

# Whole Home Wireless / Enhanced Business WiFi with eero- Article no. 5940

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## Introduction

### ■ eero Whole Home Wireless / Enhanced Business WiFi Requirements

- **Cable modem** (company-supplied or BYOM)
  - **California, Oregon, Texas, and Washington: eero is available for GPON/FTTH customers**
- **Smart Phone or Tablet with Android or iOS** capable of downloading the **eero app**
- **Static IP Address products are not compatible with eero**

- eero works over both the **2.4** and **5.0Ghz** frequencies
- eero Plus is not available at enTouch TX
- **Equipment** that uses **WPA2** security; refer to your device manufacturer for detail

eero uses multiple access points and TrueMesh technology to cover every nook and cranny of your home in powerful and reliable WiFi

- eero also works with your existing modem to deliver a consistently strong signal everywhere you need
- Customers may use their own retail beacons but we only Troubleshoot company owned eero products

**eero is not available in Non-GPON Symmetrical (formerly Wave G) buildings offering HS100 service**

Resolution Steps

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	eero	eero Pro 6
<b>Wi-Fi Standards</b>	Wi-Fi 5 (IEEE802 .11a/b/g/n/ac)	Wi-Fi 6 (IEEE802 .11a/b/g/n/ac/ax)
<b>Components</b>	Base and Beacon(s)	Base and Base
<b>Processor</b>	700 MHz quad-core processor	1.4 GHz quad-core processor
<b>Number Of Radios</b>	2; dual-band	3; tri-band

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**eero Pro 6**

**eero**

## Eero Secure+ (Residential Only)

## Internal Information

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### eero Whole Home / Enhanced Business Wi-Fi Order Entry Reminders

- See the Offer spreadsheets on the Simon Promos Pricing and Products Tab for the **correct** Service Codes to use with **stand alone Cable Modems** or **All-in-One devices**
- eero Secure+ is not available for Business customers.

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=88>