



Reliance Connects With You

New Year's Tech Resolutions *Learn Something New*

New Year's is traditionally the time when we make resolutions for the coming year. Why not focus on mastering some new technology in 2015? Here are some ideas to get you headed in the right direction:

- Apps for your smart phone: consider one or more of the following; Avast Mobile Security for Android, LinkedIn Pulse, DropBox, My Fitness Pal, Netflix.
- Video chat: Skype, Google Hangouts or another video chat service to connect with family and friends.
- New internet-connected devices: get a smart thermostat, try out a SmartWatch, or cook with a smart Crock-Pot.



EZVideo

The New Way to Watch TV

EZVideo provides a convenient and affordable way to watch live local HD broadcast TV channels. Powered through Reliance Connects high-speed Internet, you can stream over 1,000 channels through the #1 top rated video streaming device, ROKU. EZVideo is a private, subscription based Roku channel giving you access to local channels such as, KATU, KGW and KOIN along with the Netflix, Hulu Plus, Amazon Instant and more!



"Recently I hooked up your EZVideo service. The picture quality is very good. The device was not hard to get hooked up with my computer. As I don't claim to be a computer person. Once hooked up you can choose from a endless amount of channels. Youtube can pair with your smartphone to make it easy to choose what to watch. EZVideo has been a good value for my family's enjoyment."

-Tom Lomsdal, Estacada

Visit our web site www.relianceconnects.com/ezvideo-estacada-corbett/ for more information.

Tech Tip

Devices vs. Speed

Have you stopped to consider how many devices are connected to the Internet in your home? If you have a smartphone, tablet, laptop and connected TV, that's four devices immediately using your bandwidth. Then, consider who else is in your home and how many connected devices they have...it quickly adds up. When you have multiple connected devices, you run the risk of slow Internet, which can lead to some problems, such as:

BUFFERING

"Buffering" refers to how long it takes for data to be retrieved or downloaded from a server which is particularly important when streaming video and audio.

- Netflix movies may take a long time to download, or the movie may stop playing while your connection buffers
- Youtube videos won't play, or they might pause in the middle
- Music may not play correctly
- Email attachments can take longer to download

DOWNLOADING

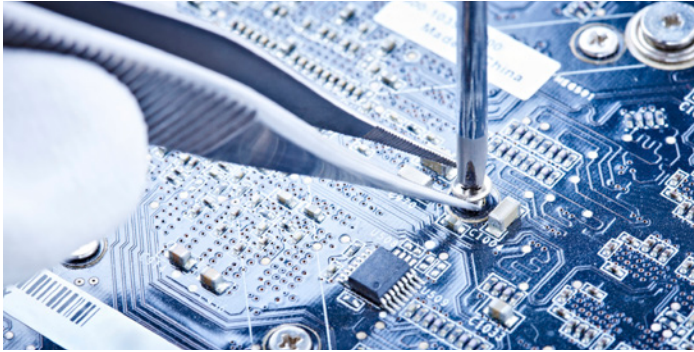
"Downloading" refers to data that is being received from a remote system to a local system. With slow downloading you may find:

- Images and graphics on web pages look blurry
- Web pages take longer to load
- You may experience buffering

Upgrade your Internet for only
\$7 more per month.

PC Repair

We offer PC repair and PC Check Ups
Is your computer slow? Got a virus? What's Malware?



Reliance Connects offers reliable and local PC repair and PC check ups starting as low as \$25.00. The Reliance tech team can diagnose and fix common PC or laptop problems including virus and spyware removal along with repairs and upgrades.

The New Year is a perfect time to get that tune up you know your PC or laptop needs to run faster and surf better! To learn more please visit www.relianceconnects.com/pc-services/computer-repair/

Call 503-630-8909 to schedule a repair or PC check up.



Reliance Connects
webmail

New & Improved Webmail Services

Reliance is dedicated to providing you with up-to-date and reliable technology. In December we launched a new and improved webmail system that includes:

- Improved webmail interface
- More security
- Easier self-maintenance for password changes and spam filtering
- Ability to create white lists and black lists
- Optimal opportunity to stay organized with the Calendar feature

Our new webmail is a feature rich service that allows much more functionality than our previous system. If you like the old system then "Webmail Lite" is for you. It looks and acts about the same. If you want more features, we recommend using the "Tuxedo" version.

Try it out the new webmail system today at

<http://relianceconnects.com/webmail/>

Questions? Call our help desk at 503-630-8909 or your local office.

Beware of Tech Support/PC Repair Scam

Reliance wants you to be on the lookout for this tech support scam.



We've discovered scam artists are using the phone to try and con you. Reliance Connects will never call you and ask you for your credit card information or ask you to pay for a PC repair or tech support service over the phone. If you get a call from someone claiming to be from "your local phone company or your tech support team" and they are trying to scare you with tactics like, you have viruses or malware on your computer, hang up! We would also encourage you to report this call to the Federal Trade Commission (FTC) at 1-877-FTC-HELP. Here are some tips from the FTC on what to look for, what to do if you get a call and what to do if you think you've been scammed.

- Don't give them remote access to your computer and then make changes to your settings that could leave your computer vulnerable.
- Don't let them, install anything on your computer, like malware, that could steal sensitive data such as user names and passwords.
- Don't give control of your computer to a third party who calls you out of the blue.
- Never provide your credit card or financial information to someone who calls and claims to be from tech support.
- If a caller pressures you to buy a computer security product or says there is a subscription fee associated with the call, hang up. If you're concerned about your computer, call your security software company directly and ask for help.
- Update or download legitimate security software and scan your computer. Delete anything it identifies as a problem. Call your tech support team at Reliance Connects if you need assistance.
- If you paid for bogus services with a credit card, call your credit card provider and ask to reverse the charges. Check your statements for any other charges you didn't make, and ask to reverse those, too.

References: <http://www.onguardonline.gov/articles/0346-tech-support-scams>

Your provider of today's technology—with a hometown touch.

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