Selling Reference Guide

Network Test, Analysis, & Cybersecurity Solutions
How to Use This Guide

If you know the product in which the customer is interested, select Featured Products from the top navigation, then select the desired product.

To add NetAlly products onto the sale of other network or cyber security products to a customer and your not sure which product to recommend, select the applicable category under the plum top navigation bar “If You are Selling...”. Follow the question and answers to guide you to the appropriate product and supporting information.

If you are prospecting to a potential customer, select the applicable category under the green top navigation bar. “If You are Prospecting...”. Follow the question and answers to guide you to the appropriate product and supporting information.

For more information, click the following icons on each product page:
Testing you can trust, from a reliable ally.

Our family of innovative network test solutions have been helping network engineers and technicians better deploy, manage, maintain, and secure today’s complex wired and wireless networks for decades.

For more than 25 years, we have been the #1 ally of network professionals worldwide. We began by making the world’s first handheld network analyzer – the LANMeter® – and have continued as industry pacesetters ever since, setting the standard for portable network testing.

When it comes to innovative, reliable, best-in-class portable network testing solutions, NetAlly is the name to trust. Our leading-edge, highly responsive tools get the job done fast by...

- Simplifying the complexities of network testing
- Providing instant visibility for efficient problem solving
- Enabling seamless collaboration between site personnel and remote experts

AirMapper™ Ecosystem
Cost-effective Wi-Fi design, site survey & troubleshooting solution

The AirMapper Ecosystem is a suite of interoperable products that speed and simplify wired and Wi-Fi network planning, installation, validation, and troubleshooting.

NetAlly is the first to offer site survey data collection and network discovery in powerful handheld instruments, with complete infrastructure and heat mapping in the Link-Live™ collaboration, reporting, and analysis platform or AirMagnet™ Survey PRO.

With the AirMapper Ecosystem, your customers can design a Wi-Fi network with AirMagnet Survey PRO, quickly perform a validation site survey using the AirMapper app on the AirCheck™ G3, CyberScope®, EtherScope® nXG, and easily collaborate through the use of Link-Live.
Be sure to add AllyCare Premium Support to your NetAlly sales! For more information, see AllyCare Premium Support.
If you are selling...

**Wireless Access Points,** ask these questions:

**Q:** Do you have a way to determine how many access points you need and where to place them?

- Yes, we use ________
- No, we do not (or) we hire a consultant for that.
- Would you be interested in a cost-effective way of planning a Wi-Fi network on your own?

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**Q:** How will you validate Wi-Fi network coverage or performance after the new access points have been installed?

- My computer or phone.
- ________
- I don’t. That is someone else’s job.
- Would you be interested in an easier, more effective way?

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**Q:** Do you have a way of doing Wi-Fi site surveys?

- Yes, we use ________
- No, we do not (or) we hire a consultant for that.
- That requires some special expertise to use. Would you be interested on an easier and more effective way that enables anyone on your team to do a survey, anytime it’s needed?
- ________
- No, we do not (or) we hire a consultant for that.
- Would you be interested in a simple, fast way to do surveys on your own?

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If there’s interest in a solution for:

- Wi-Fi planning solution, you should offer: **AirMagnet® Survey PRO**
- Validation or site survey solution, you should offer: **AirCheck™ G3 Pro Wireless Analyzer**
- Wi-Fi and wired ethernet testing, you should offer: **EtherScope® nXG Portable Network Expert**
If you are selling...

**Network Switches,** ask these questions:

**Q:** How does your team verify and document if the switch ports are provisioned correctly?

I use a computer.

Computers can’t test fiber connections, PoE voltage and power or cabling. Wouldn’t it save you a lot of time if you could quickly verify and document the nearest switch port connected and the port’s configurations? That way you can quickly isolate problems between the end-device, the cabling, and the switch.

Would you be interested in a better solution?

**A:**

If there’s interest in a solution for:

- Customer has/is buying Multi-Gig or 10Gig switches, you should offer [LinkRunner® 10G Advanced Ethernet Tester](#).
- Customer has/is buying 1Gig switches, you should offer [LinkRunner® G2 Smart Network Tester](#).
- Customer is looking for a low-cost solution, you should offer [LinkRunner® AT Copper & Fiber Network Tester](#).

**Q:** When you are troubleshooting issues with an Ethernet-connected device, do you have a way to quickly find out the switch port that it is connected to?

Yes.

How do you verify that the Multi-Gig (or 10 Gig) switch is delivering the speed and performance needed?

We use a computer to verify links.

Multi-Gig and 10 Gig switch ports support a function called downshift where it will switch to a lower speed in a noisy environment. If you don’t verify its performance, how do you know you are getting your money’s worth? Worst of all, you could be blamed for poor performance.

Would you be interested in a better solution?
If you are selling...

**PoE or IoT Devices** Security Cameras, Badge Scanners, VoIP phones, etc., ask these questions:

<table>
<thead>
<tr>
<th>Q: How do you verify Power over Ethernet (PoE) the network drop is providing?</th>
</tr>
</thead>
<tbody>
<tr>
<td>We connect the PoE device and see if it powers up.</td>
</tr>
<tr>
<td>Computers cannot measure PoE as a powered device (PD). The power available to the PD may differ greatly from what the switch is configured to deliver.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q: Do you need to quickly isolate problems between these devices and the network?</th>
</tr>
</thead>
<tbody>
<tr>
<td>No.</td>
</tr>
<tr>
<td>Yes.</td>
</tr>
</tbody>
</table>

If there’s interest in a solution: [LinkRunner® G2 Smart Network Tester](https://www.example.com)
Cybersecurity Solutions, ask these questions:

**Q1:** Can you comprehensively validate you do not have undetected network vulnerabilities or provisioning issues at the site level?

- Yes, we have multiple cybersecurity solutions such as ___________
- No, we do not.

**Q2:** Would you be interested in a single handheld tool that can cost effectively extend cybersecurity awareness the last 100 meters of your network?

- No, but I have limited budget and staff to resolve.

**Q3:** What if there was a solution that offered both network analysis and site cybersecurity vulnerability awareness in an easy-to-use handheld tool?

- Yes, we have laptops/tablets with the required apps to perform testing here
- No, we have laptops/tablets with the required apps to perform testing here

**Q4:** Can you validate there are no undetected cybersecurity vulnerabilities in site access layer (the last 100 meters) of your network where most guests/unknown users connect?

- Yes, we have laptops/tablets with the required apps to perform testing here
- No, we do not.

**Q5:** Do you have processes to regularly assess if devices have been added, removed, or reconfigured without permission at the network edge?

- No, we do not.
- Yes, we have ___________

**A:** If there’s interest in a solution for:
- Dual network analyzer/site-based cybersecurity vulnerability solution, your should offer: **CyberScope® Handheld Cybersecurity Analyzer**
Does your customer need help with…

**Troubleshooting or Securing Wi-Fi Networks?** Ask these questions:

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**Q:** How do you currently troubleshoot or validate changes to your existing wireless network?

- **My computer or phone.**
- **I don’t.**
- **What if there is a problem? How do you find the root cause of reported issues?**

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**Q:** Is rogue or unauthorized device detection and location on the wireless network a concern?

- **Yes.** Offer the AirCheck G3 below.
- **No.** What do you currently do to secure the wireless network and prevent unauthorized access? If they don’t know offer AirCheck.
- **We use our AP controller.**

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If there’s interest in a solution, then ask...

**Do you also have to solve problems on the wired network?**

- **Yes:** You should offer EtherScope® nXG Portable Network Expert
- **No:** You should offer AirCheck™ G3 Pro Wireless Analyzer
Does your customer need help with…

**Network Health & Troubleshooting?** Ask these questions:

- **Do you have an effective practice that allows your technicians to quickly conduct an audit of the wired and Wi-Fi network after changes or when you get trouble tickets?**
  - Yes.
  - **Would you like your technicians to be able to get more done faster with just one tool?**
    - A tool that automatically verifies and documents both Wi-Fi and wired networks, and with much less training?
  - **Have you ever been called back to fix issues on a network that you deployed, and found that your work did not cause the problem?**
    - An effective network audit will help detect and isolate pre-existing conditions before and after you do your work when troubleshooting. Does that sound useful?

- **No.**

- **What tools do you or your team bring when they conduct network acceptance tests or respond to trouble calls?**
  - A PC and Cable Tester.
  - **Does it ever take too long, or require multiple trips to isolate problems? Especially when the problem is intermittent?**
    - Would it be easier if you can have a tool that you can dispatch or leave behind to help you troubleshoot the problem remotely?
  - **Multiple testers, apps, laptops.**
  - **Is it difficult getting your technicians trained to use multiple tools effectively?**
    - What if you had one multi-functional tester that empowers your technicians with testing up to 10 Gig Ethernet and Wi-Fi? And it was an all in one tool that’s simple for technicians to operate but powerful enough for engineers, with the ability to connect over the network to help troubleshoot issues without being on-site?

If there’s interest in a solution offer: **EtherScope® nXG Portable Network Expert**
Does your customer need help with…

Empowering Frontline/Help Desk Staff? Ask these questions:

Q: We’ve had a number of customers in network operations who are concerned with how many trouble tickets get escalated to them from help desk or frontline support staff.

They found that equipping those teams with simple, low-cost tools can dramatically reduce network-related escalations.

Is that an issue in your organization? Would you like to limit escalations about Ethernet network connectivity?

Yes.

Q: Does your staff need to quickly validate changes to Ethernet drops? How do they do that?

They use a laptop.

Most computers don’t have RJ45 ports anymore, and they can’t test PoE voltage and power, or cabling. Wouldn’t it save you a lot of time if you could quickly verify and document the nearest switch port connected and the port’s configuration?

If there’s interest in a solution offer: LinkSprinter® Pocket Network Tester
Does your customer need help with…

**Enabling Cybersecurity Teams to Perform Site Security Assessments?** Ask these questions:

**Q:** In using NetAlly network connectivity and analysis tools, we’ve had numerous customers express concerns about ensuring their site locations do not contain hidden vulnerabilities that could expose them to cybersecurity threats. Is this an issue in your organization? Would you like a simple, repeatable process to proactively address this potential issue?

- **Yes.**
- **No.**

**A:** There is a solution that would enable this, offering fast, ongoing site level assessments that highlight vulnerabilities, make sharing critical data across the team easy, and serve as an important input into a full cybersecurity audit. Would you like to learn more?

**Q:** How frequently are you able to validate your site cybersecurity posture? Do you have a documented site assessment methodology that complements your existing security solutions and helps to address their gaps?

**A:** You need a tool designed specifically to holistically address post-event breach management and mitigation at the site level where other solutions often cannot help. It must be easy-to-use and fast to deploy since time to resolution is critical and assessing the entire site is a must. Would you like to learn more?

**Q:** After a breach has occurred at the network edge, would it be useful for you staff to have a fast and reliable method to validate the threat is contained, compromised network assets and data are identified, and the “all clear” can be communicated?

- **Yes.**
- **No.**

**A:** A portable tool that is easy-to-use by remote staff is crucial to addressing the breach. The right solution, with remote access by team leads anywhere in the world extends cybersecurity staff expertise to every location, making comprehensive assessments fast and easy.

If there’s interest in a solution offer: CyberScope® Handheld Cybersecurity Analyzer
You should offer:

AirCheck™ G3
Wi-Fi 6 Wireless Analyzer

Designed for network professionals who need to validate that the WLAN is working or need to resolve problems related to connectivity and performance.

- AirCheck G3 offers a one-button AutoTest function that quickly provides a pass/fail indication of Wi-Fi network quality and identifies common problems.
- Faster and easier Wi-Fi site surveys with AirMapper Site Survey.
- Test the most common Wi-Fi standards (including Wi-Fi 6) with a rugged, handheld, purpose-built wireless tester.
- See all networks, devices and Wi-Fi activity in your location immediately upon power up.
- View test results, including network availability, connectivity, utilization, throughput, security settings, possible rogues, and interferers.
- Automate reporting and enable collaboration with test result upload and management via Link-Live collaboration, reporting, and analysis platform.

Talking Points

- The AirCheck G3 Wi-Fi Analyzer greatly simplifies the process of validating Wi-Fi network coverage, client connectivity & roaming, channel utilization, upload and download speeds, interference levels, and network configurations.
- It can pinpoint the location of clients, AP’s, and unauthorized or interfering devices on your network – more accurately and easier than Wi-Fi management software.
- Surveys are fast and easy with the AirMapper app on the unit and NetAlly’s Link-Live reporting and analysis platform – it doesn’t require specialized expertise, and quickly visualizes your network for validation or troubleshooting.

Would you like me to add the AirCheck G3 Wireless Analyzer to your quote?

Manufacturer Part Number: AIRCHECK-G3-PRO
Talking Points

• Complete visibility. It’s what you need but despite all the resources you have, there are still gaps. Ensuring the security of your sites is of utmost importance, but requires regular, thorough site assessments to validate network configurations and segmentation, find rogue devices, and identify endpoint vulnerabilities.

• CyberScope is unique because it offers comprehensive site security assessment, analysis and reporting from a single, powerful, portable tool. As a ruggedized, purpose-built security solution, CyberScope eliminates the use of fragile laptops and tablets. With multiple functions, it provides fast, actionable insights on-prem into your site networks, filling the critical visibility gaps that other cybersecurity tools do not address.

Would you like me to add the CyberScope to your quote?
Manufacturer Part Number: CYBERSCOPE-CE

You should offer:

**CYBERSCOPE® Handheld Cybersecurity Analyzer**

CyberScope is the world’s first handheld cyber security analyzer with capabilities tailored to cybersecurity teams, enabling them to perform comprehensive site security assessment, analysis, and reporting.

- Native support for NBASE-T, 1G/10G Ethernet, Wi-Fi 6E, Bluetooth/BLE and RF spectrum analysis (2.4/5 GHz)
- Combines scanning and active probing via five different network interfaces, using multiple technologies to audit endpoints and network infrastructure elements
- Validates connectivity and critical services, plus supports 10G line-rate throughput testing and packet captures
- Integrates network topology mapping plus AirMapper™ Site Survey for Wi-Fi and Bluetooth/BLE
- Offers comprehensive network segmentation analysis; queries switch ports for correct provisioning and captures traffic on suspicious activity
- Leverages the power of Nmap for endpoint assessment and vulnerability detection to help identify threat vectors
You should offer:

**EtherScope® nXG Portable Network Expert**

Multi-technology, all-in-one handheld network analyzer that enables engineers and technicians to get more done faster, from deployment to maintenance and documentation of their ever-changing Wi-Fi, Bluetooth/BLE, and Ethernet access networks.

- Install, test, verify, and troubleshoot technology upgrades, NBASE-T, 10G, and Wi-Fi6/6E networks with advanced troubleshooting apps and purpose-built test hardware
- Verify up to 10G Ethernet link performance for critical servers, uplinks and key end devices, and validate Wi-Fi network performance
- Empower technicians who may not have access to network management systems or other engineer-level tools to assess and document complex network deployments with multiple VLANs and Wi-Fi SSIDs
- Seamlessly consolidate and manage field test data, and integrate with network management systems via Link-Live collaboration, reporting, and analysis platform.

**Talking Points**

- The EtherScope nXG is a multi-technology, all-in-one handheld network analyzer that enables engineers and technicians to get more done faster, from deployment to troubleshooting and documentation of Wi-Fi and Ethernet access networks – and it verifies the equipment you install is performing as expected.
- AirMapper™ Site Survey App – EtherScope nXG users can quickly and easily gather location-based Wi-Fi measurements and create visual heat maps of key performance metrics in the Link-Live Cloud Service. Simple to use, the AirMapper app is ideal for quick site surveys of new deployments, change validation, and performance verification.

Would you like me to add the EtherScope nxG to your quote?

Manufacturer Part Number: EXG-300-KIT
LinkRunner® 10G Advanced Ethernet Tester

Cost-Effective, Line-Rate 10Gig Ethernet Testing

- Install, test, verify, and troubleshoot technology upgrades, and 1 Gig to 10 Gig networks with advanced troubleshooting apps and purpose-built test hardware
- Physical layer testing includes cable testing, toning, wiremapping, and multi-gig link validation
- Compatibility with a variety of fiber connectors enables test and validation of any cable type, copper or fiber
- Validate up to 90 watts with TruePower™ load testing
- Serves as an endpoint to the EtherScope nXG or another LinkRunner 10G for line-rate performance testing to verify network capacity, performance and QoS, as well as service provider SLAs between sites
- Programmable periodic AutoTest monitors for intermittent issues with email notifications through the Link-Live cloud service
- Seamlessly consolidate and manage field test data, automate reporting, and integrate with network management systems via Link-Live collaboration, reporting, and analysis platform.

Would you like me to add the LinkRunner 10G to your quote?
Manufacturer Part Number: LR10G-200-KIT
AirMapper™ Site Survey

Quickly and easily gather location-based Wi-Fi measurements and create visual heat maps of key performance metrics in Link-Live™ or AirMagnet® Survey PRO.

- Conduct quick Wi-Fi 6E and Bluetooth/BLE site surveys of new or existing deployments, change validation, and performance verification
- Measure signal coverage, SNR, AP coverage, adjacent and co-channel interference, Tx/Rx Rates, and more
- Gain insights into user experience to avoid performance complaints and costly Wi-Fi network re-design
- Upload and visualize survey results via Link-Live collaboration, reporting, and analysis platform.

NOTE: AirMapper enhanced site survey visualizations, Network Topology Mapping, Network Discovery, and Remote View/Control are available to customers with AllyCare Premium support.

Talking Points

- AirMapper Site Survey app for the AirCheck™ G3, CyberScope®, or EtherScope® nXG provides accurate and complete heat maps by measuring Wi-Fi performance from the perspective of other mobile devices WITHOUT the need for cumbersome laptops, dongles, or tethered devices.

- Users can map RF signal coverage, noise, interference – and more! – and visualize Wi-Fi network performance at every location on the floor. The ease and portability of this solution enables technicians to quickly troubleshoot or validate the Wi-Fi network by measuring the real-world experience of mobile device users.

- With the Link-Live service or AirMagnet Survey PRO creating powerful visualizations of the recorded data, centralized engineers can analyze test results from far-flung remote sites without travel.
### You should offer:

**LinkRunner® G2**

**Smart Network Tester**

Enhanced AutoTest diagnostics for configuration and validation of copper and fiber Ethernet networks

- Discover nearest switch name and port information via CDP/LLDP/EDP and verify link speed/duplex and connectivity to TCP/IP networks with AutoTest
- Validate up to 90 watt power over ethernet in one AutoTest - useful during IoT, VoIP and Wi-Fi deployments
- Install and run third-party Android-based apps for speed tests, device configuration, and workflow management with smartphone-like features
- Automate reporting and enable collaboration with test result upload and management via Link-Live collaboration, reporting, and analysis platform.

**Talking Points**

- LinkRunner G2 quickly verifies and documents network configuration and connectivity from physical links to servers and the Internet in just seconds, ensuring that the network can support the devices connected. It automatically uploads test results to NetAlly’s Link-Live platform for reporting and project management.
- For switch provisioning and troubleshooting, it discovers the nearest switch name, model, and IP address, and verifies duplex and maximum link speed supported, VLANs, plus PoE voltage and power under load, up to 90 watts. It’s an Android-based device that can run third-party vendor apps of your choice to access the management interface of the switch to check its configuration or view the status of the switch, or to do additional tasks like speed tests or VoIP calls.

Would you like me to add the LinkRunner G2 to your quote?

Manufacturer Part Number: LR-G2-KIT
You should offer:

**LinkRunner® AT**  
Copper & Fiber Network Tester

Test and validate copper and fiber Ethernet connectivity in less than 10 seconds.

- Discover nearest switch name and port information via CDP/LLDP/EDP and verify link speed/duplex and connectivity to TCP/IP networks with AutoTest for copper or fiber links
- Validate up to 30 watt Power over Ethernet with TruePower™ load testing
- Tests and validates twisted-pair cabling
- Automate reporting and enable collaboration with test result upload and management via Link-Live collaboration, reporting, and analysis platform.

**Talking Points**

- The LinkRunner AT Network Tester is a rugged, fast, and complete copper and fiber Ethernet network connectivity tester. It performs an essential set of network connectivity tests, enabling you to quickly and accurately identify and solve network connectivity problems. The tester's quick cable test and switch identification facilitate fast problem isolation. Test results can be automatically uploaded to Link-Live to improve collaboration between network engineers and technicians, creating greater job visibility, project control, and fleet management.

**Would you like me to add the LinkRunner AT AutoTester to your quote?**

Manufacturer Part Number: LRAT-2000-KIT
### Talking Points

- **LinkSprinter** is an affordable, pocket-sized tester that verifies the functionality of copper Ethernet links and identifies errors in less than 10 seconds. It checks Power over Ethernet, performs a switch port test, confirms that DHCP is running and responsive, and verifies Internet connectivity. The technician can connect to the tester using their mobile phone, and test results can be automatically uploaded via Link-Live, enabling job supervisors to easily manage the progress of deployment and troubleshooting tasks assigned to their team.

Would you like me to add the LinkSprinter to your quote?
- Single Unit - LSPRNTTR-300
- Value Pack (Qty 5) - LSPRNTTR-300-5PK
- Holster (Sold separately) - LSPRNTTR-HOLSTER
You should offer:

**AirMagnet® Survey PRO**

**Wireless Design & Site Survey Analysis Software**

Design and deploy the most accurate indoor & outdoor Wi-Fi networks correctly the first time and prevent costly rework & IT complaints.

- Accurately design Wi-Fi 6/6E networks before rolling out any APs physically
- Collect real-world data by performing true end-user experience measurements using AirMapper™ Site Survey on the AirCheck™ G3, CyberScope®, and EtherScope® nXG
- Minimize expensive wireless LAN performance impact due to RF interference sources by performing spectrum surveys on the same walkthrough
- Generate heatmaps that provide full visibility of WLAN coverage, noise, SNR, interference, throughput, data rates, retries, loss, and more on the 2.4GHz, 5GHz or 6GHz bands
- Save time by performing active and passive surveys in a single walkthrough
- Easily customizable templates provide users with flexibility by allowing the creation of various professional reports

**Talking Points**

- Network professionals conducting and analyzing AirMapper Wi-Fi site surveys (using AirCheck G3 Pro, EtherScope nXG, or CyberScope) will many times find areas of the network with insufficient coverage or poor performance. Resolving those issues could require changes to the infrastructure, either installing new APs, relocating existing APs, and/or configuration changes
- With its powerful design tools AirMagnet Survey PRO enables network professionals to predictively model the required changes, ensuring that problems found during the AirMapper site survey are fixed correctly, resulting in improved Wi-Fi network performance and connectivity

Would you like me to add the AirMagnet Survey PRO to your quote?

Manufacturer Part Number: AM/A4018G
Link-Live™ Collaboration, Reporting, & Analysis Platform

Unified results, reporting, analysis, Wi-Fi heat maps, network mapping, and data management enables collaboration across your entire team.

- Available as a free cloud service or licensed, containerized version for on-prem server/private cloud deployment
- Better manage jobs, improve staff efficiency, and facilitate team collaboration
- Generate Wi-Fi heat maps using the AirMapper™ Site Survey app on AirCheck™ G3, CyberScope® or EtherScope® nXG
- Instantly map your wired and Wi-Fi networks using discovery data from EtherScope nXG or LinkRunner® 10G; exports to Visio.*
- Reduces results management overhead for multiple testers and users
- Simplifies report generation for network deployment documentation
- For asset management, ability to associate serial numbers of installed devices, and/or cable/wall jack label to specific tests

*NOTE: AirMapper enhanced site survey visualizations, Network Topology Mapping, Network Discovery, and Remote View/Control are available to customers with AllyCare Premium support.

Talking Points

- Serving as a centralized test results, analysis and tester management system, the Link-Live Cloud Service transforms team workflows with the ability to quickly and easily log, document, and report test activity from all NetAlly hand-held network testers and analyzers.
- Once the instrument is connected to Link-Live, your test results, site surveys, and network discovery data are automatically uploaded to the dashboard for project management, analysis, mapping, collaboration and reporting. You have the option of uploading additional files: screenshots, images, profiles, packet captures, location information, and comments anytime. Also, NetAlly testers with AllyCare Premium Support can receive firmware updates “over the network” from Link-Live as they become available.

Manufacturer Part Number:
LL-PRVT-G (software download)
LL-PRVT-SUM (annual subscription)