

## Ever Wondered How Wi-Fi Works?

You probably use Wi-Fi every day to connect your devices to the internet. But how much do you actually know about this technology?

Wi-Fi networks transmit data over the air with the help of radio waves, similarly to traditional radio. Wi-Fi radio waves typically have a frequency of 2.4 gigahertz or 5.8 gigahertz. These frequency bands carry multiple Wi-Fi channels, with a multitude of networks using them.

Downloading a file from the internet over a Wi-Fi network requires your router to first receive the data via the broadband internet connection and then convert it to radio waves. These radio waves are then emitted by the router into the surrounding area and the device that initially requested a download receives the radio signal. It decodes the signal and fetches the data.

The introduction of the Wi-Fi standard revolutionized the way people accessed the internet by allowing devices within a particular area to connect to the internet (and each other) without being physically connected by a cable.

Because information is transferred using wireless transmitters and radio signals, physical proximity to the Wi-Fi router is necessary for a good connection. But once connected, people can move around freely with their devices without losing their connection to the internet.

While Wi-Fi offers convenience, it can also present security concerns. Wi-Fi routers are designed to allow all Wi-Fi-enabled devices that are “in range” to connect, which is not always desirable — especially if someone wants to use your Wi-Fi network to piggy-back on your internet service. For this reason, you should make sure your home Wi-Fi network is password-protected so that only authorized users can connect to it. Furthermore, when you access someone else’s Wi-Fi network, the owner of that network can potentially see all the information you’re sending and receiving, including user names and passwords.

**If you’d like us to set up and maintain your home’s Wi-Fi network, call 515-597-2281 and ask about our Managed Wi-Fi service.**



### HUXLEY HAPPENINGS

**Monday, September 7**  
Labor Day – Office Closed



### CONTACT INFORMATION

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

**Levi Bappe**  
General Manager

**Connie Patrick**  
Business Office Manager

**Terry Ferguson**  
Director of Operations

**Brant Strumpfer**  
Plant Manager

**SUMMER 2020**



## Internet Connectivity Has Never Been More Important

The COVID-19 pandemic has changed daily life for everyone. Many of our customers are now relying on their internet service more than ever to perform critical functions such as meeting with clients, co-workers, teachers, and loved ones.

What hasn't changed at Huxley Communications is our long-term commitment to keeping you connected. Years ago, we invested heavily in our fiber networks to provide reliable and virtually unlimited broadband to our service area. Today, those networks are meeting the challenge of unprecedented home internet use — one of the biggest mass behavior changes our nation has ever experienced.

As an internet service provider, we believe it's our civic duty to do everything possible to maintain the connections between people and vital online resources. The internet serves as a lifeline during social distancing, and we take our role seriously.

**Please call us at 515-597-2281 if you need help with any communications issues. We also encourage you to check [www.huxcomm.net](http://www.huxcomm.net) and our Facebook page for updates related to the pandemic. Stay safe out there!**

# Four Tips for Putting Your Best Face Forward During Video Calls

You may be participating in more video calls these days, whether in a virtual meeting for a community group or just hanging out with family and friends. If you've ever been disappointed by how you look on the screen, don't worry. These tips can help you enhance your appearance.

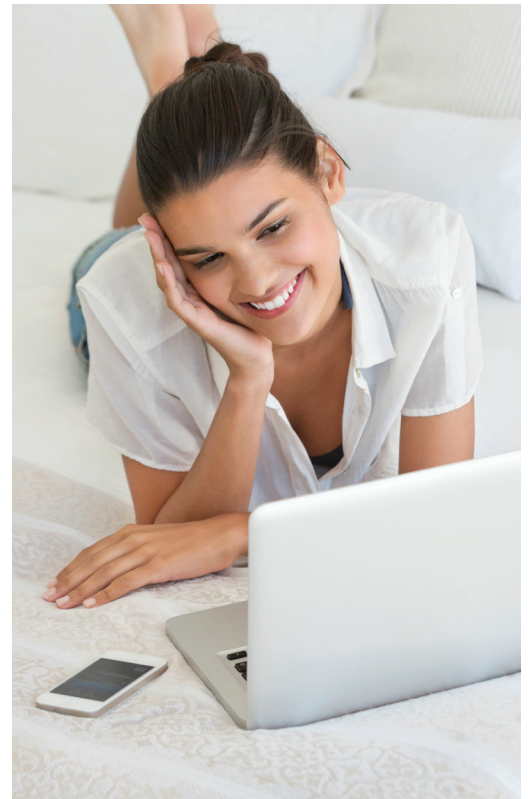
**1. Choose your light source carefully.** A common reason for people not looking their best in a video call is bad lighting. Overhead lights are the worst kind because they cast a shadow straight down, creating dark areas under your eyes. What will be more flattering is to have a light source that brightens your face, positioned either directly in front of you or slightly to the right or left. Natural light is better than artificial light, so if possible, set up your video call where you can face a window.

**2. Position the camera at eye level.**

The angle of your camera can have a significant impact on the way you look on a video call. Don't put your laptop or tablet in your lap, since you'll be looking down at the camera — the most unflattering angle possible. Instead, prop up your device on pillows or a stack of books so its camera is aligned with your eyes.

**3. Look straight into the camera.**

Resist the temptation to keep looking at your own image on the screen. Instead, think of the camera as the other people on the video call and make eye contact with them. Don't forget to smile!



**4. Maintain good posture and use body language.** Sitting up straight makes a huge difference when you're on camera, just as it does when you're talking to people in real life. Good posture helps you look better and appear more confident.

Also, remember that a video call provides more ways to express yourself than a voice call. You can use your hands and facial expressions for emphasis, and you'll probably look more natural when you do so.

**Fast internet and a strong Wi-Fi connection will also enhance video calls. To learn more, call Huxley Communications at 515-597-2281.**



# Get Creative and Add More Zing to Your Zoom Calls

Zoom calls are being used for virtually everything from A to Z these days. There are team meeting Zooms, happy hour Zooms, dinner party Zooms, surprise birthday Zooms, gender reveal Zooms, book club Zooms, and family chat Zooms. While these video calls provide much-needed socialization, they can sometimes use a little boost to avoid being boring.

**Here are some fun ideas to try:**

**Give your virtual gatherings a specific direction.** This could be a specific theme, challenge, event, or activity. For example, you could have a weekly cooking challenge, where friends have to make the most creative dish possible using one common ingredient. The winner of the challenge picks the ingredient for the next week.

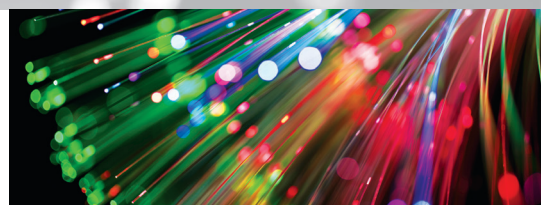
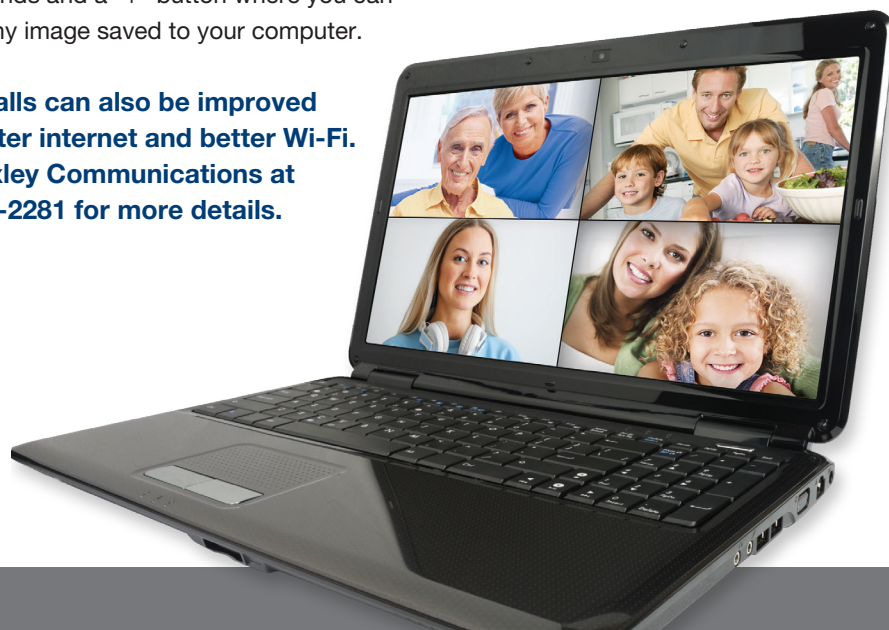
**Ask questions to prompt fun conversations.** What's your favorite vacation memory? What restaurant do you miss going to the most? Which coffee cup is your favorite and why? What do you think will be the most different thing about you when the pandemic is over?

**Play a game.** You have many options for games that work well on Zoom. They include Charades, Bingo, Scattergories, Pictionary, Heads Up, and Psych. Look around online for details on these and other games, then experiment to see what you and your Zoom groups enjoy most.

**Have a scavenger hunt.** This takes advantage of your separate locations and provides the opportunity to move around a bit. The host names an object and everyone else has a certain amount of time (maybe 30 seconds) to find it in their own house.

**Add a custom background.** Why have everyone stare at a wall in your home when they could be looking at a more interesting background instead? Zoom enables you to add a custom background during the call. Simply click the up arrow next to the "Stop Video" button in the bottom left corner of the screen. After you click the arrow, click "Choose Virtual Background..." to be taken to the settings screen, where there are some preset backgrounds and a "+" button where you can upload any image saved to your computer.

**Zoom calls can also be improved with faster internet and better Wi-Fi. Call Huxley Communications at 515-597-2281 for more details.**



## Fiber Construction has Begun in Madrid

Huxley Communications is excited to expand our fiber optic network to the community of Madrid. Crews have begun the process of installing fiber optic equipment within the community as well as the construction of the new central office building which will be located downtown Madrid on W 2nd St. Construction on the building and underground utilities will continue over the next several months. We hope to begin installing and activating customers by summer 2021!

## Fight Back Against Unwanted Calls and Mail

Are you tired of answering annoying telemarketer calls or having to safely dispose of credit card mailings? Take action at these websites:

**National Do Not Call Registry**  
[www.donotcall.gov](http://www.donotcall.gov)

Put your phone numbers on the National Do Not Call Registry, and after 31 days, most telemarketers should not call anymore. If they do, you can file a complaint at this website.

**Consumer Credit Reporting Industry**  
[www.optoutprescreen.com](http://www.optoutprescreen.com)

Credit card offers may help you compare interest rates and get good deals, but they can also be stolen by identity thieves from your mailbox. For security reasons, these mailings should be shredded before being thrown away, which can be time-consuming. OptOut-Prescreen.com is a centralized service to accept and process requests from consumers to opt-out of these credit card offers.

# 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?

Call 711 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 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.

## Call 711 OR

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

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

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

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



## Voice Calls Make a Comeback During Pandemic

There's value in the sound of someone's voice, as more people are realizing while social distancing during the COVID-19 pandemic. This is why after years of decline in voice calls — largely replaced by texting and messaging — voice call volume is up significantly.

In March 2020, Verizon reported a 25% increase in total voice use on its networks, driven primarily by more people accessing conference call services while working from home.<sup>1</sup> Personal calls, many of longer duration than average, also contributed to this increase.

For many people, text messages' brief content was perfectly fine while running around town on busy days. But during the slower pace of today's isolation, they crave the comfort of a familiar voice and the deeper connection of a leisurely conversation.

Written communication has its place, of course. But we encourage you to take this opportunity to rediscover the power of a voice call. Friends and family members who only wanted to text before may be thrilled to get a call from you now.

**Visit [www.huxcomm.net](http://www.huxcomm.net) to learn about the phone services we offer.**

<sup>1</sup>[www.techrepublic.com/article/data-and-voice-usage-spike-as-more-people-work-from-home-during-the-coronavirus-pandemic/](http://www.techrepublic.com/article/data-and-voice-usage-spike-as-more-people-work-from-home-during-the-coronavirus-pandemic/)