

This message is sent to all Business Partner Leaders in Fulfillment Technical Operations.

WiFi Visualizer Job Aid

WiFi Visualizer helps you show customers an easy to understand assessment of their in-home WiFi coverage.

Key Information:

- Local COVID-19 and general safety protocols are the first consideration when choosing to use WiFi Visualizer.
- WiFi Visualizer is **not** mandatory. It's another tool in your tool belt.
- You don't need to run WiFi Visualizer in every room.
- Once WiFi Visualizer has been run, you have a simple way to show customers the results and any coverage gaps.
- The WiFi Visualizer results are saved as an event in Timeline and then sent to the customer by email.
- If you receive a message in WiFi Visualizer for insufficient lighting, turn on your camera's flash.

Gateway Considerations:

- A newly installed Gateway must be activated through SuSi, prior to running the WiFi Visualizer.
- For an existing Gateway that requires troubleshooting, make sure it is active and fully functional.
- The Gateway must be active and have the most up-to-date firmware to run WiFi Visualizer.
- Customer owned and operated modems are not compatible with the WiFi Visualizer.

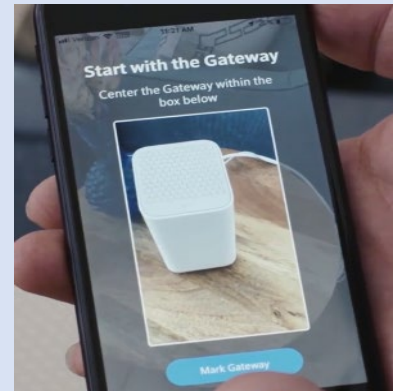
Questions Before Running WiFi Visualizer:

- Would the customer's experience improve from a before and after report showing the speed/coverage improvements?
- Is Gateway placement ideal considering home size and layout?
- Does the customer believe there are coverage gaps in specific areas of the residence?
- Does the customer want coverage in locations hindered by gateway distance, home layout obstructions, or obstructions?

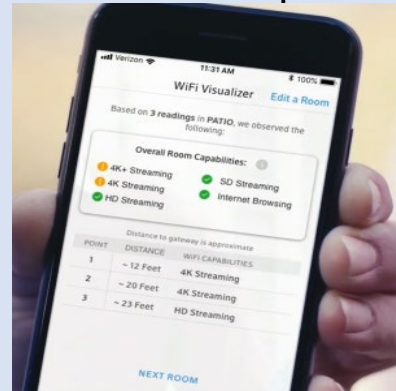
Check out this [WiFi Visualizer two-minute video](#) for more information and step-by-step guidance for using WiFi Visualizer.

Get a clear picture of WiFi coverage in three easy steps:

1. Capture the Gateway Location



2. Take at least three measurements per room.



3. Share the results with the customer.

