



## The ABCs of DTV, SDTV, and HDTV

If you're confused by all the choices in digital TV today and the terminology that goes with them, you're not alone. To many, it just looks like alphabet soup!

*What exactly do the acronyms mean? Here's a quick rundown:*

**Digital Television (DTV)** transmits images and sound using digital data instead of traditional analog signals. The DTV picture is also capable of a widescreen format that is more consistent with movie screens.

*There are two ways for DTV images to be rendered:*

**Interlaced Scanning** — This is indicated on TVs with notations such as “480i,” which means that the TV offers 480 horizontal lines of detail, and that every other line is refreshed each time. Therefore, it takes two complete renderings to refresh the entire picture.

**Progressive Scanning** — Here, the entire picture is updated in a single rendering (rather than every other line). This results in a brighter image and smoother motion.

**Standard Definition Television (SDTV)** is usually represented by the 480i notation. SDTV images are more compressed so they are lower quality and do not use as much bandwidth as HDTV formats.

**High Definition Television (HDTV)** is the highest quality image currently available. Most HDTV sets are described as either 1080i or 1080p, with the latter offering 1080 horizontal lines and progressive scanning.

### Huxley Communications now offers High Definition service

Looking to enhance your television viewing experience? Upgrade to digital for only \$50 per month, or to digital with high definition for only \$60 per month. If you really want to enhance your television viewing experience, add digital video recording (DVR) service. With a DVR, you can record hours upon hours of programming with the touch of a button and pause and rewind live TV! Get Huxley Communications HD with a DVR service package and pay just \$65 per month.\*

\* Prices do not include taxes or franchise fee. Additional digital tuner equipment will be installed in your home. Monthly price includes basic cable.

## HUXLEY HAPPENINGS

**Thursday, May 8th** – Ballard Dollars for Scholars awards ceremony, Ballard High School Auditorium, 7:30pm

**Monday, May 26th** – Memorial Day, Office Closed

**Friday, May 30th** – Huxley Business Association customer appreciation BBQ, Railroad Park 4-7pm

**Friday June 13th & Saturday June 14th** – Cambridge Jubilee Days

**Friday July 4th** – Independence Day, Office Closed

**Saturday July 19th** – Elkhart Hog & Lamb Roast

**August 22nd, 23rd, 24th** – Huxley Prairie Festival

## CONTACT INFORMATION

**Huxley Communications**  
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**Free Internet Tech Support**  
597-HELP (4357) • Available 24/7

**Report an Outage**  
515-597-2281

**Call Before You Dig**  
Iowa One Call • 800-292-8989

**Bill Hotchkiss**  
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# SPRING 2008

# Simple Solutions to Common PC Problems

Your computer will not boot up. You've lost your Internet connection or your screen freezes. Computer problems like these can strike terror in even the toughest among us. But don't panic. What seems like a complicated problem may actually have a simple solution.

*When trouble strikes, first go through these troubleshooting checklists.*

## Your computer will not boot up (turn on):

1. Make sure the monitor is turned on.
2. Check all the connections – to the computer, from the computer to the power strip, and from the power strip to the outlet – and press firmly into place. Sometimes even a slight bump to a component can break a connection.
3. Plug something else (like a lamp) into the electrical outlet to see if the outlet has gone bad.

## You've lost your Internet connection:

1. Check to see if the phone or ethernet cord is firmly plugged in and connected.
2. If your Internet service is through a phone line, check the function of that line by plugging in a phone and seeing if there's a dial tone. Call for line service if you don't hear one.
3. Wait a few minutes and try again. Sometimes this is a temporary problem. Also, try restarting your computer.
4. If none of these troubleshooting tips restore your service, call Internet Tech Support at 515-597-HELP (4357).

## The screen has frozen up:

1. Try a warm boot, which means restarting the computer without fully shutting it down first. A warm boot can be accomplished by



- pressing the CTRL - ALT - DEL keys simultaneously, or by selecting the restart command from an operating system menu.
2. If a warm boot doesn't work, a cold boot is the next step. This means you turn the power off on your computer and then back on again. A cold boot forces the computer to turn off without shutting down applications one by one, so you may lose unsaved data. But hopefully, you'll at least be able to restart your computer.

If these techniques don't work, call for help. Remember, it'll be cheaper and easier for an expert to fix your problem if it hasn't been compounded by hours of desperate do-it-yourself maneuvers.



*Mike Leeds presents a donation check to Christy and Mandi DeMaris to pay for the shipping cost of the donated Girl Scout cookies.*

## Sweets for Soldiers

Ten-year-old Christy DeMaris of Huxley has a lot to be proud about this Spring. She planned and organized a worthwhile project to benefit her Girl Scout Troop and American troops in Iraq. The project involved Christy selling extra Girl Scout cookies for shipment to the deployed soldiers. The idea, which was suggested by her mother, Mandi, resulted in 172 boxes of cookies being sent to Iraq in March.

Huxley Communications helped out by paying for the shipping costs. "We are extremely pleased to help with this project. It is exciting to see such a young person go to the effort to organize a thoughtful and worthwhile project like this," said Mike Leeds of Huxley Communications.

## Social Networking Sites: What Parents Need to Know

MySpace is the undisputed leader in social networking websites — a place where people can connect with friends and make new acquaintances online. In August 2007 alone, MySpace was visited by more than 60 million unique visitors, according to a Nielsen/Netratings report.

Teens make up a large part of the total audience for social networking sites such as MySpace, Friendster, Facebook, and others. These sites allow users to post a personal profile including photos, contact information, and a summary of their interests. It's a quick and easy way to connect with others, free of charge.

This ease of use makes sites like MySpace highly accessible, and that brings both benefits and drawbacks. With reports of online predators making headlines across the country, it's important to help keep your children safe. Here are a few tips:

- **Remind children that online profiles are public.** They should never post information that could be used to find them in real life. This includes phone numbers, home address, full name, and school.

Additionally, they should be aware of potential long-term results. Prospective employers and college admissions officers now do online research and may check out MySpace pages. Teens should never post anything they wouldn't want the whole world to read (or see in photos).

- **Locate computers in places where there is limited privacy, such as the living room.** Children may be less likely to engage in risky online behavior if others can view their actions.

- **Discuss online dangers with your children.** Make them aware of potential dangers, and encourage them to let you know if problems such as cyber bullying arise.

- **Monitor their online profiles.** On MySpace, as with most similar sites, this can be done by simply having your child log on to the site, then clicking on a link called "View My Profile." If your child won't cooperate, you might still be able to find his/her profile. Just go to MySpace.com, click on "Search" under the MySpace logo and type in your child's name or e-mail address. Then check the appropriate "Search By" option.



## Slater Office Changes

You may have noticed some exciting changes to the Huxley Communications building in Slater. The office, which was built in 2001, was fully staffed until 2005 when staff changes made it difficult to continue to operate both our Slater & Huxley locations. The building still currently houses important service equipment and vehicles.

Recently, the front section of the building has been rented to Dr. Kyle Krogh, who owns and operates Slater Chiropractic Clinic. The office has been remodeled to fit the needs of the new chiropractic facility.

Huxley Communications will continue to own the building and we will still have a payment drop-box located next to the main entrance for customers to conveniently drop off payments in Slater.

**HUXLEY**  
COMMUNICATIONS  
We are your company!

## Phone Discounts for Low-Income Users

Many low-income families qualify for assistance with phone charges but don't realize that this help is available to them. If you're experiencing financial difficulties, or have a friend or family member in this situation, Huxley Communications encourages you to look into these programs:

**Lifeline** – Lifeline is a plan that assists qualified low-income Iowans by providing a monthly reduction on their telephone bill. This reduction varies by service provider and can range up to \$10. Please contact Huxley Communications for details.



**Link-Up** – Link-Up is a plan that assists qualified low-income Iowans in obtaining basic telephone service by providing reduced connection charges for basic phone service by 50 percent or \$30, whichever is less, and deferred payment of connection charges, without interest.

To be eligible for assistance in either or both programs, you must meet income-based criterion currently defined as at or below 135 percent of the Federal Poverty Guidelines OR participate in at least one of the following:

- Medicaid
- Food Stamps
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Low-Income Home Energy Assistance Program (LIHEAP)
- Temporary Assistance to Needy Families Program (TANF)
- National School Lunch Program (NSL)

To learn more about Lifeline and Link-Up, visit the Universal Service Administrative Company's web site at [www.lifelinesupport.org](http://www.lifelinesupport.org). Or simply give us a call at 515-597-2281 for further details and to determine whether or not you qualify. We'll provide you with an application form to get you started toward saving on your monthly phone bill.



## What You Need to Know About the 2009 DTV Conversion

After February 17, 2009, a television receiver with only an analog broadcast tuner will require a converter box to receive full-power over-the-air broadcasts with an antenna, because of the nation's transition to digital broadcasting. Analog-only TVs should continue to work to receive low power, Class A or translator television stations and with cable services such as those provided by Huxley Communications, as well as gaming consoles, VCRs, DVD players and satellite services. The transition should have no impact on your access to cable service provided by Huxley Communications. Analog-only television sets not connected to a cable or satellite service may require additional equipment (such as a digital-to-analog converter box) or may need to be replaced.

Information about the DTV transition is available online at [www.DTV.gov](http://www.DTV.gov) and [www.dtv2009.gov](http://www.dtv2009.gov), or by calling Huxley Communications at 515-597-2281. For details on federal coupons for digital-to-analog converter boxes, call 1-888-DTV-2009.

## Important Reminder Regarding CPNI

We want to remind you of certain policies that we are required to follow when discussing CPNI (customer proprietary network information) with our customers:

- When visiting us in person, you will be required to show a photo ID.
- We can only discuss account information with people authorized by the account owner.
- For some routine customer service issues, CPNI can be addressed if you have the bill or call detail information you wish to discuss.
- When you call with account questions, we must authenticate you by:
  - requesting your pre-established password
  - calling you back at the telephone number related to your account, or
  - sending the information to your street or e-mail address of record