

TRANSCRIPT:

DIAGNOSING IN-HOME WIFI CONNECTIONS

WITH TRUVIZION

[intro music]

Hi, I'm Rick.

Did you know that most complaints from subscribers about their broadband speed are actually related to their in-home WiFi network?

You could be providing a great broadband connection, but if the kids can't stream Disney Channel to their tablets or Netflix is buffering on dad's laptop, you're going to get the call and the blame.

TruVizion can help you determine if performance issues are related to the broadband connection or the WiFi network.

Here's how.

So, I'm looking here at the modem diagnostics screen, and if this customer called in about speed issues, I wouldn't necessarily see anything going on. It's online, and I don't have issues with bandwidth or codeword errors either on the modem or the port it's connected to. I don't see any SNR issues or RF issues, so everything looks fine.

In this case, this modem has a WiFi tab because this device supports WiFi diagnostics, so when I click on that, I can now see if anything is going on with the customers' in-home WiFi network.

What I'm pulling now are stats from the radios and the devices that are connected to those particular radios as seen from the Radio.

So, I've got information right here depending on the device that you've got, you'll get more or less information here.

I've got good information on the SSIDs, and I can set the passphrase if I need to which is a nice feature for your CSR if they need to help the customer in that way.

And here I've got information on the endpoint devices that are connected to those SSIDs.

There's two SSIDs there and several devices that are connected.

I can hover over the MAC addresses and see what they are - an HP, an Apple, Murata, etc.

Here's an Apple down here, and then I've got historical data which can help me troubleshoot over time, so when I click on a device's history right there through that button, what I'm not going to look at by default is the last 24 hours of data for this particular device.

That's very helpful looking at that over time. I can look at 7 days, 30 days, or 90 days if I wanted to. I don't know how helpful that would be but it does kind of give you an idea over time.

I can also compare this device with any other devices on that SSID that happen to have been connected during that time frame.

So, in this case, over the last 24 hours there were these three devices connected.

The dark blue line is the device that I pulled up to begin with, and then I'm looking at three other devices. I can hover over these check boxes to see what they are.

I can uncheck something if I wanted to to take that off of the charts.

Check and put it right back, and again, that's helpful as I'm troubleshooting this issue.

And maybe I have a customer that I'm online troubleshooting live with and another really nice feature is I can click Live, and what you're going to start to see takes a little bit of time because it plots every 5 seconds or so, but you'll start to see data streaming in from the side here on the devices that I have checked.

In this case, it'll be my main device which was the dark blue color, and then I'll start to see the other devices as well. You'll start to see them coming in here on this side. Again, this takes a little while to plot because it's every few seconds,

But you could have a customer, for example, that you could be talking to on the phone, and you could have them walk around maybe further away or closer to the access point and maybe have them change the orientation of the access point to see how that affects the connection of the device or various devices that you're looking at.

Right now through the magic of video, we'll go ahead and let this run for about two or three minutes and we'll see what it looks like.

I'll be right back.

[music playing]

Ok, so that's been about three minutes, so you can see that this would be a very useful tool for those if you're trying to troubleshoot WiFi issues. Again having a customer maybe walk around with a particular device or change the orientation of the access point to see what's going on in their home WiFi network.

So that's a quick tour of the WiFi diagnostics features in TruVizion.

There are a lot of other features in TruVizion that can help you reduce operational costs and improve customer satisfaction.

To learn more or to see a live demo, give us a call at 800-909-9441 or go to www.TruVizion.com.



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