Enhanced Business WiFi
Frequently Asked Questions

RCN BUSINESS | eero

How many eeros do I need?

Every business is unique and RCN's Business WiFi was designed to be flexible so that it can fit any business. Generally, we recommend one eero base or Beacon for every 1,200 square feet or 1-2 eero Beacons per floor. Here are some other general recommendations:

Small offices: You will see best results with two eeros. One will replace your existing router and connect directly to your modem. The other will be placed at another spot to help blanket your business in fast, reliable WiFi.

Multiple floors or separate office spaces: If your business has two or more floors, or has two or more distinct work areas, you will likely see the best results with a minimum of three eeros (one connected directly to your modem and the other two placed throughout your business to provide the best coverage).

Hardwired device needs: If your business requires direct connectivity for specific workstations or printers, opt for multiple eero base units, which enable you to plug in via Ethernet cable. eero Beacons do not have Ethernet jacks.

My office has really thick walls. Will this work for my business?

Yes. If you are having trouble getting WiFi when you are not in the same room as your wireless router, several eeros that mesh together in a system will enable you to get WiFi coverage throughout your business. Because thicker walls make it more difficult for WiFi signals to pass through them, you may need more eeros to cover your business.

Does this replace my current router?

Yes, RCN's Enhanced Business WiFi is designed to replace your current router with a WiFi system that provides greater internet connection and reliability throughout your business.

Does this replace my modem?

No, RCN's Enhanced Business WiFi doesn't replace your modem, only your router. The first eero plugs into your existing cable modem. The others plug into electrical outlets in your business.

What devices are compatible?

Just like other routers, your RCN Enhanced Business WiFi system powered by eero should work with all of your connected devices. eero was successfully tested with the following devices: Mac Laptop/Desktop, PC Laptop/Desktop, iPhone/iPad, Android Phone/Tablet, Amazon Echo, Linux Laptop/Desktop and more.

What speed is it capable of? What about its bandwidth?

eeros' max rated transmit speeds are about 240Mbps at 2.4 GHz and about 600Mbps at 5 GHz. Over a wired connection, the max throughput locally is 1Gbps. Maximum wireless speeds are also dependent on the capabilities of the client device.

It's important to keep in mind that these are the maximum speeds we've seen with eero, but we like to think of WiFi speed more in terms of what you can do with it. eero uses the latest standards to make sure you're getting the speed you pay for in every corner of every room. It's that perfect combination of speed and coverage that's going to let you work, stream, play, or download anywhere in your business.

What's a mesh network?

Mesh networks enable multiple routers to work in unison to deliver hyper-fast, super-stable WiFi. Each device in a mesh network connects to the other devices, rather than each device connecting to your Internet Service Provider. Unlike a typical network which is built around a centralized hub, a mesh network consists of multiple routers communicating with each other.

The cool thing about mesh networks is that they enable multiple routers to work as a team. When all your routers can communicate and share information with each other, they can improve three important features of your network: range, speed, and stability.

How is a "mesh" network different than a range extender network?

Unlike the familiar router-to-range extender network configuration, eero is a WiFi system that uses multiple access points to provide your business with fast, reliable coverage all on a single network.
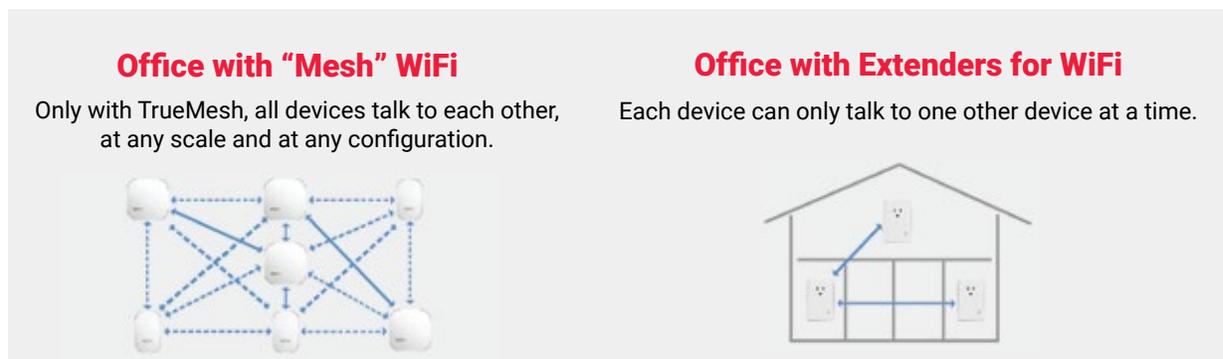
Range extenders can expand the reach of your existing wireless network. This enables you to access the Internet when you're not close enough to your router to receive a good signal. While range extenders can be effective in increasing wireless range, they reduce throughput and create performance issues. Range extenders can cut bandwidth in half because they rely on a single wireless radio to both listen for and broadcast data. This results in a slower connection when you're receiving a WiFi signal from your range extender and can also impact your connection speeds to your router.

Some range extenders may also need to broadcast an entirely separate network from the one supplied by your router. If your original WiFi network has the SSID "Office2848" for example, and your range extender has a different SSID, "Office2848_RPT," you'll have to switch between the two networks as you move throughout your business. eero eliminates these hassles by creating a seamless mesh and linking all of your eeros under a single SSID. This lets you move freely around your business without being booted offline or stopping to switch between networks.

eeros function together as a self-sufficient WiFi system without the degradation in speed you see with extenders. And rather than connecting various wireless networking products to your existing router, eeros can replace all of your existing networking hardware except for your modem.

Why does it matter?

Why does this matter? Have you ever noticed that your WiFi signal is stronger in your back office than it is in your conference room? Or that you can stream videos in your break room but can't even load a webpage in your lobby? The challenge of traditional WiFi networks is that they rely on single routers to broadcast a WiFi signal. This means that the signal is strong when you're near your router and gets weaker as you move away.

Office with "Mesh" WiFi

Only with TrueMesh, all devices talk to each other, at any scale and at any configuration.

Office with Extenders for WiFi

Each device can only talk to one other device at a time.

A mesh network has a greater range and is much faster and stronger than your normal WiFi network. The range of your mesh network can be extended simply by adding more bases or Beacons. Each base or Beacon in a mesh network is a device that not only sends and receives data but determines the best path by which to send it. Each can automatically reconfigure itself, using multiple routes to find the most optimal path to the Internet. Shutting down one base or Beacon in a mesh network won't necessarily shut down the entire network, which makes the mesh network much stronger than the centralized architecture of the WiFi in your office today.

Can I manage my WiFi network remotely?

Yes, using the app makes it easy to manage your network at any time. As long as you have your smart phone, you'll be able to manage your network settings directly from the app. You will need a data connection on your mobile device to initially set up your eero network. Once you are set up, you can manage your network over an Internet connection.

I have a small office. Why would I need Enhanced Business WiFi powered by eero?

There are still many reasons you would benefit from Enhanced Business WiFi; it's not just about range, it's also about the improved performance you get from a mesh network, network security, and great features.

Don't get bogged down by devices: Offices can be congested places for WiFi and eero is designed to protect you. eero uses TrueMesh technology to avoid the noise of neighboring businesses and their devices and ensure you won't get buffering or drop-offs in your own network.

Guest network: eero delivers an easy way to set up a separate, secure WiFi network for customers to use. Customers have no access to your private network that you use to run your business. A QR code makes it easy to share network login details with your customers.

Keeps you safe and secure: When you get eero, you are not only getting great WiFi, but you're also getting a router that is built to protect you and your devices. With security built into every device, and over-the-air updates, eeros stay up-to-date to ensure your network is always protected.

Features anyone can use: eero comes with great features to manage devices on your network – a separate guest network to share with customers, the ability to block unwanted users on your network, and smart bandwidth controls to ensure you know what's happening on your network.

Custom and can grow with you: eeros are customizable to work for businesses of any size and shape. Regardless of the number of eeros you use, eero gives you control, easy access to your network, and always keeps your network secure.

For additional information or support, call 877.726.7000