

Getting Cellular Coverage in the Deep Woods

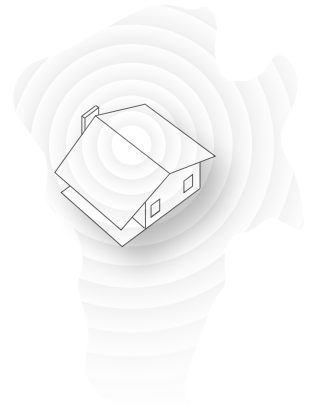
A Wilson Electronics Case Study



On the fringe of network coverage and surrounded by 100-foot red pine and white pine, a Wilson signal booster overcame the obstacles to bring a strong, reliable cellular signal to the residents of this home in upstate New York.

EXECUTIVE SUMMARY

- Chris lives in a heavily wooded rural area of upstate New York
- Living on the fringe of his carrier's coverage area, the weak cellular signal would not allow data transfer
- Chris purchased a Wilson SignalBoost DT indoor cellular signal booster
- Now he gets full coverage from his carrier (including streaming video), and his daughter also gets a strong reliable signal from her carrier



CHALLENGE

Against the advice of his local cell phone retailer, Chris P. purchased a new smart phone that included voice and data service through one of the major cellular carriers. The retailer's concern was that Chris' upstate New York home is six miles from the nearest cell tower and in a heavily wooded area. Not only is the house on the fringe of his carrier's service area, but as the accompanying photo shows, it's also surrounded by 100-foot red pine and white pine.

"I knew that I would need to be outside the house or maybe in select locations inside the house to get a signal," Chris said. "Outside the house my phone would show one to three bars and an on-and-off 3G icon. Inside, I got only one to two bars, and data (transfer) was nonexistent."

Chris tried phoning his carrier's tech support number several times, but the reps weren't able to offer any help. They told him again that his home was bordering the carrier's no-coverage area. At their suggestion he tried hardware and software updates, and even replaced his phone with another unit in hopes it could pull in a stronger signal. Nothing worked.

"I grabbed the phone not expecting much but when I turned it on, I had full bars. I was thinking, 'No way! I went from three bars outside the house all the way to six bars inside the basement.' I made a phone call and it was crystal clear.



Wilson DT Signal Booster

SOLUTION

"I asked the tech if he thought a cell phone signal booster would work," Chris said. "They informed me that no booster would support data. I told them that Wilson Electronics had one that did – the SignalBoost Desktop model 801247 which my local retailer stocked. I decided to give it a shot knowing that the retailer would take it back if it did not perform."

So Chris purchased a Wilson DT signal booster from his local retailer and was able to install it in 30 minutes. He placed the DT in the basement where he has a home office, a place where his phone normally shows no service.

RESULTS

"I grabbed the phone not expecting much but when I turned it on, I had full bars," he said. "I was thinking, 'No way! I went from three bars outside the house all the way to six bars inside the basement.' I made a phone call and it was crystal clear.

"Now I was excited. In the basement the phone showed five to six bars depending how far away from the antenna I got. Upstairs it showed a consistent three to four bars. Now I was ready for a data test. But I was disappointed. Data speeds were almost as slow as dial up.

"I wondered if adjusting the external antenna to aim it at the cell tower would help. I grabbed a section of the supplied RG-6 cable from the box with the connector, headed back up on the roof, and aimed the antenna again. Once back in the basement the phone still showed six bars. I did a data speed test next. This is where it got good. I was downloading at 1.2 megabytes (MB) and uploading at 1.1 MB or higher. A YouTube test confirmed that video streamed perfectly. I know these aren't the best 3G speeds, but they sure are better than dial up."

Chris also discovered another major, if unexpected, benefit of Wilson signal boosters – their ability to boost signals from multiple carriers simultaneously.

"I had never thought to test my daughter's phone, which is on a different carrier's service," he said. "But she came in and I asked her to try her phone. She said, 'It won't work in the basement.' I said, 'Give it a try anyhow.' She turned it on and a big smile came across her face. She said, 'Hey, three bars! No wait, four bars! I never had 4 bars before! What did you do?' I showed her the Wilson DT. We are happy in New York."

Distance from the cell tower, natural obstructions (trees) and man-made obstructions (concrete and steel of house) all degraded Chris's cellular signal.

