

# HELP POINTS AT SOUTHBANK PARKLANDS

The help point units at South Bank Parklands in Brisbane were networked via a wireless mesh. The system was reporting many unexplained drop outs and devices that were going offline.

Our system has been rigourously tested over many years, so the initial response was that the problem must be with the wireless mesh network. At this point we also made the assumption that the network had been configured correctly with the wireless LAN network.

Our systems over Ethernet cabling are also set up with QoS, meaning that the system is very reliable. If packets of data are lost or corrupted over the network the QoS system will resend them. We assumed that the wireless mesh network had already been set up with QoS



## The Solution

In order to find out why unexplained drop outs were occurring in the system a network logging device was placed onsite at the South Bank Parklands, between the start of the network and a slave device. This network logging device discovered that the wireless mesh network was having momentary drop outs, which was then being recorded by the system as network drop outs.

Our IP network system is constantly checking all of the end point devices within the system and when those momentary wireless dropouts were occurring the system was not able to locate these end points. The system then reported these drop outs as the end point devices being offline.

To counteract this problem we adjusted the software in the client device to cater for the momentary drop outs and solve the problem.

Our system is very reliable on a wired Ethernet network and now we are confident that our system is reliable on a wireless LAN network.

**Contact a Jacques Sales Representative:**  
**Phone:** +61 7 3844 1103 for your sales quote  
**Email:** [sales@jacques.com.au](mailto:sales@jacques.com.au)  
**[www.jacques.com.au](http://www.jacques.com.au)**

 **JACQUES**  
Future Proof Communications