

## Before installing please bench test on customer's Wi-Fi to ensure that the internet speeds are able to support Wi-Fi calling.



### Upload Speed

Recommended to be above 1.5Mbps. Below this, users will experience loss of communication or delayed calls.

### SSID

If you have additional boosters on the network that share the same SSID name, this could cause confusion as the monitor will keep searching for the best signal and hop between each device.

It is recommended that the main hub has a different name to the expanders and the monitor is connected directly to the main router.



### Location of the Monitor in Relation to the Router

Materials such as brick, plaster, cement, metal, stone, and double-glazed glass may cause problems with signal drop or connection speed.

Test the monitor in the location where you are intending to install it.



### Mobile Connectivity

Please make customers aware that if they are in a location where the mobile device does not have 3G or 4G connectivity, calls will not come through.

*All attempts have been made to overcome restrictions to provide this optional service with your intercom system. 3rd Party equipment includes: networks, internet providers, modems, mobile phones & providers, Wi-Fi services, varying firmware, internet speeds, and latency. Any issues arising from 3rd Party equipment outside of the control of CDVI are not covered under warranty.*