

Getting Started Guide



The wifi solution your business can rely on.

eero Business helps streamline the deployment and management of your network to support your operations and provide connectivity to guests.

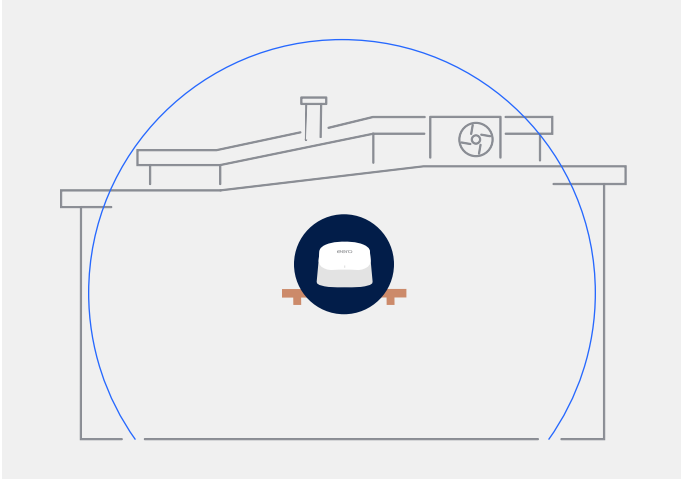
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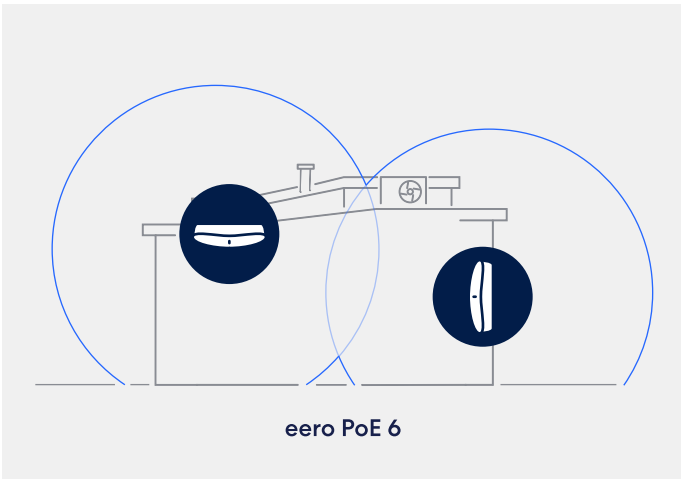
Optimizing device placement

The first step in setting up your business network is ensuring that you have the optimal placement for all of your eero devices.



Place the router in a central location

To maximize coverage of any wireless eero product, place the router at the center of your space, providing signal in all directions.

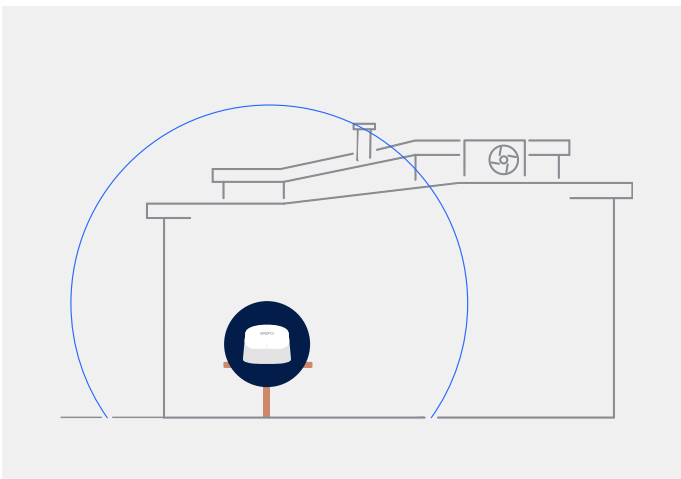


eero PoE 6

Place the eero logo facing out

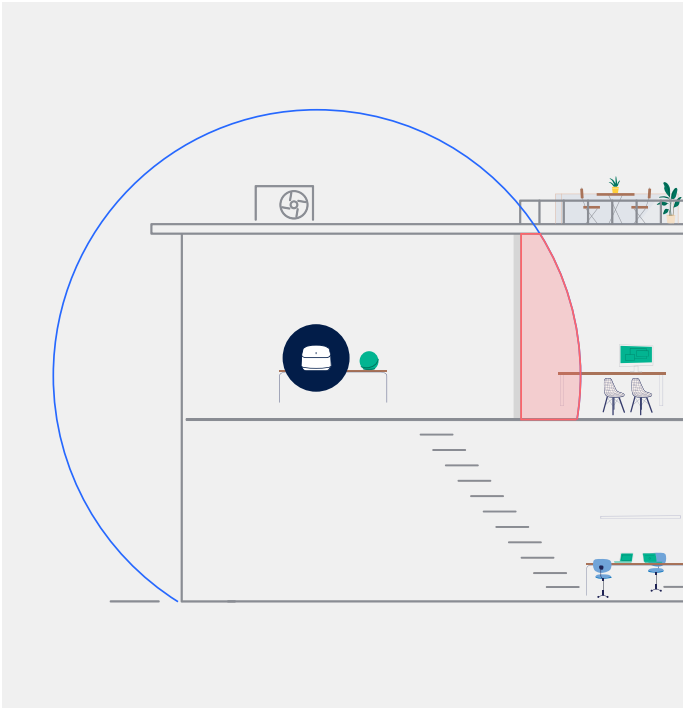
If possible, ensure the “eero” logo on the router is facing out towards the space in the business that needs a signal.

Note: If you’re using an eero PoE 6 device, it can be mounted vertically or horizontally to provide adequate coverage in both orientations, but the top surface with the logo should face outwards into the space.



Keep the routers facing forward

The eero routers should be placed horizontally to maximize coverage. Client devices facing the bottom or back of an eero will receive the least coverage and may experience poor performance.

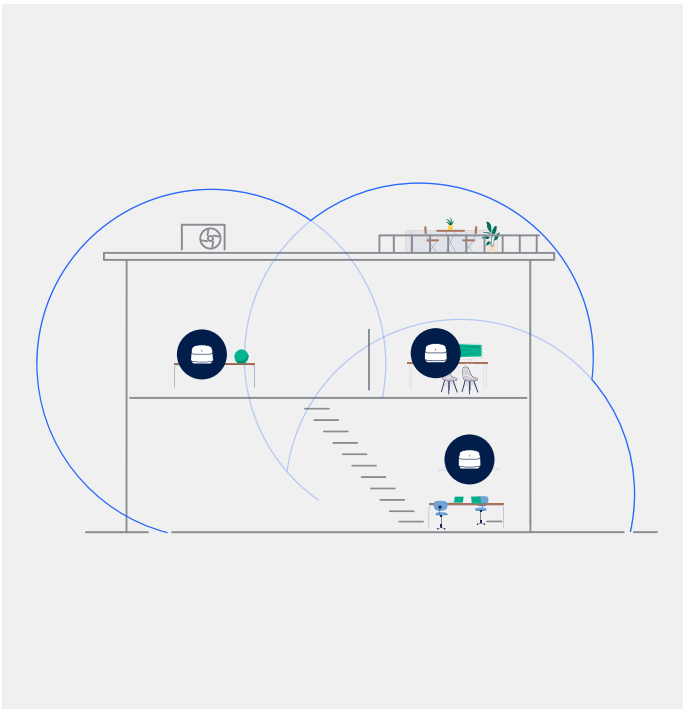


Avoid obstructions

Even if the gateway eero is installed near the center of the business with good line of sight, there may be obstructions in the building, such as:

- Interior walls constructed with concrete, brick, metal studs, or mesh
- Large stainless steel appliances
- Metal media cabinets

These materials and objects can interfere with wifi signals and may require additional eero devices to optimize coverage.



Use additional access points as needed

If the areas of the business that need internet access are more than 25 feet from the gateway eero device, it may be necessary to install additional eeros to extend coverage across the entire space.

Please note that the listed coverage area is from end-to-end of the range, meaning that if a device is next to a wall projecting into a room, the max width of the signal will be less than the max range. Objects and barriers may also interfere with signals, reducing the coverage area. While we don't recommend overfilling your rooms with eeros, we've found that businesses who are on the fence about purchasing an additional eero rarely regret doing so, while businesses who opt not to do so frequently end up purchasing additional eeros after they have set up their initial network.

Setting up eero Business

1. Setting up your business network

Note: If you've subscribed to eero Business through your ISP, please skip to step 2.

Make sure your eero hardware is compatible by [clicking here](#):

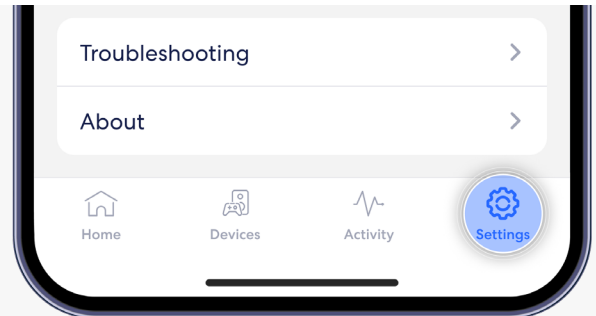
- Open the eero app, or download it at eero.com/app.
- Tap **Discover**.
- Tap **eero Business** → **Subscribe to eero Business**.
- Follow the on-screen instructions to purchase through your device's payment processor.*

2. Configuring eero Business settings

Once set up, your network will have all features enabled, and you can begin to update your business network settings. **Settings** are managed from the settings menu in the eero mobile app and from the eero Insight portal.

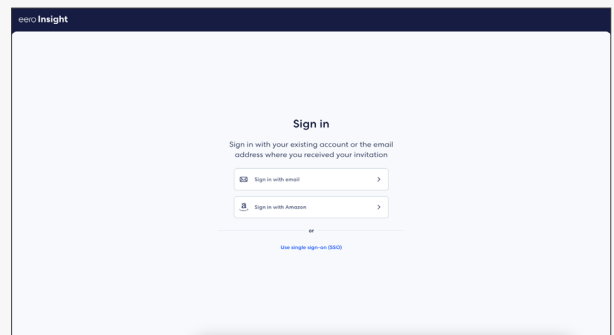
Mobile app settings

Navigate to the **Settings** tab on the bottom of the mobile app to access settings.



eero Insight portal

Open the **eero Insight portal** at insight.eero.com.

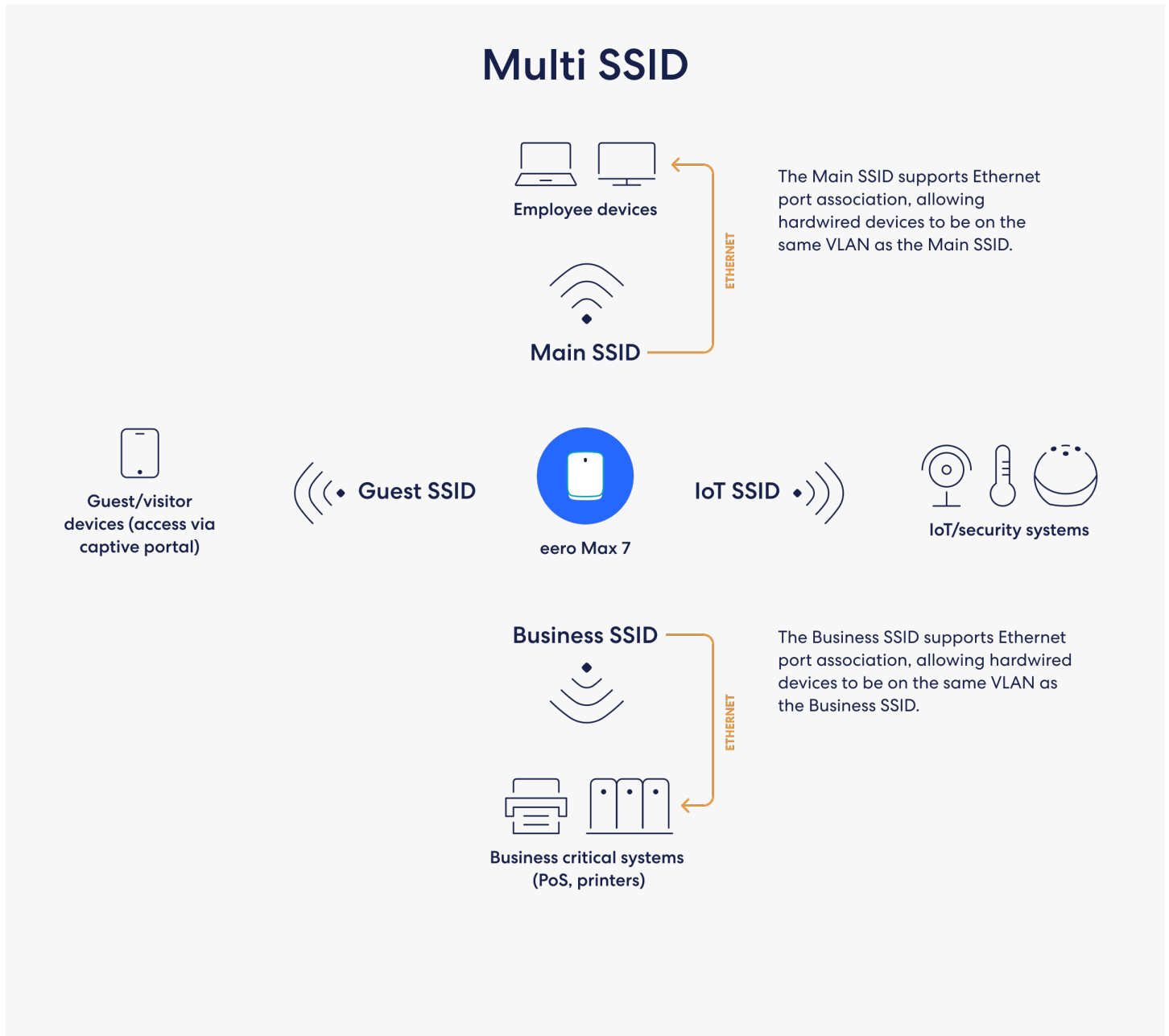


*Payment is processed through the App Store for iOS and Google Play for Android.

Managing SSIDs

What are SSIDs?

eero Insight supports up to four separate SSIDs—which operate as four separate wifi networks. Each SSID is intended for a different purpose.



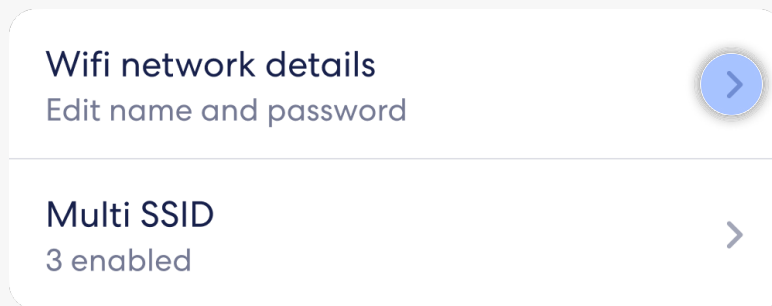
SSID/Subnet	Purpose	Default status	Notes
Main	Employee devices and business connectivity.	On	Supports Ethernet port association, allowing hardwired devices on the network to be connected to the same VLAN as the Main SSID.
Guest	General connectivity for business visitors.	On	Can be configured to use a captive portal and/or PSK. Bandwidth limits can be applied to ensure visitors do not overuse the network (e.g., limit the SSID to between 10 and 60% of total bandwidth). Devices on this subnet do not have access to communicate with other devices on the LAN. They can only access the internet.
Business	Business-critical equipment whose internet connectivity is prioritized and completely isolated, such as point-of-sale devices, printers, security systems, and network-attached storage.	Off; configurable after network setup	Supports Ethernet port association, allowing hardwired devices on the network to be connected to the same VLAN as the Business SSID.
IoT	Connectivity to always-on infrastructure equipment throughout the business, such as smart devices, thermostats, door locks, and security systems.	Off; configurable after network setup	Devices on this subnet do not have access to communicate with other devices on the LAN. They can only access the internet.

Configure your SSIDs

From the mobile app

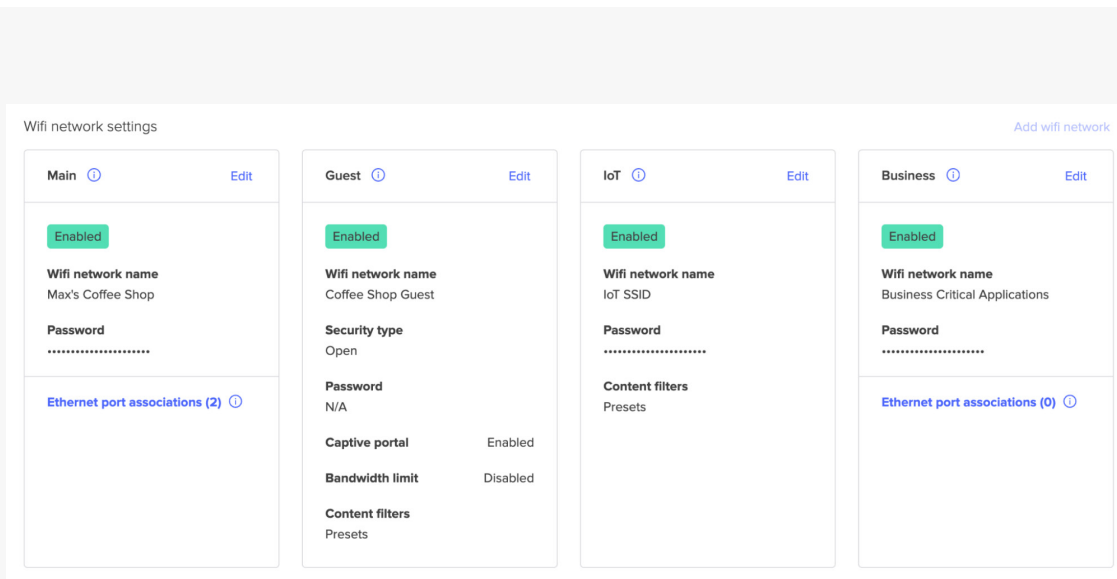
To configure the settings of your **Main SSID** in the eero mobile app, click on the **Wifi network details** button on the **Settings** page.

To configure the **Guest**, **IoT**, and **Business SSIDs** in the eero mobile app, click on the **Multi SSID** button on the **Settings** page.



From the eero Insight Portal

To configure the settings of your SSIDs in the eero Insight Portal, log into the portal and navigate to the Wifi network settings section of the page.



Configuring your guest network

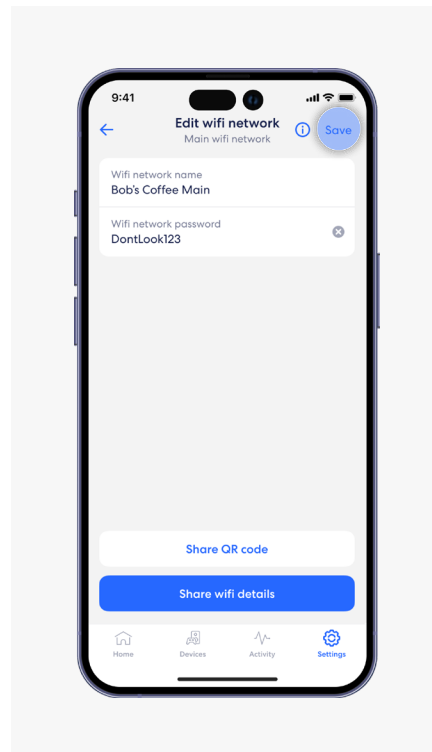
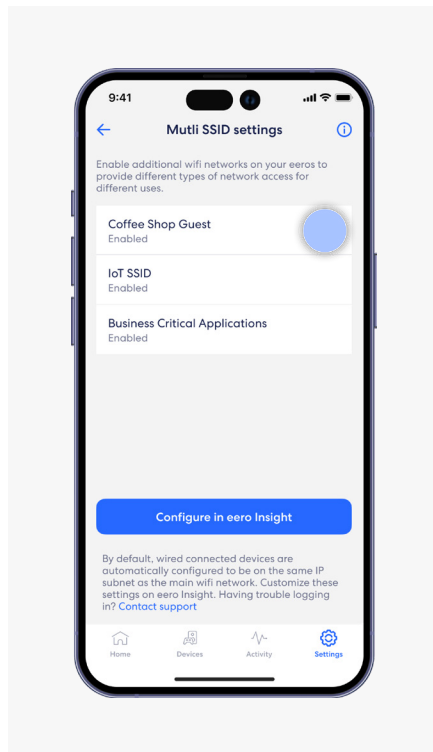
eero supports a captive portal on the **Guest SSID** of business networks.

You can change the following settings on the **Guest SSID**:

- Network name (SSID)
- Password-protect your network or keep it open.
eero highly encourages you to configure a captive portal if you keep your guest network open.
- Configurable bandwidth limits to ensure visitors using the network do not consume more than 10-60% of available WAN bandwidth.
- Captive portal business logo
- Captive portal text
- Captive portal customer terms of service
- Theme (Dark or Light)
- Internet access session duration (30 min, 60 min, 90 min, or 24 hours)

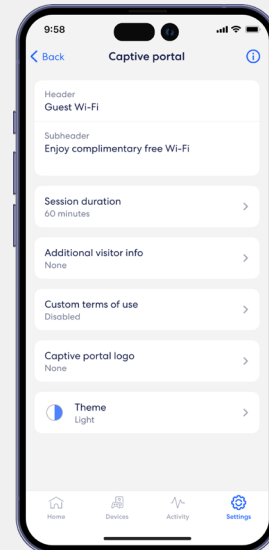
Set up guest network in the eero mobile app

You can access all these settings—except for the captive portal logo configuration—in the eero mobile app by selecting **Settings → Multi SSID → Guest Network**.

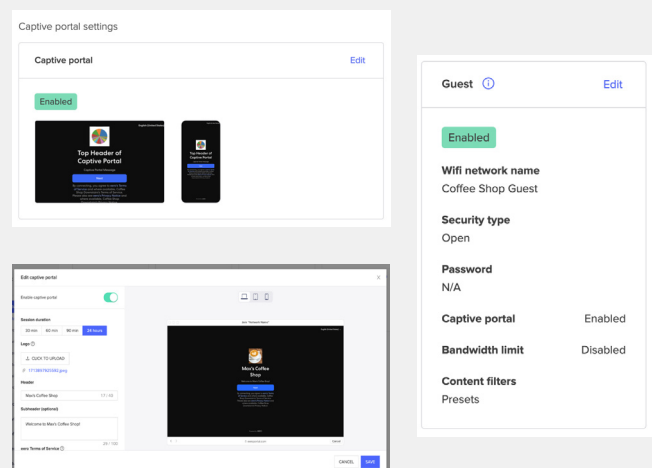


Configure your captive portal

Access the captive portal settings by navigating to **Settings → Multi SSID → Guest Network → Edit Captive Portal**.



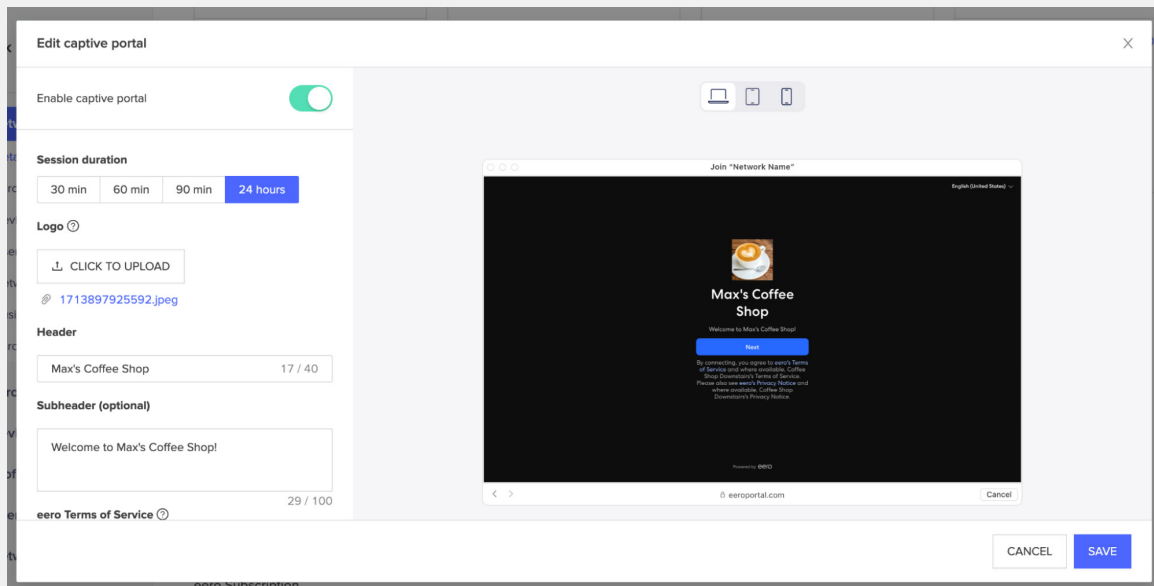
You can access **Guest SSID** and **captive portal settings** in the eero Insight Portal under the **wifi network settings** section of the portal.



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 the light or dark theme.
8. Click **Save**.
9. Check if the preview has the same configuration you selected.

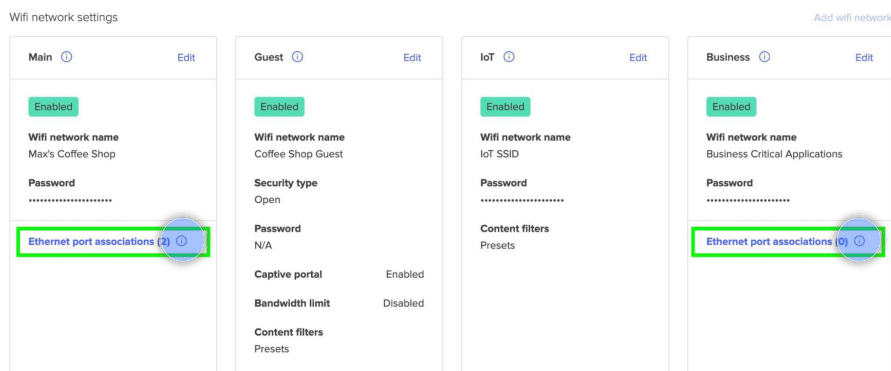


Configuring Ethernet port associations

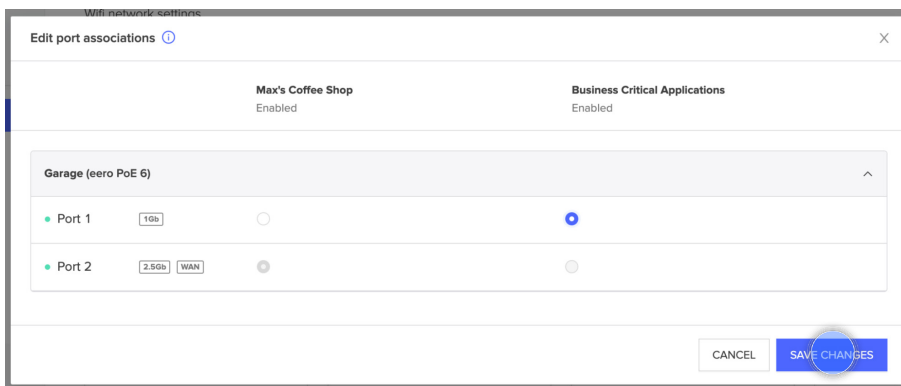
When deploying your network, critical infrastructure like point-of-sale devices, printers, and security cameras may need to be hardwired. You will likely want to isolate these devices from the guest network by keeping them on the VLAN used by the Main SSID (intended for employees or business owners) or the VLAN used by the **Business SSID**. eero allows you to set up **Ethernet Port Associations** on both of these SSIDs to achieve this.

These settings are only available via the **eero Insight Portal**. If your ISP does not allow business owners to manage their networks via the **eero Insight Portal**, you will not have access to the tools to update your Ethernet port associations. You'll need to work with your ISP or eero customer support to configure these settings on your behalf.

On the **eero Insight Portal**, find the **Wifi network settings** section of the page. Select the Ethernet port associations link for the network (either **Main** or **Business**) that you are hardwiring your device to.



Identify the port to which your device is connected, select the network (SSID) to which you want the device associated, and save your changes. Your hardwired device is now on the same VLAN as the devices that are connected wirelessly on the same SSID.



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

