Product User Manual

eero

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phone: 415-738-7972

This document covers the following models:

B010001;

J010001;

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Version	Date	Description
1.0.1	3/1/2016	Initial release for Generation 1 product
1.1.1	5/8/2017	Revised for Gen2 products
1.2.1	6/27/2017	Added Text in English and French for Industry Canada
1.3	7/29/2019	Updated form 3rd Generation products.

The eero product is controlled through an App that the user installs on their Android or iOS phone.

This draft manual shows the screens that the user will navigate through.

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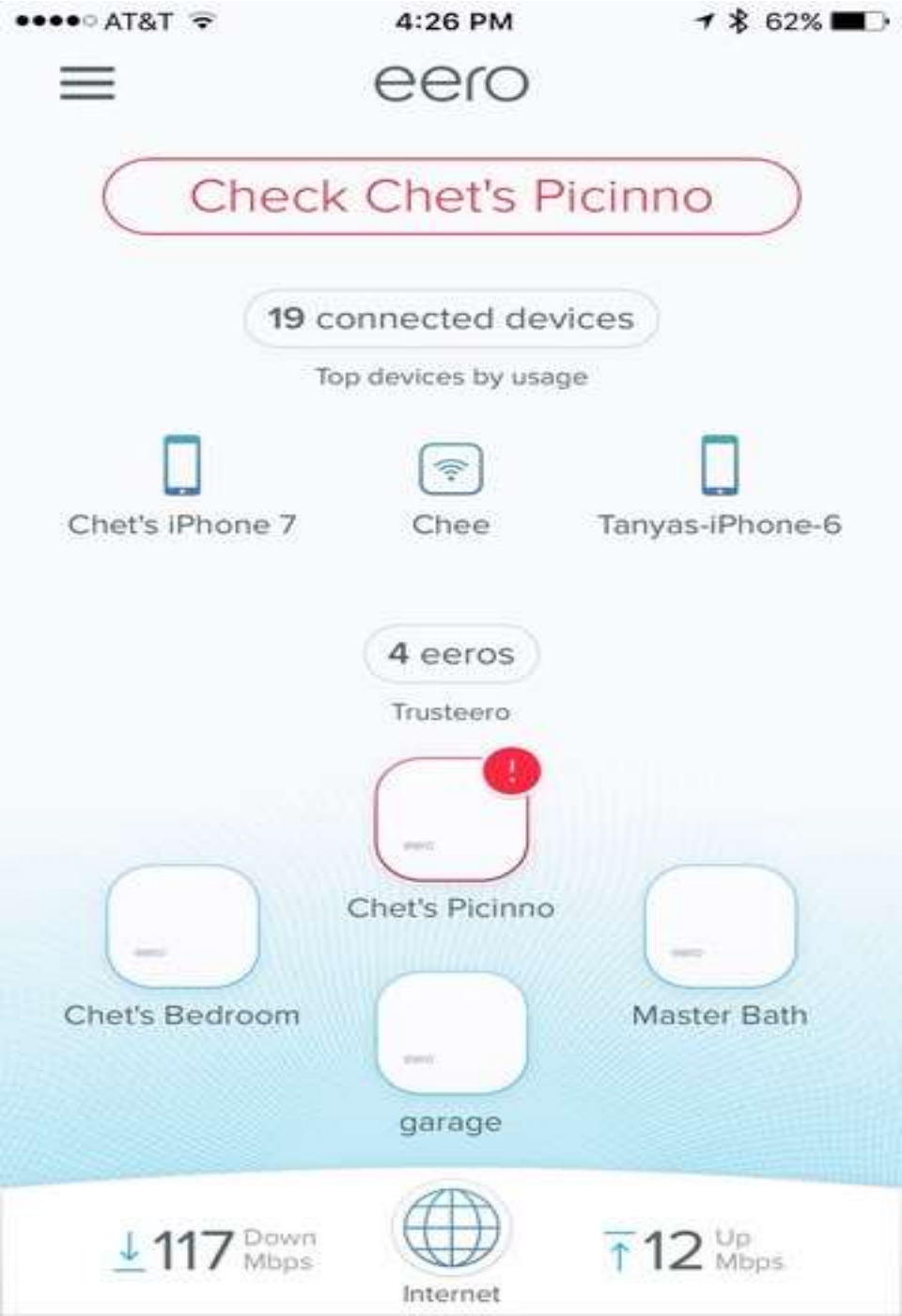
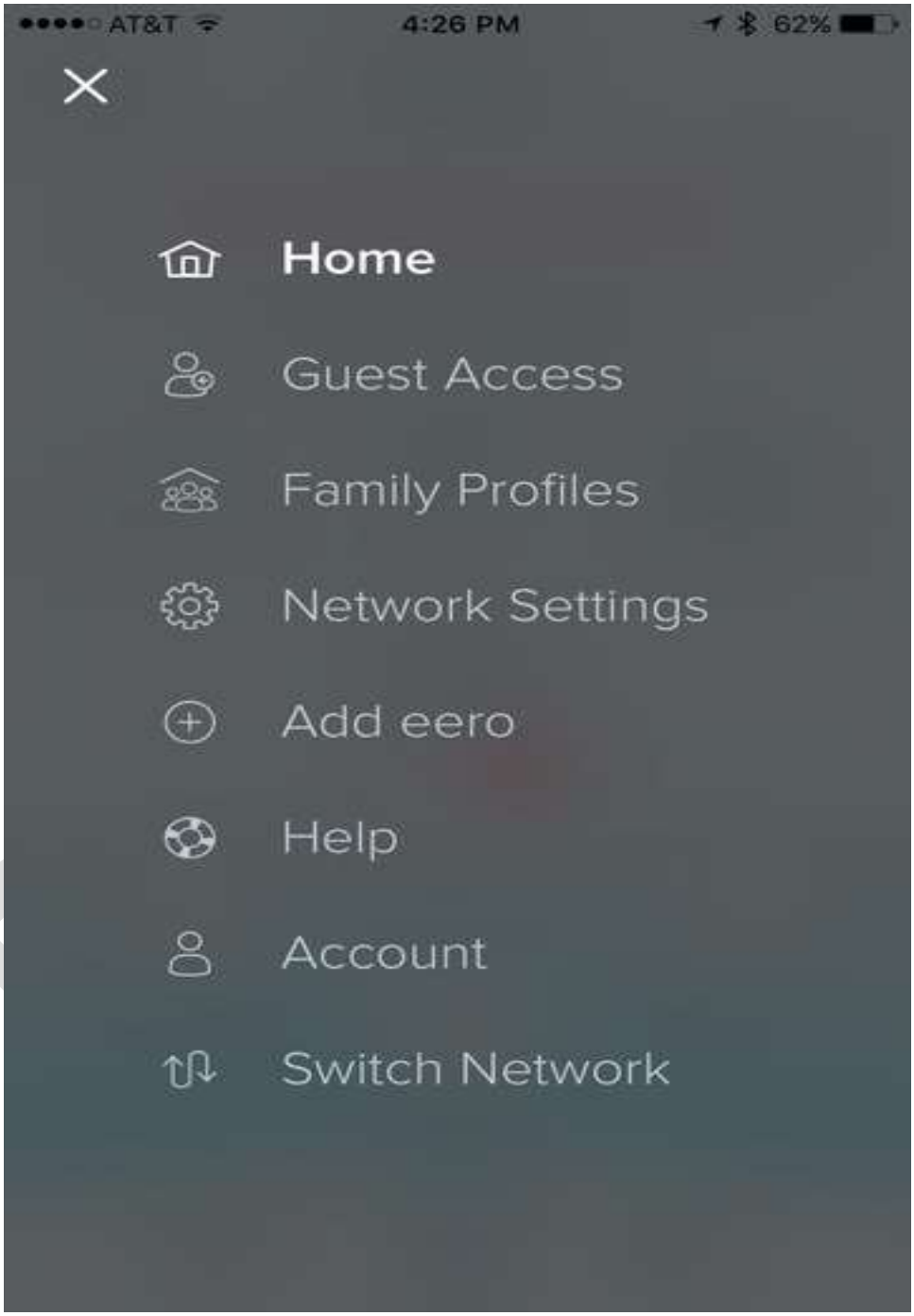
Welcome screen showing the user's network and status:



Clicking on the menu icon in the upper left corner takes you to the next screen. See next page.

Main menu screen:



When the user selects the “Help” tab, they are taken to the Help screen. See next page.

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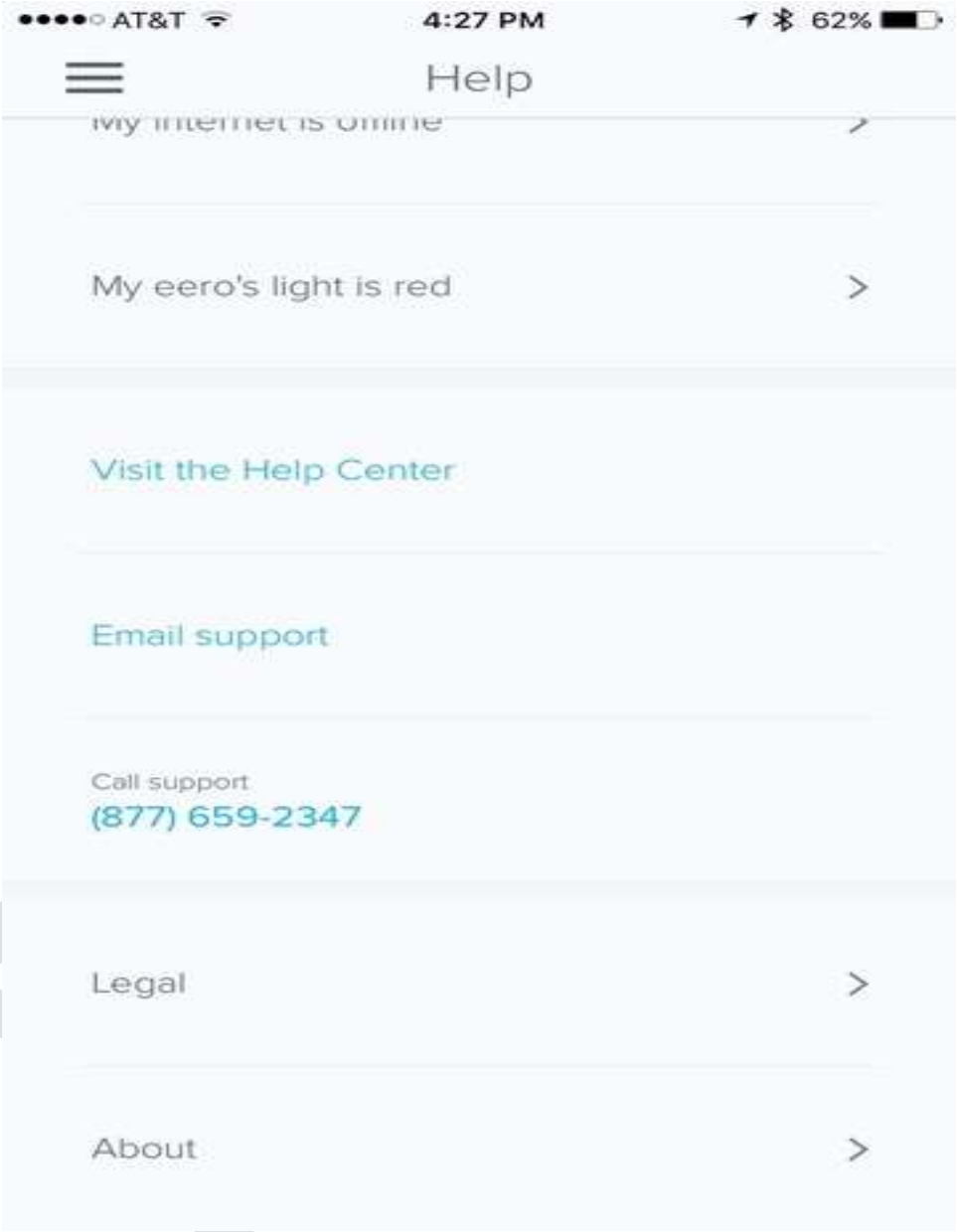
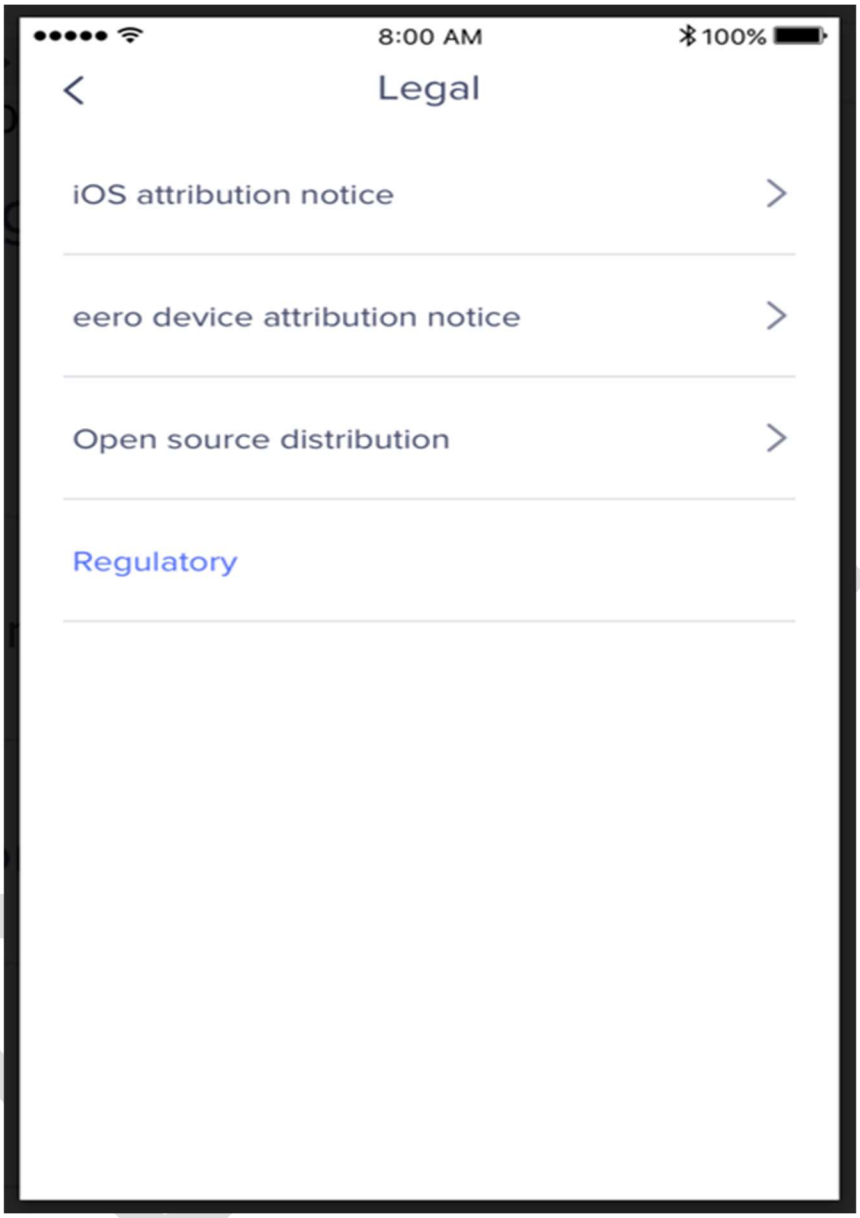
Help Screen; contains the tab for Legal.



When the user selects the Legal tab they are taken to the following page: See next page.

Legal page with Regulatory tab.



Selecting the Regulatory data opens up the next page.

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Regulatory page information:

1. **FCC radio frequency interference warnings & instructions**
   This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

   No Unauthorized Modifications: Do not make any changes or modifications to the eero device without the prior express written approval of eero inc. Any changes or modifications made without express written approval could void the user's authority to operate the eero device.

   Note: The eero device has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. The eero device generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If the eero device does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

   - Reorient or relocate the receiving antenna.
   - Increase the separation between the equipment and receiver.
   - Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
   - Contact support@eero.com or an experienced radio/TV technician for help.

2. **FCC guidelines for human exposure**
   The eero device complies with FCC radiation exposure limits set forth for an uncontrolled environment. The eero device should be installed and operated with minimum distance of 32 cm between the radiator and your body.

3. **FCC information to user**
   The eero device does not contain any user serviceable components and is to be used with approved antennas only. Any product changes or modifications will invalidate all applicable regulatory certifications and approvals.

   The eero device and its antenna(s) must not be co-located or operated in conjunction with any other antenna or transmitter.

Industry Canada Compliance

This device complies with Industry Canada's licence-exempt RSSs. Operation is subject to the following two conditions:

(1) This device may not cause interference; and

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

Restrictions in the 5 GHz Band
The device for the band 5150-5250 MHz is only for indoor usage to reduce potential for harmful interference to co-channel mobile satellite systems.

MPE/SAR
To comply with RSS-102 requirements, a separation distance of 30 cm must be kept between the device and the user at all times.

Conformité d'Industrie Canada

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

1) l'appareil ne doit pas produire de brouillage;

2) l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Restrictions dans la bande 5 GHz
L'appareil pour la bande de 5 150 a 5 250 MHz est concu pour usage a l'interieur seulement afin de reduire le potentiel d'interferences pour les systemes mobiles par satellite qui utilisent le meme canal.

MPE/SAR
Pour se conformer aux exigences RSS-102, une distance de séparation de 30 cm doit être maintenue entre le périphérique et l'utilisateur en tout temps.

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