

The Connection

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Kennebec Telephone Co., Inc.

Manager's Moment *with Jason Thiry*

Sometimes we here at Kennebec Telephone get focused on new technologies, services, and products and tend to ignore or fail to promote some of the older services we've had for a while. Every once in a while, it takes a customer with a need for it to remind us that we should be getting these services out there because they are useful yet. I would like to touch on a few that we tend to forget about.

Email notification for voicemail

This option is FREE when you subscribe to our voicemail service on your home or business number. With this option, when someone leaves a message, it is forwarded to one or more emails. Open the email (which also shows the number that left the message), click on the attachment, listen to your message, and then delete the message... all from your computer, phone or other device! Once again this is free when you subscribe to our voicemail feature.

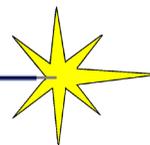
Call Forwarding

There are several types of call forwarding; the one that I use is actually FREE also. It's a call forward busy/no answer. What this does when set up is lets you enter a phone number that calls will be forwarded to if the cell phone is busy or not answered in 4 to 6 rings. Where this is handy is if you have questionable cell phone signal at your home, and your cell phone rings at home you simply ignore it, then answer it on your home phone. If your home phone has voicemail, you can get an email notification if someone leaves you a message.

Find Me

This is a service that is easy to use and easy to set up from your computer. When added to your home or business line, it allows you add phone numbers for it to ring either in sequence or all at the same time. For example, at my house when someone calls, it rings my house phone, my cell phone, my wife's cell phone, and if nobody answers it goes to voice mail where we each get an email notification.

There are many services available that can make our lives easier; the newest aren't always the best. It's having the tools that are useful, that make it the best! Stop in or call, and we can see if we have a service or feature that you may find useful!



Will close at noon on Friday, April 18th

Toll Fraud Prevention

Long Distance fraud is an issue the telecommunications industry has been dealing with since the 1950's. The "bad guys" are ingenious at finding ways of getting free toll calls. The latest rash of theft is directed at Multiline/PBX or VOIP systems. There are different techniques that hackers use. The most common methods involve weak passwords.

One method is to call in to an auto attendant and try the default administrator login and password which often brings success. They then program their own prompt into the system, giving them outside access so they will be able to call into the victims system without talking to anyone and make calls via a hidden prompt.

Another method is that hackers will find a user that has a voice mail box and will make multiple attempts at hacking a weak password. If successful, they may use that user's call forwarding capabilities to make calls. They will put in the international number to be dialed,

or just enough digits to access the long distance network.

Another common method is "human engineering." The hacker may call in posing as a customer or repairman and ask the live attendant or a company number user, to transfer them to a fake service code (like 90) or to extension 9011. The commonly used trunk access code of 9 which may give them outside dial tone and 011 is the "exit code." that allows dialing out of the United States. They then just finish dialing the remaining digits and the call is made.

Here are a couple tips that may help you avoid having your system hacked.

- Have strong passwords on everything and change them periodically.
- Don't use your company main number as the number employees dial to retrieve voicemail messages when they are off site.



811- CALL BEFORE YOU DIG!

Kennebec Telephone Company sponsored a lunch meeting with South Dakota One Call on Thursday, March 6th at the Kennebec Fire hall. Representatives from Kennebec Telephone, West Central Electric, West River Lyman Jones Rural Water, County Highway Dept, Kennebec and Presho maintenance, and others were in attendance.

South Dakota One Call Executive Director, Larry Janes, presented an overview of the 811 system, and stressed the importance of calling before digging, and some very dramatic video of explosions that could have been avoided by calling 811.

If you plan are planning on doing any digging, it's the law to call 811 at least 48 hours before digging and have all potential obstacles underground marked off.

South Dakota excludes digging less than 18 inches from the One Call, as in the case of gardening or tilling. When you call the operator will ask if it is an emergency, which in South Dakota is defined as: "an occurrence which demands immediate action to prevent significant environmental damage or loss of life, health, property, or essential public services including the re-erecting of critically needed traffic control signs or devices." And from there, go on to ask for specific location of the digging and depth of the job. As spring approaches and projects get underway, keep 811 on the top of your "to-do" list before you start to dig.

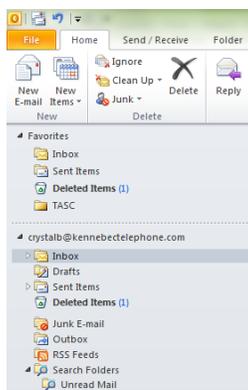
Computer tips

Organizing your Email

Imagine with me, what your home would look like, if you held on to every piece of mail that you received; the newspapers, the flyers, the notices, the bills... your house would be filled to the brim... they might even call you a hoarder. Most folks will separate out the important mail from the junk; some even before they get it home.



Well, the same could be said for your email. You know you get a mix of important messages and fun correspondence from friends, but face it, some of what comes through is just plain junk. This article is about organizing your in-box into folders, much like you would your snail mail. And the illustrations will be using Microsoft Outlook.



Setting up folders for your email is a very simple procedure. Open your email, and take a look at the left side of the screen, you should see some folders already set up... labels might be "Inbox," "Drafts," "Sent box," and "Deleted Items." Now, right click on the "inbox", this will give you some options, one of which is "New Folder." If you choose this option, a box should pop up asking you to name the folder. If you get a lot of cute emails from your friend Sue, you might name this folder "Sue" then click on OK at the bottom of the box. Where did your "Sue" folder go? Check out your "Inbox" folder again, it should have a little triangle by it, if you click on the triangle, the "Sue" folder should appear below it.

So, how do you get Sue's cute emails into the "Sue" folder? Open the in box, find the email you want to keep, then with hold down your index finger on the mouse to highlight the mail, then drag it over to the folder. You may have to hover over the Inbox again to open the folders below it before you can see it, but then just pull your email down to the folder. It will highlight and when you release your mouse, drop the message into the folder! See, now you know how to "drag and drop" too!



If there are a lot of messages that should go into this folder, that are currently residing in your inbox, just click on the "from" heading at the top of your email, this will alphabetize by sender. Or if you see a "Search Inbox" simply type the name in and that will be all you see on your screen.

You can build a folder for anything that you would like to keep. Then remember to throw out the junk once in a while. Right click on the Deleted items box and choose the option "Empty Folder."

KTCI Computer classes will resume on April 23. If you have any questions on any computer related issue, give us a call! If we don't know the answer, we'll find someone that does!

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All the parts you need!

Frequently Asked Questions

- Q: Does the upload speed make a big difference on my internet?**
A: Yes the upload speed does. It is really noticeable if you are posting video on youtube, uploading pictures on Facebook, or email large attachments.
- Q: Why doesn't Kennebec Telephone offer internet over catv?**
A: It would take more equipment and only be available in the towns. It's the same internet, it's just delivered to your house or business using different equipment.



Remember how you always heard that "You can't teach an old dog new tricks?"
Boy were they wrong!

Just because we didn't grow up with computers and the internet, doesn't mean we can't "CATCH" up!



KTCI's Datanet packages start at \$39.95 per month.
And First time install in on us!
Let's get you connected! 605-869-2220





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