



Installing Your WiFi Service : What to Expect

Stage 1 : Planning, Site Survey & Discovery

The planning, site survey and discovery stage is crucial to the success of your wireless installation. A Telesystem Sales Engineer will set up a meeting to gather the information needed to plan and design your wireless solution. They will gather information about the network requirements, physical structure, locations of power outlets, ability to run network cable, vendor relationships, preferences and challenges they may encounter to effectively develop your wireless network.

▶ **Customer Responsibility:**

Identify your Technical Contact & provide access to the facility. The Technical Contact must be available to meet with your Telesystem Representative and be able to answer questions in a timely manner about the technical details related to your environment, network, IP scheme, as well as any requirements of the new hardware being installed. This person should also be the final decision maker for all aspects that will define your project.

Stage 2 : Solution Quote

Once the Sales Engineer has completed your discovery, Telesystem will outline the scope of the project and define the responsibilities of each party involved. The resulting document is your Solution Quote. The quote will be sent to you electronically for signature.

▶ **Customer Responsibility:**

Sign off on Solution Quote in a timely manner. In addition to providing timely input for the creation of your Solution Quote, your representative will need to sign the completed document. Your project does not begin until Telesystem receives your signed quote.

Stage 3 : Installation

On the day of installation, Telesystem will either send an authorized technician on site or provide an engineer to remotely assist with the final cutover. If a third-party installer is contracted, they must ensure that APs are labelled, installed and configured as specified in the design plan.

▶ **Customer Responsibility:**

Verify that your pre-installation responsibilities are completed accurately. The Solution Quote will contain agreed upon pre-installation responsibilities. Ensure that these tasks have been completed as specified prior to your installation date. If a third party has been contracted to complete any of these items (for example cabling, racks, wall plates, etc.), verify that they were completed according to the design plan.

Stage 4 : Post-Install Verification

If outlined in the Solution Quote, Telesystem may test and verify that your wireless system has been implemented and functions as designed. After install, we proactively monitor the equipment and the health of your network, and will work to address issues before your guests or staff experience problems. Should an issue arise, please contact our 24x7 help desk at **419-724-9898**.

▶ **Customer Responsibility:**

Support the verification process and sign off on completion of work. Ensure that someone is available to assist a Telesystem engineer with your post-install verification. Following completion of all work, your representative will also need to sign off on the completion of work.