

Most Commonly Asked Questions



Q: I'm new to telMAX or recently made changes to my services. What can I expect on my first bill?

A: To help you know what to expect, we've put together a [sample bill](#) that explains how your charges are calculated and shows you where to find everything you need to manage your account.

Q: Why am I seeing different speeds on my devices than what I signed up for?

A: The speed you experience on your devices can vary due to several factors, including whether you're using a wired or WiFi connection, your device's capabilities, the distance from the router, and potential signal interference from walls or other electronics.

Q: How can I perform a speed test in the eero app?

- A:**
1. Open the eero app.
 2. On the home screen, scroll to the bottom and tap **"Activity."**
 3. Tap the download/upload speed indicators.
 4. Select **"Run Speed Test."**

This test measures the speed to your eero gateway, **not the speed to individual devices.**

Q: How do I add devices to my network?

- A:**
1. Open your device's WiFi settings.
 2. Select your eero network from the list.
 3. Enter your network password.

Your device should connect within a few seconds.

Q: I can't connect certain devices to my network (for example: Security cameras, oven, thermostat, printer, speakers). Why?

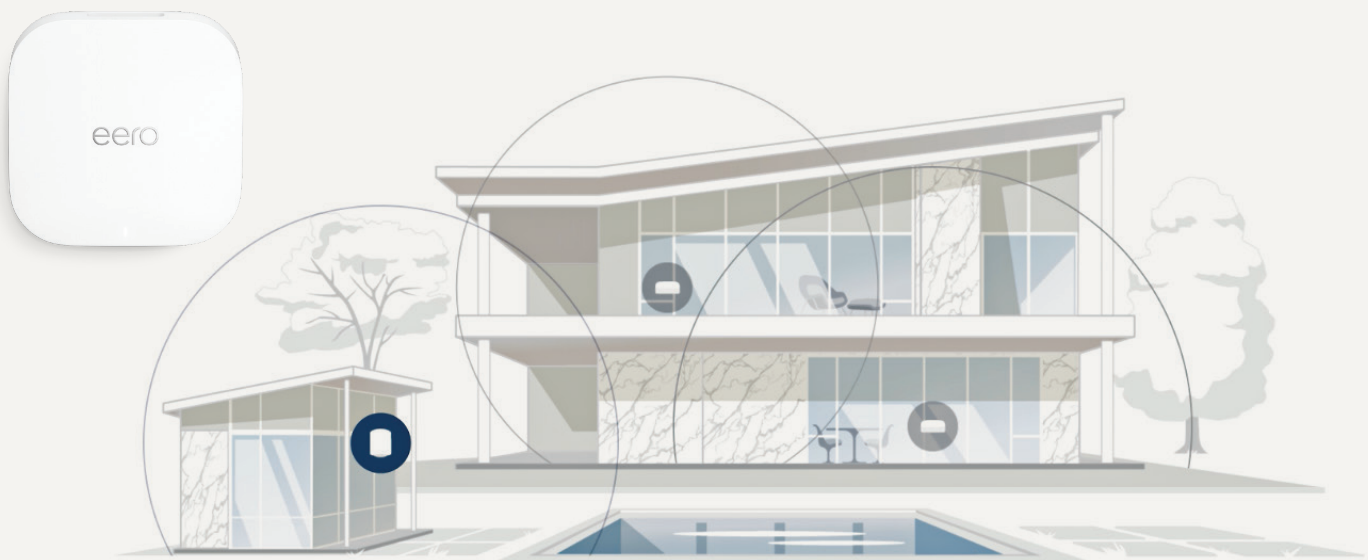
A: Some devices may not support WiFi 6 or the 5 GHz band. You can troubleshoot these issues in the eero app by adjusting settings or switching to the 2.4 GHz band if needed.

Q: When should I reboot my modem and eero?

- A:**
- If you see a red light on the left side of the modem, it may indicate a fibre connection issue.
 - If the eero displays a red light, it means it's not connected to the internet.

Q: How can I reset my modem & eero router

A: Unplug both the modem and eero for 30 seconds, then plug them back in.



eero



For further assistance, please visit:

telMAX.com/support or

email: activation@telMAX.com