telMAX Fibre built for AI | eero Secure

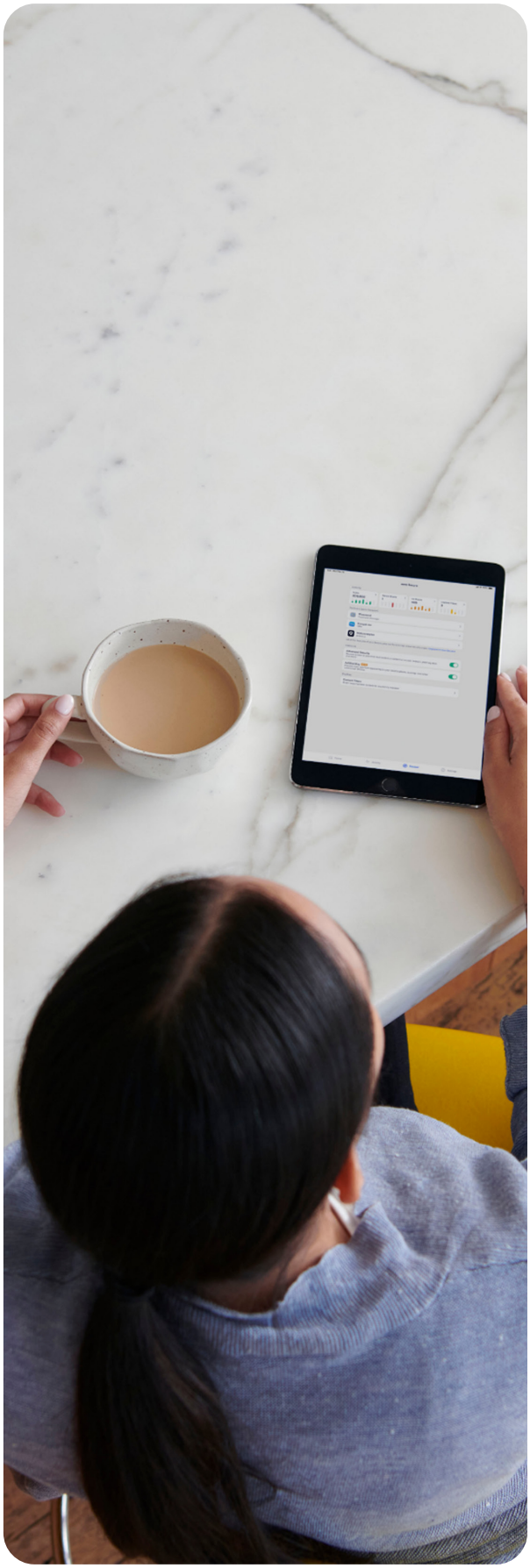
How-to guide

Getting started with your eero Secure subscription.

Even more control. Enhanced security. Peace of mind.

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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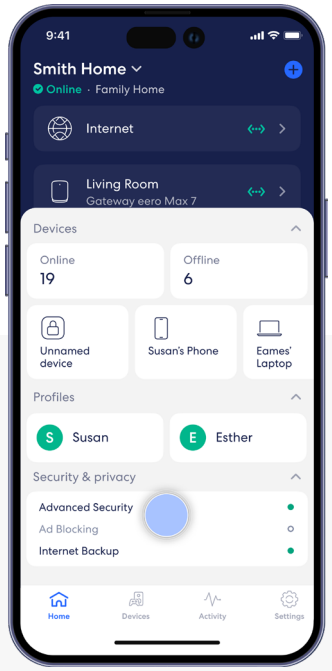
Note: Active Threat Protection is enabled by default for eero Secure.

Active Threat Protection

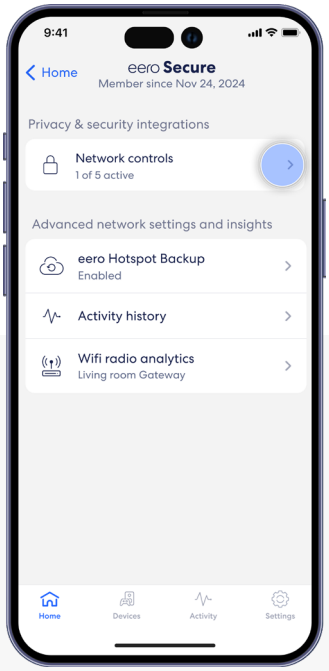
Automatically block access to malicious sites that can lead to phishing attempts, viruses, and advanced cyberattacks.

1



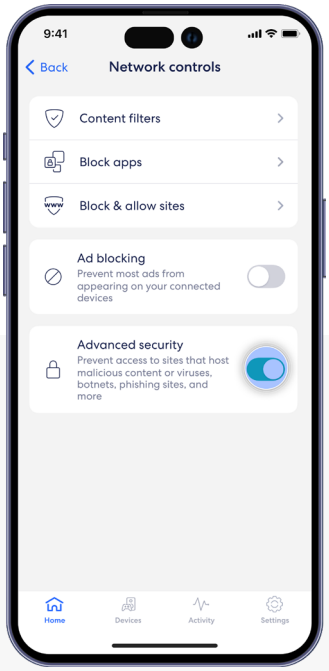
From the *Home* tab, tap on the module under *Security & Privacy* that says **Advanced Security.**

2



Tap on **Network Controls.**

3



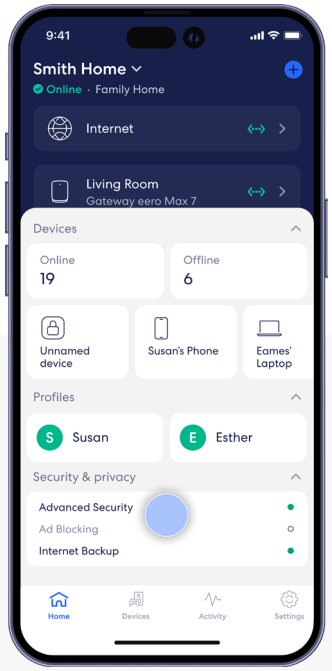
Toggle on **Advanced Security.**

Ad Blocking

Remove inappropriate pop-ups, dangerous clickbait, and harmful ads to control what reaches your family online.

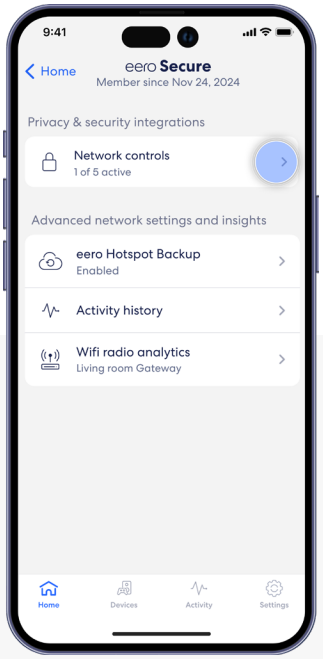
Turn on Ad Blocking from the homepage in your eero mobile app.

1



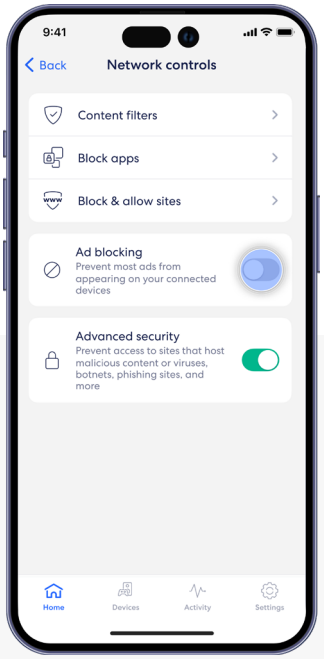
From the *Home* tab, tap on the module under *Security & Privacy* that says **Ad Blocking**.

2



Tap on **Network Controls**.

3



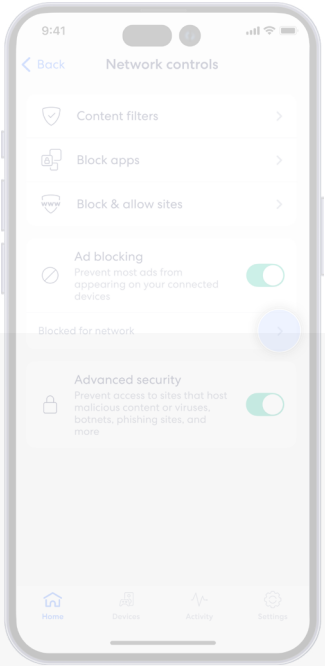
Toggle on **Ad Blocking**.

Profiles

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

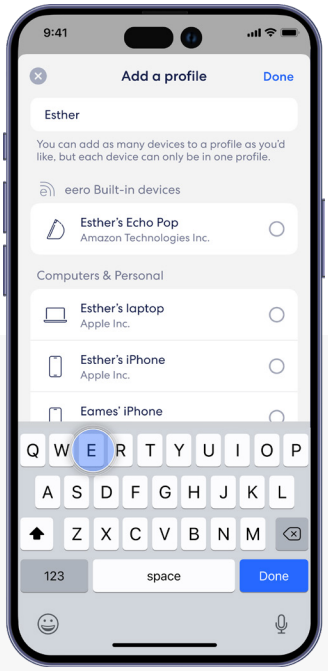
Create a profile from the Home tab in the eero mobile app.

1



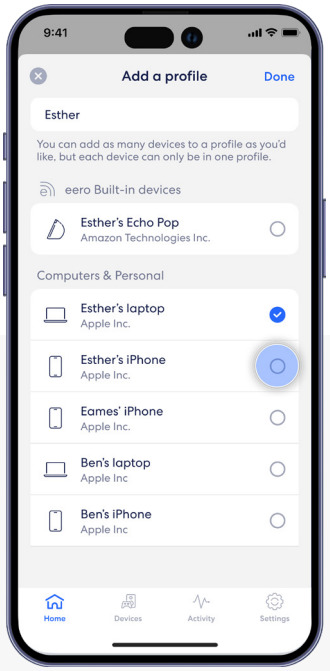
From the Home tab, tap on **Add a profile** in the Profiles section.

2



Enter the name of the person for whom you're creating a profile.

3



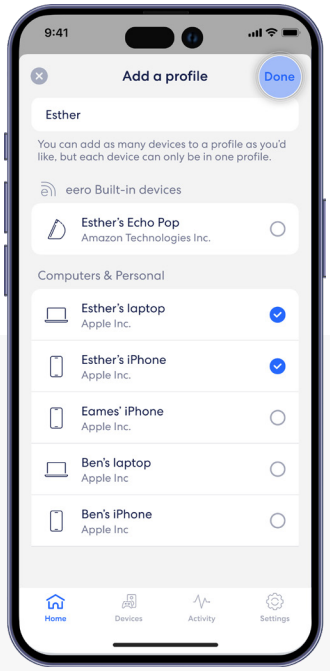
Select which devices to add to the profile.

Profiles *(continued)*

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.

4



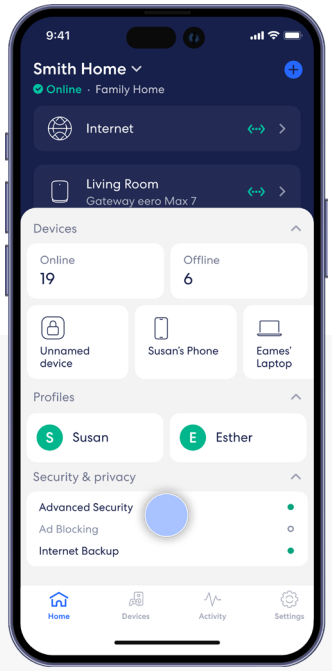
Once all the desired devices are selected, Tap **Done**.

Content Filters

Block access to categories of websites for different age groups—like adult content, violence, or illegal activity.

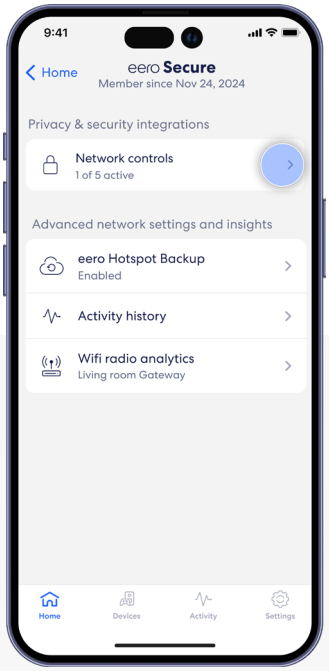
Set up Content Filters from the homepage in the eero mobile app.

1



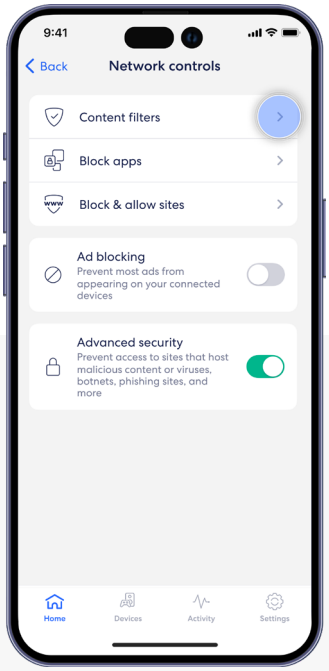
From the *Home* tab, tap on the module under *Security & Privacy*.

2



Select **Network Controls.**

3



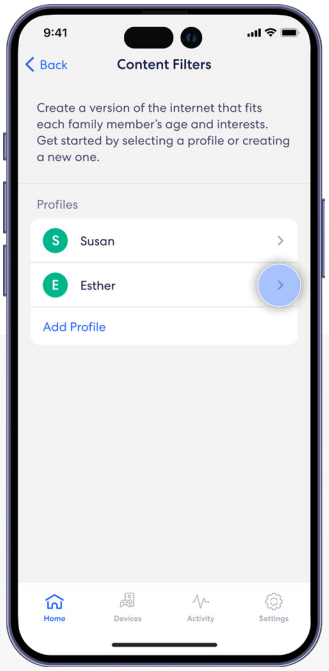
Select **Content Filters.**

Content Filters *(continued)*

Block access to categories of websites for different age groups—like adult content, violence, or illegal activity.

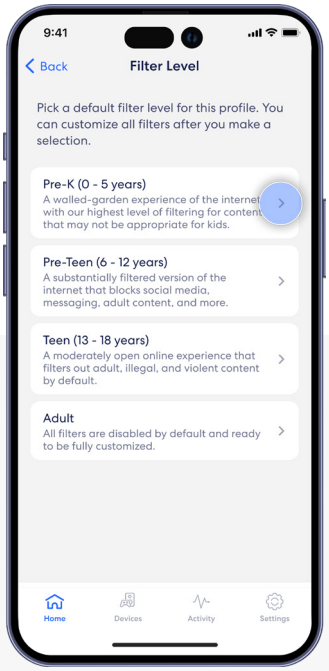
Set up Content Filters from the homepage in the eero mobile app.

4



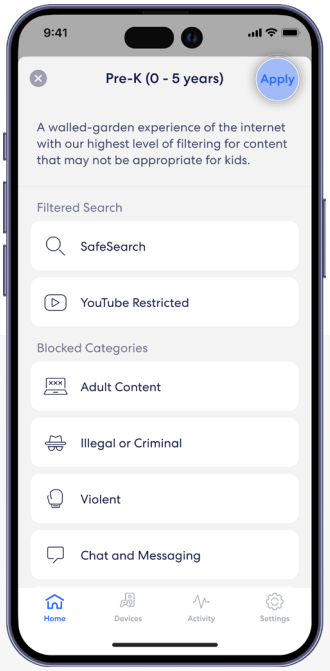
Select the profile for which you want to set up Content Filters.

5



Tap the desired filter template.

6



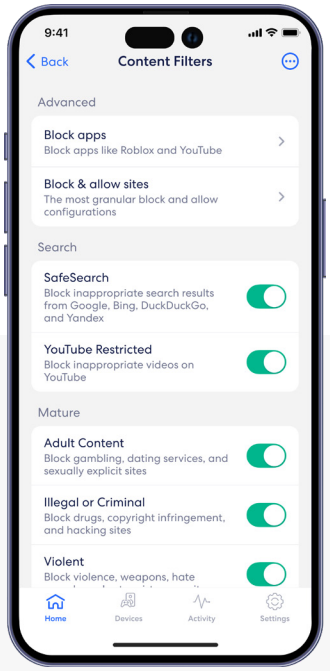
Review options and tap **Apply**.

Content Filters *(continued)*

Block access to categories of websites for different age groups—like adult content, violence, or illegal activity.

Set up Content Filters from the homepage in the eero mobile app.

7

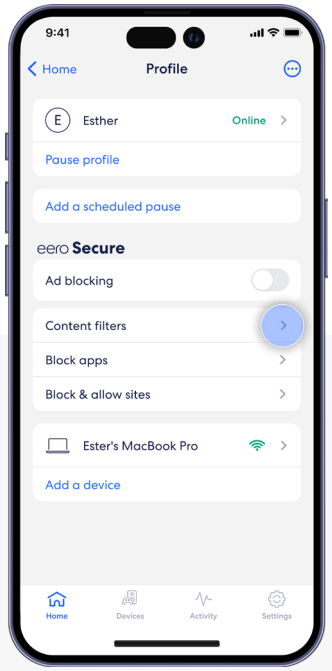


Toggle on/off individual content filter categories as desired.

Content Filters *(from a profile)*

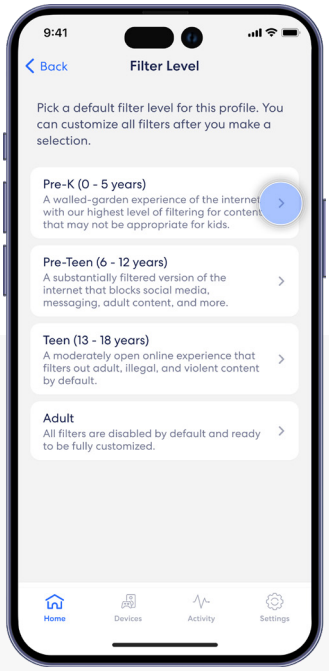
Set up Content Filters from a Profile in the eero mobile app.

1



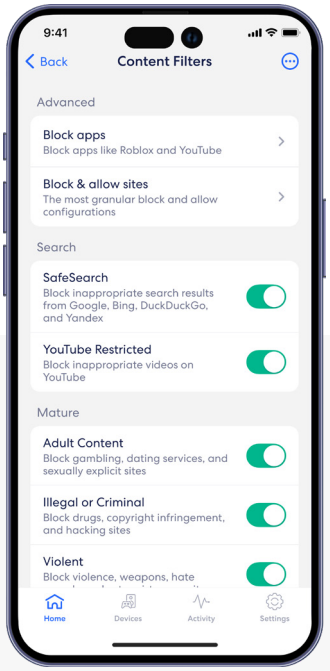
From a *Profile* page, select **Content Filters**.

2



Tap the desired filter template.

3



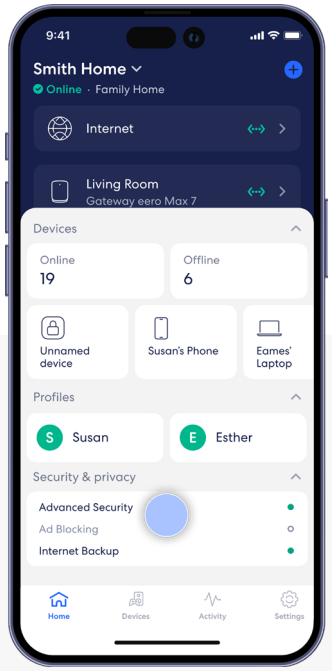
Toggle on/off individual content filter categories as desired.

Block Apps

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

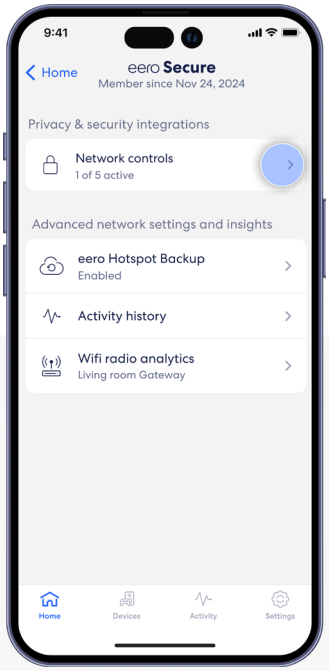
Set up Block App from the homepage in the eero mobile app.

1



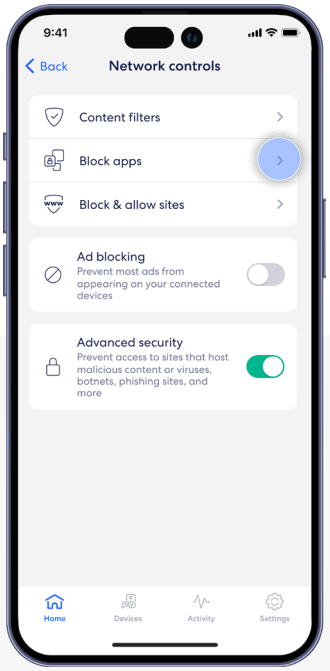
From the *Home* tab, tap on the module under *Security & Privacy*.

2



Tap on **Network Controls.**

3



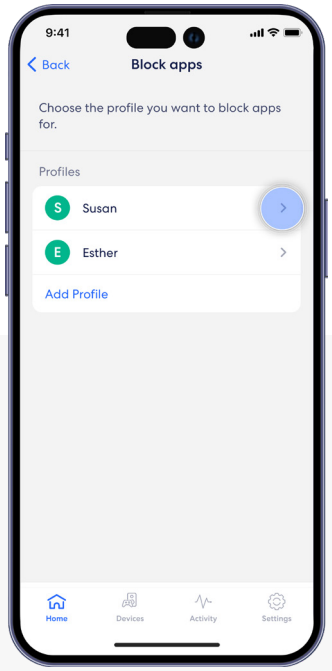
Tap on **Block apps.**

Block Apps *(continued)*

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

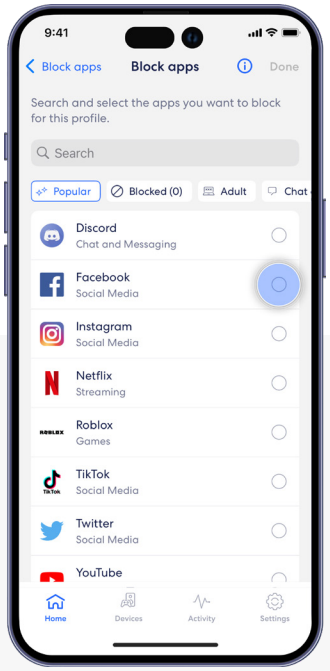
Set up Block Apps from the homepage in the eero mobile app.

4



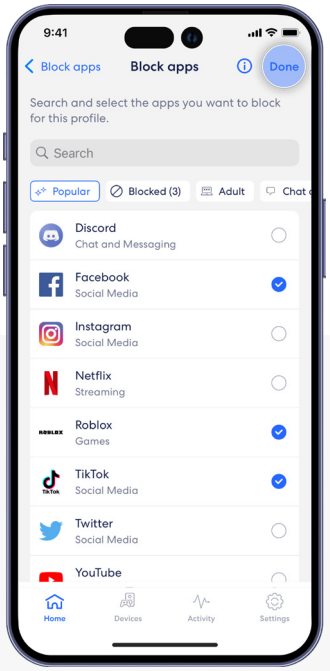
Select the profile for which you want to block apps.

5



Select the apps that you want to block.

6

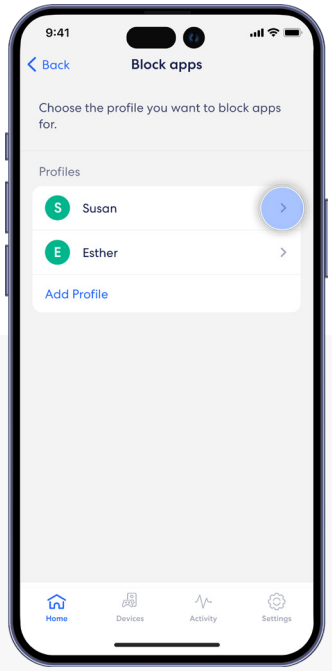


Confirm selection by tapping **Done**.

Block Apps *(from a profile)*

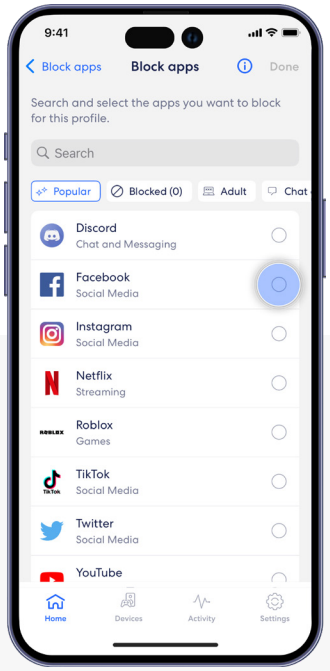
Set up Block Apps from a Profile in the eero mobile app.

1



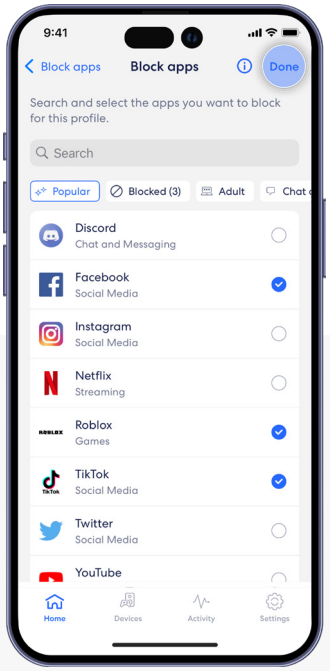
Select the profile for which you want to block apps.

2



Select the apps that you want to block.

3



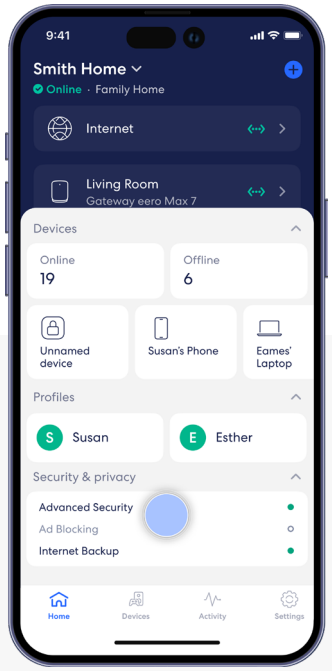
Confirm selection by tapping **Done**.

Block and Allow Sites

Block and allow websites to block or allow specific websites on your network or devices.

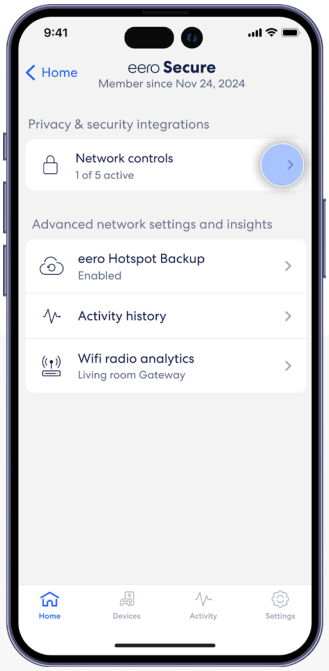
Add a site to block from the homepage in the eero mobile app.

1



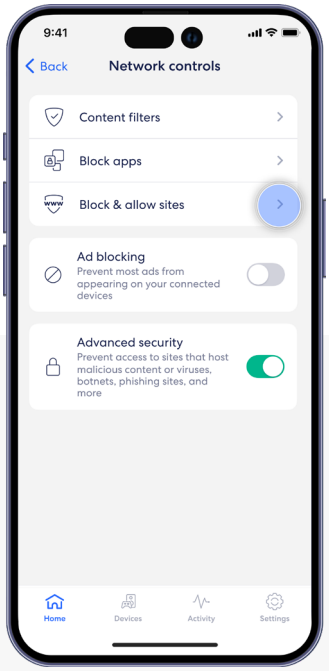
From the *Home* tab, tap on the module under *Security & Privacy.*

2



Tap on **Network Controls.**

3



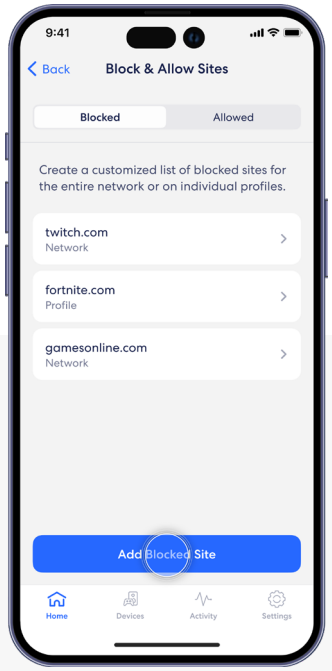
Tap on **Block & Allow sites.**

Block and Allow Sites *(continued)*

Help prevent particular websites from displaying on certain profiles.

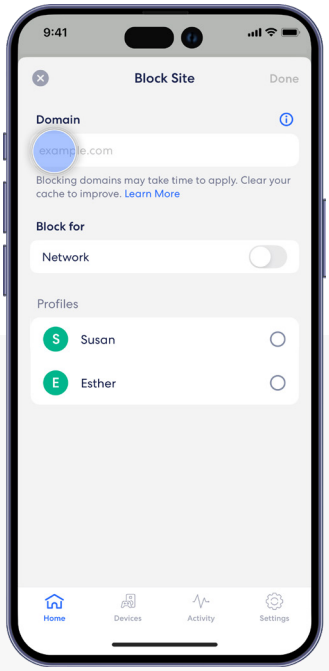
For Allowed sites:
*To add an allowed site, follow these same steps but toggle to the Allowed tab and select **Add Allowed Site** on Step 3.*

4



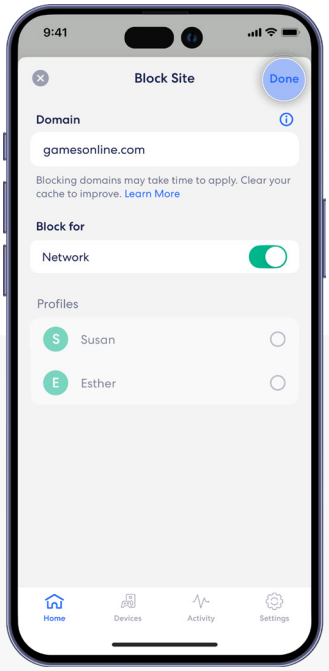
Tap on **Add Blocked Site.**

5



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

6



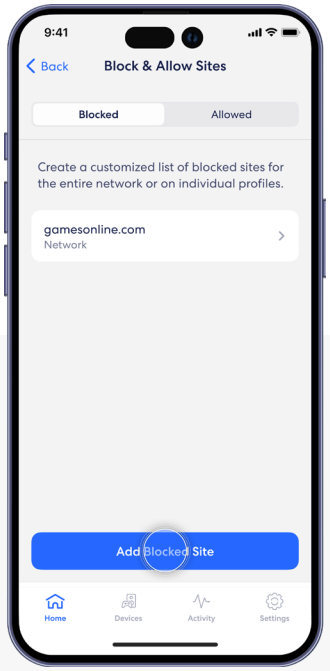
Tap on **Done** to add the site.

Block and Allow Sites *(continued)*

Help prevent particular websites from displaying on certain profiles.

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.*

7



To add more, tap
Add blocked Site.

Hotspot Backup

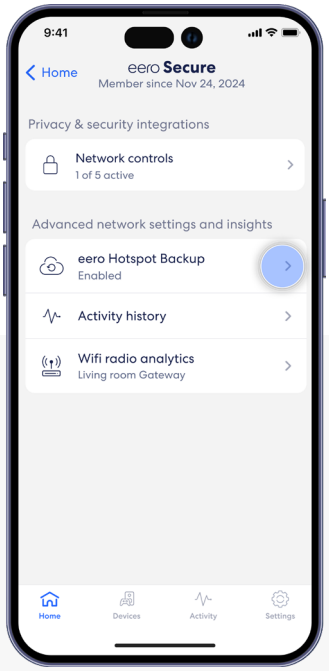
Wirelessly connect your eero network to a backup hotspot to keep your wifi up and running even when your wired connection goes down.

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

1

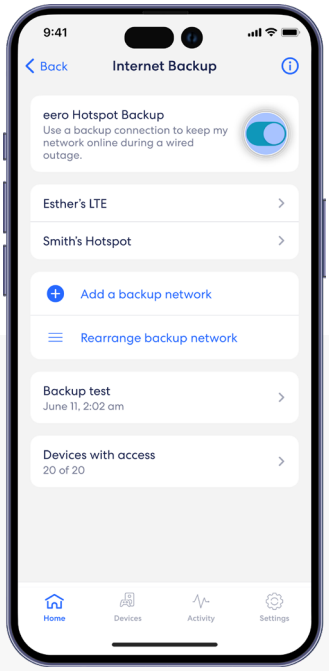
From the *Home* tab, tap on the module under *Security & Privacy* that says **Internet Backup**.

2



Tap on **eero Hotspot Backup**.

3



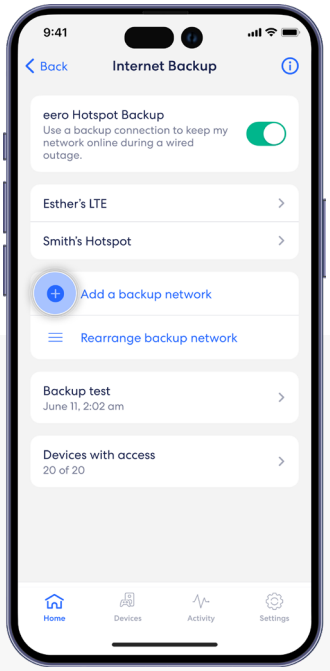
Toggle on **eero Hotspot Backup** to turn on.

Hotspot Backup *(continued)*

Wirelessly connect your eero network to a backup hotspot to keep your wifi up and running even when your wired connection goes down.

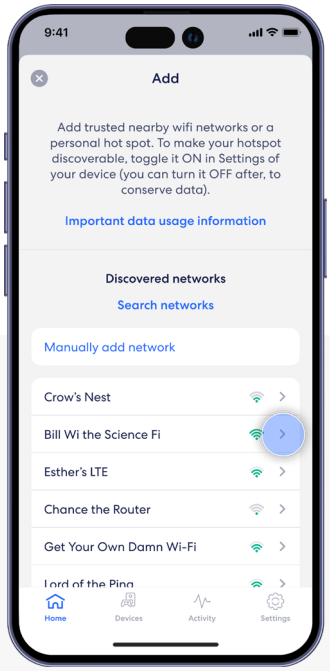
Manage Internet Backup from the Home tab in the eero mobile app.

4



Tap on **Add a backup network.**

5



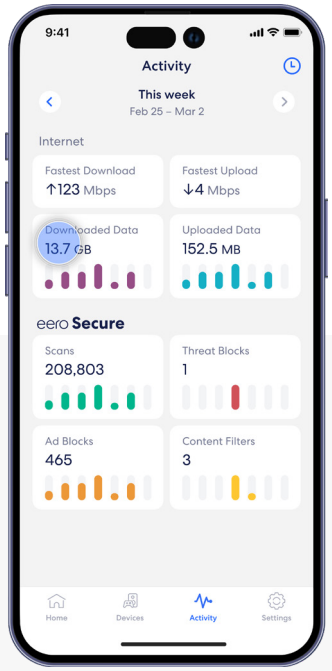
Select your network from the list and enter your password.

Network Insights *(Data usage)*

View network activity, data use, security scans, and more from a single dashboard to quickly understand and adjust network settings and performance.

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

1

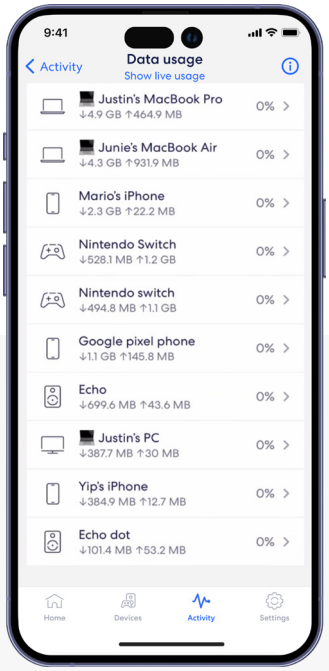


From the *Activity* tab, tap on the **Downloaded Data** or **Uploaded Data** block.

2

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

3



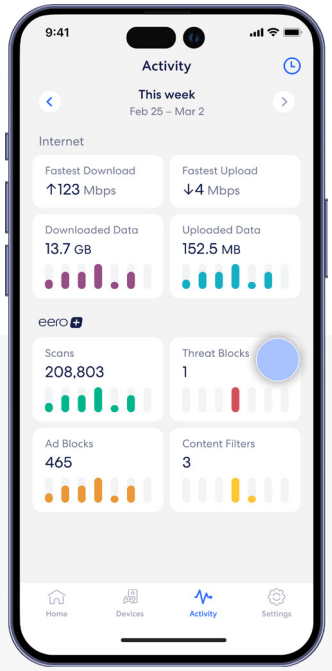
Select a profile or device to view more details.

Network Insights *(Threats blocked)*

View network activity, data use, security scans, and more from a single dashboard to quickly understand and adjust network settings and performance.

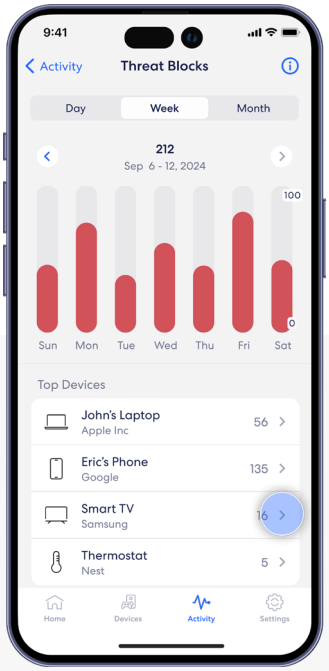
View data usage activity from the Activity tab in the eero mobile app.

1



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

2



Navigate between Day, Week, and Month tabs to view threat blocks over time.

3

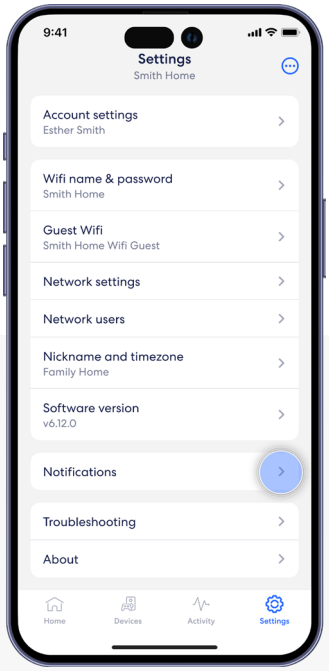
Once done, tap on the blue arrow in the top left to go back.

Notifications

Manage which eero Secure notifications you receive.

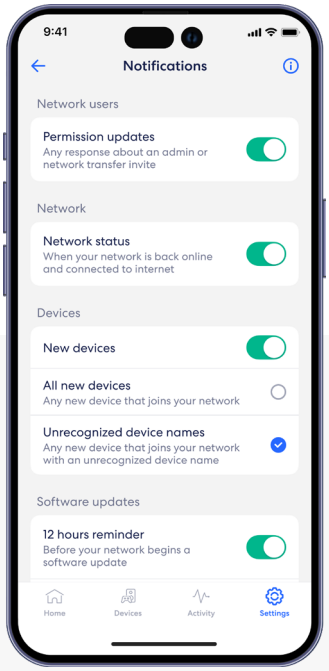
Manage notifications from the Settings tab in the eero mobile app.

1



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

2



Customize notifications to your liking.

For troubleshooting and further support
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