



PRE WI-FI HEALTH CHECK QUESTIONNAIRE

Please complete this questionnaire to confirm your requirements to enable us to provide a quotation

"Performance Matters"

1 SITE DETAILS

Please enter the details of the site to be surveyed. If you have additional sites please complete additional questionnaires (one questionnaire per site).

1a Site Address

Please enter the details of the site to be surveyed.

COMPANY NAME:	
COMPANY ADDRESS:	
SWITCHBOARD TELEPHONE:	

1b Contact Details

Please designate a member of your IT staff to act as our main point of contact for the visit. Please note that the designated member of staff must have technical knowledge of your Wi-Fi network. 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	E-MAIL ADDRESS

HOW CAN WE HELP YOU?

DW WiFi The Woodlands Holding, Orchard Lane, Ironbridge TF8 7PA
Tel: +44 (0)1952 432092 sales@dw-wifi.com www.dw-wifi.com



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2 ACCESS REQUIREMENTS

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

2a PPE Requirements

Please identify the required PPE for access to the required Wi-Fi coverage areas. Tick boxes as appropriate.

PPE Item	Required?	Provided?
Protective Footwear (Steel Toe Cap Boots)	<input type="checkbox"/>	<input type="checkbox"/>
High Visibility Jacket (Steel Toe Cap Boots)	<input type="checkbox"/>	<input type="checkbox"/>
Hard Hat / Ear Defenders	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please Specify)	<input type="checkbox"/>	<input type="checkbox"/>

2b Health & Safety Requirements (RAMS)

The Wi-Fi health check 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. As a guide, our engineer will be walking around your site in all areas where Wi-Fi coverage is available. If it is a warehouse environment the engineer will need access to all areas to be able to walk around and take Wi-Fi readings on a tablet device.

Question	Provided?
Any restrictions on your site on the usage of test equipment (Wi-Fi Tablet)?	<input type="checkbox"/>
Any restrictions on taking photographs of access point locations?	<input type="checkbox"/>
Does our engineer need to attend a 'Health & Safety' induction?	<input type="checkbox"/>
Is a Risk Assessment required?	<input type="checkbox"/>
Is a Method Statement required?	<input type="checkbox"/>
Are Work Permits required?	<input type="checkbox"/>

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3 WI-FI HEALTH CHECK REQUIREMENTS

Our engineer will need as much information as possible on your Wi-Fi network. Please complete as much of this section as you can.

3a Access Point Brand & Model

Please input the make and model of Wi-Fi access points deployed.

Access Point Brand	Image	Tick	Model (If Known)
Extreme Networks (Aerohive)		<input type="checkbox"/>	
Extreme Networks (WiNG)		<input type="checkbox"/>	
Cisco (Aironet)		<input type="checkbox"/>	
Cisco (Meraki)		<input type="checkbox"/>	
Other (Please Specify)		<input type="checkbox"/>	

3b Select Wi-Fi Band

Please identify which Wi-Fi bands are being broadcast by your Wi-Fi network .

Please select the required option from the following list by placing a tick in the appropriate box.

Question	Tick
2.4 GHz Band Only?	<input type="checkbox"/>
5 GHz Band Only?	<input type="checkbox"/>
2.4 GHz & 5 GHz Bands ?	<input type="checkbox"/>

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4 OFFICE WI-FI DEVICES

It is important that DW WiFi are made aware of the type of Wi-Fi clients devices being used throughout the site. Please can you hence complete as much of this section as you can.

4a Enterprise Devices (Laptops, tablets, mobile phones etc)

Please place a tick against any of the Wi-Fi devices in use and, if known, estimate the quantity of each.

Description	Image	Tick	Quantity
Wi-Fi Computers / Tablets		<input type="checkbox"/>	
Wi-Fi Smart Phones		<input type="checkbox"/>	
Wi-Fi Printers		<input type="checkbox"/>	
Wi-Fi VoIP Phones		<input type="checkbox"/>	
Other (Please Specify)		<input type="checkbox"/>	

4b Required Minimum Wi-Fi Signal Level

We recommend a minimum RSSI (Wi-Fi Signal Strength) of -70 dBm for data. This increases to -65 dBm for 'Voice' devices such as VoIP phone handsets. Please confirm, if known, the minimum Wi-Fi signal level in the table below.

Question	Tick
Minimum RSSI for data (e.g. laptops/tablets, cell phones) -70 dBm	<input type="checkbox"/>
Minimum RSSI for voice (e.g. VoIP phones) -65 dBm	<input type="checkbox"/>
Other, please specify required minimum RSSI _____ dBm	<input type="checkbox"/>

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5 DEPLOYED DATA CAPTURE WI-FI DEVICES

If you have Wi-Fi data capture devices in operation, please can you complete this section to provide as much information as possible on the type and quantity of devices in operation.

5a Data Capture Enterprise Devices

Please place a tick against any of the devices in operation and indicate, if known, the quantity of each.

Description	Model	Tick	Quantity
Zebra (Android) Devices		<input type="checkbox"/>	
Zebra Printers		<input type="checkbox"/>	
Honeywell (Android) Devices		<input type="checkbox"/>	
Honeywell Intermec Printers		<input type="checkbox"/>	
Other (Please Specify)		<input type="checkbox"/>	

5b Required Minimum Wi-Fi Signal Level

We recommend a minimum RSSI (Wi-Fi Signal Strength) of -70 dBm for data capture purposes. Please confirm, if known, the minimum Wi-Fi signal level in the table below.

Question	Tick
Minimum RSSI for Wi-Fi Data Capture	-70 dBm
Other, please specify required minimum RSSI	_____ dBm

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6 WI-FI NETWORK DETAILS

We ask that you can spare the time to fill in as much information as you can about your existing Wi-Fi network. Please include details of any known issues. 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.

6a Wi-Fi Infrastructure

Equipment	Please Specify
Wi-Fi manufacturer and Brand (E.g. Cisco Meraki)	
Wi-Fi access point model (e.g. Cisco 3802e)	
Total number of access points deployed	
Environment	Tick
Do you have Wi-Fi reception in more than one building?	<input type="checkbox"/>
Do you have Wi-Fi reception in any external 'outside' areas?	<input type="checkbox"/>
Are there any coverage areas that need special permission to enter?	<input type="checkbox"/>
If you ticked above, will access be granted to our engineer?	<input type="checkbox"/>
Site Survey	Tick
Was a site survey conducted prior to installation of your Wi-Fi network?	<input type="checkbox"/>
Do you have a copy of the original survey report?	<input type="checkbox"/>
Suspected Wi-Fi Issues	Tick
Are you aware of any Wi-Fi coverage issues 'dead spots'?	<input type="checkbox"/>
Please confirm you can identify the locations of 'dead spots' on a site plan ?	<input type="checkbox"/>
Do you have connectivity or performance issues	<input type="checkbox"/>
If YES please confirm you can demonstrate these issues to our engineer	<input type="checkbox"/>

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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.

7a IP Address Settings

If DHCP is unavailable please can you provide a static IP address, subnet mask and router IP address for our engineer to assign to their Wi-Fi test laptop.

Setting	Value (Please complete)
Static IP Address (If DHCP Unavailable)	
Subnet Mask (If DHCP Unavailable)	
Router IP Address (If DHCP Unavailable)	
SSID (Network Name)	

7b SSID

Please provide an SSID our engineer can connect to. It is important this SSID is broadcast on all Wi-Fi access points.

Setting	Value (Please complete)
SSID	

7c WPA/PSK or WPA2/PSK

Please skip this section if you are not using WPA or WPA2 Pre-Shared Key security.

Setting	Value (Please complete)
WPA Version (WPAv1 or WPAv2)?	
Encryption Type (TKIP or AES)?	
WPA Password	

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7 WI-FI PROFILE SETTINGS continued ...

7d 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.

7e MAC Address Security

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

If so, the MAC address of the engineers laptop will need to be added to your 'allowed clients' list.

Setting	Tick
Do you use MAC address security?	

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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 a Wi-Fi health check of the Wi-Fi network at your premises.

NAME:	
POSITION:	
DATE:	

Please return the completed questionnaire by e-mail or post to:

DW WiFi Ltd
 The Woodlands Holding
 Orchard Lane
 Ironbridge
 TF8 7PA

E-Mail: sales@dw-wifi.com

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