eastlink

# How to set up your Internet with WiFi powered by eero

Before you begin, please ensure you have received your new Internet modem and eero unit(s). In order to activate your WiFi you will need to download the free eero App; to do this visit the Apple App Store or Google Play Store, search for eero and download the version which is compatible with your smart phone or tablet.

For existing Internet customers - remember you need to replace your existing Internet modem with the new modem you received.

Step 1: Download eero App

To download the free eero App visit the Apple App Store or Google Play Store, search for eero and download the version which is compatible with your smart phone or tablet.

Step 2: Install Internet Modem
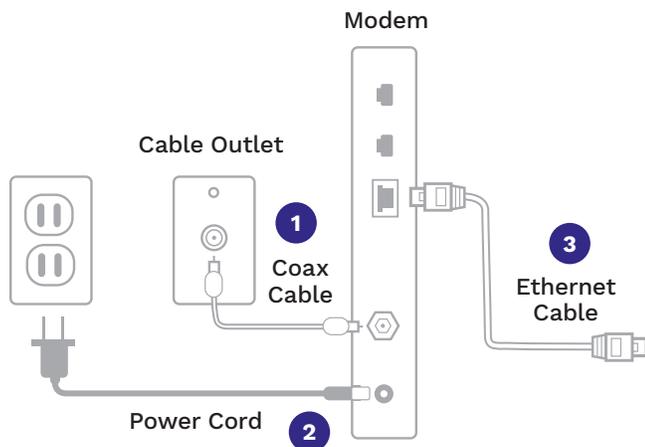
1. Connect the cable from your cable outlet to the coax port on the modem box.

2. Connect the power cord to the modem and plug the power cord into an active wall outlet.

3. Connect one end of the Ethernet cable to the back of the modem. The other end will be connected to the eero during Step 3.

4. If you have picked up your modem at a retail store it is already active and you can proceed to **Step 3**.

5. Call 1-866-238-2390 and follow the prompts to activate your new modem.

If you have questions about setting up your equipment call 1-888-345-1111 or chat with us at Eastlink.ca

Step 3: Setting up your WiFi Network

Open the eero App and follow the instructions on how to set up your WiFi network. Additional WiFi Help and FAQs can be found by visiting: www.eastlink.ca/wifisupport

Step 4: Existing Customers Only - how to return existing Internet Modem

Scan the QR code below, or visit https://my.eastlink.ca/customer-support/general/how-to-return-eastlink-equipment, to see if your equipment needs to be returned.

Thank you for being an Eastlink Internet customer!

We are here to help if you have any questions or concerns. Please visit: www.eastlink.ca/customer-support