

eero Business

eero Insight setup guide

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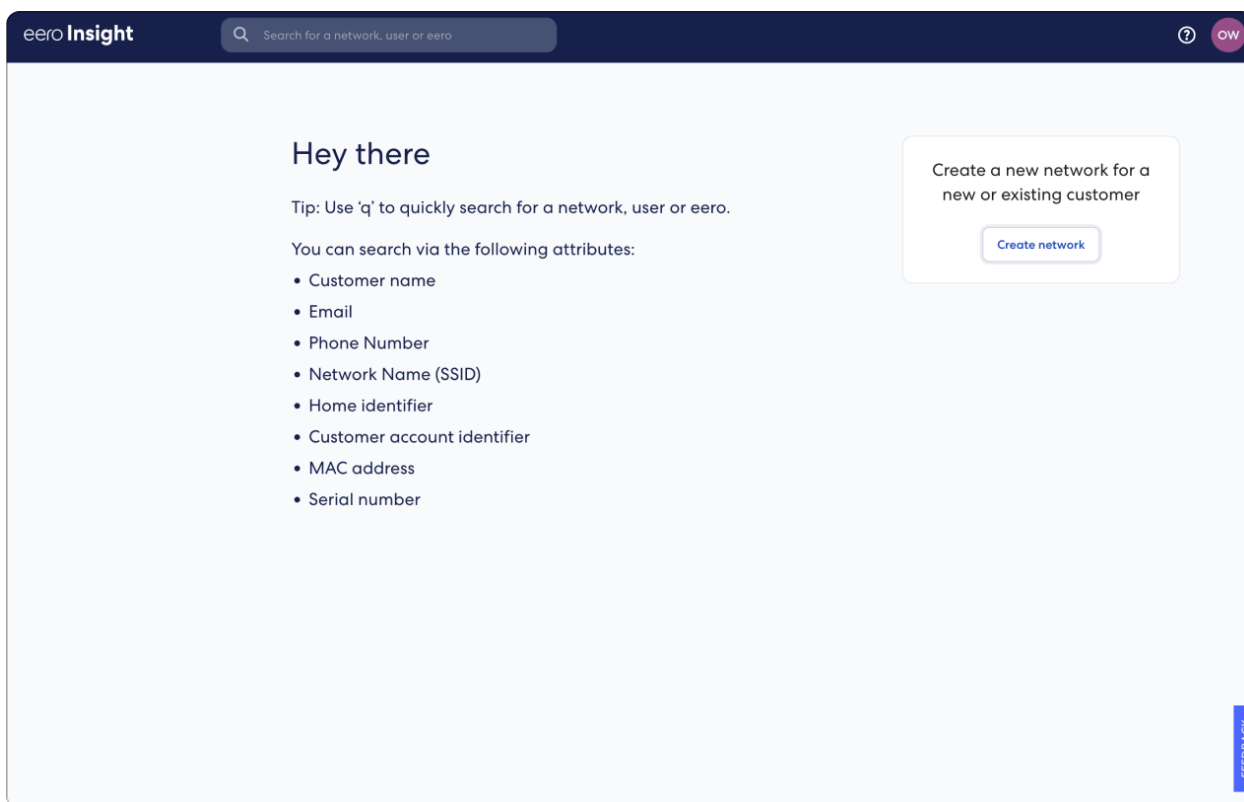
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1. Setting up a business network

Note: eero Business requires a minimum software version of 6.15.0.

To create a new eero Business network using eero Insight, follow the steps outlined in this section. The steps below reflect the experience your eero Insight users will have when creating new business networks during commercial deployment.

1. Click on "Create a Network."



2. Select "Business."

eero Insight

Search for a network, user, or eero

OW

Step 1 of 6

What type of network are you setting up today?

Residential

For houses, apartments, condos, etc.

Business

For stores, restaurants, coffee shops, offices, etc.

Community

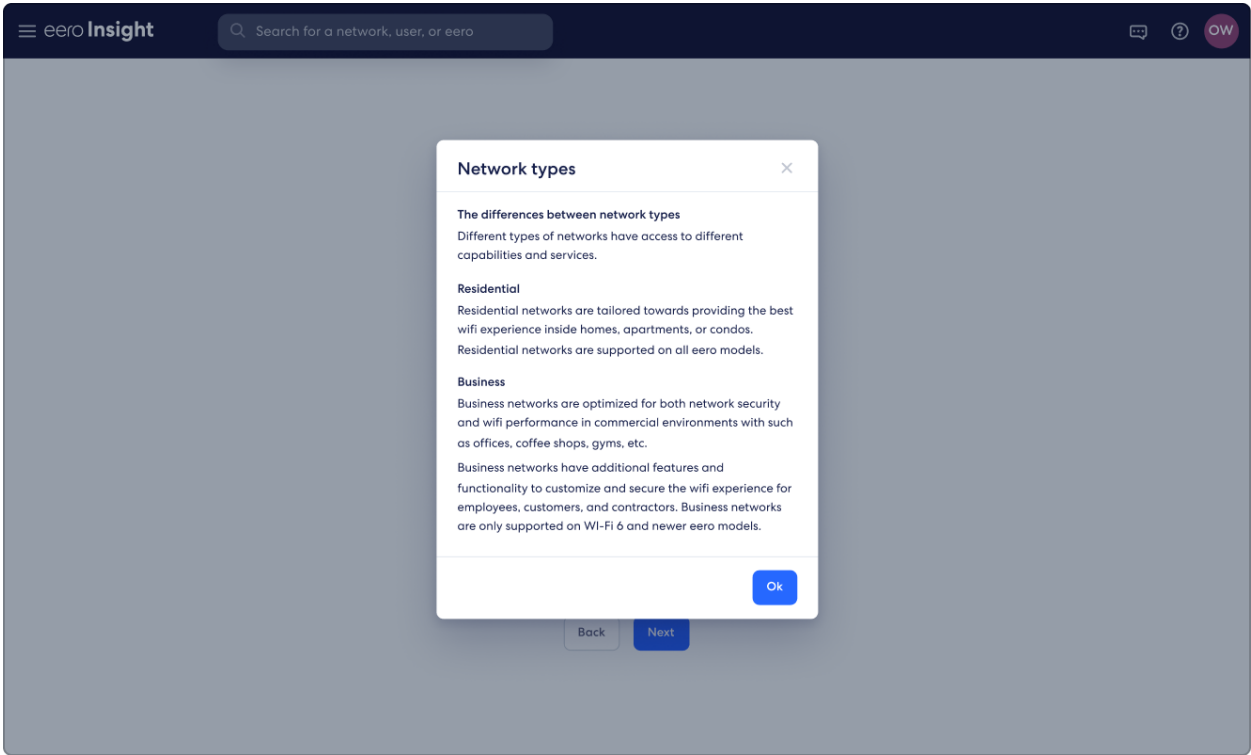
For rental units within managed properties such as apartment complexes and condos, having contracts with your organization.

See the differences between network types

Back

Next

3. Before clicking “Next,” you may click “See the differences between network types” for additional information on what differentiates Residential networks from Business networks. This pop-up is intended to help guide eero Insight users during the setup process and ensure accurate deployments.



4. Enter a name for your business.

Note: Business names may contain letters, numbers, and some special characters (!@#\$\$%^&*()-~,'):

eero Insight

Search for a network, user, or eero

OW

Step 2 of 7

What's the name of the business?

This is also how the Internet service provider will identify the business for customer support.

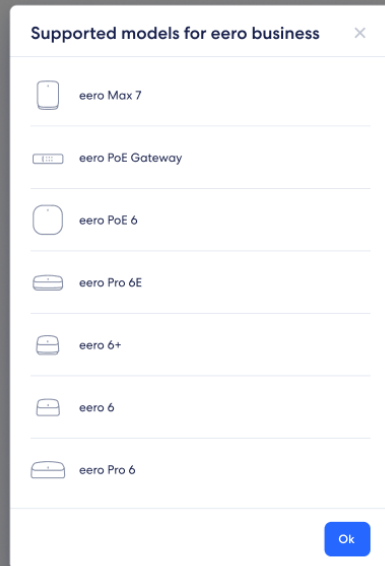
Business name

Business name

BackNext

The screenshot shows the eero Insight web interface. At the top, there's a dark blue header with the 'eero Insight' logo on the left, a search bar in the center, and help/question mark and user profile icons on the right. The main content area is white. It features a progress indicator 'Step 2 of 6' above the title 'Plug in the gateway eero'. Below the title is a note: 'Note: the gateway eero must be owned by the organization.' This is followed by a numbered list of three steps: 1. Connect the modem to any ethernet port on the gateway eero using an ethernet cable. 2. Then connect power to both the modem and gateway eero. 3. Make sure the gateway eero's status LED flashes blue before continuing to the next step. At the bottom of the list are two buttons: 'Back' (white with a grey border) and 'Next' (solid blue).

6. Before clicking "Next," you may click "See supported models for eero business." This pop-up is intended to help eero Insight users avoid potential setup issues caused by attempting to set up eero Business on older (802.11ac only) hardware.



7. Enter the serial number for the gateway eero and select a location.

eero Insight

Search for a network, user or eero

?

OW

Step 3 of 6

Add the gateway eero

Gateway eero serial number

16 character eero serial number

Example: G75P06917785PTHK

Location

Select or enter custom eero location

Back

Next

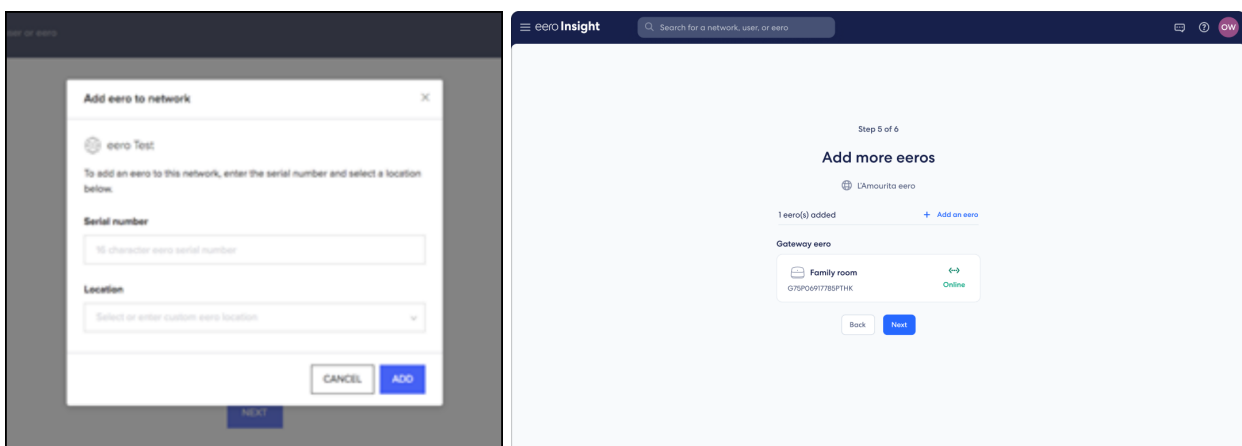
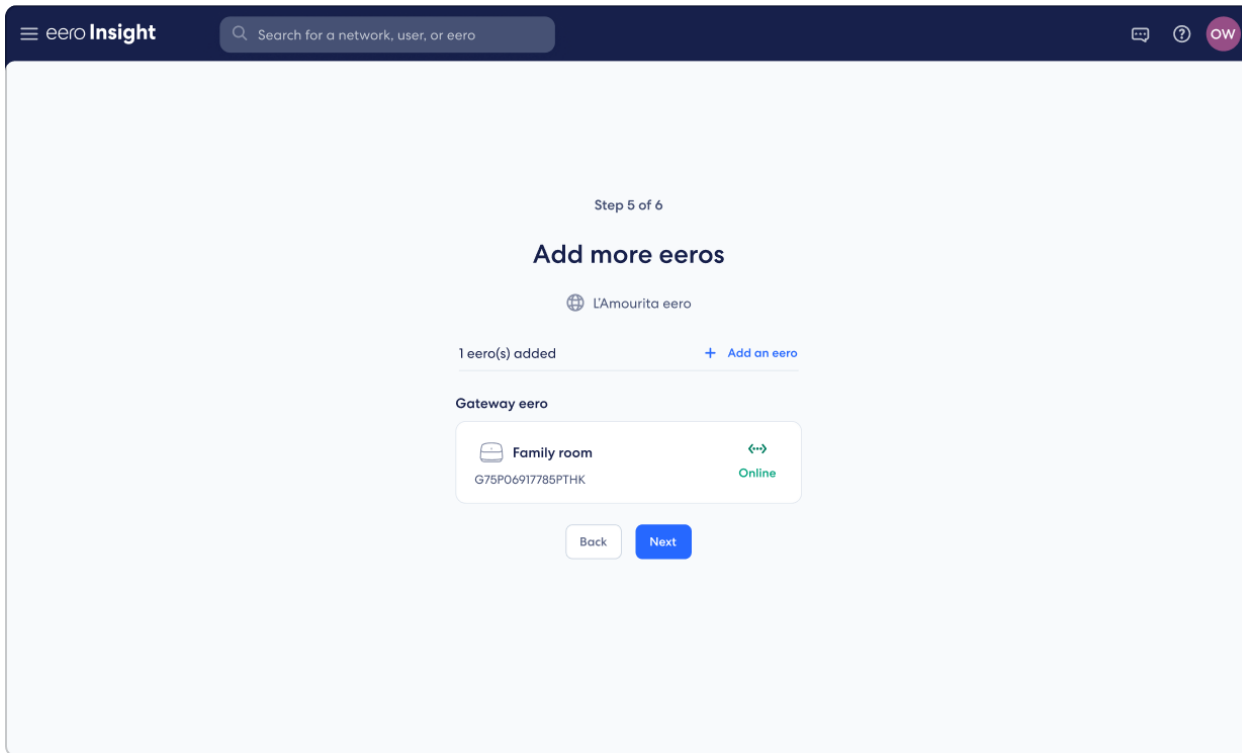
FEEDBACK

8. Set the name and password for the “Main” wifi network. After this initial wifi network is set up, you may go through the process of adding additional wifi networks (up to 4 total). Every eero Business network must have the “Main” wifi network active.

The screenshot shows the eero Insight web interface. At the top, there is a dark blue header with the 'eero Insight' logo on the left, a search bar in the center, and icons for chat, help, and a user profile on the right. The main content area is light blue and displays 'Step 4 of 6' at the top. Below this, the heading 'Set the main network name and password' is centered. There are two input fields: 'Business name' with a placeholder 'Network name', and 'Network password' with a placeholder 'Network password'. At the bottom of the form, there are two buttons: 'Back' and 'Next'.

9. If you plan on having more than a single eero on your eero Business network, continue adding eeros through the "Add more eeros" screen."

Note: These additional eeros must be on firmware v6.15.0 or later.



10. Once you've added all of the eeros for the network, you will be prompted to transfer the network to an end user.

Note: The email you provide here will receive a transfer network invite after clicking “Transfer.” Transferring network links the network to the business owner, ensuring that all network functionality and network security are available to the user upon setup and helps eero identify the network if they contact eero support.

Step 6 of 6

Transfer network

Customer full name

Customer phone number (mobile preferred)

Customer email address

Back Finish

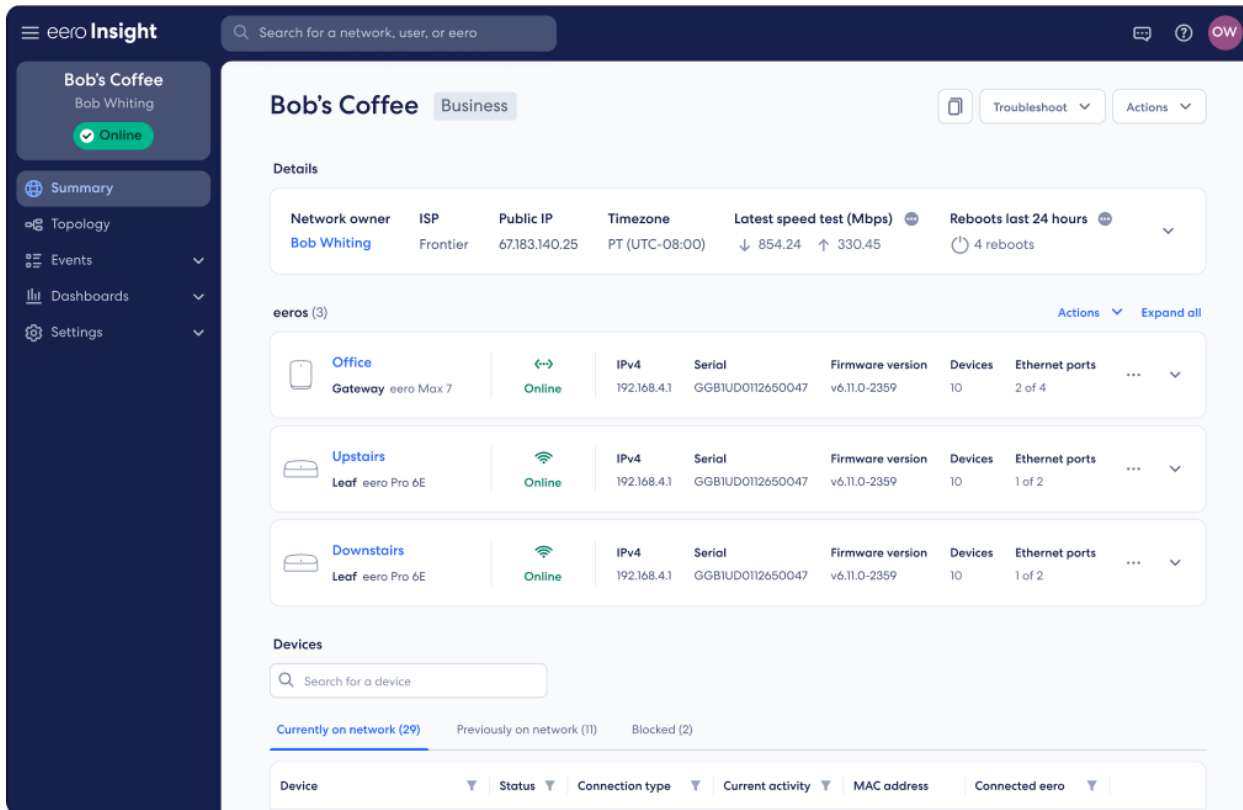
- After the transfer process is complete, the network will be active and ready for administering via eero Insight. Enter the business name, the “Main” wifi network, or an associated eero serial number into the search bar to access the network.

2. Business network settings

2.1. Set up multiple wifi networks

2.1.1: Enabling the Business and IoT wifi networks

1. Look up the network from the search bar on eero Insight. You can also search by business name.
2. Click the appropriate result to reach the eero Business network overview screen.



The screenshot shows the eero Insight Business network overview for 'Bob's Coffee'. The interface includes a sidebar with navigation options like Summary, Topology, Events, Dashboards, and Settings. The main content area displays network details such as Network owner (Bob Whiting), ISP (Frontier), Public IP (67.183.140.25), Timezone (PT (UTC-08:00)), Latest speed test (Mbps), and Reboots last 24 hours (4 reboots). Below this, there is a section for 'eeros (3)' listing three eero devices: Office Gateway (eero Max 7), Upstairs Leaf (eero Pro 6E), and Downstairs Leaf (eero Pro 6E). Each device entry shows its status (Online), IP address (192.168.4.1), Serial number (GGB1UD0112650047), Firmware version (v6.11.0-2359), and Ethernet ports. At the bottom, there is a 'Devices' section with a search bar and tabs for 'Currently on network (29)', 'Previously on network (11)', and 'Blocked (2)'.

3. Go to Settings → Network Settings → Business Settings → Add wifi network.

2.1.2: Subnet capabilities

Subnet type	Main	Guest	Business	IoT
LAN visibility (devices can see and talk to other devices on same SSID subnet)	✓	✗	✓	✗
Bandwidth Limits	✗	✓ Select a value between 10% and 60% of the network bandwidth	✗	✗
Support captive portal	✗	✓ Users can choose to enable/disable captive portal	✗	✗
Support IP reservations/forwarding	✓	✓	✓	✓

eero Secure (DNS Filter features)

Advanced Security	✓ Enabled by default			
Adblock	✓ Disabled by default			
Preset Content filters	None	Illegal, Criminal, and Violent content is blocked by default to protect malicious activity on your network by guests	None	Illegal, Criminal, and Violent content is blocked by default to protect malicious activity on your network via IoT devices

Note: Subnet filters are preset but can be modified in the eero mobile app if required.

- Click "Edit" in the "Guest" wifi network column of the "Wifi network settings section" to see general settings for this wifi network type.

Guest

Enable wifi network

☒

Wifi network name

Coffee wifi Guest

Wifi network security

☒ Open
 ☐ Password protected

Enable captive portal

☒

Bandwidth limit

☒

The percentage of the overall network bandwidth allocated to the Guest wifi network. The percentage setting will apply to both upload and download bandwidth.

Preset content filters

Cancel

Save

Guest

Enable wifi network

☒

The percentage of the overall network bandwidth allocated to the Guest wifi network. The percentage setting will apply to both upload and download bandwidth.

Preset content filters

SafeSearch	Disabled
YouTube Restricted	Disabled
Adult Content	Disabled
Illegal or Criminal	Enabled
Violent	Enabled
Chat and Messaging	Disabled
Social Media	Disabled
Games	Disabled
Streaming	Disabled
Shopping	Disabled

Cancel

Save

Guest

Enable wifi network

☒

Wifi network name

Coffee wifi Guest

Wifi network security

☒ Open
 ☐ Password protected

Enable captive portal

☒

Bandwidth limit

☒

The percentage of the overall network bandwidth allocated to the Guest wifi network. The percentage setting will apply to both upload and download bandwidth.

Preset content filters

SafeSearch

Disabled

Cancel

Save

Guest network

Guest network

☒

Guest network name

Coffee wifi Guest

Guest network password

Edit password

Cancel

Save

3. After exiting the general settings for the “Guest” wifi network, click on “Edit” in the “Captive portal settings” section.

eero Insight

Search for a network, user or eero

KA

eero cafe

Network ID 489003

Online

Summary

Topology

Events

Dashboards

Settings

Settings

Users & profiles

Business settings

Wifi network settings

Add wifi network

Main

Enabled

Wifi network name

Finally

Password

.....

Ethernet port associations (6)

Guest

Enabled

Wifi network name

Finally Guest

Security type

Open

Password

N/A

Captive portal

Enabled

Bandwidth limit

Disabled

Content filters

Presets

Captive portal settings

Captive portal

Enabled

eero subscription features

Subscription

There is currently no owner for this network. A network owner is required to enable eero Plus. Please ensure the network has been transferred

Additional services

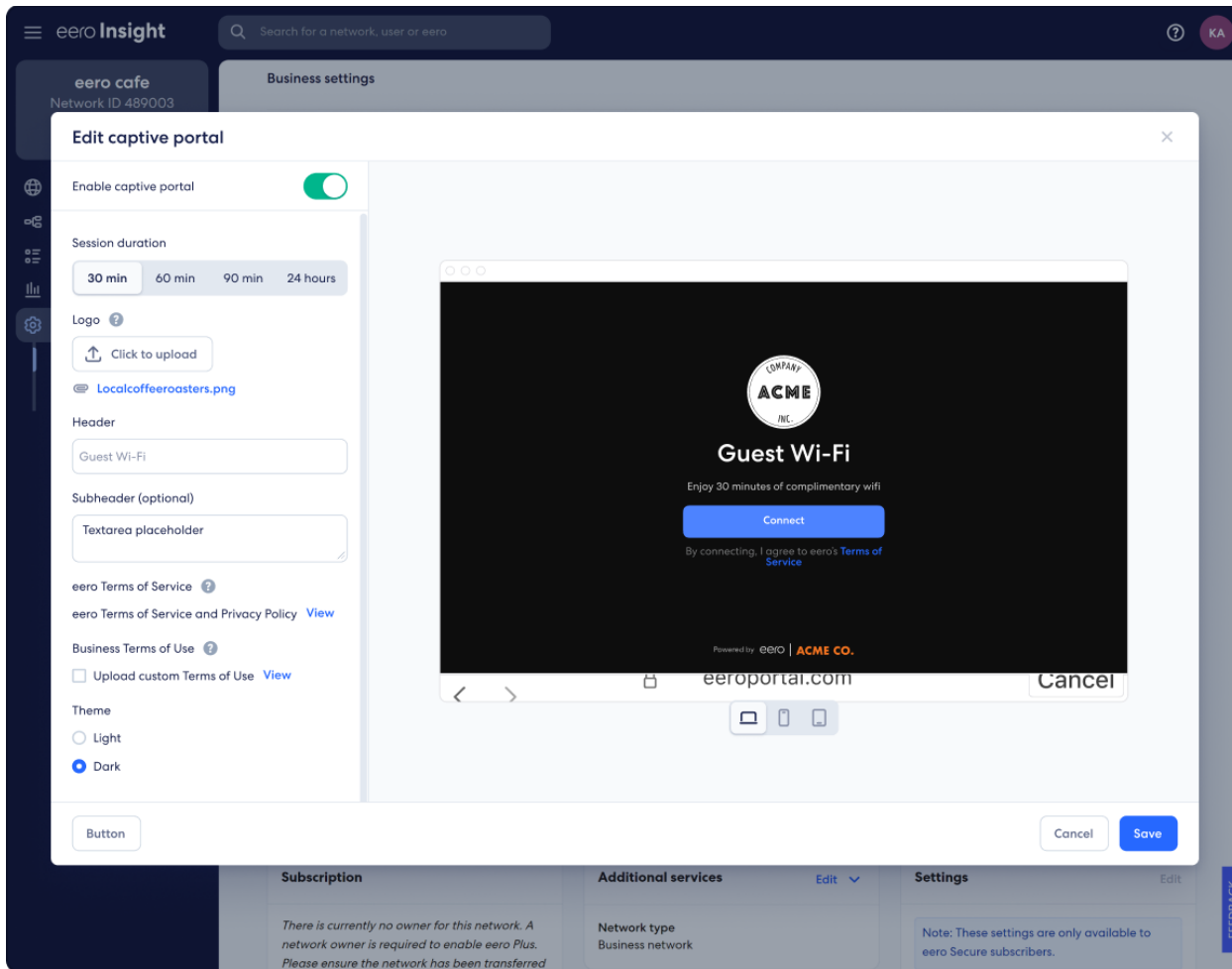
Network type

Business network

Settings

Note: These settings are only available to eero Secure subscribers.

FEEDBACK



2.3. Disabling/Enabling the captive portal

2.3.1: Disabling the captive portal from the Captive Portal modal

1. Check if the captive portal appears in the “Guest” network.
2. Disable captive portal by going to Network → Business Settings → Edit (Captive Portal Card) → Toggle off “Captive portal.”

2.3.2: Enabling the captive portal and setting up custom configuration options

If the captive portal is not already enabled, enable it by following these steps.

1. Search for your network.
2. Go to Network → Business Settings → Edit (Captive Portal Card) → Enable captive portal.
3. Set a session duration of 30 minutes, 60 minutes, 90 minutes, or 24 hours.
4. Upload a business logo (max 200x200, PNG or JPG).
5. Add a Header and Subheader.
6. Upload a .TXT file under ‘Business Terms of Use.’
7. Choose light or dark theme.
8. Click “Save.”
9. Check if the preview has the same configuration you selected.

2.3.3: Disabling the captive portal from the guest wifi network modal

1. Disable captive portal by going to Network → Business Settings → Edit (guest wifi network Card) → Disable captive portal.

2.3.4: Enabling the captive portal from the guest wifi network modal

1. Disable captive portal by going to Network → Business Settings → Edit (guest wifi network Card) → Enable captive portal.

2.4 Selecting manual IP ranges

By default, "eero Business" networks are set up to assign IP addresses to client devices from automatically selected IP address ranges. However, the network administrator has the option to manually configure the specific IP address ranges to be used for each individual subnet.

It's important to note that switching the network setting between "Automatic" and "Manual IP" will trigger a reboot of the network.

1. Browse to Settings → Network → Network services, click on "edit" against "DHCP & NAT":

The screenshot shows the eero Insight web interface. On the left is a sidebar with navigation options: Summary, Topology, Events, Dashboards, Reboots, Channel utilization, Thermal analysis, Speed tests, Outages, Data usage, Security (eero Plus), Settings (selected), Network, and Users & profiles. The main content area displays 'ISP settings' and 'Network services'. Under 'ISP settings', there are cards for 'WAN type' (Static IP), 'Upstream IPv6' (Enabled), 'DNS' (ISP default), and 'UPnP' (Enabled). Under 'Network services', there is a card for 'DHCP & NAT' (Automatic) and a 'Local DNS caching' card (Enabled). Each card has an 'Edit' link.

2. Select the "Manual IP" option:

This screenshot shows the 'DHCP & NAT' settings card from the previous image, but with the 'Manual IP' radio button selected. The 'Automatic' radio button is now unselected. Below the radio buttons, a yellow warning box states: 'Note: changing these settings will restart this network'. 'Cancel' and 'Save' buttons are visible at the bottom right of the settings card.

3. Choose from one of the 3 IP address prefixes:

The screenshot shows the eero Insight web interface. On the left, a sidebar lists navigation options: Summary, Topology, Events, Dashboards, and Reboots. The main content area is titled 'Network services'. Under 'DHCP & NAT', there are radio buttons for 'Automatic' and 'Manual IP', with 'Manual IP' selected. Below this, a note states: 'Note: changing these settings will restart this network'. At the bottom, the 'IP address prefix' is set to '10.0.0.0/8' (selected), with other options being '192.168.0.0/16' and '172.16.0.0/12'. A 'Save' button is visible in the top right corner of the configuration panel.

Subnet IP, subnet mask, starting IP and ending IP for all the subnets will be automatically populated from the selected IP prefix with some default subnet ranges but you can change the ranges as needed

This screenshot shows the same eero Insight interface as the previous one, but with additional details. The 'IP address prefix' remains '10.0.0.0/8'. Below the note, there is a table of subnets for three different networks. The table has columns for 'Subnet IP', 'Subnet mask', 'Starting IP', and 'Ending IP'. The subnets are automatically generated based on the selected IP prefix.

	Subnet IP	Subnet mask	Starting IP	Ending IP
Main wifi network	10.0.0.0	255.255.252.0	10.0.0.20	10.X.3.254
Guest wifi network	10.0.4.0	255.255.252.0	10.0.4.20	10.0.7.254
Business wifi network	10.0.8.0	255.255.252.0	10.0.12.20	10.0.15.254

4. Click on the "Save" button after making the changes.

2.5. Changing a network type to “Business”

2.5.1: Changing an existing “Residential” network type to “Business”

1. To change an existing ‘Residential’ network type to Business, follow the steps below:
2. Look up the existing network from the search bar
3. On the network page, scroll to the bottom or select ‘eero Subscription from the navigation menu
4. On the eero Business tile, click edit and Activate, enter a name to identify the Business, and activate the subscription. This will change the network type to ‘Business.’

Note: To change a ‘Business’ network type to ‘Residential,’ you will need to delete the network and set it back up again.

2.6 Configuring a public static IP subnet for business devices

With public static IP, businesses can assign multiple static public IP addresses to devices. The feature also supports the optional RIPv2 protocol for simplified routing management.

1. Navigate to Settings → Public static IP, toggle it on
2. Fill in the Static IP subnet and Subnet mask details and click Save.

The screenshot shows the eero Insight web interface. On the left is a dark sidebar with navigation options: Summary, Topology, Events, Dashboards, Reboots, Channel utilization, Thermal analysis, Speed tests, Outages, Data usage, Security (eero Plus), Settings (selected), Network, and Users & profiles. The main content area is titled 'Network services' and contains several configuration cards:

- DHCP & NAT**: Manual IP. Fields: IP address prefix (192.168.1.254), Subnet IP (255.255.255.0), Starting IP (192.168.1.254), Ending IP (192.168.1.254). Edit link.
- DNS**: ISP (default). Fields: IPv4 primary (192.168.1.254), IPv4 secondary (255.255.255.0), IPv6 primary (192.168.1.254), IPv6 secondary (None). Edit link.
- Public static IP**: Toggle is 'Enabled'. Buttons: Cancel, Save.
- Lease range**: Fields: Static IP subnet (192.168.1.254), Subnet mask (255.255.255.0).
- UPnP**: Enabled. Edit link.
- Local DNS caching**: Enabled. Edit link.
- Smart queue management**: Enabled. Edit link.
- Wireless**:
 - Client steering**: Enabled. Edit link.
 - WPA3 mode**: Enabled. Edit link.

Static IP subnet

The static IP subnet defines the range of public IP addresses available for assignment to business devices.

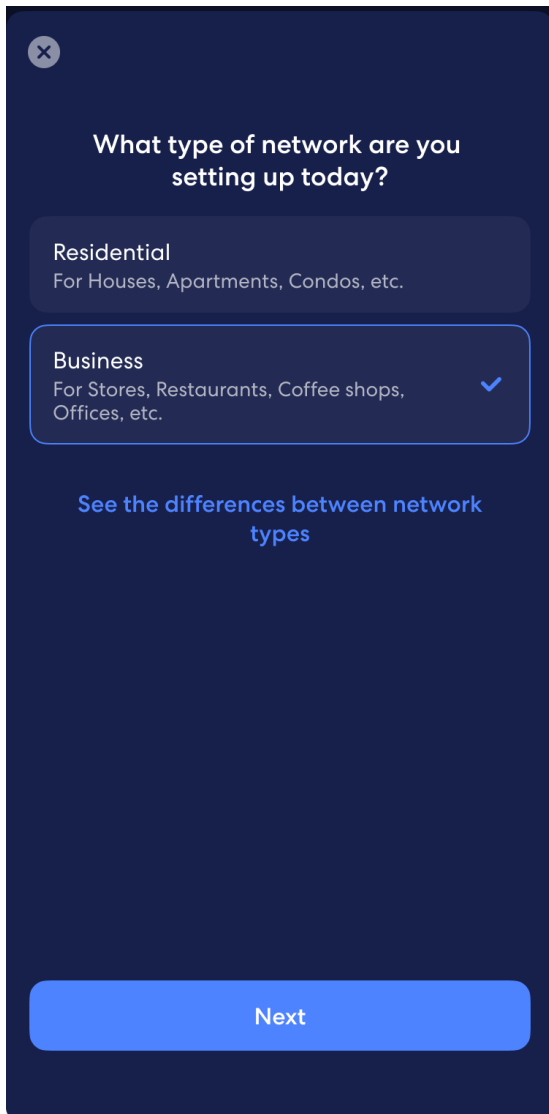
Subnet mask

Subnet mask sets the size of the IP range, distinguishing the network portion from the device-specific portion.

2.7. Technician mobile app: Network setup flow

2.7.1: Create a business network as an ISP technician

1. Log into the eero mobile app as an ISP technician.
2. Create a network. You will see two options for network type: 1) Residential and 2) Business.



3. Click on "See differences between network types" for more information on residential versus business networks.



The differences between networks

Different types of networks have access to different capabilities and services.

Residential

Residential networks are tailored towards providing the best wifi experience inside homes, apartments or condos. Residential networks are supported on all eero models.

Business

Business networks are optimized for both network security and wifi performance in commercial environments such as offices, coffee shops, gyms, etc.

Business networks have additional features and functionality to customize and secure the wifi experience for employees, customers, and contractors. Business networks are only supported on Wi-Fi 6 and newer eero models.

4. Select Business as the network type.
5. Enter a business name.

Note: Business names may contain letters, numbers, and some special characters (!@#\$\$%^&*()-~,:):

←

What's the name of the business?

This is also how the Internet service provider will identify the business for customer support.

Smith's coffee shop ✕

Business name can contain letters, numbers and some special characters (!@#\$\$%^&*()-~,:).

Guided setup

Quick setup

6. Add a gateway eero.
 - a. Supported eero gateway models include eero 6 gateway, eero Pro 6, eero 6+, eero Pro 6E, eero PoE 6, and eero PoE Gateway.
7. Add a leaf eero
 - a. Supported eero gateway models include eero 6, eero Pro 6, eero 6+, eero Pro 6E, eero PoE 6, and eero PoE Gateway.
8. The transfer network screens will show up. Continue to transfer the network to the business owner.
9. You will be able to access the network via the technician's mobile app for 48 hours.

For troubleshooting and further support visit hawaiiantel.com/support.

