

# Google WiFi Instructions

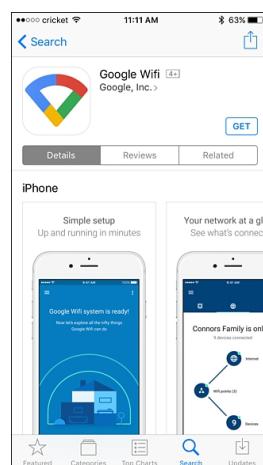
Grab one WiFi Hub to use as your main unit that you'll connect to your modem (or router, if you're looking to keep the advanced features of your old router). You'll need the power cord, as well as the ethernet cable that's included.



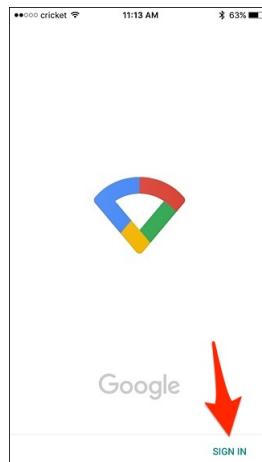
Next, plug in the first Google WiFi unit into an outlet and connect the other end into the USB-C port on the bottom of the unit. Then take the ethernet cable and plug one end into the ethernet port on your modem and the other end into the green ethernet port on the Google WiFi unit. If you have a modem/router combo, simply just plug the ethernet cable into any one of the numbered ethernet ports on the combo unit.



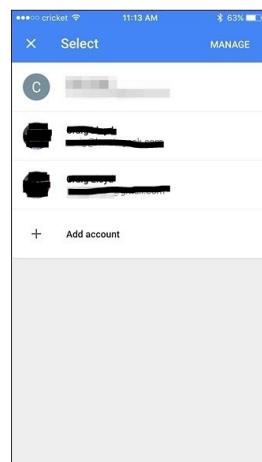
The Google WiFi unit will automatically power up. While it's doing that, go ahead and download the Google WiFi app to your iPhone or Android device.



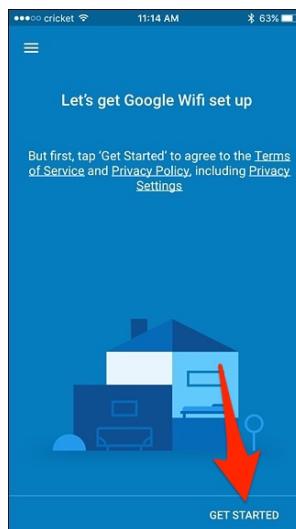
Once the app is installed, open it up and tap on “Sign In” down in the lower-right corner of the screen.



If you have multiple Google accounts connected to your device, select the one you want to use with Google WiFi. Otherwise, tap on “Add account” to sign in to your Google account.



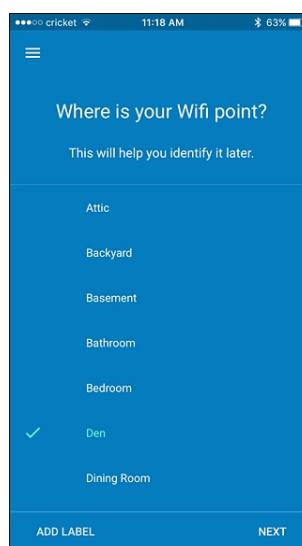
Next, tap on “Get Started” in the bottom-right corner.



The app will automatically begin looking for the Google WiFi unit that you hooked up. Once it finds it, it will ask you to scan the QR code on the bottom of the unit. You can either use the camera on your phone by tapping on “Scan Code”, or enter in the code manually by selecting “Type Code”.



Next, you'll select from the list where your Google WiFi unit is located, and then hit "Next".



You'll then type in a new Wi-Fi network name, as Google WiFi creates a whole new Wi-Fi network. Hit "Next" when finished.



On the next screen, enter in a password that users will type in in order to access the network. Tap on "Create Network" when finished.



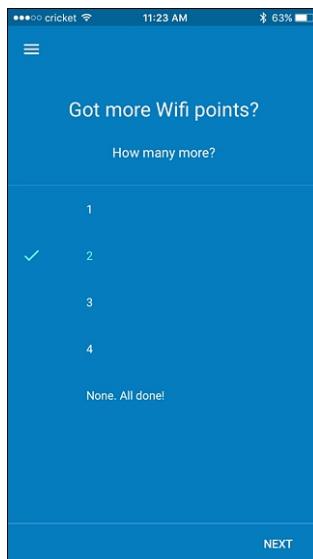
The app will take a few moments to create your Wi-Fi network.



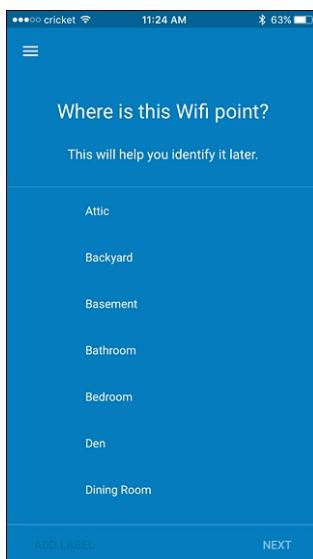
All you have to do now is go into your phone's settings and switch to your new Wi-Fi network that was created by Google WiFi.



After that, you can go back into the app and begin the process of setting up more Google WiFi units around your house. Start by selecting how many more units you want to set up and tap “Next” at the bottom.



Go ahead and plug in the next Google WiFi unit and hit “Next” in the app until you get to the room selection screen. Just like before, select the room that your second unit is located in and hit “Next”.



Once it's connected, you'll now test the connection to see if the distance between these two units is sufficient. Hit “Test Now” in the bottom-right corner.

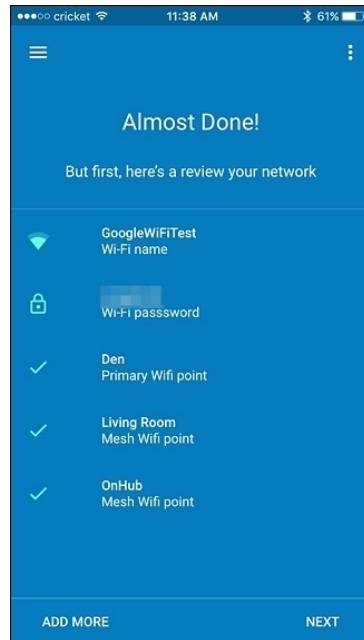


Give it a minute to run the test, and when it's done, tap on "Next". If it says there was a problem, then you'll need to move your second unit a bit closer to the main unit to get a better connection.

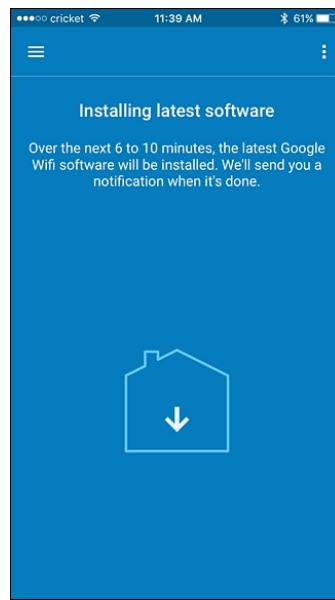


You'll repeat this same process for setting up your third Google WiFi unit, including where it's located and running the Wi-Fi test.

After that, an overview of your Wi-Fi network will show on the screen. Make sure everything looks good and then tap on "Next".



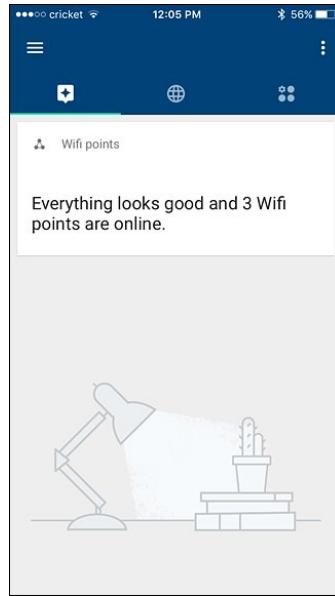
Next, your Google WiFi units may need to apply an update, which could take a few minutes, so let it do its thing and it will let you know when it's done.



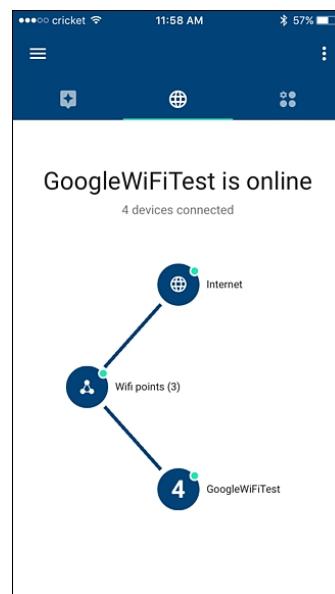
Once the update is complete, tap on “Explore” to be taken to the main screen of the app.



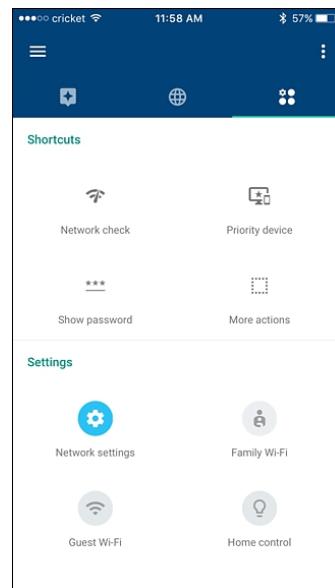
You'll have three tabs to choose from. The first tab is the main screen of sorts where various cards appear when something new happens to your network.



The middle tab shows you an overview of your Wi-Fi network, like how many mesh units you're using and how many devices are connected to your network. You can tap on any of the circles to get even more details.



The last tab is where all of the settings are, like guest Wi-Fi, setting up family Wi-Fi, and performing network tests.



That's all there is to it! There are quite a bit of steps, but they're easy to follow and it really only takes about 5-10 minute to get your Google WiFi network all set up and ready to go.

**Next we will show you how to Factory Reset the WiFi points before you return them.**

## Factory Reset Google WiFi

Factory resetting your WiFi point(s) will erase all current settings and data. Deleted data is gone forever. After you perform a factory reset, you'll have to set up your WiFi point(s) again. Learn when you might want to perform a factory reset.

You can factory reset from the Google WiFi app or the hardware button located on the back of your WiFi point near the base. Learn what happens with each type of factory reset.

**Note:** For both methods, a reset can take several minutes and will interrupt your internet access. After reset, you will need to set up your devices again.

### From the App (recommended)

Resetting your WiFi points from the app will delete all settings and data from your WiFi points, Google WiFi's cloud services, and the Google WiFi app. It will also remove your WiFi point(s) from your Google Account.

1. Open the Google WiFi app.
2. Tap the  tab > Network & general.
3. Under the 'Network' section, tap WiFi point(s).
4. Tap Factory Reset. On the next screen, confirm by tapping Factory Reset.

### From the hardware button

The hardware button factory reset will delete all current settings and data from your device. But all data Google has collected and analyzed for cloud services will remain. (After six months, Google will automatically delete this cloud data.) You can always remove this data by performing a factory reset from the app.

#### Step 1. Find the factory reset button

The factory reset button is located on the back of the device.

#### Step 2. Unplug WiFi point, then press and hold the factory reset button

1. Unplug your WiFi point from the power source.
2. Press and hold the factory reset button. While holding down the button, plug the power cable back in. Continue pressing the button for about 10 seconds. Your WiFi point will flash white and then blue. When it flashes blue, you can release the button.
3. The WiFi point will continue flashing blue for about 45 seconds, then it will turn solid blue. This process can take up to 10 minutes.
4. Once complete, if it's connected to the internet, your WiFi point will pulse blue to indicate that it's ready for setup.

**Note:** If you hold the button too long (>15 seconds), the device will start flashing orange and not factory reset. In this case, please unplug and try again.

After a factory reset with the hardware button, your reset WiFi point will still show up in the app. Learn more about removing WiFi point from the app.