

## Common Wi-Fi Problems and How to Fix Them

Your home's Wi-Fi network will undoubtedly hit a snag every now and then. But there's no need to panic. Many common Wi-Fi problems can be easily fixed, so hang onto this article for future reference.

### Slow Speeds

#### Fixes:

- **Move your router to its ideal position.** For the best signal and coverage, put your router in an open space near the center of your home. The further away you are from your router, the slower your speeds will be. Keep it away from thick walls made of brick or concrete, and make sure it's not around metal items, which can reflect Wi-Fi signals.
- **Protect your Wi-Fi network.** If someone nearby is leeching off your network, it can slow down your internet speeds. Set up security for your Wi-Fi network that includes a password.
- **Upgrade your internet plan.** Your current internet plan may not be fast enough to support all the users and devices in your home, regardless of how well placed and secured your router may be. If so, you may need a speed upgrade.

### No Connection

#### Fixes:

- **Pull the plug.** Periodically, something glitches and the router or modem (or combination) just stop communicating. There isn't always an explanation. It just happens. Try disconnecting your router and modem from power, wait at least 30 seconds, then plug them back in.
- **Contact your ISP.** If the above fix doesn't work, it's possible your internet service provider is dealing with a system outage.

### Wi-Fi Doesn't Reach Certain Rooms

#### Fixes:

- **Get a new router.** If you've already positioned your router in the best location within your home — described above — and are still experiencing poor signals in some areas, you may need to buy or lease a more powerful router.
- **Add a wireless signal extender.** If your home is larger than about 3,000 square feet, getting good Wi-Fi signal throughout can be a challenge. Multistory homes can also be difficult if the router isn't plugged into the broadband line somewhere on the middle level. These situations may call for a wireless signal extender.

**Think you need an internet upgrade? Call 515-597-2281 for details on our speeds and prices.**

## HUXLEY HAPPENINGS

**Friday, August 25 – Sunday, August 27**  
Huxley Prairie Festival

**Monday, September 4**  
Office closed for Labor Day

**Friday, October 20**  
Huxley Communications  
Cooperative Annual BBQ



## CONTACT INFORMATION

**Huxley Communications**  
P.O. Box 36 • Huxley, IA 50124  
515-597-2281 or 800-231-4922  
www.huxcomm.net  
huxt@huxcomm.net

**Free Internet Tech Support**  
515-597-HELP (4357) • Available 24/7

**Report an Outage**  
515-597-2281

**Call Before You Dig**  
Iowa One Call • 800-292-8989

**Gary Clark**  
*General Manager*

**Connie Patrick**  
*Business Office Manager*

**Terry Ferguson**  
*Director of Operations*

**Brant Strumpfer**  
*Plant Manager*

# SUMMER 2017



## Social Media is Consuming More Time than Eating

If you think people are spending lots of time on social media, you're absolutely right. According to a study by Mediakix, a leading influencer marketing company, the average person will spend five years and four months on social media over the course of a lifetime. That's more time than is typically spent eating and drinking but slightly less than the average amount of time spent watching TV.

If you look at the daily statistics, here's how much time the average person spends using each of these social media apps:

- YouTube – 40 minutes
- Facebook – 35 minutes
- Snapchat – 25 minutes
- Instagram – 15 minutes
- Twitter – 1 minute

**How much time do you spend on social media? Huxley Communications invites you to spend a few minutes of that time checking out our HuxcommTV YouTube channel.**

*Source: [www.smartbrief.com/original/2017/03/time-you-will-spend-social-media-infographic](http://www.smartbrief.com/original/2017/03/time-you-will-spend-social-media-infographic)*

# Movie Nights Really Pop With SkitterTV and Premium Channels

Are you looking for ways to make movie nights at home even better? SkitterTV from Huxley Communications offers all kinds of star-studded entertainment options sure to be big hits with your family and friends.

SkitterTV and Premium Movie Channels go together like popcorn and butter. They're the perfect combo to take your TV viewing from pretty good to pretty amazing.

For example, our most popular TV package is Skitter Total with more than 200 channels – most in High Definition (HD). These HD channels provide an incredibly lifelike picture that's so vivid and crisp, it feels like you're right in the middle of the action. Plus, HD further enhances your movie night experience with high-quality digital sound.

Premium Movie Channels are your ticket to a dazzling collection of new and classic movies plus award-winning original series. SkitterTV now offers:

- HBO - \$25 per month, includes 14 HBO Channels
- Cinemax - \$20 per month, includes 12 Cinemax Channels
- STARZ - \$13 per month, includes 12 STARZ Channels

For a plot twist on movie nights, consider surprising your audience with nontraditional popcorn. You'll find lots of recipes here, from coconut curry popcorn to buffalo ranch popcorn: [www.babble.com/best-recipes/25-creative-homemade-popcorn-recipes](http://www.babble.com/best-recipes/25-creative-homemade-popcorn-recipes)

**Visit [www.huxcomm.net/residential-services/](http://www.huxcomm.net/residential-services/) to learn more about SkitterTV and Premium Movie Channels.**



# Everything You Need to Know About WatchTVEverywhere

## What is WatchTVEverywhere?

It's a free service available to subscribers of qualifying SkitterTV packages through Huxley Communications. With WatchTVEverywhere, you can watch some of your favorite channels and programming — including live TV and full episodes of current TV shows — on your tablet, smartphone, or laptop.

## Where can I use it?

You can use WatchTVEverywhere anywhere you have an internet connection. For example, enjoy shows from your home's TV lineup when you're not at home. It works from places including hotels, vacation homes, airports, restaurants, and malls. WatchTVEverywhere is also handy to use at home when you want an extra "TV screen," such as those times when three family members each want to watch a different program but you only have two TVs. Or when you feel like some entertainment while relaxing on your front porch or backyard patio.

## How do I get started?

The first step is to complete a one-time registration:

- Go to [www.watchtveverywhere.com](http://www.watchtveverywhere.com) and select SkitterTV as your provider in the drop-down menu.
- Click the Register link.
- Complete the registration form.
- Your SkitterTV account number is the unique 10-digit number starting with '902' listed on your monthly statement. Enter the 10 digit number without dashes or spaces.
- Check your email. You will receive a message with an activation link.
- Click on the link to complete the registration process.

## What's available on WatchTVEverywhere for me to watch?

After you've registered with WatchTVEverywhere, click "Log In," and enter your username and password. Then click on the TV Network you want to watch, and you'll see a list of available WatchTVEverywhere programs.

You can watch any WatchTVEverywhere program as long as it's on a network you subscribe to through your TV package. For example, you must subscribe to ESPN in order to use the ESPN app that is available through WatchTVEverywhere. Although not every channel in your TV lineup will be currently available via the WatchTVEverywhere portal, new channels are being added regularly.

**If you have questions about using WatchTVEverywhere or want to upgrade your SkitterTV package, call Huxley Communications at 515-597-2281.**



## 7 Homework Tips for the New School Year

Here's a refresher course in homework basics to share with the young students in your family:

1. Use a quiet room with an uncluttered desk and a supportive desk chair.
2. Sit up straight in the chair to get your blood flowing evenly and help prevent drowsiness.
3. Start by writing a to-do list of your homework, ordering your tasks from hardest to easiest.
4. Do the hardest tasks first.
5. Stay off Facebook, Twitter, or anything else that will distract you.
6. Speak aloud as you do your homework. This works to maintain focus and reinforce concepts. It can be especially helpful when doing math problems.
7. When you can't seem to finish an assignment no matter what you try, stop and switch to another task for awhile. This can help clear your head. After you're feeling more positive, take a fresh look at that challenging assignment.

**Huxley Communications wishes students, parents, and teachers a wonderful new school year!**

# Relay Iowa Helps the Hearing Impaired

## What is Relay Iowa?

The State of Iowa offers an important public service called Relay Iowa. It serves the thousands of people who are deaf, hard of hearing, deaf-blind or speech impaired. Relay Iowa is a program of the Iowa Utilities Board and ensures that all citizens have access to convenient, reliable services for communicating by telephone.

## How does Relay Iowa work?

Dial 7-1-1 from any phone in Iowa or the appropriate toll-free number at the end of this article to connect to Relay Iowa. Give the Communications Assistant (CA) the area code and number that you are calling from. During the relay call, the CA will voice everything typed by the TTY (TeleTYpewriter) user and type everything said by the telephone user. Calls handled by Relay Iowa are strictly confidential.

## CapTel

CapTel is ideal for people with some degree of hearing loss, but who can speak clearly. CapTel works like any other telephone with one important addition: it displays every word the caller says throughout the conversation. CapTel users can listen to the caller and read the captions on the display window built into the CapTel phone.

## How do I apply for special equipment?

The Iowa Equipment Distribution Program is called Telecommunication Access Iowa (TAI) and it helps pay for special equipment for residents who are deaf, hard of hearing or speech impaired. Qualified individuals can receive a voucher for approximately 95% of the average cost of special telephone equipment. To apply online, go to [www.relay-iowa.com/tai/](http://www.relay-iowa.com/tai/) or call 1-800-606-5099 V/TTY.

Dial 7-1-1 OR

**TTY:** 1-800-735-2942

**Voice:** 1-800-735-2943

**VCO:** 1-800-735-4313

**Speech to Speech:** 1-877-735-1007

**Spanish:** 1-800-264-7190



## What to Know About the National Do Not Call Registry

Are your busy days being interrupted by annoying telemarketing calls? The National Do Not Call Registry, managed by the Federal Trade Commission, offers you a choice about whether to receive these types of calls. Most telemarketers should not call your number once it has been on the Registry for 31 days (the length of time telemarketers are given to remove the number from their call lists). If they do, you can file a complaint at [www.donotcall.gov](http://www.donotcall.gov).

Keep in mind, however, that registering with the National Do Not Call Registry will not stop calls from:

- Political organizations
- Charities
- Companies conducting surveys
- Companies with whom you have done business within the last 18 months

You can register your home and wireless phone numbers, but business numbers are not covered by the Registry. Registration is effective until your number is disconnected and reassigned or until you choose to remove it from the Registry. You may register up to three numbers online at one time. By phone, you can register only one number at a time, and you must call from that phone number.

**To register or remove a number from the National Do Not Call Registry, call 888-382-1222 or visit [www.donotcall.gov](http://www.donotcall.gov).**