

# In Touch

SPRING 2017



## Get Ready to Put a Spring in Your Step

There's nothing like the start of spring after a long winter. It's time to throw open the windows, slip on your sandals, and watch for the first bursts of green outside.

Spring is also a great time to take steps forward in your personal journey, whether that involves learning new things or expanding your circle of friends. Contact Woodstock Communications if you need help stepping up your technology.

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COMMUNICATIONS

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We're proud to bring you 24x7 Expert Support, which gives you help with your Woodstock Communications services around the clock, 365 days a year by phone, live chat, or email. You'll talk to highly trained, U.S.-based experts and get your issue resolved quickly.

### With 24x7 Expert Support, you'll enjoy timesaving convenience:

- Get help when you need it — not the next business day.
- Enjoy short waits before speaking to an expert, or opt to receive a callback so you don't have to stay on the line.
- Contact our experts by phone, live chat, or email — however you prefer.
- Check out our website for the option to chat online with our Experts.
- We now offer the option to purchase MySecurity and MyBackups. Go to our website for more details.

Call 800-752-9397 any time, any day  
to reach 24x7 Expert Support.

## World Backup Day is March 31

Don't be an April Fool. Back up all your important files—including family photos, home videos, and financial documents—on World Backup Day, March 31.

What is a backup? It's simply a second copy of your files that's kept in a safe place other than on your computer, tablet, or smartphone. That place could be an external hard drive or an online storage service.

It's imperative to do backups on a regular basis, not just on March 31, since losing personal files can be a devastating experience. If you think it won't happen to you, think again. Losing files is common and can be caused by things like theft, hardware failure, computer viruses, car accidents, fire, and flooding.

According to [www.worldbackupday.com](http://www.worldbackupday.com):

- 30 percent of people have never backed up their files.
- 113 smartphones are lost or stolen every minute.
- 1 in 10 computers are infected with viruses each month.

Woodstock Communications cares about our customers and shares this backup reminder to help prevent technology disasters. Visit [www.woodstocktel.net](http://www.woodstocktel.net) to learn about our backup solutions.



# 4 Reasons You Might Need to Buy a New Router

Routers are often the forgotten work horses of the home network. Many people pay no attention to them unless there's a malfunction. That's unfortunate, since getting a new router can be an inexpensive and effective way to improve Wi-Fi range, get a stronger signal, and better handle the demands of all the users and devices in your household.

Here are some reasons to consider replacing your router:

**1. You're experiencing frequent symptoms of an underpowered or overwhelmed router.** These include network-related congestion issues, like slow-loading web pages or stuttering video playback, that can't be chalked up to a slow broadband connection. Another sign is not being able to get a strong Wi-Fi signal everywhere in your home.



**2. You've had the router for several years.** Nothing lasts forever, including routers. The latest router models support the 802.11ac wireless standard, which can effectively handle 20 or more devices. By contrast, the 802.11g standard—introduced in 2003—was designed to handle just two or three. One of the best ways to make sure your home's Wi-Fi network is as fast and reliable as possible is to buy a new router that supports 802.11ac.

**3. You're not getting the internet speeds you expect from your plan.** Some older routers have a speed cap limiting the maximum internet speed possible, which means your outdated router may be preventing you from receiving the full speed of your internet plan.

**4. You want specialty features.** Newer routers typically come with specialty features that were either missing from older models or were there but too difficult to access. For example, these features make it easy to set up Quality of Service rules (so that certain devices and/or applications on your network get bandwidth preference to ensure smooth operation) as well as "bedtime" enforcement where certain devices can't access the internet during homework or bedtime hours.

For help choosing a new router for your home's Wi-Fi network, give Woodstock Communications a call at 507-658-3830. You may also want to ask about options for upgrading your internet connection.