

Connection

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Safeguard docs and photos Secure 'FileHopper' online back-up service

What would you do if your computer crashed and you lost all of your important documents and files or, worse yet, treasured family photos?

Be prepared for anything with the FileHopper online back-up service. Your important documents, photos, music and e-mail are securely stored and backed up to the cloud should the unthinkable happen.

The service is available as desktop software for your Windows or Mac and also as a mobile app so you can access files wherever you go.

FileHopper users safe and secure SSL encryption, the same protection technology used by



Put all of your pictures, music, documents or any other file you may treasure in a safe place! With FileHopper you will get storage that is simple, secure and reliable!

Packages
5GB, 50GB, 250GB, 500GB and 1TB Cloud Storage starting at \$5.99/mo.

banks and other institutions that maintain confidential data.

The FileHopper software is easy to install and use. You can use the setup wizard to select common files for back-up or choose specific files located

anywhere on your system.

Install the software on any number of computers to back-up and restore your files with a few clicks. Call (563) 374-1236 for details.

Grants available

Charity grants are available to area non-profits through F&B's partnership with Aureon (formerly Iowa Network Services). Grants are awarded quarterly and range from \$250 up to \$1,500.

Non-profits in the F&B service area are encouraged to apply. For an application, contact the office at (563) 374-1236.

Refer a friend

Want free money? Then, refer a friend to F&B's Internet service and receive a \$25 credit on your bill. For more details and to print a referral coupon, go to www.fbc.com.net and click the Internet Referral link or contact the office.

Iowa One Call

Doing any digging this spring? Be sure to call Iowa One Call at 1-800-292-8989 or dial 811 at least 48 hours in advance to have underground utilities marked. The service is free and it's the law.

SmartHub convenient, fast, easy

Do something nice for yourself and Mother Earth to celebrate Earth Day on April 22.

Streamline bill paying by receiving your F&B bill electronically and paying online with SmartHub. It's a small change that can yield big benefits.

By switching to electronic bills, the average household can save almost seven pounds of paper every year. If 20-percent of all U.S. households made the switch, the collective impact would save more than 1.8 million trees.

Of course, more gets saved besides trees when you manage bills online. You also save

time by eliminating the clutter of paper statements and the need to write and mail checks.

To go green, go online to www.fbc-tele.com or give us a call at (563) 374-1236.

It takes just minutes to get started, but it reaps lasting rewards.

Each month you will receive an e-mail reminder with instructions to login and view your statement via the SmartHub Web site or mobile app.

You can also view this newsletter and other bill announcements electronically. Also, use SmartHub to review payment history and issue service requests.



When to reboot router, when to replace

It may seem simple, but one of the easiest ways to fix a wide variety of technical issues is to simply reboot (or restart) the device, including your wireless router.

This is because routers are small computers that use memory, a processor and an operating system. And like your desktop or laptop computer, routers also benefit from a fresh start every now and then.

For example, if your Internet service goes down at your home, the first thing to try is to reboot your wireless router. It's a quick process that will often take care of the problem:

1. Unplug your router from its power outlet.
2. Wait about a minute, then plug it back in.
3. Allow the device a minute or two to turn back on.

If your Wi-Fi problems persist, it might be time for you to buy a new router. With the increasing number of Internet-connected devices in homes today, "old school" router technology may



not be up to the demands. That router you purchased many years ago may not be equipped for your home's current Wi-Fi network load.

The latest router models support the 802.11ac 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.

Another factor to consider is the speed of your Internet service. Some older routers have a speed cap limiting the maximum Internet speed possible, which means your outdated router may be preventing you from receiving your full speed.

F&B's Technology Solutions store stocks a variety of Wi-Fi routers and the professionals can help you select a unit that best fits your Internet needs.

CSN Chicago Plus now available in HD



Comcast SportsNet Chicago Plus is now available in high-definition on channel 701.

The "plus" channel occasionally plays overflow content from the main CSN channel. The standard-definition version of the channel continues to be carried on ch. 101.

CSN+ programming is also available via F&B's watchTVeverywhere service on Web, Android and iOS platforms.

Access voicemail anywhere

Imagine if you could access your home or business voicemail messages on your smartphone or laptop. Good news, you can. Stay connected no matter where you are at with F&B's voicemail to e-mail service

Messages are converted to an audio file and sent as an e-mail attachment to one or more e-mail addresses making it possible to be notified immediately.

A Web portal also allows you to listen to messages as well as make adjustments to



your voicemail service. These complimentary services are available to all F&B voicemail subscribers.

For instructions and more information on using these services, go to www.fbc-tele.com/voicemail or call (563) 374-1236.



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Trouble/Repair
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Internet Tech Support (24/7)
1-888-832-4322

Technology Solutions
(563) 374-1322

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