



These instructions explain how to connect your eero to the nbn.

Please contact support if you have any questions, our contact details are at the bottom

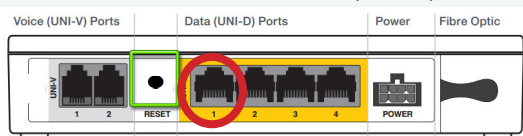
With your compatible smart phone, download the eero mobile app from either the Apple App Store or Google Play. Once you have downloaded the app you will need to make an account and then follow the steps in the app.

When it asks you to connect your eero device to the internet follow the steps below.

Once you have completed working through the setup in the eero app your connection will be ready to use.



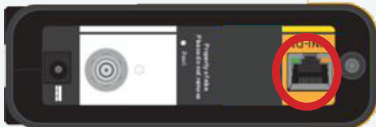
### nbn Fibre to the Premises (FTTP) NTD



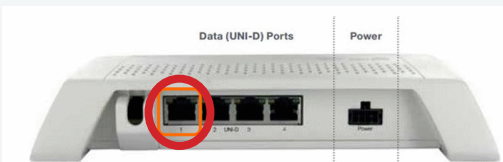
### nbn Fibre to the Curb (FTTC) NCD



### nbn Hybrid Fibre Coaxial (HFC) NTD



### nbn Fixed Wireless (FW) NTD



### Back of the eero



Once you have completed the setup in the eero app to the point it asks you to plug the eero into your internet connection, follow the steps below to connect.

1. Locate your nbn NTD or NCD
2. Connect the included ethernet cable from either port on the eero device to the ethernet port of your NTD/ NCD (if Fibre to the Premises or Fixed Wireless, please connect to the correct UNI-D port).
3. Now that you have your eero connected, continue to follow the steps in your app.

## eero Secure and eero Plus

When you purchase your eero devices from Leaptel and connect them to the Leaptel network we will provide eero Secure included every month while your connection is active. You are able to add on eero Plus for an extra \$15 a month by contacting our support team (details below) once your connection is active. eero Plus can also be removed at any time before your month rolls over by contacting support. If you cancel your services with Leaptel both eero Secure and eero Plus provided by Leaptel will stop working. More details on eero Secure and eero Plus are available at [leaptel.com.au/eero](http://leaptel.com.au/eero) and on the back of this page.

### Contact Us

#### By Phone

1300 205 327  
9am-9pm Mon-Fri  
9am-7pm Sat & Sun  
Times are Melbourne local time.



#### Online

[leaptel.com.au](http://leaptel.com.au)  
9am-9pm Mon-Fri  
9am-7pm Sat & Sun  
Times are Melbourne local time.



#### Public Holiday Hours

Australian Public Holidays: Closed  
Victorian Public Holiday: Weekend Hours

#### By Email

[support@leaptel.com.au](mailto:support@leaptel.com.au)





## Additional security and safety features to elevate your eero experience.



### Advanced security

Prevent accidental visits to known malicious sites and help protect connected devices.



### Advanced parental controls

Set restrictions for designated devices based on age range—pre-k, pre-teen, teen, and adult—or content categories.



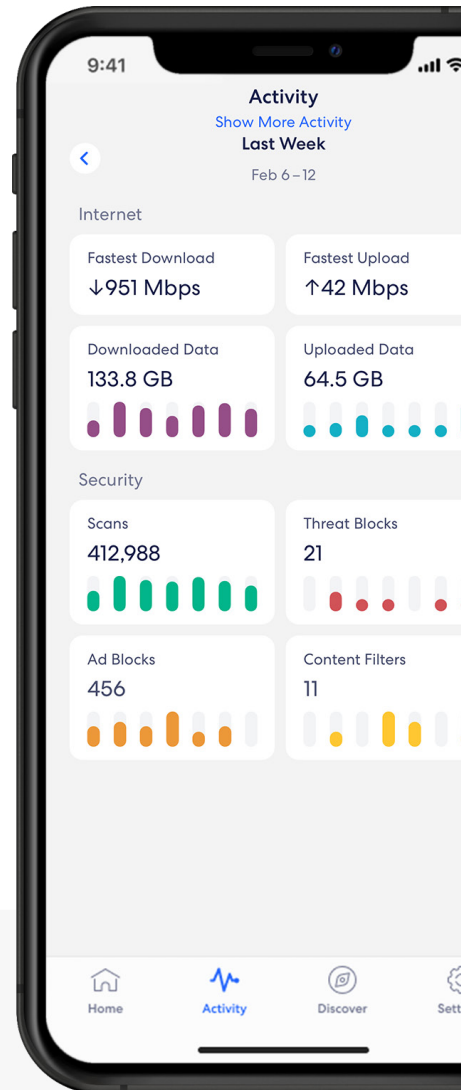
### Ad blocking

Improve your browsing experience by blocking a variety of ads.



### eero Internet Backup

Connect eero to an alternate internet connection to keep the network up and running during an outage.



## eero Plus

# Upgrade to eero Plus

eero Plus gives you all the benefits of eero Secure plus DDNS and access to top-rated security apps: 1Password, Malwarebytes, and Encrypt.me.



### 1Password

Safely create, store, and share unique passwords in one central place.



### Malwarebytes

Scan, clean, and protect your devices from viruses and ransomware.



### Encrypt.me

Use a VPN to browse the web privately, even on public wifi.



### DDNS

Remote access to your home network devices and content from anywhere.