

# ARRIS HomeAssure™ Solution

## Cable: Consumer-Managed



As cable networks evolve to deliver gigabit broadband, the bandwidth bottleneck is now the home Wi-Fi® network. Wi-Fi is quickly becoming the primary means of connecting devices and its performance defines the perception of broadband service quality. When Wi-Fi isn't reliable and ubiquitous, it causes consumer dissatisfaction and increases support costs.

# 30% to 50%

Of customer services calls are Wi-Fi related and often as simple as 'what's my password?'

### An out-of-the-box solution for DOCSIS® homes



HomeAssure enabled DOCSIS 3.1 and upgradeable\* DOCSIS 3.0 (software Licensing required) gateways provide system management and automated performance.



Network extenders for whole-home Wi-Fi coverage. Self-configuring, they take SSIDs and passwords from HomeAssured enabled gateways, so devices connect without any re-configuration. Extenders may connect to the gateway via Wi-Fi, MoCA® or Ethernet.



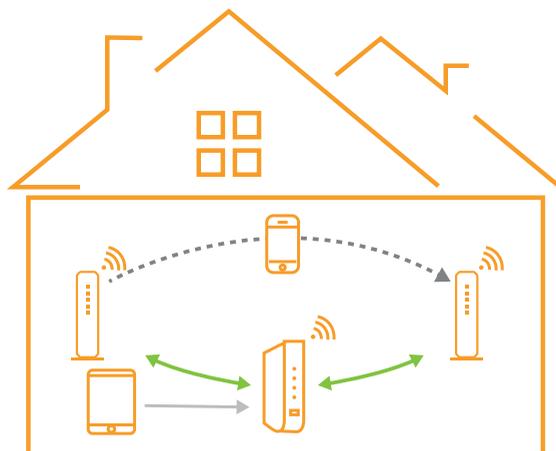
The HomeAssure app communicates with the gateway for status, control and diagnostics. It simplifies installation and management of the home network for the customer, reducing calls to the help-desk.

### Generating revenue and customer satisfaction with reduced support costs

Consumers are prepared to pay more than \$300 for a retail solution to their Wi-Fi problems. ARRIS HomeAssure is an opportunity for Service Providers to generate new revenue from a home Wi-Fi service. Great Wi-Fi enhances customer satisfaction thus reducing churn and cutting support costs.

ARRIS HomeAssure is a pre-integrated, home-managed solution to enable speed to market. It includes gateways, extenders and a consumer mobile app with minimal customization required.

It has the flexibility for future enhancement to a full HomeAssure solution with cloud management, integration to back office systems, help-desk tools and a technician app.



### Automated network optimization

The HomeAssure enabled gateway steers devices to the Wi-Fi access point with the best signal, eliminating the 'sticky client' issue. Devices are also moved to alternate extenders and between Wi-Fi bands or channels to reduce congestion.

The 802.11v standard is supported for fast steering of devices between access points for enhanced reliability of video calling and other packet-loss sensitive services.

\*Currently installed and recently supplied DOCSIS 3.0 gateways will require a software License upgrade.

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## ARRIS HomeAssure Enabled Products



**DOCSIS 3.1 Gateways**  
TG3452  
DG3450



**Coming Soon!**  
**DOCSIS 3.0 Gateways**  
DG2460  
DG2470  
DG3260  
DG3270  
TG1682  
TG2472



**Wi-Fi Extenders**  
AM525

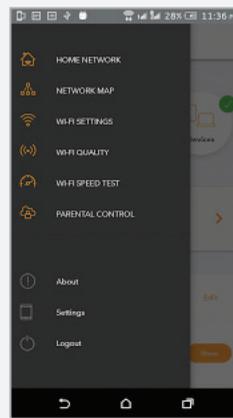
## Empower the consumer with the ARRIS HomeAssure app

The ready-to-use ARRIS HomeAssure app is now available in the Android & iOS app stores allowing consumers to easily manage their own network. Consumers who are able to manage their own network are less likely to call help desks and will have improved overall Wi-Fi experience.



### Network status

View the status of the network, Wi-Fi and connected devices in addition to viewing SSIDs and passwords.



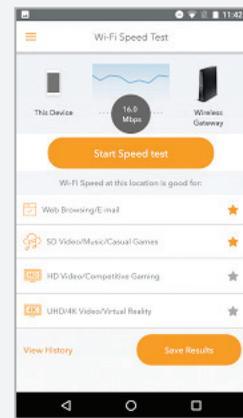
### Configuration and control

Change SSIDs, passwords, Wi-Fi settings, and more. Configure guest access to a unique SSID and set parent controls to restrict access.



### Wi-Fi spot meter

Measure Wi-Fi signal to identify the best locations for extenders.



### Wi-Fi speed test and Support

Measure the Wi-Fi performance to the gateway. Connect to your support website.

[View on Playstore](#)  
[View on iTunes](#)



## Why ARRIS HomeAssure Solution

ARRIS HomeAssure is engineered for Service Providers. Our approach focuses on improving the end consumer experience and cost reduction for the Service Provider. ARRIS HomeAssure uses an open, standards-based architecture for future flexibility and investment protection. This home managed version of the ARRIS HomeAssure Solution is ready-to-go for quick deployment with the flexibility to customize and enhance service in the future.

As a long established Wi-Fi product vendor, ARRIS has proven Wi-Fi expertise with world-class RF design, sophisticated test facilities and a track record of Wi-Fi optimized for video.

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