

QUICK REFERENCE GUIDE

This guide will walk you through setting up your new eero Signal and simple troubleshooting.

eero Signal provides Wi-Fi backup for an eero network. Setup takes just a few minutes with the help of the eero app.

eero Signal connects to any USB-C-powered eero on networks with Wi-Fi 6 or later. It can be placed wherever there is a compatible eero, giving you the flexibility to choose the location with the best cell service.



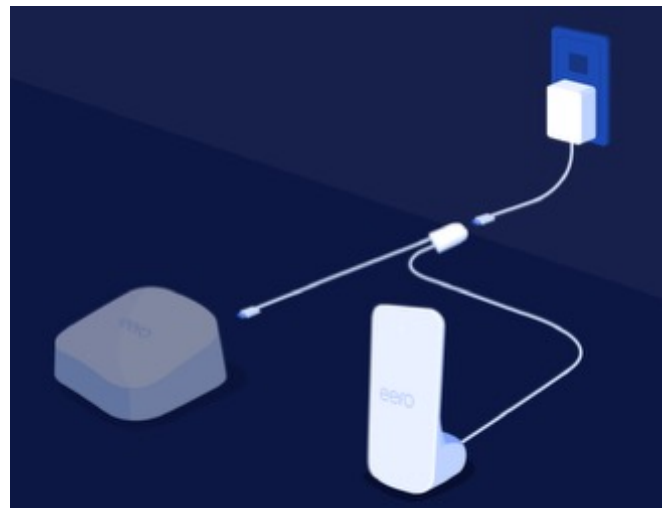
INSTRUCTIONS – Existing Network

A Field Operations Specialist will help install your eero Signal.

1. Open the eero app and click the blue plus sign.
2. Click eero Signal and follow the setup flow.
 - a. Identify the eero in the location with the best cellular signal.
 - b. Connect the Y-splitter's junction to the AC adapter. If your eero Signal includes an AC adapter, use it for power. Otherwise, use your eero's original AC adapter. Plug the short cable from the Y-splitter to your eero.

Note: For installation with eero PoE Gateway, refer below.

3. When Signal is ready, it will display a white LED. Later, while on backup, both eero Signal and all eeros will display an aqua LED.



INSTRUCTIONS – eero PoE Gateway

1. Plug eero Signal into the front USB-C port without plugging anything into the Y-cable.
2. Plug the included 140 W adapter into the back USB-C port.
3. Do not use the adapter that came with eero Signal, as it can disrupt the 140 W operation and reduce available power for connected PoE devices.

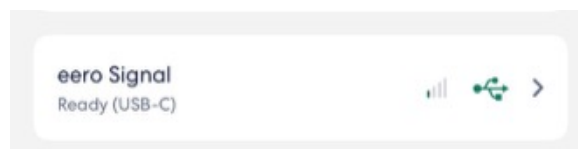
Note: With eero Signal connected, eero PoE Gateway allocates 9.3 W from its available power pool.



Checking your eero Signal Strength

Once your device is installed, it is recommended to check the signal strength.

1. Within the eero app, click on the gateway eero. By doing this, you should see your eero Signal.
2. Click on your eero signal and you should see bars that indicate your signal's strength.



Setting Up Your eero Signal Essential Filtering

You can set up your network to pause non-essential devices during backup. This saves cellular data for important devices. Open the app and tap the Internet section at the top of the screen.

Turn on *Allow Internet Backup* in your device settings to choose which devices can use backup.

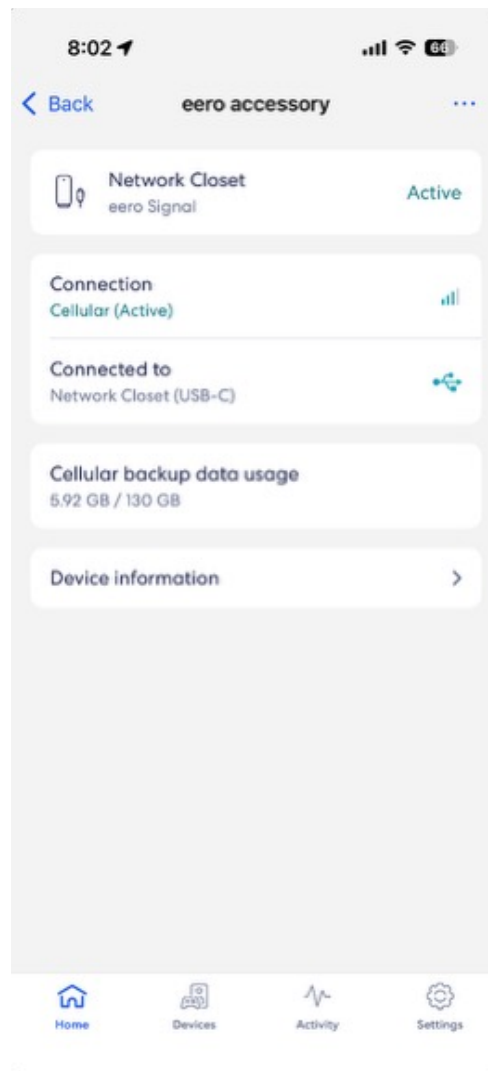
To choose which devices can use backup:

1. Open the eero app and tap the *Internet* row on the home page
2. Scroll to the bottom of the page to find *Backup usage*
3. Tap *Devices*
4. Select which devices you want to allow to use backup internet

Device Details Screen

The eero Signal Details screen displays the device's current connection status, cellular signal strength, backup data usage, connected device information, and hardware details.

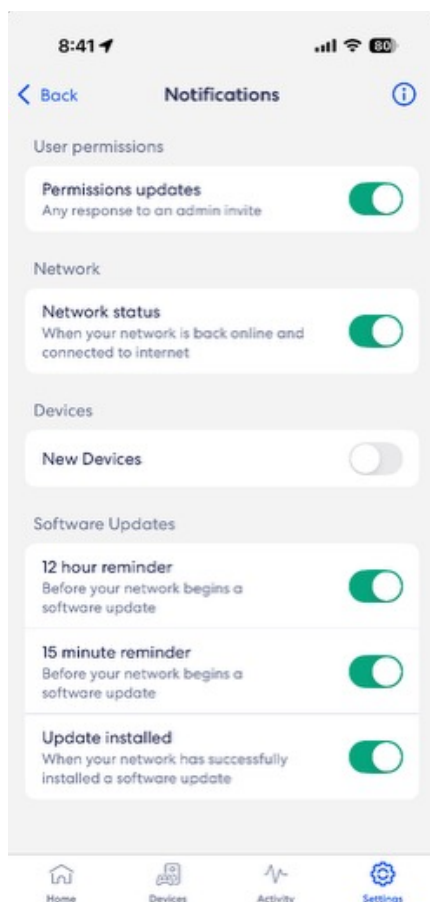
You can access this from the main page clicking on your gateway device > then eero Signal.



Notifications

In the event your primary internet connection is disrupted, you will receive a notification stating an internet outage was detected and your connection has been switched to backup. Once your primary internet has been reconnected, a separate notification will be sent out stating it has been restored.

To make sure your notifications are turned on within the eero app, head to Settings > Notifications > Network status.



Troubleshooting and Frequently Asked Questions

The color of your LED Light can be very insightful to what is happening with your device.

LED Behavior	State
 No Light	No power or LED disabled
 Solid White	Backup is ready and cellular connection registered
 Blinking White	Powered on and waiting to be connected to an eero
 Solid Blue	Plugged in and waiting for eero
 Blinking Blue	Being configured or updating firmware
 Solid Aqua	Using cellular backup
 Blinking Orange	eero Signal or host eero lack sufficient power
 Solid Orange	eero Signal does not have an associated data plan or has consumed all available data for the period
 Solid Red	No cellular connectivity
 Blinking Red	Not plugged into an eero

Why is my eero Signal LED Flashing blue?

The eero Signal is in the process of being configured by an eligible eero device. This status includes setting up the eero Signal, as well as updating to the most recent firmware version. Updating firmware can take up to ten minutes, please wait for the device to finish configuring. If it's been longer than ten minutes, power cycle both the eero Signal and the host eero. Minimum required eeroOS is 7.13.0.

Why is my eero Signal LED solid orange?

The eero Signal is currently not allowed to provide backup internet. eero Signal requires the use of an eero Plus subscription or equivalent from your ISP to function. If you have an active eero Plus subscription, but your eero Signal has a Solid Orange LED, you may have exhausted your data for the allotted period. See the different subscription options we offer to find the plan that works best for your needs.

Why is my eero Signal LED flashing Orange?

A Flashing Orange LED usually means there eero isn't enough power.

1. Verify you're using the correct power adapter for eero Signal. If you have two power adapters, use the 45 W.
2. Check if your eero powers on without eero Signal connected.
3. Verify the outlet is working and isn't controlled by a wall switch.
4. Try connecting eero Signal to another eero on your network.

Why is my eero Signal LED solid red?

The eero Signal is not currently getting cellular connectivity and will not be able to provide backup. Try connecting the eero Signal to another host eero, if possible, or adjust the placement of the eero Signal to an area with better cellular coverage. If this doesn't work, contact Support.

Why isn't my eero Signal LED turning on?

If your eero Signal isn't powering on or showing an LED light, this can indicate the LED has been disabled in the app or isn't getting enough power.

1. Check the LED status on both your eero and eero Signal.
2. Verify you're using the correct power adapter for eero Signal. If you have two power adapters, use the 45 W.
3. Check if your eero powers on without eero Signal connected.
4. Verify the outlet is working and isn't controlled by a wall switch.
5. Try connecting eero Signal to another eero on your network.

If you have issues with your eero Signal, please reach out to our Business Customer Service at 855.769.0936.