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

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

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

Expand All | Collapse All

eero Pro 6

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Eero Secure+ (Residential Only)

Internal Information

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.



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