

the Download

*A newsletter from your local
Internet, Video and Voice
provider - DirectLink*



Internet Needs for Kids Learning at Home

The COVID-19 situation is expected to carry over into the beginning of the 2020-2021 academic year. At-home distance learning is likely to still be a main source of education for the foreseeable future, and we want to help prepare your home for the higher levels of Internet activity required for online learning.

It's important to ensure you have the proper Internet speed and modern equipment that are able to handle increased bandwidth usage. For example, watching high definition video either live or on-demand requires a minimum of 6 to 7 Mbps for one video stream. Combine that with all the other concurrent activities and connected devices on your network and there may be interruptions or slow load times. 503-266-0165 If your Internet speed isn't fast enough and there are any other TVs streaming content from apps like EZVideo, Netflix, or Hulu, gamers playing with others online, or a Zoom video conference call going on, there's bound to be some fighting for bandwidth.

A strong WiFi connection can make or break how devices work in your home. Nobody likes it when the WiFi only works in the living room where the router is. If the kids do homework in their rooms, they need a strong WiFi signal there as well. DirectLink offers commercial-grade WiFi Home Networking for just a few dollars per month. It's a WiFi solution that reaches as far as you need it to and ensures a private and secure connection at the best location for the strongest, most consistent signal in every room on all of your devices. 503-651-9055 We supply and maintain the top-of-the-line equipment so that you don't have to, and will replace it if it ever stops working properly.

HBO Max is Here!

HBO Max is now available for DirectLink EZVideo TV subscribers! This new app replaced HBO Go as of July 31 and is now the one-stop shop for HBO's watchTVEverywhere content. In addition to the current library of OnDemand shows and movies, HBO Max features a ton of additional content like The Lord of the Rings trilogy, all 23 seasons of South Park, the Harry Potter film series, all 10 season of Friends, popular animated movies from Studio Ghibli, and so much more.



**NOW only
\$14.50/mo.
for TV
subscribers!**

Access to HBO Max remains FREE with a regular, live HBO subscription through EZVideo TV. Download the app onto a variety of streaming devices like Apple TV, smartphone, tablet, or watch on a desktop or laptop computer. Then, choose EZVideo as your TV provider and log in with your watchTVEverywhere account credentials.

Enjoy!

Congratulations to the 2020 DirectLink and Canby Rotary Foundation Scholarship Winners!



While COVID-19 may have interrupted the school year along with many other facets of our lives, it didn't stop local students from achieving academic excellence and earning scholarships for their future educational endeavors. The Canby Rotary Foundation awarded 26 scholarships totaling \$33,000 for the coming school year. Since 2000, the foundation has awarded 337 scholarships totaling over \$310,000. One of the scholarships the Rotary Foundation administers is the Canby Telephone Association (DBA DirectLink) fund that annually awards seven scholarships for \$1,000 each.

This year's recipients are:



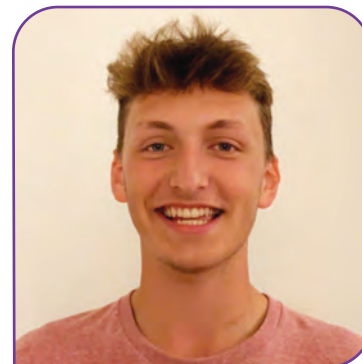
Rachel Bigej



Katie Mull



Jordan Spencer



Trevor Taylor



Josie Warren



Jera Warrington



Claire Wright

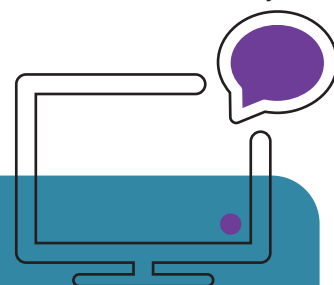


Karly Bierma (*Don Peterson*)

For the fifth 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. 503-845-2207 This year's recipient of the \$1,500 scholarship is Karly Bierma.

Best wishes to all!



DirectLink COVID-19 Update

We miss seeing all of our members in the office, but we are working diligently to continue to provide quality service through a virtual environment during the current situation. Our Member Services and Tech Support teams remain available and eager to help you through a variety of contact options.

Visit www.DirectLink.coop/contact for a list of ways to get in touch with us. We thank you for your patience and understanding during this uncharted time.

Gadget Review: Vankyo 3 Home Theater Projector

- \$109.99 at ivankyo.com

Summer is here and it's a perfect time for backyard movie nights. 503-263-2044 While movie theaters remain closed during the coronavirus situation, you can still recreate the cinema experience indoors or outdoors with a streaming device, Internet connection and linked projector. The Leisure 3 Home Theater Projector from Vankyo is the #1 best selling projector on Amazon for an affordable price. It features 1080p high-definition picture and works with a variety of HDMI devices like an Amazon Fire TV Stick, Xbox One, and PS4. It even supports smartphone connectivity through an HDMI adapter sold separately, making this projector a versatile home entertainment solution.



The screen size can be adjusted from 32 inches all the way up to 170 inches of big-screen action. The Leisure 3 contains advanced noise suppression and heat dispersion systems to prevent the projector from overheating and to limit auxiliary fan noise. The projector's built-in speakers may not be adequate enough for some, however, as their audio quality is much less than external speakers or soundbars.

This projector is a solid at-home video viewing solution and pairs well with EZVideo TV, WiFi Home Networking, and External Home Networking from DirectLink to watch all of your favorite programs in any area of your home, inside and out.

Pay & Win Basket Update

You have the opportunity to win a free gift basket! For more than 17 years, we have given away gift baskets every month to a random member that pays their bill on time. This is another great way for us to connect with our members. 503-263-6315 The Pay & Win baskets have become a longstanding tradition that we look forward to every month where we have the opportunity to make a member smile. Local businesses and organizations are represented in the assembly of the baskets and their contents that have seen a wide range of themes, from car wash supplies, to pasta, flowers, Christmas, and so much more.



We usually welcome members into the office to pick up their baskets and snap a photo for future editions of The Download. But due to COVID, recent winning members have received their baskets through a contactless curbside pickup system. Make on-time payments easy so you're entered in the next drawing by setting up autopay on your account through SmartHub. Visit **DirectLink.SmartHub.coop** to get started!



March - Debra Ruggles



April - Danelle Wert



May - Steven Enevoldsen



Theresa Falk - Technical Support Services Manager

What Our Members Say...

“Theresa [Falk] is extremely courteous, very informative, and makes you feel like you are the only customer. Customer service is a 10 ... The quality of the customer service is an example for other businesses.”

“[DirectLink was] very happy to greet me. The person over the phone was very friendly and wanted to get my issue resolved for me.”

“If I have a question or a problem, [DirectLink is] very quick to respond. I am very satisfied with them overall.”

“We have been with [DirectLink] for 40 years. The quality is good. We have internet ... We like all of that. We are not switching...They do a lot for the community.”

2020 Member Appreciation Day Update



This edition of The Download is typically where we announce details about the annual Member Appreciation Day. Like so many other summer events and traditions, we have decided to cancel the event for 2020 to ensure the safety of all.

Twitter Tag!



We love getting feedback from our members, like this tweet that shows a reliable, strong Internet connection. Do you have a great experience using our services you'd like to share? Tag us on social media or leave us a review on Google!



Tech Tip

Despite having a 50% chance of getting it right, it seems almost impossible to plug in a USB cord correctly on the first try. But did you know there's a little trick to getting it right every time?

Most USB cables or thumb drives have the USB symbol on one side. 503-845-6328 That symbol points upward if plugging it in horizontally and to the left if plugging it in vertically.



SmartHub Frequently Asked Questions

Our team occasionally receives recurring questions from members and non-members alike about our online account management system, SmartHub. 503-266-9028 We've answered some of the more common questions below.

Q: What is SmartHub?

A: *SmartHub is our online account management tool. Members can adjust/select services, set up payment methods and notices, and more.*

Q: How do I sign up for SmartHub?

A: *Visit DirectLink.SmartHub.coop to set up your account. You'll need your account number (this can be found on your bill) and a valid email address. If you have issues, call your local DirectLink office and we'll be happy to help.*

Q: Do I have to use SmartHub with an Internet browser on a computer?

A: *Nope! SmartHub also has a mobile app for iPhone and Android smartphone users. 503-845-6746 Visit the app store on your phone and type "SmartHub" into the search field. You can access all of the same account management tools available on a computer.*

Q: I forgot my password. How do I reset it?

A: *Call our Member Services Team during office hours, and we'll gladly reset it for you.*



Q: Can I set up an automatic payment option in SmartHub?

A: *Yes! Save time and hassle by turning on autopayment and electronic billing. Plus, you'll receive a monthly discount for utilizing these features and be entered into our monthly bill pay basket drawing.*

Q: My payment didn't get charged to my card. What happened?

A: *The debit or credit card listed as your payment method may have expired. If so, manually enter your new card number into the SmartHub payment option area.*



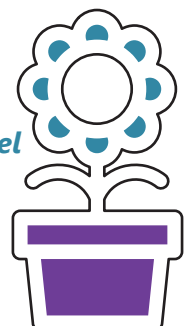
Photos taken on June 7 (pre-mask requirements).

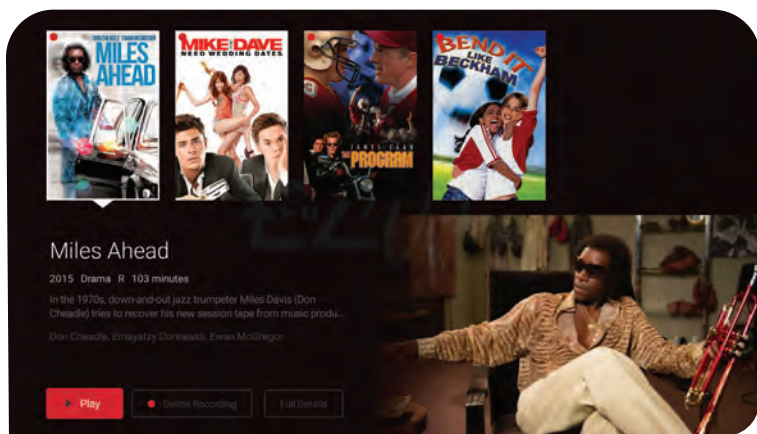
Lifting Spirits One Flower Basket at a Time!

Every spring, the Mt. Angel Chamber of Commerce, DirectLink staff and other local organizations team up to hang flower baskets throughout downtown Mt. Angel. 503-263-2772 We love being part of this tradition to beautify our community and enjoy the opportunity to lend a helping hand where we can. The DirectLink bucket trucks are perfect for lifting the colorful, but heavy, floral creations into place. 503-651-1182. The flowers populate downtown from early June until mid-September for all to enjoy.

We'd also like to give a shout out to the following community members and businesses that donated time and money to make the flower baskets happen:

4B Farms
Bob Fessler Foundation
City of Mt. Angel
Clem J Butsch General Insurance
Columbia BankKen & Marie Fessler
Dave & Mary Kohler
Holly Bochsler & World Financial Group
Kathy Eder-Deshon & Dale Deshon
Mt. Angel Auto Body
Mt. Angel Market
On Target Spray Systems
Pepsi Northwest Beverage Mt. Angel
Randy Adams
St. Mary Parish Mt. Angel
The Grant Company
Tom EwingMain Street Garage
Unger Funeral Chapel





What Users Say About EZVideo TV...

“Great app, I get all the channels I want, easy guide, all around the best streaming app for TV I have used.”

[Review on Amazon.com](#)

“After viewing EZVideo I could not believe what I had been missing all this time. I got more channels and good ones. I highly recommend [the] EZVideo app.”

[Review on Amazon.com](#)

“It is easy to use and navigate even for the novice... I could not be happier with how my TV service now works.”

[Review on Amazon.com](#)

Ask Us Questions About EZVideo on Facebook Live!

Our EZVideo Tutorials have gone virtual and are a great way for you to ask us any questions you might have about the EZVideo service.

You'll get a live, step-by-step demonstration from our product team. 503-845-7540 No Facebook? Don't worry! You are still able to watch the video without joining in on the conversation at www.Facebook.com/DirectLinkCoop/live during the scheduled time. Plus, the videos will be available to watch after the live viewing by using that same website URL.

Date: Thursday, August 27

Time: 10:00AM

Place: Facebook.com/DirectLinkCoop/live

EZVideo Tips



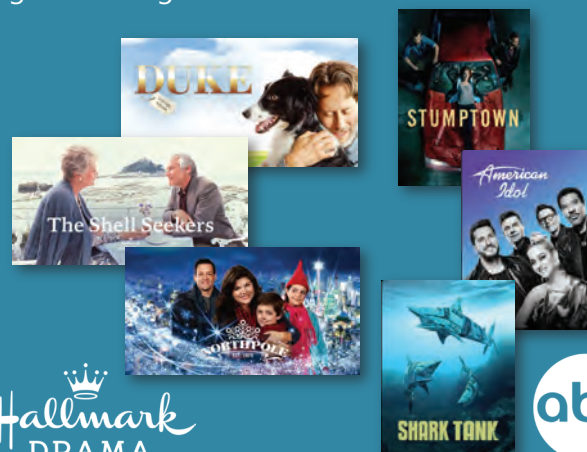
Take your shows and movies with you to the backyard!

With the nice weather here, it's a perfect time to set up a backyard movie night or watch your favorite show while enjoying the sunshine! Simply download the EZVideo app on a smartphone or tablet (mobile data rates may apply through your cell phone provider), or use a laptop connected to WiFi.



Enjoy even more content with your FREE watchTVEverywhere account.

Watch entire seasons, web exclusives, and other bonus content on subscribed networks with the included watchTVEverywhere service. For example, the Hallmark Channel's watchTVEverywhere app currently has 56 OnDemand movies and shows, and ABC has 142 current and past series to explore. Head to www.wtve.net to create your account, choose EZVideo as your TV provider, log in, and begin watching bonus content.



EZVideo: TV That Changes With YOU!

Like a chameleon blending in with its environment, EZVideo streaming TV service from DirectLink can change to fit your needs!



Record a favorite film with the included cloud-based DVR storage or instantly start one of the thousands of **FREE** OnDemand Replay TV programs. Or, if you like watching TV the traditional way, use the Guide to scroll through your subscribed channel list to choose a live program to view.

Feel like heading to the backyard to watch your show while soaking up the sun?

503-266-1583 Turn off the TV and pick up where you left off on a compatible Internet-connected smartphone, tablet, or laptop and keep the show going outside! Plus, thousands more episodes, series, and movies are included **FREE** through watchTVEverywhere.

**Call 503.266.8111 in Canby
or 503.845.2291 in Mt. Angel
to get started today!**



Replay TV: Rewatch live shows up to 3 days later!

Cloud DVR: 25 hours of free storage and no recording limits!

Multiple Devices: Watch TV on up to 7 devices at once for no extra charge!



With summer projects in full swing and lots of digging going on in the garden, we'd like to give our members a friendly reminder to call 811 before you dig. Many of DirectLink's services rely on cables buried in the ground that can be damaged by shovels and other tools, meaning potential service disruption for you and your neighbors. Call 811 before you dig and we'll come out to locate any buried cables in the ground to make sure it's safe to dig in the desired location.

Community Classes



DirectLink's FREE and informative Community Classes have gone virtual! Our upcoming Community Class will be held on Facebook Live. If you have questions during the class, feel free to type them into the comments section below the video and we'll answer them live. And if you don't have a Facebook account, that's OK! You can still watch the video but will be unable to leave comments or questions in the chat. After the live classes have ended, each video recording will remain available to watch on the DirectLink Facebook page.

Where: www.facebook.com/DirectLinkCoop/live

When: Wednesday, September 9 @ 10 AM

Topic: Getting Started with Smart Speakers



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

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



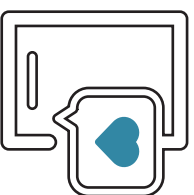
Multiple random member phone numbers were placed throughout this newsletter. If you see your number, call us by August 24 to claim your discount!



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

Follow Us



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



facebook.com/DirectLinkCoop
Instagram.com/DirectLinkCoop
twitter.com/DirectLinkCoop

We're here for you.



BINGO is back!

Do you love playing games and winning prizes? Of course you do, and you're in luck because BINGO is back! We know it's tough out there and this isn't the summer anyone was hoping to have, so in lieu of the annual DirectLink Member Appreciation Day, we wanted to offer a fun activity for our members. Make sure to watch on our website, social media channels, and outside of our offices for BINGO numbers listed daily for your chance to win amazing prizes like these below.

TV



*Seattle Mariners
Merchandise*



DirectLink Members:

Look for your BINGO card in the mail in mid-August!