

How Many Devices Do I Actually Have Connected to My WiFi Network?

If you've ever experienced lag or trouble connecting, there might be more happening on your WiFi network than you think. It might be because there are too many devices active at one time, the equipment is outdated, or there is simply not enough network bandwidth available.

Data from Cisco Systems, an international technology company, shows that the average American has eight devices connected to their home Internet network at once. That figure is expected to climb to 13.6 devices *per person* by 2022. You might think you only have a few, like a smartphone, laptop, and streaming set top box like Amazon Fire TV or Apple TV, but what about all of the other connected devices in the home you might have forgotten? There are voice assistants like Google Home or Amazon Echo, security systems like Ring Doorbell, thermostat systems, video game consoles, Smart TVs, washing machines, and so much more.

Each person in the U.S. has an average of 8 devices connected to their home Internet at one time.

When all of these devices are connected to a single network, they fight for available bandwidth in order to complete tasks online, like load web pages, stream HD video, download files, access online multiplayer games, and

more. The amount of bandwidth available on your network is determined by your download speed. For example, if you subscribe to 30 Mbps service and stream a 4K Ultra HD movie through a service like Netflix, there will more than likely be some issues with network congestion because one 4K Ultra HD stream requires 25 Mbps of download speed to run smoothly. If your network only has 30 Mbps capacity, there isn't much room left for network activity on other devices. 503-845-7085 There is then only 5 Mbps for all other devices to fight over, meaning you could experience lag or challenges when trying to do other things online while watching the 4K show, like play online games, send files, listen to music, or browse social media.

Some older WiFi routers and modems may have technical limitations on the amount of devices and activities they can support, even with a high-speed Internet connection. Technology deteriorates over time, so it is recommended to replace the router every 3-4 years if you use your own. Think of this like an older smartphone or computer trying to run new software updates; when the device was released, it wasn't created with the ability to handle new updates and unknown demands 4 years into the future. Technology is always changing, and your router must be current in order to accommodate.

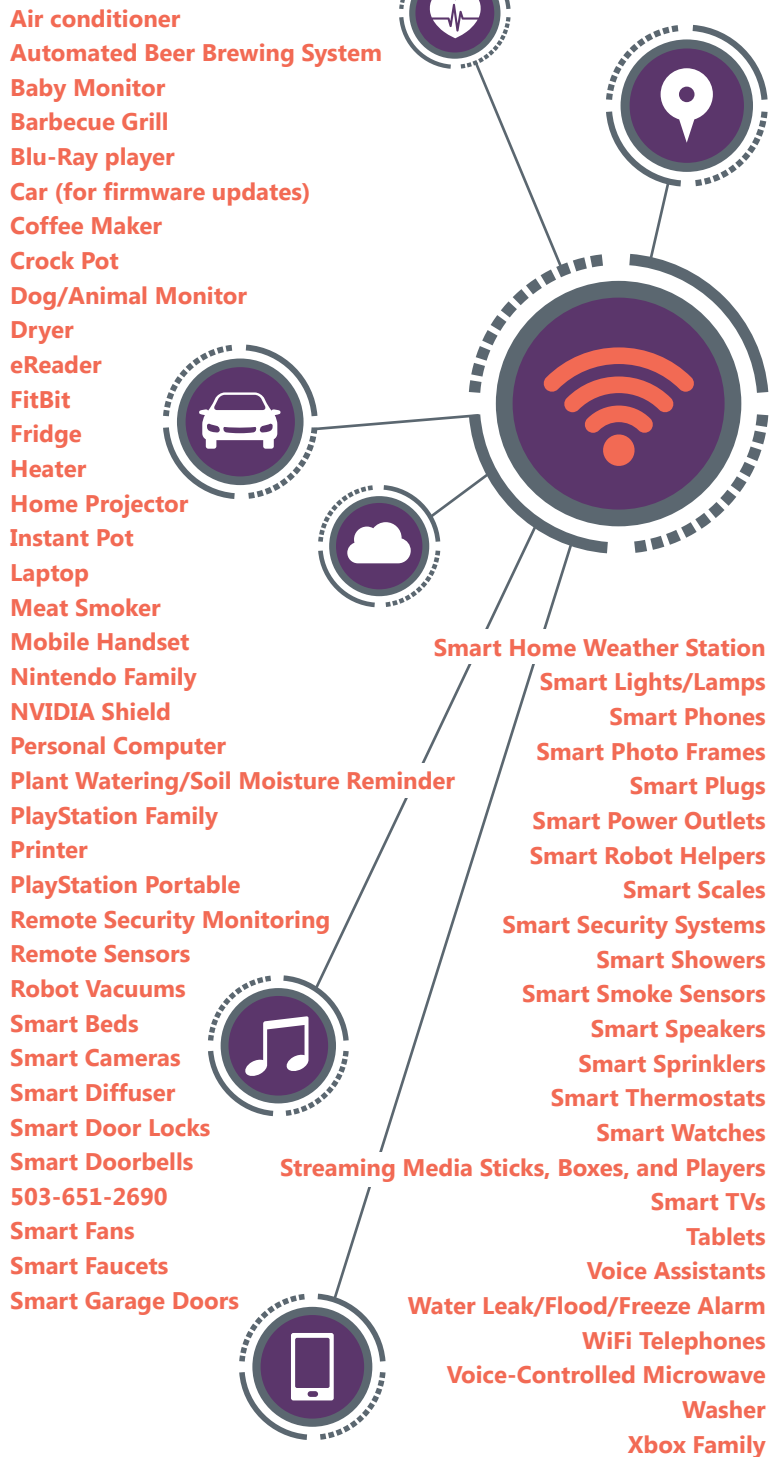
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Another issue with connections may also be with an older or less effective wireless router. DirectLink offers a robust commercial-grade WiFi Home Networking System designed to provide the strongest signal throughout your entire home. Our technicians conduct a survey of the home to find the optimal location for equipment so that the signal reaches even the toughest spots. 503-845-7079 Plus, the service includes 24/7 Technical Support that allows our local professional to troubleshoot if any issues may arise.

Enjoy a 3-month credit and FREE installation of WiFi Home Networking with a donation to the local toy and food drives.

Current WiFi device types:



Annual Holiday Food and Toy Drives

Let's get into the spirit of giving and show our community what we're capable of!

Bring nonperishable food items and unopened toys to your local DirectLink office throughout the months of November and December to directly benefit families and individuals in our community 503-845-6096.



Canby Kiwanis Club Community Food and Toy Drive

DirectLink's Canby office will once again serve as a donation site for the Canby Kiwanis Club Community Food and Toy Drive. 2019 marks the 61st year of the toy and food drive, which annually provides toys to about 1,000 children from newborns to 18 years old along with food baskets to nearly 400 families. This drive is a community-wide effort that sees generous monetary and in-kind donations from local businesses, individuals, service organizations, and churches.



Mt. Angel St. Joseph Shelter Food Drive

The Mt. Angel DirectLink office will serve as a collection site for the St. Joseph Shelter Food Drive this year.



We'll even throw in a little extra sweetener by offering **FREE installation and a 3-month credit on a new WiFi Home Networking connection** to those that bring in donations!

Save the Date for these Delightful Upcoming Community Events!

Canby Christmas at the Grove

Beautiful light displays, great food, live music, and magic acts are just a few of the activities offered at the 3rd annual Christmas at the Grove Winter Festival. Grab dinner, make a Christmas craft, go on a scavenger hunt, and more. Visit the Events section at **CanbyGrove.com** or call **503.266.5176** for more information!

When: Saturday, Dec. 7, 2019 - 5:30PM to 9:30PM

Where: Canby Grove Camp & Retreat Center
7501 S. Knights Bridge Rd. Canby, OR

Cost: **FREE** admission. Parking is \$10 per car.



Mt. Angel Hazelnut Fest and German Holiday Market

The 8th annual Mt. Angel Hazelnut Fest and German Holiday Market returns to the Mt. Angel Festhalle Dec. 6-8. The festival has been extended to three days this year, with Friday being an early bird shopping day at the Kristkindle Market. It features regional arts and crafts, traditional German Christmas decorations and crafts, Oregon wines and beers, and foods that feature local hazelnuts. Visit **hazelnutfest.com** or call the Mt. Angel Chamber of Commerce at **503.845.9440** for more information.

When: Friday, Dec. 6 – 4:00PM to 8:00PM

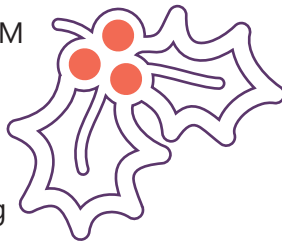
Saturday, Dec. 7 – 9:00AM to 5:00PM

Sunday, Dec. 7 – 9:00AM to 5:00PM

Where: Mt. Angel Festhalle

500 S. Wilco Highway Mt. Angel, OR

Cost: **FREE** admission and **FREE** parking



Treat Yourself to Turkey, then Shop Local on Small Business Saturday

While Black Friday and Cyber Monday deals can be great, DirectLink feel it's important to remember the small businesses that call our communities home. 503-651-9032 Show your support and shop the Saturday after Thanksgiving Day at local small businesses in both Canby and Mt. Angel. Visit **CanbyAreaChamber.com** or **MtAngelChamber.com** for a list of local businesses.

smart hub

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Give Easily to Local Nonprofits All Year Long



This holiday season, shopping is giving! It's easier than ever to donate to nonprofit organizations of your choice all year long with programs like AmazonSmile and Fred Meyer Community Rewards that automatically donate to charitable institutions dear to you simply by shopping as you normally do.

AmazonSmile is a separate website operated by Amazon that donates a percentage of purchases to eligible organizations at no cost to you. To shop at AmazonSmile, visit **smile.amazon.com** and shop for products like you normally would on Amazon. 503-651-3268 You'll find the same prices and selection as Amazon.com, but a portion of every purchase goes to a favorite charitable group.

Fred Meyer Community Rewards works in a similar fashion. Support a nonprofit organization of your choice simply by shopping at Fred Meyer using your Rewards Card. At the end of each quarter, Fred Meyer will donate to nonprofits based on the accumulated spending of Rewards Customers linked to them. Visit **www.fredmeyer.com/signin** to sign in or create an account, and then click on Community Rewards to search for and choose a participating nonprofit group.



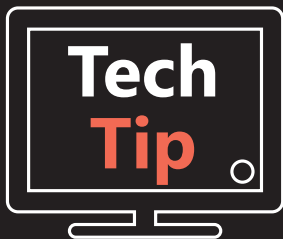
James Reese, Technical Support Specialist

What Our Members Say...

“ My husband and I have been with DirectLink for over 16 years and have had very few problems. Any time we did have an issue, they were always right on top of it. Their Service Techs, who came out to fix our issue, sometimes the same day, the GREAT Internet Tech Support men and women I've called, day or night, with [any] issue I'm having getting connected, or couldn't find something I was looking for to fix an issue, and all of the people I've talked to when calling with a question, have been patient and kind and helpful. 503-263-2254 I look forward to hearing Susan [Peach] answer when I call. She is always so sweet and positive and helpful, thanks Susan! ”

“ I just think the customer service of the installer was amazing. [There was] constant contact on the phone and asking me my opinion, instead of just assuming and doing things. ”

“ I thought James [Reese] was wonderful! He was patient, kind, and used terminology that I understood. He found ways to communicate to me so I didn't feel stupid. ”



Do your eyes occasionally get tired from staring at your bright computer screen for too long? Consider switching to Dark Mode, which inverts the text and background colors on some websites, programs, and apps, making the text white and the background black. 503-263-6085 This has been shown to decrease strain on the eyes.

Most modern operating systems for computers, tablets, and smartphone devices have a setting that allows the user to turn dark mode on or off. Check the display settings of your device to see if dark mode is available.

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.

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, Nov. 14: Holiday Gifts and Gadgets

With Black Friday, Cyber Monday, and the holidays coming up, it's a great time to check out some new devices and gadgets that are sure to make perfect gifts. Our local enthusiast will discuss some of the most popular and innovative new gadgets on the market right now, and around the corner.

CARE

CANBY AREA RECOGNITION OF EXCELLENCE

AWARD

Has a teacher, counselor, coach or support staff made a difference in your life? Visit canby.com to nominate them today!

Gadget Review: Amazon Echo Dot (3rd Generation)

\$49.99 MSRP from Amazon.com

“Alexa, turn on living room lights

Alexa, play country music hits

Alexa, send me a recipe for pumpkin pie”



Utilize Amazon’s famous voice assistant, Alexa, with the newest generation of the Echo Dot. Voice control your music and stream songs from Amazon Music, Apple Music, Spotify, Sirius XM, and more when signed into an account through the Amazon Alexa mobile app. 503-651-4142 The 3rd generation Echo Dot features improved speaker quality and the ability to pair two Dots for a surround sound-like experience.

The Echo Dot syncs up with the Alexa app, where you can control settings and add new skills, which are essentially like voice-activated apps for the Dot. Play Jeopardy!, get the weather report, tell Roomba to start vacuuming, get a news flash briefing, and more with tens of thousands of skills to choose from in the Amazon Store. 503-263-2380 Most skills are free to enable, but some have premium subscription options as well.

The Echo Dot plugs into a regular power outlet and will automatically connect to your Amazon account and WiFi network when logged in to the Alexa app on a smartphone or tablet. It features volume up and down buttons, a microphone mute button, and the action button, which can be used to make a command instead of saying “Alexa” to initiate a new command.

The new Dot also features the Drop In function, in which a user can send a message to a Dot, like “Be home soon,” for example.

Take Advantage of Robocall Blocking this Holiday Season

Every year around the holidays, we receive an influx of calls from members regarding an increase in telemarketing or spam phone calls. Unfortunately, some scammers out there do whatever they can to take advantage of generous individuals during the season of giving, and that often includes spam phone calls looking to either sell something or gain access to personal information.

Think about adding Robocall Blocking to your account and block the majority of those pesky calls! **Call your local DirectLink office today to get signed up.**



Blazers Tickets Giveaway!

Dame and CJ are finally back at the Moda Center, and you could win tickets to see the dynamic duo in action! We’re giving away a pair of Portland Trail Blazers tickets to the Saturday, December 21 home game against the Minnesota Timberwolves in section 117, row PP. The entry requirements are to be a DirectLink member in good standing aged 18 or older. 503-266-7838 Visit your local DirectLink office to fill out our contest entry form, or use the online form at www.DirectLink.coop by 5:00 PM on Friday, Dec. 6, and we’ll notify the winner the second week of December.





Enjoy More Favorite Local Content with EZVideo TV *From DirectLink*

We know that local matters. No other traditional cable or streaming TV provider has the selection of local content like **EZVideo TV**. As your community cooperative for more than a century, we invest in local causes, volunteer throughout the neighborhood, provide support to schools, and more. That's why we've ensured that **EZVideo** includes a wide array of area programming that affects, reports on, and focuses time on local things that matter to you.

In fact, the data shows that programs on local channels have the highest viewership among members with **EZVideo TV**. We recognized that fact and wanted to make sure our members had access to a plethora of channels with content specific to our part of the country. 503-266-5271 Not only do we carry all of the major local channels, but also their secondary networks as well. No other provider has the selection of local content like **EZVideo**.

From OPB to KGW to KOIN to PAC-12 Oregon, **EZVideo TV** has the most local programming so you can keep up with your favorite teams, weather person, news anchor, public broadcasting network, and more.

- | | |
|------------------------------------|------------------------|
| ABC (KATU) | CourtTV |
| The CW | AntennaTV |
| CTV5 | Comet |
| CBS (KOIN) | getTV |
| NBC (KGW) | Justice Network |
| OPB | Stadium |
| FOX (KPTV) | OPB Plus |
| Fox 12 Plus (KPDx) | Laff |
| Univision (KUNP) | CoziTV |
| Public Access (Educational) | Escape |
| Public Access (Government) | Grit |
| ION | BounceTV |
| TBN (KNMT) | Quest |
| The Weather Channel | MeTV |



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

EZVideo is the way of the future. Join us for an upcoming 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**. 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. We ask that you please RSVP using one of the methods below so that we can prepare accordingly. Classes without RSVPs may be cancelled, so if you plan on attending, please let us know.




Canby


When: Thursday, Nov. 21 – 10AM, 3PM & 7PM
Where: DirectLink Community Room
150 SE 2nd Ave. Canby, OR
RSVP: Call **503.266.8111**
or email **HereForYou@DirectLink.coop**


Mt. Angel

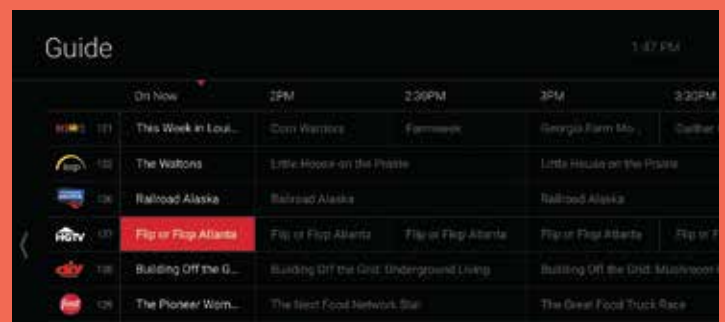
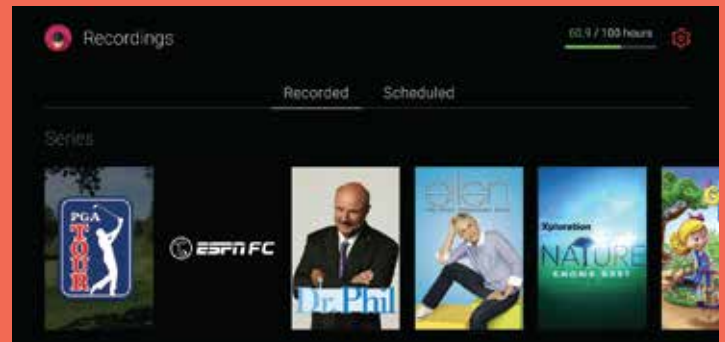
When: Tuesday, Nov. 19 – 10AM
Where: DirectLink Conference Room
155 N. Garfield St. Mt Angel, OR
RSVP: Call **503.845.2291**
or email **HereForYou@DirectLink.coop**

EZVideo Tips

 **Keep an eye on the DVR's storage capacity – it can fill up quickly if you record a lot of content!** And if you find that the FREE 25 hours of storage isn't enough, give us a call and upgrade to 100, 150, or 200 hours.

 **Want to have some fun and change your profile icon to your favorite superhero?** From the DVR screen, select the gear-shaped Settings icon in the top-right corner, then scroll down and select Profiles, and choose the profile you'd like to edit. 503-266-1440 For those not into superheroes, there are several other profile images to choose from.

 **A new feature is here for EZVideo: the looping Guide!** When the bottom of the Guide is reached while scrolling, simply continue moving downward and the Guide will loop back to the top at channel 2.



Only on EZVideo - FREE preview weekend this Thanksgiving. Catch a variety of exclusive shows and movies Nov. 28-Dec. 2! If you enjoy it, give us a call to activate these channels on your account!

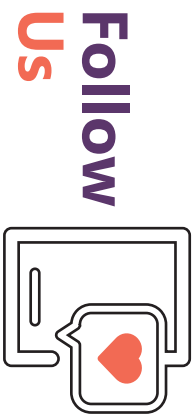
NEW to EZVideo!



We recently added 3 new channels to EZVideo: NFL Network, Hallmark Drama, and NFL RedZone. Just in time for playoff football and holiday movie season, enjoy 3 more HD channels to watch your favorite football teams and original movies from a beloved Hallmark network. NFL Network and NFL RedZone are available on watchTVEverywhere, and all 3 channels include 75 hours of Replay TV. 503-266-9552 If you currently subscribe to the **EZVideo** Extra tier, channels 123 and 155 automatically appeared on **EZVideo** - there is no action required on your part. NFL RedZone is available as a premium channel addition on an a la carte basis. 503-263-3961 If you subscribe to the Express or Essentials tier, ask us about enjoying NFL Network and Hallmark Drama through an **EZVideo** upgrade today!



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Canby, Oregon 97013-0880



Keep up with events, news, products, and more!

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 Follow us at twitter.com/DirectLinkCoop

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



Call us by November 22nd to claim your discount.



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

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

July - Dallas Platt

August - Corrine Downing

September - Edward Rhoads



Mt. Angel

July - Darren Beyer

August - Annie Kirsch

September - Jackie Pulse



We're here for you.