

Brochure

VIAVI

WiFi Advisor Coverage Expert

Provide better, faster WiFi service

WiFi customers can have issues with connectivity and performance from the smallest living space (interference) to the largest living space (reach) and in between. Many times, a tech may know when they walk in the door there will be issues based on the configuration of the home and location of the access point. During a self-install or given a preference, customers may indicate a desired location for the access point that isn't based on the best service coverage, but on aesthetics. In all these cases, problems may lurk with older technologies and "rogue" devices that can bog down performance.

The traditional test method involves using a cell phone or other mobile device with WiFi receptivity as the tech moves through the house, to verify that there is enough level to maintain connectivity. In some cases, an app that reports a signal strength value is used to better assess performance at the (presumed) furthest distance from the access point. These methods typically don't provide a means for logging the performance from room to room to enable better informing the customer about optimal access point location and the sheer number of client devices that may be present on the channel. Also, these methods do nothing to help in locating dragging "rogue" or legacy devices.

The WiFi Coverage Expert allows the user to build a site survey by marking locations around the residence. Based on several user-configurable factors, including signal strength, air time availability (congestion), noise in the channel, security settings and the number of discovered legacy (a/b/g) devices each room is given a pass, fail or marginal score. When the residence has been sufficiently mapped, the Coverage Expert will offer advice to solve issues with rooms that fail (such as where to place an extender) and rooms with subpar, but not failing performance (such as a

- Leverage the power of the WiFi Advisor to generate home site surveys quickly and easily
- Verify coverage in areas of the house with detailed actions provided to overcome coverage and network issues
- Easy to use interface combined with an audible device finder



single legacy device). Further, you can use the audible finder feature to locate legacy devices directly from the action screen.

With the Coverage Expert technicians can see in one view how to solve WiFi problems in the residence. For advanced users, SmartChannel Wizard KPIs for detailed technical analysis are only a single touch away. Saved reports can be used to generate installation “birth records” for reference later. First-time install customers get better and faster WiFi coverage. If they are present during the install, they can see the expected performance for themselves, and when appropriate, learn the potential value of an extender.