

Residential Services

The residential technology services are designed to fit our client's busy lifestyles. We know that people rely on complicated technology on a daily basis. That technology is expected to work efficiently. When it doesn't, it can be very frustrating and costly. Our goal is to bring high quality professional solutions directly to the customer through our on-site and remote services. The services listed below are some of the more popular services offered, but we can custom design and engineer any solution that fits our clients' needs. Call us at 440-339-6187 to find out more!

Our residential services include:

Network Services

Installation, Upgrade, and Repair Services

Security Services

Data Backup and Restoration Services

Prices below are for services only. All hardware and software is sold separately if not supplied by customer.

NETWORK SERVICES

Whole Home Network Installation

Share files, printers, and Internet access securely between computers. Tekro will set up or troubleshoot your wired or wireless router to work with your multiple computer environments. We will set up wireless encryption, configure printer sharing of one functional printer between computers, configure sharing of at least one directory between computers, and test each device to ensure proper operation. Examples of devices that may be networked include: computers, wireless access points, print server, wireless range extenders, TIVO, Slingbox, and gaming systems (Xbox/Xbox 360, Playstation 2/Playstation 3, Wii).

On-Site Service \$199

Network Troubleshooting and Repair

Examine and fix communication problems in existing home network.

On-Site Service \$159

Online Service \$99

Wireless Security Setup

Most wireless network access points and router have security disabled by default. This allows anyone within range of your network to connect in, access your Internet, files, and printers. We will configure wireless encryption on an existing 2 computer network, examine those computers for security vulnerabilities and provide a proposal for any recommended security services.

On-Site Service \$59

Online Service \$99

Basic Network Installation

Share files, printers, and Internet access securely between 2 computers. Tekro will set up or troubleshoot your wired or wireless router to work with your 2 computer environment. We will set up wireless encryption, configure printer sharing of one functional printer between computers, configure sharing of at least one directory between computers, and test each device to ensure proper operation. Examples of devices that may be networked include: computers, wireless access points, print server, wireless range extenders, TIVO, Slingbox, and gaming systems (Xbox/Xbox 360, Playstation 2/Playstation 3, Wii).

On-Site Service \$159

Each additional device beyond the first 2 is \$49

Internet Service Provider Setup and Troubleshooting

Are you setting up a new high-speed or dial-up service or having problems with your existing provider? Tekro will set up a broadband or dial-up Internet connection using your existing subscription, install your modem or wired Ethernet adaptor and software, setup one login and e-mail account, and test all communication. If you are having problems with your existing setup, we will diagnose what is causing your existing connection problem.

On-Site Service \$159

Online Service \$99

Add a Device to Existing Network

We will add a single device to an existing wired or wireless network. Examples of devices that may be networked include: computers, wireless access points, print server, wireless range extenders, TIVO, Slingbox, and gaming systems (Xbox/Xbox 360, Playstation 2/Playstation 3, Wii).

On-Site Service \$159

INSTALLATION, UPGRADE, AND REPAIR SERVICES

New Computer Setup

We will setup a new computer and printer right out of the box. Our technician will connect you to your Internet and/or home network, configure your printer, and ensure that everything is functioning properly.

On-Site Service \$129

Advanced Diagnostic and Repair

Our technicians will diagnose the cause of crashes, lockups, unusual slowness, or Internet problems. We will repair any operating system related issues, remove all viruses and spy ware, install critical updates, and optimize the speed and performance of your system. Once the issues are resolved, we will make sure that your computer is operating properly. If hardware or software repairs or upgrades are needed, an estimate will be provided.

On-Site Service \$249

Off-Site Service \$199

Online Service \$129

Software Install and Troubleshooting

Our technicians can assist you with the troubleshooting or installation of productivity software. We will install,

troubleshoot or repair one software title (example: Outlook, Photoshop, Quicken, Word, Excel) and install all critical updates. We can also import up to 200MB of data into the application if upgrading. Service does not cover operating system installation.

On-Site Service \$159

Online Service \$99

Software is not included in pricing.

Operating System Install

A technician will install an operating system of the client's choosing (Windows Vista, Windows XP, Apple, etc). All critical updates, necessary drivers, and software configurations will be completed. The system will be tested to ensure that everything is functioning correctly.

On-Site Service \$249

Off-Site Service \$129

Online Service \$129

Advanced Diagnostic, Repair and Prevention

Our technicians will diagnose the cause of crashes, lockups, unusual slowness, or Internet problems. We will repair any operating system related issues, remove all viruses and spy ware, install critical updates, and optimize the speed and performance of your system. In addition, we will install security and privacy software to keep your computer protected. Once the issues are resolved, we will make sure that your computer is operating properly. If hardware or software repairs or upgrades are needed, an estimate will be provided.

On-Site Service \$349

Off-Site Service \$299

Online Service \$229

Diagnostic

A technician will use a series of system checks and diagnostics to determine why your computer is not functioning normally. Once the issues are identified, we will advise you on what further action needs to be taken in order to restore normal operation.

On-Site Service \$159

Off-Site Service \$59

Online Service \$49

Computer Optimization

All computers require regular maintenance to keep them running efficiently and quickly. The optimization process includes many system modifications that will shorten your computer's boot time, delete temporary files and remove unnecessary background processes that may be robbing your computer's memory and processing power.

On-Site Service \$129

Off-Site Service \$59

Online Service \$49

Hardware Install

A technician can install any one internal or external hardware device including the corresponding drivers and software on your desktop or laptop. Hardware devices include: hard drive, memory, MP3 player, printer, scanner, CD or DVD drive, video card, etc.

On-Site Service \$159

Off-Site Service \$69

Hardware is not included in pricing.

SECURITY SERVICES

Wireless Security Setup

Most wireless network access points and router have security disabled by default. This allows anyone within range of your network to connect in, access your Internet, files, and printers. We will configure wireless encryption on an existing 2 computer network, examine those computers for security vulnerabilities and provide a proposal for any recommended security services.

On-Site Service \$59

Online Service \$99

Family Security Configuration

Do you know what websites your children are viewing or who they chat with online? We will install and configure parental control systems that allow the monitoring and blocking of Internet content. We will also clean up the hard drive and setup user accounts and permissions to further control access.

On-Site Service \$159

Off-Site Service \$129

Online Service \$99

Cleaning and Removal

Are you giving your computer to someone else or donating it to charity? Did you know that many files can be easily recovered even if you delete them from your recycle bin or format your hard drive? Let us remove your confidential files and information from the hard drive with no chance of recovery or data reconstruction.

On-Site Service \$129

Off-Site Service \$99

Online Service \$59

DATA BACKUP AND RESTORATION SERVICES

One Time Data Backup

Save secure copies of your computer's files in case of a severe crash. Our technician will copy up to 9.4 GB of your selected data to CD, DVD or external hard drive. Unlimited data may be backed up for an additional fee.

On-Site Service \$229

Off-Site Service \$99

Automated Data Backup

We will configure your computer to automatically backup important data. Our technicians will install an external hard drive on your computer, install software and drivers, and configure your computer to routinely backup your selected files.

On-Site Service \$229

Off-Site Service \$129

Online Service \$99

Data Recovery (Working Hard Drive)

Recover your accidentally deleted or formatted data from a working hard drive. We will transfer all files from the damaged source onto a CD, DVD, or external hard drive. Due to the length of time needed for data recovery, this service is generally offered as off-site only. Please call us for additional details.

Off-Site Service \$259

Data Recovery (Failing Hard Drive)

Recover your data from a failing hard drive. We will transfer all files from the damaged source onto a CD, DVD, or external hard drive. Due to the length of time needed for data recovery, this service is generally offered as off-site only. Please call us for additional details.

Off-Site Service \$519

Data Recovery (Severely Damaged Hard Drive)

Recover your data from a severely damaged hard drive. Due to the complexity of this recovery process, an initial consultation with our technicians is recommended before pricing can be established.

Off-Site Service \$Call