eero Power Cycling - Article no. 6134

Introduction

Power cycle the eero Whole Home Network in the specific order listed below

It is normal for there to be two ethernet cables going between a 3-in-1 and eero. This allows for MoCA service and Eero to provide routing to an additional 2 devices.

Resolution Steps

1. Unplug the **power of** all **eero devices and connected equipment**
2. Unplug the **power** from the cable modem, and **all connected devices**
3. After 20 seconds, **power up** the cable modem
4. Once the **cable modem** appears **online in Merlin**, with an **active** Ping, powers up all **Eero devices**
5. If a **3-in-1 cable modem exists**, press the **eero passthrough button in** Merlin
6. Restore power to all other connected devices
7. Look for and correct any **Double NAT error in Merlin** after the **eero Tab** populates in **Merlin**

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