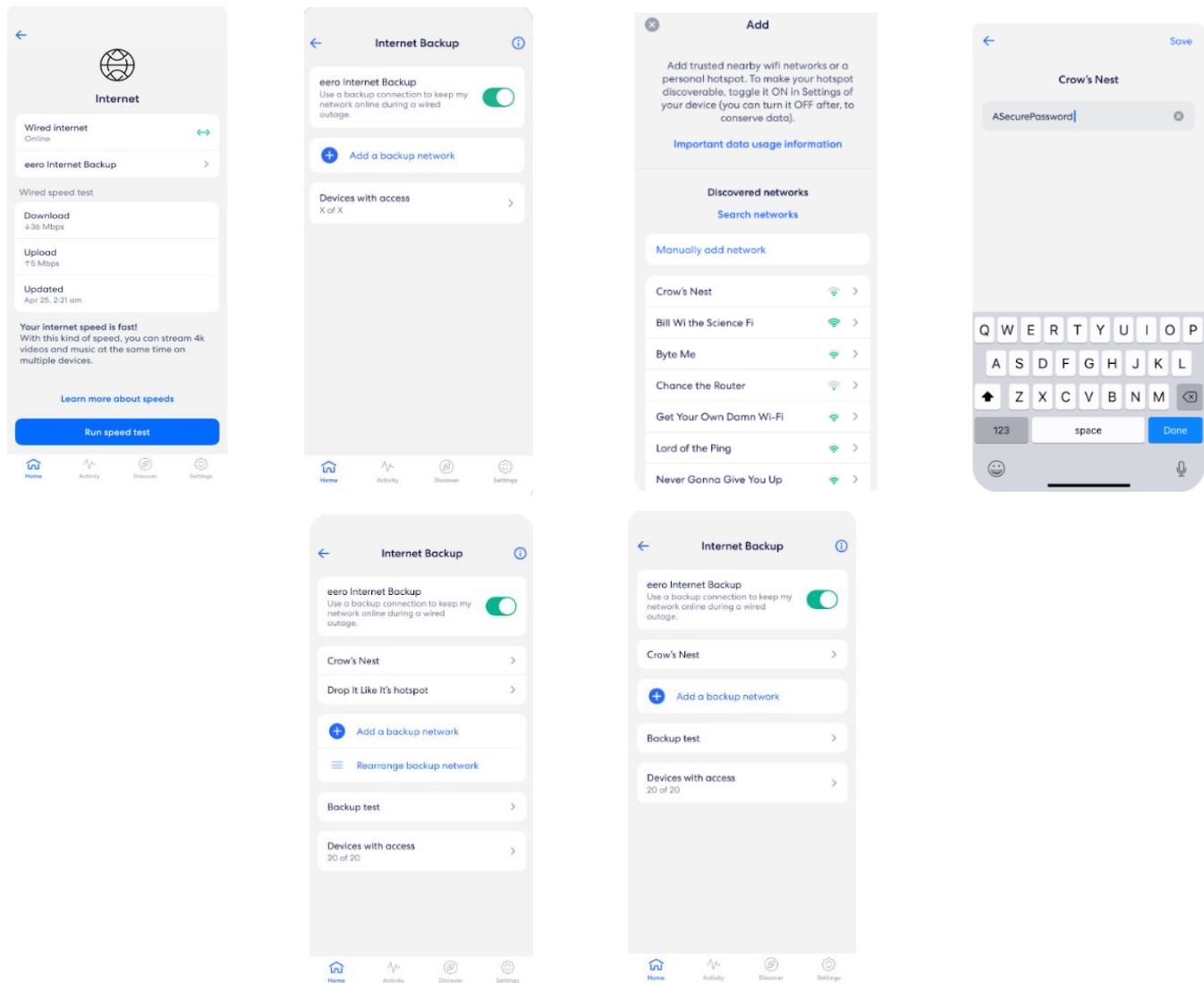


Internet Backup

eero Internet Backup allows you to set up a nearby mobile hotspot or wifi network as a backup when your wired internet goes down. Once enabled, eero Internet Backup will look for and connect to the available and compatible backup source you've set, keeping you online to focus on what matters most.

How to Set Up a Backup Network?

1. In your **eero app**, tap on **Internet** and then tap on **eero Internet Backup**
2. Make sure your backup network is available (if you are using a mobile hotspot, make sure it is turned on), then tap **Add a backup network**
3. Tap on **Search networks** and then tap on your backup network when it appears on the list
4. Follow the prompts to add your password and complete setup
5. You should now see your backup network on the main **Internet Backup** screen
6. You can add up to eight backup networks by simply repeating this process

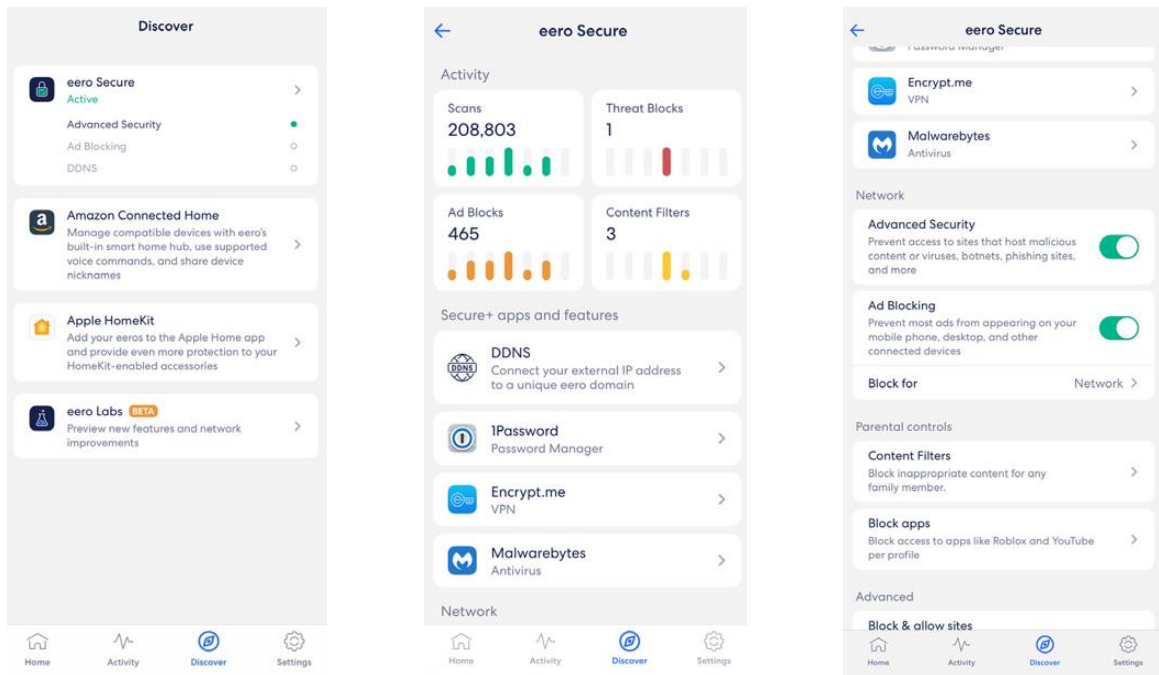


Ad Block

Improve your browsing experience by blocking a variety of ads on your devices. Turn on ad blocking from the **Discover** tab in your **eero mobile app**.

How to Block Ads?

1. In the **eero app**, go to **Discover** tab
2. **Tap on eero Secure**
3. Scroll down until the **Network** section and **enable Ad Blocking** using the slider
4. By default, Ad Blocking is turned on for the entire network. If you want to **limit ad blocking to certain devices**, click the arrow next to **Block for ... Network**. Then you can **select a profile**.



Content Filters

Content filters allow you to restrict content based on content categories.

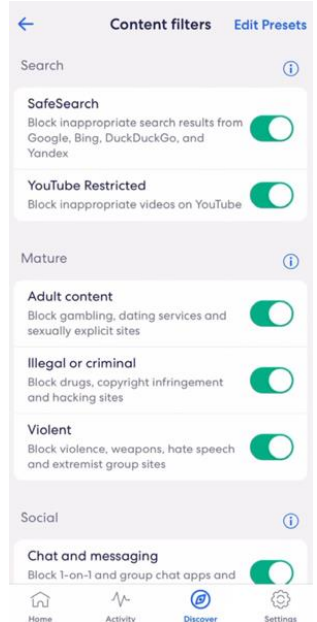
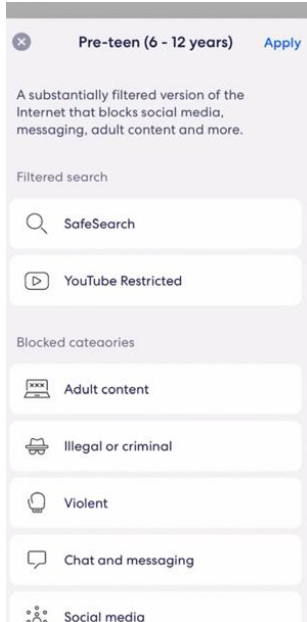
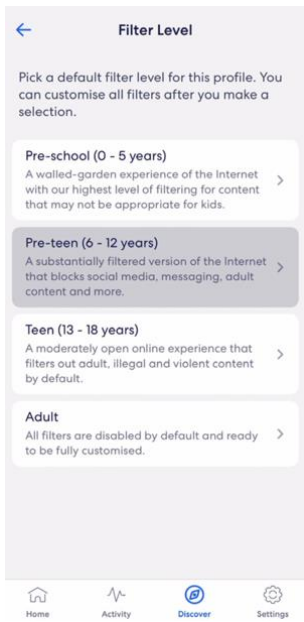
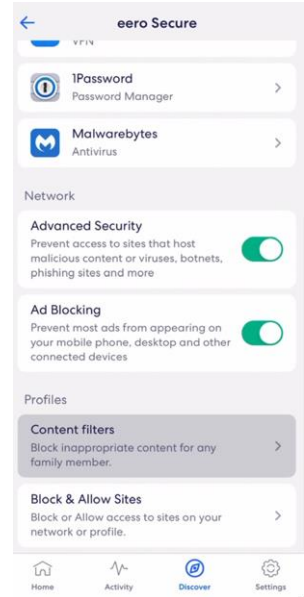
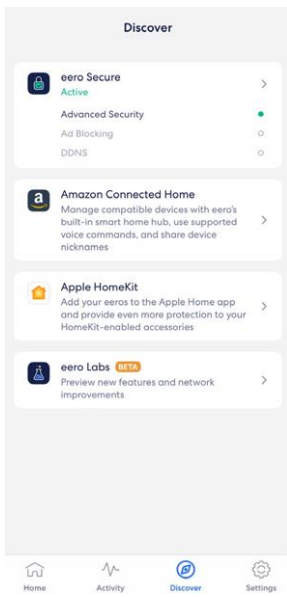
- You can set up content filters for the **Guest** and **IOT SSIDs**, which means it will impact all the devices connected to that SSID.
- Or, you can set up content filters for a **profile**, in which case it will impact the devices assigned to that profile.

How to Set Up Content Filters by SSID?

The guest network and the IoT network already have content filtering defaulted on. Only the Guest network and IoT network currently allows content Filtering across an SSID. All further filtering will need to be done via profiles. You can however block individual sites for the whole network.

How to Set Up Content Filters by Profile?

1. Select **eero Secure** from the **Discover** tab in the **eero mobile app**
2. Scroll down to the **Profiles** section and select **Content filters**
3. Choose the **profile**
4. Tap the **desired filter template**
5. Review options and tap **Apply**
6. Toggle on/off content filter categories as desired

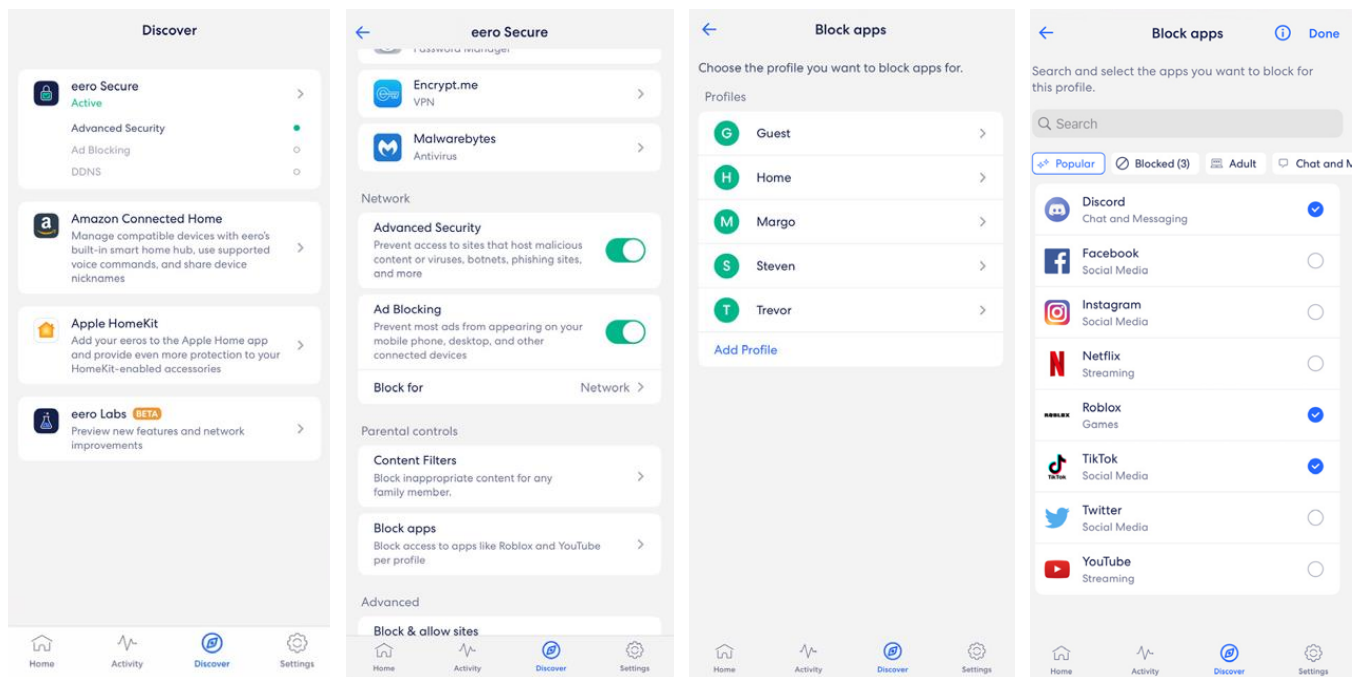


Block Apps

Block select apps for designated profiles.

How to Block Apps by Profile?

1. Select **eero Secure** from the **Discover** tab in the **eero mobile app**
2. Select **Block apps**
3. Choose the **profile**
4. Select the apps you need to block
 - If you need to block a specific app, you can use the search bar to find it.
 - You can use the Popular button to filter for commonly blocked apps.
 - You can use the other tag buttons to filter apps by content categories.
5. Click on **Done** to complete the process



Request to Block Apps

Email Metronet Support with:

- Subject line: “eero for Business: Request to block apps”
- Body must contain:
 - Subscriber ID
 - Profile (if the profiles are not already set up, first request to get profiles to be set up)
 - List of apps (This list should be the complete list of apps you want to block, including any apps you may have requested we block previously).

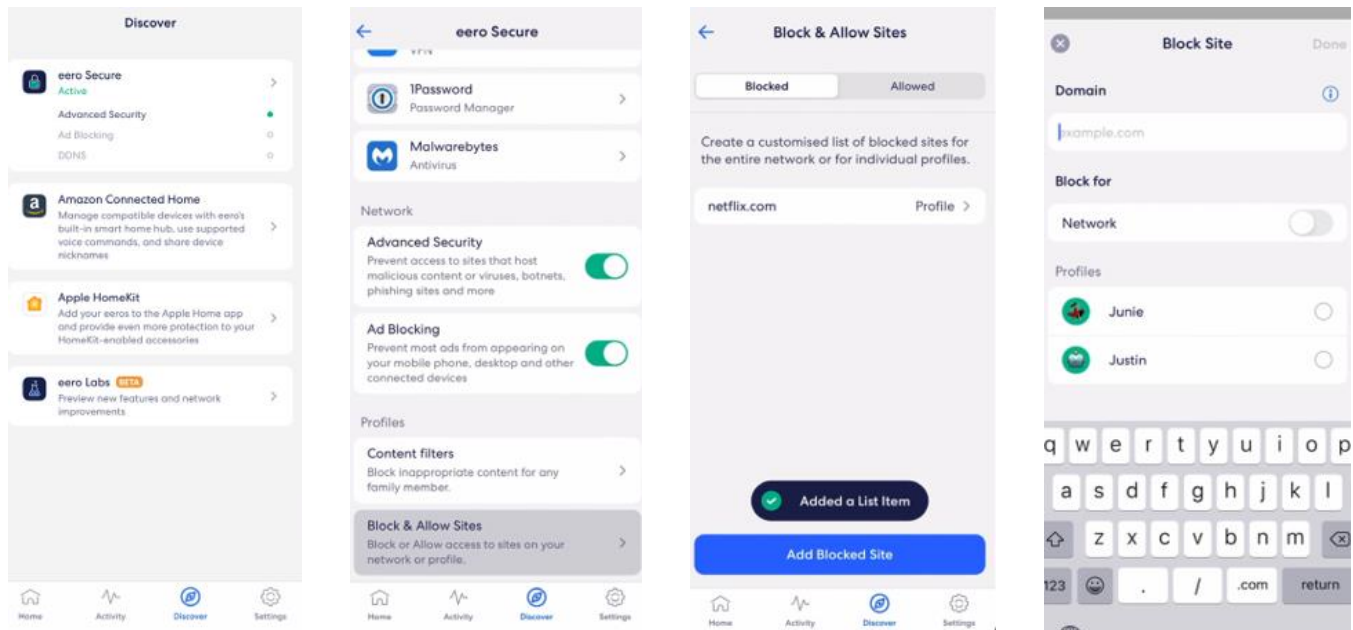
If you need to change the list of blocked apps frequently, it would be more efficient for you to make these changes yourself. If you need more help than the instructions above, please call Metronet Support who will help walk you through the instructions.

Block & Allow Sites

Help prevent specific websites from displaying on devices connected to the network or assigned to a specific profile.

How to Block a Site?

1. Select eero Secure from the **Discover** tab in the eero mobile app
2. Select **Block & Allow Sites**
3. Tap on **Add Blocked Site**
4. Type in the **complete URL** in the **Domain text field**
5. By default, Block Sites is turned on for the entire network. If you want to limit Block Sites to certain devices, click the slider next to **Block for ... Network**. Then you can **select a profile**.
6. Tap on **Done**



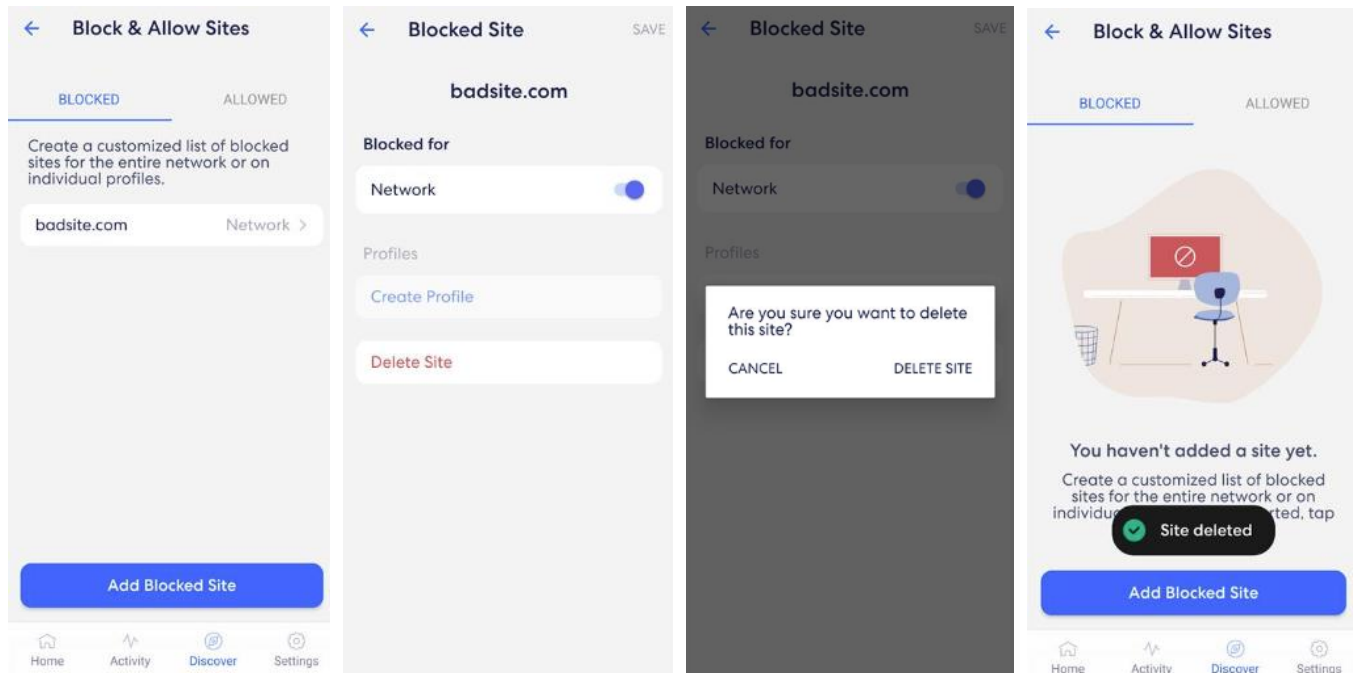
How to Unblock a Site?

First check if the site is being blocked using Block and Allow Sites.

1. Select **eero Secure** from the **Discover** tab in the eero mobile app
2. Select **Block & Allow Sites**
3. Select **Blocked** tab at the top to show the blocked sites list
4. If the site is in the Blocked Sites list, **select the URL and delete**

If the site is **not blocked** with **Block and Allow Sites**, then it may be **blocked by Advanced Security** or by **Content Filters**. Then you will have to actively allow that site.

To **add an allowed site**, follow the above steps on how to block a site but toggle to the Allowed tab and select **Add Allowed Site** on step 3.



Request to Block and Allow Sites

Email Metronet Support with:

- Subject line: “eero for Business: Request to block and allow sites”
- Body must contain:
 - Subscriber ID
 - Block or Allow
 - URL
 - Entire network or specific profiles
 - If Specific profiles, which profiles

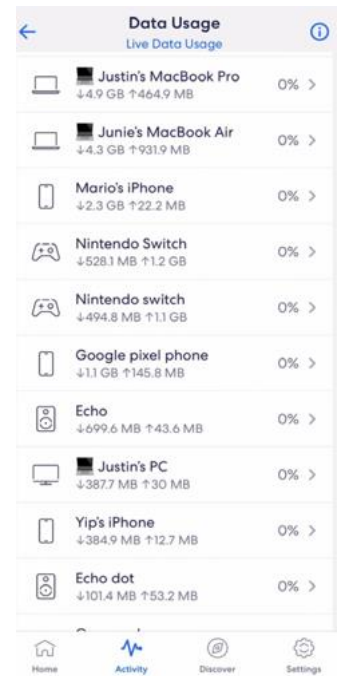
Analytics

Data Usage

View data usage on your Wi-Fi network, including by device or profile.

Viewing your Data Usage

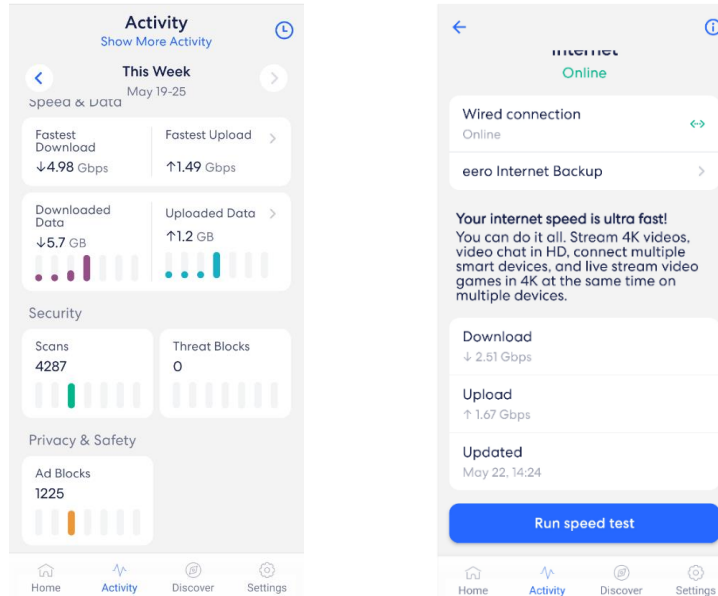
1. From the **Activity Tab**, tap **Downloaded Data** to view the overall Wi-Fi data usage
2. Tap **Show Live Usage** to view current Wi-Fi data usage
3. Tap the **X** in the upper left corner to go back



Speed Test

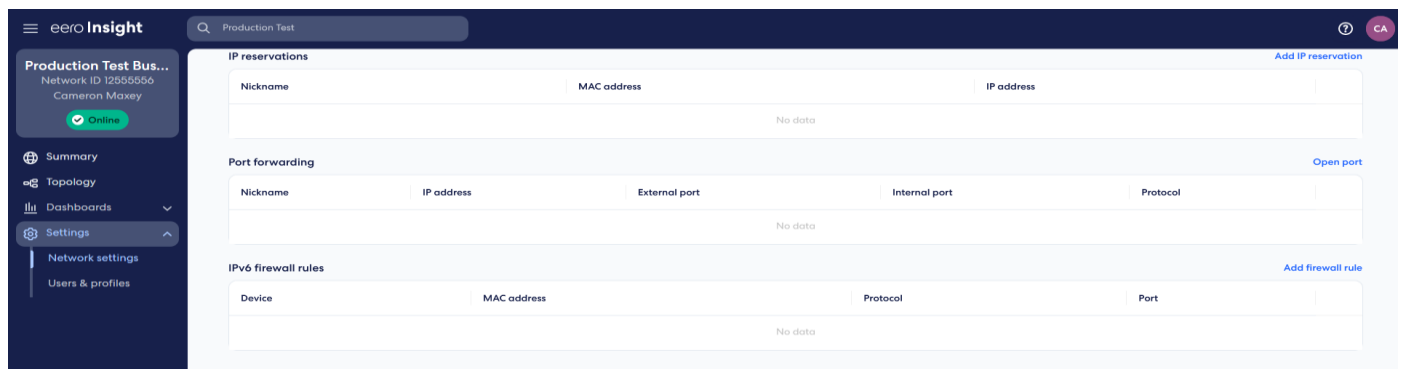
The speed test analyzes the upload and download speeds at your gateway eero.

1. From the **Activity** tab, tap a tile on the **Internet** section
2. Tap **Run Speed Test**

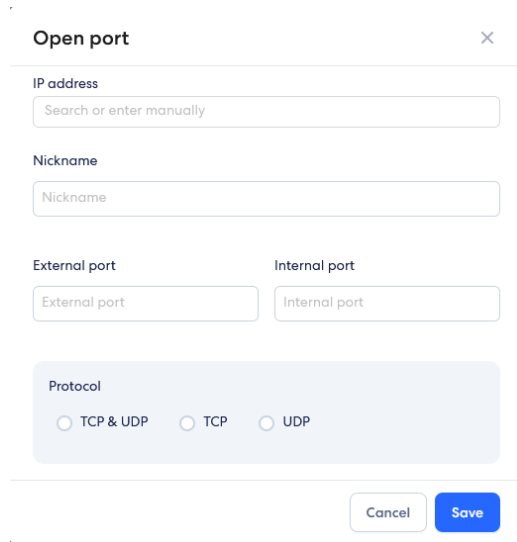


Port Forwarding

How to Forward a Port from the Dashboard



1. Click on **Network settings** and scroll down to **Port Forwarding**
2. Click the **Open Port** button



Open port [X]

IP address

Nickname

External port Internal port

Protocol
 TCP & UDP TCP UDP

3. Input the information requested by the customer
4. Hit **Save** now there should be a port forwarding

How to Forward a Port from the App

1. Go to **Settings**
2. Go into **Network Settings**
3. Click on **Reservation and Port Forwarding**
4. Click on **Add a Reservation**
5. Either enter manually or click on the device if it is or was on your network already
6. Input the information you need and **hit Save**
7. You will now have a Port Forward with a reservation

