My WiFi key:

Your customer portal
myaccount.gigaclear.com

Customer Operations

Our team are here to help with your technical queries

Opening Hours

Monday-Friday	8am - 8pm
Saturday	10am - 5pm
Sunday	10am - 3pm *(Live chat only)*
Bank Holidays	10am - 5pm *(Live chat only)*

gigaclear.com/chat
gigaclear.com/support
01865 591 131

Gigaclear
Faster broadband for rural Britain

To find out what you can do in your Customer Portal, see *page 29.*

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RURAL BRITAIN DESERVES BETTER BROADBAND

HOME BROADBAND GUIDE

Helping you get your broadband set up and running



Gigaclear
Faster broadband for rural Britain

UP TO **15x** FASTER THAN STANDARD BROADBAND*

UP TO **5x** MORE RELIABLE THAN STANDARD FIBRE*

PROUDLY BRINGING FASTER BROADBAND TO RURAL VILLAGES AND TOWNS OF BRITAIN



*For speed verification details visit gigaclear.com/terms-verification

Welcome to Gigaclear

We are pleased you've chosen Gigaclear for your home broadband and hope you enjoy all the benefits a reliable full fibre network can bring to your home! You're in good hands – our team have been connecting households in rural communities since 2010 and we're proud of the role we're playing in narrowing the UK's digital divide.

This guide has been developed to help you get the most from your new full fibre connection and if you've opted to have Smart WiFi or our Home Phone service, this guide will also help you get these services set up too.

What's inside

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Your full fibre broadband set up

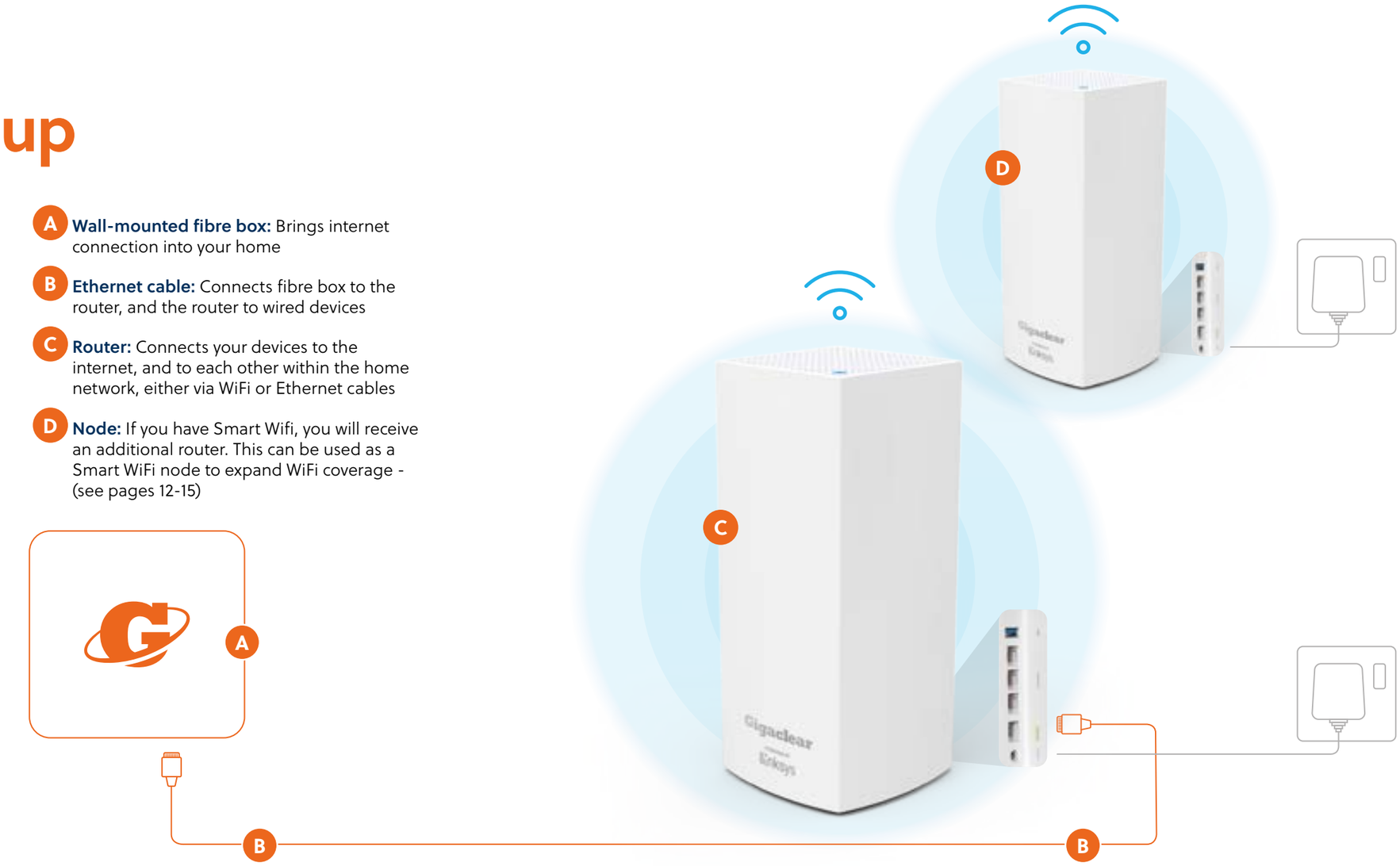
Quick set up summary

These are the 5 overall steps you need to take to get up and running. We cover these in more detail throughout our guide.

1. **Connect up and plug in:** Connect up your WiFi system, like in this diagram, to the full fibre connection
2. **Start up the router:** Get the router up and running (see pages 6-7)
3. **Download the app:** Download the Linksys app to start the WiFi set up (see pages 8-11)
4. **Set up optional Smart WiFi:** For customers who have opted for Smart WiFi (see pages 12-13)
5. **Set up optional Home Phone:** For customers who have opted for Home Phone (see pages 30-31)

Note: For the majority of installations, points 1 and 2 will be completed by the engineer.

- **A Wall-mounted fibre box:** Brings internet connection into your home
- **B Ethernet cable:** Connects fibre box to the router, and the router to wired devices
- **C Router:** Connects your devices to the internet, and to each other within the home network, either via WiFi or Ethernet cables
- **D Node:** If you have Smart Wifi, you will receive an additional router. This can be used as a Smart WiFi node to expand WiFi coverage - (see pages 12-15)



Router set up and indicator lights

Getting your router started is easy, simply press the power button and wait for the indicator light to display a solid blue light. Then you're ready to download the Linksys app (see pages 8-11).

See the table on the right for a guide to the indicator lights and what they mean.

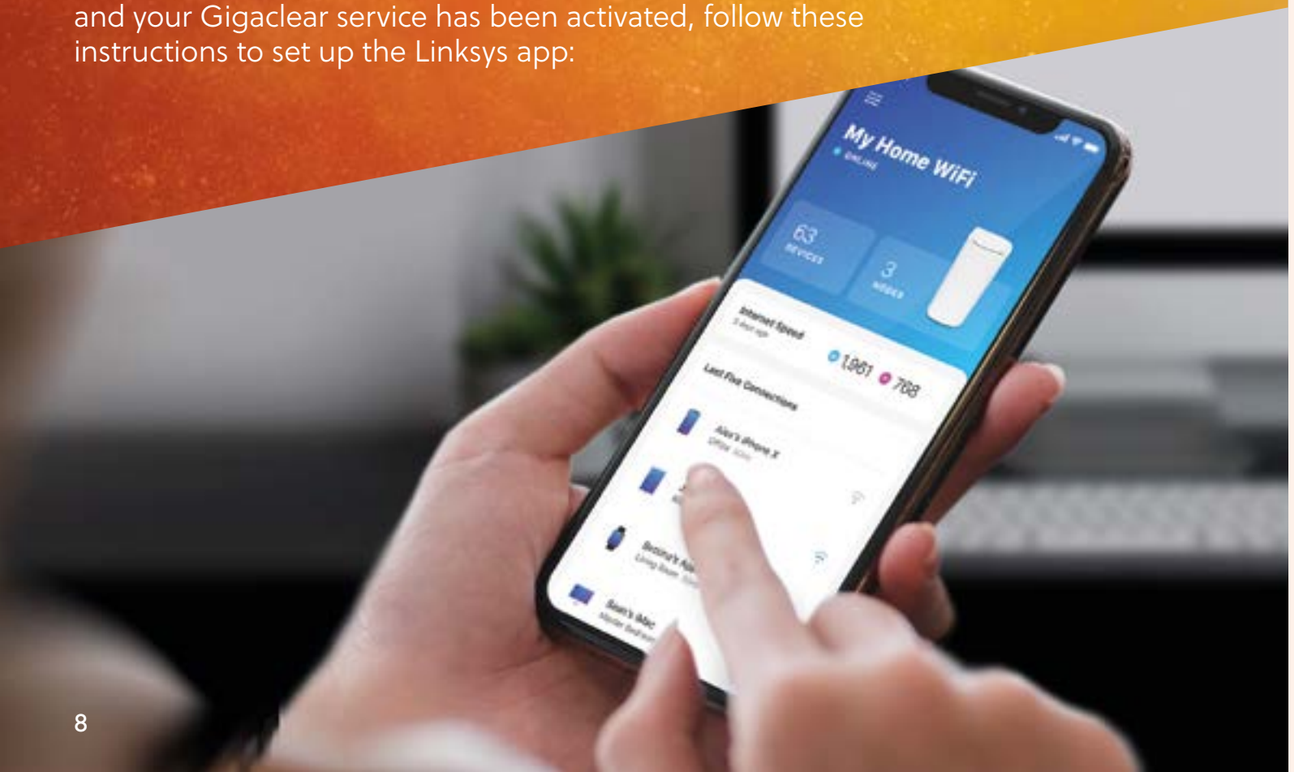




Light Status		Colour	Description
●	Solid	Purple	Ready for set up
✺	Blinking		Bluetooth® set up is in progress with the Linksys app
●	Solid	Blue	Connected to the internet - the router is online, and everything is good
✺	Blinking		Booting up Wi-Fi Protected Set up™ (WPS) pairing is in progress
●	Solid	Yellow	Weak signal (on WiFi node) You may need to move your WiFi node closer to another node
✺	Blinking		WPS pairing has failed
●	Solid	Red	No internet - check your internet connection
✺	Blinking		When used as a router: • Not connected to the modem • Check the ethernet cable going from your Linksys node/router to your wall-mounted Gigaclear fibre box
			When used as a WiFi node: • The WiFi node is disconnected from the network • Check if your router is online
○	Solid	White	Automatic set up is in progress

Control your WiFi with the Linksys app

To get the most out of your WiFi it is advisable to download the Linksys app. The Linksys app is available on iOS and Android. Set it up on any mobile device to manage your home WiFi anytime, anywhere. Once the router has been installed and your Gigaclear service has been activated, follow these instructions to set up the Linksys app:



Correct at time of publication. If updates to the app result in a change to the instructions, you can find the latest version at **https://www.gigaclear.com/setup**

1. **Download App:** Download the Linksys app from App stores on your phone (Play on Android - requires Android 9.0 and later, App Store on Apple - requires iOS 14.1 or later)

2. **Turn on Bluetooth:** Ensure Bluetooth is switched on in your mobile device

3. **Connect to the new router's WiFi:** Make sure the LED light on top of the Linksys router is solid blue, then from your mobile device's WiFi settings, connect to it using the WiFi password, which can be found on a label on the base of the router

   Name: Gigaclear_C0E6
   Password: qWezXyL1gz

4. **Open the app:** If at this point you are prompted to turn on any permissions (e.g. to allow network access or Bluetooth) to enable the setup process, please allow them

5. **Depending on your mobile device:**

   a. iOS: Select "**manage your WiFi**" at bottom of screen

   b. Android: Select "**Log in**" (under "Already using Linksys product?")

a. iOS



b. Android:



Continued overleaf

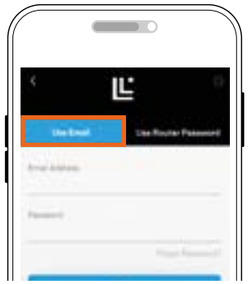
Linksys app continued

Correct at time of publication. If updates to the app result in a change to the instructions, you can find the latest version at **https://www.gigaclear.com/setup**

6 Create account:

On the "**Log in**" screen ,if you don't already have a Linksys account, ignore the main options. Select "**Create an account**" (iOS devices) or "**Create an Email Login**" (Android devices) at the bottom of the screen, then enter your email address and create a new password





If you already have a Linksys account, select "**Email**" (iOS devices) or "**Use Email**" (Android devices), and enter the email address and password you previously created.

7 Add router to your account:

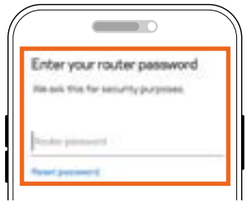
When you are asked if you want to add this router to your account, tap '**Add to Account**' and on the following screen enter the router administration password (see below)



Depending on the firmware of your router, the router administration password will be one of the following from the label under the Linksys router (try option **a.** first):

a. Password **immediately followed by** Recovery Key (do not add any spaces or punctuation (e.g. qWezXyL1gz24565 using the example below)

b. Password only (e.g. qWezXyL1gz using the example below)

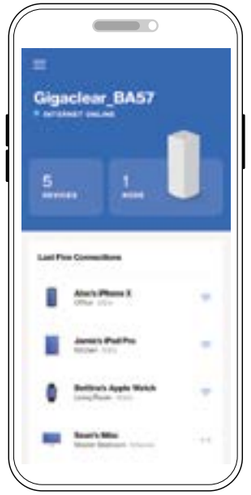


Password: qWezXyL1gz
Recovery Key: 24565

Tip: When entering the password, tap on the "**eye**" icon which will appear to help you avoid any errors

8 Set up finished:

Once the app creates log-in access and configures your WiFi network, you will be logged in and will be able to see the app dashboard with details of your home network - see page 16-17 for more information



Setting up your Smart WiFi nodes

If you have purchased a Smart WiFi service, please follow these instructions to set up any Smart WiFi nodes:

Note: Ensure that you have installed and set up the Linksys app (pages 8-11) before you begin this process.

1. **Power up:** Plug the additional node into a power socket in the same room as your router
2. **Connect:** Ensure that your mobile phone is connected to the WiFi
3. **Open app:** Open the Linksys app on your mobile phone. Once in the app, open the menu. You will then need to select - Add Node to (YOUR NETWORK NAME, e.g. Gigaclear_BA57)
4. **Bluetooth set up:** If the app prompts you to turn on Bluetooth®, please enable it. (you may need to turn on Bluetooth® manually)
5. **Node search:** The app will then search for the node. When the app has found the additional WiFi node, the purple LED light on the WiFi node will start to flash. Don't move the mobile phone or either node during this period
6. **Node added:** Wait until the node has been added to your WiFi set up – do not move your phone, the router or the node during this time. The Linksys app will advise whether the node's current position is good or whether it needs to be moved closer to/ further from the router
7. **Connection complete:** Once connected, the LED light on the additional node should turn a solid blue. The app will update you as your WiFi network is configured. Once this is complete you may move your node to an area of the home where you wish to improve WiFi coverage.

Troubleshooting:

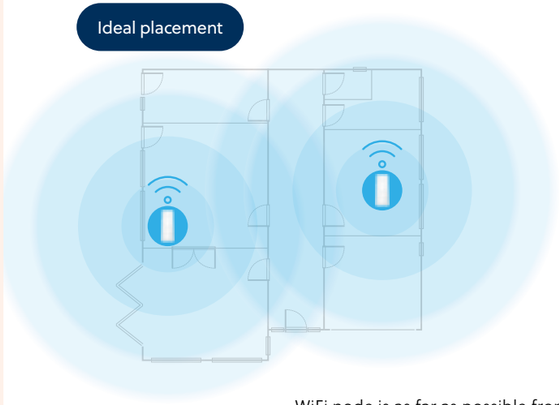
If you are unable to run the app for any reason, you may instead use the five-button-press method to set up your nodes:

- Gather the nodes together within 1m of the main unit, power them all up.
- Swiftly press the reset button on the router (the unit connected to the Gigaclear wall-mounted box) 5 times in a row. The lights will start changing as each node is then initialised
- Leave these for a few minutes until all nodes have achieved a steady blue. You may then relocate the WiFi nodes

Correct at time of publication. If updates to the app result in a change to the instructions, you can find the latest version at https://www.gigaclear.com/setup

Guide to Node placement

Ideal placement

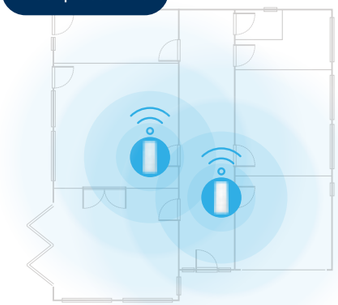


WiFi node is as far as possible from the router, whilst still maintaining a strong signal and covering the parts of the home the router can't reach.

Tip: Use the WiFi signal strength indicator to make sure your WiFi nodes are not placed improperly or too far apart:

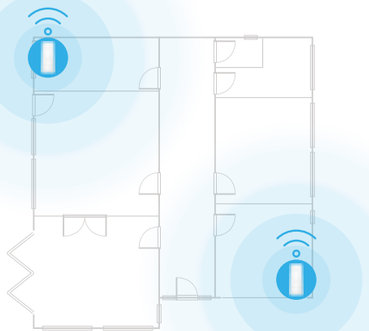
1. Open the Linksys app and log in
2. Tap on the menu, and then go to **Network Administration**
3. You will see a signal strength icon next to each node (which will update every 10 minutes)
4. If the WiFi node signal is **Fair** or **Poor**, consider relocating or moving it closer to the router or another node, then re-check your signal

Poor placement



If the router and any WiFi nodes are too close, it can result in poor WiFi coverage and WiFi interference issues.

If the router and any WiFi nodes are too far apart, the WiFi nodes will only receive a weak (or no) signal, resulting in poor WiFi performance or WiFi dead spots.

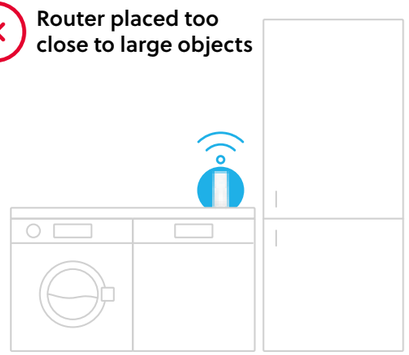


Getting the most out of your WiFi

Router placed in high position above a desk



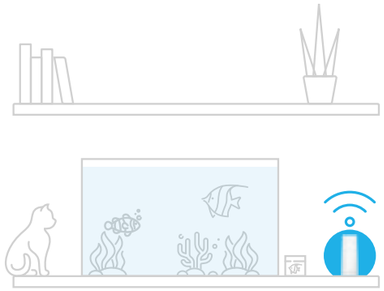
Router placed too close to large objects



Router placed next to window



Router placed next to body of water



The WiFi coverage in your home is affected by the environment around it. In an ideal situation without obstructions, the coverage pattern is a sphere with the router or node at its centre. However, walls, floors, and other obstructions can block or reflect the signal, making it difficult to achieve the ideal coverage.

Ways to improve your WiFi performance

- **Right rooms:** Place your router and nodes in the right places across the home (see page 13)
- **Go higher:** Place higher up, above desk or waist height, and consider using wall mounts for better signal transmission
- **Reduce interference:** Optimise the wireless channels used by your router. (see page 25 - Reducing wireless interference)
- **Use your floors:** In properties with 2 or more floors, offset the positioning of the router and any nodes across the floors so they are not directly above or below each other
- **Disable WiFi adapters:** Disable any unused WiFi adaptors in smart appliances which may cause interference

Please note: WiFi speed tests may show lower speeds than the actual achieved speed, depending on the WiFi adaptor in the measuring device.

What to try and avoid

- **Closed spaces:** Avoid placing your router and any nodes inside cupboards or tight corners
- **Thick walls:** Try and avoid thick walls that can weaken the signal between the rooms. Note: wood doesn't block as much signal as concrete/stone walling but can still have an effect
- **Insulation:** Metallicised insulation like Celotex blocks WiFi signal
- **Large reflective objects:** Avoid placing your router or nodes near large objects or reflective surfaces like fridge freezers, large furniture, or windows
- **Interfering devices:** Avoid placing router or nodes near analogue 2.4GHz transmitting devices that may cause interference and severely impact WiFi performance such as microwave ovens, cordless phones, baby monitors and wireless speakers
- **Water:** Don't place router or nodes near bodies of water which block the WiFi signal, like water tanks or fish tanks
- **Wireless extenders:** Don't use wireless extenders with a mesh network installation as they can cause interference and impact WiFi performance

Managing your Network Settings

You can use the Linksys app to access and activate useful features to help you get the most from your home broadband.

What can I do on the Linksys app?

Parental Controls

The Parental Controls feature allows you to restrict a user's internet access within your network. With this, you can pause internet access, schedule a pause and block specific websites.

Pause Internet Access

Pauses internet access of a device at any moment. For step-by-step instructions visit **gigaclear.com/linksys-support**

Schedule a Pause

Creates a schedule to block internet access for a device at a certain time and day. You can also create multiple schedules for a device. There are no limitations. For step-by-step instructions visit **gigaclear.com/linksys-support**

Block Specific Websites

Block specific websites that you don't want your children to access. For step-by-step instructions visit **gigaclear.com/linksys-support**.

Guest Access

Guest Access provides a method to allow others to use your internet connection without revealing your entire network. This enables guests to connect to the internet, but they will not be able to view or reach other devices on your network such as computers, external storage, or connected devices.

For a step-by-step guide on deactivating Guest Access visit **gigaclear.com/linksys-support.**

Device Prioritisation

Your Linksys router can give devices on your home network priority for internet access, by using the Priority feature. You can use this to assign priority to devices used for work, streaming or online gaming. The rest of the devices on your network will share the remaining bandwidth.

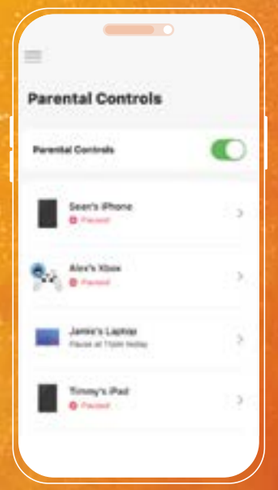
For a step-by step guide on how to use the Priority feature visit **gigaclear.com/linksys-support.**

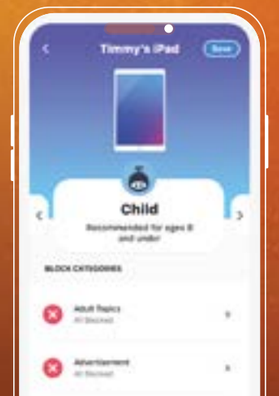
Please note: For broadband packages delivering speeds of 300Mbps and higher, best performance will be achieved by leaving the Priority feature disabled.

Changing your WiFi password

1. **Log into App:** Connect your mobile device to your router's WiFi then open the Linksys app and log in
2. **Go to Menu:** Tap the menu icon in the upper-left corner, and tap **"Network Administration"**
3. **Password:** Tap on **"Change Router Password and Hint"**
4. **Change Password:** Tap the field under Router Password to enter your new personalised password. You can also add a hint to help you remember your password
5. **Save:** Tap **"Save"** to apply changes

Links to all support materials related to the Linksys app, features and routers can be found here: **gigaclear.com/linksys-support.**





Using your own router with Gigaclear

You may want to use your own router with our broadband service.
In most cases, this is possible.

Please check the specifications of your chosen router to ensure that it supports IPV4, that it can accept the WAN IP address dynamically, and that it has a Gigabit WAN port.

To use your own router with Gigaclear full fibre broadband:

1. If your Gigaclear wall-mounted fibre box looks like **A** or **B**, contact our Customer Operations team to put it into "bridge mode". Otherwise proceed to Step 2
2. Disconnect the ethernet cable from the Linksys router (the other end is connected to the Gigaclear wall-mounted fibre box)
3. Plug the ethernet cable into the WAN port on your own preferred router (check your own router instructions to confirm the correct port)
4. Check your router settings. Make sure that the WAN port is set to pick up an IP address automatically using DHCP. (Check your router operating instructions for how to do this)

The process is now complete, the system may take a few minutes to configure the settings. If you experience any issues call us and speak to the Customer Operations team.

Important: As you are using your own router, we will be unable to support with any issues which are related specifically to the router. In this case we recommend that you consult directly with the manufacturer of your router to resolve any issues.

Check your fibre box





Smart WiFi explained

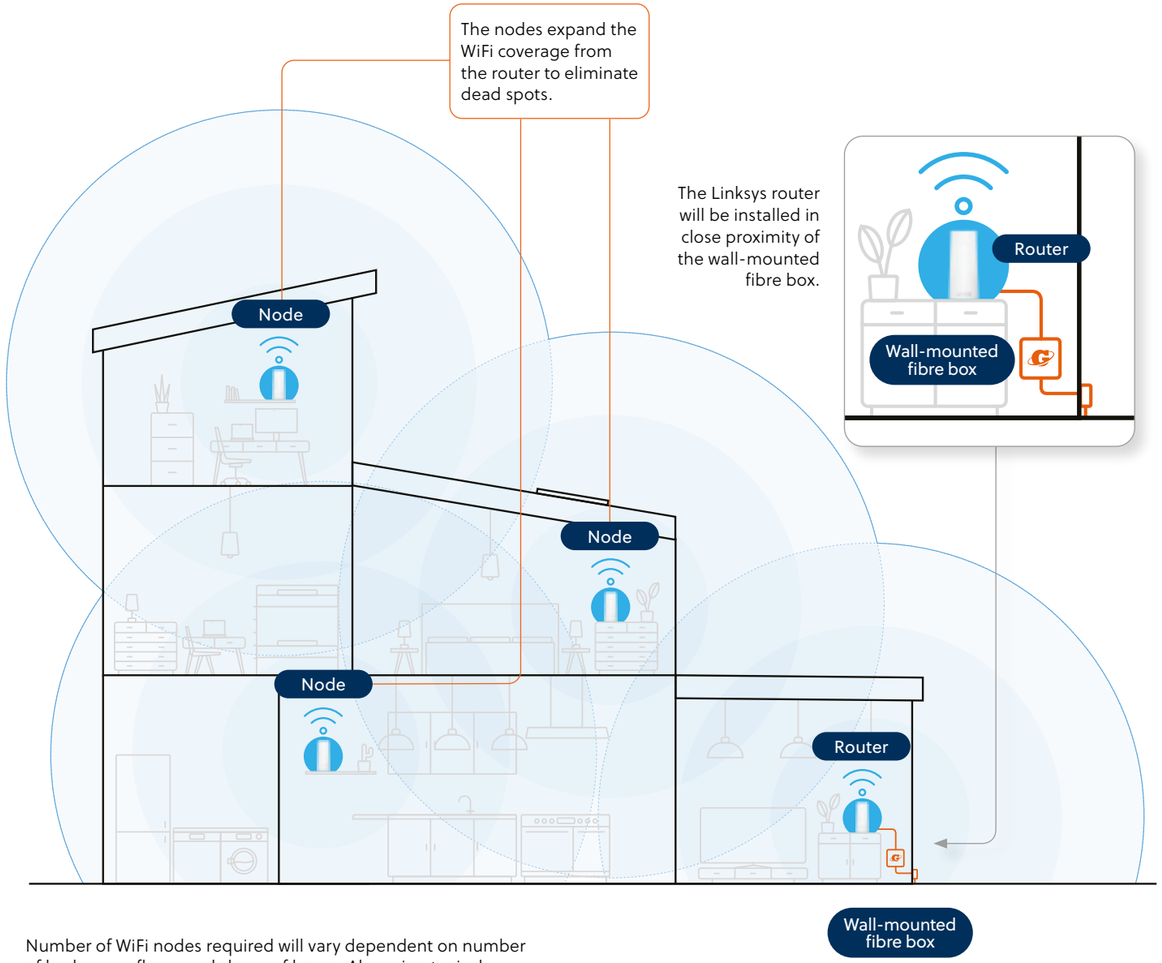
If you've opted to take our Smart WiFi service, this can help you improve WiFi coverage and eliminate dead spots throughout the home. Here is how it works:

- Our Smart WiFi services come with one or more nodes that look like the router
- WiFi nodes are connected wirelessly to the router to form a WiFi mesh network using the mobile app
- WiFi nodes are placed appropriately around the home to extend WiFi coverage over a traditional single-router set up
- The WiFi nodes operate seamlessly with the router and each other, to provide each device in your home with the most reliable, fastest connection at any given moment, even when the device (e.g. phone, laptop) is being moved around the home



The Linksys router

Any provided in addition to the router act as WiFi nodes to create a wireless mesh network.



Number of WiFi nodes required will vary dependent on number of bedrooms, floors and shape of home. Above is a typical layout in a 5 bedroom home, on three floors. Coverage of all homes cannot be guaranteed.

Do I need more Smart WiFi nodes?

For the best WiFi speeds and coverage, it is likely that you will need more than just the single router. Many of our broadband packages come with more than one router (Smart WiFi). We also offer Smart WiFi Plus and Smart WiFi Max for greater coverage. Here is a guide based on the size and layout of your home; as every home's layout and construction is unique, this guidance is only approximate.

Choosing the right Smart WiFi Tier for you

Smart WiFi ready:
For smaller sized homes and includes only the main router.

Smart WiFi:
With 1 Smart WiFi node for improved WiFi coverage.

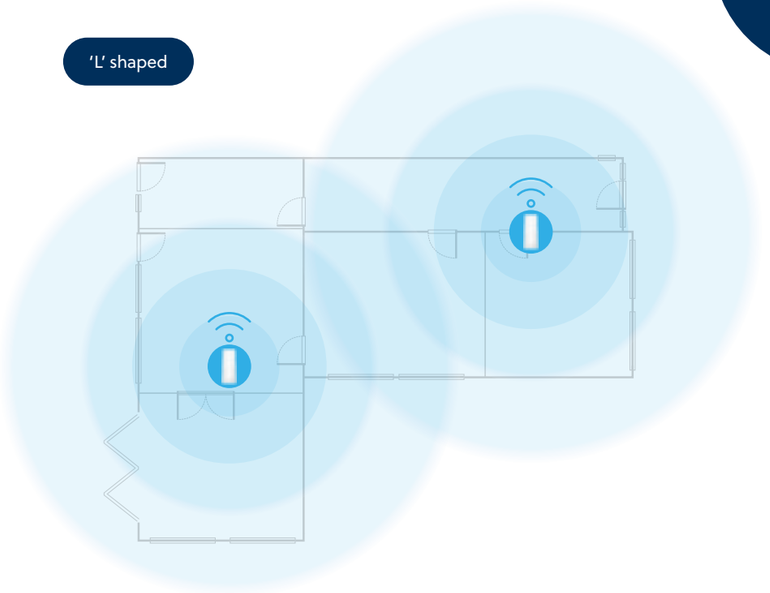
Smart WiFi Plus:
Increased WiFi coverage for larger properties with 2 Smart WiFi nodes.

Smart WiFi Max:
Even greater coverage with 3 Smart WiFi nodes for the largest homes.

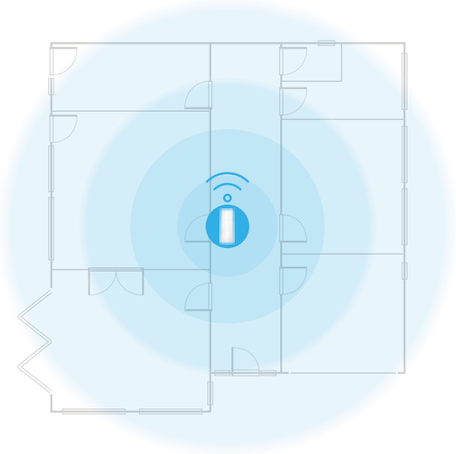
Number of floors		1 to 2 Floors		3 Floors
Shape of house		Square/ Rectangular	L-Shaped	Square/ Rectangular
Number of bedrooms	1 - 2	Smart WiFi ready	Smart WiFi (1 node)	Smart WiFi (1 node)
	3 - 4	Smart WiFi (1 node)	Smart WiFi Plus (2 nodes)	Smart WiFi Plus (2 nodes)
	5+	Smart WiFi Plus (2 nodes)	Smart WiFi Max (3 nodes)	Smart WiFi Max (3 nodes)

Please note: The number of Smart WiFi nodes provided in each tier as described above are in addition to the router included with your broadband service. The recommendations for Smart WiFi aims to give at least 10Mbps WiFi speed in every room of your home.

'L' shaped



Square



Please note:

- Homes with 3 or more floors will typically require additional WiFi nodes
- Homes with internal walls that are unusually thick or constructed from dense materials that block WiFi signals may require additional nodes or a wired mesh network (see page 26)
- Larger homes may require additional WiFi nodes

Extra ways of improving performance

Hopefully, you have the WiFi set up to get the performance you require from your broadband. However, you may still feel that you need to further improve your broadband performance. Here are three additional ways of improving the broadband performance:

1. Reducing wireless interference
2. Create a wired mesh network
3. Use a wired connection to your devices



Reducing wireless interference

To reduce wireless interference and enhance your WiFi performance, consider changing the wireless channel on your router. Wireless routers transmit data using radio waves, but interference can occur when other devices, such as microwave ovens, cordless phones, speakers, or neighbouring WiFi signals, operate on the same frequency.

By selecting a less crowded channel on your router, you can minimise the likelihood of interference from other devices or your neighbour's WiFi network.

Our Linksys routers offer a **Channel Finder** feature that automatically selects the least congested channel for your router and WiFi nodes. To learn how to activate this feature visit **gigaclear.com/linksys-support**.

Keep in mind that while changing the wireless channel can help, there may be other factors impacting your WiFi performance. Consider it as one of several steps you can take to enhance your overall WiFi experience.

Create a wired mesh network

The Linksys router and nodes can be connected with ethernet cables to increase the range and speed of your network and reduce the risk of wireless interference. It is especially useful if you live in a house with thick internal walls that can block or severely weaken the WiFi signal.

1. **Set up router:** Set up the router using the Linksys app (if not yet set up). This will usually have been done for you by an installer when your Gigaclear broadband service was installed
2. **Add node:** Add the WiFi node using the Linksys app as in a wireless set up (see page 12)
3. **Position node:** Once the node has been added to the mesh system, move it to your desired location then connect it to a power outlet
4. **Plug in cable:** Connect an ethernet cable to the WAN port labelled "Internet" on the WiFi node and connect the other end of the cable to one of the spare LAN ports (labelled "Ethernet") on the router. The router and node will automatically switch to a wired connection

Please note: You can either connect nodes directly to the router (diagram 1) or daisy chain to each other (diagram 2).

Optional: If you need more ports, you can place a Gigabit unmanaged network switch (e.g. Linksys LGS105) between the router and any nodes.

Whilst not a part of our installation service, you can hire a local electrician or network specialist to set up your network in this way.

Diagram 1

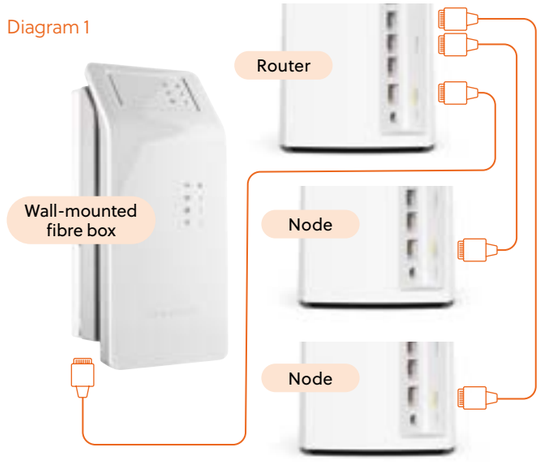
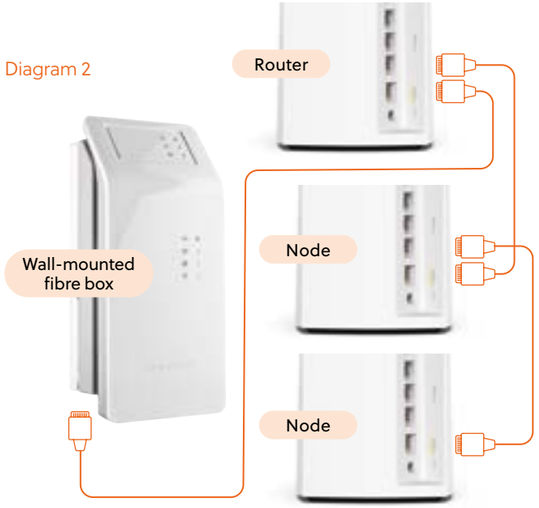


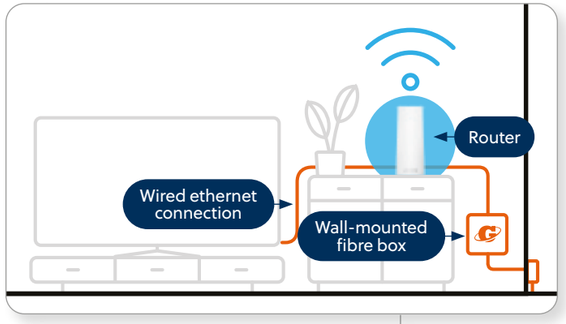
Diagram 2

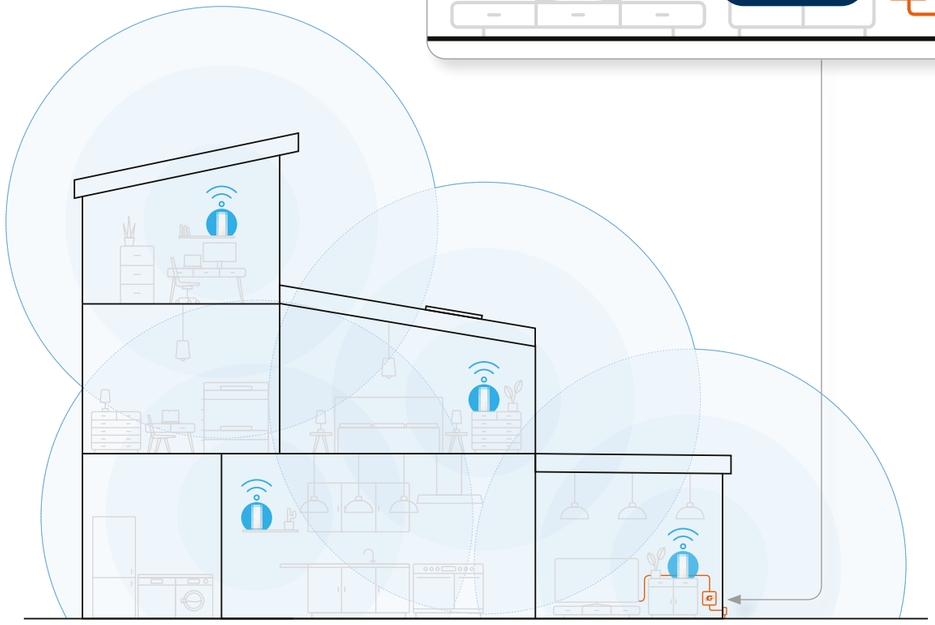


Using a wired connection to your devices

Directly connecting devices to the router or WiFi nodes using an ethernet cable gives you a much faster connection between your device and your router than using WiFi, and it can help avoid other WiFi-related issues.

You should consider this option for your most data-hungry devices wherever possible to alleviate WiFi traffic, particularly TV set-top boxes (e.g., Sky Q, YouView), Smart TVs and computers.





SKY Q

SKY Q (or SKY Multiscreen) is a multi-room SKY TV service that works using its own wireless mesh network.

Most customers who have SKY Q will experience uninterrupted service. However, it is possible that some SKY Q customers may experience issues such as Internet drop outs or freezing TV images as a result of the SKY Q mesh network conflicting with their home broadband mesh network (including our Smart WiFi service).

These issues will only affect a minority of SKQ Q multi-room customers, and will not affect SKY TV satellite customers who do not use SKY Q multi-room.

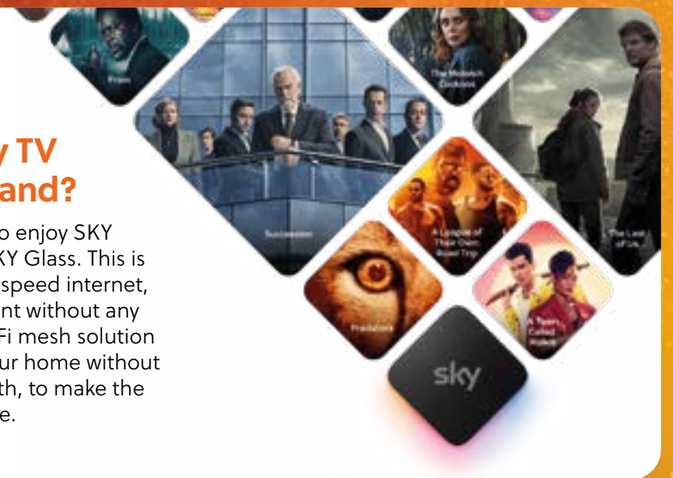
A simple way to resolve these issues is to move the SKY Q hardware and the home broadband mesh hardware (i.e. our router and nodes) as far apart as possible to avoid interference between the mesh networks.

The most reliable way to receive SKY TV in multiple rooms whilst benefiting from a home broadband mesh network is to switch to SKY Stream or SKY Glass. SKY Stream and SKY Glass don't use their own mesh network, nor do they require a dish to be installed at your property. However, they do differ in functionality from SKY Glass and SKY Stream in other ways - check with SKY for the latest feature comparison between the services.

For the most up-to-date advise on resolving SKY Q related WiFi issues, please visit Gigaclear.com/skyq

Would you like to add Sky TV to your Gigaclear broadband?

If you're a Gigaclear customer and want to enjoy SKY TV, the best options are SKY Stream or SKY Glass. This is because full fibre broadband offers high-speed internet, which is essential for streaming Sky content without any issues. Additionally, Gigaclear's Smart WiFi mesh solution helps to stream SKY TV to any room in your home without compromising on quality or signal strength, to make the most of your SKY TV streaming experience.



Customer Portal

How to access the Gigaclear customer portal

- Visit **www.Gigaclear.com**
- Click on **"My Account"**
- Enter your username and password

Note: Your username is your customer number followed by @Gigaclear.com. For example, C000000@gigaclear.com.

If you have forgotten your customer number, you can find it on your broadband order confirmation document or your monthly bill.

Alternatively, click on **"Forgot your username?"**, enter your email address, and we'll send you a reminder.

What you can do in your customer portal

- View and change your account details
- Access your monthly bills
- Get help
- Amend Home Phone settings
- Access Home Phone call history and charges
- Refer your friends and family to Gigaclear

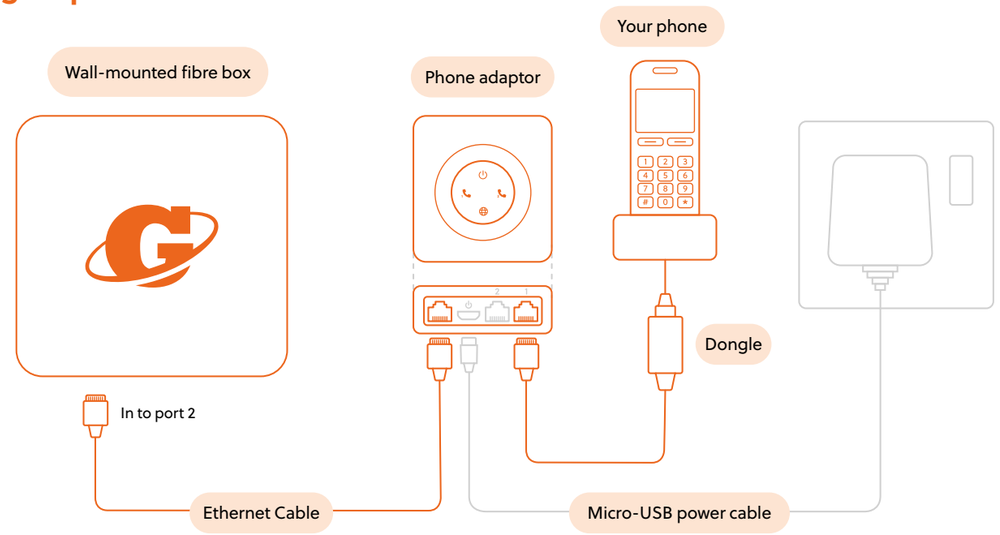
Home Phone

The Home Phone service works like a conventional landline, but using the latest digital technology, whilst allowing you to keep your old landline number.

How it works

Home Phone uses the full fibre connection to deliver calls by using an Analogue Telephone Adaptor (ATA), which connects to your Gigaclear wall-mounted fibre box with an ethernet cable. Then your existing phone handset or multi-phone base-station is connected to port 1 of the ATA with the supplied dongle.

Setting it up



The phone adapter must be installed and activated as soon as you have received it. This is required so that:

a. The process to transfer your old number to the Gigaclear Home Phone service can commence if you requested it. We will notify you by email once the number transfer process is complete, typically after 7-10 days.

b. You can start to use Home Phone, as billing for the service will commence as soon as the phone adapter has been delivered to you

Using Home Phone

Accessing call history and charges

To view your itemised outgoing call history and charges:

1. **Log in** to the customer portal
2. Select **"Home Phone Set up"**
3. Select **"My Call Summary"**

Managing call features

To enable or disable the included features such as call divert, voicemail, call blocking and premium number call barring:

1. **Log in** to the customer portal
2. Select **"Home Phone Set up"**
3. **Adjust** the feature settings on the screen to your preference

Please note: We do not recommend you purchase home phone if you are reliant on your landline due to disability or accessibility requirements and do not have alternative means to contact emergency services in the event of a power outage.

For more help

To order the Home Phone service, change your call plan or transfer another number from your old phone provider call us on 01865 968 646, or log in to the Gigaclear customer portal by visiting **myaccount.gigaclear.com**.

You do not need to call us to activate your home phone service.

