

IT Business Partner Questions & Answers

NETGEAR
BUSINESS

Pro
WiFi



My wireless coverage area is spotty, why?

Poor or spotty wireless coverage can happen for a number of reasons: dead spots and insufficient coverage, physical interference (walls or certain building materials), competing WiFi networks, and weak signal from an outdated access point or router. The NETGEAR Pro WiFi design team can analyze your floor plan, provide immediate access point positioning, and remove any wireless dead spots within the location. They can also offer configuration tips and recommend Pro WiFi products and solutions to meet coverage area, speed, and security expectations as well as provide your customers' end user with the fastest and latest wireless technology and speeds.

Why is my wireless internet connection so slow?

A slow wireless connection generally means your wireless signal is weak, has some interference, or is blocked. Many times, a slow wireless internet connection points to the Local Area Network (LAN) Ethernet port on the access point that connects to the Ethernet switch or directly to the internet gateway. The issue occurs even if your wireless access point is WiFi 6 and above and your internet service provider (ISP) speed is >1Gbps. For example, a WiFi 6 access point can provide a theoretical total (uplink/downlink) throughput of 2Gbps. If the WiFi 6 access point Ethernet LAN port is only capable of 1Gbps, then the throughput between the access point and router will be bottlenecked to 1Gbps. This results in slower wireless internet speeds.

I'm somewhat technology savvy, can I install this wireless equipment myself?

Yes, all Pro WiFi access point solutions can be installed in less than 30 minutes. To ensure correct placement of the access points, the VAR or Reseller will first contact our Pro WiFi design team and submit the customer floorplan and other installation question and concerns. Once the Pro WiFi design engineer analyzes the entire installation, the engineer will work with the end user on access point mounting locations and other installation details.

How much margin will I save if go with NETGEAR?

NETGEAR provides the best Total Cost of Ownership (TCO) compared to most or all our competitors. A NETGEAR Pro WiFi solution can provide an answer for speed, coverage, and other wireless related issues. NETGEAR Pro WiFi access points provide an advantage from its competitors with a faster LAN port and leading SMB security and wireless features. In addition, the Pro WiFi APs provide the ideal wireless solution that can work with other Insight managed legacy access points using NETGEAR mesh technology while providing fast and efficient access to wireless clients in a congested, high-density environment.

How do I know that my wireless solution is secure for my customers?

Wireless has always been using good WPA and WPA2 wireless security encryption. With WiFi 6, WPA3 was introduced on top of WPA and WPA2 to create a more secure WiFi encryption method. WPA3 was announced in 2018, but the adoption of the new security protocol may take some time to be fully utilized by client devices. So, take advantage of the latest in security today with an access point using WPA3 authentication.

Do you have to be on-site to do this firmware update?

No, NETGEAR Insight management includes a simplified firmware management utility with the ability to schedule when firmware is upgraded. This allows for an automatic firmware upgrade to happen at the right time – and you don't have to be there.

What if I need some help in designing or installing a wireless system?

NETGEAR offers free wireless design services to support partners as they design and deploy a wireless infrastructure. This dedicated Pro WiFi engineering services team of experts has been conceived to empower those who are designing and installing a wireless infrastructure by providing free wireless design assistance, training, and installation support. Simply send an email to ProWiFiDesign@netgear.com.

My company has a huge green initiative and I would like my wireless solution to conserve energy. Are there any energy conservation features?

Yes! NETGEAR Insight has a wireless energy efficiency mode at the business location level that will shut down the access point radio antennas when the radios are not in use. This can result in dramatic savings.

How are you monitoring and managing my network?

All our wireless access points provide the basic web GUI, but many access points are also managed through the cloud. NETGEAR Insight provides a full complement of wireless management capabilities available 24/7/365. Device and network-level settings available in Insight include IP settings, SSID settings WiFi security, URL filtering, radio & channel selection, and mobile hotspot management. Additional functions available remotely are the ability to monitor WiFi networks, connected devices, and clients. And finally, simplified firmware management with scheduling, troubleshooting, dashboards, and reporting.

Why should I upgrade to WiFi 6 if my current setup works just fine?

Older WiFi standards, like WiFi 5, have two common problems: channel interference and wireless efficiency – problems which are solved by WiFi 6. Many wireless client devices try to communicate at the same time causing collisions. In areas that have a high density of wireless access points, such as schools, hotels, tradeshow, etc. WiFi 6 can really play to its own strengths. In fact, WiFi 6 provides enhancements to capacity and efficiency issues which improves the overall operation in limited frequency bandwidths. For businesses, embracing the latest WiFi 6 technology is a smart choice for future-proofing.

How is my setup future-proof?

NETGEAR Pro WiFi access points are purpose built with the latest and fastest WiFi technologies and are backwards compatible to legacy wireless devices.

Will my customers need to upgrade their wireless clients to use WiFi 6 and 6E?

No, WiFi 6 and 6E are backwards compatible to older WiFi standards which means that older devices will still work but they won't be able to achieve the speed and efficiency of a purpose-built WiFi 6 device.

For additional questions or to start the design process, please contact the Pro WiFi design team: ProWiFiDesign@netgear.com.