

# EYES ONLY COMMUNIQUÉ

## Wireless Set-Up Guidelines

The following steps should always be performed when installing a wireless network. This will insure our customer's satisfaction with our service while keeping our recall rate low. The following is a guideline for the minimum steps that every Agent should be doing as part of our wireless networking service.

### ASSESS

1. **Installation site**
  - a. Check for limitations of the installation site such as; what the building is made of, and what kinds of interference might disrupt the wireless signal (wireless phones, power lines, old-build homes and offices where construction might interfere, etc...
2. **Equipment**
  - a. Do they have the right equipment?
    - i. If they do not have the right equipment, make the appropriate suggestions and educate the client about the technology they need.
  - b. Range & location of equipment
    - i. Suggest an extender or repeater if the router is out of range from the desired area of use or the computers are receiving a low wireless signal.
3. **Stability of computers**
  - a. Is the operating system Windows 98se or above?
  - b. Virus/Spyware
    - i. Check start-up (msconfig), Add-Remove programs, and Task Manager on every computer for signs of viruses and/or spyware.
    - ii. If the computers are infested with viruses and/or spyware, inform the client that additional service will be required to get their computers working properly before a network can be installed.
4. Check for active broadband account

### PERFORM

1. **Installation**
  - a. Connect router to high-speed source
  - b. Install applicable cards
  - c. Connect all computers to router (wired/wireless)
2. **Minimum Configuration & Security**
  - a. Router Username/Password
    - i. Password must be unique
  - b. SSID
    - i. Non dictionary, non relative to client (do not use clients last name or home address)
  - c. WEP
    - i. 64bit minimum
    - ii. Must be unique
  - d. Broadcast on/off optional
    - i. Educate client about broadcasting the SSID and the difference between having it on or off.
3. **Verify**
  - a. Secure web sites
    - i. Make sure all computers can reach secure web sites (Online banking, https sites, STS)
  - b. Make sure all computers can share
    - i. Make sure all computers can see each other and are able to connect to shared folders
  - c. All computers can print
    - i. If the printer(s) are able to be shared, make sure that all computers can print to them. If not, educate client as to why and give a proper solution (New printer, make /model, wireless print server).

### EDUCATE

1. **Walk through**
  - a. OS file & print sharing
  - b. Network limitations
2. **Discuss and demonstrate power cycling procedures** (This should be done multiple times through out a service call)
3. **Virus/Spyware security education** (If they don't have it, they need it!)
  - a. Spy-Sweeper
  - b. Norton's
4. **Warranty**
  - a. Virus/Spyware infestation is NOT warranted
  - b. 30-day warranty covering installed hardware and original configuration
5. **Wireless trouble shooter "Leave-behind"**
  - a. Discuss the helpful content
  - b. Inform client that they should keep this information in a safe and convenient location

Although educate is listed last, educating our clients is something that is done throughout the entire service. Many times our Agents are called back out to a job where there was just a misunderstanding of how technology works. Educating our clients is what sets us apart from the competition. We are the experts at what we do. Show them!

For more detailed information on any of the above, please reference the Double Agent Networking Guide available in the Geek Squad section of ETK.

