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A quarterly newsletter from DirectLink - your local communications cooperative.

## What is the Cloud and Why Do I Need It?

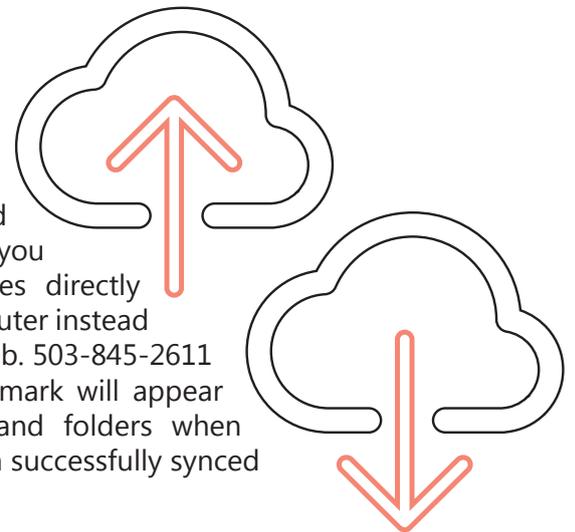
It might be time to think about backing up files to a Cloud service to ensure that you will never lose important information if you currently save everything to a local desktop or flash drive. 503-263-4901 Saving important documents to an external flash drive in addition to a local laptop or desktop computer is a good start, but it is better to have information saved to a Cloud service. If a computer malfunctions or its hard drive is damaged, or if the flash drive is lost, documents will all be safely stored in the Cloud.

"The Cloud," as it is commonly referred, is basically just a hard drive that lives in the Internet where files, photos, and project documents can be stored. There are multiple Cloud services available depending on individual preferences and storage needs. You already have access to at least one of them if you have an email account. For example, a Gmail account gives access to Google Drive, an Outlook or Hotmail email comes with Microsoft OneDrive, and an Apple account is accompanied by the iCloud service. All these services can be accessed from a smartphone, tablet, laptop or desktop computer, meaning your files will be there wherever you go!

**Gmail** - To manage and view files, click the grid symbol in the top-right corner of the screen and choose "Drive." It will open Google Drive and show all of your files already saved. To add files to Google Drive, drag and drop them onto the screen or click "New" in the top-left corner to upload single files or an entire folder.

**OneDrive from Outlook** - Click the grid in the top-left corner. The interface will be similar to Google Drive, and you can drag and drop files onto the screen or click "Upload" to add files. OneDrive can also be accessed directly from a PC desktop or laptop computer in File

Explorer on the left-hand side, allowing you to manage files directly from the computer instead of using the web. 503-845-2611 A green checkmark will appear next to files and folders when they have been successfully synced to OneDrive.



**iPhone or Mac Equipment** - iCloud can also be accessed online at [www.iCloud.com](http://www.iCloud.com) as well as directly through a phone, desktop, or laptop computer. It features icons identical to those on an iPhone or Mac to make for easy navigation within the service.

Each Cloud storage service comes with a complimentary capacity amount that can be upgraded based on different pricing tiers. 503-845-9119 Consider upgrading the storage plan if you intend on storing large documents or an extensive number of files – most of them are reasonably priced at \$1-3 per upgrade tier.



# Gadget Review: Amazon Fire TV Stick 4K

*\$49.99 MSRP – Available on Amazon.com and other retail locations and websites*

The Amazon Fire TV Stick 4K is a great addition to the Fire TV family as it adds two features users have long been anticipating: volume and power control.

The power button has been added to the top-left while the volume buttons were added to the bottom of the new Alexa Voice Remote. All of the other buttons remain in their same position as older Fire TV remotes. It also includes the next-generation of Alexa technology that allows for seamless voice search options. Hold down the microphone button at the top and say "Play Parks & Recreation on Netflix," for example, and the show will begin playing (assuming signed in to an active Netflix account). 503-845-6859 Alexa can also show linked live camera feeds, check the weather, dim the lights in an Amazon Smart Home, and stream music – all through voice control.



The new Fire TV Stick 4K features an improved WiFi antenna that is optimized for 4K Ultra HD streaming along with a faster processor that navigates quickly throughout the interface. Audio quality is improved as well with the addition of Dolby Atmos support.

At a price of \$49.99 MSRP, the Fire TV Stick 4K is a bit more expensive than previous Fire TV Stick models, but is still one of the cheapest options for streaming devices, and provides huge value for the cost.

503-263-1952 Streaming set top boxes in the Amazon Fire TV family are the top recommended device for EZVideo TV from DirectLink. They provide a smooth and seamless experience when navigating throughout the app. In fact, more than 95% of EZVideo subscribers watch TV with an Amazon Fire TV device, likely because they are among the cheapest in the market and work very well.

Another nice feature that Amazon has implemented is the ability to upgrade remotes without purchasing the new Fire TV Stick 4K. The new remote with power and volume control can be purchased individually and then synced with an older Fire TV Stick model, replacing the old remote that did not have power and volume control. The new remote is \$29.99 MSRP at Amazon.com.

## How to Care For Electronic Devices In the Cold

Mobile devices, such as smartphones and tablets, don't like cold weather. 503-651-2321 When a lithium-ion battery is exposed to cold temperatures, it can drain faster than normal or indicate it has ample power remaining and then suddenly go dead. Low temperatures can also make a device's screen more sensitive to cracks and breaks, especially if there's already a nick.

### Here's what to do:

- To keep your device from getting too cold, don't leave it alone for long in frigid places such as a parked car. It's best to stash it inside pockets closest to your person, where it can absorb some of your body heat.
- In the event your device does shut down, do not restart it until you're inside and have given it time to warm up. Restarting immediately could actually cause more harm and shorten your battery life.
- Cases also help to keep devices warm. 503-845-5109 You may want to consider the cases designed to regulate a phone's temperature in extreme weather.



To get specifics for your device, consult the manufacturer's website.



John Love speaks to a packed house at his retirement party in the Town Hall at Cutsforth's Thriftway in Canby.

## Thank You **John Love** for Your Service to the Community

*DirectLink's beloved Strategic Accounts Manager, John Love, retired in January after nearly 15 years of service to the Canby and Mt. Angel communities.*

Perhaps the most defining term that summarizes John's character is "dedicated."

John came to DirectLink after many years of working for larger telephone companies that served multiple areas throughout the country. He said he was attracted to DirectLink and stayed with the company through his retirement because he was able to better connect with the members he served as well as with his co-workers. He was proud of being able to help his clients on a more personal level than he could at a larger company. If a member had an issue with their services, he oversaw its remedy personally.

"Here at DirectLink, we're relationship builders and managers," John said. "And I think if you're successful at that, you'll be successful at most anything you do."

John's legacy is reflected in the abundance of essential services local businesses rely on every day. John was instrumental in implementing a variety of innovative new services at DirectLink over the years, including the incredibly popular VoiceConnect system used by many businesses in the local community. 503-266-6900 John also helped research and purchase a new Central Office metaswitch, which essentially delivers all telephone and video services to our members.

John especially enjoyed working with members of a community that he said embody the meaning of integrity.

"Canby is a really special place, and a lot of people that work [at DirectLink] are from here," John said. "And because they bring those values to this company, DirectLink takes on the collective values of the community."

## Safer Internet Day

The first Tuesday in February is designated as Safer Internet Day U.S. 503-266-7207 It was started in 2013 and is a growing collaboration between the United States Department of Homeland Security and the European Commission, with support from Ask.fm, Comcast NBC Universal, Facebook, Google, LifeLock, LinkedIn, Microsoft, Symantec, Trend Micro, Twitter, and Yahoo!

The goal of this national day is to create a safer and better Internet where everyone is empowered to use technology responsibly, respectfully, critically, and creatively.

### Celebrate by doing the following:

- Never share personal information with people or websites you don't know or trust. 503-845-4142
- Watch out for scams or other misleading information online. If it seems too good to be true, it probably is.
- Enable 2-step verification where available and always use strong passwords.

Visit [www.SaferInternetDayUS.org](http://www.SaferInternetDayUS.org) for more information on making the Internet safer.

## Volksfest



Celebrate Mt. Angel's German heritage at Volksfest (formerly Wurstfest), where you will find the best handcrafted German sausages as well as local and German beers. 503-845-7245 Enjoy other great food, live German music, dancing, games and demonstrations.

Special events include Senior Day for those 65 and older, with special giveaways on Friday from 10:00 AM to 3:00 PM. On Saturday, the Wurst Run 5k and 10k begins at 9:30 AM. Register at [www.racenorthwest.com/wurstrun](http://www.racenorthwest.com/wurstrun).



So dust off your lederhosen, starch up your Bavarian dirndl, and join the happy folk of Mt. Angel for a fun-filled, three-day celebration of the Wurst (Sausage) at Volksfest.

**Location:** Mt. Angel Festhalle  
500 S Wilco Hwy, Mt. Angel, OR

**Date/Time:** March 1 & 2 • 10:00 AM – Midnight  
March 3 • 10:00 AM – 6:00 PM

**Cost:** \$5 for adults 21 and older  
\$10 with specialty stein or glass (limited availability)  
Guests under 21 get in free if accompanied by adult



**More information:** [www.mtangelvolksfest.com](http://www.mtangelvolksfest.com)



Mia Hibbard, Member Services Specialist

## What Our Members Say...

“ I wish to commend DirectLink for the leadership role the company assumes regarding community outreach. The opportunity to win Trail Blazers tickets is certainly fun and inviting. Even more notable, however, is DirectLink's behind the scenes support for programs such as the Kiwanis Canby Community Food and Toy Drive. Thank you for being a positive influence in our community.

Tony Crawford via Facebook

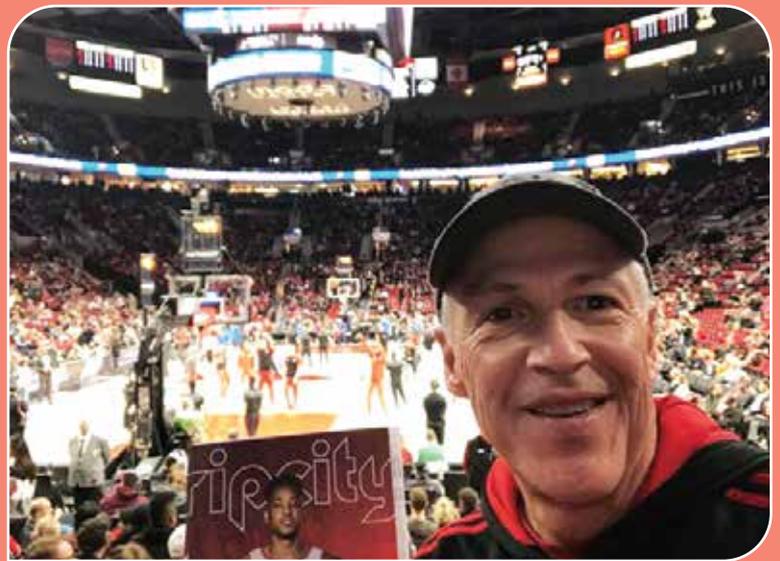
Switched to EZVideo after the class [in December]. Already had two [Amazon Fire TV Sticks] and ordered the latest one for the tv in the back room. Best thing we ever did. All our boxes and wires are gone.

Carol Dubuy via Facebook

Mia was very, very helpful when I called to ask questions. She was very sweet and kept me up to date about installation ... She let me know what was going on.

”

A happy DirectLink member



DirectLink member Tony Crawford takes a selfie at the Dec. 23 Blazers game vs. Dallas.

## Congratulations to Our Recent Blazers Tickets Giveaway Winners!

503-263-8370 To say thank you to our members, we'll be giving away tickets to Portland Trail Blazers games throughout the regular basketball season on our Facebook page!

Our December random winner was Tony Crawford, who won tickets to the Dec. 23 home game against the Dallas Mavericks. The Blazers took the game to overtime and pulled out the win! Cristina Eisenhauer-Tuli won the January tickets giveaway to the Jan. 16 home game against the Cleveland Cavaliers. Cristina's sons, Blake and Josiah, got to see the Blazers score a whopping 129 points for the win!

We'd like to say thank you to everyone that participated in our giveaway on Facebook. Be sure to like our page at [Facebook.com/DirectLinkCoop](https://www.facebook.com/DirectLinkCoop) and stay tuned for more opportunities to win in the future!

Cristina Eisenhauer-Tuli's sons, Blake and Josiah Tuli, take a photo at the Jan. 16 Blazers game vs. Cleveland.

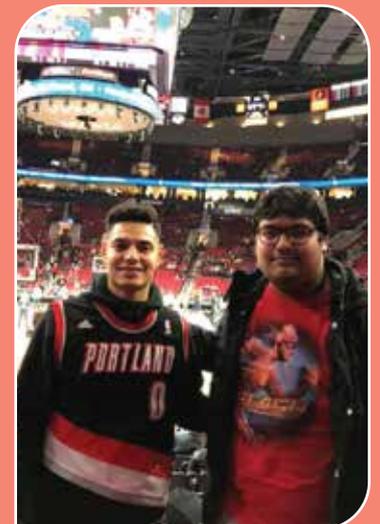
# CARE

CANBY AREA RECOGNITION OF EXCELLENCE

# AWARD

Has a teacher, counselor, coach, or support staff member in Canby made a difference in your life?

Visit [Canby.com](https://www.canby.com) to nominate them today for a Canby Kiwanis Club CARE Award!



# Why Does TV Cost So Much?



There's no denying that TV has gotten more expensive, for both TV providers and their members. 503-845-7010 But why exactly do costs increase every year? Why do members continuously see their bills go up? There are a number of reasons for the high cost of TV, and

we want to make it a little easier to understand.

## Sports Broadcasting Rights

Sports games and shows are some of the most popular programs available, and the network executives know it. The price networks pay to air sports programming has caused basic cable and satellite TV bills to double over the past decade. The NFL alone brings in more than \$7 billion for broadcast and cable rights to air their games. Combine that with the MLB, NBA, NHL, MLS, college and other sports, and the fees add up quickly.

## Media Conglomeration

Most of the networks you watch are owned by eight corporations who, in turn, control the prices of the channels. 503-266-2753 To continue increasing their revenue, they require that DirectLink and others carry their less-popular

## Robocall Blocking Features Coming Soon!

Do you ever get unwanted calls that play automated voice messages when you answer? DirectLink is excited to announce that we will soon be rolling out robocall blocking to our lineup of Voice features.

Robocalls play pre-recorded messages if and when the called party answers. They can also include calls that are immediately connected to a real person instead of a message. DirectLink's new robocall blocking system is designed to block the majority of these unwanted calls.

Look for additional information in your March 2019 bill!

networks as a condition of providing the most popular ones. In addition, they use their size and market power to continually demand higher fees for their programming. If DirectLink does not agree to the new price, they threaten to remove the channel(s) from your TV package.

## Local Station Broadcast Fees

Like you, we feel the discomfort when local broadcast stations decide to raise their prices. Portland-area broadcast stations include KATU, KRCW, KOIN, KGW, KPTV, KPDX, and KUPN. Most cable companies and TV service providers, DirectLink included, now list the programming charges from local stations as a separate billing line item so subscribers can be aware of just how much this content costs. The main goal here is transparency. 503-266-4331 Our Broadcast Programming Fee is a straight pass through cost representing exactly what we are charged to carry these channels on our service. Unfortunately, local stations choose to increase these rates at high levels each year.

## What Are We Doing to Combat the Rising Costs of TV?

We've developed and introduced EZVideo, an app-based digital TV solution for our members. Unlike traditional cable and satellite TV, EZVideo does not require a special set top box or DVR box with additional rental fees. Plus, HD and DVR fees have been eliminated, along with long-term contracts. This saves the average household \$360 per year over traditional TV services. While we have little to no control over the big corporations raising their prices for your favorite shows and movies, we're finding ways to combat them with innovative new products like EZVideo.

Try **EZVideo** Today  
and Save Up To **\$360**  
Per Year!

- ▶ No HD Fees
- ▶ No Activation Fees
- ▶ No DVR Fees
- ▶ No Set Top Box Rental Fees
- ▶ No Contracts

Call your local DirectLink office to activate or learn more at [DirectLink.coop/EZV](http://DirectLink.coop/EZV).

*DirectLink high-speed Internet service is required. Free installation is for self-installation option. Additional fees apply if premium installation method is chosen. EZVideo includes 25 FREE DVR recording hours with every subscription. Services not available in all areas to all subscribers. Fees, taxes and surcharges may apply.*

# Christmas Toy Drive Results

Every year, organizations and individuals in Canby and Mt. Angel work countless hours to place collection bins around the community. People from both areas rally to donate food and toys, time, and funds to support local families in need. Businesses like DirectLink partner with these causes with financial donations and collection bins. 503-263-1323 We are thrilled to relay the results below.

The Canby Kiwanis Community Food and Toy Drive served food boxes to over 375 families and gifted toys to over 1,000 children during the holiday season.

**This annual effort takes the support of the whole community including the following organizations:**

- Clackamas County Event Center
- Canby Rotary Club
- DirectLink
- Kahut Waste Services
- Action Acres Paintball
- Shimadzu USA Manufacturing
- Intel Foundation
- Cutsforth's Thriftway



The Mt. Angel Community Food and Toy Drive hosted by St. Joseph's Shelter reported that over 6,600 pounds of food in 150 food boxes were distributed to local families.

**Countless local individuals and organizations worked to make the toy and food drive happen, including:**

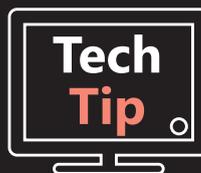
- Knights of Columbus of St. Mary Catholic Church
- Providence Benedictine Nursing Center
- Kraemer's Nursery
- St. Mary's Public School
- Mt. Angel Middle School
- John F. Kennedy High School
- Silverton Zenith Women's Club
- Holy Family Academy
- St. Luke's School
- Oregon Catholic Press



## Scholarship Deadlines

Do you or your child(ren) have plans to attend college in the fall? Be sure to apply for a scholarship to be considered for financial aid from DirectLink and the Canby Rotary Foundation by April 12, 2019.

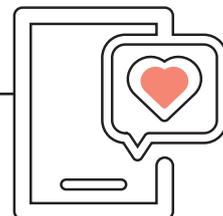
Visit [www.DirectLink.coop/scholarship](http://www.DirectLink.coop/scholarship) for information and application instructions.



Highlight an entire sentence in a Microsoft Word document on a PC by hovering your cursor over any word in the sentence and pressing CTRL + Click.

Use CTRL + X to cut a word or sentence from its current position in a document and CTRL + V to paste it elsewhere.

## Follow Us



Keep up with DirectLink events, news, product updates, and more by following us on social media!

- *Canby Members*  
f Like us at [facebook.com/DirectLinkCoop](https://facebook.com/DirectLinkCoop)
- *Mt. Angel Members*  
f Like us at [facebook.com/DirectLinkMA](https://facebook.com/DirectLinkMA)
- Follow us at [twitter.com/DirectLinkCoop](https://twitter.com/DirectLinkCoop)

## Community Classes

DirectLink's free and informative Community Classes are designed to help our members better understand and use technology. 503-845-2419 These events are open to everyone in both Canby and Mt. Angel service areas. Each class is repeated twice on the selected date for your convenience.

**Location:** 150 SE 2nd Avenue, Canby, OR 97013

**Time:** 10 AM-11:30 AM or 3 PM-4:30 PM

**RSVP:** Call 503.266.8111 or 503.845.2291 or email [HereForYou@DirectLink.coop](mailto:HereForYou@DirectLink.coop)

**Thursday, Feb. 21: Video Calling Options**

*Learn about Skype, FaceTime, and Google Hangouts.*

**Thursday, March 21: Podcast 101**

*Explore the world of podcasts and learn how to listen to on-demand talk shows and audio programs with Canby Now Podcast host Tyler Francke.*

**Thursday, May 16: Android Phone Basics**

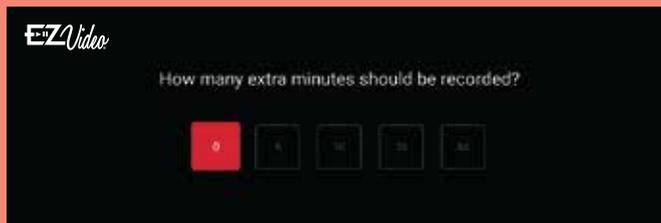
*Bring in your Android phone and learn tips and tricks for saving battery life, adjusting settings, and device security.*

# EZVideo Tips

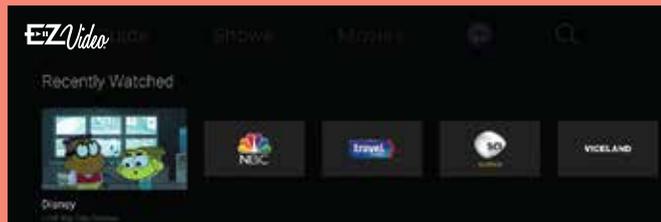
When the big game goes to overtime, make sure you catch all of it by extending the recording time.



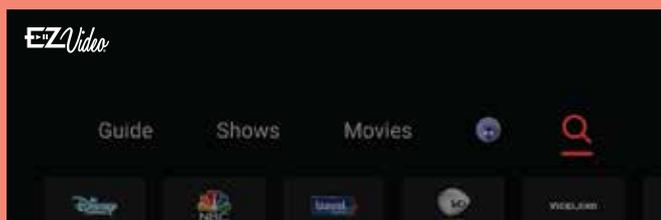
From your DVR library, select the sports game recording and then select "Recording Options" at the top-left of the screen. From there, navigate down to the "Extra Time" option. Click to change and you'll see that EZVideo supports extra time recording of 5, 10, 30, and 60 minutes. 503-845-6352 This allows you to record a program past its scheduled timeframe. Take advantage of this feature and never miss the end of your shows again!



If you like to hop between channels, you can move back and forth between your 15 most recently watched programs with just a couple of clicks! Open up the menu where you access the Guide, and then move down to view your 15 most recently watched channels. From there, you can see what's playing on each channel in picture-in-picture format.



Trying to find a show, but don't know what time or channel it's on? Use EZVideo's built-in search function. From the main menu, navigate to the right to the magnifying glass labeled "Search." That will open up a keyboard where you can type in any search term. The results will show all of the programs related to the search, as well as the channel and time they're scheduled to air.



## Members Are Raving About EZVideo TV!

*"I gave Direct TV the boot and switched to my local cable company and [EZVideo] is what they use along with the Fire TV stick. Once again very happy and wish I would have done years ago. It would have saved me a lot of \$\$\$. It is easy to use and navigate even for the novice. It does [take] a little time to get [used] to it but could not be happier with how my TV service now works and it gives me many options."*

Terry L. Bailey via Amazon.com

*I am retired and this is easy for an older guy. Used for home TV and movies, more choices and better value for me."*

Rusty, via Amazon.com

## Become an EZVideo TV Expert at an Upcoming Tutorial!

You've got EZVideo questions, and we've got answers. Join us at an upcoming tutorial in our Canby Community Room and learn what makes EZVideo better than traditional TV.

We'll demonstrate some of the major features of EZVideo on an Amazon Fire TV device, including popular Replay TV that allows OnDemand viewing of most network content up to 72 hours after it has aired live. 503-845-9489 And most importantly, we'll show you how our members save an average of \$360 per year with EZVideo compared to traditional cable TV.

For those new to EZVideo and other app-based TV services like Netflix and Hulu, our beginner tutorials will cover all you need to get started. Those with more experience and comfort can attend an intermediate tutorial to dive into more advanced features that make EZVideo so innovative.

### Tutorial Dates Level & Times

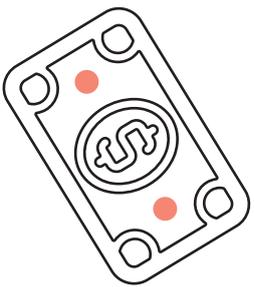
- |                     |  |
|---------------------|--|
| <b>February 14:</b> | Beginner 10 AM-11 AM<br>Intermediate 3 PM-4 PM             |
| <b>February 28:</b> | Beginner 10 AM-11 AM & 7 PM-8 PM<br>Intermediate 3 PM-4 PM |
| <b>March 14:</b>    | Beginner 10 AM-11 AM<br>Intermediate 3 PM-4 PM             |
| <b>March 28:</b>    | Beginner 10 AM-11 AM, 7 PM-8 PM<br>Intermediate 3 PM-4 PM  |
| <b>April 11:</b>    | Beginner 10 AM-11 AM<br>Intermediate 3 PM-4 PM             |
| <b>April 25:</b>    | Beginner 10 AM-11 AM, 7 PM-8 PM<br>Intermediate 3 PM-4 PM  |



Location: 150 SE 2nd Avenue, Canby, OR

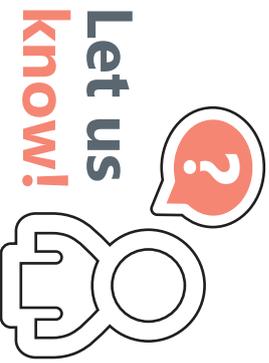


190 SE 2nd Avenue  
P.O. Box 880  
Canby, Oregon 97013-0880



**Find Your Number,  
Get \$20 Off  
Your Next Bill!**

*Call us by February 22 to claim your discount.*



**Let us  
know!**

If you have an idea for a local article to be considered for a future edition, or comments about this or past newsletters, please email us at: [HereForYou@Directlink.coop](mailto:HereForYou@Directlink.coop)

# Pay & Win

We think that members who pay their bill on time should be rewarded.

Every on-time payment is placed into a drawing for a themed gift basket each month.

Each month's basket is on display in the lobby of both the Canby and Mt. Angel locations throughout the first half of each month. 503-266-1132 Visit your local DirectLink office and see what you could win!

## Monthly Winners

### Canby

**Oct** - Dieter & Sally Schmolinski

**Nov** - David Clark (on behalf of Lisa Bolin)

**Dec** - Cindy Swelland



### Mt. Angel

**Oct** - Giovanni & Adela Velazquez

**Nov** - Lynette Komp

**Dec** - Irene Novichihin



*We're here for you.*