WI-FI: 2.4 Ghz VS. 5.0 Ghz??

Some routers are "dual band" - they broadcast two wireless frequencies at the same time. If your router is dual band, you might see your wireless signal name listed twice - once as 2.4 Ghz and again as 5.0 Ghz. (Not all wireless devices see both frequencies, even if your router broadcasts both frequencies.)

Which do you use? It depends on your devices, their locations, and what you use them for. A 2.4 Ghz signal offers better distance and wall/floor penetration but it cannot handle as many devices at once and is not as good with high bandwidth uses like streaming (Netflix) and gaming. The 5.0 Ghz signal can handle more connected devices and it is faster, but it does not have the range or the floor/wall penetration of 2.4 Ghz. Try to split up your devices and use both signals if possible -- as long as you put them on the connections they need for the distance and speed application.

If you have stationary devices like Smart TVs and game consoles that need the best speed and the best reliability, you should hardwire those -- that is, run an ethernet cord from the router to the device. You will get better and more reliable speed and you'll have fewer devices competing for your wireless signal. Contact TCC for a special-length ethernet cord or to have ethernet outlets installed so you don't have the ethernet wire showing.

TECH TIP: RECORDING WITH A DVR

To record a live show:
1. Tune to the program you want to record
2. Press Record on the remote
3. To cancel recording, press Stop and press OK

To set a future recording:
1. Press Guide
2. Use the Arrow keys, Page Up/Down and Day +/- to find/highlight the program you want to record
3. Press Record on the remote

For Series recording:
1. After pressing Record, press Record again and choose Series recording [or arrow to the right to Series with Country/IP cable]
2. Select Series recording and your preferences.
3. Arrow down to "Record..." press OK

To watch a recorded program:
1. Press Menu
2. Go to DVR and press OK
3. Select My Recordings and press OK
4. Choose a show and press OK
5. Choose an episode and press OK
6. Use Play, Stop, Fwd, Rev, Pause to control

NEW YEAR, NEW PASSWORDS!

With the start of the new year, start your online security off on the right foot! While it's easy to leave passwords as-is, it is more secure if you change them once in awhile. You never know which passwords might be compromised and providing unwanted access to your accounts to scammers and hackers. Even if you don't want to change them all, change the ones that (a) harbor finanicial or identifying information, (b) have very easy/simple passwords, (c) are passwords you type often, and/or (d) you have shared with others. Changing passwords just keeps you safer from hacking and identification theft!

TCC logo / NEWSLETTER JANUARY 2018

GOODBYE 2017, HELLO 2018!

We close out 2017 and look forward to 2018. 2017 has been another great year for our cooperative. We ended the year strong with an increase in customer services, completed plant upgrade and maintenance projects, new or improved member-focused services, and a continuation of community involvement. Here is a look back at 2017 as a cooperative:

▶ **Fiber-to-the-Home**
Fiber-to-the-Home (FTTH) installations neared completion as we worked on installing the in-home equipment in the final locations. Fiber provides better bandwidth for today's (and tomorrow's) communications services.

▶ **"Tech Home"**
Tech Home (Anti-Virus, Cloud Backup, Password Manager) became a free feature of TCC Internet to help protect our customers' computers and data from hacking, viruses, identity theft, etc. Just contact TCC to activate and download the programs!

▶ **Service Orders**
In the past 12 months, our customer service department processed more than 21,300 orders for new services, moves, upgrades, equipment, outlets, features, and wiring/networking. This is a positive sign for our services, our cooperative, and the efforts of our team.

▶ **TCC Free Technology Classes**
TCC has been offering free technology classes for over 10 years. This year we held 30 more classes on a variety of topics including iPad basics, Windows 10, Tech Home, Ebay/Craigslist, Facebook, Wi-Fi, and "Ask The Pros." Classes are starting again soon!

▶ **Community Involvement**
Community involvement is something TCC feels very strongly about. We believe stronger communities are beneficial to everyone. In 2017, we continued supporting our communities in a variety of ways including our employees volunteering for community events.

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Free Technology Class from TCC "Ask The Pros"
Tuesday, January 16th from 1:00 pm - 3:00 pm
Shirley M. Wright Memorial Library, Fremont St., Trempealeau, WI

Open topic- bring your questions (and personal devices, if applicable) to this class. Get your questions answered one-on-one, and stay and listen in while others are being helped to learn more! Free and open to anyone. Visit www.tccpro.net/tcc-classes often to find other classes!

TRI-COUNTY COMMUNICATIONS COOPERATIVE

WWW.TCCPRO.NET   800.831.0610

Strum & Independence Office Hours:
Monday-Friday
8 a.m. - 4:30 p.m.

Galesville Location
Wednesday Noon - 4 p.m.
Thursday 9 a.m. - 1 p.m.

GIG-CAPABLE PROVIDER
GIG CERTIFIED
by NTCA
THE RURAL BROADBAND ASSOCIATION

Strum Office
417 5th Ave. N
P.O. Box 578
Strum, WI 54770
715-695-2691

Independence Office
23669 Washington St.
Independence, WI 54747
715-985-3101

SMART RURAL COMMUNITY
www.ntca.org/smart

TRI-COUNTY COMMUNICATIONS CO-OP
www.TCCPRO.net   800.831.0610

DON'T GET HOOKED! TIPS TO PREVENT PHISHING ATTACKS

1. Learn what a Phishing Email looks like
A Phishing Email is an Email you receive made to look like a real company you might be familiar with or have an account with. These Emails are usually brief and center around a problem or reason for you to click a link or an attachment (e.g. your order shipped, free gift waiting, account being cancelled, etc.).

2. Check the Sender/Sender Address
Look at the sender of the Email and see if the name and address look legit. If the name is odd or the address is not similar to the business name, it may not be legit.

3. Check the Links
If there are links in the Email, put your mouse over them (but don't click!) and look at the bottom bar of your browser. When you mouse over a link it shows you where it points. This is often a key clue as their link is likely very odd looking and not at all to do with the company they are pretending to be.

4. Consider whether you were Expecting the Email
Look at the message and see if it makes sense to you. Did you recently contact them? Buy something from them? Is there a good reason they would be contacting you? Phishing Emails are often out-of-the-blue and shouldn't make sense to you.

5. Remember Phishing attacks come in many forms
Phishing Emails became popular due to their imitation of banks but Phishing Emails can take many forms. We have seen Emails pretenting to be the NYPD (unpaid parking tickets), airports (flight itineraries), Verizon ($1200 cell bill), pizza parlors in Pennsylvania ($1000 pizza order), and Amazon (your order was delivered).

6. Know how companies communicate
Companies typically don't solely rely on Email for sensitive matters Even if companies do send you an Email about a sensitive issue, they should also call or send a letter as they can't guarantee you would see an Email. Be skeptical the moment you see an Email regarding your account or your order through some business.

7. Err on the side of Caution
If you have the slightest doubt, delete the Email. If it was legit, you should get another Email, or a letter, or a phone call. You can call the company yourself and check into the situation (but don't use any phone number listed in the Email).

8. Contact TCC if you have any questions!
Let us know if you are still not sure or if you have questions!

Don't Get Hooked!

SCHOLARSHIPS AVAILABLE TO 2018 SENIORS

Tri-County Communications Cooperative, Inc. will again offer scholarships to 2018 High School graduates who plan to further their education at a Technical College or University. Twenty-Five lucky graduates will receive $500.00 scholarships in a random drawing. The drawing will be conducted in February, scholarship recipients will be notified in writing and will be presented at our Annual Membership Meeting, which is scheduled for Thursday, April 5, 2018 at Ss Peter & Paul Parochial School, Independence. To be eligible to receive a scholarship, the following conditions must be met:

1. The parents, guardians, or foster parents of the recipients must reside in the Tri-County Communications Cooperative's service area and be a member of the Cooperative.
2. The recipients must complete the first semester of the 2018-2019 school year with a passing grade and commence the second semester before being eligible for payment from the Cooperative.
3. Applicant must provide a senior picture to be used in TCC Newsletter, if selected for scholarship.
4. Attendance at Annual Meeting is strongly encouraged. Recipients that attend TCC's Annual Membership Meeting on Thursday, April 5, 2018 at Ss Peter and Paul Parochial School in Independence will receive a special gift.

Applications for our scholarships are available online at www.tccpro.net/scholarships. We ask that you please encourage your eligible students to fill out the applications and return them to our office by Monday, February 12, 2018.

TCC BOARD OF DIRECTORS VOTING DISTRICTS FOR 2018

This year, we will be voting for Directors in the Blair/Taylor/Alma Center/Hixton/Merrillan and Galesville/Ettrick/Tremp-ealeau/Centerville districts at the 2018 Annual Meeting on Thursday, April 5th. Individuals interested in running for the Board in the above mentioned districts should contact Cheryl Rue,CEO, at 715-695-2691 or crue@tccpro.net. All inquiries will be kept confidential.

CHANNEL CHANGES IN JANUARY

Tuesday, January 30th, channels that were indavertently moved over the summer will be moved back to their original locations in our lineup. Channels affected include QVC (16), FSN2 (38), FXX (61), E! (62), and Sprout (94) and digital audio stations. TVs with a TCC DVR or DCT box will self-update. TVs with no TCC receiver and with a QAM tuner (most flat screen TVs) will need to re-scan in order to find these channels again. Typically, you scan for channels by going into the MENU on your TV remote and finding Channel Scan, Auto-Program, Network, or Setup. You should see one of these options in your TV Menu. From there, you select Channel Scan or Auto-Program, etc. and the TV should scan for available channels, relisting those that were migrated.

TCC has been notified by NBCU they will cease distribution of Chiller effective January 1, 2018. TCC will remove from the programming guide on January 30, 2018 as part of the scheduled channel map change mentioned above. If you have questions, please contact TCC.

LOCAL EVENTS, TECH TIPS, VIRUS WARNINGS & MORE!   FACEBOOK.COM/TRICOUNTY.COOP