



# inter face

JULY/AUGUST 2023

THIS ISSUE

- 02 Let Our IT Experts Help You
- 02 Take Wi-Fi to the Next Level
- 03 Scammers Use Voice-Cloning Technology
- 04 Wadena County DAC & Thrift Store

## Don't Forget Fireworks Safety

West Central Telephone wants you to enjoy your 4th of July celebration, so we're sharing these fireworks reminders from the American Red Cross:

- Keep water nearby as a precaution.
- Wear eye protection if you light fireworks.
- Light only one firework at a time.
- Never try relighting a dud.
- Never give fireworks to small children.

Have fun but be safe!



**In our community, we're better together.** We weather storms together, both literally and figuratively. We build lasting relationships together. We work together, play together and grow together.

**In the spirit of togetherness, please join us for the 6th Annual Co-op Strong Drive-Thru Lunch.** It will be held on Thursday, July 20 from 11 am–1 pm at Menahga's Memorial Forest Park & Campground at 825 Aspen Ave SE. Follow the signs as you drive into the park and Co-op Strong team members will hand deliver a roast beef sandwich, chips and a cookie. Your hosts are Lakes Community Cooperative, Todd-Wadena Electric Cooperative and West Central Telephone.

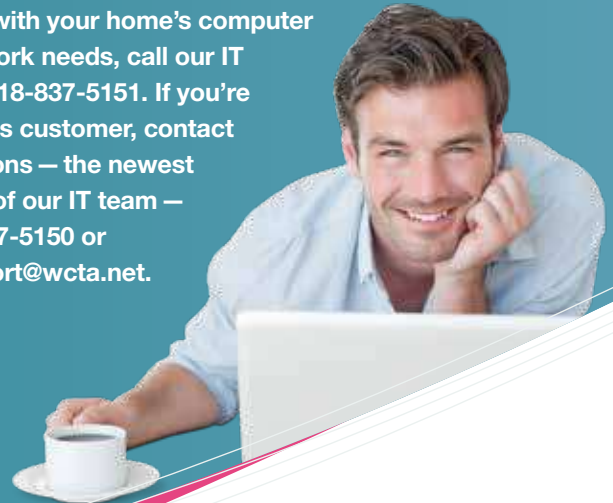


# Let Our IT Experts Help You with Technology

At West Central Telephone, our IT experts can tackle virtually every computer and technology issue you face in your home. If your computer seems slow, we can remove unnecessary files and speed it up. We'll make sure you have virus protection and remove any viruses or malware that may be on your computer. We can set up your wireless network to ensure it's a safe and secure connection, back up your photos and make sure your passwords are safe (and kept).

When you're ready to buy a new computer, we can help you choose one that's right for you. We'll also transfer your files and set up any software you need. We offer several monthly or yearly plans for Microsoft 365, as well as email and internet service.

For help with your home's computer and network needs, call our IT team at 218-837-5151. If you're a business customer, contact Wendy Irons — the newest member of our IT team — at 218-837-5150 or [b2bsupport@wcta.net](mailto:b2bsupport@wcta.net).

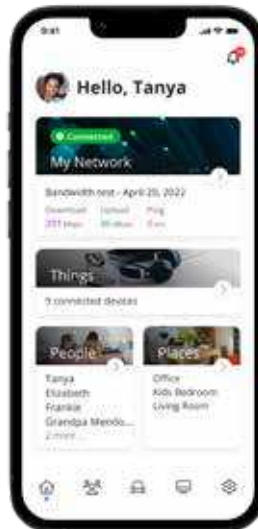


## Take Wi-Fi to the Next Level with the CommandIQ® App

When you subscribe to Manage MyWi-Fi, you're getting more than a world-class router and support for your Wi-Fi. You also have access to the CommandIQ app, which allows you to manage your Wi-Fi system from your phone or tablet.

### Here's what you can do with this app:

- **Check your internet speed.** Run bandwidth tests to monitor your network performance and give bandwidth priority to specific devices.
- **Easily set up a guest network.** Keep your network passwords secure by setting up separate guest networks for your visitors.
- **View and manage all devices connected to your network.** Track a device's bandwidth usage, pause its network access or disconnect it. You can also name devices and assign them to a person and/or a room.
- **Set basic parental controls.** Set usage time limits for each user or pause and disconnect access when you choose.
- **Maintain a secure network.** You'll be alerted to any new device that connects to your network. Don't recognize it? Delete it or block access to your network.



To download the app, go to the App Store (Apple devices) or Google Play (Android devices) and search CommandIQ Wi-Fi app. Once downloaded, simply follow the instructions. For help with CommandIQ or to learn more, call West Central Telephone at 218-837-5151.

## 988 Suicide and Crisis Lifeline Offers Hope

Too many people experience suicidal crisis or mental health-related distress without the support and care they need. However, help is readily available.

By calling or texting 988, a person can connect directly with a mental health professional via the 988 Suicide and Crisis Lifeline (formerly known as the National Suicide Prevention Lifeline). The 988 Suicide and Crisis Lifeline is a national network of more than 200 crisis centers, staffed 24/7 to provide confidential assistance. These centers are supported by local and state sources as well as the Department of Health and Human Services' Substance Abuse and Mental Health Services Administration.

Veterans can press "1" after dialing 988 to connect directly to the Veterans Crisis Lifeline which serves our nation's Veterans, service members, National Guard and Reserve members and those who support them. For texts, Veterans should continue to text the Veterans Crisis Lifeline short code: 838255.



# Scammers are Using Frighteningly Effective Voice-Cloning Technology

You get a call with a panicked voice on the line that sounds exactly like your grandson. He says he's in deep trouble — he wrecked his car and landed in jail — and needs you to send him money right away. Don't do it!

The Federal Trade Commission is warning consumers to beware of scammers who use artificial intelligence (AI) to clone voices, then call that person's relatives to claim there's an emergency and ask for money.

With voice-cloning technology, such as ElevenLabs' AI speech software VoiceLab, all scammers need to create a convincing impersonation is a short audio clip of a person's voice, which they could get from a video posted to Facebook, Instagram or other social media platforms. They can even use a voice mailbox recording or call the targeted person to record their voice.

If a scammer calls you using this technology, it can sound just like your loved one. When you ask questions during the call, the scammer can type out whatever the person's responses should be, and they'll be spoken in the impersonated voice. Adding to the concern is the fact that anyone can use voice-cloning technology. It's like downloading any other app. Plus, there are easily available ways to spoof phone numbers on Caller ID.

How can you prevent becoming a victim? If something seems a little off, and you're not sure it's a friend or relative calling, hang up and call them using a phone number you know is theirs.

The Federal Trade Commission says you can no longer trust voices that sound identical to those of your friends and family members. You should also be suspicious if the caller wants to be paid via a wire transfer, cryptocurrency or a gift card. These methods of payment are red flags, since they make it difficult to get your money back.



## With eBilling, You Can Pay It Your Way

We're all looking for ways to make life a little easier, and one way West Central Telephone does that is by offering you free eBilling. With eBilling, you save time and money:

- No check writing or postage is necessary.
- View your current or past bills online anytime you want.
- Pay online in seconds with your credit or debit card.
- Enjoy security protections via your account number and password.
- No need to worry about lost or stolen paper statements.

In addition to eBilling, we also offer other convenient payment options so you can "pay it your way." Choose Automatic Payment to have your West Central Telephone bill amount automatically deducted from your chosen bank account each month — you don't have to do a thing! You can also make a credit or debit card payment over the phone by calling our Secure Pay-by-Phone number at 1-844-244-1501.

**To sign up for eBilling or get details on any of our bill payment options, visit [www.wcta.net](http://www.wcta.net) or call 218-837-5151.**



## BUSINESS SPOTLIGHT: Wadena County DAC & Treasure Trove Thrift Store

The Wadena County Developmental Achievement Center (DAC), celebrating its 50th year in business, provides a variety of services to help people with disabilities explore, develop and maintain employment.

The DAC offers individualized employment services and support for people with disabilities including employment exploration services, which help describe work and introduce employment options. This helps clients make an informed choice about working in competitive, integrated employment. It also offers employment development services to help plan for competitive employment, including identifying goals and discovering client strengths so the DAC may help secure employment if vocational rehabilitation services are not available.

Clients of the DAC can take part in the Day Training and Habilitation program, where they learn and use life skills, participate in community life and choose activities that are meaningful to

them. Some clients make rag rugs to be sold in the Treasure Trove Thrift Store located on-site. The Treasure Trove Thrift Store has many used items for sale including clothing, furniture, dishware, books and décor. The store is aptly named Treasure Trove, as you never know what type of treasures you'll find!

The DAC also operates the Verndale Grocery & Treasures Too located at 107 S Farwell in Verndale which is part grocery and part thrift store.

The DAC and Treasure Trove Thrift Store is located at 305 5th St SW in Sebeka and can be found on Facebook or reached by calling 218-837-5182. Both locations have partnered with us for internet and Hosted IP phone service as well as security cameras.

**Call West Central Telephone at 218-837-5151 to learn how our services can help your business.**

### Welcome New Members

Bethany Lutheran Church..... 218-538-6531	Johnson, Marie..... 218-837-3126	Ordella LLC ..... 218-837-1434
Blegen, Ed..... 218-564-4997	Menahga Concrete	Pontius, Ray & Judy ..... 218-445-6960
Coson, Wallace ..... 218-631-1832	Products Inc..... 218-631-2246	Tuorila, Charles..... 218-837-5776
Formanek, Darla & Jesse..... 218-564-9134	Niemela, Hilda ..... 218-564-4239	
Hbi Radio Wadena, dba KKWS-FM,	Northern Pines	
KNSP-AM, KWAD-AM..... 218-631-1803	Plumbing & Heat ..... 218-732-5845	