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Target Audience
High School, Community College, Military and University students as well as transitional workers enrolled in the Cisco Networking Academy Program.

Prerequisites
Students should have completed CCNA 2.

Target Certifications
This course will prepare students to achieve the Cisco Wireless LAN Support Specialist designation.

Course Description
This introductory course to Wireless LANs focuses on the design, planning, implementation, operation and troubleshooting of Wireless LANs. It covers a comprehensive overview of technologies, security, and design best practices with particular emphasis on hands on skills in the following areas:

- Wireless LAN setup & troubleshooting
- 802.11 (a, b, and g) technologies, products & solutions
- Radio Technologies
- WLAN applications and site surveys
- Resilient WLAN products, design, installation, configuration and troubleshooting
- WLAN security
- Vendor interoperability strategies
- Emerging wireless technologies

Course Objectives
Upon completion of this course, students will have an understanding of:

- Understand wireless radio technologies and topologies
- Understand IEEE 802.11 wireless standards
- Configure and install wireless access points, bridges, adapters, and antennae
- Wireless design, installation, configuration, monitoring and maintenance using CLI and web-based Device Manager
- Identify wireless security threats and vulnerabilities
- Wireless security using MAC filtering, WEP, LEAP, EAP and 802.1x technologies
- Understand proper site survey techniques and safety practices
- Configure monitoring technologies such as Syslog, SNMP and logging
- Troubleshooting wireless installation and configuration
- Understand vertical and horizontal wireless implementations and uses
Module 1 - 12 Outline

Module 1: Introduction to Wireless LANs

1.1 Introduction to Wireless LANs
   1.1.1 What is a wireless LAN?
   1.1.2 No more wires?
   1.1.3 Why wireless?
   1.1.4 Evolution of wireless LANs

1.2 Networking Media
   1.2.1 Physical layer media
   1.2.2 STP
   1.2.3 UTP
   1.2.4 Coaxial cable
   1.2.5 Optical fiber
   1.2.6 Atmosphere: the wireless medium
   1.2.7 Media installation
       Lab: Wireless Component and Media Identification

1.3 Wireless Technologies
   1.3.1 Overview
       Interactive Activity: From LAN to WLAN
   1.3.2 Digital wireless and cellular

1.4 Components and Topologies
   1.4.1 Components overview
       Interactive Activity: Devices Function at OSI Layers
   1.4.2 Client adapters
   1.4.3 Access points
   1.4.4 Bridges
   1.4.5 Antennas
   1.4.6 Cables and accessories
   1.4.7 802.11 enabled devices
Lab: Wireless Lab Setup

1.4.8 Consumer wireless products
1.4.9 Wireless LAN Topologies

1.5 Wireless LAN Market
1.5.1 Implications
1.5.2 WLAN growth and applications
1.5.3 Market requirements

1.6 Challenges and Issues
1.6.1 Radio signal interference and degradation
   Lab: Challenges of Wireless Regulations
1.6.2 Power management
1.6.3 Interoperability
1.6.4 Network security
1.6.5 Reliability and connectivity
1.6.6 Installation and site design issues
1.6.7 Health issues
1.6.8 Future directions
   Lab: Challenges of Wireless Media

Module Summary
Module Quiz

Module 2: 802.11 (a,b,g) and Network Interface Cards

Module Overview

2.1 802.11 Standards
2.1.1 Overview
2.1.2 IEEE and 802.11
   Interactive Activity: IEEE 802 Standards
2.1.3 IEEE 802.2 LLC review
2.1.4 Wireless LAN general description
2.1.5 Logical architecture
   Interactive Activity: WLAN Logical Architecture: Acronym Recognition

2.2 802.11 MAC Layer
2.2.1 MAC services
2.2.2 MAC frame structure, architecture, and operation

Interactive Activity: 802.11 MAC Frame Format

2.2.3 Carrier-sense mechanism, MAC-level acknowledgements, and interframe spaces

2.3 Physical Layer (PHY)

2.3.1 Scope and functions

2.3.2 IEEE 802.11b (High–Rate) DSSS PHY specification

2.3.3 802.11b modulation

2.3.4 IEEE 802.11a PHY specification

2.3.5 IEEE 802.11g PHY specification

2.3.6 FHSS and Infrared (IR) PHY specifications

2.4 Client Adapters

2.4.1 Introduction

Photozoom: Cisco Aironet Client Adapters

2.4.2 Parts of the client adapter

2.4.3 Driver types and client support

Lab: Challenges of Wireless Media

2.4.4 Network configurations using the client adapters

2.5 Aironet Client Utility (ACU)

2.5.1 Overview

2.5.2 Installation

Lab: Install Aironet Client Utility (ACU)

2.5.3 Create and select profiles

2.5.4 Edit, import, and export profiles

2.5.5 Manage profiles

Lab: Configure Auto Profiles

2.5.6 Configure the client adapter

Demonstration Activity: The Aironet Client Utility

2.5.7 Aironet Client monitor (ACM)

2.5.8 Configure the client IP address

2.6 ACU Monitoring and Troubleshooting Tools

2.6.1 Overview

2.6.2 Status and statistics
Module 3: Wireless Radio Technology

Module Overview

3.1 Waves

3.1.1 Overview of waves
   Interactive Activity: Longitudinal Pulse
   Interactive Activity: Digital Modulation

3.1.2 Sine waves
   Interactive Activity: Amplitude and Frequency
   Interactive Activity: Amplitude, Frequency, and Phase

3.1.3 Analog to digital conversion
   Interactive Activity: Analog to Digital Conversion

3.2 Mathematics for Studying Radio

3.2.1 Watts

3.2.2 Decibels

3.2.3 Decibel references
   Interactive Activity: Calculating Decibels
   Interactive Activity: Using Decibels
   Lab: Wireless Mathematics

3.3 Electromagnetic (EM) Waves

3.3.1 Basics of EM waves
   Interactive Activity: Propagation of Light in Matter
   Interactive Activity: Electromagnetic Fields
   Interactive Activity: Electromagnetic Calculator

3.3.2 EM spectrum chart
   Interactive Activity: Electromagnetic Spectrum
3.3.3 Fourier synthesis
3.3.4 Spectrum uses

3.4 Signals
3.4.1 Viewing signals in time
   Lab: Signals in Time
3.4.2 Viewing signals in frequency
3.4.3 Signals in time and frequency
   Interactive Activity: Tone Generator Modulation
3.4.4 Noise in time and frequency

3.5 Modulation Techniques
3.5.1 Carrier frequency
   Interactive Activity: Modulation: Half Angle Formula
3.5.2 Basic modulation techniques
   Interactive Activity: Digital Modulation
3.5.3 FHSS
   Interactive Activity: Frequency Hopping Spread Spectrum
3.5.4 DSSS
3.5.5 OFDM

3.6 Multiple Access and Bandwidth
3.6.1 Multiple access to shared medium
3.6.2 WLAN DSSS and CSMA/CA
   Interactive Activity: Allocating Communications Resources
3.6.3 Bandwidth

3.7 Radio Wave Propagation
3.7.1 Propagation of RF
3.7.2 Refraction
   Interactive Activity: Optical Refraction
3.7.3 Reflection
   Interactive Activity: Law of Reflection
3.7.4 Diffraction and scattering
3.7.5 Multipath
   Interactive Activity: Multipath
Module 4: Wireless Topologies

Module Overview

4.1 Components
4.1.1 Laptops and workstations
4.1.2 Mobile computers, PDAs, and barcode readers
4.1.3 Clients and adapters
4.1.4 Access points and bridges
4.1.5 Antennas
4.1.6 Ethernet and wired LANs
   Interactive Activity: Layer Launch
   Interactive Activity: Devices Function at OSI Layers

4.2 WLAN Topologies
4.2.1 Modularity
   Interactive Activity: Cisco Three-Layer Internetwork Design Model
4.2.2 WLAN categories
   Interactive Activity: Bridged WLANs
4.2.3 Local area networks (LAN)
4.2.4 Wireless repeater
4.2.5 System redundancy and load balancing
4.2.6 Roaming
4.2.7 Scalability

4.3 Channel Setup
4.3.1 Overview
4.3.2 Access point coverage and comparison
4.3.3 Multirate implementation
4.3.4 Channel usage and interference
4.4 Bridge Topologies
4.4.1 Root modes
4.4.2 Point-to-point configuration
   Interactive Activity: Bridge's Line of Sight
4.4.3 Point-to-multipoint configuration
4.4.4 Distance limitations
4.4.5 Bandwidth

4.5 Sample Topologies
4.5.1 Basic topologies
   Interactive Activity: Name that Topology
4.5.2 Campus topologies
4.5.3 WLAN addition to AVVID
   Interactive Activity: Vocabulary Check
   Interactive Activity: Cisco Integrated Solution
   Lab: Topology Design with Cisco Network Designer (CND)

4.6 VLAN, QoS, and Proxy Mobile IP
4.6.1 VLAN features
4.6.2 Quality of Service (QoS) feature
4.6.3 eDCF
4.6.4 Proxy mobile IP

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Module 5: Access Points

Module Overview

5.1 Access Point Connection
5.1.1 Introduction
   Photozoom: Cisco AP1100 Access Point
   Photozoom: Aironet 1200 series
   Photozoom: Cisco AP350 Access Point
5.1.2 Radio upgrade
5.1.3 Cable and power the AP
5.1.4 LED Indicators
5.1.5 Connecting to the AP
5.1.6 Reset the AP

5.2 Basic Configuration
   5.2.1 Configure IP address and SSID via IPSU
   5.2.2 Navigating the GUI
      Lab: Configuring Basic AP Settings
   5.2.3 Configure basic settings via GUI
   5.2.4 Navigating the CLI
      Lab: Using features of the Internetworking Operating System (IOS) command line interface (CLI)
   5.2.5 Configure basic settings via CLI
      Demonstration Activity: VxWorks Menu and the Access Point SSID
      Lab: Manage AP Configuration and Image Files

5.3 Verify AP Operation
   5.3.1 Overview
   5.3.2 Summary status (HOME) page
   5.3.3 Network map
   5.3.4 Associations
   5.3.5 ACM and ACU
      Lab: Configure Ethernet/FastEthernet Interface

5.4 Network Interface Configuration
   5.4.1 Overview
   5.4.2 IP address
   5.4.3 Configure the FastEthernet interface
   5.4.4 Configure radio interfaces via GUI
      Demonstration Activity: AP Radio Advanced
      Lab: Configure Radio Interfaces via GUI
   5.4.5 Configure radio interfaces via IOS CLI
      Lab: Configure Radio Interface via IOS CLI
   5.4.6 Verify radio status
   5.4.7 Carrier busy test
   5.4.8 Debugging the radio
      Lab: Configure an AP as a repeater via IOS CLI
5.5 Configure Services
  5.5.1 Overview
  5.5.2 Telnet/SSH
  5.5.3 Hot standby
  5.5.4 CDP
  5.5.5 DNS
  5.5.6 HTTP
  5.5.7 Proxy Mobile IP
  5.5.8 QoS
  5.5.9 NTP

5.6 Wireless Services
  5.6.1 Overview
  5.6.2 AP
  5.6.3 WDS

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Module Quiz

Module 6: Bridges
Module Overview
6.1 Bridge Connection
  6.1.1 Introduction
    Photozoom: Cisco BR350 Wireless Bridge
    Photozoom: Cisco 1400 Wireless Bridge
  6.1.2 Bridge roles in the network
  6.1.3 Cable and power the bridge
  6.1.4 LED indicators
  6.1.5 Connecting to the bridge
  6.1.6 Reset the bridge

6.2 Basic Configuration
  6.2.1 Configure IP address and SSID via IPSU
  6.2.2 Navigating the GUI
  6.2.3 Configure basic settings via GUI
    Demonstration Activity: Using the IP Setup Utility (IPSU)
  6.2.4 Navigating the menu
6.2.5 Configure basic settings via menu

6.3 Configuring the radio and Ethernet ports
6.3.1 Basic radio port configuration
6.3.2 Extended radio configuration – hardware page
6.3.3 Extended radio configuration – advanced page
6.3.4 Configuring the Ethernet port – identification page
6.3.5 Configuring the Ethernet port – hardware page
6.3.6 Configuring the Ethernet port – advanced page
  Lab: Configure Site-to-Site Wireless Link

6.4 Configuring Services
6.4.1 Configuring time services
6.4.2 Configuring boot services
6.4.3 Configuring name services
6.4.4 Configuring routing setup
  Lab: Configure Bridge Services

6.5 Cisco Services
6.5.1 Services overview
6.5.2 CDP
6.5.3 Firmware upgrade and distribution
  Lab: Manage Bridge Configuration and Image Files
6.5.4 Hot standby management
6.5.5 Manage system configuration
  Lab: Configure Layer 3 Site-to-Site Wireless Link—OPTIONAL Challenge Lab

6.6 1400 Series Bridge
6.6.1 Overview
6.6.2 Models and options
6.6.3 Components and accessories
6.6.4 IOS features

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Module Quiz

Module 7: Antennas
Module Overview

7.1 Antennas

7.1.1 Introduction
7.1.2 Variables
7.1.3 Bandwidth
7.1.4 Beamwidth

Lab: Antenna Setup

7.1.5 Gain
7.1.6 Polarization
7.1.7 Radiation patterns
7.1.8 Diversity

Interactive Activity: Diversity

Lab: Configure AP Diversity Settings
Lab: Configure Bridge Diversity Settings

7.2 Omnidirectional Antennas

7.2.1 Introduction
7.2.2 2.2 dBi Dipole “rubber duck” antenna(s)
7.2.3 Ceiling antennas
7.2.4 Mast antennas
7.2.5 Pillar antennas
7.2.6 Integrated antennas

Lab: Omnidirectional Antennas

7.3 Directional Antennas

7.3.1 Introduction
7.3.2 Patch antennas
7.3.3 Yagi
7.3.4 Solid dish

Lab: Directional Antennas

7.3.5 5 GHz sector

7.4 Cable and Accessories

7.4.1 Cable selection
7.4.2 Cable loss
7.4.3 Cable connectors and splitters
7.4.4 Amplifiers
7.4.5 Lightning arrestor

7.5 Link Engineering and RF Path Planning
7.5.1 Overview
7.5.2 Earth bulge
7.5.3 Site survey and path profiling
7.5.4 Alignment and interference

7.6 Antenna Installation
7.6.1 Overview
    Interactive Activity: Antenna’s Line of Sight
7.6.2 Ladder safety
7.6.3 Installation safety
7.6.4 Legal issues
7.6.5 EIRP rules

Module Summary
Module Quiz

Module 8: Security
Module Overview

8.1 Security Fundamentals
8.1.1 What is security?
    Interactive Activity: Fill Security Holes
8.1.2 WLAN vulnerabilities
8.1.3 WLAN threats
8.1.4 Reconnaissance
8.1.5 Access
8.1.6 Denial of service

8.2 Basic WLAN Security Technologies
8.2.1 The WLAN security wheel
8.2.2 First generation wireless security
8.2.3 Wired equivalent privacy (WEP)
8.2.4 Authentication and association
    Interactive Activity: IEEE 802.11 Authentication and Association
Lab: Wireless Attacks and Countermeasures

8.3 Configuring Basic WLAN Security

8.3.1 Basic WLAN security
  Lab: Configure Basic AP security via GUI
  Lab: Configure Basic AP Security via IOS CLI

8.3.2 Enabling protocol and MAC filters on APs
  Lab: Configure Filters on AP

8.3.3 Securing clients and APs
  Lab: Configure WEP on AP and Client
  Lab: Configure an AP as a repeater using WEP

8.3.4 Monitoring WLAN equipment

8.3.5 Disable unneeded services

8.4 Enterprise WLAN Authentication

8.4.1 Second generation authentication

8.4.2 Authenticating wireless users

8.4.3 802.1x basics

8.4.4 How 802.1x works
  Interactive Activity: Security Issues

8.4.5 802.1x authentication types
  Demonstration Activity: Cisco VPN Devices
  Lab: Configuring LEAP/EAP using Local RADIUS Authentication
  Lab: Configuring LEAP/EAP using Cisco Secure ACS (OPTIONAL)

8.4.6 Choosing an 802.1x type

8.5 Enterprise Wireless Encryption

8.5.1 Strengthening WEP

8.5.2 Message integrity check

8.5.3 Broadcast key rotation (BKR)

8.5.4 Second generation encryption
  Lab: Configure Enterprise Security on AP
  Lab: Configuring Site-to-Site Wireless Link using Enterprise Security

8.5.5 Using VPNs

8.6 Other Enterprise Security Services
8.6.1 VLANs
8.6.2 Spanning tree

Lab: Configure VLANs on the AP

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Module 9: Application Design and Site Survey Prep

Module Overview

9.1 Site Survey
9.1.1 Site survey
9.1.2 Site survey considerations
9.1.3 Standards and topologies
9.1.4 Important considerations

9.2 Applications
9.2.1 Changing technology and applications

Demonstration Activity: WLAN Application Studies

9.3 WLAN Design
9.3.1 Design guidelines

Interactive Activity: Site Survey
9.3.2 Applications and data collection
9.3.3 Load and coverage
9.3.4 Bandwidth and throughput
9.3.5 Mobile users
9.3.6 Power consumption
9.3.7 Interference
9.3.8 Encryption
9.3.9 Fire code and safety issues

Lab: WLAN Design

9.4 Building-to-building Design
9.4.1 Building-to-building overview
9.4.2 Design examples
9.4.3 Path considerations
9.4.4 Installation considerations
9.5 Site Survey Equipment

9.5.1 Equipment
  Interactive Activity: Survey Materials
9.5.2 APs and cards
9.5.3 Antennas and attenuators
  Lab: Using Bridge Range Calculation Utility
9.5.4 Battery packs, cables, mounting, and markers
9.5.5 Measuring devices and digital cameras
  Lab: Link Status Meter and Preferences
9.5.6 Travel case
9.5.7 RF test device

9.6 Site Survey Documentation and Utilities

9.6.1 Site drawing and walkthrough
9.6.2 Bridge range calculation utility
9.6.3 ACU site survey
9.6.4 Link status meter (LSM)
  Demonstration Activity: Aironet Client Utility (ACU)

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Module Quiz

Module 10: Site Survey

Module Overview

10.1 Infrastructure Awareness
  10.1.1 Working with personnel
  10.1.2 LAN infrastructure
  10.1.3 Network map
  10.1.4 LAN media
  10.1.5 Firewalls, risers, cable paths, and service loops
  10.1.6 Existing Network
  10.1.7 Check the existing network health
  10.1.8 Network performance baseline
10.2 Survey

10.2.1 Preparation
10.2.2 Getting started
   Interactive Activity: Site Survey
10.2.3 Channel selection, data rates, and overlap
10.2.4 Work with existing conditions
10.2.5 Freezers
10.2.6 Multifloor survey
10.2.7 Interference and RF propagation
   Lab: Site Survey Active M
   Lab: Survey the Facility

10.3 Mounting and Installation

10.3.1 AP mounting
10.3.2 Column mounting
10.3.3 Bridge mounting
10.3.4 Antenna mounting
10.3.5 Power
10.3.6 NEMA enclosures
   Lab: Mounting and Installation

10.4 Documentation

10.4.1 Documenting the WLAN design
10.4.2 Request for proposal
   Lab: Request for Proposal
   Lab: Request for Proposal Response
   Lab: Review of Response to the RFP
10.4.3 WLAN site survey specifics
10.4.4 Site survey report
   Demonstration Activity: Project Management Checklist

Module Summary

Module Quiz

Module 11: Troubleshooting Management, Monitoring, and Diagnostics

Module Overview

11.1 General Approach to Troubleshooting
11.1.1 Overview
11.1.2 Symptom - diagnosis - solution
    Process Chart: Symptom-Diagnosis-Solution
11.1.3 Preparing for network failure
11.1.4 Network and fault management
    Lab: Basic Troubleshooting on AP

11.2 OSI Troubleshooting
   11.2.1 Model overview
   11.2.2 Troubleshooting layers
   11.2.3 Layer 1: media, connectors, and devices
   11.2.4 Layer 2: bridges and switches
   11.2.5 Layer 3: routers
   11.2.6 Troubleshooting TCP/IP
      Lab: Troubleshooting TCP/IP Issues

11.3 Diagnostic Tools
   11.3.1 Cable testers, multimeters, and network monitors
   11.3.2 Sniffers
   11.3.3 Spectrum analyzers
   11.3.4 Gauss and tesla meters

11.4 WLAN Troubleshooting
   11.4.1 Firmware
   11.4.2 Configuration files
   11.4.3 Unit status and password recovery
   11.4.4 Antenna cable
   11.4.5 Placement and obstacles

11.5 System Message Logging
   11.5.1 Overview
   11.5.2 Configure event notification via GUI
   11.5.3 Configure event notification via IOS CLI
   11.5.4 SNMP
   11.5.5 Configure SNMP
   11.5.6 Syslog and SNMP applications
Lab: Configure Syslog on AP
Lab: Configure SNMP on AP
Lab: Configure Syslog and SNMP on the Bridge

11.6 Enterprise Management

11.6.1 Overview

11.6.2 WLSE

Demonstration Activity: Managing with WLSE

11.6.3 Cisco Structured Wireless Aware Network Solution

11.6.4 Aironet Configuration Administration Tool (ACAT)

11.6.5 Wavelink

11.6.6 Airwave

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Module 12: Emerging Technologies

Module Overview

12.1 Ultra-wideband Wireless

12.1.1 Overview of ultra-wideband (UWB) wireless

12.1.2 UWB applications

12.1.3 UWB acceptance

12.1.4 Interference

12.1.5 Avoiding interference from other devices

12.1.6 UWB specifics

12.2 VoIP and Voice over WLANs

12.2.1 Overview of voice over IP (VoIP)

12.2.2 Components of VoIP

Process Chart: How a VoIP Telephone Call is Made

12.2.3 Centralized and distributed VoIP architectures

12.2.4 The ITU-T umbrella protocol: H.323

12.2.5 Session Initiation Protocol (SIP)

12.2.6 MGCP and H.248/Megaco

12.2.7 Miscellaneous VoIP protocols

12.2.8 VoIP and Quality of Service (QoS)
12.2.9 VoIP and WLANs

12.3 Mobile Wireless

12.3.1 Brief history of mobile wireless
12.3.2 Overview of mobile wireless systems
12.3.3 Roaming in a mobile wireless system
12.3.4 Mobile wireless middleware
12.3.5 Wireless Application Protocol (WAP)
12.3.6 The Open Mobile Alliance (OMA)
12.3.7 The future of mobile wireless

12.4 Wireless Organizations and Certification

12.4.1 The Wireless Fidelity (Wi-Fi) Alliance
12.4.2 Wireless LAN Association (WLANA)
12.4.3 Federal Communications Commission (FCC)
12.4.4 ETSI
12.4.5 UL
12.4.6 Cisco Wireless Certifications
12.4.7 CWNA
12.4.8 Case studies of wireless installations
   Demonstration Activity: Case Studies of Wireless Installations
   Lab: Wireless Case Study of a School
   Lab: Wireless Case Study of an Organization

Module Summary

Module Quiz