DEALER INTRODUCTION & INSTALLATION GUIDE

eero Signal

Give your customers a backup plan.

Dear eero Dealer,

An internet outage should not leave your customers without a backup. **eero Signal adds automatic cellular backup to compatible eero networks**, helping maintain connectivity when primary internet service goes down. Its built-in multicarrier eSIM selects a supported cellular network, without a separate carrier setup, and the network returns to the primary connection when service is restored. [7]

Consider offering Signal with new eero installations and as an upgrade for existing customers who depend on their connected homes, home offices or small-business networks. Include the appropriate backup-data subscription, installation, testing and backup-power requirements in your proposal.

Contact Digital Sales Group Metro for dealer pricing, availability and assistance selecting the right configuration for your customer.

Best regards,
Dave Silkin
Digital Sales Group Metro

> **Quote the complete solution**
> Signal hardware + eligible data plan + installation and failover testing + appropriately sized backup power.

Model selection: Signal is available in **4G LTE** and **5G RedCap** versions. Confirm the model when ordering. The core installation workflow in this guide applies to both. [1]

Set expectations: Signal is backup internet, not a replacement for primary service or a guarantee of uninterrupted connectivity. Cellular coverage, available data and power determine whether backup can operate. [1][4]

Inside: Requirements and activation, page 2 | Installation and testing, page 3
Troubleshooting, customer handoff and source links, page 4

01 / QUALIFY & ACTIVATE

Confirm the fit. Activate the plan.

1. Confirm compatibility before quoting

Connection: Use a supported USB-C-powered eero: eero 6 / 6 Extender, 6+, Pro 6, Pro 6E, 7, Pro 7, Max 7, or PoE 6 / PoE 7 **when powered by USB-C**. eero PoE Gateway has its own connection procedure. A PoE-powered access point is not a direct Signal host. [1]

Network: eero must operate in **router/NAT mode, not bridge mode**. Review the design before changing settings. Update the app and eeroOS; the published minimum is **eeroOS 7.12.0**. [2]

ISP-supplied eeros: Ask the internet provider about purchasing and activation before proceeding. [1]

2. Select the backup-data subscription

Hardware alone does not activate service. Residential installations require an eligible **annual** plan; monthly eero Plus is not eligible. Check existing entitlements before adding a subscription. [1]

Subscription	Included Signal backup data
eero Plus - annual	**10 GB per year**
eero Plus 100 - annual	**100 GB per month**
eero Business	**100 GB per month**

Plan allowances: eero product documentation. Confirm current pricing, introductory offers, renewal terms and eligibility during activation. [5]

3. Use the Pro Installer subscription workflow

New network: Complete setup, transfer ownership to the customer, then follow the subscription offer prompt.
Existing network: Managed Networks > customer network > menu > **Upgrade Network**. Share the generated QR code, email or link. The upgrade option is hidden when a subscription is already active. [3]

Dealer compensation: eero describes a **one-time referral commission** for qualifying subscriptions through the installer-generated link. Payment follows activation, not the free-trial period. Verify current terms; do not describe it as recurring income. [3]

Business installations: Confirm supported hardware and licensing. eero Business requires single NAT in Automatic mode. An active eero Plus subscription prevents Business license redemption on the same account; resolve the transition before activation. [6]

02 / INSTALL & COMMISSION

Install, protect and test.

4. Choose the best cellular location

Signal can use a compatible eero elsewhere in the network; it need not sit beside the gateway. Prioritize reception. Avoid enclosed cabinets and basements; higher placement near an exterior wall is preferable. [1][7]

5. Connect the hardware and complete setup

Standard USB-C-powered eero: In the app, tap the blue **+**, select **eero Signal** and follow the prompts. Connect the supplied Y-splitter to the included power adapter and its short lead to the host eero. Allow setup and firmware updates to finish. **Solid white means backup is ready.** [2]

> **PoE Gateway: use the correct power path**
> Connect Signal to the **front USB-C port**; leave the Y-cable power input unused. Keep the Gateway's **140 W adapter connected directly to its rear USB-C port**. Do not route it through Signal or substitute Signal's adapter. Signal reserves **9.3 W** from the Gateway power budget. [2]

6. Choose devices allowed on backup

In the app: **Internet > Backup usage > Devices**. Select which devices may use backup. [4] **DSG recommendation:** Reserve data for essential applications rather than unrestricted streaming, downloads and cloud backups.

7. Plan backup power for the complete path

Signal has **no internal battery**. [1] **DSG installation recommendation:** Size backup power for Signal, its host eero, the gateway if separate, required switches or mesh nodes, and the customer's essential devices. Powering Signal alone does not protect the complete connection path.

8. Commission the system before leaving

Recommended test: Disconnect only the modem/ONT Ethernet link to the gateway, keeping the eero network and Signal powered. Verify backup status in the app, then test the customer's essential applications. Restore the primary link, confirm recovery and record any applications that require reconnection.

Expected behavior: Aqua indicates cellular backup. The primary connection may need to remain offline for up to a minute before failover. Calls or games may disconnect briefly. The network returns automatically when primary internet is available. [4]

03 / SUPPORT & HANDOFF

Troubleshooting at a glance

These indicators apply to **Signal**; other eero models may use different meanings. [2]

Signal indicator	Meaning / first check
Solid white	Backup registered and ready.
Solid aqua	Cellular backup is active.
Flashing blue	Configuration or firmware update in progress.
Flashing yellow/orange	Insufficient power; verify supply and connections.
Solid yellow/orange	No associated plan, or the data allowance is exhausted.
Solid red	No cellular connection; check reception and placement.
Flashing red	Signal is not connected to an eero.

Indicator reference. [4] **No light?** Check power and whether the LED is disabled. **Solid blue?** Allow setup to finish; after more than 10 minutes, power-cycle Signal and its host eero. [2]

Customer handoff checklist

- ☐ Record the Signal model, location, host eero and successful failover/recovery test.
- ☐ Document the plan, data allowance, renewal terms and customer account ownership.
- ☐ Review permitted backup devices and the equipment covered by backup power.
- ☐ Show the customer where to check backup status and data usage in the app.

Explain the limits: Backup ends when included data is exhausted; the app can offer additional data. Do not promise primary-connection speeds or uninterrupted service. [1][4]

Official eero reference links

[1] eero Signal - compatibility, subscriptions, placement and power
[2] How do I set up eero Signal?
[3] eero Plus and eero Business for eero Pro Installers
[4] How do I troubleshoot eero Signal?
[5] eero Signal product and plan overview - eero.com/shop/eero-signal
[6] What are eero Business Software License Keys?
[7] eero Signal product details and support contact

Click a reference above, or visit **eero.com/support** and search the article title. Information checked October 27, 2026. Menus, eligibility and terms may change. This DSG Metro guide supplements, rather than replaces, eero instructions.