

## ACCESS POINT: WI-FI HANDOFF SETUP

### CONTACTING TECH SUPPORT

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### Symptom Examples:

- Devices do not “jump” between Access Points.
- Spotty connectivity on devices, due possibly to connection to a distant Access Point.
- Wi-Fi calling drops while walking through the location.
- Speed issues.

### Step 1: Check Settings

- Log in to the unit, go to **Wireless**, and ensure that **Fast Roaming** is enabled.

**Note:** Band steering is not needed for fast roaming to work.

**WIRELESS SETTINGS**

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**Radio Settings**

	2.4GHz	5GHz
Enable Interface	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes
Operation Mode	<span>?</span> Access Point	Access Point
Wireless Mode	<span>?</span> 802.11 B/G/N	802.11 AC/N
Operating Channel	<span>?</span> Auto	Auto
Channel Bandwidth	<span>?</span> 20 MHz	80 MHz(AC Only)
Extension Channel	<span>?</span> Upper Channel	

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**Utilization of SSID**

	2.4GHz	5GHz
SSID's Used	1	1
SSID's Available	7	7

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**Global Settings**

Band Steering	<span>?</span> <input checked="" type="checkbox"/> ON <small>NOTE: Band Steering is not supported in repeater mode.</small>
Fast Roaming	<span>?</span> <input checked="" type="checkbox"/> ON <small>NOTE: Fast Roaming is not supported on the radio in use as the repeater.</small>

### Step 2: Survey the Site

- Once Step 1 is complete, go to **Advanced > Site Survey > 2.4GHz/5GHz**.
- Run a **Survey** on both channels (if both are being used).
  - » This shows the signal strength between Araknis Access Points and other Wi-Fi networks in the area.
  - » The survey results never show the source access point of the survey, only its neighbors.

SYSTEM

WIRELESS INTERFACE

**SETTINGS**

SYSTEM

LAN

WIRELESS

SECURITY

SCHEDULE

**MAINTENANCE**

PING

TRACEROUTE

FILE MANAGEMENT

RESTART

LOG OUT

**ADVANCED**

WIRELESS SETTINGS

MAC FILTER

WPS

**SITE SURVEY**

Select Interface 2.4GHz 5GHz

Scan Nearby Networks ? Scan

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**Result**

BSSID	SSID	Mode	Channel	Signal
D4:6A:91:3F:08:1A	Chocolate Wasted 1	AP	11	-55
60:6D:C7:BD:F9:EF	WIFIBDF9EB	AP	1	-58
66:E3:27:8A:D1:8E	HUTCHi Guest	AP	1	-63
60:E3:27:8A:D1:8D	Hutchfi	AP	1	-63
D4:04:CD:F3:94:20	MOTOROLA-05BA3	AP	5	-68
D4:B2:7A:5E:65:56	Tha Plug	AP	1	-68
30:46:9A:95:AF:74	Eagleswings	AP	1	-70
8C:09:F4:DC:A1:30	Ince Household	AP	1	-71
68:14:01:A8:8C:AF	SHAUN617	AP	9	-75
E8:FC:AF:C8:D3:51	ngHub_319456N301707	AP	11	-76
6C:B0:CE:A9:03:DF	PGAMEZion-Guest	AP	7	-76
54:65:DE:36:D9:00	TG1672G02	AP	1	-77

### Step 3: Analyze Results

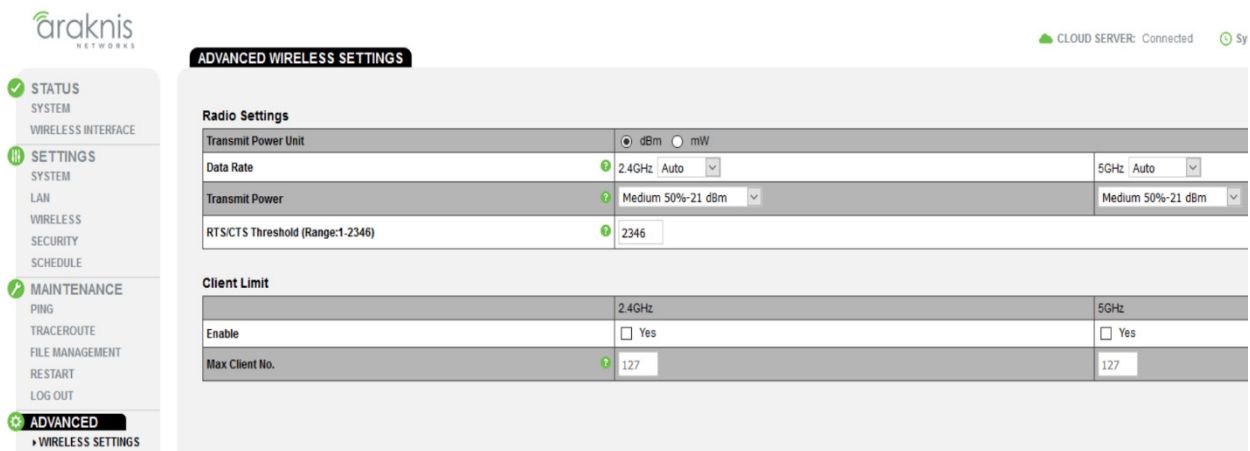
- Filter the results by signal strength. Click the Signal tab.
  - » Look for the signal strength between the current Araknis Access Point, and another Araknis via MAC address (BSSID), and/or SSID (Wi-Fi network name).
  - » The best range for roaming functionality between access points is -70 dB to -77 dB.
  - » Issues will occur if the results show anything stronger than the expected range (-20 dB to -65 dB). See Step 4 to Adjust the TX power.

### Step4: Adjusting the Power

- To adjust TX power, go to **Advanced > Wireless Settings > Transmit Power**.
- Lower the power by percentage as needed per band. Pay close attention to the amount the band drops by -dB based on the percentage chosen.

**Example:** 100% power is -29 dB, dropping to 50% power is -21 dB, an 8 dB difference. Add that number to the original signal strength, and that will be the new range.

- Adjust on all access points, until the desired range is met.



The screenshot displays the Araknis Networks management interface. On the left is a sidebar with a navigation menu: STATUS, SETTINGS, MAINTENANCE, and ADVANCED (highlighted). The main panel is titled 'ADVANCED WIRELESS SETTINGS' and is divided into two sections: 'Radio Settings' and 'Client Limit'.

**Radio Settings:**

Transmit Power Unit	
Data Rate	2.4GHz: Auto   5GHz: Auto
Transmit Power	Medium 50%-21 dBm   Medium 50%-21 dBm
RTS/CTS Threshold (Range:1-2346)	2346

**Client Limit:**

2.4GHz		5GHz	
Enable	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes
Max Client No.	127	127	127

- Run the site survey again after changes are applied and check the new ranges to confirm the results.
- If the access points are now in the expected range, test the feature and adjust as needed.