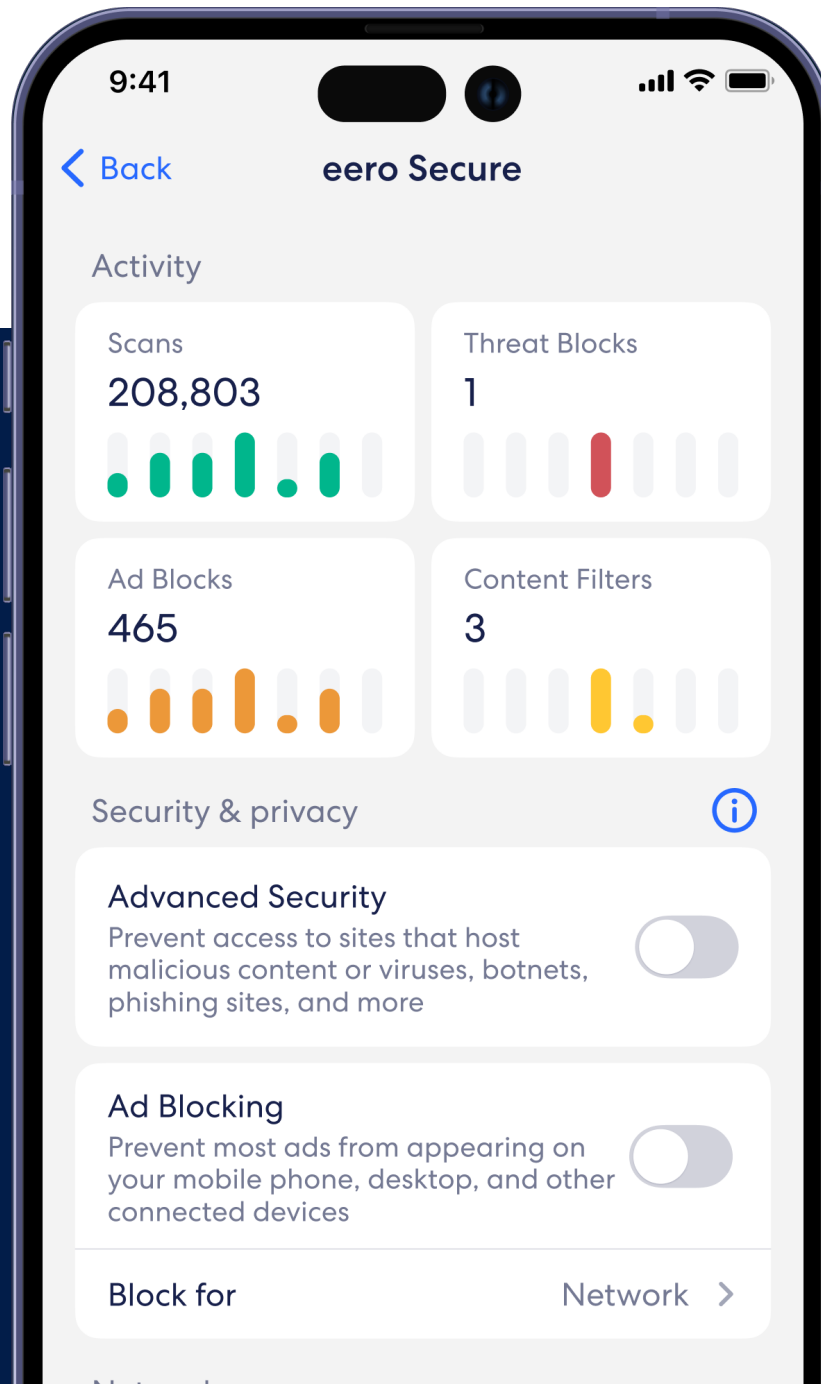


# How-to guide

October 2024



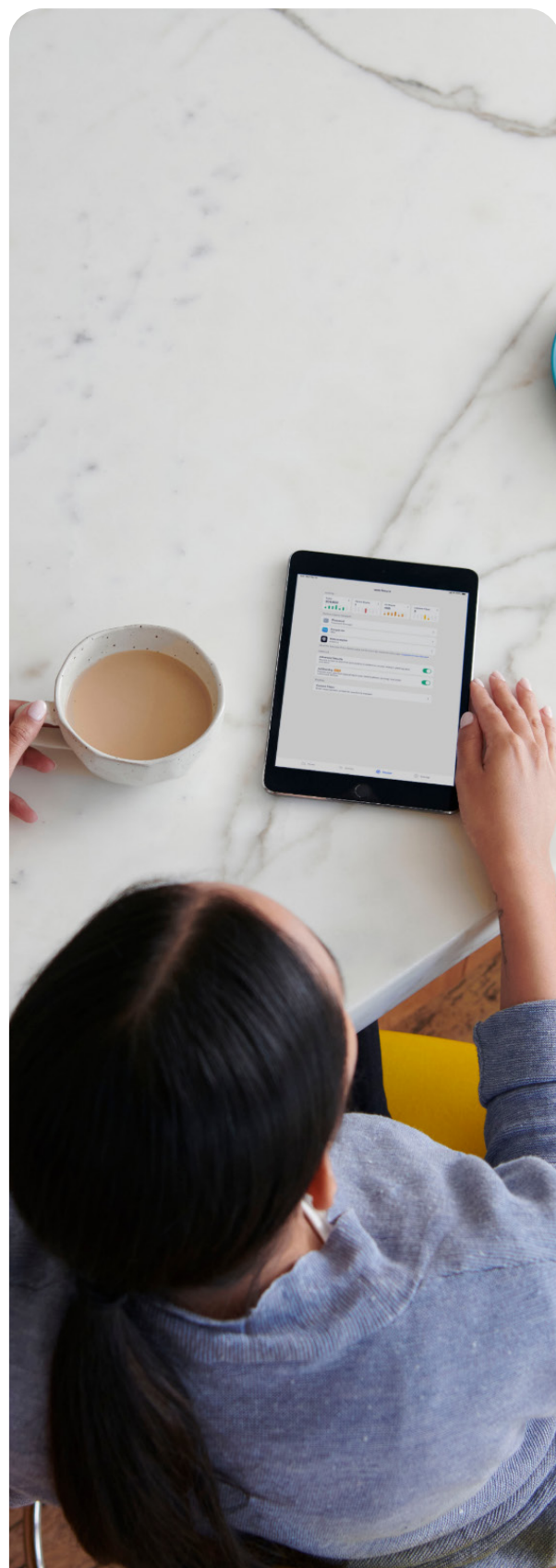
# Security and safety for the connected home.

eero Secure adds security and safety services to your eero devices, such as active threat protection and advanced parental controls. It can also give you deeper insights into your network data usage and help improve your browsing experience.

Whether you're setting up eero Secure for the first time or looking to do more, we've got you covered with the steps to set up and use eero Secure.

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# Advanced Security

Active threat protection helps keep your family safe from accidentally visiting known sites that could lead to phishing attacks and viruses.

Turn on Advanced Security from the **eero Secure** page in your eero mobile app.

**Note:** Advanced Security is enabled by default for eero Secure.



From the *Home* tab, scroll down and tap on **eero Secure**.



Scroll down to the **Security & privacy** section.



Toggle on **Advanced Security**.

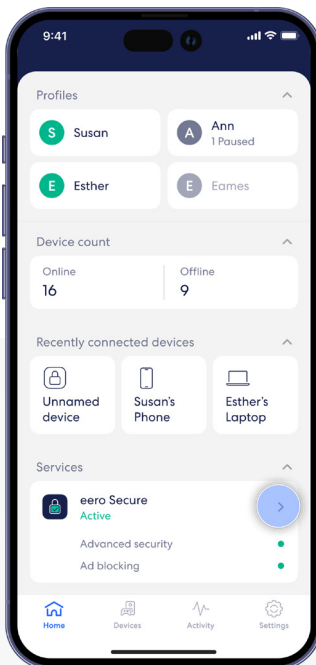


# Ad Blocking

Speed up your browsing with fewer ads, and protect your family from trackers and potential security threats.

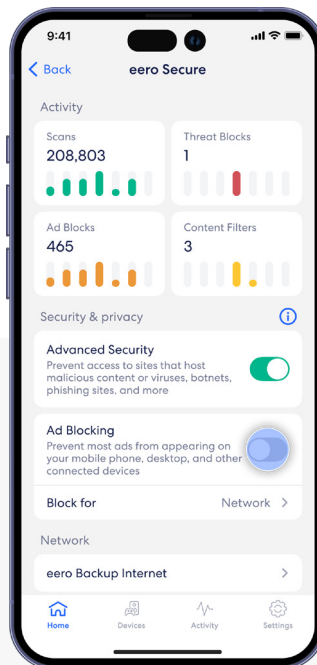
Turn on Ad Blocking from the **eero Secure** page in your eero mobile app.

1



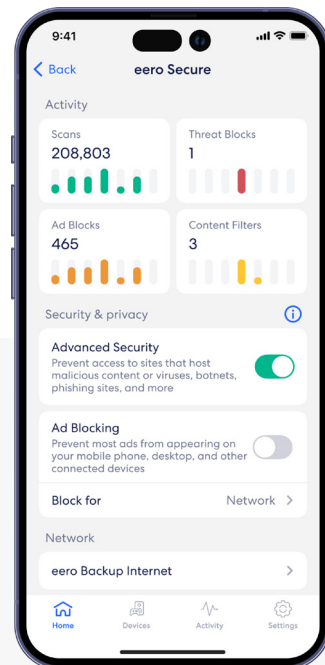
From the *Home* tab, scroll down and tap on **eero Secure**.

2



Scroll down to the **Security & privacy** section.

3



Toggle on **Ad Blocking**.

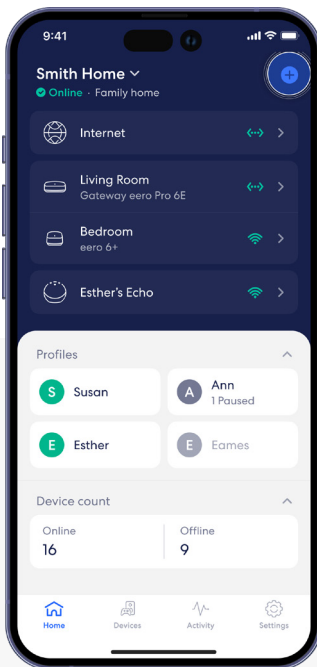


# Profiles

Create profiles so that you can set custom schedules, control internet access, and apply Content Filters by profile.

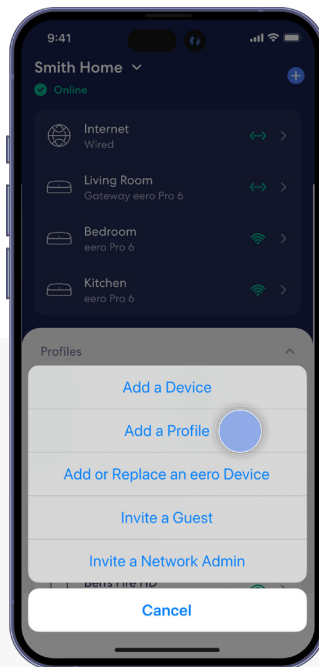
Create a profile from the Home tab in the eero mobile app.

1



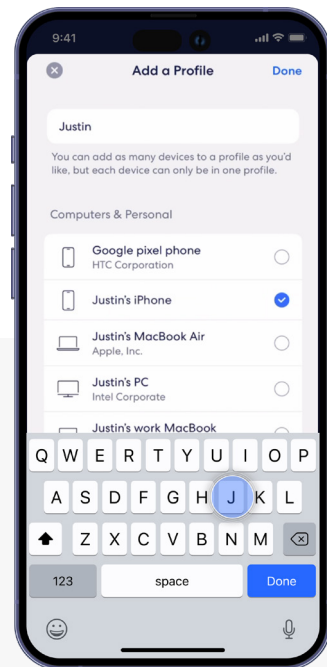
Tap on the **+** in the top right.

2



Select **Add a Profile** from the pop-up menu.

3



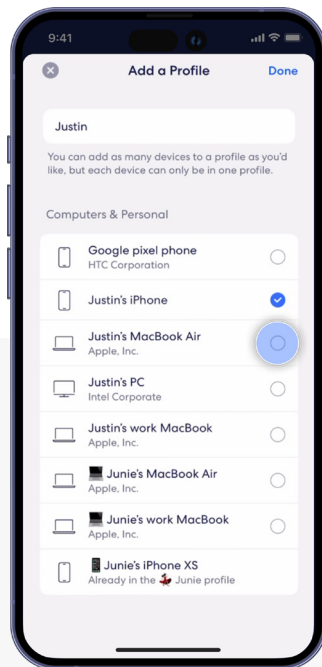
Add a profile name.



## Profiles (continued)

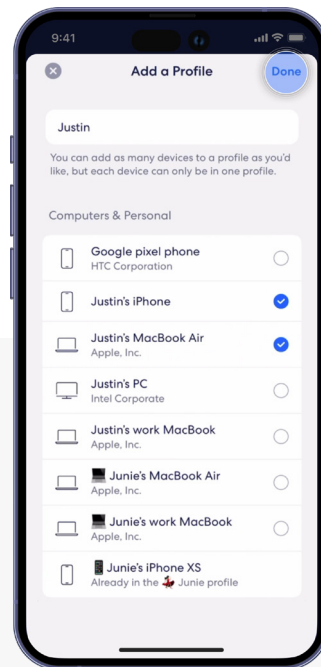
Create profiles so that you can set custom schedules, control internet access, and apply Content Filters by profile.

4



Select which devices  
to add to the profile.

5



Tap Done.

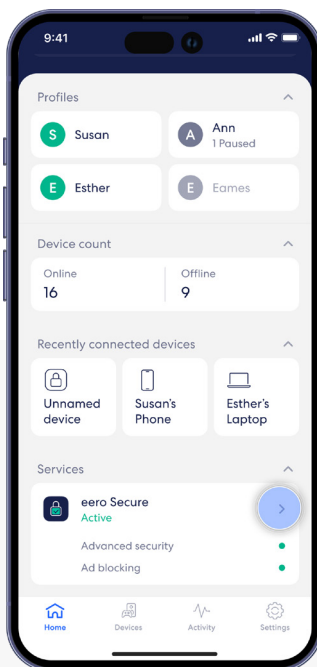


# Content Filters

Set age-appropriate filters to block inappropriate content and create a safe online environment for your kids.

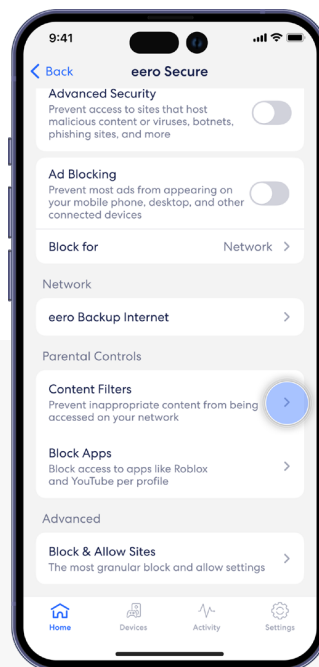
Set up Content Filters from the **eero Secure** page in the eero mobile app.

1



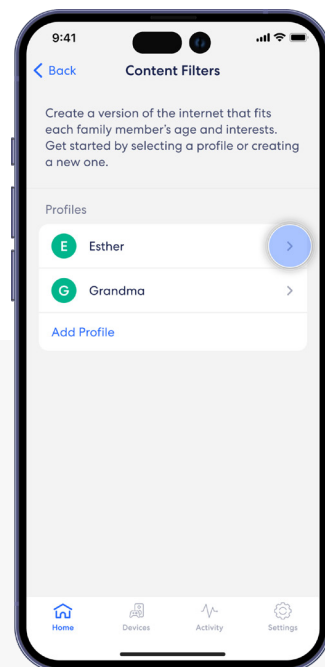
From the *Home* tab, scroll down and tap on **eero Secure**.

2



Scroll down to the *Parental Controls* section, and select **Content Filters**.

3



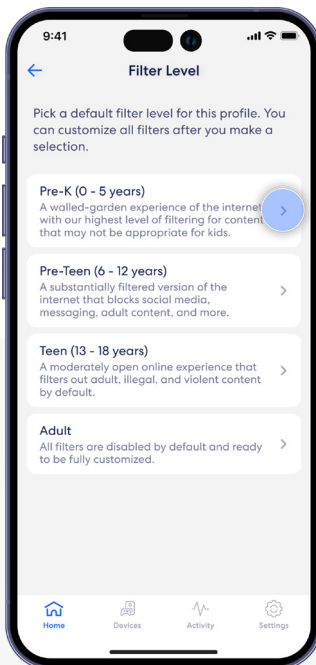
Select the profile for which you want to set up Content Filters.



## Content Filters (continued)

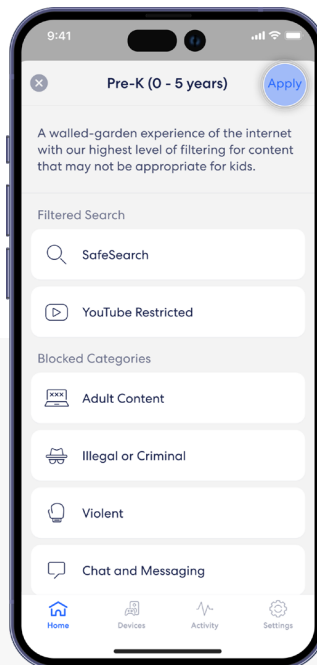
Set age-appropriate filters to block inappropriate content and create a safe online environment for your kids.

4



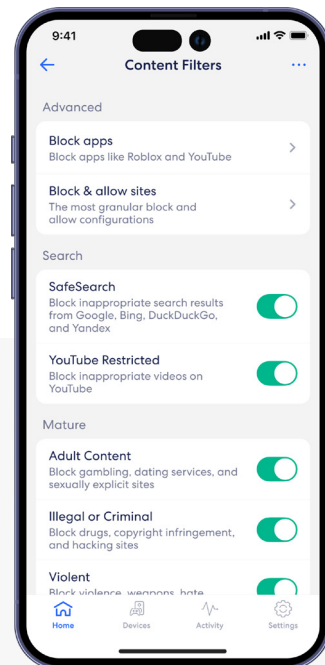
Tap the desired filter template.

5



Review options and tap **Apply**.

6



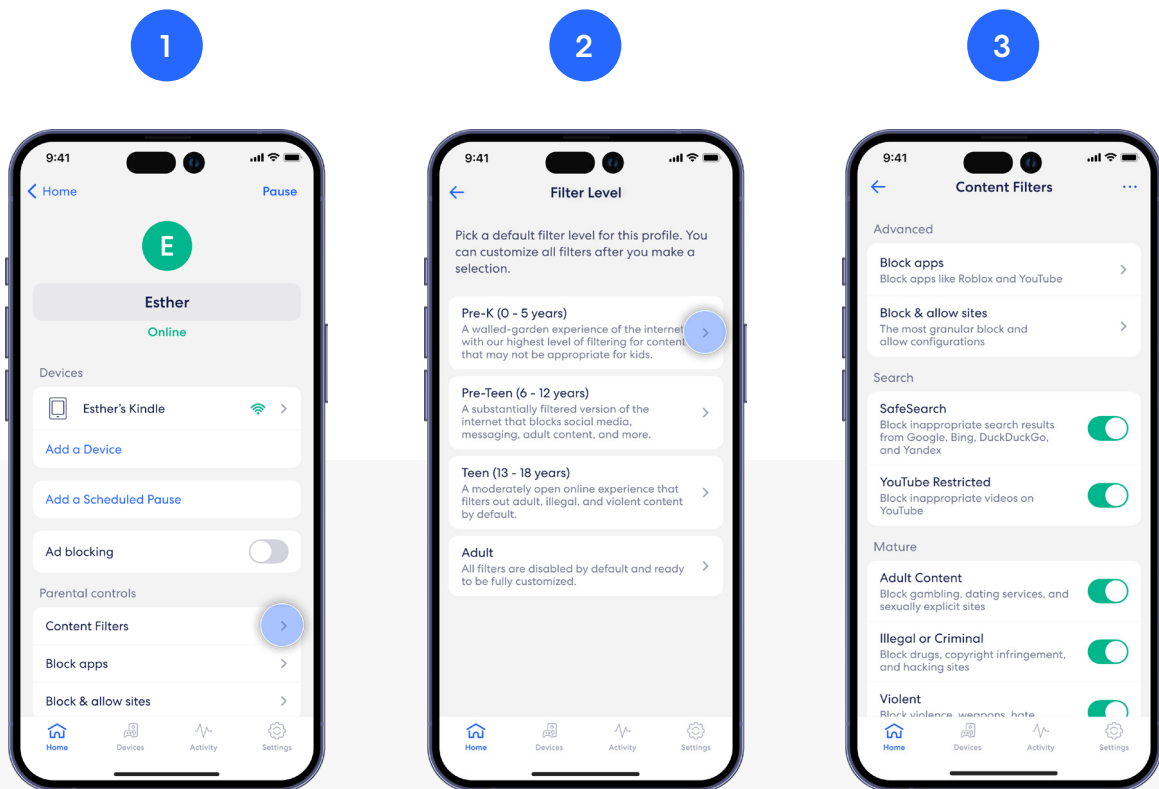
Toggle on/off individual content filter categories as desired.





## Content Filters (continued)

Set up content filters from a Profile in the eero mobile app.



From a *Profile* page, select **Content Filters**.

Tap the desired filter template and tap **Apply**.

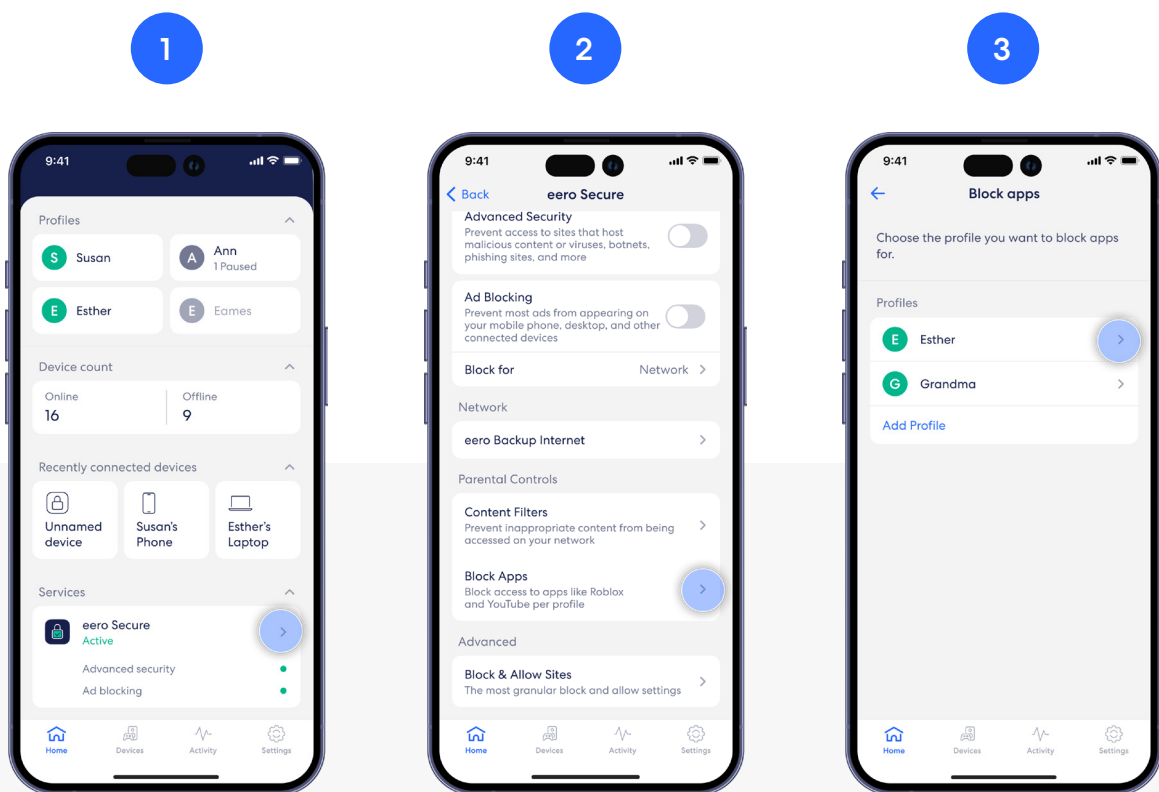
Toggle on/off individual content filter categories as desired.



## Block apps

Be in control of your family's online experience with website blocking.

Set up Block App from the **eero Secure** page in the eero mobile app.



From the *Home* tab, scroll down and tap on **eero Secure**.



Scroll down to the *Parental Controls* section, and select **Block Apps**.



Select the profile for which you want to block apps.

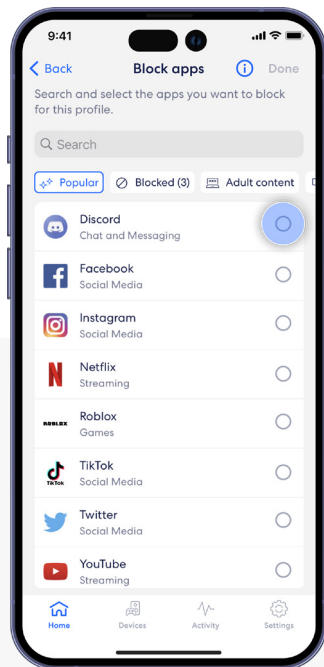


## Block apps (continued)

Be in control of your family's online experience with website blocking.

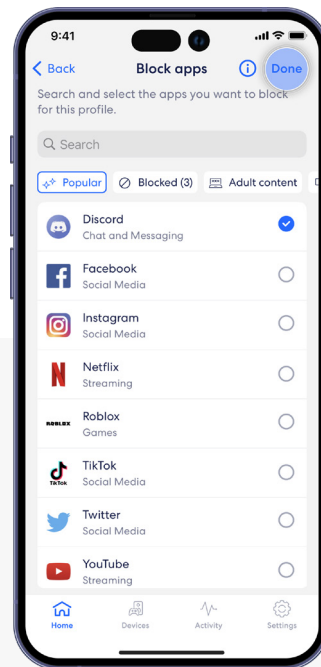
Set up Block app from the **eero Secure** page in the eero mobile app.

4



Select the apps that you want to block.

5

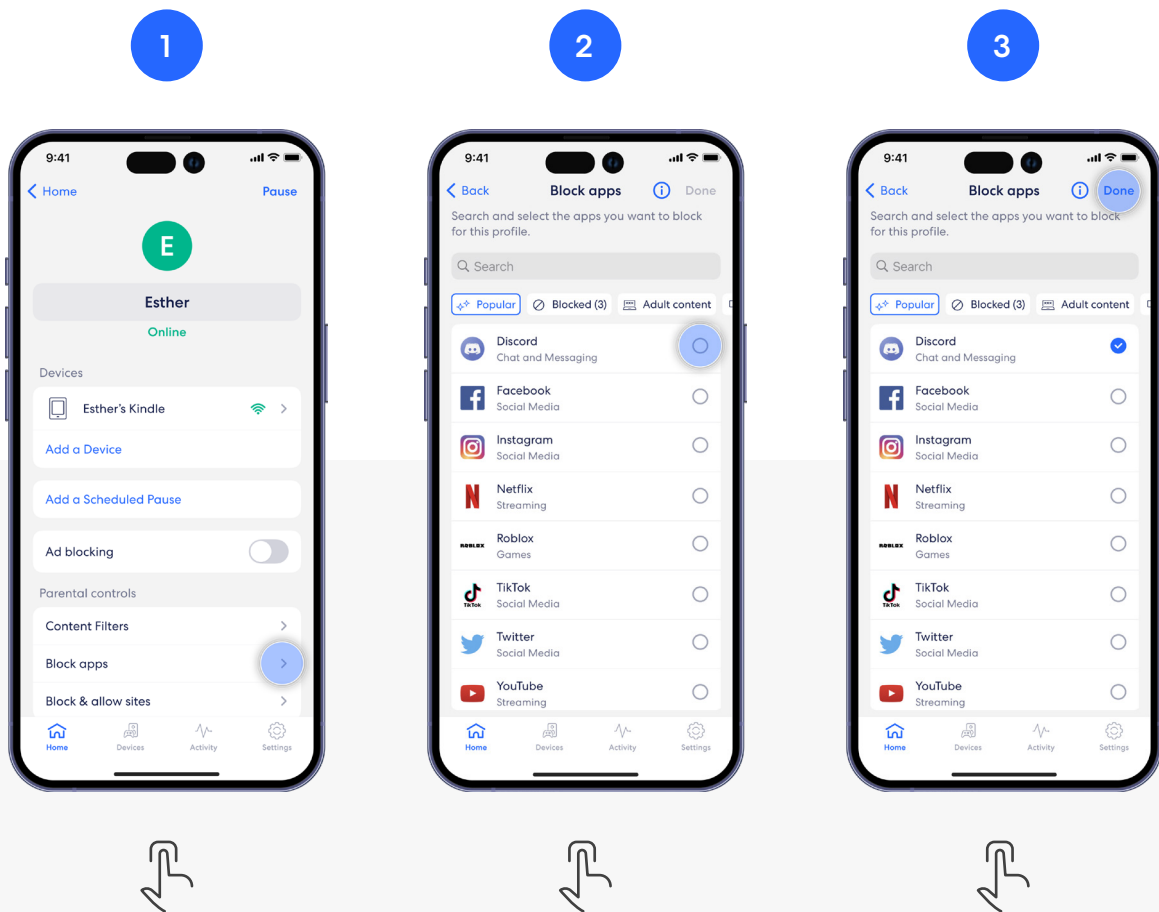


Confirm selection by tapping **Done**.



## Block apps (continued)

Set up content filters from a Profile in the eero mobile app.



Select **Block apps**.

Select the apps that you want to block.

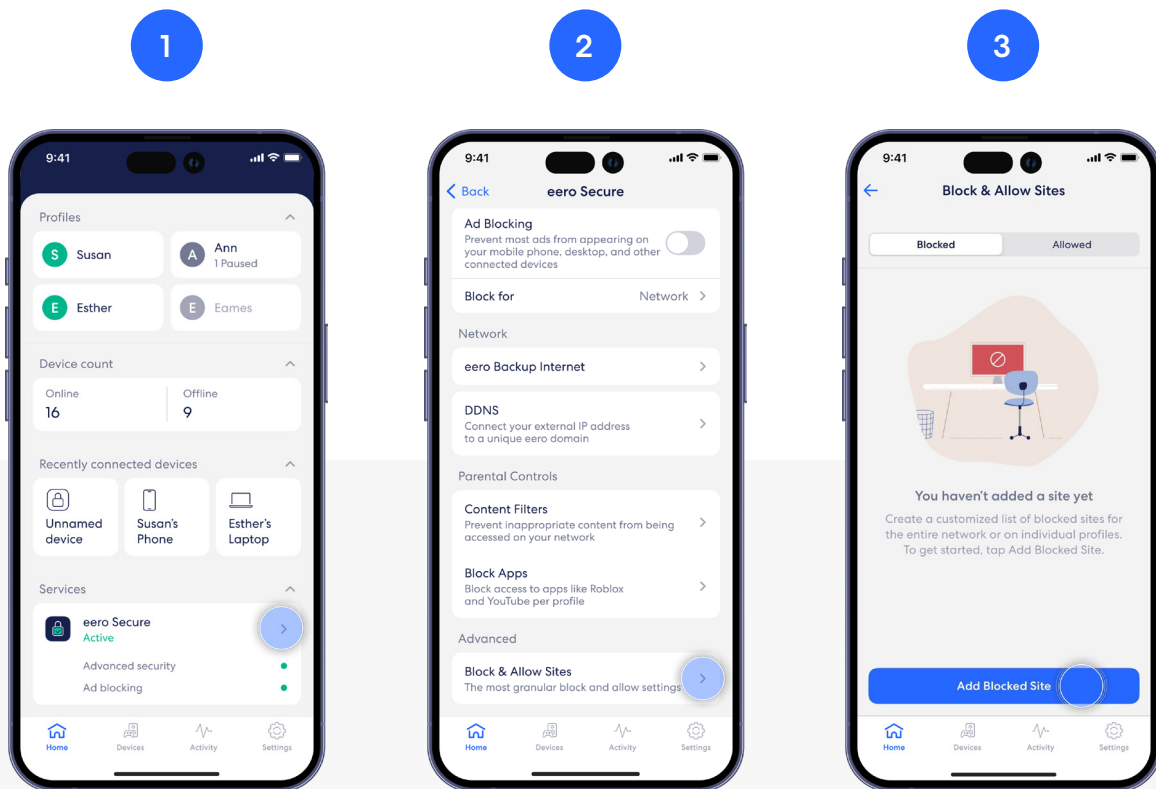
Confirm selection by tapping **Done**.



## Block & Allow Sites

Help prevent particular websites from displaying on certain family members' devices.

Add a site to block from the **eero Secure** page in the eero mobile app.



From the *Home* tab, scroll down and tap on **eero Secure**.



Scroll down to the *Parental Controls* section, and select **Block & Allow Sites**.



Tap **Add Blocked Site**.



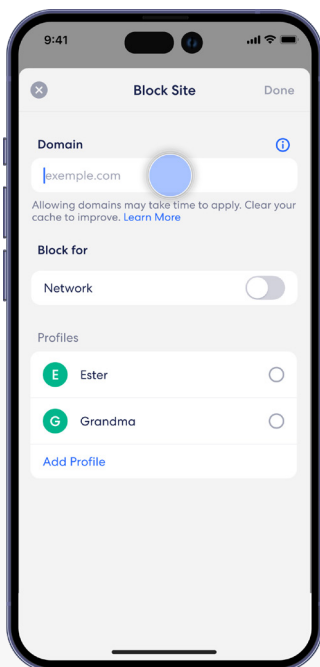
## Block & Allow Sites (continued)

Help prevent particular websites from displaying on certain family members' devices.

### For Allowed sites:

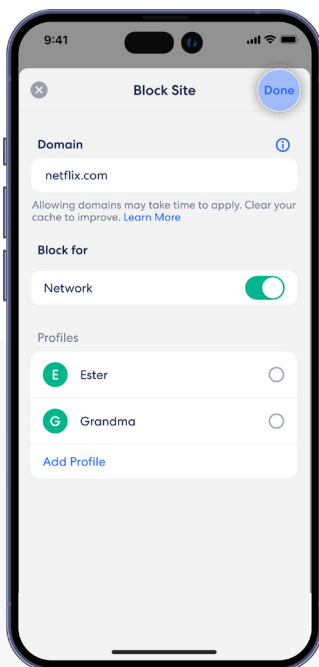
To add an allowed site, follow these same steps but toggle to the Allowed tab and select **Add Allowed Site** on Step 3.

4



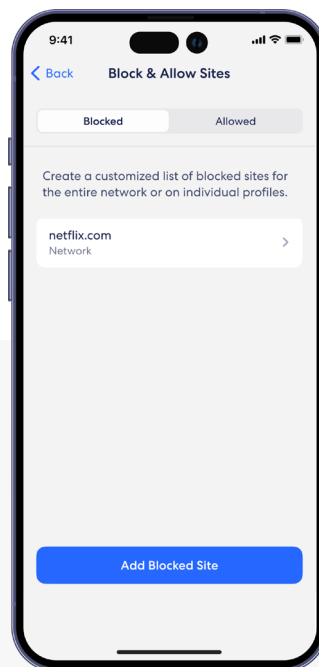
Enter the URL of the website you wish to block and select the **Profile** associated with the blocked site.

5



Or select Network to block it for all devices on the network and confirm selection by tapping **Done**.

6



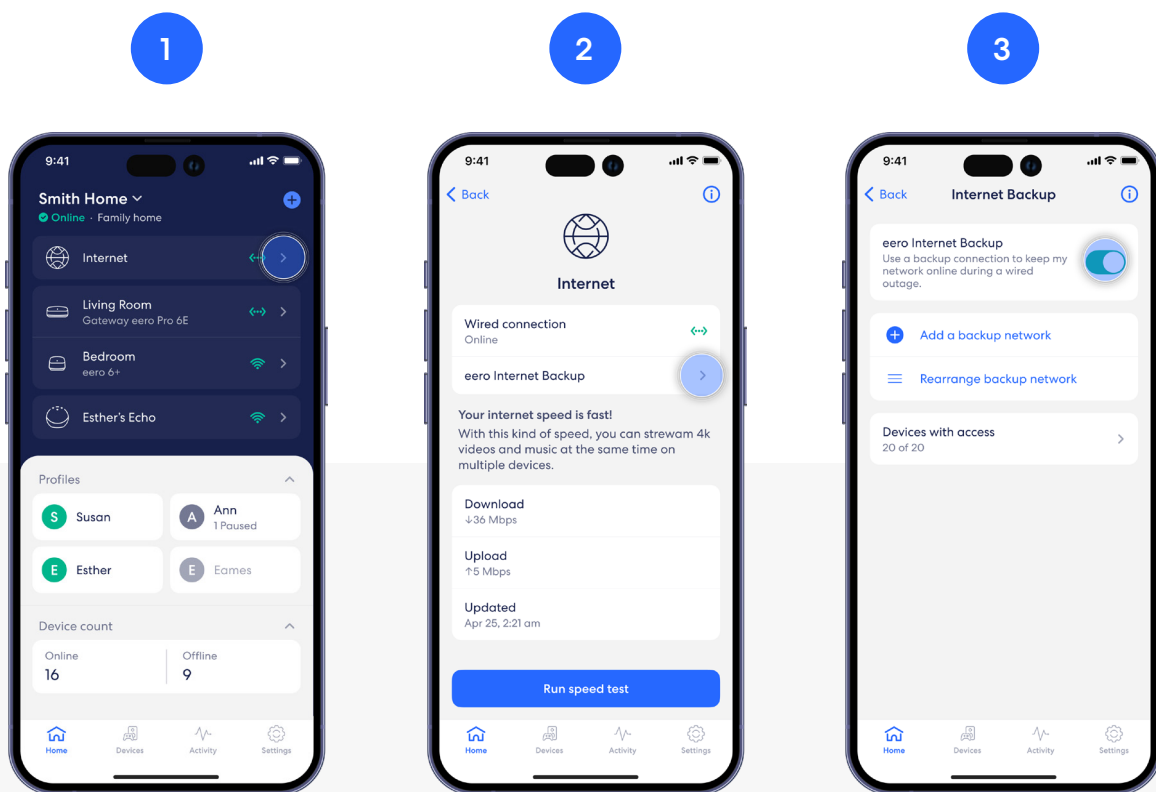
The blocked site now appears in the list with the associated profiles.



# Internet Backup

With a backup connection, your connected home devices, including security devices and smart appliances, can stay online even when internet outages occur.

Manage eero Internet Backup from the Home tab in the eero mobile app.



From the *Home* tab,  
tap on *Internet* at  
the top.

Select **eero**  
**Internet Backup**.

Toggle on **eero**  
**Internet Backup** to  
turn on.

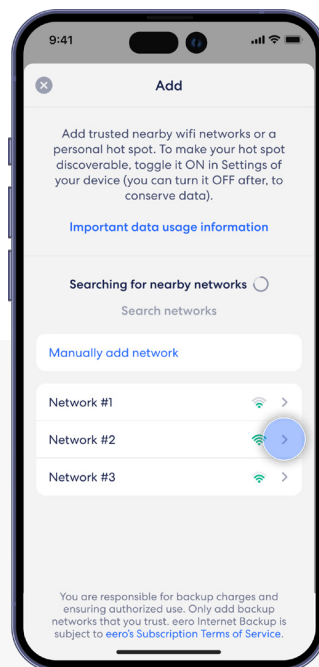


## Internet Backup (continued)

Keep your wifi up and running when your wired connection goes down.

Manage eero Internet Backup from the Home tab in the eero mobile app.

4



Click on **Add a network**.  
Select your network from  
the list and enter your  
password.





## Historical data

Check out the Activity tab to see how eero is handling threats, ads, and Content Filters based on your choices for your network.

View data usage activity from the Activity tab in the eero mobile app.



From the activity tab, tap on the **Downloaded Data** or **Uploaded Data** block.



Navigate between *Day*, *Week*, and *Month* tabs, and the *Profiles* and *Devices* tabs.



Select a profile or device to view more details.

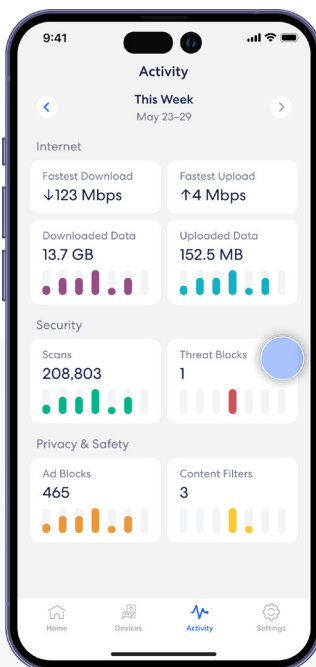


# Activity Center

See how many filters eero Secure has performed and how many threats it has blocked.

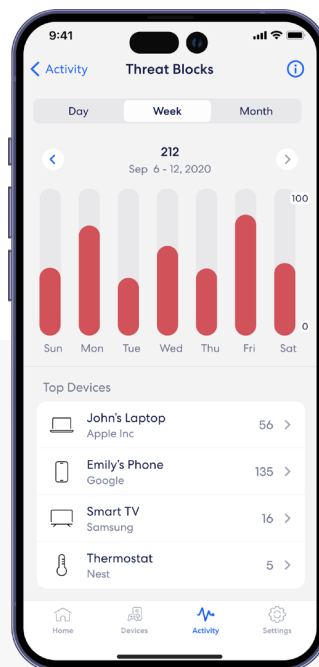
View scans and threat blocks activity from the Activity tab in the eero mobile app.

1



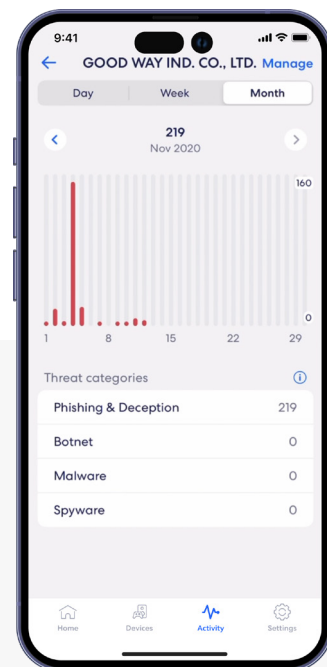
From the *Activity* tab, tap on the **Scans** or **Threat Blocks** block.

2



Navigate between *Day*, *Week*, and *Month* tabs.

3



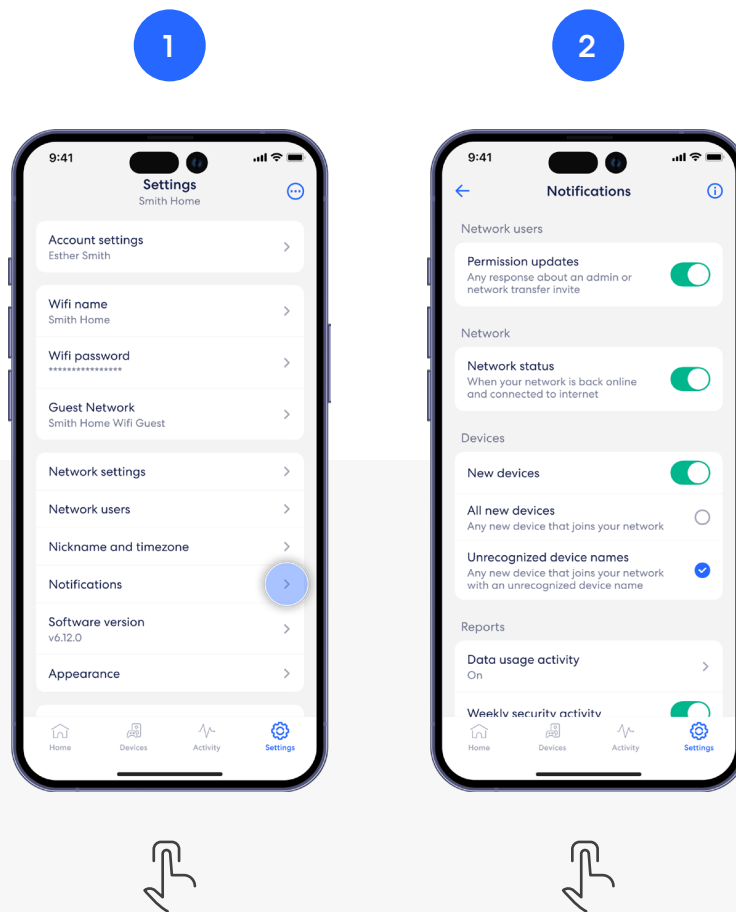
Select a *top device* to view more details.



# Notifications

Manage which eero Secure notifications you receive.

Manage notifications from the Settings tab in the eero mobile app.



From the *Settings* tab, select **Notifications**.

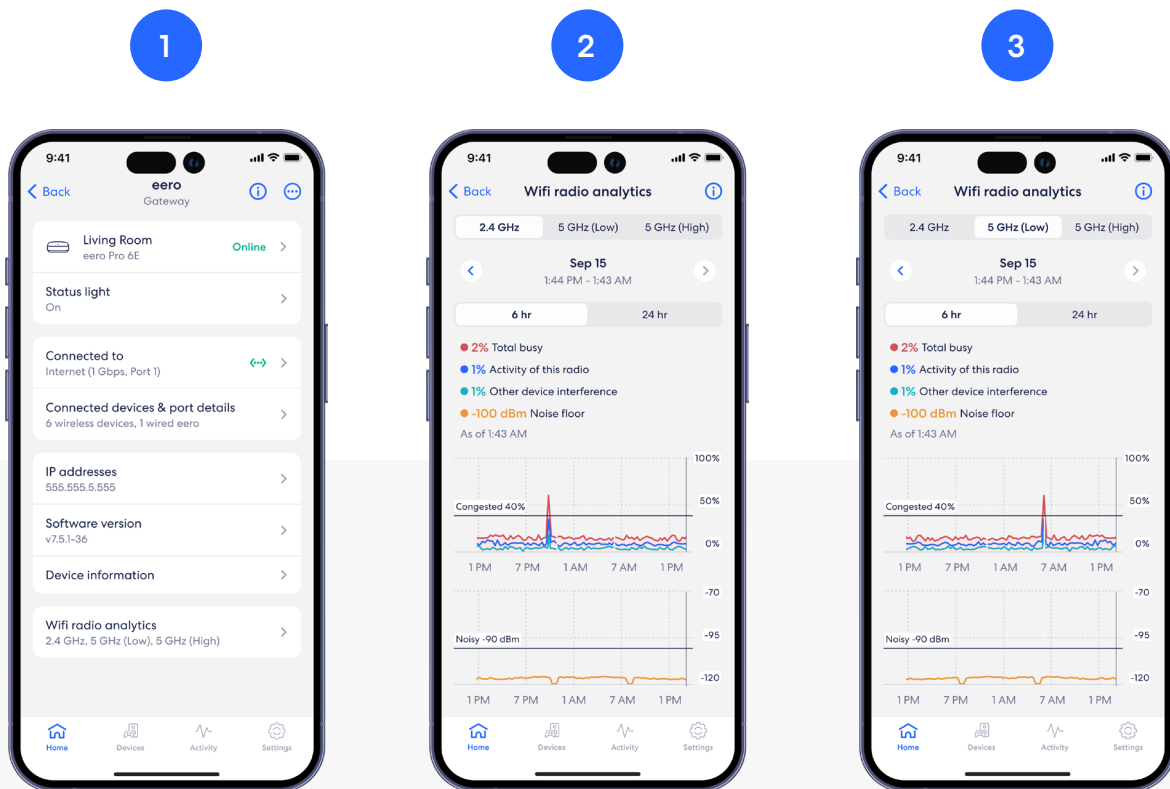
Customize notifications to your liking.



## Wifi radio analytics

View more advanced wireless details like channel busyness, noise floor, and the channels and bandwidth being used by the eero devices on your network.

View wifi radio analytics from the Home tab in the eero mobile app.



From the **Home** tab, tap on one of your **eero** devices to go to the eero details page.

Tap on **Wifi radio analytics** to view wifi radio analytics.

Toggle through the *wifi radio* tabs to explore the data.



eero

For troubleshooting and further support visit  
[www.baiconnect.com/eero-support/](http://www.baiconnect.com/eero-support/).