

Course Description

The Wi-Fi Technician Specialist course describes the provisioning, installation, maintenance, troubleshooting steps, and tools when deploying a wireless home network containing Calix GigaFamily residential gateways and Mesh Satellite access points.

At the end of the course, you will have the opportunity to become a Calix Wi-Fi Technician Specialist by taking a test to demonstrate your knowledge.

NOTE: This updated, on-demand Wi-Fi Technician Specialist course, exam, and badge bundle is not currently associated with any subscription service. The bundled price is \$500 for each individual learner.

Objectives

- Explain the history of Wi-Fi.
- Describe the different wireless technologies.
- Describe the different GigaSpires and Satellites that can be deployed in the home network.
- Demonstrate the ability to execute the pre-deployment process before installing GigaSpires and Satellites in the home.
- Demonstrate the ability to install GigaSpires and mesh units in the home.
- Demonstrate the ability to extend the wireless network in the home with mesh units.
- Show subscribers how to download and use CommandIQ and Edge Suites.
- Find help and locate additional resources.

Prerequisite Training and Skills

- Introduction to GigaSpire BLAST Systems
- Introduction to Calix Support Cloud
- CommandIQ Overview

Who should attend?

- Field Technicians
- Install and Repair Technicians
- Tier 2 and Tier 3 Customer Support Representatives

Course and Exam Duration: 3 hours

Lessons	Topics
01 Wi-Fi Technology Overview	Wireless Technologies Types of Wi-Fi Technologies Wi-Fi Bands Wi-Fi Channels Steering Devices Beamforming MIMO and MU-MIMO SSIDs <ul style="list-style-type: none">- Unified SSIDs- Band Splitting Wi-Fi Security and Encryption
02 GigaSpire and Mesh Overview	Physical Features of GigaSpires GigaSpire Comparison GigaMesh Units Accessing the GigaSpire Embedded Web Interface (EWI) 5-GHz Backhaul Channel
03 Pre-Deployment Process	Pre-Deployment Steps Configuring DHCP Managing the Gateway Using Calix Support Cloud <ul style="list-style-type: none">- Creating Dynamic System Groups- Creating the Initial Profile- Creating On-Discovery and Scheduled Workflows
04 Installation Process	Selecting the Correct Ethernet Cable Understanding Power Measurements Outside the Home Fiber Drop Inside the Home Planning and Constraints

		<ul style="list-style-type: none"> Performing a Site Survey Where to Place GigaSpire in the Home GigaSpire LED Behavior Verify Connectivity to the WAN Verify Connectivity to Calix Support Cloud
05	Extending the Wireless Network with GigaSpire Satellites	<ul style="list-style-type: none"> Wired and Wireless Topologies Placement of Mesh Units Wi-Fi Protected Setup Viewing Mesh Topologies in Calix Support Cloud and the GigaSpire EWI
06	Helping Subscribers use CommandIQ® and Edge Suites	<ul style="list-style-type: none"> Downloading and Using CommandIQ Onboarding a GigaSpire to CommandIQ Onboard Mesh Units to CommandIQ Connecting Subscriber Devices Using ProtectIQ Using ExperienceIQ
07	Troubleshooting the Home Network	<ul style="list-style-type: none"> Onsite Troubleshooting Using GigaSpire Troubleshooting Tools Remote Troubleshooting Using Calix Support Cloud Troubleshooting Tools
08	Finding Additional Resources	<ul style="list-style-type: none"> Resources in My Calix <ul style="list-style-type: none"> - Software Center - Documentation Library - Calix Community - tacTV - Calix University
	Exam	<ul style="list-style-type: none"> The exam is 90 minutes. You have two attempts to pass the exam.
	Calix Home Wi-Fi Specialist Badge	<ul style="list-style-type: none"> Share badge to any social media site.