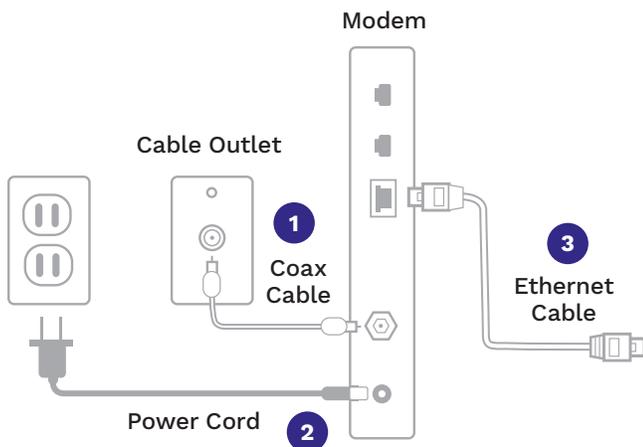


How to set up your WiFi Perfected Network

Before you begin, please ensure you have received your new Internet modem and eero unit(s).

For existing Internet customers - remember you need to replace your existing Internet modem with the new modem you received.

Step 1: Install Internet Modem



1. Connect the cable from your cable outlet to the coax port on the modem box.
2. Connect the power cord to the modem and plug the power cord into an active wall outlet.
3. Connect one end of the supplied Ethernet cable to the back port of the modem and connect the other end to a PC or Laptop.
If you have picked up your modem at a retail store it is already active and you can proceed to the next step.
If you have received your modem through the mail, please call 1-866-238-2390 and follow the prompts to activate your new modem.
4. Open up a browser on your connected PC or Laptop to test your internet connection.

Step 2: Download Eero App

To download the free eero App visit the Apple App Store or Google Play Store, search for eero and download the version which is compatible with your smart phone or tablet.

Step 3: Setting up your WiFi network

Open the eero App and follow the instructions on how to set up your WiFi network. Instructions can also be found by visiting: eastlink.ca/wifisupport.

Step 4: Existing Customers Only - how to return existing Internet Modem

Please use the enclosed prepaid shipping label to return your old cable modem free of charge to Eastlink. The old modem can be dropped off at any Canada Post Outlet – please keep a record of the tracking number.

Thank you for being an Eastlink Internet customer!

We are here to help if you have any questions or concerns. Please visit: www.eastlink.ca/customer-support or to chat with one of our representatives, or call us at 1-888-345-1111.