

Homeowner Improves Cell Reception in Hollywood Estate

A luxury home in Hollywood sounds like a dream, but not when you can't get cell reception. That's exactly what happened to one homeowner, who was fed up with the lack of service throughout his 6,000 - square-foot home overlooking Los Angeles. The homeowner already had a cell signal booster installed in hopes of improving cell coverage in the home. However, that system—installed by a WilsonPro competitor—hadn't worked properly from the start. What's worse, the competitor never took the time to troubleshoot the issue. Frustrated, the client called a WilsonPro Certified Installer to correct the problem.

THE CHALLENGE

When the installer arrived, he quickly realized that the system couldn't properly locate the nearest cellular tower, which made it nearly impossible to amplify a signal within the home. Another challenge was the home itself, which was a massive space and built with high-quality, high-density materials like concrete and energy-efficient coated glass. The architectural design of the house also created impediments to cell reception, with multiple rooms and interior walls rather than an open floor-plan.

THE SOLUTION

After assessing the situation and realizing the need for additional support, the installer contacted WilsonPro's support team for assistance in the field.

WilsonPro field support joined the agent for the better part of a day. First, they measured the home's exterior and determined that more donor antennas were needed on the roof based on the home's size and location.

They realized that this home was located between two different carrier towers—one to the east and one to the west. When a donor antenna was pointed at one tower, the other tower's signal would drop. The solution was to position two donor antennas in opposing directions, thereby picking up signals from both towers. Then, they adjusted the amplifiers to combine the signals from both towers and boost them inside the home. The WilsonPro



There was now cell coverage throughout the entire house, — even in the master suite, which originally had no coverage at all.

team adjusted the placement of the existing inside antennas, achieving full coverage throughout the entire house—even in the master suite, which originally had no coverage at all.

Part of the solution hinged on installing the WilsonPro Pro 70 Plus, a cellular amplifier designed to boost reception for all cell carriers in large commercial spaces and luxury homes. After the installer got the WilsonPro cellular amplifier up and running, it was clear that the WilsonPro model achieved far superior results than the previously installed cell signal boosting system.

THE RESULTS

Right away, the homeowner saw a huge improvement in cellular reception inside their home. They were now able to make calls with clear voice quality, send/receive text messages, and make faster downloads and uploads on their devices. WilsonPro was able to analyze the situation, troubleshoot the technical challenges, and bring in the best equipment to get a working cell signal throughout the entire home.