



## NETGEAR Brings Wireless Internet Connectivity Home

Hackensack, NJ – When Marc Kalman moved into a new house, he discovered a problem: The basement in which he wished to locate his home office was at the opposite end (and a full story down) from where his wireless router was installed. Since he was using a Linksys router, he invested in a Linksys Range Extender as well. But that's when the situation became even more complicated.

Attempting to install the new Linksys product, Kalman (who is CEO of eZCom Software Inc. [www.ezcomsoftware.com](http://www.ezcomsoftware.com) and technically very proficient) says he experienced nothing but difficulties. "It was quite a rough installation process," Kalman confirms. "The Linksys product bounced the signal from the wireless router to the Range Extender, then redirected the signal. So if you were trying to use WEP (Wireless Enabled Protocol) encryption, you had to do a whole configuration on the Range Extender in order to manage the encryption process between the computer and the router.

"I kept having problems with the installation," Kalman continues. "After four hours on the phone with the Linksys call center in India, and being escalated to a senior technician, they were unable to assist me in getting the product working. I exchanged the Extender for a second one, and gave Linksys another chance. That second Extender started off working OK. However, it wasn't long before similar issues started surfacing. Completely frustrated, I returned the product for a full refund."

### NETGEAR to the Rescue

Not only was Kalman unable to work where and in the manner he wished, he was unable to use his Vonage VoIP (Voice-Over Internet Protocol) telephone service for six months. Fortunately, in 2004 Kalman found the ideal solution tucked among his holiday presents: a NETGEAR WGXB102 Wall-Plugged Wireless Range Extender and a 108 Mbps Wireless Router. In no time, says Kalman, he was working wirelessly.

"I just plugged the NETGEAR XE102 Ethernet bridge into the wall upstairs, where my cable Internet service was terminated, then plugged the NETGEAR Wireless Range Extender into the wall downstairs, where I wanted to work on my laptop," Kalman explains. "In seconds, I was up and running! It was so easy to do ... I was really excited by how great the wireless reception was, and how simple it was to set up."

### Wireless Range Extender Enables VoIP, Too

So happy with the NETGEAR Range Extender was Kalman that he immediately purchased a second unit. This additional product helped Kalman solve his telephone woes.

"I just opened the box, plugged in a couple of devices, and I was ready to go. Truly amazing!"

**Marc Kalman**

CEO

eZCom Software, Inc.



### CUSTOMER CHALLENGES

- Enable wireless Internet connectivity in residence
- Extend wireless connection through two floors
- Support VoIP phone service

### SOLUTION

- WGXB102 54 Mbps Wall-Plugged Wireless Range Extender  
WGXB102 Expands your existing home network to provide you with wireless Internet access through any power outlet in your home.
- WGT634U 108 Mbps Wireless Storage Router  
WGT634U let's you enjoy convenient access to your media and other files wherever you go! Just plug an external USB 2.0 hard disk drive or memory stick into NETGEAR's 108 Mbps Wireless Storage Router.

### RESULTS

- Ensures fast, easy setup
- Provides reliable wireless access anywhere in house
- Prevents dropouts or other interruptions in service
- Enables seamless access to VoIP phone service

Says Kalman, "I replaced the wireless range extender in the basement with the second NETGEAR XE102 Ethernet bridge, thus establishing a completely wired bridge from one end of the house to the other. Now, with the addition of a NETGEAR Wireless Router, I not only have full 108 Mbps wireless access 1,000 feet away from where the cable modem is installed, but I also have ports to plug in my VoIP service in the basement office as well."

For Kalman, who admits that he never opens a manual when installing a new product, the NETGEAR Wireless Range Extender was made to order. "I'm the kind of guy who doesn't stop to read directions ... I like to try something first, then go back to try to find out what I did wrong," he laughs. "With the NETGEAR product, it was so simple. I just opened the box, plugged in a couple of devices, and I was ready to go. Truly amazing!"

### **Business Productivity, Even in the Basement**

As CEO of a software company, Kalman works long hours at home after he leaves the office. He appreciates the productivity boost he receives with his NETGEAR Wireless Range Extender.

"When I was using the Linksys product while connected to my office via VPN or a Terminal Server connection, I experienced regular frequency and connection dropoff issues, which were very troublesome," notes Kalman. "Since switching to the NETGEAR products, I enjoy a consistently fast and reliable wireless connection; with no dropoffs. NETGEAR has enabled me to work faster, more efficiently, and without headaches."

### **A Very Satisfied Customer**

Kalman's company is currently housed in offices on a single floor. Although he does not need a NETGEAR Wireless Range Extender at work, he has already replaced eZCom's previous Wireless Router with a NETGEAR 108 Mbps Wireless Router. The company also uses a number of other NETGEAR products to power its production application and office environments. As eZCom continues to grow and additional office space is needed, it's a safe bet that Kalman will again turn to NETGEAR to extend his company's connectivity.

"Every time the opportunity arises, I talk about how pleased I am with the NETGEAR product line." Kalman says. "I have friends who used to run CAT-5 wires through their hallways in their homes, as an alternative to running wiring through their walls. The NETGEAR Wireless Range Extender and Bridge has turned out to be the perfect solution for them. These products are nothing short of fantastic!"

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**Marc Kalman**  
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