

## Broadband Update 14<sup>th</sup> November 2015

This is the sixth news update on the subject of broadband and proposed improvements to the service available to the village. See the Village web site [Broadband page](#) for previous issues.

### BT intermittent problems

I have upgraded to the BT Infinity full speed option since our fibre optic network was installed. This has involved installing a BT HomeHub 5 router. I have found that the router loses its connection to broadband quite frequently and has to be reset or restarted; sometimes even this doesn't fix the problem immediately.

Finally, I contacted BT today. It seemed as though this problem was familiar to the call handler and I was stepped through a process to fix the problem:

- Type 192.168.1.254 into your browser's address bar.
- On the page this brings up choose **Advanced Settings**
- You will need to enter your Admin Password. See the card on the back of your router – it's the one in capital letters.
- On the next page, at the top, you will see the options: **2.4GHz Wireless, 5GHz Wireless, WPS**. Choose **5GHz Wireless**.
- In the options below select **No** against **Sync with 2.4GHz**.
- In the **Wireless SSID** field add the 4 characters **5GHz** to the end of the name displayed.
- Confirm your changes by clicking **Apply**.
- When asked "**Are you sure?**" choose **Yes**. Wait for the options to be applied.

I haven't had this fix for long enough to know whether the intermittent problems have been fixed but we live in hope.

Also, I have speed tested today my broadband with the following results: 46.3Mbps download, 18.1Mbps upload. This is from 41 Main St. which is a fair distance from the cabinet.

### Gigaclear Installation

You will have noticed that Gigaclear is active in the Village laying cables. This disruption is expected to last for the duration of November. I still await a firm date for deployment of the network to customers.

Whilst this work is ongoing I have a means to contact the Gigaclear Project Manager directly, so if you have any issues or problems please contact me: [davidtuff@btinternet.com](mailto:davidtuff@btinternet.com), 565911.

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*14<sup>th</sup> November 2015*