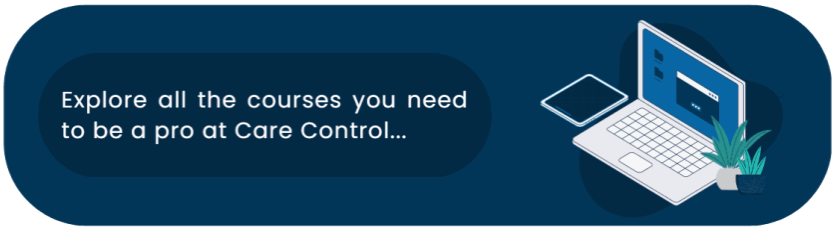
Internet Connectivity Guide

Hardware Windows · https://cclearninghub.co.uk/docs/internet-connectivity-guide/



Internet Connectivity Guide

Care Control needs a permanent, reliable (but not necessarily super-fast) connection to the internet as all of the data is held securely in the ‘cloud’ (at a secure UK data centre). No data is stored on any of the local devices that you use for recording care information therefore a consistent internet connection is absolutely essential.

This document is intended as a guide to setting up your Broadband and Wi-Fi connections to allow Care Control to function correctly throughout your home.

Choice of Router

Although you may have received your router from your Internet Service Provider, we would recommend that you buy a ‘business grade’ unit to replace the supplied one. A business-grade router will be designed to support commercial applications, such as Care Control, and also will have the facility to provide a backup internet connection (using 3G/4G) should the main connection via the telephone line fail.

Our current recommended router is the Draytek Vigor 2860n which is available online for around £180.00 plus VAT. This router will support a standard telephone line connection (ADSL) as well as BT Fibre (VDSL) and can also be fitted with a SIM card for backup via 3G/4G supplied by a mobile operator (EE, Three, Vodafone, O2).

Location of Router

By default, your router will have been installed near the main telephone line that enters your premises. The signal emanating from the router can be thought of as a big sphere, so if the router is somewhere near the centre of your building, then this is fine. However, should the router be located at one end of the building then you may well have a poor WiFi signal at the other end of the house.

It should be a straightforward and inexpensive job for your local electrician to move the router nearer the centre of the building.

Extending the Wi-Fi Signal

For parts of the building that have no or limited Wi-Fi signal, it may be possible to use Wi-Fi repeaters or access points to boost the signal.

There are various options for doing this which we can discuss with you, or it may be preferable for your local IT Company to provide this for you.

Wi-Fi repeaters simply plug into a mains outlet and repeat the Wi-Fi signal whereas access points need to be ‘hard wired’ back to the main router with a CAT5 cable (any electrician would be able to do this).

The signal can also be boosted by fitting a larger or even a directional aerial to the router. Again, a local IT company should be able to provide this service.

Multiple Routers

A cost-effective option, where WiFi repeaters or access points aren’t possible, may be to add another Broadband telephone line and router – this is available from Internet Service Providers from around £20.00 per month.

Wi-Fi Hotspot

Another option for remote areas of your building would be to install a WiFi hotspot device. These are available from around £60.00 and together with a 4G data SIM card from a Mobile Internet Provider would give you Wi-Fi internet access in that particular area.

More Help...

By enabling your home to be more connected you will be in a good place for future Care Control enhancements. You will also be able to provide family members and residents internet access, which will be beneficial for the future.

If there are any aspects of connectivity that you are unsure of then please don’t hesitate to call our support team on 01822 738100 or email us at support@carecontrol.co.uk.