

# the Download

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Q2

A quarterly newsletter from DirectLink - your local communications cooperative.

## What is Upload Speed and Why is it Important?

You and the family are on vacation and want to check in on your house through a virtual security camera system like Google Nest or Ring Doorbell. But what happens if your home's Internet connection doesn't have fast enough upload speed to get that video feed to you? 503-845-7101 Systems like this require a fair amount of upload speed in order to transfer live video feeds to the Internet to be viewed on a smartphone or other mobile device. You won't be able to see that security feed and know that your home is safe.

Most Internet service providers only showcase a single number when advertising their connection speeds. That number is known as the download speed and denotes the bandwidth that is used for the following tasks:

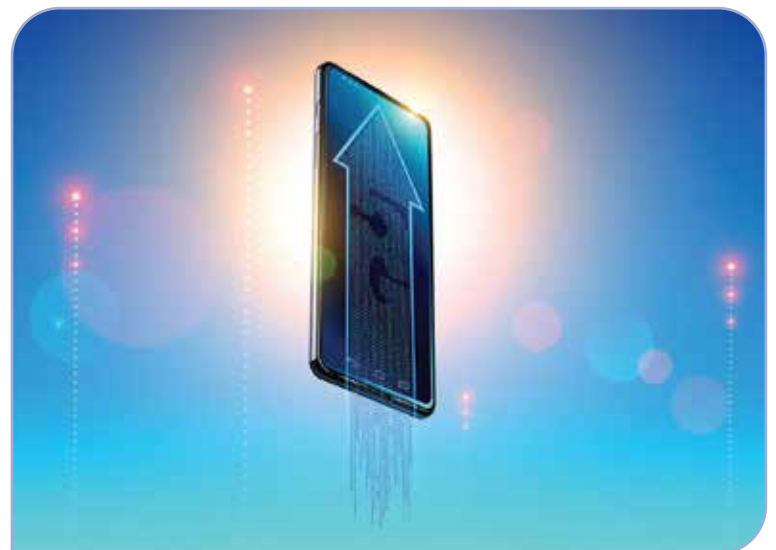
- Stream HD video
- Load a web page to view
- Stream music
- Scroll through social media apps like Instagram or Facebook 503-266-1119

Often overlooked is a connection's upload speed, which is crucial to perform a variety of tasks including:

- Streaming live video feeds from a home security system (2 Mbps **per** camera) 503-845-2657
- Sending large files via email (1 Mbps)
- Video calling (1-2 Mbps per stream)
- Playing online multiplayer games (1 Mbps per user)
- Smartphone automatic backups over WiFi

DirectLink offers the fastest upload speeds in town with every Internet connection. 503-266-6540 In fact, our upload speeds are more than **FIVE TIMES FASTER** than other providers in the area.

Plus, every Internet speed tier is **FREE** from overage fees



### Directlink Internet Speed Tiers (in Mbps)

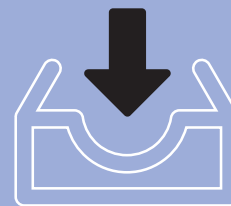
Download	30	100	250	500	1,000 (1 Gig)
Upload	5	50	50	50	100

# How to Reduce the Amount of Spam in Your Inbox

Did you know that spam email makes up 45% of all email messages received? Spam, or junk email, is unsolicited messages sent in bulk to many recipients at once. It often consists of sales items or pitches aimed at getting the receiver to take an action, like visit a website. Short of cutting yourself off from the Internet, there's no way to eliminate spam entirely. But there are steps you can take to reduce how much of it you see:

## 1 Train Your Filter

When you find spam in your inbox, don't just delete it. Select it and tell your email provider (GMail, Outlook, Hotmail), that this particular message is spam. How you do this depends on the program you use to read email. If you have a DirectLink email account (@canby.com), report a message as spam by clicking on the "Report Spam" button above your messages.



## 2 Never Respond to Spam

If you recognize something as spam, don't open it. If you open it and then realize it's spam, close it. Do not click a link or a button, or download a file, from a message that you even remotely suspect is spam. If you opened a spam message because it appeared to be coming from a friend or co-worker, contact them immediately and let them know that their account may have been compromised.

## 3 Hide Your Email Address

The more people who have your email address, the more spam you're going to get. Don't publish it on the web unless absolutely necessary and use a different address for that purpose.

# Gadget Review: Ring Home Security System

Available at [www.ring.com](http://www.ring.com) or other electronics retail locations – product prices vary

With everything from video doorbells to security cameras to floodlights, Ring has everything needed to keep one's home secure. And the best part? It can all be monitored remotely through the mobile app.

Keep watch over your home when on vacation, at work, or watching a movie in the living room.

Ring has multiple security-oriented products available that use your home's Internet connection to upload video feeds and information to the cloud, which can be viewed remotely through the app or web interface.



The Ring Video Doorbell shows a live video feed of the individual(s) at the front door after the doorbell button has been pressed and even supports live video chat capability. 503-651-2563 Whether you're on the couch in the living room or on the beach, the Ring Video Doorbell lets you keep watch over your home's entryway to monitor package deliveries, visitors, and potential intruders.

Ring also offers Smart Lights that can turn on when motion is detected or through manual control. They can also link with select Amazon Alexa-enabled devices, like the Echo Dot. Want to turn on the backyard lights? Just ask Alexa.

Another versatile product offered by Ring is the Stick Up Camera. With a small cylindrical shape and mounting device, the camera can be placed almost anywhere to monitor any number of areas. With wired and wireless options, this camera will utilize your DirectLink Internet connection to upload video feeds to the cloud available to view.

Be certain to have at least 2 Mbps upload speeds per security device for optimum video streaming and monitoring capability. Read our article on upload speeds (pg 1) to learn why they are so important. Learn more at [www.ring.com](http://www.ring.com).



**Know what's below.  
Call before you dig.**

If you plan to begin any project that involves digging — such as building a patio, putting up a fence, or planting bushes and trees — remember to call 811 before work begins.

Every digging job requires a call to 811 to have underground utility lines marked. In some cases, lines are buried close to the surface and could easily be damaged by even shallow digging, resulting in service interruptions to your neighborhood.

When you call, simply tell the operator where you're planning to dig and what type of work you'll be doing. 503-845-7571 The affected local utilities will send a locator to your property, free of charge. Then you'll know what's below and be able to dig safely.




As one of your local service providers, DirectLink thanks you in advance for your cooperation!

## Ready for Fiber at Your Home?

Enter your address at [DirectLink.coop/Internet/Fiber](http://DirectLink.coop/Internet/Fiber) to view our service map and see when your area is scheduled for an upgrade to fiber optic technology. 503-845-6733 With it comes access to lightning-fast Internet speeds up to 1,000 Mbps (1 Gigabit) - that means more connected devices, more video and music streaming, and more online multiplayer gaming!

## Follow Us

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

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



## Change or Diversify Your Passwords

**It is a great time to update your passwords.**

Weak and common passwords are easy for hackers to guess, and this opens the door for others to read your email, spoof your information, and gain access to your other online accounts such as banking and credit cards.

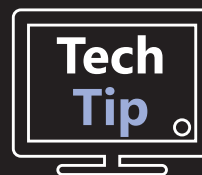
**You need long and strong passwords to be protected online. We recommend that all your passwords meet these criteria:**

- Minimum of 16 characters
- Contains at least one uppercase letter and one number 503-651-1765
- Uses one or more punctuation marks such as (.), (-), (#) or (!)
- Do not include your name or username



It's also important not to use the same password for multiple online accounts. 503-845-6160 If that password is cracked, other passwords could be compromised as well.

To help organize all those passwords, check out [www.lastpass.com](http://www.lastpass.com) or a similar password management tool. LastPass is a secure and effective tool to help manage your abundance of passwords. One super-strong password protects all of your others behind the "vault" so you don't have to remember them all. Plus, LastPass can be added as an extension to Chrome, Firefox, Edge, Internet Explorer, Safari, or other browser to automatically fill in login details.



*Need to save battery on your smartphone? Turn on Airplane Mode to deactivate cellular connectivity. 503-263-2027 You won't receive calls or texts and won't be able to connect to the Internet using your data, thus extending the battery life.*



## Q&A

**Question: Why don't some of my devices run quickly even though I have a high-speed Internet connection?**

**Answer:** Internet connections offered by DirectLink can be as fast as 1,000 Mbps (1 Gigabit), but ultimately depend on the member's equipment capabilities. For example, if one tried to load a web page on an iPhone 6 while connected to their home WiFi, and then on an iPhone X, the newer device will likely load much faster. 503-263-6175 Despite both being connected to the same high-speed Internet network, the newer iPhone has more advanced internal processing capabilities that allow it to run more smoothly and efficiently.

**Here are some other reasons why you may not experience the fastest activity on your high-speed connection:**

- The old WiFi router or equipment in your home may not support Gigabit Internet speeds, thus limiting access to higher speeds.
- The device(s) is too far away from the WiFi access point for a strong signal. Larger homes, older homes, and some objects – like thick mirrors and microwaves – can decrease the signal strength as well. 503-845-6821 If this is your experience, consider a commercial-grade WiFi Home Networking solution from DirectLink starting at just \$6 per month. Let us take care of your network and make sure that it's optimized to provide the strongest, most consistent signal in every room of your home.
- The device(s) may have slowed down with age. Most Internet-connected devices, like smartphones, laptops, and tablets, undergo regular software updates that are meant to improve functionality. 503-845-2251 However, when these updates are applied to older devices, they can sometimes slow down the device because the older technology was not necessarily designed to be able to support hefty new updates. For example,

computers purchased before the Windows 7 operating system will likely not be able to support current updates and will run more slowly.

- The device(s) need to be rebooted. Often a simple power cycle will remedy many issues related to lag or slow activities. Turn the device(s) off, wait 30 to 60 seconds, then power it back on.

**What should I do if I experience any of the above?**

Conduct a wired speed test via SpeedTest.net (on a computer that is plugged directly into the wall via an Ethernet connection, for example) to see exactly what speeds your network delivers. 503-845-6226 Then, check your WiFi equipment if it is not leased from DirectLink to make sure it is not too old to support high speeds. 503-651-3116 Finally, take a look at the devices connected to the network and verify that they have the capability to perform tasks on a high-speed connection.

## What Our Members Say...

“Judy (Stanger-Taylor) was very diligent to get the problem solved. She went above and beyond.”

“Tech Support is very sharp and has always been very helpful. We worked together for an hour to find a solution.”

“I wasn't expecting a technician to come out, make a personal invite to the company, and make sure things were getting going.”



**Judy Stanger-Taylor**, Service Center Technician, with a photo of her father, LaVell Stanger, a telephone lineman.

# Be On The Lookout For The “One Ring” Phone Scam

Via the Federal Communications Commission

For illegal robocallers, the goal isn't always having you answer. Sometimes, it's just to get a call back.

Every so often, your phone may ring once and then stop. If that happens, and you do not recognize the number, do not return the call. This may be an attempt at a “one-ring” phone scam.

One-ring calls may appear to be from phone numbers somewhere in the United States, including three initial digits that resemble U.S. area codes. But savvy scammers often use international numbers from regions that also begin with three-digit codes – for example, “649” goes to the Turks and Caicos and “809” goes to the Dominican Republic. 503-266-7477 Such scammers may often use spoofing techniques as well to further mask the number on a caller ID display.

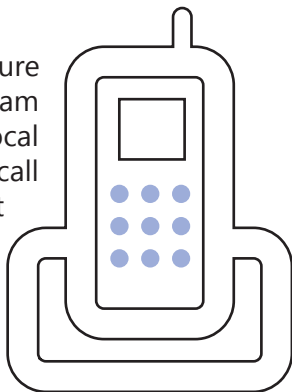
By calling any such number, you risk being connected to a location outside the U.S. As a result, you may wind up being charged a fee for connecting, along with significant per-minute fees for as long as they can keep someone on the line. These charges may show up on your phone bill as premium services.

503-845-6136 Variations of this scam rely on phony voice mail messages that urge a call back to a number with an unfamiliar area code to “collect a prize” or notifications about a “sick” relative.

## How to avoid this scam:

- **DO NOT** answer or return any calls from numbers you don't recognize. Let them leave a message.
- Before calling unfamiliar numbers, check online or in the phone book to see if the area code is international.
- If you do not make international calls, ask the phone company to block outgoing international calls on your line.
- Always be cautious, even if a number appears authentic.

DirectLink now offers a Voice feature that blocks most of these types of scam calls from reaching you. Call the local office to ask us about adding Robocall Blocking or log onto SmartHub at **DirectLink.SmartHub.coop** to personally add it to your account.



## Let Us Handle The WiFi Connection For You This Summer!

The projector is set up on the patio, the screen hangs from the roof, the popcorn is popped, and the kids are ready for a backyard drive-in movie during a warm summer night. But as soon as the movie begins streaming from Netflix, the dreaded loading circle appears and doesn't go away.

Avoid a situation like this by taking advantage of DirectLink's commercial-grade WiFi Home Networking system with outdoor extension. We take care of your connection to ensure the strongest, most consistent signal throughout your home, poolside, or backyard barbecue area. 503-263-6404 Our external system covers an outdoor range up to 600 feet and is perfect for summertime backyard get togethers. Plus, DirectLink's professional WiFi service for home use is up to 70% cheaper than other providers in the area!

Visit **DirectLink.coop/Internet/WiFi** or call us for information.

## Join Us For Classes in Mt. Angel!

We are excited to announce that we will now be holding educational classes in Mt. Angel! Join us for our popular EZVideo TV Tutorials as well as Community Classes that include topics ranging from iPhone Basics to Podcasts to Internet Security.

Flip to page 7 to see upcoming EZVideo Tutorials and to page 6 for Community Classes.

Be sure to RSVP to secure your seat today! Email **HereForYou@DirectLink.coop** or call **503.845.2291**.

# Summer Member Appreciation Events

We're different than other Internet, Video, and Voice providers. DirectLink is a member-owned cooperative, meaning we only have one stakeholder in mind: you. Every decision we make has the best interests of our members at the forefront and aims to provide a better experience. 503-651-2540 We're so thankful for our members and want to show our gratitude through several fun events in both of our Canby and Mt. Angel service areas throughout the summer months. We hope you'll join us at one or all of the events below!

## Canby's Independence Day Celebration

Come say hello at our tent at the 4th of July celebration at Wait Park in downtown Canby! We'll be giving away goodies and holding a live EZVideo TV demonstration! Plus, win prizes, discounts off your bill, or Amazon Fire TV Sticks!

**When:** Thursday, July 4 from 9:30AM-4:00PM  
**Where:** Wait Park, downtown Canby  
**Cost:** FREE

## Mt. Angel Concert and Root Beer Float Block Party

Enjoy an Americana performance from the Marion County Citizens Band while sipping on a refreshing root beer float, all courtesy of DirectLink. The block party will be held near the gazebo in downtown Mt. Angel.

**When:** Monday, July 15 from 7:00PM-8:00PM  
**Where:** At the gazebo on the corner of Church and Cleveland Streets, downtown Mt. Angel  
**Cost:** FREE

## Member Appreciation Day

Free BBQ food and drinks, face painting, bike lessons, door prizes and tons of local nonprofits to check out – what more could one ask for in a summer afternoon?

Join us for the annual DirectLink Member Appreciation Day in downtown Mt. Angel as we say thank you to our amazing members!

**When:** Friday, August 16 from 11:00AM -2:00PM  
**Where:** At the intersection of College and Garfield Streets, downtown Mt. Angel  
**Cost:** FREE



## Community Classes

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

### Canby - 150 SE 2nd Avenue

**Time:** 10:00AM-11:30AM, 6:30PM-8:00PM

**RSVP:** Call 503.266.8111 or email HereForYou@DirectLink.coop

### Mt. Angel - 155 N. Garfield St.

**Time:** 3:00PM-4:30PM

**RSVP:** Call 503.845.2291 or email HereForYou@DirectLink.coop

### Thursday, July 18: Photography Tips & Tricks

*Presented by Olivia Behrendt, co-owner of Olive Photography in Canby*

*What settings should I use when taking a photo in low light? What options do I have when taking photos on my smartphone? How should I frame a subject? We'll answer these questions and more!*





## What Users Say About EZVideo TV...

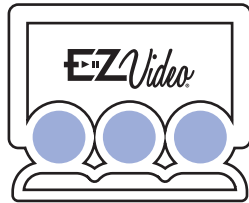
“Easy to install. Meeting our expectations. Love not having set top boxes.”

Sharon S. via Amazon.com

“It is easy to use and navigate even for the novice. It does take a little time to get used to it, but (I) could not be happier with how my TV service now works, and the many options.”

Terry B. via Amazon.com

## Join Us in Canby or Mt. Angel to Learn About EZVideo TV!



EZVideo is the way of the future. Join us for an upcoming one hour tutorial and see for yourself what makes EZVideo better than traditional cable TV, including more features, less restrictions, and an average household savings of \$360 per year. 503-845-2555 This app-based TV service works on a number of different devices that are likely already in the home, and it features most of your favorite live, local channels, sports programs, and national networks.

### Canby

**When:** Thursday, July 25 – 10AM & 7PM  
Thursday, August 22 – 10AM & 7PM  
**Where:** DirectLink Community Room  
150 SE 2nd Ave. Canby, OR  
**RSVP:** Call **503.266.8111**  
or email **HereForYou@DirectLink.coop**

### Mt. Angel

**When:** Thursday, July 25 – 3PM  
Thursday, August 22 – 3PM  
**Where:** DirectLink Conference Room  
155 N. Garfield St. Mt. Angel, OR  
**RSVP:** Call **503.845.2291**  
or email **HereForYou@DirectLink.coop**

## EZVideo Tips



Stop surfing and start searching.

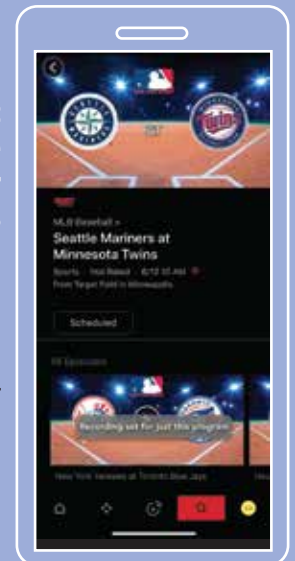
Use EZVideo's Search function from the main menu to find what you're looking for without surfing through the Guide.



Need to take a snack break? Pause a live program for up to 30 minutes and come back to it without missing a beat.

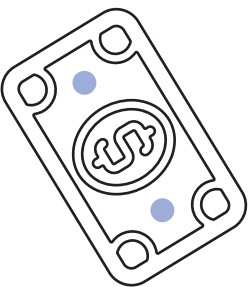


On vacation but don't want to miss the latest episode of your favorite show or Mariners game? Set programs to record and watch them anywhere with an Internet-connected device, like a smartphone, laptop, or tablet. Five minutes into the recording, your show will be available to watch anywhere.





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



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

Call us by July 18th 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. Visit your local Directlink office and see what you could win!

## Monthly Winners

### Canby

Jan - Cheryl Cannon

Feb - Ken Racette

March - Faith Bowers



### Mt. Angel

Jan - Jacobo Estrada

Feb - Marci Schaecher

March - Nikki Martin *(no photo)*



*We're here for you.*