

Connecting Your WiFi360pro

INSTALLATION AND ACTIVATION GUIDE



XTREAM
WiFi360 PRO

What's Included

Your installation kit should include the following items:

REQUIRED FOR INSTALLATION



Welcome
Letter



eero devices with
power cords



Ethernet
Cable

IMPORTANT: PLEASE READ BEFORE INSTALLING!

- If you are installing a new Internet modem, please refer to the "Internet + WiFi + Phone Connecting Your New Equipment" installation guide. You will need to install your new modem before installing your WiFi360pro service.
- Before you begin installing your new Xstream WiFi360pro eero devices, please be aware that you will be temporarily disabling your current WiFi service.
- Please follow installation steps in order and allow 30-60 minutes for installation.
- If you already have Xstream WiFi360pro service and need to add or replace eero devices to your existing eero network please refer to the section labeled "Current Xstream WiFi360pro customers."

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Installing Your New eero devices

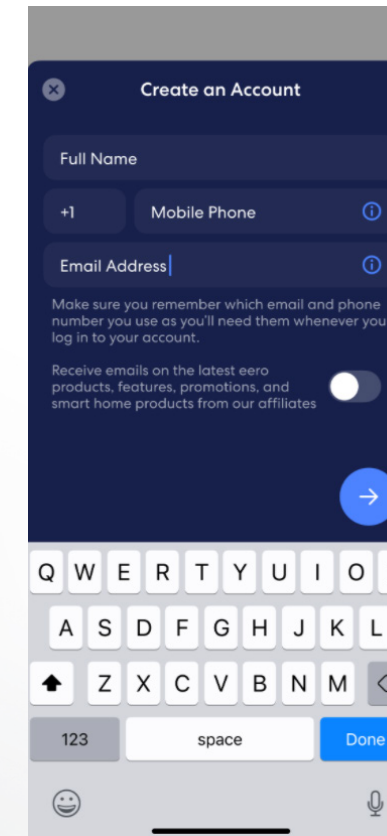
Step 1: Download the eero app

Download the **free eero app** from the Apple App Store or Google Play (minimum iOS version 12.0 and minimum Android OS 7.0 version required).

Important: You will not be able to set up your eero network on a web browser.

Step 2: Create an eero account

To begin setting up your new eero network, you will need to create an **eero account** first. You will need to enter your phone number and email address. By default, a verification code will be sent to your email address, but you can opt to receive it by text message instead. Enter this code on the verification screen of the app to create your account.



Step 3: Turn off your current WiFi service

Your current WiFi service must be deactivated before activating your eero devices.

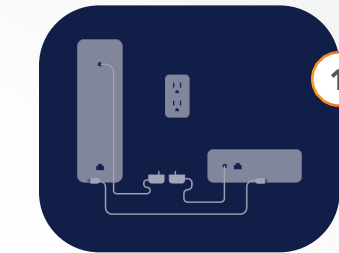
If you have WiFi with Mediacom, please go to support.mediacomcable.com/eero and enter the **eero setup code** located on your Welcome Letter.

This process will take approximately 10 minutes and will also reset your modem.

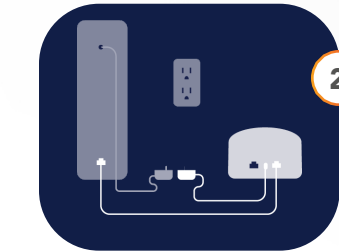
Important Note: Once you complete this process, your WiFi will no longer function and you must complete the Xstream WiFi360pro installation to regain home WiFi service.

Step 4: Set Up Your Gateway eero

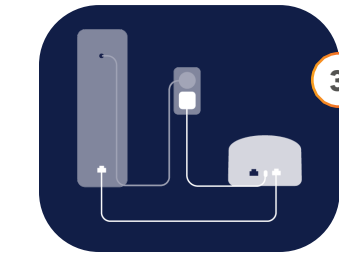
Your gateway eero is the primary eero needed to establish your WiFi network. The eero app will guide you through setting up your gateway eero in three easy steps:



First, **unplug your old modem and router** (if one is connected) **from power**. If you have other equipment* connected to your modem, please unplug it as well.



Connect your gateway eero device to your modem using the **Ethernet cable** that came in the box. Connect the cable from Port 1 on the modem to either of the Ethernet ports on the back of your eero.



Plug your gateway eero device into a **power outlet**, then **reconnect your modem to power**. Your eero device's status light will start flashing white.

TIP: It's ideal to place the eero in an open space on a hard, flat surface that is halfway between the ceiling and floor. Avoid placing the eero near kitchen appliances such as refrigerators and microwave ovens, or in closed spaces such as cabinets.

*For current Xstream WiFi360 customers, disconnect the existing extenders from power and cable and set aside. Refer to your Welcome Letter for instructions on **How to Return Your Equipment**.

Step 5: Create Your eero Network

After the modem and gateway eero are powered on, and your old WiFi service has been disabled, you will create your eero network.

- 1 Tap **Next on the eero app** so it can locate your new eero device (the LED will begin to flash on the Gateway eero and then turn solid once found).
- 2 Once detected, you will be prompted to **select a location for your eero** (this is how you will identify each eero on your network).
- 3 Once you've selected a location for your eero, you will **enter your network name (SSID) and network password**. This is how devices will join your network.

TIP: It's highly recommended to reuse the same network name (SSID) and password used for the previous router. This way, you won't have to reconnect devices that were previously on the network.

Step 6: Add Additional eero Devices

Once you've set up your primary gateway eero you can **begin adding additional eero devices to extend your WiFi network**. The additional eero devices only require a power source and will connect to the network wirelessly.

TIP: If you have a dead zone in your home, place the additional eero device between the dead zone and another eero unit to ensure a strong connection. Avoid placement near kitchen appliances or in closed spaces such as cabinets.

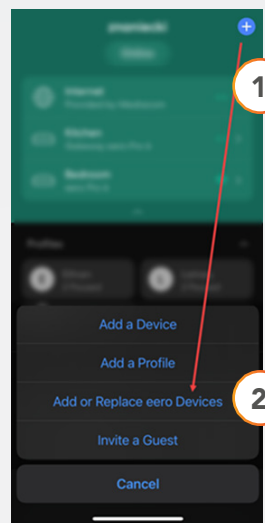
Step 7: Connect Other Devices to Your eero Network

If you're using the same network name (SSID) and password as your previous router, your other internet-enabled devices should automatically reconnect.

- You may need to toggle WiFi off and on for some wireless devices to recognize the new eero network.
- If that doesn't work, try rebooting the device and then reconnecting to the network once it powers back on.

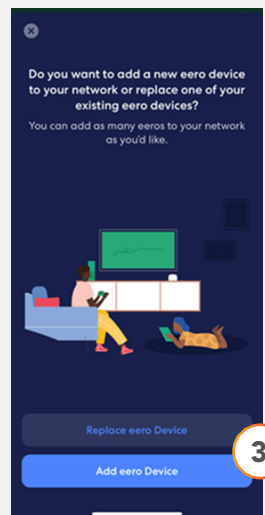
Current Xtream WiFi360pro Customers

Adding eero device(s)



Step 1: Open the eero app and tap the blue plus icon on the top right.

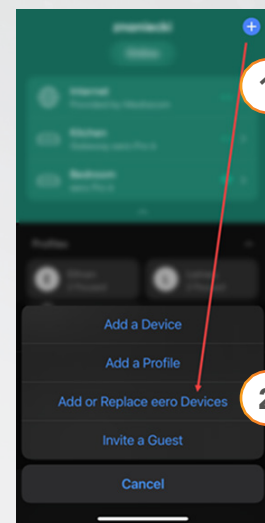
Step 2: Tap Add or Replace eero Devices.



Step 3: Tap Add eero Device.

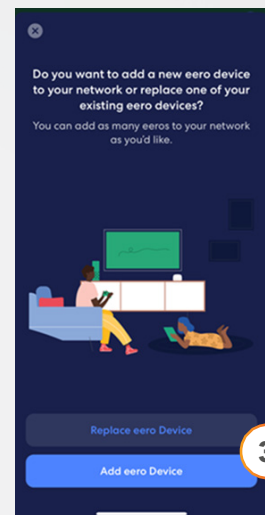
Step 4: Follow the setup instructions to complete the installation.

Replacing eero device(s)



Step 1: Open the eero app and tap the blue plus icon on the top right.

Step 2: Tap Add or Replace eero Devices.



Step 3: Tap Replace eero Device.

Step 4: Select which eero you want to replace.

Step 5: Follow the setup instructions to complete the installation.

Contact Us:

If you need assistance with connecting or activating your new eero network, please contact us at:

Text **eeroactivate** to **66554**

Call **844-624-8084**

Total Care Customer Support

Customer Support Website
support.mediacomcable.com

@mediacomsupport

youtube.com/mediacomcable

1-855-633-4226

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