

Self Installation Guide

WHAT THIS GUIDE COVERS

This guide explains how to add one indoor or outdoor eero to a network that is already visible in your eero app. Add multiple eeros one at a time by repeating these steps.

BEFORE YOU BEGIN

- Download the eero app from your device's app store if it is not already installed.
- Open the app, create an account if needed, and sign in with the email associated with your Truvista Fiber eero network.
- Have the new eero and its power equipment nearby.
- Choose an open location away from large electronics, appliances, and metal objects that may weaken the Wi-Fi signal.



Outdoor eero: The screenshots in this guide show the Indoor eero path. If you are adding an outdoor model, choose Outdoor eero and follow the placement and mounting prompts shown in the app.

IF YOUR EXISTING NETWORK IS NOT SHOWN

Check the network ownership email sent to the address provided to Truvista and complete the requested steps. Then return to the app and sign in with that same email. If you still cannot access the network, contact Truvista Technical Support.

QUICK TROUBLESHOOTING



Device is not found

Confirm it has power, wait for the status light, and place it closer to an existing eero while setup completes.

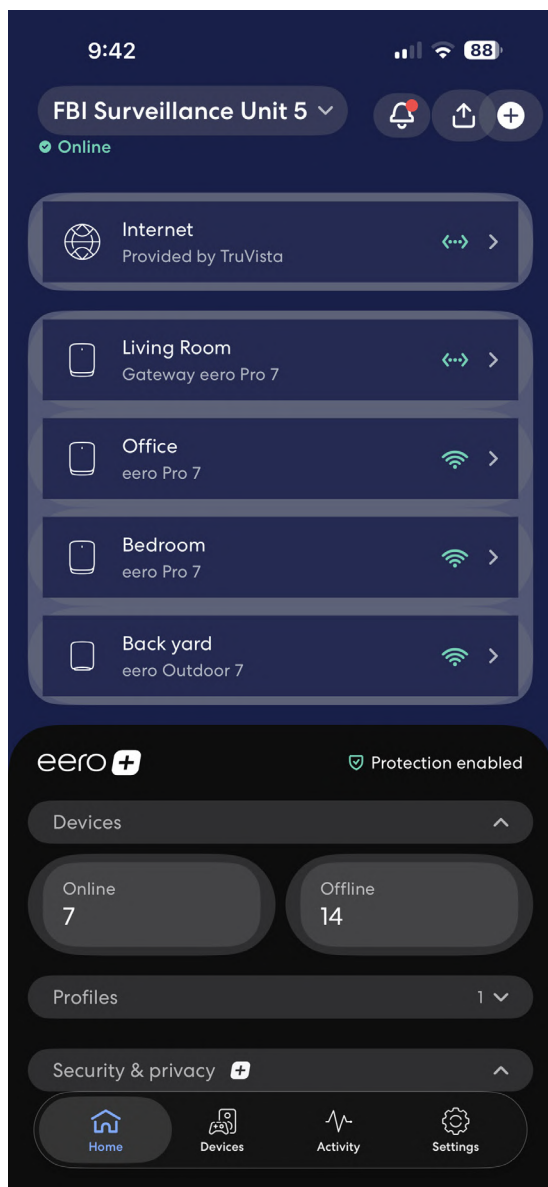


Placement needs improvement

Move the eero to a more open location or closer to another eero, then run the placement test again.

Still having issues? Reach out to Truvista Technical Support at 800.768.1212

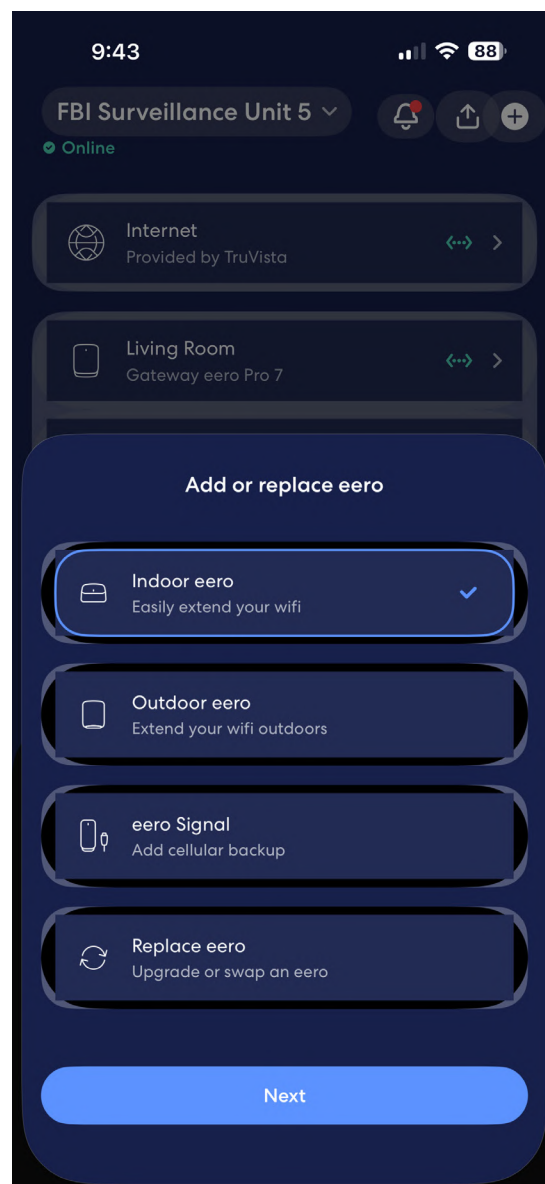
Note: App screens and device names may vary slightly by eero model and app version.



STEP 1

Start in the eero app

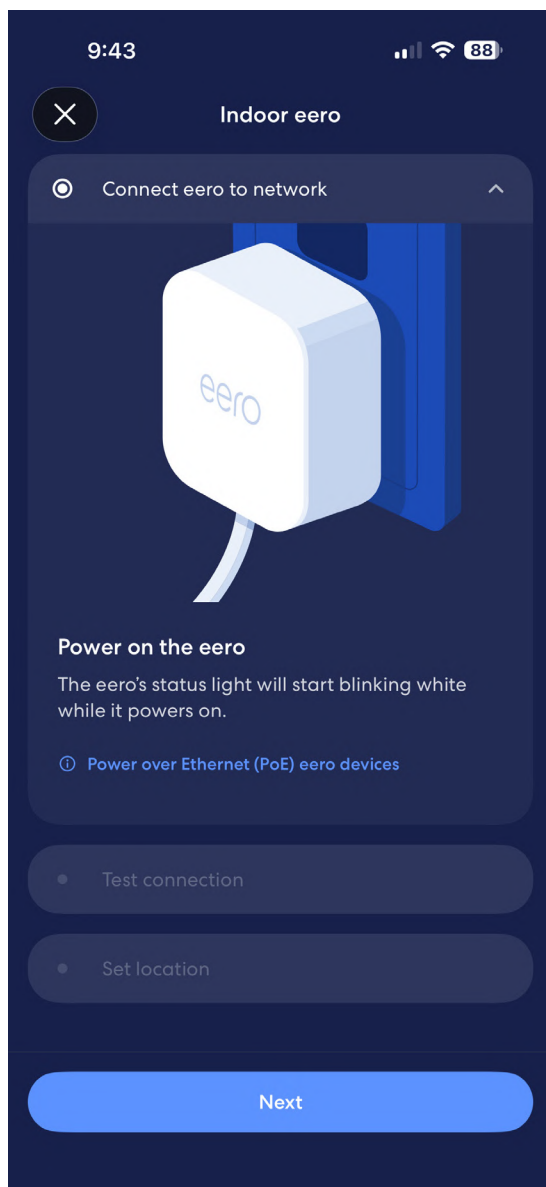
- If you have not downloaded the eero app, please visit your preferred app store to download. Then, open the app, create an account and sign in using the credentials tied to your Truvista Fiber account.
- On the home screen, tap the blue + button in the top right corner.



STEP 2

Choose the eero type

- From the Add or replace eero screen, choose the device type you are adding. Choose Indoor eero if you are adding an indoor device, or choose Outdoor eero if you are adding an outdoor device.
- Select **Next** at the bottom of the screen.



STEP 4

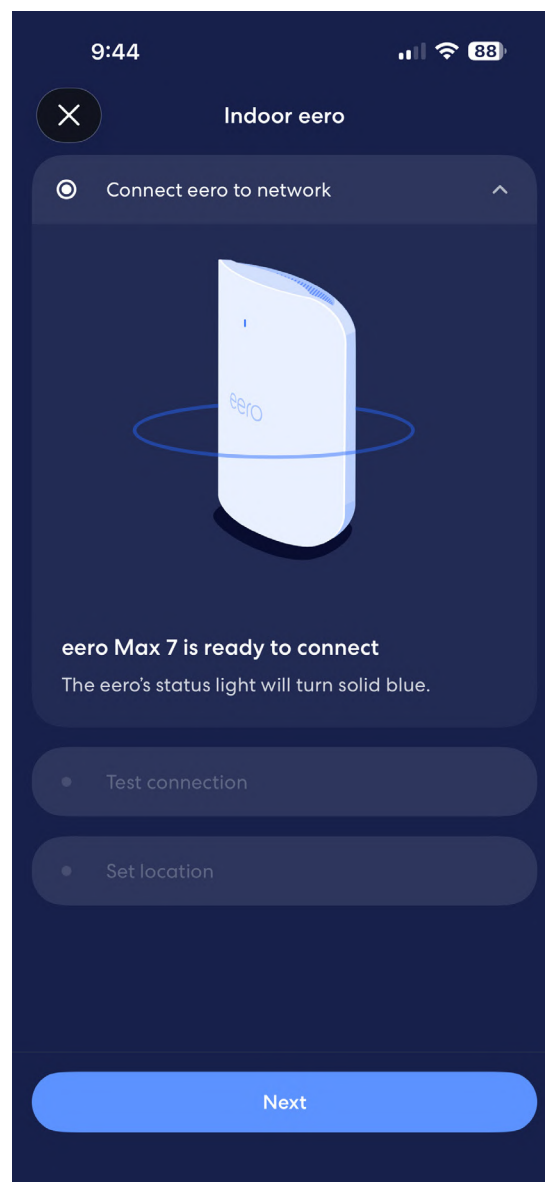
Wait for the app to find your device

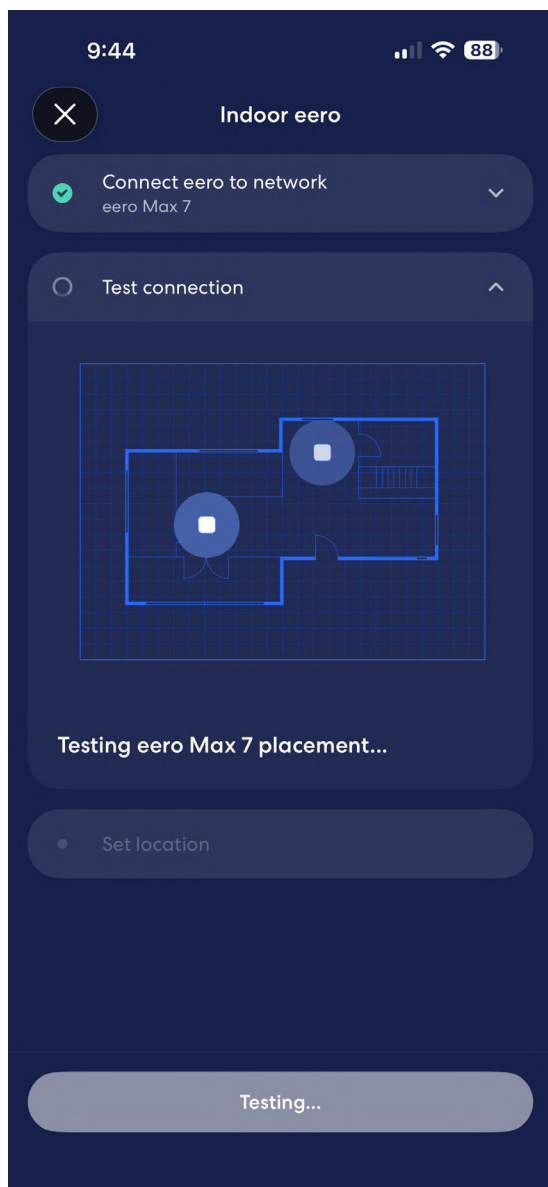
- The app will look for your eero. When the status light is **blinking blue**, it's in pairing mode. It turns **solid blue** once it's found.
- Select **Next** at the bottom of the screen.

STEP 3

Power on the eero

- Plug in your eero. Keep it out in the open and away from large electronics or appliances, since metal objects can block Wi-Fi signals. (Tip: tap **View Placement Guide** for help choosing a spot.) Tap **Next**.





STEP 6

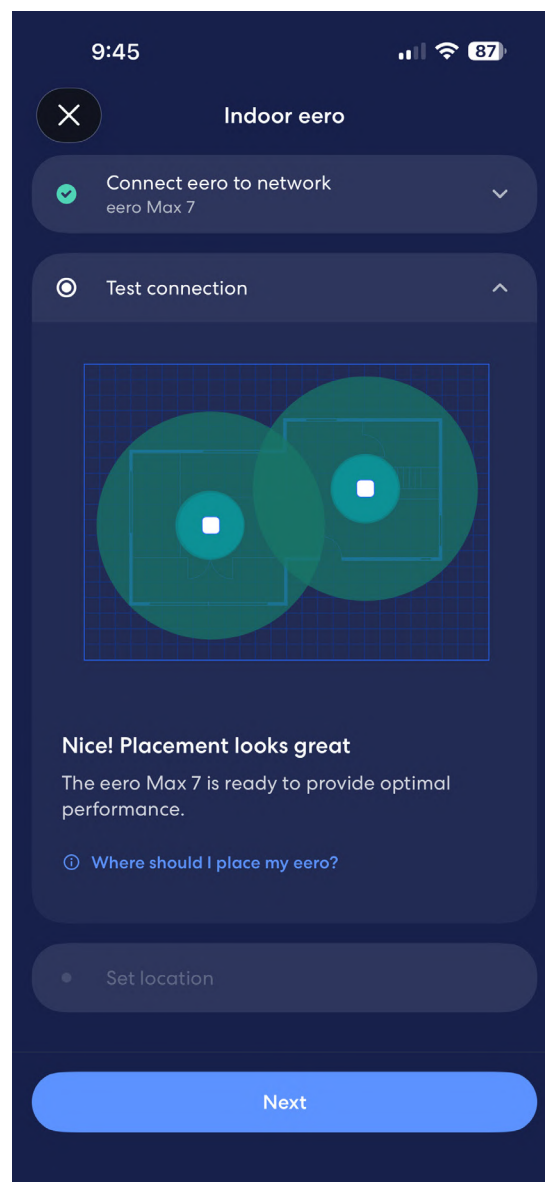
Review the placement result

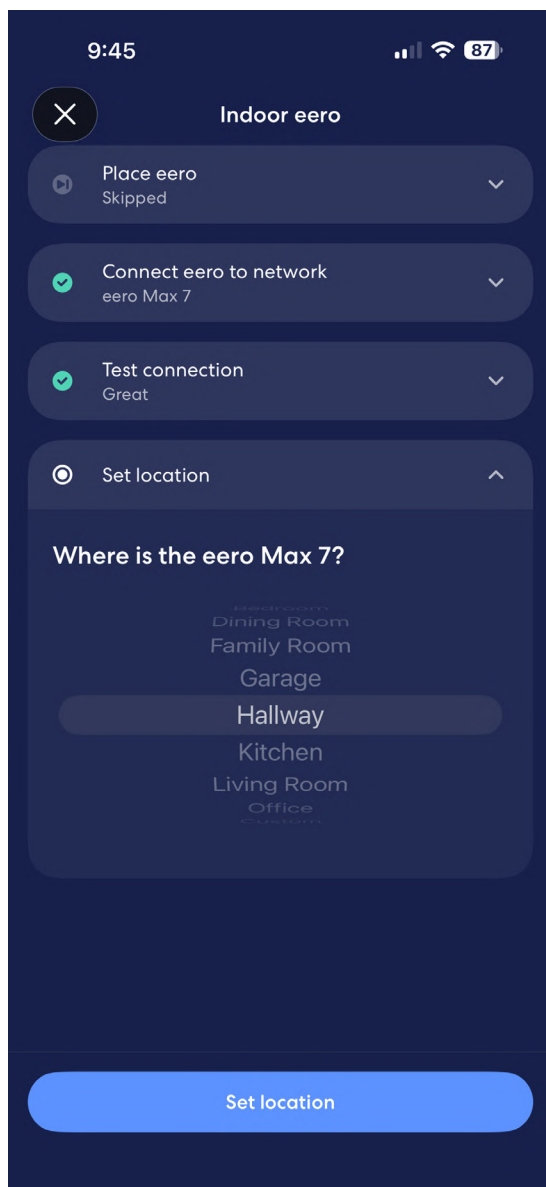
- If placement looks great, tap **Next**. If it does not, move the eero closer or into a more open area and follow the in-app placement guidance.
- Once device placement is confirmed, select **Next** from the bottom of the screen.

STEP 5

Let the app test placement

- The eero app is now testing your placement of the new device and will provide feedback whether you have the device in an optimal location to mesh with your existing eero network. If placement is poor, please refer to the "Where should I place my eero" help topic.

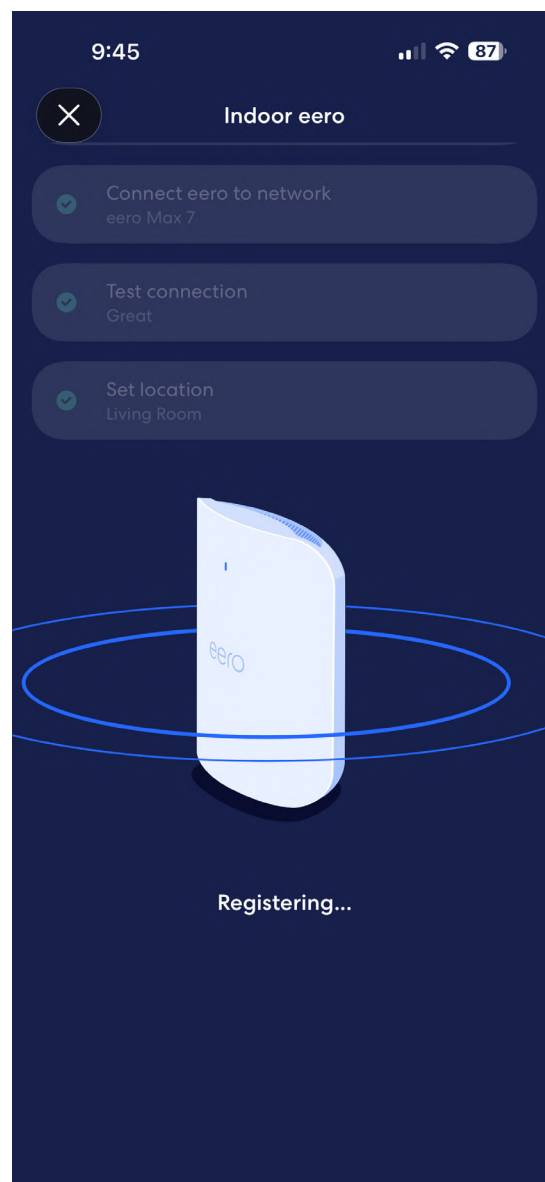




STEP 7

Name the eero location

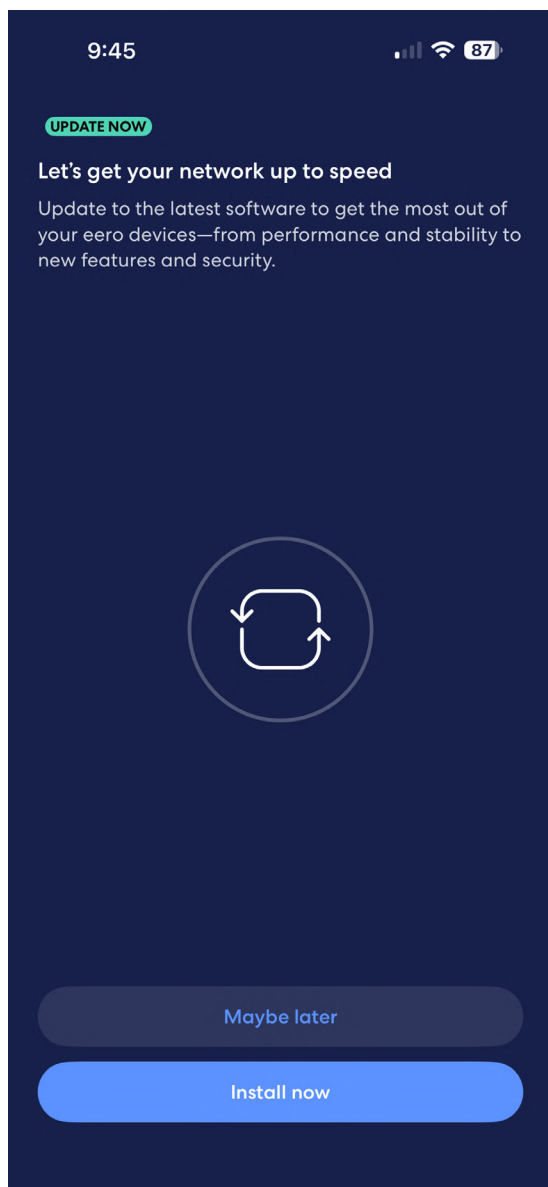
- Choose where your eero is located (Basement, Bedroom, Living Room, Office, etc., or Custom). This helps you identify it later. Select **Set location** at the bottom of the screen.



STEP 8

Wait for registration

- Keep the eero connected to power while the app registers and finishes setting up the device.



STEP 10

Complete setup

- Once the device firmware has finished updating, your new eero will appear on the app's home screen with your other devices. Your new eero is ready to use.

STEP 9

Finish setup and install updates

- Once your new eero device has been registered and set up, select **Finish** at the bottom of the screen. If your new device needs a firmware update, select **Install now** at the bottom of the screen.
- Leave the eero powered on while it completes.

