

ARRIS HomeAssure™ Solution

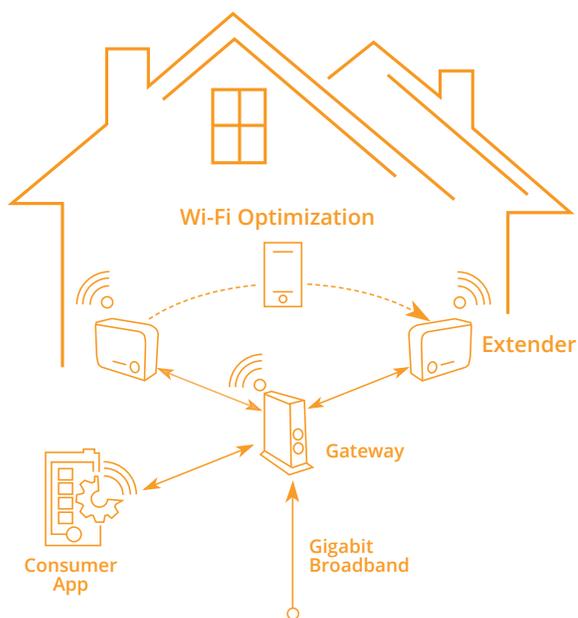
Cable: Consumer-Managed



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?'



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.

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



HomeAssure enabled DOCSIS 3.1 and enabled/upgradeable* DOCSIS 3.0 gateways provide autonomous system management to create a self-optimizing Wi-Fi network.



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.

The home-managed configuration may be enhanced with the addition of HomeAssure Cloud, a ready-to-use hosted platform for remote management with proactive analytics and diagnostics. Alternatively, HomeAssure Cloud may be implemented on-site with integration into back-office systems, help-desk tools and voice assistants.

ARRIS HomeAssure Enabled Products



DOCSIS 3.1 Gateways

TG9442
TG8442
TG3442
TG3452
DG3450



DOCSIS 3.0 Gateways

DG2460
DG2470
DG3260
DG3270
TG1682
TG2472
TG2482

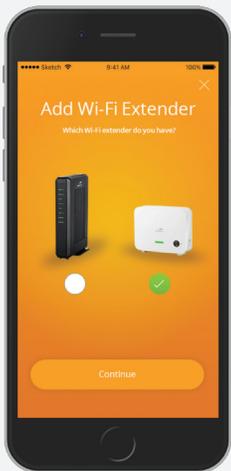


Wi-Fi Extenders

AM525
VAP4402
VAP4641 (Wi-Fi CERTIFIED EasyMesh™)

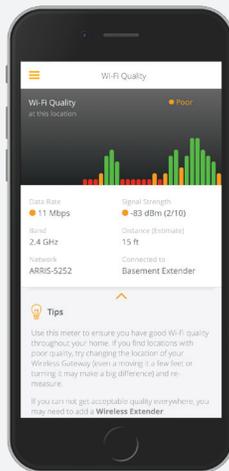
Empower the consumer with the ARRIS HomeAssure app

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



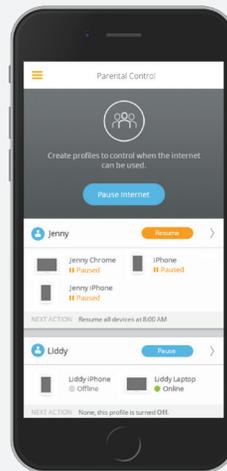
Network status

See the status of the Wi-Fi and connected devices. View SSIDs and passwords.



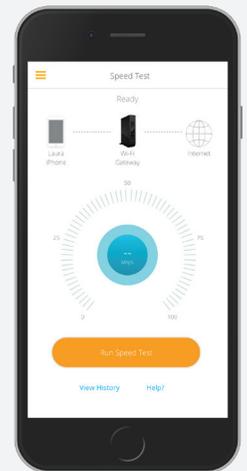
Configuration and control

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. For example, the Wi-Fi Alliance MAP protocol for Wi-Fi EasyMesh™ certification provides multi-vendor interoperability between extenders and gateways. This home managed version of the ARRIS HomeAssure Solution is ready-to-go for quick deployment with the option of cloud management and the ability 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.

Find out more

Contact Customer Care for product information and sales:

United States: 866-36-ARRIS | International: +1-678-473-5656

Visit the ARRIS HomeAssure Solution on arris.com
arris.ly/homeassure

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