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**Celebrating 16 years of
Local Service**

Gorge Networks
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"We Bring You the World"



What is VoIP?

We get calls almost daily asking, what is VoIP? As a consumer, you hear the term so often and likely associate it with great value, but what is VoIP really. Does 911 work? VoIP is the acronym for voice over internet protocol. Simply put this is the process of digitizing into packets an analog phone conversation and sending it over a network to a phone switch. VoIP technology is used by many service companies in many

ways. It can be used in the office locally on your network or over your computer and broadband such as in Skype.

The quality of VoIP is reliant on a good healthy network and the control over how those VoIP packets are handled and routed. Fortunately for our customers, Gorge Networks VoIP operates on a network, broadband connection and phone switch which is all managed by

Gorge Networks. We can control almost all aspects of the quality of the service. Additionally, by being a phone company for our customers, we register our phone users to have access to 911 operations.

If you have any questions on if VoIP is the right product for you, please contact our offices where we can analyze your needs and see if VoIP would be the right fit for you.

Electronics Upgrades

In our continued success of increasing our offerings and capacity, Gorge Networks has been very busy this past quarter replacing and updating electronics in several of our equipment

racks and presence points. Being in a tech industry, technology is constantly improving and expanding. One of our top commitments to our customers is to continually invest back into the company and its infrastructure of service.

These upgrade areas include most of the metro and rural areas that we currently cover as well as some new ones. The benefits of these upgrades to our customers is that they can now get a broader host of services from Gorge Networks and continue to have all the benefits they have come to enjoy having Gorge Net as their service provider.

The expanded service offerings include phone lines on copper, more VoIP technology, expanded wireless capacity, and higher bandwidth on DSL & wireless services. Our team is very excited to be a part of this diverse and complete service offering. We are also capable of network hardware and phone systems equipment service and support.

To learn how our projects may expand your service offerings or to ensure you are on the most economical value, please contact our team (541) 386-8300.



Top 5 Social Site Scams

We're wired to be social creatures, and sites like Twitter and Facebook have capitalized on this to great success. According to its COO Sheryl Sandberg, Facebook draws 175 million logins every day.

But with this tremendous popularity comes a dark side as well. Virus writers and other cybercriminals go where the numbers are—and that includes popular social media sites. To help you avoid a con or viral infection, we've put together this list of the top 5 social media scams.

5 Chain Letters

You've likely seen this one before—the dreaded chain letter has returned. It may appear in the form of, "Retweet this and Bill Gates will donate \$5 million to charity!" But hold on, let's think about this. Bill Gates already does a lot for charity. Why would he wait for something like this to take action? Answer: He wouldn't. Both the cause and claim are fake.

So why would someone post this? Good question. It could be some prankster looking for a laugh, or a spammer needing "friends" to hit up later. Many well meaning people pass these fake claims onto others. Break the chain and inform them of the likely ruse.

4 Cash Grabs

By their very nature, social media sites make it easy for us to stay in touch with friends, while reaching out to meet new ones. But how well do you really know these new acquaintances? That person with the attractive profile picture who

just friended you—and suddenly needs money—is probably some cybercriminal looking for easy cash. Think twice before acting. In fact, the same advice applies even if you know the person.

Picture this: You just received an urgent request from one of your real friends who "lost his wallet on vacation and needs some cash to get home." So, being the helpful person you are, you send some money right away, per his instructions. But there's a problem: your friend never sent this request. In fact, he isn't even aware of it. His malware-infected computer grabbed all of his contacts and forwarded the bogus email to everyone, waiting to see who would bite.

Again, think before acting. Call your friend. Inform him of the request and see if it's true. Next, make sure your computer isn't infected as well.

3 Hidden Charges

"What type of STAR WARS character are you? Find out with our quiz! All of your friends have taken it!" Hmm, this sounds interesting, so you enter your info and cell number, as instructed. After a few minutes, a text turns up. It turns out you're more Yoda than Darth Vader. Well, that's interesting...but not as much as your next month's cell bill will be. You've also just unwittingly subscribed to some dubious monthly service that charges \$9.95 every month.

As it turns out, that "free, fun service" is neither. Be wary of these bait and switch games. They tend to thrive on social sites.

2 Phishing Requests

"Somebody just put up these pictures of you drunk at this wild party! Check 'em out here!" Huh? Let me see that! Immediately, you click on the enclosed link, which takes you to your Twitter or Facebook login page. There, you enter your account info—and a cybercriminal now has your password, along with total control of your account.

How did this happen? Both the email and landing page were fake. That link you clicked took you to a page that only looked like your intended social site. It's called phishing, and you've just been had. To prevent this, make sure your Internet security includes anti-phishing defenses. Many freeware programs don't include this essential protection.

1 Hidden URLs

Beware of blindly clicking on shortened URLs. You'll see them everywhere on Twitter, but you never know where you're going to go since the URL ("Uniform Resource Locator," the Web address) hides the full location. Clicking on such a link could direct you to your intended site, or one that installs all sorts of malware on your computer.

URL shorteners can be quite useful. Just beware of their potential pitfalls, and make sure you have real-time protection against spyware and viruses.

Bottom line: Any sites that attract a significant number of visitors are going to lure in a criminal element, too. Source— Norton AV

Gorge Networks Support 541 386-8300 ext 300

Fast and Convenient WiFi.....
Gorge Net WiFi Hot Spots



Gorge Networks in the Community

We are all fortunate to reside in a community that supports its residents so well. Our team feels it is our obligation and privilege to give back through volunteering, fundraising and support of organizations who's causes make a difference. We encourage all those that have the time or resources to give a little of themselves back to our community. With everyone's participation, the Mid Columbia will continue to be a place we are all proud of. Some of our partnerships of sponsorship and volunteer work this year include:

- Hukari Animal Shelter
- Fort Dalles Days
- Relay for Life
- Susan G Komen
- Families in the Park
- HRVS Graduation

Please contact local coordinators if you have any questions about events or organizations in our community that you could be a part of.



Terry Ford-Gorge Networks Employee of The Quarter

We strive to staff our team with members who each brings a unique value to the overall experience of our customer. Terry Ford has been employed with Gorge Networks going on his fifth year. In his time with us, he has become a pivotal team member in our support of both business and residential customers.

His primary duties include level 2 technical support (highest level in general support), managing telephone directory listings, 911 database management, provisioning busi-

ness phone systems and phone number porting/transferring organization.

When asked what he likes about his job with Gorge Networks, Terry commented,

" I love the work environment. What's really cool about working here is that they give you opportunities to grow within the company and they will listen to your ideas/concerns. Working for Gorge Net, you get back what you put in - Sky's the limit!"



CUSTOMER COMMENTS

"Thanks for always taking care of our problems no matter how small."

"We are So Happy with our service. You are a Great company."

"I greatly appreciate your efforts to come up with a solution (3 new Wireless Access Points) that works for my motel customers."



CASE STUDY—The Oregon Veterans Home

This past quarter Gorge Networks partnered with the managing staff of the Oregon Veterans Home located in The Dalles. The agenda,.....analyze current phone line costs and look for savings as well as more efficient operations. This required an in depth site analysis of all the current lines on site, their actual usage and the cost associated with maintaining those lines. Our partnered audit discovered several lines that had been

set up in the previous years that no longer had a valid use, or could be delivered by other resources. By cutting back the quantity of needed lines and converting the remaining lines to our traditional voice solution, Gorge Networks developed a program that yielded a greater than 50% monthly savings for this customer. We are proud of the efforts by both our team and the staff of the Oregon Veterans Home.



NEW Live WebCast broadcasts Hood River leg of Cycle Classic and 4th of July Fireworks

Visitors to our website on June 4th were given the opportunity and treat of watching live video of the Cycle Classic race at the intersection of Industrial and Wasco in Hood River. This turn is one of the most exciting sections of local racing as the racers jockey many wide through the tight turn. Gorge Networks also provided a live broadcast of the Hood River fireworks show for our online viewers. Our event cam is just one easy click off our homepage at **"NEW Live WebCast"**.



[▶ NEW Live WebCast](#)

The Gorge Networks event cam is available for local events, call our office for details.

Email Facts

We process roughly 4.5 million email messages per day..... that is over 3000 messages per minute.



94% of those messages are classified as spam by our system. Fortunately, you don't see 94 junk emails for every 6 legitimate emails in your inbox due to our filtering. Unfortunately – we don't catch them all so the amount of actual 'legitimate' emails being sent around the internet is probably closer to 4%-5% of the total of all emails!

Live WebCast Link: <http://live.gorge.net/eventscam.asp>

Tech Support Tip of the Quarter—Password Protect Your Router

Here is a general guide to help you put a password to your Wireless or Wi-Fi router to prevent unauthorized access to your Internet connection.

A wireless router at home can allow access to use the internet wherever you are within range of the routers signal.....even your neighbors.

If you setup your wireless router with the intention for the internet to be accessed by the computers or laptops within your household, it's more than likely that you just thought of your household. You could've overlooked the possibility that your neighbors could easily access your router and your internet connection as well.

Why is it Important to Password Protect your Wireless or Wi-Fi router?

You are paying for your internet connection, and if a few of your neighbors decide to surf the net on your wireless router, the bandwidth or speed of your internet is split or slows down. You will notice a significant decrease of speed of your internet connection, and blame your service provider. Additionally all computers connected to a router can likely access each

other's information as well as share viruses. If someone is "stealing" your internet connection, chances are you don't want to give them access to your computers.

How to Password Protect your Wireless or Wi-Fi router in Three Steps?

Now because of the different kinds of wireless routers, what we will be showing to you are more like general instructions. You can use the guide below on almost any kind of wireless router, as password protection of wireless or Wi-Fi routers of any kind are basically the same.

1. Access the Administration Panel of your Router

This can be done by opening your internet browser (i.e. Internet Explorer, Firefox, Safari, Opera, etc.) and typing in the address bar 192.168.1.1 (or possibly 192.168.0.1).

Once you hit enter, an authentication panel would pop-up requiring you to enter a username and password. The usual username and password is "admin" (without the quotes). If you don't know the default username and password, you could check it at www.routerpasswords.com.

Note: If entering 192.168.1.1 does not bring up anything, your default gateway may not be that. For Windows, just go to Run command (Windows Start button, then click Run), and then type "CMD". A DOS prompt would pop-out and you would just need to type, "IPCONFIG". Look for the words "Default Gateway", the numbers beside it are the ones you need to enter into your browser

2. Set the SSID or Username

When you're inside the Administration panel, just go to *Basic Wireless Settings* and find the setting for **Wireless Network Name** or **SSID**. This is the name that will be seen by all when scanning for wireless networks in the area to connect to.

You should key in your desired username in the field of Wireless Network Name or SSID. Don't forget to Save the Changes you made.

3. Set the Password.

You should now go to *Wireless Security*. There you would see the **Security Mode**. To make things simple, just choose **WPA Personal**.

You should now set a password by entering one under **WPA Shared Key**.

After that, save the changes you made again.

And there you have it. It's very easy to set a username and password for your Wireless Router or Wi-Fi router. Once you set one, only those who you have informed of the password would be able to connect and use your Internet connection through your Wireless router – so keep your password safe.



Note: WEP encrypted passwords are available on many routers. These are passwords that get encrypted to a series of letters and numbers. Refer to your routers user's guide or call their customer support to learn more about your router.