



TECH SUPPORT

We understand that technology can be confusing sometimes, even when things are working the way they should.

Questions about your service?
Need help troubleshooting an issue?

WE'RE HERE TO HELP!



715-824-5517



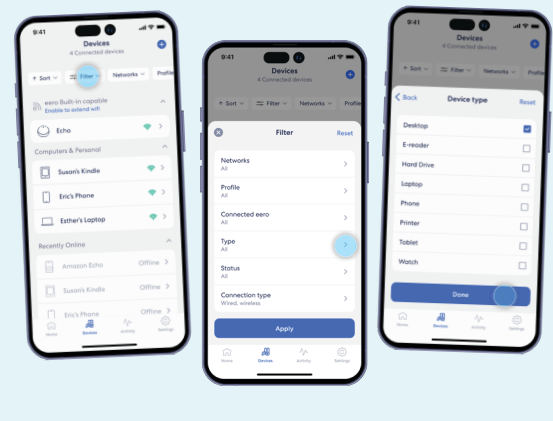
info@amherstcomm.net

LOCATIONS

Amherst Office
120 Mill St.
Amherst, WI 54406
715-824-5529
Mon-Fri | 8am-5pm

Plainfield Office
100 West North St.
Plainfield, WI 54966
715-335-6301
Mon-Fri | 8am-5pm

VIEW DEVICES



eero enables you to see all the devices within your networks. You can easily sort and filter to find specific devices based on network, profile, connected eero, device type, status, and connection type.

1. From the Devices tab, tap on the Filter button at the top.
2. Within the filter popup, select Type to filter by device type.
3. Select the various types of devices you wish to view, then tap Done. Your filtered results will be displayed.

You can also sort your devices by name or by the date added to the network.

NOTIFICATIONS

Want to get notified when a new device connects to your network? How about advance notice of an app software update? Manage which notifications you receive from the Settings/Notifications menu.

1. From the Settings tab, scroll down and select Notifications.
2. Customize notifications to your liking.

DATA USAGE

Viewing the data usage on your WiFi network helps you understand how your connection is being used and which devices are consuming the most bandwidth. It can also help you spot unusual activity, and make sure your network is running efficiently for everyone who depends on it.



1. From the activity tab, tap downloaded data to view the overall wifi data usage.
2. Tap show live usage to view current wifi data usage.
3. Tap the X in the upper left corner to go back.

SPEED TEST

Running a speed test helps you verify whether your network is delivering the speeds you're subscribed to and helps identify potential issues like weak signals, bandwidth congestion, or device limitations. The speed test analyzes the upload and download speeds at your gateway eero.

1. From the Home tab, tap on Internet at the top.
2. Tap Run speed test at the bottom.
3. Once the speed test is complete, your results will be displayed.



Amherst COMMUNICATIONS



eero WiFi App Guide





GETTING STARTED

First, you will need to download the eero app from the Google Play or Apple Store on your mobile device.



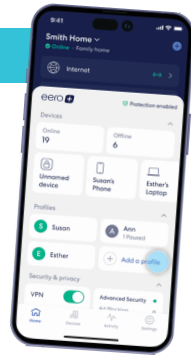
1. Next, launch the eero mobile app and tap the blue Get started button. Choose to either log in with an existing Amazon account or create an eero account.
2. If creating a new account, follow the prompts and enter in your information.
3. A verification code will be sent to the email you provided. Check your email and enter the code to validate your account.

Your eero account should now be set up, and you can tap Start setup to begin.

SET UP PROFILES

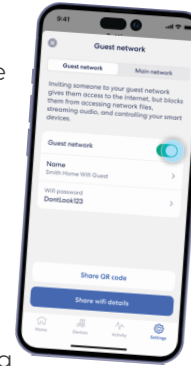
Creating profiles gives you the ability to customize user access. Once you've created a user's profile, you can assign them devices, pause their access, set schedules, or view their usage habits.

1. From the Home tab, tap on Add a profile in the Profiles section.
2. Enter the name of the person for whom you're creating a profile.
3. Add any devices that will be associated with the profile and then tap Done in the top right.



CREATE GUEST NETWORKS

With eero, you can create a guest WiFi network so visitors can access your home Internet without you having to share your network password. Adding a guest WiFi network enhances security by isolating visitors from your main network, reducing risk and preventing infected devices from unintentionally compromising your systems.



1. Tap on the Setting tab in the bottom right.
2. Tap on the Guest WiFi network option.
3. Toggle the Guest WiFi network option to enable the guest network. Edit the guest WiFi name and password.

SHARE YOUR WIFI



The eero app makes it simple to connect your guests without having to read off or even share your password.

1. To share your WiFi credentials, tap the plus sign at the top of your screen.
2. Choose whether to grant access to a Guest Network or your Main Network.
3. Select how you'd like to share. You can generate a QR code that your guest can scan with their mobile device or text/email them the login details.

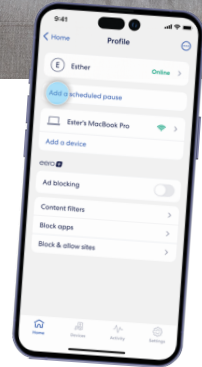
PAUSE WIFI



While 24/7 access to the Internet can be great, sometimes you need a reminder to take a break. With the eero app, you can pause your WiFi network altogether, pause it for specific users, or individual devices.

You can even set schedules that help maintain healthy online boundaries.

1. From the Home tab, tap the profile for which you want to set a schedule.
2. Select Add a scheduled pause.
3. Update the schedule name, start time, end time, and frequency for the schedule pause, then tap Save.



Congratulations!

You're now connected to the most advanced broadband network in Central Wisconsin!



During your install, you received an eero router along with access to a FREE Wi-Fi management app. While your Internet works great on its own, the app gives you extra control to personalize and manage your Wi-Fi settings right from your phone or tablet.

- Create User Profiles
- Create & Share Guest Network
- Pause WiFi
- Manage Devices Connected to your Network
- View Your Data Usage
- Run Speed Tests