

# White Paper: Most Common IT Questions - Part 2 of 2

*Sharing the support love...*

## Introduction

Last month we shared with you five of our ten most common IT related questions and support requests. This month we complete the set with our final five. We resolve literally thousands of support queries every month for our customers, and while each customer is unique there's always trends to be seen - as well as good solid advice that we can provide based on our experiences over the years helping hundreds of organizations, their staff and computers.

For part 1 of our guide, plus extensive information and help on lots of other common topics, totally free with no sign up or anything else, just head over to our Ethical IT [Knowledgebase](#)

### 1. How dangerous is Public Wi-Fi?



Most of us use public Wi-Fi networks when we're out and about, they are very handy, but they come with their own share of problems. The main issue with these networks is that your device is "visible" to any other device on that network. Even if a Wi-Fi network has a password, other people on the network could see what you're doing, or—if they were so inclined—take a copy of all the data going to and from your laptop over that network.

If that means they see you browsing the tennis news on [bbc.co.uk](http://bbc.co.uk) then it's not really an issue, but if you are doing something more sensitive, it probably will be. Luckily, there's a lot you can do to stay safe: make sure sharing is turned off, use HTTPS whenever possible, or even run your traffic through a VPN. [Here](#) is a quick guide to check as a starter. Remember that if you are using services on websites that begin with **https://** (look at the web page address at the top of the browser) then technically your traffic is encrypted, so the copy that snoopers take will be useless to them unless they can

decrypt it. How easy or hard it is to decrypt will all depend on how the website is set up. Suffice to say, general browsing is fine as a rule of thumb, but maybe avoid sending that dossier on “Russian submarine vulnerabilities and how to exploit them” until you’re back home.

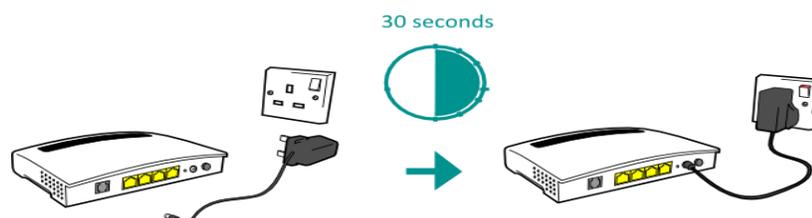
## 2. Cables – why so expensive?

So you’ve signed up to Sky and it comes with a lot of cool technology meaning you can pause live TV, access iPlayer and everything else that comes with it. But you need an HDMI cable to go with it. Popping down to Argos for a few accessories ends up in a 2 hour marathon looking at a hundred different options and a £50 bill at the end, which you grudgingly accept because you need it. Well, never again: the reason those cables are so expensive? Because they know you’ll buy it anyway. The truth is, back in the old days, cables with gold-plated connectors or fancy shielding actually produced a better picture, but with modern digital cables—like HDMI, USB, and others—things are much simpler (and cheaper). A cheap cable from [Amazon](#) for £4.50 will work just as well, so don’t waste your money.



## 3. Why do I need to reboot my router to fix the internet all the time?

You probably do this once a month or more: the internet slows down or stops working, at first you hammer the laptop keys, then finally get up, go downstairs and power off then on the router and all of a sudden it’s magically working again. Why does this happen?! Actually there can be many factors. The phone line could be “noisy” – plus a phone in and listen for any crackle. Maybe the line is getting totally maxed out by your kids; run a speed test to see if you’re getting very little speed. Maybe the router is too hot because it’s hidden in a pile of cables under the telly. There are lots of ways to approach this, but for starters, unplug the router totally for half an hour. This will send a reset signal to the nearest BT exchange, and clear down your session completely. If you are still finding that you are hitting a slowdown or total outage and you aren’t maxing it out, get in touch with your Internet Service Provider; a home internet line should not need a reboot more than once every 3-4 months



#### 4. Does my ISP monitor me using Bit Torrent, Kodi, Popcorn Time or other illegal streams?



# KODI™

The short answer is yes. If you are using services like Kodi or downloading movies using Torrents, you will be logged on a database. In fact, the ISP has a record of all your online activity which it has to keep by law. Depending on who you believe, this information is

supposedly only kept for 30 days and is not accessible unless the police obtain a warrant. Figures like Edward Snowden claim this is false and the government takes a copy of everyone's online activities and stores it forever, which is much scarier. Either way, it's the volume of data that a person views that will ultimately separate them from the rest and make them stand out as an anomaly that might warrant investigation. And at the end of the day, if you enjoy watching Game of Thrones or Harry Potter then it's only really fair that you pay for it, otherwise there is no money to make the next one.

#### 10. Should I care about Online Privacy?

Everyone knows it's bad if someone steals your password or credit card information, but a lot of people are a lot more apathetic about what they put on Facebook, Instagram, their personal blog, or anywhere else. Your personal data is worth protecting, though, whether you think so or not. Not only does that data give companies and governments more power to track you, but it can make it easier for someone to steal your identity, even if it doesn't seem like it. Plus, you never know where that data may end up one day, and who might see it (potential employers, for instance). Some stuff is more important, of course, but don't let the little stuff slide just because you don't think anyone will care. Somebody probably does.

#### Would you like to discuss any of this further?

At Ethical IT we are always [here to help](#) with these sorts of subjects too, so don't hesitate to get in touch with us to discuss this – on a personal level or for your organisation – we're all ears. Our Twitter feed also contains regular tips and tricks about these sorts of things, so please follow us [@ethicalituk](#)