



## GETTING THE MOST OUT OF YOUR *INTERNET*

So you recently had **high-speed** installed. After sometime you've noticed it's starting to *slow down* or it's *on and off constantly*.

Like the vehicle you drive, your computer system needs to be maintained on a regular basis if you want to experience the most of your Internet Connection.

### WHAT IS SPEEDS?

Internet speed is the rate at which information is transferred between your computer and the Internet with Cochrane Telecom Services.

A variety of factors that are not related to the actual speed of your Internet service could affect your Internet experience:

- ❖ A website that experiences heavy traffic from other users.
- ❖ Any website graphical in nature causing the site to take longer to load.
- ❖ Overseas sites. The further the files need to download from, the longer it takes to load.
- ❖ Your computer processing abilities, especially if you are using an older system.

The Internet is a challenging threat to your computer. Even harmlessly browsing through sites may get your computer affected with a virus or spyware/adware without you even knowing it. You can easily protect yourself by taking a few simple steps.

### Spyware

Spyware are programs/files installed without your knowledge when you install other software from the Internet. Spyware programs will gather information about the way you use the internet, the sites you visit etc. This information collected is then sent to the creator of the program, all the while you aren't



even aware this is happening. Programs/files like this can also use your computers resources and your internet connection, as a result, reducing your Internet speed.

## Adware

Adware is quite similar to spyware. Adware is software that is installed on your computer to show you advertisements. (*Example: popups, banners etc*).

Adware can slow your system by using the RAM and CPU. Adware can also slow your **Internet connection** by using bandwidth to retrieve advertisements. Adware can also increase the instability of your system because many adware applications are not programmed well.

In addition, adware can annoy you and waste huge amounts of your time by popping unwanted ads onto your screen, which require you to close them before you can get back to using your PC.

Not all Adware is bad. Good Adware only installs itself on your system if you give it permission to do so. Bad Adware installs itself without your permission.

Good adware also allows itself to be un-installed, often through the *Add and Remove* button in the Microsoft Windows Control Panel. Bad adware makes it difficult or even impossible for you to uninstall it.

Good adware displays unobtrusive ads inside the applications which it comes packaged with. Bad adware installs itself within other applications and often hijacks your web browser settings to display more ads.

Most software which removes spyware will also remove adware.

Recommended adware removal packages include AdAware and Spybot Search & Destroy, both FREE programs. Be wary of the ones that do a check on your system and then want you to pay to clean it up. You can find a link to where to download these programs free on our site at:

[www.puc.net](http://www.puc.net)

## Computer Viruses



A computer virus is a program which may damage or corrupt data, change data, or degrade the performance

of your system by utilizing resources such as memory or disk space.

A general anti virus is a program that scans for viruses and either deletes or quarantines them. A favorite among computer users is the freeware AVG. It thoroughly scans files when performing a scan and is very reliable.

Armed with these programs, you should have no trouble browsing through sites on the Internet.

## **OTHER FACTORS THAT CAN AFFECT YOUR SPEED**

Did you change your length of your network cable, or phone line? The length and quality of your high speed modem cables can directly affect your Internet speed. Neither of the cables running into your modem should be more than 6 feet long. Anything longer and your Internet speeds may be degraded. Damaged cables can also affect the quality of your Internet access.

When you have multiple applications open at the same time, you will find your speeds are sometimes reduced. Why? If you have an older computer and you have multiple applications open at once, your machine may be overwhelmed with all the processing it needs to do simultaneously. Try keeping the number of applications you are running to a minimum while you are downloading. This will help your computer allocate more processing power to your download and will increase your speeds.

When playing games online, the game server response times are sometimes so slow that you get disconnected from it. Other factors effecting gaming:

- The location of your game server on the Internet
- The processing abilities of your computer
- The processing ability of the games server
- Global Internet congestion

## **OTHER HARDWARE ISSUES**

If you are using a router with the modems we supply you, this means you have more then one system sharing your Internet connection. This can cut your speed times in half. As well, a wireless router can also cut your Internet speeds in half.



Armed with the programs above and keeping your system maintained, you should have no trouble keeping your Internet speeds running at its best.

For further information look for the new section on our site that will assist you in finding the software you need to keep your internet running at 100%

***Cochrane Telecom Services offers ADSL trouble-shooting assistance with a "real person" Mon-Friday, 8:30am to 4:30pm. Call 705-272-4232***