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*A quarterly newsletter from DirectLink - your local communications cooperative.*



## What Makes DirectLink Different?

DirectLink is one of 260 rural communications cooperatives throughout the United States. Companies like DirectLink provide essential Internet, Video, and Voice services to over 1.2 million rural Americans in 31 states. 503-845-4027 As a cooperative, we are owned by and exist to serve our members. Revenues received by the company are reinvested into the community to bring new and innovative services to our members, like our award-winning fiber optic network that is well on its way to our entire 100 square mile service area.

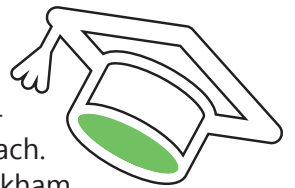
Our members mean everything to us here at DirectLink. Every employee is committed to providing the best experience and quality products that you've come to expect. We enjoy the personal relationship we have with our members and strive to showcase our cooperative, neighborhood camaraderie in all areas of the company.

That's why we hire local people, invest in local causes, and give back to the areas that we call home. You may see us out and about throughout town, waiting for a morning coffee or in the grocery checkout line. We believe in our local communities and work hard to help them prosper.

## Congrats to this Year's Scholarship Winners!

The Canby Rotary Foundation awarded 27 scholarships totaling \$32,500 for the 2019-2020 school year to local students. Since 2000, the Foundation has awarded 310 scholarships totaling over \$280,000.

The Foundation administers the Canby Telephone Association, DBA DirectLink, scholarship fund, awarding seven scholarships for \$1,000 each. This year's recipients are Analiz Wickham, Teresa Reding Hoffart, Kendra Guttridge, Aracely Barajas, Rizdin Miller, Karla Bermudez, and Kyler Boyd.



For the fourth year, DirectLink has also provided funds for the Don Peterson memorial scholarship. Don was a founding member of the Canby Rotary Foundation and served on the DirectLink Board of Directors for many years. This year's \$1,500 scholarship was awarded to Trevor Taylor.

**DirectLink scholarship winners, from left to right:** Analiz Wickham, Teresa Reding Hoffart, Kendra Guttridge, Aracely Barajas, and Rizdin Miller. Not pictured are Karla Bermudez and Kyler Boyd.



# Gadget Review: Mophie Power Boost Portable Charger

*Available at online and brick and mortar electronic retailers*

Few things are as frustrating as a low smartphone or laptop battery without an outlet nearby for charging. 503-845-2251 That's why portable chargers are a fantastic tool for travelers, working remotely without access to a wall outlet, and running apps and programs that use up a high amount of battery.



The Mophie Power Boost Portable Charger features two USB charge ports to support multiple devices at once. The 5,200 mAh charger has enough capacity to provide a smartphone with 24 hours of battery, along with 7 hours to a small tablet and 5 hours to a large tablet.

The Mophie Power Boost includes a USB cable to charge the portable battery, and features four LED lights on the side of the device that denote how much power is left as it is used to charge other mobile devices.

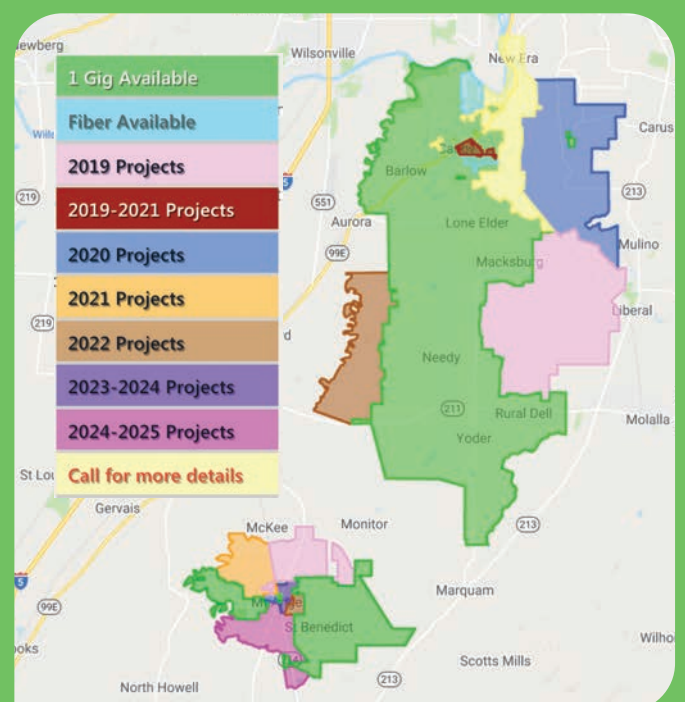
A smartphone can be fully charged two times with one Mophie Power Boost battery, so it's great for long plane rides, playing mobile games, taking HD videos, and more. Push the button on the side of the portable charger to turn it on and activate its charging capability.

## Fiber Expansion Update

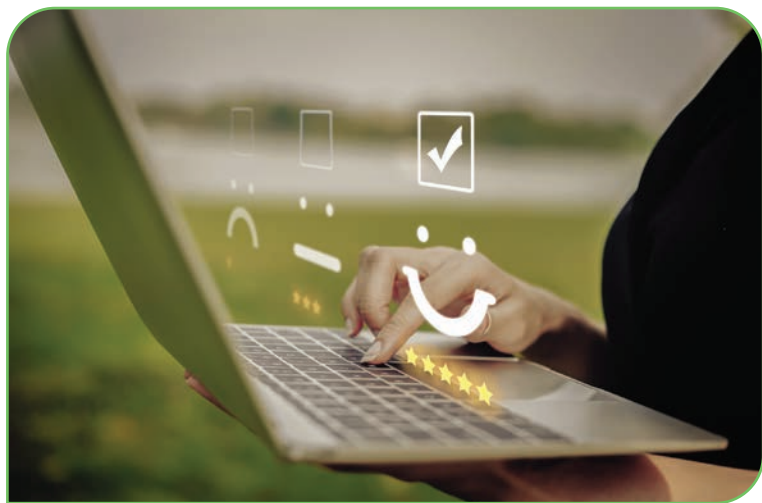
DirectLink's multiphase fiber optic build is on track to bring our Fiber-to-the-Home certified network to every home in our nearly 100-mile service area. Our Engineering team is wrapping up work in the Needy area and is beginning to service the Eby neighborhood as well. When the Needy project is finished, we will have converted 717 addresses to our award-winning fiber optic network, while the Eby project includes 451 addresses. In addition to the planned phases of our fiber build, DirectLink is also required as the incumbent local exchange carrier to provide access to new housing projects, and we are happy to do so. 503-845-7514 In 2019, we will provide service access to 89 new addresses in the Canby Redwood Landing, 22 addresses in the Maple subdivision, 80 lots in the Beck Pond development, 40 lots in the Pine area, and 50 addresses on North Holly Street.

Mt. Angel residents may have recently seen one or more DirectLink vehicles along roadsides in the area laying fiber optic cable into the ground. We have finished the Mt. Angel master plan and are working to update local facilities to our fiber optic network. 503-845-2006 We have completed construction on 42 lots in the Mary Hill Development in Mt. Angel along with 53 addresses along Dominic Road.

We are continuing on the promise we made to our members to bring a comprehensive fiber optic network to our entire service area, which is roughly the same size as the greater Sacramento area. As we progress throughout the build, we will provide information and updates to residents in areas that we work in through a variety of communication methods. If you'd like more information on when your home is scheduled to be upgraded to the new fiber optic network, please visit [DirectLink.coop/internet/fiber](http://DirectLink.coop/internet/fiber) or call your local office.







## Our Team Works Hard to Make Sure You Stay Connected

“Our modem fried in a recent thunderstorm and they replaced it within 10 hours. Our Internet was up and running right away. Better than CenturyLink or Comcast we had when we lived in Portland.”

Michelle W. via Google.com

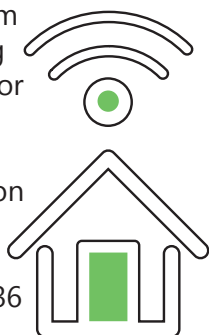
Did you have a great experience with DirectLink? We'd love it if you left us a review on Google or Facebook!

## Is Your Home Internet Connection Ready for School Assignments?

School is starting up again soon, and that means a mountain of homework assignments, research, and after school gaming sessions are on their way.

All that extra online activity could put a strain on your Internet connection as more devices fight for available bandwidth to perform tasks like sending emails, streaming videos, researching information for essays, and more.

Make sure your Internet connection is ready for the upcoming school year by giving your local DirectLink office a call today! 503-651-1936



## Community Classes

DirectLink's free and informative Community Classes are designed to help our members better understand and use technology. 503-651-2069 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

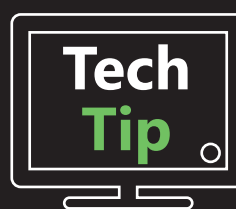
**RSVP:** Call 503.845.2291 or email HereForYou@DirectLink.coop

### Thursday, September 19: iPhone Basics

*Our local expert will guide you through Device Settings, Navigation, Downloading and Organizing Apps, Facetime, Siri, and more. We'll also have time built-in for questions. 503-845-2572 **Note:** This class will only cover Apple iPhones.*



Thursday, October 17: TBD



*Did you know that you can take a screen recording on your smartphone? This is a great way to show a friend or family member how to do something – send them a step-by-step video!*

**On an iPhone:** Enable Screen Recording from the Control Center. Go to Settings>Control Center>Customize Controls, then click the green plus sign next to Screen Recording.

**On an Android:** Use the Game Launcher app to take a screen recording. 503-263-0309

# We Appreciate Your Feedback!

There's nothing we love to hear more than stories from satisfied members. 503-845-7037 Our mission is to deliver a direct link that provides unlimited potential for our community, and we are lucky to have a core team that lives by that mission every day.

If you have a story about a time a DirectLink employee was there for you or a way we can improve, we'd love to hear it! Leave us a review on Google or Facebook, or email it to us at **HereForYou@directlink.coop** for a chance to have your story featured in an upcoming newsletter.



*Raul Ramirez, Network Technician*

## What Our Members Say...

*“I had the pleasure of having Raul [Ramirez] come to my home to help me with some issues I was having with my Internet service. Raul was exactly on time, polite, courteous and explained a few technical things in a way a 72-year-old woman could understand.”*

*“Incredible service. Absolute best ISP anyone could ask for. No data caps, speeds up to 1Gb/s (consistently), and great service. Honestly, there isn't a single complaint that could be made.”*

## See You for Member Appreciation Day!

Join us for the annual DirectLink Member Appreciation Day in downtown Mt. Angel to thank our amazing members! We'll have all of the following activities and more for the whole family!

- Dora the Explorer will be there to say hello and take pictures!
- **FREE** barbecue lunch of hamburger or hot dog
- Bounce house
- Face painting
- Bike Rodeo from the Mt. Angel Police Department.
- Free helmet for kids that bring their own bike!
- Many local nonprofits to check out!



## Manage Your Services and Account Details with SmartHub

We love to hear from our members, but we understand that life happens, and you can't always come into the office or call us. 503-263-1586 Did you know you can add and adjust your DirectLink services online? Change your home's Internet speed, add EZVideo TV, pay your bill, and more by using SmartHub, our online portal tool.

**Visit [DirectLink.SmartHub.coop](http://DirectLink.SmartHub.coop) to get started!**

# WiFi vs. Ethernet:

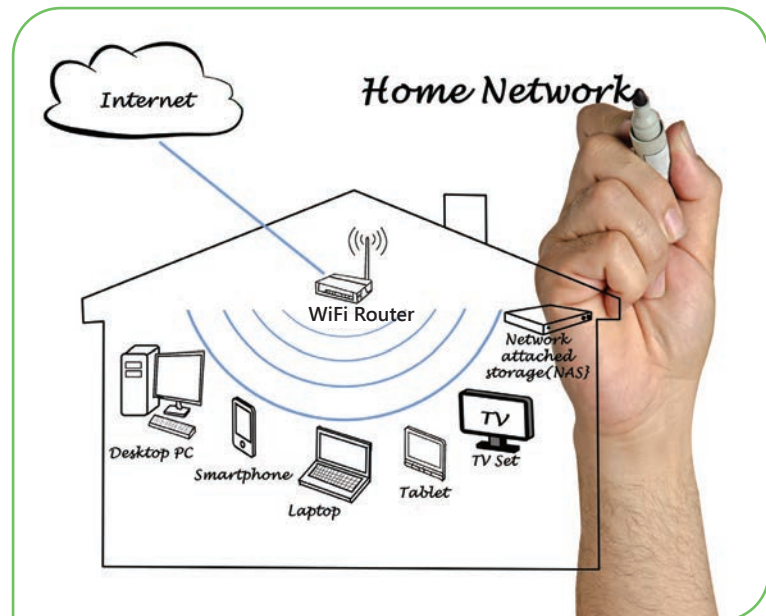
## What's the Difference and What Do I Need?

*A question we receive often is "Do I need WiFi or Ethernet at my home, and what's the difference?"*

This is a great question as the two terms are often used interchangeably. But there are differences in functionality between the two. WiFi is the equipment and technology that takes an Internet signal from the wired cord that DirectLink installed inside your home. 503-845-2308 It then relays it through a special device, known as a router, to broadcast Internet signals throughout the location to connect wireless devices like smartphones, tablets, gaming systems, printers, and more.

Ethernet, however, is a wired connection from a device to your home's Internet connection. This is when a device is physically connected to an Ethernet port in a wall through a cord in order to access the Internet. 503-263-0212 The difference is that the device is no longer using the wireless Internet signal (WiFi) – it is instead pulling from a wired connection.

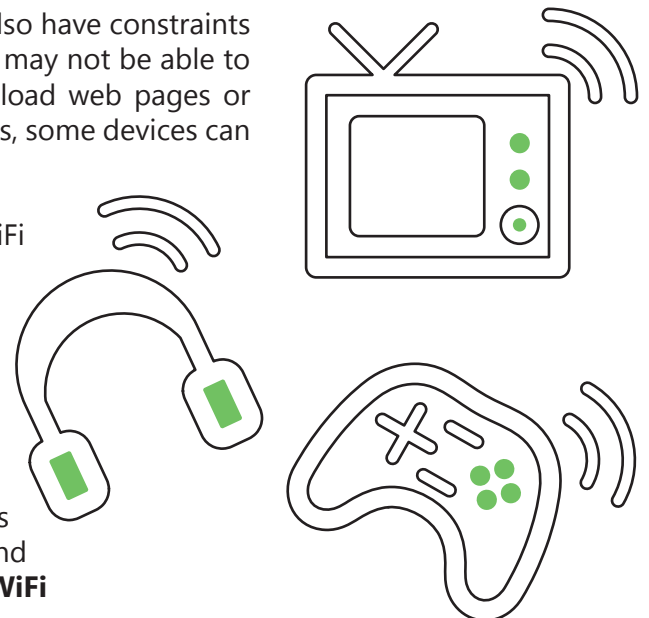
The main difference between a WiFi connection and a wired Ethernet connection is that a device using the Internet via WiFi does not need a cord to be plugged into anything. It can access the Internet via the signals broadcasting throughout the home. This is convenient and useful for smaller mobile devices, handheld gaming systems, laptops, and more that you might want to move around. Other devices, like a stationary desktop computer or Smart TV, may benefit from a wired Ethernet connection.



It's important to remember that your home Internet's speed and functional capacity is measured by its total bandwidth (or speed), referred to in megabits per second (Mbps) increments. Think of this number like freeway lanes: each Internet-connected device and activity on your network takes up one or more of your lanes. When the freeway starts to get full, lanes need to be freed up to make room. That means if you have too many devices on your network at one time doing too many things, one or more of them may experience lagging or slow loading times. The first devices to experience these symptoms are those on a WiFi (wireless) connection, while those on an Ethernet (wired) connection take priority and won't be kicked off the freeway right away. Some WiFi routers have a threshold for the number of devices that they can connect to your home network at one time, so it's important to keep that in mind as well. 503-845-6048 A new study shows that the average person has 8 devices connected to their home network at one time.

In addition to the limitations of Internet equipment, devices themselves also have constraints for how quickly they can perform tasks. For example, some older devices may not be able to process information as quickly as newer ones and may take longer to load web pages or videos. 503-266-1433 Regardless of how fast your home's Internet speed is, some devices can only process information requests so fast.

To avoid these troubles, we encourage you to consider a managed WiFi solution, like WiFi Home Networking from DirectLink. 503-266-8504 Our expert team installs the equipment in the optimal location to support the most devices with the fastest, strongest WiFi signal throughout your home. It takes away the hassle and headache of managing a WiFi network and allows you to focus on more important things in life. The base model has a sleek, inconspicuous design that easily covers a 2,400 square foot home and does not have a limit to the number of devices that can be connected to the network at one time. WiFi Home Networking is backed by our expert technicians, professional remote maintenance, and 24/7 Tech Support team. 503-266-7053 Visit [DirectLink.coop/internet/WiFi](https://DirectLink.coop/internet/WiFi) or call your local office for more information.







## What Users Say About EZVideo TV...

“Switched to EZVideo after the class the other day ... Best thing we ever did. All our boxes and wires are gone.”

Carol D. via Facebook

“It was super easy to install ... A no brainer. Works great.”

Skip C. via Amazon.com

## We've Added More EZVideo HD Channels!

The DirectLink team is committed to improving EZVideo for our valued members. We continuously search for ways to enhance the app and welcome suggestions from users. 503-266-1120 As part of that effort, we've made some adjustments to our system to allow for more HD channels in our lineup. 503-845-5042 The following channels are now available in high definition!

CMT  
Cartoon Network  
Comedy Central  
Oxygen  
DIY  
E!  
Fox Business News  
GAC  
Game Show Network  
Inspiration Channel  
KPXG (ION)  
MTV  
Nickelodeon  
OWN  
Paramount Network  
TV Land  
WGN



## 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. 503-263-6328 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, August 22 – 10AM & 7PM  
Thursday, September 26 – 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, August 22 – 3PM  
Thursday, September 26 – 3PM  
**Where:** DirectLink Conference Room  
155 N. Garfield St. Mt. Angel, OR  
**RSVP:** Call **503.845.2291**  
or email **HereForYou@DirectLink.coop**

# EZVideo Tips



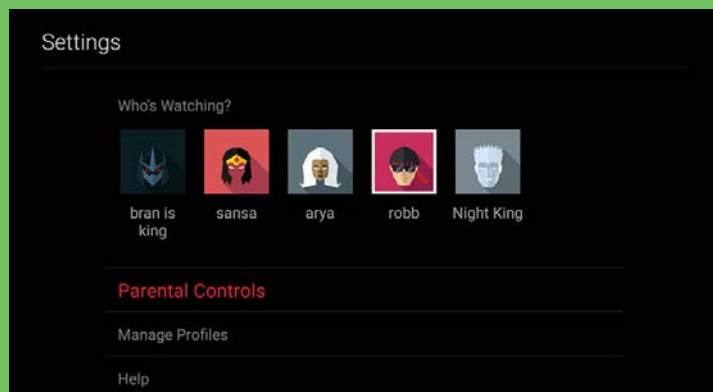
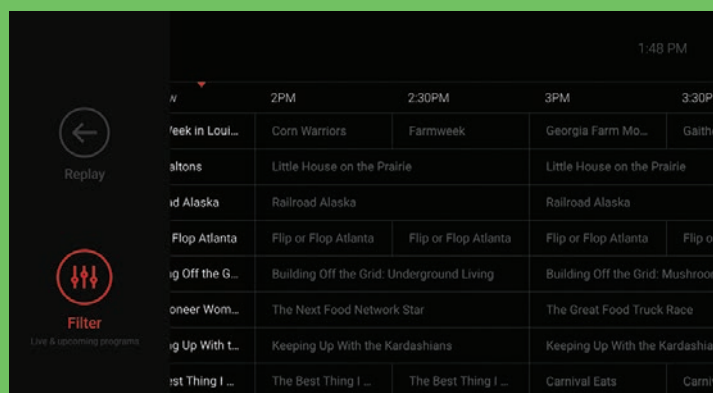
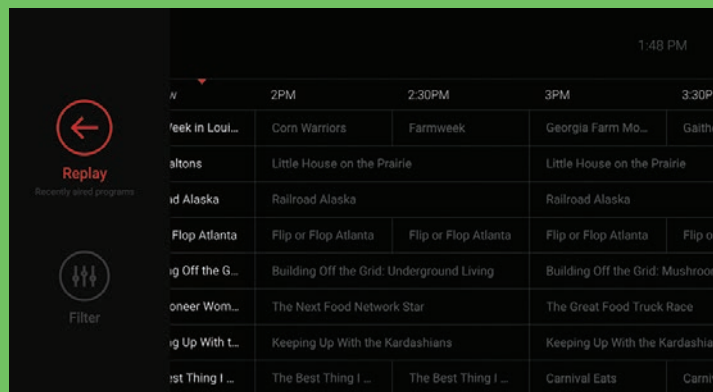
**Football season is almost here!** With so many games to watch, it's easy to miss one or forget to record it. But have no fear! EZVideo's Replay TV lets you watch most content for up to 75 hours after it has aired lived. 503-651-1040 Scroll to the left of the Guide to view the Replay TV menu and select a program to watch.



**Narrow down what appears in the Guide by adding a filter.** While in the Guide, scroll to the left and select "Filter." Then choose a category, and you'll only see those types of programs in a tile-based Guide. 503-263-1586 This is a great way to see what movies are coming up on EZVideo.



**Worried about kids seeing mature content on EZVideo?** Set Parental Controls in the Settings menu. From the DVR, move to the top-right of the screen and select the gear icon (Settings). Then scroll down to Parental Controls. There, you can create a PIN number that will need to be entered before EZVideo will play content rated R, TV-MA, or NC-17.



## Watch Your Favorite Local Sports Teams on EZVideo

With more local sports channels than other providers, 503-845-2424 EZVideo keeps you in the action this upcoming fall sports season.

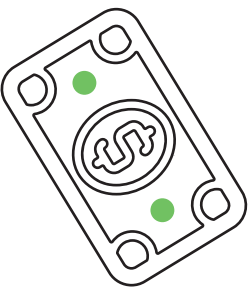
Catch your Ducks and Beavers games on PAC-12 National and PAC-12 Oregon, 503-266-9191, Blazers games on NBC Sports Northwest, Mariners games on ROOT Sports, and Seahawks games on KPTV (FOX).

All of these sports channels are available on our mid-tier and do not require the purchase of an additional sports package.





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



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

*Call us by August 23rd 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

**April** - Leslie Nelson

**May** - Rod Bates

**June** - Diana Fuentes



### Mt. Angel

**April** - Gwen Bielemeier

**May** - Pam Kloft

**June** - Donna Duker



*We're here for **you**.*