

# Understand your customers' smart home network



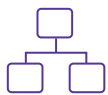
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## UMP WIFI MESH TOOL

WiFi mesh has become a smash hit for customers and simultaneously the bane of existence for some of the service providers. The customers love it because it gives them easy internet access all across their house – no cables, no multiple networks or passwords, just plug the repeater in once and you're ready to go.

For the providers, though, things aren't so easy. In fact, while mesh WiFi opens a new, highly demanded revenue stream, it adds another layer of complexity to already complicated networks that service providers are dealing with. Badly positioned or poorly configured extenders can obliterate customer experience through no fault of your own and, even worse, without you knowing.

This is why, when adding WiFi mesh offer to your portfolio, you should prepare your operations accordingly to ensure proper device monitoring and troubleshooting. How can AVSystem's WiFi mesh monitoring tool help you with that?



Complete overview of your customers' mesh networks



A quick way to identify your customer's issues



Improved customer experience



Easy and flexible setup

## Scenario 1: increase signal coverage

Customer reports poor connection quality in one part of their house. The mesh graph shows poor signal strength in one of the access points that is affecting all devices that are connected to it.

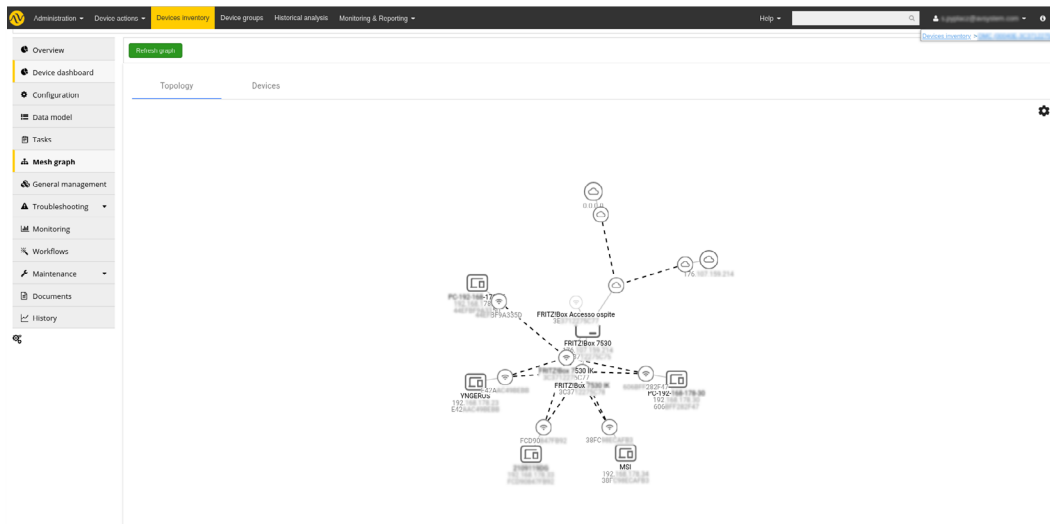
**Possible solution:** customer should move the access point to a different place with better signal quality.



## Scenario 2: detect WiFi network intruders

Customer reports slow internet speeds despite only having several connected devices at home. The mesh graph shows an unusual number of devices connected to the network – the number doesn't correspond to what the customer says they have.

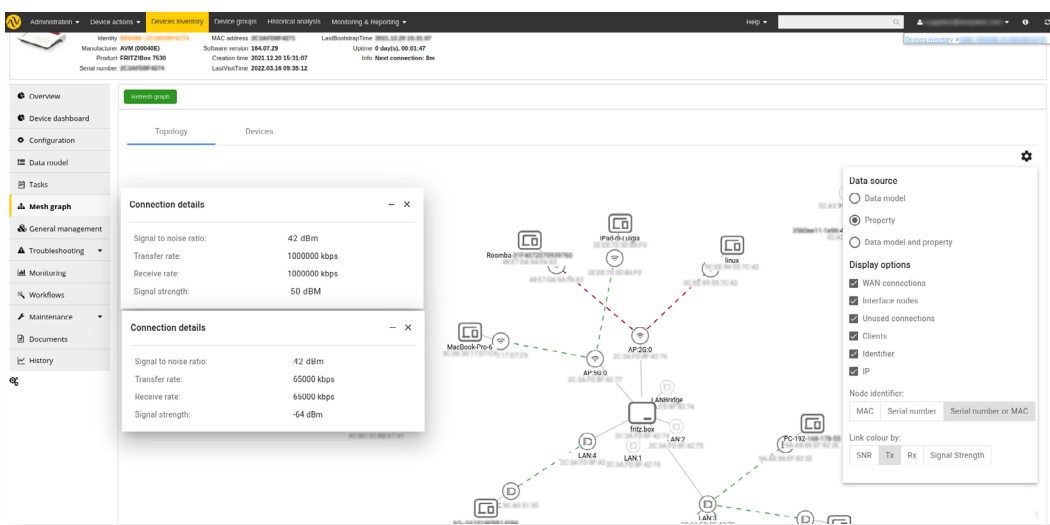
**Possible solution:** the customer should reset their password as it's possible someone has hacked into their network.



### Scenario 3: identify problems unrelated to WiFi

Customer reports slow internet speeds across their entire house. The mesh graph shows poor signal strength on all devices, as well as the main router.

**Possible solution:** the issue seems to be unrelated to the customer environment and their devices – check the issue on your side.



UMP's WiFi mesh tool allows you to easily visualize your customers' mesh network:

- on a **topology graph** where you can see the devices in relation to one another as well as device details;
- in a **table** with sortable device list and a search feature that also shows the device details.

It is one comprehensive source of information about the customer's mesh devices that includes data such as:

- **WiFi mesh topology;**
- **quality of signal** between the router and the access point;
- **signal strength** between devices and the router or devices and the access point;
- **speed and quality of upload/download** between devices and the router or devices and the access point;
- whether the mesh point is distributing **2.4 GHz or 5 GHz signal**.

While providing you with a breadth of information in one place, we took care to make the tool as easy to use as possible, which is why it has features such as color-coding (the quality of the connection is marked in color), quick search, sorting, but – most importantly – it's easily adjustable. This way you can select the devices, relations, and parameters you need to see, without being bothered by any superfluous features.

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## WIFI MESH TOOL IS A PART OF UMP

The Unified Management Platform is the device management platform that you need to simplify your customer care operations, improve services, and drive customer satisfaction.

WiFi mesh is just one of the many tools that make our auto configuration server (ACS) stand head and shoulders above its competition, providing you with even better control over your customer premises equipment.

Contact us at [sales@avsystem.com](mailto:sales@avsystem.com) to learn how other features, such as smart WiFi or USP support, can advance your business even further!



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