



Pre-Wi-Fi Health Check Questionnaire



Customer Name

Customer Address Line #1

Customer Address Line #2

Customer Address Line #3

Customer Address Line #4



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1 DOCUMENT HISTORY

Version	Date	Comments
Version 1.0	5 October 2012	Original
Version 2.0	16 March 2015	Re-branding



2 PURPOSE & SCOPE

This document aims to compile sufficient information to carry out a professional visit of your site(s).

Section 3 SITE DETAILS

Specifics of your site or sites including designated members of staff who must be present at the time of the visit.

Section 4 FLOOR PLANS

It is important that, if possible, floor plans can be provided into which the Wi-Fi access point locations are identified.

Section 5 ACCESS REQUIREMENTS

Details are required as to the rules and regulations of your site. For example please state if PPE is required and whether this is provided by the site.

IMPORTANT

DW WiFi has extensive knowledge of a wide variety of hardware from a number of manufacturers including Intermec, Psion/Teklogix, Datalogic, Handheld Products, LXE and Motorola (Symbol). We will assess the equipment you have listed in this section to ensure it falls within our knowledge base. Any Wi-Fi equipment that is outside of our knowledge base can be tested on a 'best endeavours' basis. DW WiFi will advise you if this is the case on advance of the site visit.

Section 6 FLOOR PLANS

It is important that, if possible, floor plans can be provided into which the Wi-Fi access point locations are identified.

Section 7 WI-FI PROFILE SETTINGS

This section prompts for Wi-Fi profile settings to enable our engineers to authenticate their laptops to your wireless network. This is essential to enable our engineers to assess your wireless network for any performance and connectivity issues.

Section 8 RETURNING QUESTIONNAIRE

Please complete this section and E-mail the completed questionnaire to:

sales@dw-wifi.com



3 SITE DETAILS

3.1 Site Addresses

Please provide details below of each site where Wi-Fi coverage is required.

Site Name	Address (including Postcode)

3.2 Contact Details

Please designate a member of your staff to act as our main point of contact for the visit. Please note that the designated member of your staff must have technical knowledge and understanding of the required Wi-Fi coverage areas. It is important that this person be both present and available during the visit. Additional members of staff may be nominated if you are concerned as to availability of personnel.

Contact Name	Mobile Telephone	DD Telephone	E-Mail





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4 FLOOR PLANS

Where possible, site plans and/or floor plans will be required for each area of your site where Wi-Fi reception is available. The site plan can be in any of the following formats:

- PDF Format
- JPG Format
- Autocad Format

Where possible please provide duplicate plans onto which the required Wi-Fi coverage areas are marked/shaded in.

IMPORTANT

A site plan and/or floor plans is a requirement in order for the visit to be most productive. In the event that a site plan can NOT be made available additional time on site will be required in order to manually produce a site plan.



5 ACCESS REQUIREMENTS

Please detail any special access requirements that may be needed (e.g. security clearance, Health & Safety regulations, special clothing, etc.).

5.1 PPE Requirements

Please identify the required PPE for access to the required Wi-Fi coverage areas. Please confirm whether or not each PPE item will be provided.

PPE Item	Required Yes/No	Provided Yes/No
Protective Footwear (Steel Toe Cap Boots)		
High Visibility Jacket		
Hard Hat / Ear Defenders		
Other (Please specify)		

5.2 Health & Safety Requirements (Risk Assessments / Method Statements)

The visit process does NOT entail working at height or operating any machinery. It hence is rarely a requirement to fill out a risk assessment or method statement. There may be circumstances, however, where this is a requirement (for example on a green field site where construction work is in progress).

The Wi-Fi engineer will require access to ALL areas where Wi-Fi coverage is a requirement. In these areas a mobile access point mounted on a tripod will need to be positioned within each required coverage area. The engineer will then need to walk each proposed coverage area with a Wi-Fi laptop computer to record essential information. On this basis please confirm your Health & Safety requirements in the table below:

Item	Required Yes/No
Are there any restrictions on your site on the usage of test equipment (e.g. Wi-Fi laptop, mobile access point)?	
Are there any restrictions on your site on the usage of a digital camera to photograph the required access point locations?	
Does our engineer need to attend a 'Health & Safety' induction?	
Is a Risk Assessment required?	
Is a Method Statement required?	
Are Work Permits required?	



6 WI-FI SYSTEM DETAILS

We ask that you can spare the time to fill in as much information as you can about your existing WiFi system. Please include details of any known issues with any aspect of your WiFi system.

We have structured the questions to have Yes/No answers where possible to ensure doesn't take up too much of your time. This information is important to enable our engineers to be fully prepared when arriving at your site and also to use their time to best effect to focus on any known issues you may have.

6.1 WiFi Infrastructure

Wi-Fi Technology (if known)	Please Tick As Appropriate
Frequency Hopping	
802.11b	
802.11b/g	
802.11a	
802.11n	
802.11ac	

Equipment	Please Specify
Wi-Fi Manufacturer (e.g. Cisco, Motorola, Aruba)	
Wi-Fi Access Point Model	
Wi-Fi Access Point Part Number (if known)	
Total Number of Access Points Deployed	

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Wi-Fi Manufacturer (e.g. Cisco, Motorola, Aruba)	
Wi-Fi Access Point Model	
Wi-Fi Access Point Part Number (if known)	
Total Number of Access Points Deployed	

Environment	Yes / No
Do you have radio coverage in more than one building?	
Do you have radio coverage in any clean areas (e.g. food preparation)?	
Do you have radio coverage in any external areas?	
Do you have radio coverage in any Intrinsically Safe areas?	
Are there any coverage areas that require special permission for access?	
If you answered YES to above question will access be granted to our engineers?	

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Site Survey	Yes / No
Was a site survey conducted prior to installation of your wireless network?	
Do you have a copy of the original survey report?	

Suspected Wi-Fi Coverage Issues	Yes / No
Any areas of the site with suspected radio coverage issues dead spots ?	
Please confirm you can identify the locations of dead spots on a site plan?	

Wi-Fi Devices	Yes / No
Radio Data Terminals (handheld devices with barcode scanners)?	
Laptops / Printers / PDAs / Smart Phones etc ?	
VoIP Phones (Voice over IP)?	
Speech Activated Picking Handsets?	
Do you have connectivity or performance issues with any of the above devices?	

Please only fill out the following table if your Wi-Fi solution supports data capture devices.

Poor Wi-Fi Data Capture Device Performance	Yes / No
Are there areas of the site where the handheld terminals perform poorly?	
Please confirm you can identify these locations on a site plan?	

Wi-Fi Client Issues	Yes / No
Do you have any connectivity issues with any client devices?	
If YES please confirm you can demonstrate these issues to our engineer?	
Do you have barcode scanning issues with any client devices?	
If YES please confirm you can demonstrate these issues to our engineer?	
Do you have issues with the battery life of the client devices?	
Any other known issues with the client devices?	

6.2 WiFi Client Devices

Please place a tick against any of the devices in the following table that may connect to your Wi-Fi network and, if known, estimate the quantity of each.

Description	Images	Select	Estimated Quantity
Wi-Fi Laptop Computers			
Wi-Fi Tablet Computers			
Wi-Fi Smart Phones			
Wi-Fi Printers			
Wi-Fi Video Cameras			
Wi-Fi VoIP Handsets			

6.3 Wi-Fi Data Capture Client Devices

Please place a tick against any of the devices in the following table that may connect to your Wi-Fi network and, if known, estimate the quantity of each.

Description	Images	Select	Estimated Quantity
Wi-Fi Handheld Devices			
Wi-Fi Vehicle Mount Devices			
Wi-Fi Mobile Printers			
Wi-Fi Desk Printers			



6.4 Further Information

Please detail any other information you may feel is pertinent to the WiFi Health Check.

Further Information



7 WI-FI PROFILE SETTINGS

It is very important that the DW WiFi engineer is allowed connection to your Wi-Fi network in order to diagnose any issues. To do this we propose to connect a wireless laptop to your Wi-Fi network but will need to be provided with appropriate configuration settings in order to do so.

Setting	Value (Please Complete)
Static IP Address:	
Subnet Mask:	
Router IP Address (if applicable):	
ESS-ID (Network Name):	

7.1 Wireless Security Settings

Please complete as appropriate. It is important that these settings are provided in advance of the visit as authorisation is sometimes required from a customersqIT department and this may on be practical on the day of the visit.

7.2 WEP Encryption

Please skip this section if you are NOT using WEP encryption.

Setting	Value (Please Complete)
Type of WEP (e.g. 40 bit, 128 bit):	
WEP Key (ASCII):	
WEP Key (HEX):	
Active Key (1, 2, 3 or 4):	

7.3 WPA/PSK or WPA2/PSK

Please skip this section if you are NOT using WPAv1/PSK or WPAv2/PSK encryption.

Setting	Value (Please Complete)
WPAv1 or WPAv2 Passphrase:	
Encryption Method (TKIP or AES):	



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7.4 802.1x Security

If 802.11x security has been deployed it may also be necessary for you to provide a RADIUS Username and Password in order for connection to be granted to your network.

Setting	Value (Please Complete)
RADIUS Username:	
RADIUS Password:	

Will the DW WiFi engineer require an electronic security certificate in order to be granted access to your network?

If so please provide the certificate on the day of the visit together with instructions on how to install it.

7.5 MAC Address Security

Do you use MAC Address lists to further enhance the level of security on your Wi-Fi network?

If so the DW WiFi engineer will be using a Cisco 802.11 abg WiFi radio card. The MAC address of this card will need to be added to your allowed clients list.

Setting	Yes / No
Do you use MAC address security?	

7.6 WiFi Tools

DW WiFi uses the following WiFi tools as part of the Wi-Fi Health Check visit:

- Air Magnet WiFi Analyser Pro™
- Wi-Spy™ Spectrum Analyser

These tools do NOT require a connection to your network as they only monitor and record transmissions at the 2.4 GHz WiFi frequencies. These tools are non-invasive and hence it is assumed that permission will be granted to use these tools within your facility.

If this is not the case, please state below and give reasons if you wish.

Reasons



8 RETURNING QUESTIONNAIRE

Please complete the sign off section below to confirm the information has been completed and that you are happy for DW WiFi to conduct an on site health check of your WiFi system.

Print Name:	
Position:	
Date:	

Please return the completed questionnaire by E-mail to:

sales@dw-wifi.com