

Check your internet speed this Christmas

Master Socket

First, make sure you've plugged your router (or modem) straight into the master telephone socket. It's a white square socket made up of two parts (one on top of the other) and is most commonly found in the hallway. The master socket has the strongest broadband connection you can get.

Filters on all connections?

These filters are small, but important. They stop (analogue) phone calls interfering with (digital) internet. Every phone socket needs one – even the socket you're plugging your TV set-top box into. The only exception is if you have something called a NTE2000 master socket (it has its own ADSL filter in). Unfortunately, the filters can get damaged so if you've had the same microfilter for a while and your speeds have suddenly dropped a lot then you might want to replace them. You can buy them at talktalk.co.uk/shop

Working Wirelessly?

For the best speeds, use a cable and plug your computer or device into your router as working wirelessly can affect speed. If you want to use WiFi, check that your frequency isn't clashing with a neighbour's (visit talktalk.co.uk/selfhelp for more details). And don't forget: make sure you've got the security option on your router switched on.

Security & Home Safe™

Infected computers can be a security risk and can slow down your connection. If you're with TalkTalk, you can set up HomeSafe™ – a free, network based security service - in about a minute. It's worth it for peace of mind.

Clear the caches

Computers store a record of all the web pages you visit, so they can load quicker next time. Sometimes the cache gets too big and slows your computer down. It's worth clearing your cache about as often as you buy a new toothbrush!