



Enhanced Whole Home WiFi FAQs

How many eeros do I need?

Every home is unique and Wave's enhanced Whole Home WiFi was designed to be flexible so that it can fit any home. Generally, we recommend one eero Beacon for every 1,000 square feet or 1-2 eero Beacons per floor. Here are some other general recommendations:

- **Small homes and apartments:** two eeros (one will replace your existing router and connect directly to your modem, the other to be placed at another spot to help blanket your home in fast, reliable WiFi).
- **Most homes:** if your home has two or more floors, you will likely see the best results with a minimum of three eeros (one connected directly to your modem and the other two placed throughout your home to provide the best coverage).
- **Larger homes:** if your home has three or more floors, you may need a minimum of two eeros per floor (one connected directly to the modem and others placed throughout your home).

My apartment or home has really thick walls. Will this work for my home?

Yes. If you are having trouble getting WiFi when you are not in the same room as your wireless router, several eeros that mesh together in a system will enable you to get WiFi coverage throughout your home. Because thicker walls make it more difficult for WiFi signals to get through them, you may need more eeros to cover your home.

Does this replace my current router?

Yes, Wave's enhanced Whole Home WiFi is designed to replace your current router with a WiFi system that provides greater internet connection and reliability throughout your home. Most customers no longer need their older routers after installing this enhanced whole home WiFi system.

Does this replace my modem?

No, Wave's enhanced Whole Home WiFi doesn't replace your modem, only your router. The first eero plugs into your existing cable modem. The others plug into electrical outlets in your home.

What devices are compatible?

Just like other routers, your Wave enhanced Whole Home WiFi system powered by eero should work with all of your connected devices. eero was successfully tested with the following devices: Mac Laptop/Desktop, PC Laptop/Desktop, iPhone/iPad, Android Phone/Tablet, Amazon Echo, Roku, Sony PlayStation 3 and 4, Linux Laptop/Desktop, Microsoft Xbox One and 360, Nintendo Wii and more.

What speed is it capable of? What about its bandwidth?

eeros' max rated transmit speeds are about 240Mbps at 2.4 GHz and about 600Mbps at 5 GHz. Over a wired connection, the max throughput locally is 1 Gbps. Maximum wireless speeds are also dependent on the capabilities of the client device.

It's important to keep in mind that these are the maximum speeds we've seen with eero, but we like to think of WiFi speed more in terms of what you can do with it. eero uses the latest standards to make sure you're getting the speed you pay for in every corner of every room. It's that perfect combination of speed and coverage that's going to let you work, stream, play, or download anywhere in your home.

Here are the speeds required for some of our favorite activities:

Activity	Speed (Mbps)
Spotify	0.7
YouTube	1
Netflix	1.5
FaceTime	3
Online gaming	3.5
Google Hangout	4
HD	5
ULTRA HD	25

How is a "mesh" network different than a range extender network?

Unlike the familiar router-to-range extender network configuration, eero is a WiFi system that uses multiple access points to provide your home with fast, reliable coverage all on a single network.

Range extenders can expand the reach of your existing wireless network. This enables you to access the Internet when you're not close enough to your router to receive a good signal. While range extenders can be effective in increasing wireless range, they reduce throughput and create performance issues. Range extenders can cut bandwidth in half because they rely on a single wireless radio to both listen for and broadcast data. This results in a slower connection when you're receiving a WiFi signal from your range extender and can also impact your connection speeds to your router.

Some range extenders may also need to broadcast an entirely separate network from the one supplied by your router. If your original home network has the SSID "Home2848" for example, and your range extender has a different SSID, "Home2848_RPT," you'll have to switch between the two networks as you move throughout your home. eero eliminates these hassles by creating a seamless mesh and linking all of your eeros under a single SSID. This lets you move freely around your home without being booted offline or stopping to switch between networks.

eeros function together as a self-sufficient WiFi system without the degradation in speed you see with extenders. And rather than connecting various wireless networking products to your existing router, eeros can replace all of your existing networking hardware except for your modem.

What's a mesh network?

Mesh networks enable multiple routers to work in unison to deliver hyper-fast, super-stable WiFi. Each device in a mesh network connects to the other devices, rather than each device connecting to your Internet Service Provider. Unlike a typical home network which is built around a centralized hub, a mesh network consists of multiple routers communicating with each other.

The cool thing about mesh networks is that they enable multiple routers to work as a team. When all your routers can communicate and share information with each other, they can improve three important features of your network: range, speed, and stability.

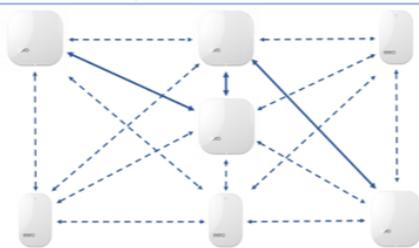
Why does it matter?

Why does this matter? Have you ever noticed that your WiFi signal is stronger in your living room than it is in your bedroom? Or that you can stream videos in your kitchen but can't even load a webpage in your backyard? The challenge of traditional WiFi networks is that they rely on single routers to broadcast a WiFi signal. This means that your signal is strong when you're near your router and gets weaker as you move away.

Home with "Mesh" WiFi

(all devices talk to each other)

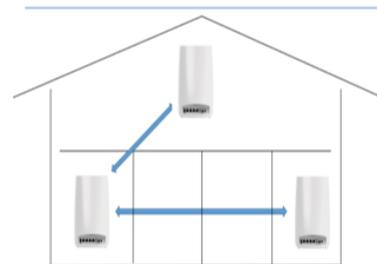
Any scale, any configuration.
Only with TrueMesh



VS.

Home with Extenders for WiFi

(each device only talks to one other at a time)



A mesh network has a greater range and is much faster and stronger than your normal WiFi network. The range of your mesh network can be extended simply by adding beacons. Each beacon in a mesh network is a device that not only sends and receives data but determines the best path by which to send it. The beacon in a mesh network can automatically reconfigure themselves, using multiple routes to find the most optimal path to the Internet. Shutting down one of the beacons in a mesh network won't necessarily shut down the entire network, which means the mesh network is much stronger than the centralized architecture of the WiFi in your home today.

Can I manage my WiFi network remotely?

Yes, using the app makes it easy to manage your network at any time. As long as you have your phone, you'll be able to manage your network settings directly from the app. You will need a data connection on your mobile device to initially set up your eero network. Once you are set up, you can manage your network over an Internet connection.

Can I use my own modem with Wave's enhanced Whole Home WiFi?

Not at this time. A Wave-owned modem enables full network visibility and support for your in-home WiFi experience.

I live in small apartment. Why would I need enhanced Whole Home WiFi powered by eero?

There are still many reasons you would benefit from enhanced Whole Home WiFi; it's not just about range, it's also about the improved performance you get from a mesh network, network security, and great features.

- **Don't get bogged down by your neighbors' devices:** Apartments can be congested places for WiFi and eero is designed to protect you. eero uses TrueMesh technology to avoid the noise of your neighbors' devices and ensure you won't get buffering or drop-offs in your own network.
- **Keeps you safe and secure:** When you get eero, you are not only getting the best in home WiFi, but you're also getting a router that is built to protect you and your devices. With security built into every device, and over-the-air updates, eeros stay up-to-date to ensure your network is always protected.
- **Features anyone can use:** eero comes with great features to manage devices on your network -- and block neighbors on your network, a guest network to share with visiting friends, and smart bandwidth controls to ensure you know what's happening on your network.
- **Custom and can grow with you:** eeros are fully customizable to work for any size and shape of home — whether it's a large home or a single-room apartment. Regardless of the number of eeros you use, eero gives you control and easy access to your network and always keeps your network secure.
- **WiFi to power all your devices:** Download 4K content, stream music in every room, and play online video games without buffering. Connect wired or wirelessly for a fast and reliable connection whether you're in your living room or your own room.

What if I hard-wire several devices in my home network? I heard eero only has one extra Ethernet port?

If you need more Ethernet ports, we recommend the use of a Desktop switch, plugged into the eero base, to enable more than one Ethernet connection in your home network.