

My Experience with In-Home Agent

I have not had a good experience with the In-Home Agent. I have downloaded and installed it probably half a dozen times. In the past it has never worked correctly, with problems such as:

- 1) Install error (don't remember what error)
- 2) Two of the three icons on the home page were always grayed out
- 3) Would not work with the screen resolution I am using, insisted I had to change it to use the program (it is set to 1680 x 1050, the native resolution of my monitor)
- 4) Wanted to change my previously set custom router password

The newest version (8.0325) appears to have at least fixed some of the problems, but it still has major issues:

- 1) Gives an error during install:



Huh? Why? Even with the error, it runs. Or maybe that is the cause of some of the issues below?

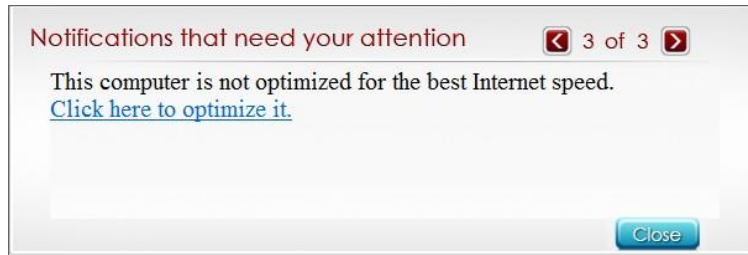
- 2) After starting IHA, it gives a notification that I have not set the router's administrative password:



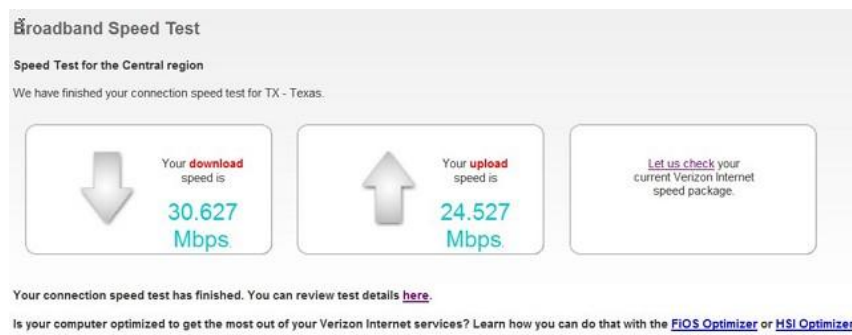
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Wrong! I have had this ActionTec router for 2 or 3 years, I set the name and password within the first 30 minutes of installing it. How can I trust a program that makes this kind of error? And what will it change the password to?

3) After starting IHA, it gives a notification that I have not optimized my computer for best internet speed:



Well, I have had this Windows 7-based computer for about 1 1/2 years, I tried several times to optimize it using previous versions of In-Home Agent, it never worked. Besides, if you look at my speed test, taken last night (6/1/2011), I have 25/15 speed in my bundle, yet I am getting approx. 30/24:



Great speed! Why do I need to optimize? What good would it do? And what would it change? I am afraid to just let your program change entries in my computer; tell me what it has found wrong, and what it will change, and what the benefit will be, and then I might trust it.

4) When I select TV and choose Set Top Boxes, it does correctly list the STBs I have (but with the 4 boxes I have it displays 3 1/2 without scrolling, seems to me it should show three or four, not 3 1/2, and the STB graphics are different sizes, which is goofy), but when I select one of the boxes it says it can't provide the user manual. Huh? And it does the same thing when selecting Wiring Diagrams. I challenge you: what possible use is this? I didn't want the user guide, I wanted what it told me it would do, help me use and maintain my STBs for optimum performance. Shoot, I already have the user guides....

Based on my experiences above, I am afraid to even click on anything else, no telling what it might do to my currently working TV, internet, and phone setup.....

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The net is, In-Home Agent is pretty much totally worthless from what I see.

And one last thing: I have previously reported my issues via the Feedback option, have never received any response at all.

Sorry to be so negative, I am overall a very satisfied FiOS customer, have been for almost six years now. But IMO this program really needs some work.

Thanks for listening.

Justin