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Clear Lake, South Dakota 57226

COMMAND A CONNECTED HOME WITH EASE

With Blast Wi-Fi Powered by ITC, you can take control of your Internet with the Blast Wi-Fi app. This app offers basic parental controls, bandwidth management features, a speed test, and more. You must first sign up for the Blast Wi-Fi service to get the app. There are two packages to choose from to meet your needs. Call ITC at 1.800.417.8667 to sign up. Need more than just a basic app? Read about the two additional apps to add to your Blast Wi-Fi service.

EXPERIENCEIQ®



With ExperienceIQ®, manage all your devices and content directly from the ITC Blast Wi-Fi app for only \$4/mo.

Focus, Family, Freedom

Whether you're a parent, professional, or someone who wants their Internet to function at the highest level, ExperienceIQ® from ITC helps you properly manage your home network.

ExperienceIQ® includes two powerful tools, My Priorities and Parental Controls, which allow you to manage your household devices and content directly

from the Blast Wi-Fi app. Change your user, device, or network settings and see it go into effect immediately.

Your Internet needs change from moment to moment, and so can your bandwidth distribution with My Priorities in ExperienceIQ®. Eliminate distractions and disruptions by using My Priorities to give preference to devices and set schedules for work and play.

With Parental Controls, you can customize online access based on user profiles you create for your family members. Create user profiles to filter inappropriate content, block websites and categories, and set screen time limits.

PROTECTIQ®



With ProtectIQ®, the threats will stop at the router. Now you can manage your security from ITC's Blast Wi-Fi app for only \$4/mo.

Internet Security

ProtectIQ® is whole-home network security built into your Wi-Fi service. Our security protects all your devices, even the most vulnerable, like smart TVs, cameras, thermostats, and baby monitors.

We constantly update your network security so you stay ahead of the latest threats and stop viruses from entering your home network.

Everything from your web browsing to mobile devices and the smart devices installed in your home can potentially erode our privacy and personal security. We must all do whatever we can to safeguard our personal privacy from cyber attackers and scam artists.

With ProtectIQ®, you will receive the Internet security you need. ProtectIQ® is a network-level security application that works quietly in the background and proactively keeps malicious websites, viruses, and intrusions away from your home network 24/7.

To learn more about the Blast Wi-Fi service and the apps, please scan the QR code to the right with your smart phone to get to the ITC website. You will find package info and app tutorials.



SMART TV TROUBLES

By Michael Martinell, Network Broadband Technician

It can be frustrating when you purchase a new smart TV, mount it to the wall, try to connect it to the Wi-Fi, and it refuses to connect to the Internet. It may connect but then freezes up or starts having noticeable issues when you try to watch your favorite streaming service. Or your reliable TV may start to act up after years of working. Here are a few things to try to resolve the issue.

First, try your other devices, phones, and computers to see if they can connect to the router and the Internet. If they can, the problem is not with the router or Internet; it is likely somewhere in your TV.

When troubleshooting your TV, verify your Wi-Fi password if it refuses to connect. Sometimes typing it in with the remote can be challenging, so double-check every letter. It would be best to verify that you are using the correct password. You can either check this on your router, if you own your own, or call ITC if you have an ITC Blast Wi-Fi router.

Most TVs have the option to perform a diagnosis of the Wi-Fi connection. This option is often located on your networking menu. This tool usually tries to fix common errors and might even give you an error number you can look up on the manufacturer's website.

If you scan for your network and don't see it listed at all, there is a chance that your TV is having trouble connecting on the 5 GHz radio frequency that your router is working on. Sometimes a new network needs to be set up with only 2.4 GHz, or the 5 GHz needs to be temporarily shut off on your main Wi-Fi network. If you have an ITC Blast Wi-Fi router, we can help you do this. Instead of using Wi-Fi, you can also consider running an ethernet cable, which will completely bypass the Wi-Fi connection issues.

If the TV will connect but is just acting slow and buffering or freezing up, your TV may have some bad software installed on it. Many TVs automatically update their software, so you may not even know about it. If it has been plugged in for a long time or was working and stopped for no apparent reason, try to unplug it from the power for five minutes and then plug it back in. This helps to clear up any temporary errors that might be causing an issue with the software on the TV.

You can also reset your network settings on the TV. Doing so will force the TV to get new network settings from the router and clear out possible errors. For most TVs, you can do this in the networking menu option on your TV.

As a last resort, you can do a factory reset on your TV so it is just like it was when it was new. The downside is that you will likely have to log back into all of your streaming services, such as Netflix. You will have to check your manual or the TV's website for more information on how to do these tasks. Every TV is different, so check your manual on the TV's website if you decide to do this. If it still isn't working, give ITC a call at 1.800.417.8667.

PHOTO STORAGE

By Holly Stormo, Marketing Communications Specialist

Thank you to everyone who submitted class ideas. For April, ITC University will bring you an online class about storing your digital photos. This class will be pre-recorded for you to watch at your leisure. All recorded classes are found in the news section of the ITC website - www.itc-web.com/news. Watch for this class on April 1.

During this class, we will discuss easy ways to transfer your photos from your phone. We will also discuss different cloud storage apps that make storing and sharing photos easy. Apps like Dropbox can easily be downloaded on your phone, and your photos can auto-save to them. Other apps like iCloud can help you sort photos into folders by the people in them.

ITC University is always looking for class ideas like this one. Please email marketing@itccoop.com if you have an idea for a great class!

CONSTRUCTION UPDATE

This year will be another busy construction season for ITC crews and contractors. For the start of construction season, ITC staff and contractors will be working in our fiber expansions in rural Codington County, South Dakota, and the City of Ivanhoe, Minnesota. For these projects, installations to residential and business locations will happen when construction, splicing, and testing is complete. For more information on the status of the expansion projects, please visit ITC's website.

If you are on the roads during the construction season, remember to slow down and give the construction crews some space.

Happy Easter!
The ITC
Offices will be
closed at
noon on Friday,
April 7.

