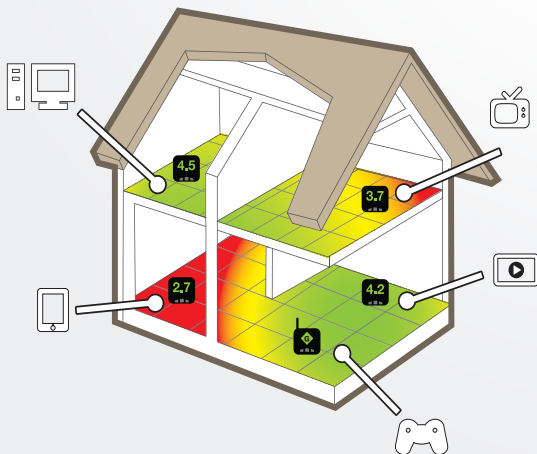# TEMPO®
COMMUNICATIONS

AIRSCOUT
RESIDENTIAL

ENABLING WI-FI® READINESS

OVERCOMING THE WI-FI® CHALLENGE

As operators place greater emphasis on Wi-Fi® as part of their solutions offering, consumers are using it to view media content but expecting the same quality of experience as previously used wired solutions. Delivering a seamless Wi-Fi® experience in the residence or premise is quickly becoming the de-facto standard when judging service providers and contractors. However, technician's current workflows use rudimentary tools when characterizing the Wi-Fi® environment. This lack of visibility from the client's perspective into their quality of experience is a costly approach. The cost associated with Wi-Fi® related issues are spiraling out of control and providers are starting to pay attention to the quality of Wi-Fi® installations.
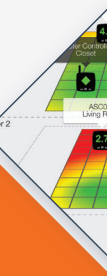
REAL WORLD
STRESS TESTING

- › *Up to 30 clients supported*
- › *Industry leading application benchmark testing*
- › *Various 802.11 types of devices benchmarked*
- › *Validation testing over time increasing accuracy*

Applications in the home have gone from one computer with simple web-surfing capabilities to an average of 11 connected devices in the home. Service providers are quickly finding out that simply looking at the Signal Strength for 5 bars on their smartphone or single hand held test device is not even close to describing the real user experience. How can a single hand held test device really provide visibility into the user experience of 11 connected devices all running high bandwidth applications throughout the home?

AirScout enables Service Provider technicians with a tool that emulates the complex Wi-Fi® home environment enabling technicians with the visibility into the real user experience throughout the home.

DISTILLING COMPLEX MEASUREMENTS INTO
WI-FI® READINESS

Communicating to the customer what to expect with their Wi-Fi® service is a real challenge when the tools they use simply provide very technical visuals.

› Will gaming work in the kid's bedroom with the service I have purchased?

› Can I watch 4k video in my home?

› How many devices can I potentially use?

› Will everyone in my family be able to browse at the same time?
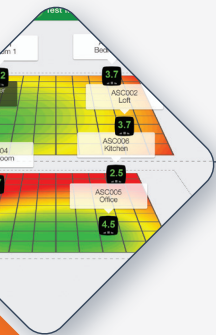
SOLVING THE PROBLEM, NOT JUST FINDING THE PROBLEM

AirScout may output an easy to explain representation of the Wi-Fi® environment but this product goes beyond simple test and measurement. The value lies in not only validating a home for Wi-Fi® readiness but also identifying solutions to solve problems within existing environments.

Intelligent Channel Selection

Current tools provide a very complex channel graph showing the different access points on each channel, and it is left up to the technician to arbitrarily choose a channel, not necessarily the correct one.

AirScout supplies those graphs but also goes beyond that by adding a layer of intelligence to this process. By making sure it chooses the best channel and showing the technician the optimum channel number, there is not opportunity for technician error in interpreting complex graphs.

Optimal Access Point Location

Current best practices used by technicians is for them to place the access point in the center of the home or where the set top box is located. A few technicians actually have single hand held test devices and run around the house looking for 5 bar signal strength in a couple rooms as an indication that the location is "ok". However, these practices have resulted in up to 50% of customer service calls being Wi-Fi® related.

The AirScout solution stresses the Wi-Fi® network from everywhere Wi-Fi® is being used, understands the congestion and interference in those locations and is then able to accurately depict on a floor plan which room and location in the room where the optimal access point location actually is.

TIME

THE IMPORTANT METRIC ON TECHNICIAN PERFORMANCE

AUTOMATED TOOL THAT IS ALREADY INTEGRATED INTO THE TECHNICIAN'S WORKFLOW

AirScout has been designed from the ground up with a primary goal of minimal intervention by a technician. The workflow:

› **Place the clients in the home where the customer wants Wi-Fi® coverage.**

› **Drag and drop the clients in the application onto the floor plan where you actually dropped the physical clients.**

› **Tap Start.**
  › *Optimize the in-home configuration (channel & location)*
  › *Identify Wi-Fi® dead zones*
  › *Assess the user experience over Wi-Fi® in every location*
  › *Identify up-sell opportunities to fix coverage gaps*
  › *Upload data from the job for future reference*

SIGNIFICANT REDUCTIONS IN WI-FI® RELATED SERVICE COSTS

By using AirScout in all Wi-Fi® jobs, whether installation or maintenance, the technician can ensure that customer expectations are met before leaving the home. This leaves more time for more installations and less truck rolls deployed to fix installations. Combined with cloud based reporting, service providers can have a space for upload, storage and retrieval of jobs.

› **Resulting In:**
  › *Lower frustration with service providers*
  › *Less Wi-Fi® related customer support calls*
  › *Significant decrease in Wi-Fi® related truck rolls*
 › *Reduced churn.*

REDUCED
SERVICE COSTS

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LIVE MODE FEATURE

This quick and seamless optional feature gives technicians the ability to design and troubleshoot the most prominent issues preventing reliable in home Wi-Fi®. Live mode provides continuous, real-time monitoring of the Wi-Fi® environment giving techs the visibility they need to effectively plan and troubleshoot wireless networks.

ACCESS POINTS

In order to install Wi-Fi® correctly the first time, technicians need the right information. A live view of neighboring access points, channels used, and their associated configurations provides them a quick snapshot of critical information.
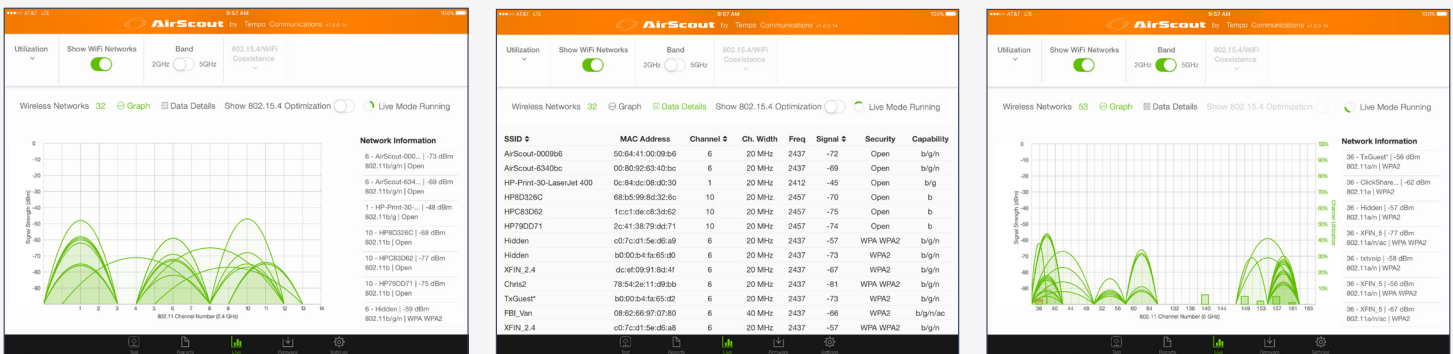
AirScout® Live PRO includes and improves upon the features of AirScout Live including the ability to view all in-range AP characteristics, identify common problems such as incorrect channel selection and the ability to optimize 802.15.4 configurations.

Spectrum Analysis

Identify Wi-Fi and non-wireless interference on your network. Use this tool in parallel with the AirTime Analysis to accurately pinpoint the cause of interference.

• Troubleshoot quickly
• Detect non-Wi-Fi interference
• Analyze interference
• Identify impact on WLAN channels

Airtime Analysis

Utilize a complete, real-time view of how your network is being utilized and by what clients.

• Live view of channel utilization
• AP and client level analysis
• MAC address and device identification

UTILIZATION

INTERFERENCE

CHANNEL VIEW

LIVE CHANNEL UTILIZATION & INTERFERENCE

The second step in planning or troubleshooting Wi-Fi® is understanding channel utilization and interference across all channels in both the 2.4 GHz & 5GHz bands. With live mode for AirScout, technicians can easily visualize these factors in real-time. Questions like how congested a channel is or what effect known interferences have on that channel can be answered with one tool! Interferences such as co-channel, adjacent channel, and non-Wi-Fi interference are identified with Live View.
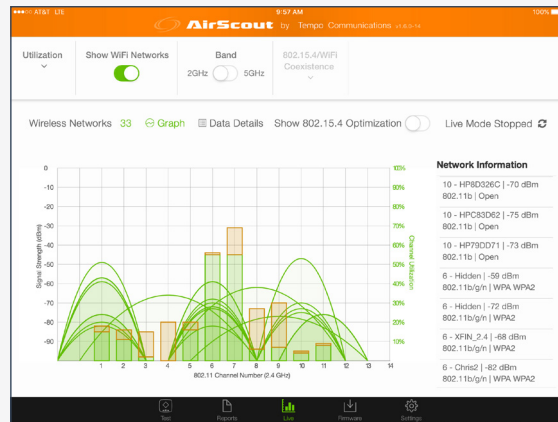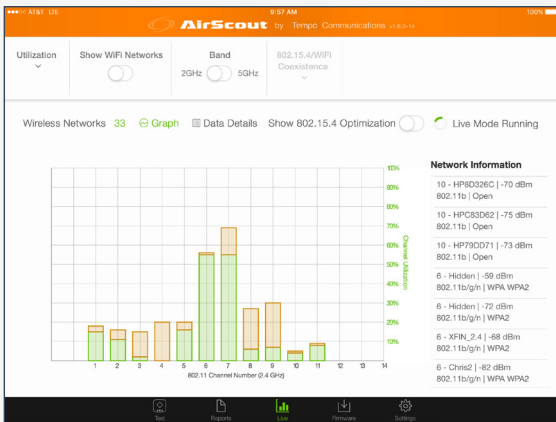

ZIGBEE® OPTIMIZATION

Along with the exponential growth in home automation and security offerings using Zigbee®, comes AirScout Live Mode guidance on what Zigbee® channels should be disabled. Technicians now have real measurements and insights to ensure customer retention by delivering seamless in home Wi-Fi® services.

CONFIGURATIONS SUPPORTED

ASM300 – Master Only
ASK302-LP
ASK304-LP
ASK306-LP
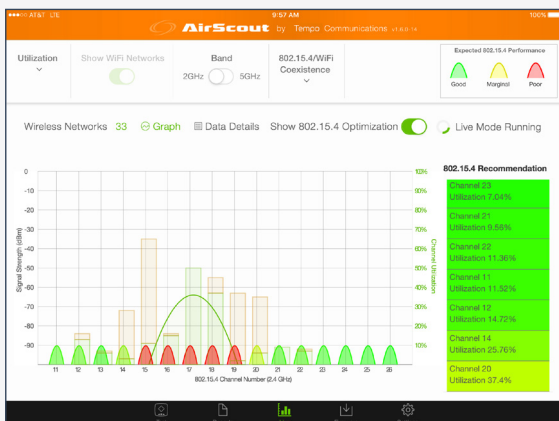
ORDERING INFORMATION:

CAT. NO.	DESCRIPTION
ASK302-LP	PRO MASTER W/ LIVE ASK302
ASK304-LP	PRO MASTER W/ LIVE ASK304
ASK306-LP	PRO MASTER W/ LIVE ASK306
ALP330	AIRSCOUT LIVE PRO; INCL. MASTER CLIENT, CHARGER, DONGLE AND CARRY CASE
ASC300	AIRSCOUT 300 INDIVIDUAL CLIENT
ASC302	DUAL PACK OF AIRSCOUT CLIENTS
ASCC6	AIRSCOUT 306 HARD CASE

SPECIFICATIONS:

ASM CONTROLLER	HEIGHT	1.81" (46.2 MM)
	WIDTH	5.83" (147.6 MM)
	DEPTH	5.79" (146.8 MM)
	WEIGHT	332 G (11.7 OZ)
ASC CLIENT	HEIGHT	1.46" (36.83 MM)
	WIDTH	4.88" (124.46 MM)
	DEPTH	4.88" (124.46 MM)
	WEIGHT	247 G (8.71 OZ)
ENVIRONMENT	OPERATING TEMPERATURE	0 TO +55 ºC / 0 TO +131 ºF
	STORAGE TEMPERATURE	-20 TO +65 ºC / -4 TO +149 ºF
	OPERATING HUMIDITY	20-80% RH NON CONDENSING
	STORAGE HUMIDITY	10-90% RH NON CONDENSING
	VIBRATION	3-AXIS VIBRATION
COMPLIANCE	FCC	
	CANADA REGULATORY REQUIREMENTS (ICES-003)	
	CE COMPLIANCE	
WIRELESS STANDARD	802.11	
ANTENNA	2 X 2 MIMO (BOTH MASTER CONTROLLER AND ALL CLIENTS)	
FREQUENCY BANDS	2.4 GHZ AND 5 GHZ	
PROCESSOR	QUALCOMM ATHEROS	
WIRED INTERFACE	ETHERNET LAN (RJ45)	
DATA TRANSFER RATE	1 GB/S (WIRED LAN)	
NUMBER OF PORTS	1	
MOUNTING	FREE STANDING	

AIRSCOUT LIVE IS ALSO INCLUDED WITH PURCHASE OF EMERALD 360.

TEMPO®
COMMUNICATIONS

Renewed **Vision.** **Innovation** *Forward.*

NORTH AMERICA	**LATIN AMERICA**	**EMEA**
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